

Dear Friend of the Bureau of Mental Health:

There have been a great many changes happening here at the Bureau. I want to take a moment and acknowledge how far we have come and to publicly thank all of our staff for their individual contributions to these improvements. There is still so much good work to do to improve how we manage and monitor services. It is also exciting that in line with Dr. Karpati's vision to strengthen the program Bureaus throughout the Division of Mental Hygiene and the depth of support and expertise, we are integrating more policy, planning, analysis and strategy activities into the day to day operations of the Bureau. I believe this will infuse our daily activities with an increased sense of mission and clarity. We welcome the new staff into our bureau and look forward to continuing our good work together, building on our successes to date.

As we complete these transfers including the physical moves, I wanted to give you a full accounting. Please feel free to ask questions. I have attached an organizational chart for your reference. A few people have moved locations and phone extensions so keep your eyes out for new contact information. I know you'll join me in making all of our new additions to our team feel welcome. Additionally, I am taking this opportunity to remind you of the full breadth and scope of the Bureau's work.

The Bureau of Mental Health is responsible for mental health service delivery to New York City consumers. Through contracting with NYC service providers, the Bureau is responsible for procuring and overseeing over 700 treatment, rehabilitation, housing, case management, advocacy, Assisted Outpatient Treatment and other mental health programs. The Bureau oversees program planning, development, surveillance, implementation and performance through ongoing site-visits and data collection and analysis and provides technical assistance to providers in addition to working to improve the mental health of all New Yorkers.

In the **Office of the Assistant Commissioner for Mental Health**, we're building out our epidemiologic capacity. We also continue to expand our clinical expertise and recovery focus as well as our focus on individuals and families.

Meggan Schilkie has joined the Bureau as the Deputy Director for Mental Health. Many of you know Meggan from her many years in the Executive Deputy Commissioner's Office, Intergovernmental Affairs and with the Coalition of Behavioral Health Agencies. She will be responsible for the day to day operations, working closely with each of the offices to make sure contracts, data collection, special projects, and the other activities that consume much of our days work smoothly. She will be reporting directly to me and the program offices will report to her. As you can see from the org chart, Treatment, Care Monitoring and AOT are still reporting to me and that is because the nature of their work and situations right now need more of my attention. They will still work closely with Meggan on their operations. This move will allow me to focus more of my time on policy, planning, and other activities that will help improve our Bureau and through that, the lives of the people we serve.

In our **Office of Housing Services**, under the Direction of Laura Grund, we continue to work to bring on new supportive housing contracts and to oversee all supportive housing units in contract with DMH. We continue to strive to create new housing opportunities for homeless New Yorkers with mental hygiene disorders so that they may live independently in the community.

In our **Office of Coordinated Mental Health Services** under the direction of Linda Fraser, we continue to work with a wide range of contracted community-based programs including: Assertive Community Treatment (ACT) teams, Intensive Case Management, Blended Case Management, Supportive Case Management, Comprehensive Psychiatric Emergency Programs (CPEP), Bridger Programs and Crisis Intervention.

In the **Office of Rehabilitation Services**, under the direction of Bob Goldblatt, we continue to support an array of mental health rehabilitation programs including supported employment, psychosocial clubs, and outreach programs. Currently this office is the point of contact for DMH for programs converting to PROS (Personalized Recovery Oriented Services), the State's new rehabilitation license.

In the **Office of Treatment**, under the direction of Anne Zweiman, we continue to work with our State partners in planning and overseeing the treatment service delivery in New York City. In addition, the Office identifies and disseminates best practices and innovations in outpatient mental health treatment, and responds to requests for information and assistance from consumers, providers, and the public on behalf of the Bureau of Mental Health. The Department's Depression Screening in Primary Care Initiative and the City Council-funded Geriatric Mental Health Initiative reside in this office. Currently Anne is on leave and we are grateful to Deputy Director, Gretchen Hartman for pinch hitting in her absence. We wish Anne a speedy recovery and return!

In our **Assisted Outpatient Treatment (AOT) Program** under the direction of Nancy Hulbrock, we oversee the AOT program, authorized by Kendra's Law, New York State's Outpatient Commitment statute. The AOT program monitors court mandated treatment for more than 1,200 high-need individuals.

In our **9/11 Mental Health and Substance Use Benefit Program**, under the direction of JoAnne McLean Eronini, we provide an insurance-like benefit for adults and children that allow qualified persons who have ongoing needs as a result of the 9/11 attacks to receive free or low-cost mental health and substance abuse services from a licensed provider of their choice. The benefit will be ending at the end of this calendar year, 2010.

Through our **Care Monitoring Team Initiative** under the direction of Doreen Thomann-Howe, we are implementing a program designed to identify and engage individuals who have lapses in care. The first Care Monitoring Team became operational in Brooklyn in the fall of 2009. These teams are designed and jointly overseen by DOHMH and the State Office of Mental Health (OMH) to reduce gaps in care, improve coordination and accountability across service providers and identify individuals at risk of falling through the cracks of the mental health system. As this program unfolds, we are evaluating the

impact appropriateness and feasibility of scaling it citywide. Doreen joined us on April 5th. Welcome, Doreen!

In our **Office of Mental Health Administration**, we continue to build our analytic capacity to support programs in making data-driven decisions and to provide logistical, technical and administrative support to all of the programmatic offices in the Bureau. Additionally, this Bureau oversees the non human service contracts such as LifeNet. LifeNet is the DMH-funded Information and Referral Hotline for mental health and alcohol and substance use services in New York City as well as the point of contact for Mobile Crisis Teams.

Policy and Planning Staff and Functions

As you know, the Bureau of Policy, Planning and Clinical Affairs was recently decentralized, with its staff and functions now assigned to the program bureaus (Mental Health, Alcohol and Drug Use Prevention Care and Treatment (ADUPCT), MRDD Services, Children, Youth, and Family, and Early Intervention). We have been incredibly fortunate to have several of the staff of the former Bureau join us in Mental Health. I am very excited that our Bureau will now be responsible for planning, policy analysis, depression (a Take Care New York indicator), CQI and health integration activities.