Working with DCF Series – Part 2
Accessing Mental Health Services for DCF-involved Children/Adolescents

CTAAP 2012 Teleconference Series
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How do you know if your patient is involved with DCF?
Types of DCF Involvement

• Voluntary Services (parents ask for help; they retain all rights; can pull out at any time)
• Protective Services (issues of neglect/abuse; can be court-involved or not court involved; parents can have full rights or limited to no rights when parental rights are terminated)
• The family can be in the initial stages of involvement, which is usually through one of two tracks: either forensic/assessment or family assessment (see slide from last teleconference on this topic).
How do you find out?

1. Begin with the question: Is DCF helping you with your child?
2. If yes, is this through Voluntary Services?
3. If there isn’t a resounding “yes”, or if they’re vague, then the DCF connection might just be beginning through investigations or it may be open through protective services.
4. The next step is to ask for a release to speak with DCF if the family hasn’t presented with one already.
How do you find out who to Call??

• Ask “can you tell me who the DCF worker is who is helping you or working with your family?”
• If they don’t know, call the area office that services the town they reside in. (Use the DCF home page or google “DCF-CT” to find out area office locations and phone numbers).
• When you call the DCF area office main number, say you’re calling from the pediatrician’s office, you have a DCF release, and you want to know who and where to fax the release.
<table>
<thead>
<tr>
<th>OFFICE / ADDRESS</th>
<th>MAIN PHONE</th>
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<tbody>
<tr>
<td>Central Office  505 Hudson Street Hartford, CT 06106</td>
<td>860-550-6300</td>
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<tr>
<td>Bridgeport  100 Fairfield Avenue Bridgeport, CT 06604</td>
<td>203-384-5300</td>
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<tr>
<td>Danbury  131 West Street Danbury, CT 06810</td>
<td>203-207-5100</td>
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<tr>
<td>Hartford  250 Hamilton Street Hartford, CT 06106</td>
<td>860-418-8000</td>
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<tr>
<td>Manchester  364 West Middle Turnpike Manchester, CT 06040</td>
<td>860-533-3600</td>
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<tr>
<td>Meriden  One West Main Street Meriden CT 06451</td>
<td>203-238-8400</td>
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<tr>
<td>Middletown  2081 South Main Street Middletown, CT 06457</td>
<td>860-638-2100</td>
</tr>
<tr>
<td>Milford  38 Wellington Road Milford, CT 06461</td>
<td>203-306-5300</td>
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<tr>
<td>New Britain  One Grove Street, 4th Floor New Britain, CT 06053</td>
<td>860-832-5200</td>
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<tr>
<td>New Haven  One Long Wharf Drive New Haven, CT 06511</td>
<td>203-786-0500</td>
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<tr>
<td>Norwalk  149 Water Street, 2nd Floor Norwalk, CT 06854</td>
<td>203-899-1400</td>
</tr>
<tr>
<td>Norwich  Two Courthouse Square Norwich, CT 06360</td>
<td>860-886-2641</td>
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<tr>
<td>Stamford  401 Shippan Avenue, Suite 2 Stamford, CT 06902</td>
<td>203-348-5865</td>
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<tr>
<td>Torrington  62 Commercial Boulevard Torrington, CT 06790</td>
<td>860-496-5700</td>
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<tr>
<td>Waterbury  395 West Main Street Waterbury, CT 06702</td>
<td>203-759-7000</td>
</tr>
<tr>
<td>Willimantic  322 Main Street, Willimantic, CT 06266</td>
<td>860-450-2000</td>
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• The CT Behavioral Health Partnership (BHP) is a collaboration between DCF and Department of Social Services, (the state’s Medicaid agency) and Department of Mental Health and Addiction Services to develop and oversee the publicly funded behavioral health system for all Medicaid recipients in CT
• The State hired ValueOptions, Inc. as the Partnership’s Administrative Services Organization (ASO) to provide utilization management, clinical support and quality assurance for services covered under this initiative
• ValueOptions manages the Medicaid behavioral health benefit and selected DCF funded services.
• All DCF committed youth are enrolled in Medicaid and hence covered by the CT BHP
• Inpatient Psychiatric Care
• Psychiatric Residential Treatment (Sub-Acute hospitalization)
• Intensive Home-Based Services
• Extended Day Treatment
• Partial Hospitalization
• Intensive Outpatient
• Outpatient Services
• Medication Eval/Management
• Diagnostic Testing (Psych/Neuro-Psych)
• Residential Treatment

Services Covered under the CT BHP
• Detailed information on the services offered through the CT BHP can be accessed on the website: www.ctbhp.com
• Please note the “Online Provider Directory”
• Information about services can be found in the Member Handbook, (under Info for Members), and in various other places embedded within the website
• Information can also be obtained by calling the CT BHP Service Center at 1-800- 552-8247 and asking to speak to a Customer Services Representative
• The Partnership provides specialized Care Coordination services for youth with complex behavioral health issues through its Intensive Care Managers
• Specialized Care Coordination is also available for youth with significant co-morbid physical and behavioral health conditions (McKesson Project)
• Peer Specialists (parents of youth with serious behavioral health concerns) are available on a limited basis to provide support to families, and educate on available resources
• For more information or to make a referral, contact the CT BHP Service Center at 1-877-552-8247

Specialized Care Coordination
How do I refer my patient for mental health services?

• CT has a statewide network of Enhanced Care Clinics (ECCs) for children and adolescents that provide emergent, urgent or routine care for medicaid clients depending on the nature of the referral concern.

• A complete list of ECCs with contact information is available on the CT BHP website [http://www.ctbhp.com/](http://www.ctbhp.com/).

• Other than Enhanced Care Clinics, all other clinics are listed on the CT BHP website.
Along with medicaid-funded services, DCF funds multiple service types for DCF-involved youth only. Examples are:

- Intensive in-home services (Family-Based Recovery, Family preservation, etc.)
- DCF Credentialed Services (mentoring, after-school services, behavioral support, etc. See Advanced Behavioral Health website- http://www.abhct.com/)
- Individualized therapeutic services such as therapeutic horseback riding, summer camps, therapeutic recreational services, etc.
- Respite services (short-term stabilization programs)
• 25 Community Collaboratives exist which service all CT towns and cities
• Multiple providers sit at the same table and may be able to help families where abuse/neglect is not the main issue
• Go to the WRAPCT.ORG website for contacts

What if my patient/family needs more basic services?? (housing, etc.)
What do I do in a crisis?

• EMPS Crisis Service is a Team of Trained Mental Health Professionals who can respond immediately on-site, or by phone when a child is in crisis.

• Who can receive EMPS?
  • **Anyone** can call on behalf of a child/youth in crisis
  • Any child or youth 18 or younger in Connecticut who is in crisis (can serve 18 year old’s if enrolled in school)
  • Service is provided regardless of insurance status or ability to pay (the child/youth doesn’t need to be on Medicaid or DCF-affiliated)
  • Excludes youth in an RTC, Sub-Acute, or Hospital Setting
Dial 211 for EMPS Mobile Crisis Service

- Available 24 hours per day, 365 Days per Year
- Hours of Mobility:
  (9am to 10pm M-F & 1pm to 10pm weekends and holidays)
- Telephonic Response During Non-mobile Hours
- EMPS staff is dispatched to the home, school, foster home, ED or wherever help is needed
- **DIAL 2-1-1** (Info-line) At Prompt – Hit 1 for Crisis
- Connected to a Crisis Specialist
- Collect Basic Information
- Triage – Three Options
  - 1. Information and Referral
  - 2. 911
  - 3. All Other to Local EMPS Provider

The maximum response time allowed under contract is 45 minutes
How do I start or continue psychotropic meds?

1. The Centralized DCF process for starting psychotropic medication only applies to children who are fully committed to DCF. It doesn’t apply for children under a temporary commitment or who are committed due to delinquency issues (in which case the parent gives consent). Assent needs to be obtained by the patient, and side effects should be reviewed with the patient and foster family (or whoever accompanies the patient).

2. The process doesn’t apply for children ages 18 and over- they give their own consent.
• All policies and procedures, approved meds and doses, forms and numbers to call, are on the DCF homepage under “Centralized Medication Consent Unit”. www.ct.gov/dcf
• Forms (the consent form is called the “465”) can be faxed to: 1-877-323-3784 (DCF-DRUG) or emailed to: getmeds.dcf@ct.gov
• After-hours, weekends, holidays, call the Careline at: 1-800-842-2288 and explain you’re calling about a psychotropic medication consent
• Medication consent forms will be reviewed and approved the same day in most cases; please fill in cell phones or email address for the quickest turnaround.
• Medication consent is prescriber-specific and is good for one year.
• You can ask for a dose range when starting a medication.
• Recommended monitoring protocols are also on our website.

Psychototropic meds, cont.
DCF-465
07/2011 (Rev.)

STATE OF CONNECTICUT
Department of Children and Families

Date: _______________  Time: _______________

CHILD’S NAME*: ___________________  Date of Birth*: ___________________  [ □ Male  □ Female ]

Prescribing Practitioner & Credentials*: ___________________  Response to be sent to: ___________________

Phone:* ___________________  Pager/Cell*: ___________________  Email address(s): ___________________

Or Fax#: ___________________

Name of Treatment Setting: ___________________  [ □ Hospital  □ RTC  □ Safe Home  □ Shelter  □ Outpt.  □ Detention  □ Other ]

Contact Person: ___________________  Phone: ___________________

Reason for Request: [ ] Continue current medication only  [ ] New medication  [ ] Other

Clinical Reason*: ___________________

DSM IV Diagnoses: Axis I  Axis II  Axis III

Allergies/ Adverse Reactions: [ ] NKDA

Consult www.ct.gov/DCF (click "Professionals") for DCF Monitoring Protocols, Maximum Dosage Guidelines, Approved Medication List

Current psychotropic medications, including PRN and medications including dose, schedule and route.*

Current non-psychotropic medications, including nutritional supplements:

Requested psychotropic medication including dose, schedule and route. Include plans to discontinue or taper medications*

Range of dose*  Target symptoms

Monitoring studies: [ ] date ordered with results pending _______________  [ ] date completed and results noted below _______________

(If results are abnormal, please explain: *(See DCF Monitoring Protocols)

VS  Temp  BP*  Pulse*  Resp  Ht*  Wt*  BMI  %  [ ] Overweight  [ ] Obese

AIMS exam: [ ] normal  [ ] abnormal

Labs: [ ] normal  [ ] abnormal

Drug Levels*: [ ] Lithium  [ ] VPA  [ ] Topiramate  [ ] Other  [ ] Date completed: _______________

EKG*: [ ] normal  [ ] abnormal

EEG: [ ] normal  [ ] abnormal

CT Scan/MRI: [ ] normal  [ ] abnormal

Other: ___________________

[ ] If Abnormal Results, explain: ___________________

* All sections containing an asterisk * must be completed in order to prevent delay in response time.
Who do I call for a clinical consultation?

- Area offices have licensed clinical social workers, educational consultants, nurses, Domestic Violence consultants, and substance abuse consultants, who are part of the “Regional Resource Group” (RRG). You can ask the DCF worker to request a RRG consultation for complicated situations.
- There are two Central Office Child Psychiatrists and two Central Office APRNS who are part of the medication consent team but can also provide consultation regarding past psychotropic medication history, etc.
- The Central Office Chief of Psychiatry (Dr. Lesley Siegel, cell: 203-530-0351; lesley.siegel@ct.gov) can be contacted directly for phone consultation.
- The Centralized Medication Consent Unit (CMCU) website contains helpful links regarding psychotropic medications, dosing, handbooks for families about medications, etc.
• DCF has a pharmacy service available for information about medications. [http://www.pandtconsulting.org](http://www.pandtconsulting.org) (the question doesn’t need to be related to a DCF client)
• You can also call: 877-257-2788. Questions left for the drug information service will generally be answered within 24 hours
What if a child comes to my office with an empty bottle of psychotropic medications?

• If the child is DCF committed, the Centralized Medication Consent Unit will have their past medication history, diagnosis, etc. in the database that should be helpful in determining whether to refill the prescription.
• After hours, call the Careline (1-800-842-2288) who will contact the physician on call.