



Fiscal Year
2020
Report

Measuring Provider Performance:

*Building a stronger system of
behavioral health care*

Report Supplement: Detailed Tables of Performance



August 2022

Detailed Tables of Performance

The following tables detail individual provider performance on each of the seven DBH key performance indicators (KPIs) that focus on behavioral health services delivered by DBH-certified, community-based providers.

As the District’s providers each serve a varying number of consumers and clients, the data for the KPIs have been stratified by the volume of consumer/clients served by the 56 providers with available data for at least one KPI during the reporting period:

- **Small** (n=31): 21-401 consumers/clients
- **Midsized** (n=14): 423-751 consumers/clients
- **Large** (n=11): 1,033-5,757 consumers/clients

We stratified KPIs by consumer/client volume where there are data for at least four (4) providers in a category (e.g., small), and these providers have counts of at least four (4) in the denominator for the mental health and SUD provider KPIs, and at least ten (10) in the denominator for the survey indicators. Provider data with denominator counts below these values do not meet DBH’s threshold for public reporting of the KPIs and were excluded from the following tables to protect consumer/client privacy. However, for the mental health and SUD provider KPIs, data for these providers were included in overall KPI statistics, such as percentage total, mean, and median.

The **denominator** represents the population being measured. The **numerator** indicates the target process, condition, event, or outcome expected for the target population.

DBH established a **performance target** for each KPI. The performance target does not necessarily represent optimal performance but was established for purposes of driving improvement in care delivery in the District. Both system and provider performance are measured in relation to the target:

- A green circle indicates that the provider and/or system met or exceeded the target;
- A yellow circle with a green checkmark indicates that provider and/or system performance was within 10 percentage points of, or “near,” the target; and
- A red circle with a red X indicates that provider and/or system performance was greater than 10 percentage points of, or “far below” the target.

Detailed Tables of Performance on Behavioral Health Satisfaction Survey – Person-Centered Planning Domain

Small-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (80%)
Small Consumer/Client Volume – Mean			77%	–
Small Consumer/Client Volume – Median			77%	–
Small Consumer/Client Volume – Total	92	116	79%	–
Better Morning	17	22	77%	–
Family Solutions of Ohio	39	46	85%	✓
Family Wellness Center	9	14	64%	✗
Life Care Inc	10	13	77%	–
New Living Health Care LLC	7	10	70%	–
So Others Might Eat	10	11	91%	✓

✗ = Far Below Performance Target
(0 – 69%)

– = Near Performance Target
(70 – 79%)

✓ = Met or Exceeded Performance Target
(80 – 100%)

Notes: Small providers that enrolled 21-401 consumers/clients during the reporting period. The denominator reflects consumers/clients who responded to the Behavioral Health Satisfaction Survey. 25 small providers with fewer than ten consumers/clients responding to the survey have been excluded from this table because they do not meet the threshold for public reporting of survey data.

Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

Detailed Tables of Performance on Behavioral Health Satisfaction Survey – Person-Centered Planning Domain

Midsize-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (80%)
Midsize Consumer/Client Volume – Mean			82%	✓
Midsize Consumer/Client Volume – Median			83%	✓
Midsize Consumer/Client Volume – Total	133	159	84%	✓
City Care Health Services	9	11	82%	✓
Found. for Contemporary Drug Abuse	27	31	87%	✓
Kinara Health & Home Care	6	10	60%	✗
Life Stride	17	20	85%	✓
One Care DC Inc.	7	10	70%	–
Preventive Measures	13	14	93%	✓
PSI Services	32	40	80%	✓
Volunteers of America	22	23	96%	✓



= Far Below Performance Target
(0 – 69%)



= Near Performance Target
(70 – 79%)



= Met or Exceeded Performance Target
(80 – 100%)

Notes: Midsize providers that enrolled 423–751 consumers/clients during the reporting period. The denominator reflects consumers/clients who responded to the Behavioral Health Satisfaction Survey. Six midsize providers with fewer than ten consumers/clients responding to the survey have been excluded from this table because they do not meet the threshold for public reporting of survey data.

Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

Detailed Tables of Performance on Behavioral Health Satisfaction Survey – Person-Centered Planning Domain

Large-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (80%)
Large Consumer/Client Volume – Mean			74%	–
Large Consumer/Client Volume – Median			72%	–
Large Consumer/Client Volume – Total	474	640	74%	–
Amazing Love Health Services	16	23	70%	–
Anchor Mental Health Association	22	30	73%	–
Community Connections	103	129	80%	✓
Hillcrest Childrens Center	56	78	72%	–
Inner City Family Services	46	61	75%	–
Life Enhancement Services	48	69	70%	–
MBI Health Services	113	167	68%	✗
McClendon Center	11	16	69%	✗
Umbrella Therapeutic Services	59	67	88%	✓



= Far Below Performance Target
(0 – 69%)



= Near Performance Target
(70 – 79%)



= Met or Exceeded Performance Target
(80 – 100%)

Notes: Large providers that enrolled 1,033–5,757 consumers/clients during the reporting period. The denominator reflects consumers/clients who responded to the Behavioral Health Satisfaction Survey. Six midsize providers with fewer than ten consumers/clients responding to the survey have been excluded from this table because they do not meet the threshold for public reporting of survey data.

Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

Detailed Tables of Performance on Timely Service – Adult Enrollment/Transfer

Small-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (80%)
Small Consumer/Client Volume – Mean			69%	✗
Small Consumer/Client Volume – Median			77%	–
Small Consumer/Client Volume – Total	/	/	78%	–
Absolute Healthcare Resources	22	32	69%	✗
Abundant Grace Health Services	80	90	89%	✓
Better Morning	54	75	72%	–
Community Wellness Ventures	59	74	80%	✓
Family Preservation Services	9	13	69%	✗
Family Solutions of Ohio	31	35	89%	✓
Family Wellness Center	46	65	71%	–
Global Resources Supports	3	4	75%	–
Goshen Health Care & Management	60	65	92%	✓
Holy Health Care Services	59	71	83%	✓
Kahak Health Care Services	44	52	85%	✓



= Far Below Performance Target
(0 – 69%)



= Near Performance Target
(70 – 79%)



= Met or Exceeded Performance Target
(80 – 100%)

Notes: Small providers that enrolled 21-401 consumers/clients during the reporting period. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Detailed Tables of Performance on Timely Service – Adult Enrollment/Transfer

Small-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (80%)
Small Consumer/Client Volume – Mean			69%	✗
Small Consumer/Client Volume – Median			77%	–
Small Consumer/Client Volume – Total	/	/	78%	–
Life Care Inc	77	110	70%	–
Mary's Center	34	37	92%	✓
Neighbors Consejo	35	64	55%	✗
New Living Health Care LLC	47	64	73%	–
NYA Health Care Services	66	76	87%	✓
P&G Behavioral Health Services	40	51	78%	–
Pathways to Housing D.C.	10	13	77%	–
Psychiatric Center Chartered	20	24	83%	✓
Restoration Community Alliance	4	16	25%	✗
The Ark of DC	35	42	83%	✓



= Far Below Performance Target
(0 – 69%)



= Near Performance Target
(70 – 79%)



= Met or Exceeded Performance Target
(80 – 100%)

Notes: Small providers that enrolled 21-401 consumers/clients during the reporting period. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Detailed Tables of Performance on Timely Service – Adult Enrollment/Transfer

Midsize-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (80%)
Midsize Consumer/Client Volume – Mean			77%	–
Midsize Consumer/Client Volume – Median			78%	–
Midsize Consumer/Client Volume – Total	1,402	1,746	80%	✓
City Care Health Services	185	237	78%	✗
Dedicated Care Health Services	52	64	81%	✗
Kinara Health & Home Care	217	251	86%	✗
Life Stride	52	67	78%	✓
New Hope Health Services	280	311	90%	✓
One Care DC Inc.	84	106	79%	✗
Prestige Healthcare Resources	253	296	85%	✓
Preventive Measures	40	101	40%	✗
PSI Services	53	68	78%	✗
Spring Leaf Solutions	139	185	75%	✓
Volunteers of America	47	60	78%	✓



= Far Below Performance Target
(0 – 69%)



= Near Performance Target
(70 – 79%)



= Met or Exceeded Performance Target
(80 – 100%)

Notes: Midsize providers that enrolled 423-751 consumers/clients during the reporting period. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Detailed Tables of Performance on Timely Service – Adult Enrollment/Transfer

Large-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (80%)
Large Consumer/Client Volume – Mean			78%	–
Large Consumer/Client Volume – Median			76%	–
Large Consumer/Client Volume – Total	2,512	3,110	81%	✓
Amazing Love Health Services	241	289	83%	✓
Anchor Mental Health Association	60	90	67%	✗
Community Connections	162	216	75%	–
District Health Care Services	359	417	86%	✓
Hillcrest Childrens Center	106	186	57%	✗
Inner City Family Services	104	141	74%	–
Life Enhancement Services	307	402	76%	–
MBI Health Services	679	758	90%	✓
McClendon Center	95	105	90%	✓
Umbrella Therapeutic Services	218	303	72%	–
Wellness Healthcare Clinic	181	203	89%	✓



= Far Below Performance Target
(0 – 69%)



= Near Performance Target
(70 – 79%)



= Met or Exceeded Performance Target
(80 – 100%)

Notes: Large providers that enrolled 1,033–5,757 consumers/clients during the reporting period. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Detailed Tables of Performance on Timely Service – Child Enrollment/Transfer

Small-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (75%)
Small Consumer/Client Volume – Mean			66%	–
Small Consumer/Client Volume – Median			80%	✓
Small Consumer/Client Volume – Total	/	/	70%	–
Better Morning	40	50	80%	✓
Community Wellness Ventures	8	8	100%	✓
Family Preservation Services	4	5	80%	✓
Family Solutions of Ohio	28	31	90%	✓
Family Wellness Center	9	11	82%	✓
Latin American Youth Center	12	39	31%	✗
Mary's Center	15	18	83%	✓
MD/DC Family Resource	18	26	69%	–
Outreach Solutions	5	11	45%	✗



= Far Below Performance Target
(0 – 64%)



= Near Performance Target
(65 – 74%)



= Met or Exceeded Performance Target
(75 – 100%)

Notes: Small providers that enrolled 21-401 consumers during the reporting period. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations. One small provider with fewer than four enrollments and transfers in the denominator has been excluded from this table because it does not meet DBH's threshold for public reporting. Their data, however, are included in the calculation of the mean, median, and total. / = Total suppressed to prevent users from deriving small values.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Detailed Tables of Performance on Timely Service – Child Enrollment/Transfer

Midsize-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (75%)
Midsize Consumer/Client Volume – Mean			72%	–
Midsize Consumer/Client Volume – Median			78%	✓
Midsize Consumer/Client Volume – Total	/	/	80%	✓
Kinara Health & Home Care	22	27	81%	✓
New Hope Health Services	3	4	75%	✓
PSI Services	15	18	83%	✓

✗ = Far Below Performance Target
(0 – 64%)

– = Near Performance Target
(65 – 74%)

✓ = Met or Exceeded Performance Target
(75 – 100%)

Notes: Midsize providers that enrolled 423-751 consumers during the reporting period. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations. One midsize provider with fewer than four enrollments and transfers in the denominator has been excluded from this table because it does not meet DBH's threshold for public reporting. Their data, however, are included in the calculation of the mean, median, and total. / = Total suppressed to prevent users from deriving small values.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Detailed Tables of Performance on Timely Service – Child Enrollment/Transfer

Large-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (75%)
Large Consumer/Client Volume – Mean			64%	✗
Large Consumer/Client Volume – Median			73%	–
Large Consumer/Client Volume – Total	618	1,051	59%	✗
Anchor Mental Health Association	65	98	66%	–
Community Connections	29	34	85%	✓
Hillcrest Childrens Center	73	189	39%	✗
Inner City Family Services	40	215	19%	✗
Life Enhancement Services	138	190	73%	–
MBI Health Services	156	180	87%	✓
Umbrella Therapeutic Services	117	145	81%	✓



= Far Below Performance Target
(0 – 64%)



= Near Performance Target
(65 – 74%)



= Met or Exceeded Performance Target
(75 – 100%)

Notes: Large providers that enrolled 1,033-5,757 consumers/clients during the reporting period. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations. Their data, however, are included in the calculation of the mean, median, and total.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Detailed Tables of Performance on Timely Service – Post Psychiatric Hospital Discharge

Small-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (70%)
Small Consumer/Client Volume – Mean			50%	✗
Small Consumer/Client Volume – Median			46%	✗
Small Consumer/Client Volume – Total	142	227	63%	—
Absolute Healthcare Resources	4	12	33%	✗
Abundant Grace Health Services	2	6	33%	✗
Community Wellness Ventures	5	10	50%	✗
Family Preservation Services	29	35	83%	✓
Family Solutions of Ohio	5	6	83%	✓
Family Wellness Center	9	20	45%	✗
Holy Health Care Services	10	13	77%	✓
Life Care Inc	11	23	48%	✗

✗ = Far Below Performance Target
(0 – 59%)

— = Near Performance Target
(60 – 69%)

✓ = Met or Exceeded Performance Target
(70 – 100%)

Notes: Small providers that enrolled 21-401 consumers/clients during the reporting period. The data are for hospitalizations, not unduplicated consumers. A consumer may have been hospitalized more than once during the reporting period. The data are hospital discharges from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center among adult MHRS consumers. Nine small providers with fewer than four discharges in the denominator have been excluded from this table because they do not meet DBH's threshold for public reporting. Their data, however, are included in the calculation of the mean, median, and total.

Source: DBH analysis of iCAMS & claims data as of 12/23/2020.

Detailed Tables of Performance on Timely Service – Post Psychiatric Hospital Discharge

Small-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (70%)
Small Consumer/Client Volume – Mean			50%	✗
Small Consumer/Client Volume – Median			46%	✗
Small Consumer/Client Volume – Total	142	227	63%	–
Neighbors Consejo	4	13	31%	✗
New Living Health Care LLC	6	7	86%	✓
NYA Health Care Services	1	5	20%	✗
Pathways to Housing	50	64	78%	✓
Psychiatric Center Chartered	5	5	100%	✓

✗ = Far Below Performance Target
(0 – 59%)

– = Near Performance Target
(60 – 69%)

✓ = Met or Exceeded Performance Target
(70 – 100%)

Notes: Small providers that enrolled 21-401 consumers/clients during the reporting period. The data are for hospitalizations, not unduplicated consumers. A consumer may have been hospitalized more than once during the reporting period. The data are hospital discharges from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center among adult MHRS consumers. Nine small providers with fewer than four discharges in the denominator have been excluded from this table because they do not meet DBH's threshold for public reporting. Their data, however, are included in the calculation of the mean, median, and total.

Source: DBH analysis of iCAMS & claims data as of 12/23/2020.

Detailed Tables of Performance on Timely Service – Post Psychiatric Hospital Discharge

Midsize-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (70%)
Midsize Consumer/Client Volume – Mean			51%	✗
Midsize Consumer/Client Volume – Median			54%	✗
Midsize Consumer/Client Volume – Total	92	183	50%	✗
City Care Health Services	19	29	66%	–
Dedicated Care Health Services	4	10	40%	✗
Kinara Health & Home Care	13	20	65%	–
Life Stride	6	13	46%	✗
New Hope Health Services	6	12	50%	✗
One Care DC Inc.	7	13	54%	✗
Prestige Healthcare Resources	13	26	50%	✗
Preventive Measures	3	5	60%	–
PSI Services	10	16	63%	–
Spring Leaf Solutions	7	13	54%	✗
Volunteers of America	4	26	15%	✗

✗ = Far Below Performance Target
(0 – 59%)

– = Near Performance Target
(60 – 69%)

✓ = Met or Exceeded Performance Target
(70 – 100%)

Notes: Midsize providers that enrolled 423-751 consumers/clients during the reporting period. The data are for hospitalizations, not unduplicated consumers. A consumer may have been hospitalized more than once during the reporting period. The data are hospital discharges from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center among adult MHRS consumers.

Source: DBH analysis of iCAMS & claims data as of 12/23/2020.

Detailed Tables of Performance on Timely Service – Post Psychiatric Hospital Discharge

Large-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (70%)
Large Consumer/Client Volume – Mean			59%	✗
Large Consumer/Client Volume – Median			63%	–
Large Consumer/Client Volume – Total	538	807	67%	–
Amazing Love Health Services	44	73	60%	–
Anchor Mental Health Association	32	51	63%	–
Community Connections	194	266	73%	✓
District Health Care Services	16	25	64%	–
Hillcrest Childrens Center	62	98	63%	–
Inner City Family Services	10	23	43%	✗
Life Enhancement Services	3	11	27%	✗
MBI Health Services	138	205	67%	–
McClendon Center	24	30	80%	✓
Umbrella Therapeutic Services	13	20	65%	–
Wellness Healthcare Clinic	2	5	40%	✗

✗ = Far Below Performance Target
(0 – 59%)

– = Near Performance Target
(60 – 69%)

✓ = Met or Exceeded Performance Target
(70 – 100%)

Notes: Large providers that enrolled 1,033-5,757 consumers/clients during the reporting period. The data are for hospitalizations, not unduplicated consumers. A consumer may have been hospitalized more than once during the reporting period. The data are hospital discharges from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center among adult MHRS consumers.

Source: DBH analysis of iCAMS & claims data as of 12/23/2020.

Detailed Tables of Performance on Child Functional Assessment Change Over Time

Small-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (80%)
Small Consumer/Client Volume – Mean			60%	✗
Small Consumer/Client Volume – Median			58%	✗
Small Consumer/Client Volume – Total	45	88	51%	✗
Better Morning	10	26	38%	✗
Family Preservation Services	7	14	50%	✗
Family Solutions of Ohio	10	17	59%	✗
Latin American Youth Center	3	4	75%	–
MD/DC Family Resource	11	19	58%	✗
Outreach Solutions	3	7	43%	✗

✗ = Far Below Performance Target
(0 – 69%)

– = Near Performance Target
(70 – 79%)

✓ = Met or Exceeded Performance Target
(80 – 100%)

Notes: Small providers that enrolled 21-401 consumers/clients during the reporting period. Excludes children receiving MHRS with an initial CAFAS score of 70 or lower. Four small providers with fewer than four children in the denominator whose initial CAFAS score was 80 or higher and the CAFAS score during the quarter was at least 20 points lower than their initial score have been excluded from this table because they do not meet DBH's threshold for public reporting. Their data, however, are included in the calculation of the mean, median, and total.

Source: DBH analysis of iCAMS & FAS data as of 3/11/2021.

Detailed Tables of Performance on Child Functional Assessment Change Over Time

Large-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (80%)
Large Consumer/Client Volume – Mean			51%	✗
Large Consumer/Client Volume – Median			44%	✗
Large Consumer/Client Volume – Total	100	185	54%	✗
Community Connections	38	54	70%	–
Hillcrest Childrens Center	21	50	42%	✗
Inner City Family Services	25	37	68%	✗
Life Enhancement Services	8	26	31%	✗
MBI Health Services	8	18	44%	✗

✗ = Far Below Performance Target
(0 – 69%)

– = Near Performance Target
(70 – 79%)

✓ = Met or Exceeded Performance Target
(80 – 100%)

Notes: Large providers that enrolled 1,033-5,757 consumers/clients during the reporting period. Excludes children receiving MHRS with an initial CAFAS score of 70 or lower. Two large providers with fewer than four children in the denominator whose initial CAFAS score was 80 or higher and the CAFAS score during the quarter was at least 20 points lower than their initial score have been excluded from this table because they do not meet DBH's threshold for public reporting. Their data, however, are included in the calculation of the mean, median, and total.

Source: DBH analysis of iCAMS & FAS data as of 3/11/2021.

Detailed Tables of Performance on Opioid Treatment Program (Methadone): Retention Rate

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (95%)
Mean			90%	—
Median			90%	—
Consumer/Client Volume – Total	4,330	4,793	90%	—
Behavioral Health Group	1,613	1,868	86%	—
Found. for Contemporary Drug Abuse	1,894	2,015	94%	—
United Planning Organization	823	910	90%	—

✖ = Far Below Performance Target
(0 – 84%)

— = Near Performance Target
(85 – 94%)

✓ = Met or Exceeded Performance Target
(95 – 100%)

Notes: The data are for methadone clients only. Data for this indicator are not stratified by consumer/client volume because they do not meet the threshold of at least four providers in each consumer/client volume category to report stratified data.

Source: DBH analysis of claims data as of 3/11/2021.

Detailed Tables of Performance

SUD Step-Down: Residential

Small-Volume Providers

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (50%)
Small Consumer/Client Volume – Mean			36%	✗
Small Consumer/Client Volume – Median			35%	✗
Small Consumer/Client Volume – Total	79	223	35%	✗
Clean and Sober Streets	31	68	46%	–
Regional Addiction Prevention	7	24	29%	✗
Safe Haven	2	52	4%	✗
Salvation Army	0	7	0%	✗
Samaritan Inns	23	55	42%	–
So Others Might Eat	16	17	94%	✓

✗ = Far Below Performance Target
(0 – 39%)

– = Near Performance Target
(40 – 49%)

✓ = Met or Exceeded Performance Target
(50 – 100%)

Notes: Small providers that enrolled 21-401 consumers/clients during the reporting period. Excludes clients with disenrollment reasons of Client Left Before Completing Treatment, Died, Incarcerated, or Program Decision to Discharge Client for Noncompliance with Program Rules.

Source: DBH analysis of DATA/WITS data as of 3/11/2021.

Detailed Tables of Performance

SUD Step-Down: Residential

Midsize-Volume Provider

Detailed Tables of Performance on KPI, by Provider, FY 20

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (50%)
Federal City Recovery	35	141	25%	✗

✗ = Far Below Performance Target
(0 – 39%)

– = Near Performance Target
(40 – 49%)

✓ = Met or Exceeded Performance Target
(50 – 100%)

Notes: Midsize providers that enrolled 423–751 consumers/clients during the reporting period. Excludes clients with disenrollment reasons of Client Left Before Completing Treatment, Died, Incarcerated, or Program Decision to Discharge Client for Noncompliance with Program Rules.

Source: DBH analysis of DATA/WITS data as of 3/11/2021



Fiscal Year
2020
Report

Measuring Provider Performance:

*Building a stronger system of
behavioral health care*

Report Supplement: Box Plots: Visual Representation of
Variation in Provider Performance by Consumer/Client Volume



August 2022

Box Plots: Visual Representation of Variation in Provider Performance By Consumer/Client Volume

The following charts show the variation in provider performance by consumer/client volume for each of the seven DBH key performance indicators (KPIs) that focus on behavioral health services delivered by DBH-certified, community-based providers. This information is presented using box plots, as shown in Figure 1. A box plot is a visual representation of a set of data, or values, that shows the distribution of data, and presents key information including the minimum value, lower quartile, median, upper quartile, and maximum value. The “box” represents the interquartile range, which is the middle 50% of the data set. The lines extending past either side of box indicate the range of values outside of the interquartile range and show the minimum and maximum values, excluding the outliers. Box plots may present outliers, which are values that differ substantially from the rest of the data.

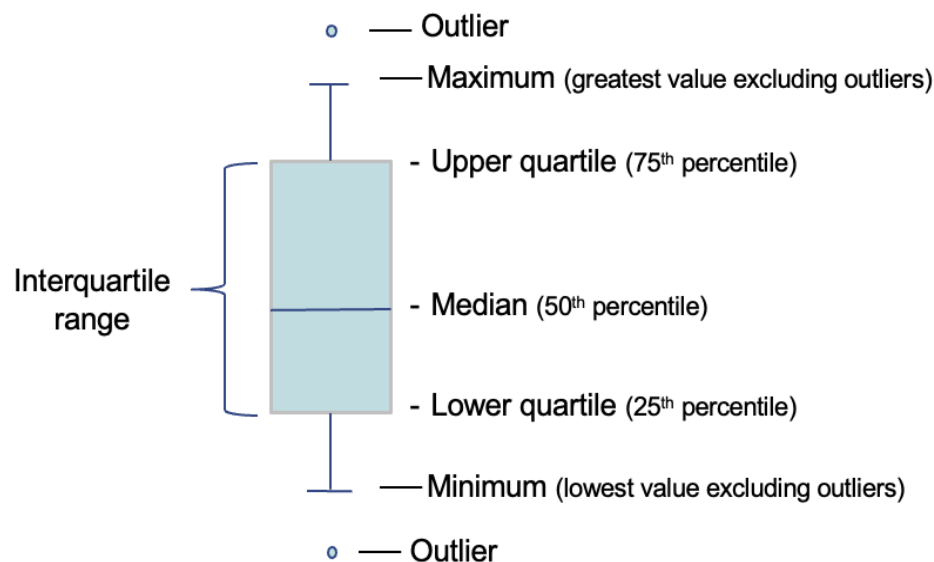
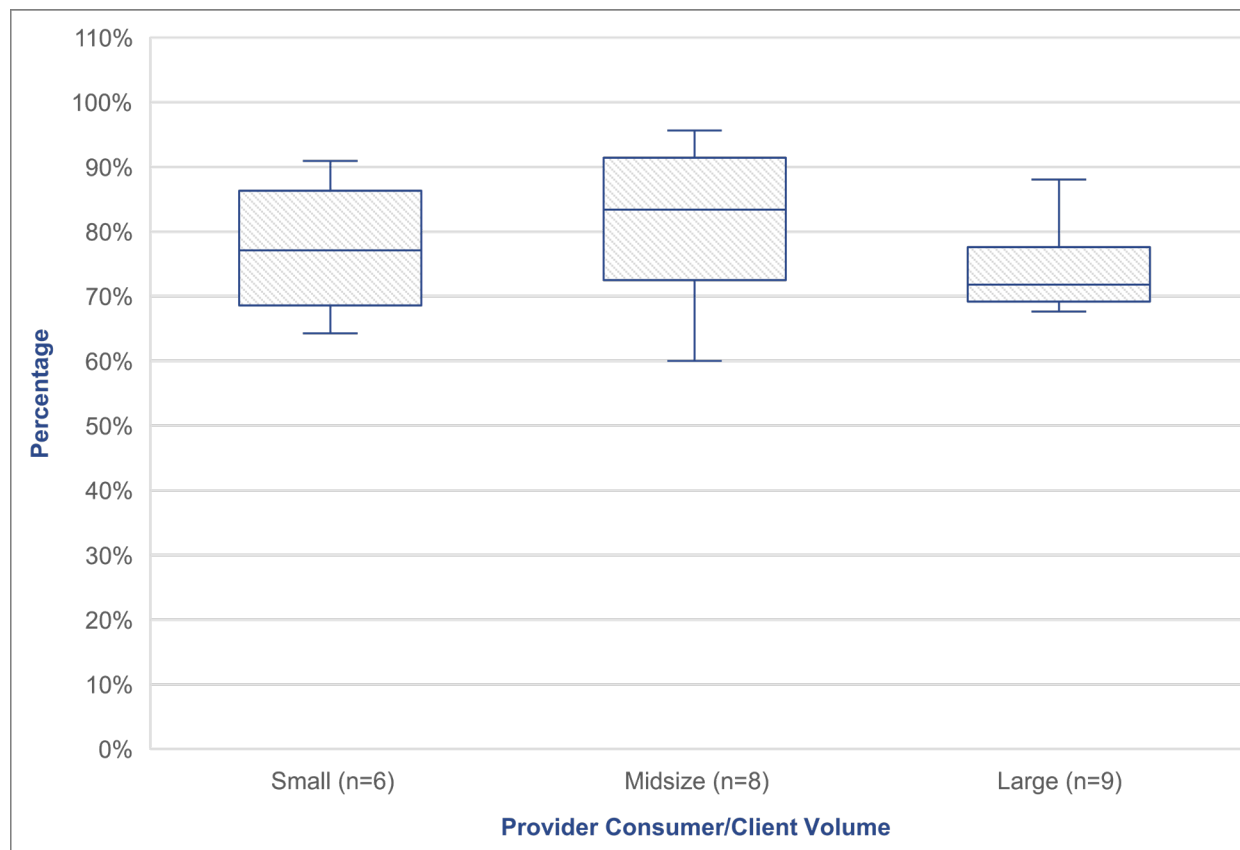


Figure 1. Box plot presenting key information about a data set.

Behavioral Health Satisfaction Survey – Person-Centered Planning Domain

Variation in Provider Performance, by Consumer/Client Volume, FY 20



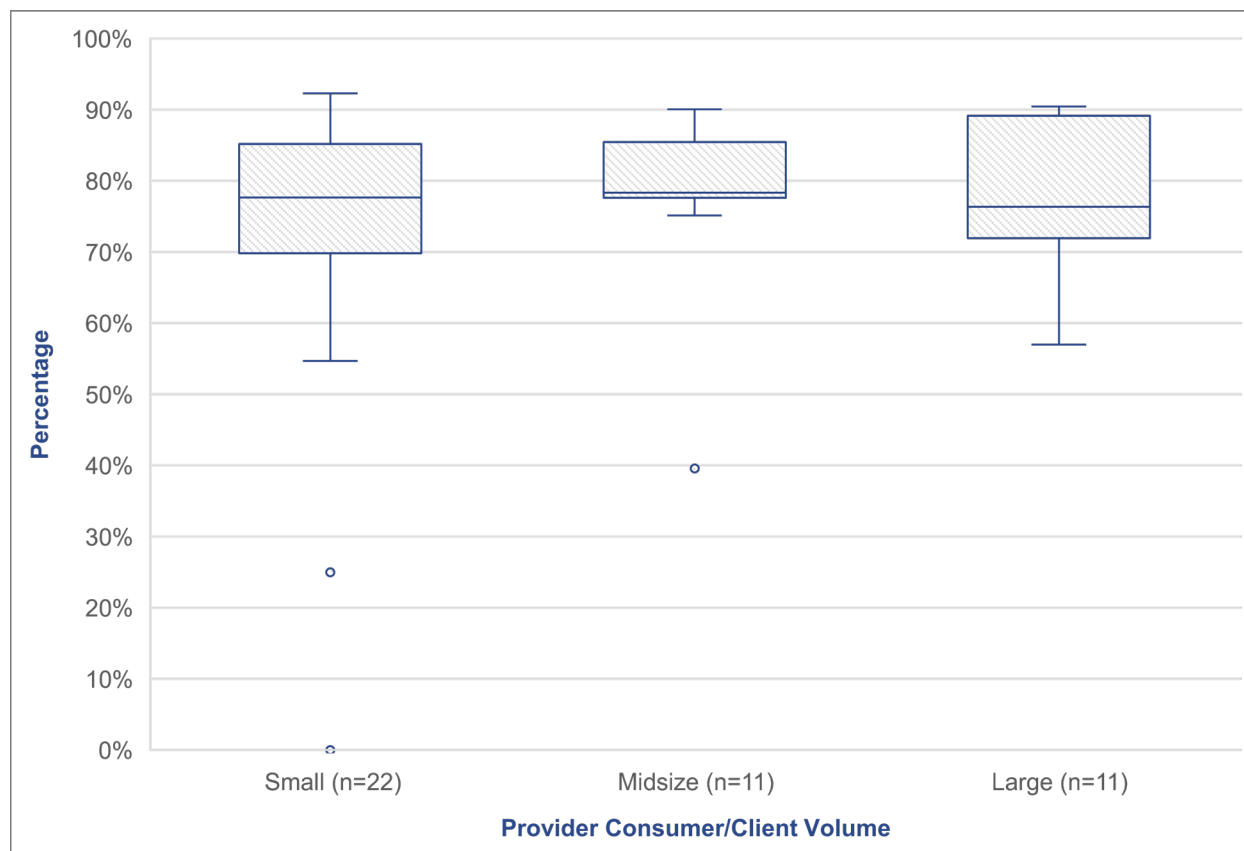
Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes individuals who were not chosen in the random sample. 33 providers with fewer than ten consumers/clients responding to the survey have been excluded from this chart because they do not meet the threshold for public reporting of survey data.

Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

Providers with a large consumer/client volume **had the least variation** in performance on the percent of consumers/clients responding to the survey who reported satisfaction with the person-centered planning process

Timely Service - Adult Enrollment/Transfer

Variation in Provider Performance, by Consumer/Client Volume, FY 20



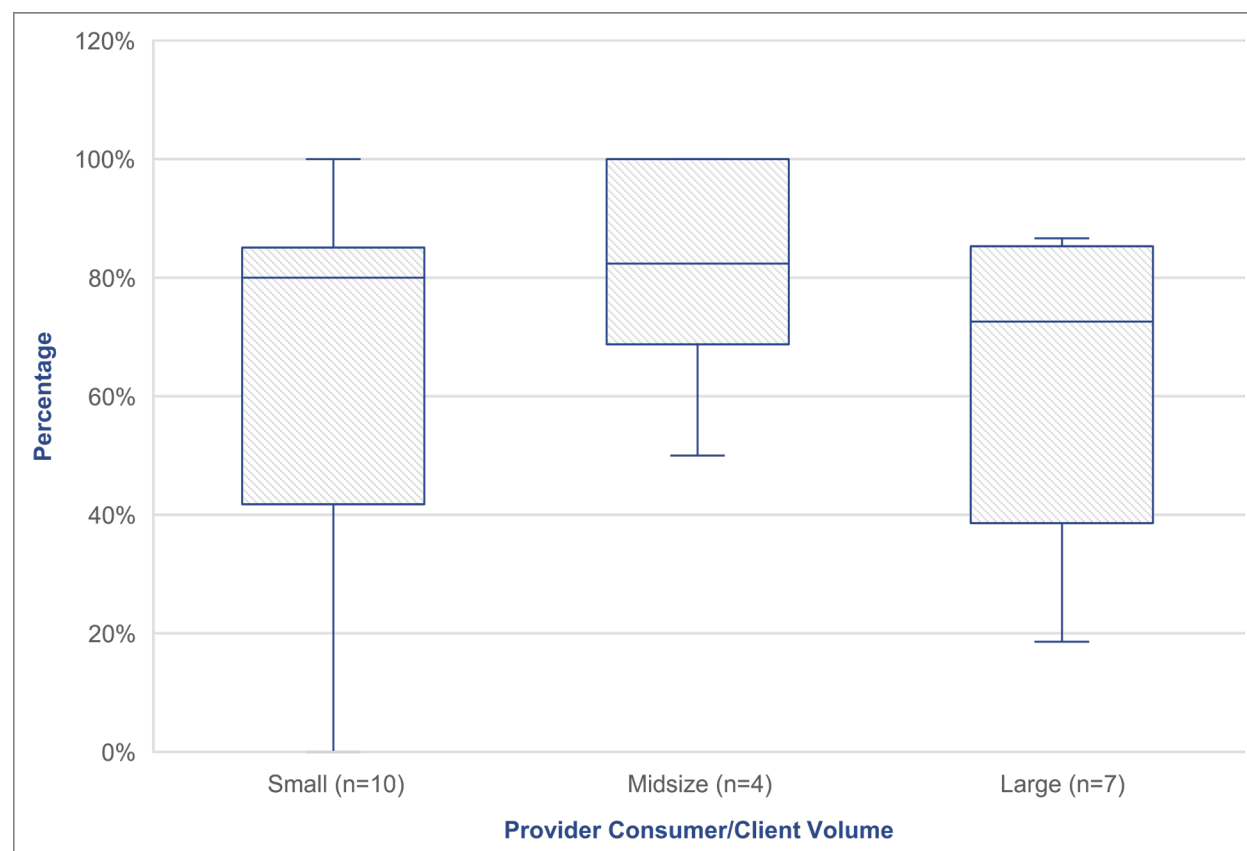
Providers with a midsize consumer/client volume **had the least variation** in performance on the percent of adult consumers newly-enrolled or transferring in MHRs who had their first service within 30 days of enrollment

Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Timely Service – Child Enrollment/Transfer

Variation in Provider Performance, by Consumer/Client Volume, FY 20



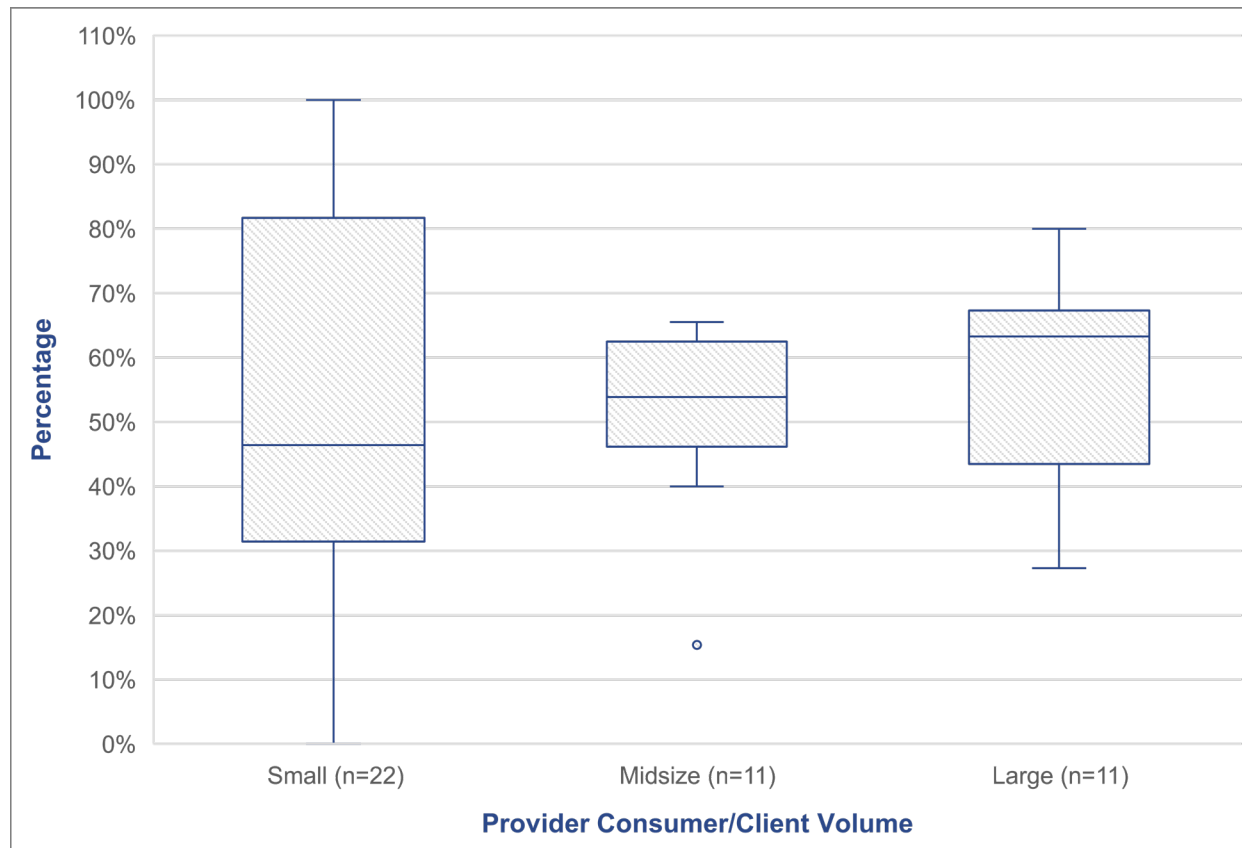
Providers with a small consumer/client volume **had the widest variation** in performance on the percent of children newly-enrolled or transferring in MHRS who had their first service within 30 days of enrollment

Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations.

Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Timely Service - Post Psychiatric Hospital Discharge

Variation in Provider Performance, by Consumer/Client Volume, FY 20



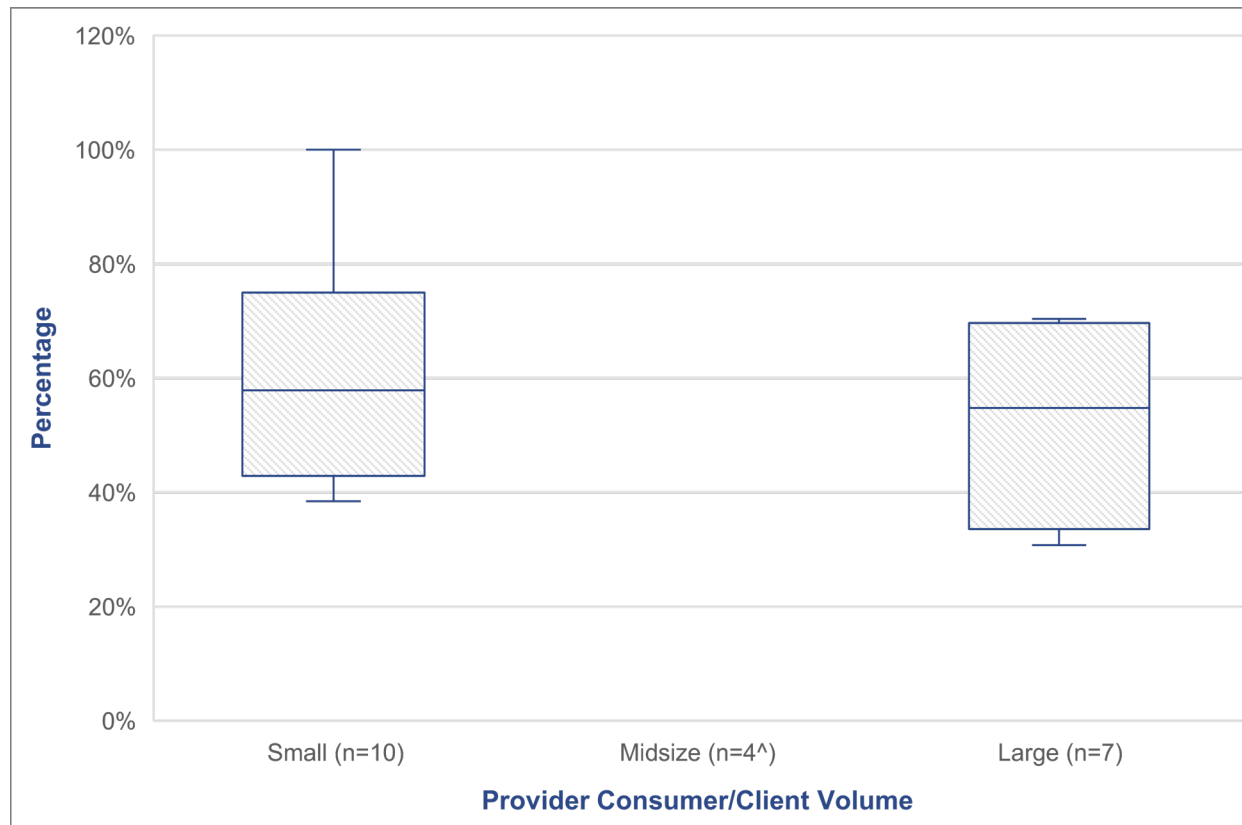
Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. The data are for hospitalizations, not unduplicated consumers. A consumer may have been hospitalized more than once during the reporting period. The data are hospital discharges from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center among adult MHRS consumers.

Source: DBH analysis of iCAMS & claims data as of 12/23/2020.

Providers with a small consumer/client volume **had the widest variation** in performance on the percent of involuntary psychiatric hospitalizations among adult MHRS consumers that had a follow-up service within 30 days of discharge

Child Functional Assessment Change Over Time

Variation in Provider Performance, by Consumer/Client Volume, FY 20



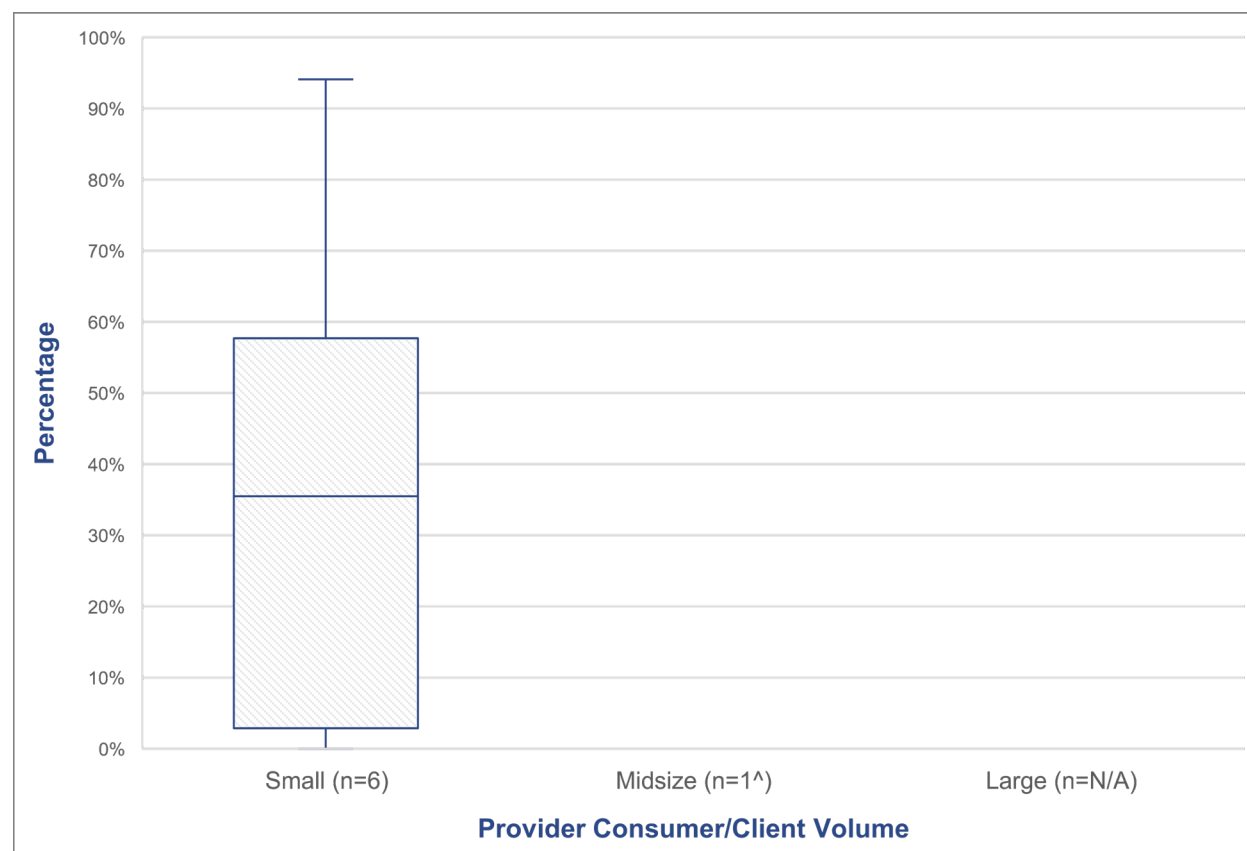
Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes children receiving MHRs with an initial CAFAS score of 70 or lower. ^ Midsize providers have been excluded from this chart because they do not meet the threshold to report stratified data; all providers of this size have fewer than four children in the denominator whose initial CAFAS score was 80 or higher and the CAFAS score during the quarter was at least 20 points lower than their initial score, and the sum of their denominators is less than four.

Source: DBH analysis of iCAMS & FAS data as of 3/11/2021.

Providers with a small consumer/client volume **had the widest variation** in performance on the percent of children receiving MHRs whose acuity was initially high who had significant improvement in functioning on their most recent functional assessment

SUD Step-Down: Residential

Variation in Provider Performance, by Consumer/Client Volume, FY 20



Notes: Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes clients with disenrollment reasons of Client Left Before Completing Treatment, Died, Incarcerated, or Program Decision to Discharge Client for Noncompliance with Program Rules. ^ Data for this indicator are only available for one midsize provider and therefore do not meet the threshold of at least four providers to report stratified data. N/A = Not applicable; no providers of this size.

Source: DBH analysis of DATA/WITS data as of 3/11/2021.

Providers with a small consumer/client volume **had wide variation** in performance on percent of SUD residential clients stepped down to a lower level of care