District of Columbia
Department of Behavioral Health

DBH DEPARTMENT OF BEHAVIORAL HEALTH

WE ARE WASHINGTON GOVERNMENT OF THE DISTRICT OF COLUMBIA DC **MURIEL BOWSER, MAYOR**

Fiscal Year **2020** Report

Measuring Provider Performance:

Building a stronger system of behavioral health care

August 2022

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Letter from the Director

Dear District Residents and Partners,

I am pleased to release the Department of Behavioral Health's (DBH's) report, Measuring Provider Performance: Building a Stronger System of Behavioral Health Care. The report provides data that providers, consumers, clients, advocates, policymakers, and others can use to foster improvements in timely access to high-quality behavioral health services.

The report makes available data on seven Fiscal Year (FY) 2020 Key Performance Indicators (KPIs) that focus on services delivered by DBH-certified, community-based providers. Data are reported for the behavioral health care system overall as well as for each provider that offers the service.

Public reporting of performance data is one tool available to the health system to drive improvements in care. DBH recognizes that social factors, such as housing, employment, and transportation, also shape treatment outcomes and sustained recovery. DBH has a long commitment to supports that reduce the extent to which these factors affect behavioral health outcomes.

As we work to transform our behavioral health care system to deliver more integrated, whole person care, this report provides baseline information that can be used to evaluate our progress in meeting the needs of District residents. DBH, working in partnership with the Department of Health Care Finance, will transition to a standardized set of behavioral health measures that all providers are required to report starting in FY 2024. This will enable DBH to compare its performance both over time and across states.

I extend my personal thank you to our partners in the provider, consumer and advocacy communities who provided feedback on the initial plans for this report. We look forward to our continued work together to report behavioral health performance data that we can use to strengthen our system of services and supports, and give all residents an opportunity to live healthy, fulfilling lives.

Kindest Regards,

Barbara J. Bazron, Ph.D.
Director, Department of Behavioral Health

DBH Report on Provider Performance
Overview

The District of Columbia Department of Behavioral Health (DBH) provides prevention, intervention and treatment services and supports for children, youth, and adults with mental and/or substance use disorders (SUDs) including emergency psychiatric care and community-based outpatient and residential services. DBH serves consumers, clients, and their families through a network of community-based providers and unique government-delivered services.

DBH is annually required by the Mayor's office to identify Key Performance Indicators (KPIs) to measure and assess progress in improving behavioral health services and outcomes across the District. The system-wide Fiscal Year (FY) 2020 performance data were reported to the Mayor's office in January 2021 (FY 20 Complete Agency Performance Report). This report provides data on the seven DBH KPIs that focus on services delivered by DBH-certified, community-based providers that have contractual agreements with the District for FY 20. These seven KPIs encompass domains of care such as the timeliness of services and patient satisfaction.

The DBH report, *Measuring Provider Performance: Building a Stronger System of Behavioral Health Care*, summarizes provider- and system-level performance on behavioral health care services provided to children, youth, and adults during FY 20, October 1, 2019 through September 30, 2020. While each DBH provider received their FY 20 KPI performance data in April 2021, this report represents the first time that provider-specific performance data on these KPIs have been made publicly available and offers a more detailed examination of the system-wide data than what had been previously shared. Since providers received their performance data last year, DBH has been working closely with them to address their performance.

This report seeks to provide data that DBH and stakeholders (i.e., providers, consumers, clients, advocates, policymakers) can use to drive improvements in timely access to appropriate behavioral health services. DBH plans to release additional reports to enable monitoring of provider performance over time.

7
KPIs

67
Providers

DBH used **7** Key Performance Indicators (KPIs) to assess the performance of **67** DBH-certified, community-based behavioral health providers that contract with the District in serving children, youth, and adults with mental health and/or substance use disorders

Key Findings at a Glance, FY 20

In FY 20, DBH providers **met or nearly met** performance targets for **4** of the **7** KPIs:
- Timely Service - Adult Enrollment/Transfer **(met)**
- Behavioral Health Satisfaction Survey – Person-Centered Planning Domain **(nearly met)**
- Timely Service - Children Enrollment/Transfer **(nearly met)**
- Opioid Treatment Program (Methadone): Retention Rate **(nearly met)**
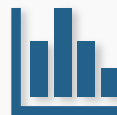
Although DBH did not meet its FY 20 performance target for timely services after an involuntary psychiatric hospital discharge, several providers **met or nearly met** the target for this indicator including:
- **6** (46%) of the small-volume providers
- **4** (36%) of the midsize-volume providers; and
- **8** (73%) of the large-volume providers

Providers exhibited the **strongest performance relative to the target** on the Timely Service Adult Enrollment/Transfer KPI, with **82%** of adult consumers newly-enrolled or transferring in MHRS having their first service within 30 days of enrollment, **2 percentage points higher** than the target of 80%.

Providers had the **highest absolute performance** on the Opioid Treatment Program (Methadone): Retention Rate measure, with **87%** of methadone clients served in two consecutive quarters.

Providers served between **21** and **5,757** consumers/clients in FY 20.
- For some KPIs (Behavioral Health Satisfaction, Timely Service – Post-Hospital Discharge, Child Functional Assessment), the volume of consumers/clients that providers served appeared to be associated with performance on the measure. However, no consistent patterns were observed across measures.

Summary of Key Findings, FY 20

This report on seven of DBH's 14 FY 20 Key Performance Indicators (KPIs) represents the first time that DBH is publicly reporting provider-specific data on services delivered by DBH-certified, community-based providers. The KPIs are used to assess behavioral health services and outcomes of individual providers and DBH overall (called system-level data). Each provider received data on their specific FY 20 KPI performance in April 2021, and system-level performance data were reported to the Executive Office of the Mayor in January 2021 (see Additional Resources).

The findings from this report show that:

- DBH-certified, community-based providers met or nearly met the performance targets for four of the seven indicators. These four indicators were: adult's timely receipt of mental health services, children's timely receipt of mental health services, consumer/client satisfaction, and opioid [methadone] treatment retention;

- There is substantial room for improvement on the other three indicators: child functional assessment change over time, timely services after an involuntary psychiatric hospitalization, and substance use disorder residential program step-down to a lower-level of care (see Efforts to Improve Performance).

- There is differential performance seen both across indicators and providers. For example:

  - While 50% (3 of 6) of the small-volume providers met or nearly met the performance target for the substance use disorder residential program step-down to a lower level of care, the one midsize-volume provider was far below the performance target;

  - A larger percentage of small-volume (46%) and large-volume (73%) providers met or nearly met the target for follow-up after an involuntary psychiatric hospitalization than did midsize-volume (36%) providers.

The period of data included in this report coincides with the onset of the COVID-19 pandemic, which may have impacted the performance seen. DBH will continue to monitor performance on these indicators in subsequent reports.

As efforts to improve reporting on these and other performance indicators take root, DBH and its partners will gain further insight into the factors contributing to the differential performance and deepen our collective understanding of the efforts that can improve behavioral health services and outcomes in the District.

Report Reference Guide

This reference guide is intended to support the reader in understanding how to review and interpret the information presented in the DBH report, *Measuring Provider Performance: Building a Stronger System of Behavioral Health Care*. The following provides explanations for key elements found across the report.

DBH Key Performance Indicators

In 2019, DBH researched national metrics to align their Key Performance Indicators (KPIs) with best practices, which led to the development of the seven KPIs presented in this report. The DBH KPIs are outcome-focused measures used to assess behavioral health services and outcomes across the District. While DBH has a total of 14 KPIs, the seven indicators included in this report relate to provider performance. Four of the measures focus on mental health services, two focus on substance use disorder (SUD) services, and one focuses broadly on behavioral health services (i.e., mental health and SUD). Definitions of each KPI are available in Appendix C. Information about all 14 KPIs is available via the Additional Resources.

Provider Type

The District's DBH-certified behavioral health providers provide prevention, intervention, and treatment services to children, youth, and families with mental health and/or SUDs. Sixty-seven of these providers are community-based (meaning, are not District-operated), and have contractual agreements with the District that allow for payment of services. These providers are the focus of this report. Some of these providers offer only mental health services (n=42), SUD services only (n=16), or both mental health and SUD services (n=9). As such, the data for some providers may not be included in all KPIs depending on the services provided.

For FY 20, DBH has data for at least one of the seven KPIs included in this report for 56 of the 67 DBH-certified, community-based providers with a DBH contract for behavioral health services. DBH has no applicable KPI data for the 11 remaining providers, as these providers either did not provide the service in FY 20 that the indicator is being used to assess (e.g., residential SUD services); provided the service but not under a DBH contractual arrangement; and/or had counts below the threshold for public reporting of data in this report (i.e., counts of less than 4 for the mental health and SUD KPIs and less than 10 for the survey indicators).

Consumers and Clients

While we recognize that others may use different terms, DBH uses the term "consumers" to refer to individuals who received mental health services, and "clients" to refer to individuals who received SUD services. The term "consumers/clients" is used in reference to individuals who received behavioral health services, broadly.

Report Reference Guide (cont.)

Consumer/Client Volume

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
- **Midsize** (n=14)**:** 423-751 consumers/clients
- **Large** (n=11)**:** 1,033-5,757 consumers/clients

The categories were determined utilizing the Jenks natural breaks classification method,[1] a data clustering method designed to group similar values together into different classes by maximizing the differences between classes. The number of consumer/clients served by each of the 56 DBH-certified providers was used to calculate the breaks.

Assessing Performance

This report assesses provider and system performance on each of seven KPIs.

- **System performance** includes data from consumers and clients who were assigned to a DBH-certified provider during the reporting year, as well as those who were served by a DBH-operated program.
- **Provider performance** includes data from consumers and clients who were assigned to a DBH-certified provider during the reporting year.

Performance Targets

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 ➖ indicates that provider and/or system performance was within 10 percentage points of, or "near," the target; and
- A red circle ❌ indicates that provider and/or system performance was greater than 10 percentage points of, or "far below" the target.

[1] More information about the Jenks natural breaks classification method is available at: https://pro.arcgis.com/en/pro-app/latest/help/mapping/layer-properties/data-classification-methods.htm

Report Reference Guide (cont.)

Report Statistics

In this report, we present provider-level summary data as **means**, **medians**, and **percentage rates**. The **mean** represents the average of a set of values. The **median** indicates the value that falls at the midpoint of the data distribution. The **percentage rate** is used to express a proportion in relation to a whole and is calculated as the numerator divided by the denominator multiplied by 100.

In the interest in producing meaningful report statistics, 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 Behavioral Health Satisfaction Survey indicator.

More detailed statistics for each KPI, including provider-specific numerators and denominators, as well as box plots showing variation in provider performance by consumer/client volume, are available via the Additional Resources.

Exclusions

For mental health and SUD provider KPIs:
Provider data with counts of less than four (4) in the denominator do not meet DBH's threshold for public reporting and were excluded from provider-specific data displays in the report to protect consumer/client privacy. However, data for these providers were included in overall KPI statistics, such as the DBH system performance rate, mean, and median.

For the Behavioral Health Satisfaction Survey KPI:
Providers with counts of less than ten (10) in the denominator were excluded from the report because they do not meet the threshold for public reporting of survey data. However, data for these providers were included in the DBH system performance rate.

Additional KPI-specific exclusions for each indicator are included in Appendix C.

Year of Data

The data in this report reflect behavioral health care services provided to children, youth, and adults during Fiscal Year (FY) 2020, October 1, 2019 through September 30, 2020. This time period coincides with the onset of the COVID-19 pandemic.

Summary of DBH System Performance on KPIs
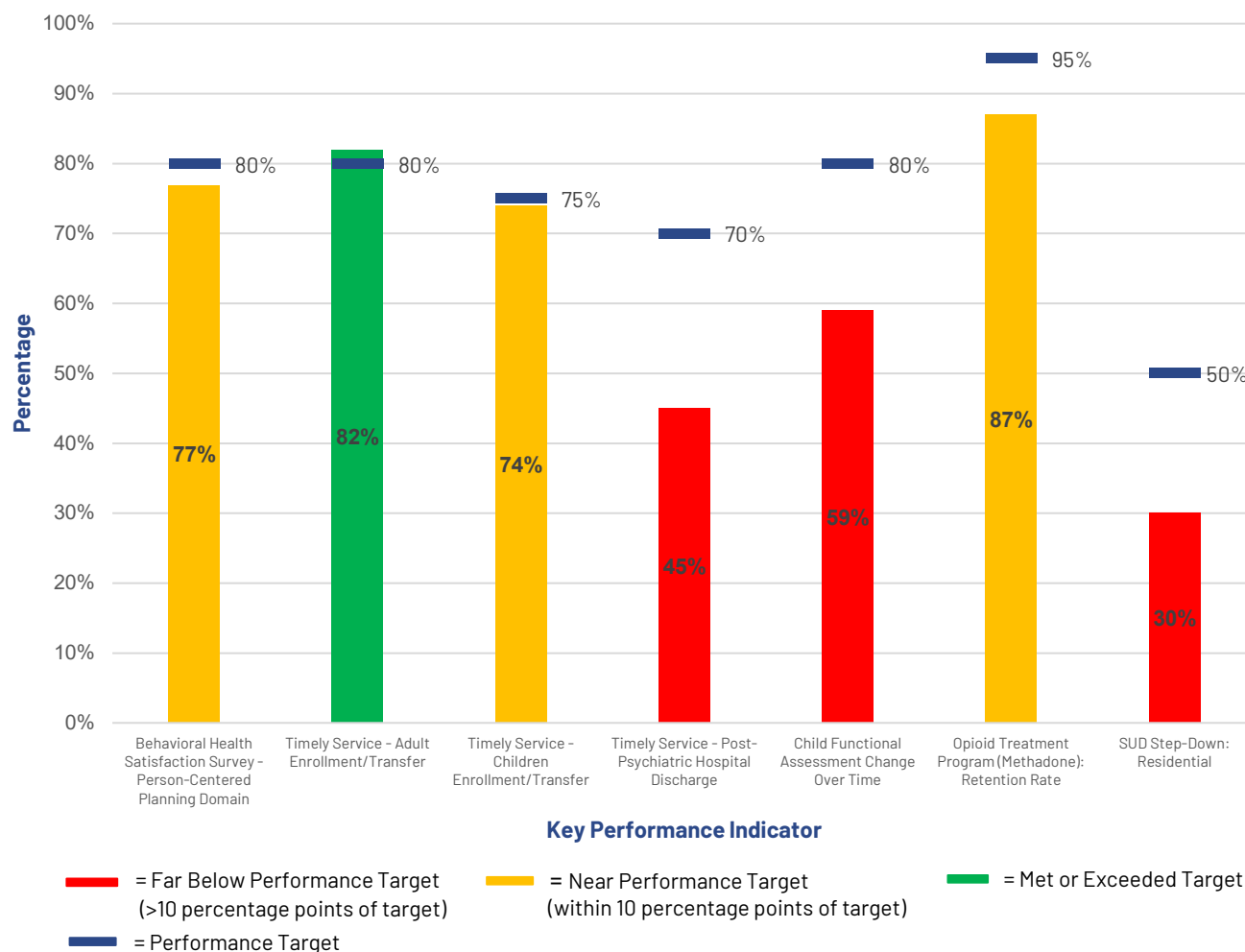
DBH met or nearly met its performance targets for four indicators

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DBH exceeded its performance target of 80% for the *Timely Service: Adult Enrollment/Transfer* KPI

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The *Timely Service – Post-Psychiatric Hospital Discharge* indicator has the **greatest room for improvement**, with a 25 percentage-point difference between current performance and the target

Percentage (y-axis)

Chart data (Key Performance Indicator):

- Behavioral Health Satisfaction Survey – Person-Centered Planning Domain: 77% (Near), Target 80%
- Timely Service – Adult Enrollment/Transfer: 82% (Met or Exceeded), Target 80%
- Timely Service – Children Enrollment/Transfer: 74% (Near), Target 75%
- Timely Service – Post-Psychiatric Hospital Discharge: 45% (Far Below), Target 70%
- Child Functional Assessment Change Over Time: 59% (Far Below), Target 80%
- Opioid Treatment Program (Methadone): Retention Rate: 87% (Near), Target 95%
- SUD Step-Down: Residential: 30% (Far Below), Target 50%

Key Performance Indicator (x-axis)

Legend:
- = Far Below Performance Target (>10 percentage points of target)
- = Near Performance Target (within 10 percentage points of target)
- = Met or Exceeded Target
- = Performance Target

Note: System performance includes consumers who were served by a DBH-certified provider or operated program.
Source: DBH analysis as of 3/11/2021.

Summary of Provider Performance Across KPIs

The table below shows DBH system and provider performance on seven KPIs compared to DBH annual performance targets. Providers are categorized by the number of consumers/clients served (i.e., consumer/client volume) during the reporting period:

- **Small:** 21-401 consumers/clients
- **Midsize:** 423-751 consumers/clients
- **Large:** 1,033-5,757 consumers/clients

Key Performance Indicator	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain	Timely Service - Adult Enrollment/ Transfer	Timely Service - Children Enrollment/ Transfer	Timely Service - Post Psychiatric Hospital Discharge	Child Functional Assessment Change Over Time	Opioid Treatment Program (Methadone): Retention Rate	SUD Step-Down - Residential
DBH Provider	Performance target (80%)	Performance target (80%)	Performance target (75%)	Performance target (70%)	Performance target (80%)	Performance target (95%)	Performance target (50%)
DBH System Performance*	—	✓	—	✗	✗	—	✗
Small Consumer/ Client Volume – Total Rate	—	—	—	—	✗	/	✗
Midsize Consumer/Client Volume – Total Rate	✓	✓	✓	✗	^	/	/
Large Consumer/ Client Volume – Total Rate	—	✓	✗	—	✗	N/A	N/A

✗ = Far Below Performance Target (>10 percentage points of target) | — = Near Performance Target (within 10 percentage points of target) | ✓ = Met or Exceeded Target | N/A = Not Applicable (no providers of this size)

Notes: * System performance includes consumers/clients who were served by a DBH-certified provider or operated program. ^ Data are not reported by this category because all providers have counts of less than four in the denominator which does not meet DBH's threshold for public reporting. / = Data for this indicator are not reported by this category because they do not meet the threshold of at least four providers to report stratified data.
Source: DBH analysis as of 3/11/2021.

Behavioral Health Satisfaction Survey – Person-Centered Planning Domain

Understanding consumer/client satisfaction with the health care system is an important component of moving toward more person-centered care. Evaluating consumer/client satisfaction, along with other domains of care, can provide a more complete understanding of health care quality. This indicator measures the percent of consumers/clients responding to the Behavioral Health Satisfaction Survey who were satisfied with the person-centered planning process.

Behavioral Health Satisfaction Survey - Person-Centered Planning Domain

Provider-specific performance on the percent of consumers/clients responding to the Behavioral Health Satisfaction Survey who were satisfied with the person-centered planning process, FY 20
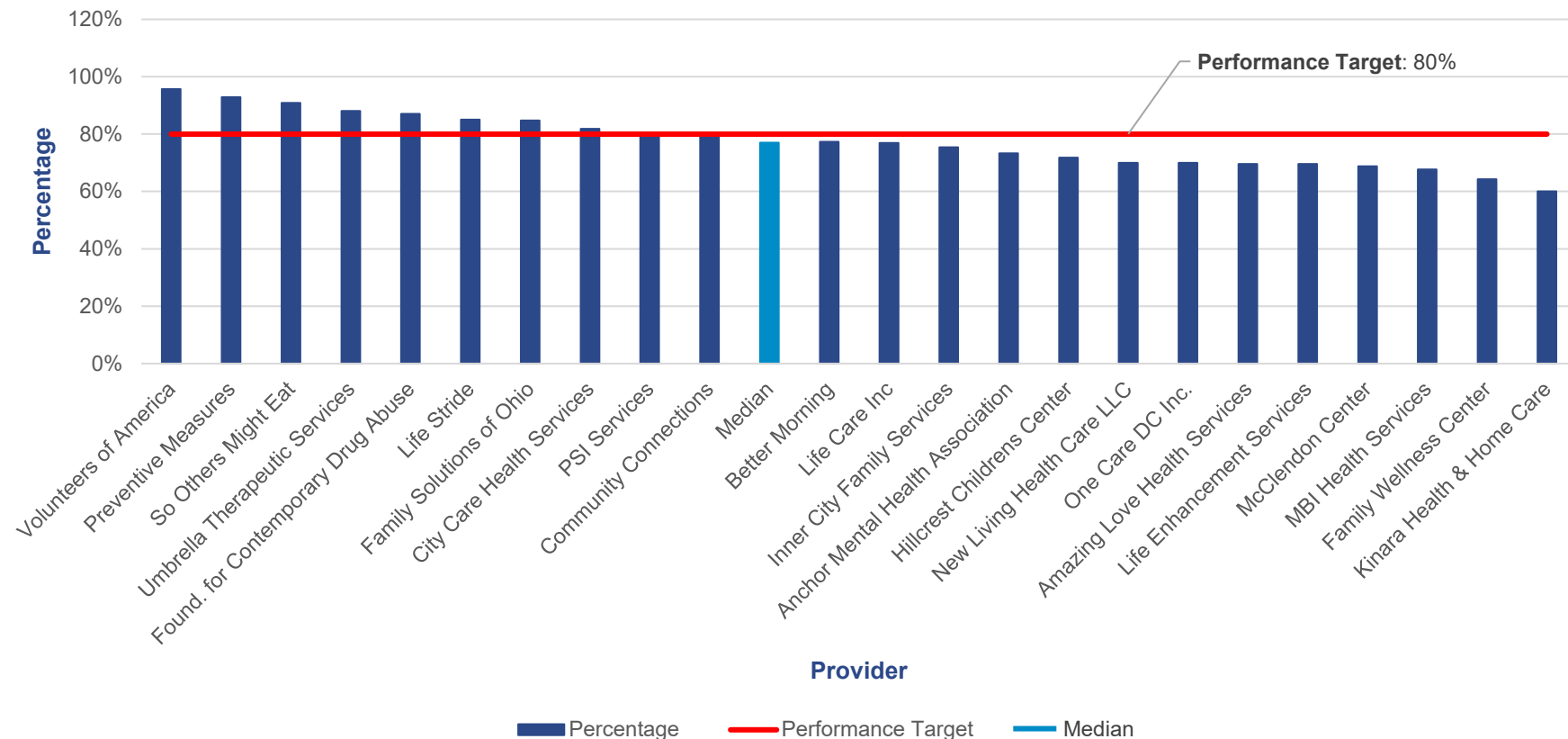
Notes: Excludes individuals who were not chosen in the random sample. Providers with fewer than ten consumers/clients responding to the survey have been excluded from this chart because they do not meet the threshold for public reporting of survey data.
Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

Behavioral Health Satisfaction Survey - Person-Centered Planning Domain

Median performance on the percent of consumers/clients responding to the Behavioral Health Satisfaction Survey who were satisfied with the person-centered planning process, by consumer/client volume, FY 20 (n = 23 providers)

77%

A median of **77%** of consumers/clients responding to the survey reported satisfaction with the person-centered planning process

Providers with a midsize consumer/client volume **performed above** the DBH performance target of 80%

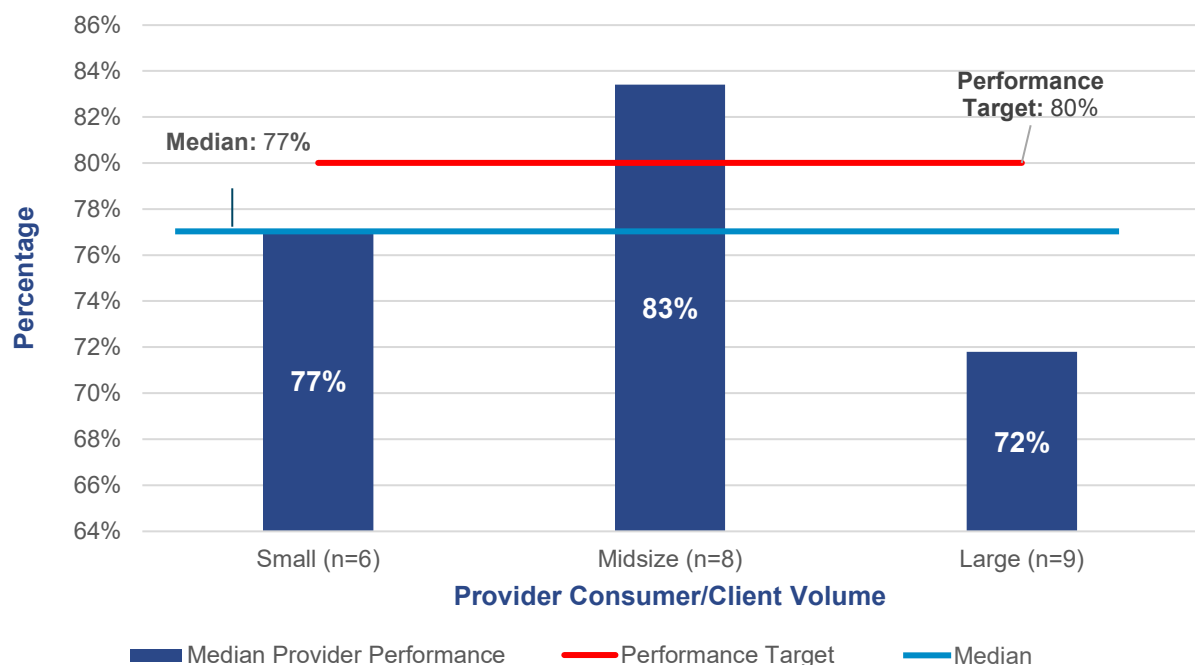**Notes:** Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients. Excludes individuals who were not chosen in the random sample. Providers with fewer than ten consumers/clients responding to the survey have been excluded from the calculation of the medians because they do not meet the threshold for public reporting of survey data.
Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

Behavioral Health Satisfaction Survey - Person-Centered Planning Domain

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–Small-Volume Providers* (n = 6^)

DBH Provider	Rate	Rate compared to target (80%)
DBH System Performance	77%	🟡
Small Consumer/Client Volume - Mean	77%	🟡
Small Consumer/Client Volume - Median	77%	🟡
Better Morning	77%	🟡
Family Solutions of Ohio	85%	✅
Family Wellness Center	64%	❌
Life Care Inc	77%	🟡
New Living Health Care LLC	70%	🟡
So Others Might Eat	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. ^ 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. Their data, however, are included in the calculation of the system performance rate.
Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

77% An average of **77%** of consumers/clients responding to the survey and assigned to small-volume providers reported satisfaction with the person-centered planning process

83% of small providers included in this table **nearly met or exceeded** the DBH performance target of 80%

Behavioral Health Satisfaction Survey - Person-Centered Planning Domain

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–Midsize-Volume Providers* (n = 8^)

DBH Provider	Rate	Rate compared to target (80%)
DBH System Performance	77%	🟡
Midsize Consumer/Client Volume - Mean	82%	✅
Midsize Consumer/Client Volume - Median	83%	✅
City Care Health Services	82%	✅
Found. for Contemporary Drug Abuse	87%	✅
Kinara Health & Home Care	60%	❌
Life Stride	85%	✅
One Care DC Inc.	70%	🟡
Preventive Measures	93%	✅
PSI Services	80%	✅
Volunteers of America	96%	✅

❌ = Far Below Performance Target (0 – 69%)   🟡 = Near Performance Target (70 – 79%)   ✅ = Met or Exceeded Performance Target (80 – 100%)

82%

An average of **82%** of consumers/ clients responding to the survey and assigned to midsize-volume providers reported satisfaction with the person-centered planning process

88%

of midsize providers included in this table **nearly met, met, or exceeded** the DBH performance target of 80%

Notes: * Midsize providers that enrolled 423-751 consumers/clients during the reporting period. ^ 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. Their data, however, are included in the calculation of the system performance rate.
Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

Behavioral Health Satisfaction Survey - Person-Centered Planning Domain

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–Large-Volume Providers* (n = 9^)

DBH Provider	Rate	Rate compared to target (80%)
DBH System Performance	77%	🟡
Large Consumer/Client Volume - Mean	74%	🟡
Large Consumer/Client Volume - Median	72%	🟡
Amazing Love Health Services	70%	🟡
Anchor Mental Health Association	73%	🟡
Community Connections	80%	✅
Hillcrest Childrens Center	72%	🟡
Inner City Family Services	75%	🟡
Life Enhancement Services	70%	🟡
MBI Health Services	68%	❌
McClendon Center	69%	❌
Umbrella Therapeutic Services	88%	✅

❌ = Far Below Performance Target (0 – 69%) 🟡 = Near Performance Target (70 – 79%) ✅ = Met or Exceeded Performance Target (80 – 100%)

74% An average of **74%** of consumers/clients responding to the survey and assigned to large-volume providers reported satisfaction with the person-centered planning process

78% of large providers included in this table **nearly met, met, or exceeded** the DBH performance target of 80%

Notes: * Large providers that enrolled 1,033-5,757 consumers/clients during the reporting period. ^ Two large 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. Their data, however, are included in the calculation of the system performance rate.
Source: Behavioral Health Satisfaction Survey data as of 10/1/2020.

Timely Service – Adult Enrollment/ Transfer

Supporting consumers/clients through transitions of care is a measure of effective care coordination. Ensuring that consumers/clients receive timely and appropriate services following a care transition can help avoid unnecessary hospitalization or institutionalization, build provider trust, and increase satisfaction with care. This indicator measures the percent of adult (18+) consumers newly-enrolled or transferring in mental health rehabilitative services (MHRS) who had their first service within 30 days of enrollment.

Timely Service – Adult Enrollment/Transfer

Provider-specific performance on the percent of adult consumers newly-enrolled or transferring in mental health rehabilitative services (MHRS) who had their first service within 30 days of enrollment, FY 20

Performance Target: 80%

Legend: Percentage · Performance Target · Overall Median

Notes: Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations. Providers with fewer than four enrollments and transfers in the denominator have been excluded from this chart because they do not meet DBH's threshold for public reporting.
Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Timely Service – Adult Enrollment/Transfer

Median performance on the percent of adult consumers newly-enrolled or transferring in mental health rehabilitative services (MHRS) who had their first service within 30 days of enrollment, by consumer/client volume, FY 20 (n = 44 providers)

78%

A median of **78%** of adult consumers newly-enrolled or transferring in MHRS had their first service within 30 days of enrollment

Providers of all sizes **performed near** the DBH performance target of 80%

There was **little variation** in median performance by consumer/client volume

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 – Adult Enrollment/Transfer

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Small-Volume Providers* (n = 21^)

DBH Provider	Rate	Rate compared to target (80%)
DBH System Performance	82%	✅
Small Consumer/Client Volume - Mean	69%	❌
Small Consumer/Client Volume - Median	77%	➖
Absolute Healthcare Resources	69%	❌
Abundant Grace Health Services	89%	✅
Better Morning	72%	➖
Community Wellness Ventures	80%	✅
Family Preservation Services	69%	❌
Family Solutions of Ohio	89%	✅
Family Wellness Center	71%	➖
Global Resources Supports	75%	➖
Goshen Health Care & Management	92%	✅
Holy Health Care Services	83%	✅
Kahak Health Care Services	85%	✅

❌ = Far Below Performance Target (0 – 69%)   ➖ = Near Performance Target (70 – 79%)   ✅ = Met or Exceeded Performance Target (80 – 100%)

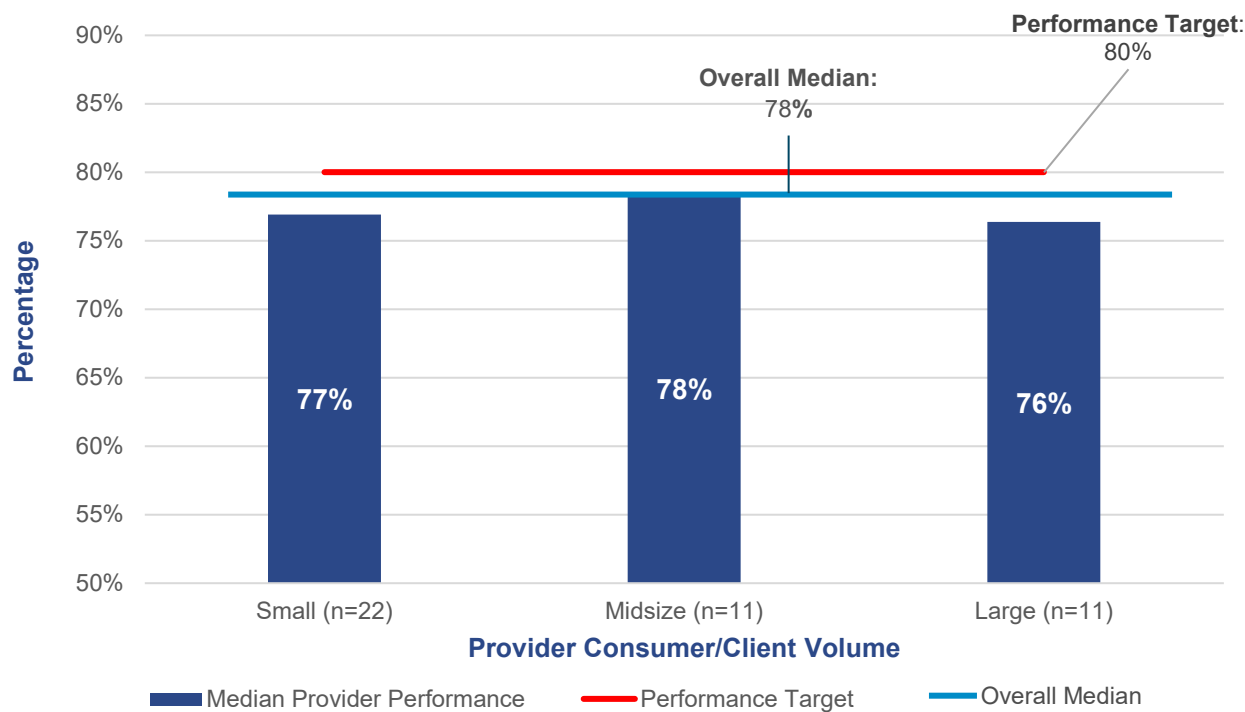**Notes:** Small providers that enrolled 21-401 consumers/clients during the reporting period. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations. ^ One small provider with fewer than four enrollments and transfers in the denominator has been 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 system performance rate, mean, and median.
Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

69% An average of **69%** adult consumers newly-enrolled or transferring in MHRS assigned to small-volume providers had their first service within 30 days of enrollment

91% of small providers included in this table **nearly met, met, or exceeded** the DBH performance target of 80%

Timely Service – Adult Enrollment/Transfer

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Small-Volume Providers* (n = 21^)

DBH Provider	Rate	Rate compared to target (80%)
DBH System Performance	82%	✅
Small Consumer/Client Volume - Mean	69%	❌
Small Consumer/Client Volume - Median	77%	➖
Life Care Inc	70%	➖
Mary's Center	92%	✅
Neighbors Consejo	55%	❌
New Living Health Care LLC	73%	➖
NYA Health Care Services	87%	✅
P&G Behavioral Health Services	78%	➖
Pathways to Housing D.C.	77%	➖
Psychiatric Center Chartered	83%	✅
Restoration Community Alliance	25%	❌
The Ark of DC	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. ^ 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 system performance rate, mean, and median.
Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

69% An average of **69%** adult consumers newly-enrolled or transferring in MHRS assigned to small-volume providers had their first service within 30 days of enrollment

91% of small providers included in this table **nearly met, met, or exceeded** the DBH performance target of 80%

Timely Service – Adult Enrollment/Transfer

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Midsize-Volume Providers* (n = 11)

DBH Provider	Rate	Rate compared to target (80%)
DBH System Performance	82%	✅
Midsize Consumer/Client Volume - Mean	77%	➖
Midsize Consumer/Client Volume - Median	78%	➖
City Care Health Services	78%	➖
Dedicated Care Health Services	81%	✅
Kinara Health & Home Care	86%	✅
Life Stride	78%	➖
New Hope Health Services	90%	✅
One Care DC Inc.	79%	➖
Prestige Healthcare Resources	85%	✅
Preventive Measures	40%	❌
PSI Services	78%	➖
Spring Leaf Solutions	75%	➖
Volunteers of America	78%	➖

❌ = Far Below Performance Target (0 – 69%) ➖ = Near Performance Target (70 – 79%) ✅ = Met or Exceeded Performance Target (80 – 100%)

77% — An average of **77%** adult consumers newly-enrolled or transferring in MHRS assigned to midsize-volume providers had their first service within 30 days of enrollment

91% — of midsize providers included in this table **nearly met, met, or exceeded** the DBH performance target of 80%

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.

Timely Service – Adult Enrollment/Transfer

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Large-Volume Providers* (n = 11)

DBH Provider	Rate	Rate compared to target (80%)
DBH System Performance	82%	✅
Large Consumer/Client Volume - Mean	78%	➖
Large Consumer/Client Volume - Median	76%	➖
Amazing Love Health Services	83%	✅
Anchor Mental Health Association	67%	❌
Community Connections	75%	➖
District Health Care Services	86%	✅
Hillcrest Childrens Center	57%	❌
Inner City Family Services	74%	➖
Life Enhancement Services	76%	➖
MBI Health Services	90%	✅
McClendon Center	90%	✅
Umbrella Therapeutic Services	72%	➖
Wellness Healthcare Clinic	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.

78% — An average of **78%** adult consumers newly-enrolled or transferring in MHRS assigned to midsize-volume providers had their first service within 30 days of enrollment

82% — of large providers included in this table **nearly met, met, or exceeded** the DBH performance target of 80%

Timely Service – Child Enrollment/ Transfer

Supporting consumers/clients through transitions of care is a measure of effective care coordination. Ensuring that consumers/clients receive timely and appropriate services following a care transition can help them avoid unnecessary hospitalization or institutionalization, build provider trust, and increase satisfaction with care. Unmet behavioral health care needs among children can have long-term health and social consequences. This indicator measures the percent of child (0-18) consumers newly-enrolled or transferring in mental health rehabilitative services (MHRS) who had their first service within 30 days of enrollment.

Provider-specific performance on the percent of child (0-18) consumers newly-enrolled or transferring in mental health rehabilitative services (MHRS) who had their first service within 30 days of enrollment, FY 20

Notes: Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations. Providers with fewer than four enrollments and transfers in the denominator have been excluded from this chart because they do not meet DBH's threshold for public reporting.
Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Timely Service – Child Enrollment/Transfer

DBH DEPARTMENT OF BEHAVIORAL HEALTH

Median performance on the percent of child (0-18) consumers newly-enrolled or transferring in mental health rehabilitative services (MHRS) who had their first service within 30 days of enrollment, by consumer volume, FY 20 (n = 21 providers)

80%

A median of **80%** of child consumers newly-enrolled or transferring in MHRS had their first service within 30 days of enrollment

Providers with small and midsize consumer/client volume **performed above** the DBH performance target 75%

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

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Small-Volume Providers*(n = 9^)

DBH Provider	Rate	Rate compared to target (75%)
DBH System Performance	74%	🟡
Small Consumer/Client Volume - Mean	66%	🟡
Small Consumer/Client Volume - Median	80%	✅
Better Morning	80%	✅
Community Wellness Ventures	100%	✅
Family Preservation Services	80%	✅
Family Solutions of Ohio	90%	✅
Family Wellness Center	82%	✅
Latin American Youth Center	31%	❌
Mary's Center	83%	✅
MD/DC Family Resource	69%	🟡
Outreach Solutions	45%	❌

❌ = Far Below Performance Target (0 – 64%)
🟡 = Near Performance Target (65 – 74%)
✅ = Met or Exceeded Performance Target (75 – 100%)

66% — An average of **66%** of child consumers newly-enrolled or transferring in MHRS assigned to small-volume providers had their first service within 30 days of enrollment

78% — of small providers included in this table **nearly met or exceeded** the DBH performance target of 75%

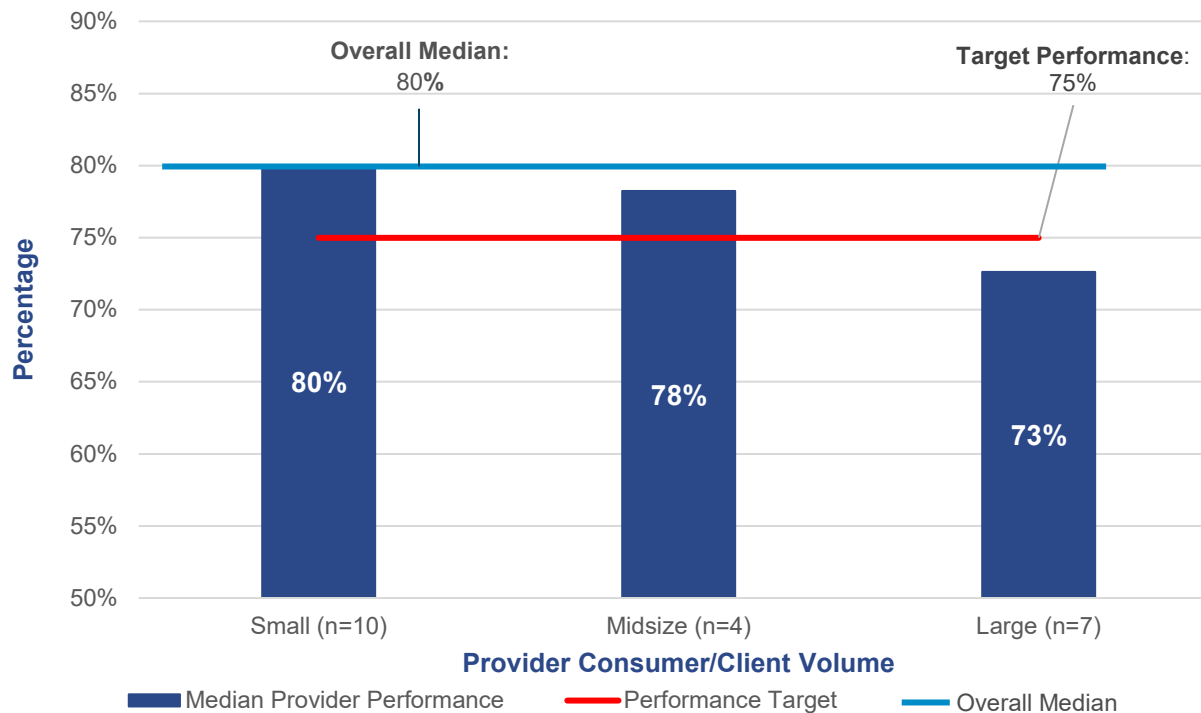**Notes:** * Small providers that enrolled 21-401 consumers/clients during the reporting period. Excludes Freestanding Mental Health (FSMH) clinic-only consumers and claims paid by managed care organizations. ^ One small provider with fewer than four enrollments and transfers in the denominator has been 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 system performance rate, mean, and median.
Source: DBH analysis of iCAMS & claims data as of 12/15/2020.

Timely Service – Child Enrollment/Transfer

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Midsize-Volume Providers* (n = 3^)

DBH Provider	Rate	Rate compared to target (75%)
DBH System Performance	74%	⚊
Midsize Consumer/Client Volume - Mean	72%	⚊
Midsize Consumer/Client Volume - Median	78%	✓
Kinara Health & Home Care	81%	✓
New Hope Health Services	75%	✓
PSI Services	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/clients 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 system performance rate, mean, and median.
Source: DBH analysis of iCAMS & claims data as of 12/15/2020

72% An average of **72%** child consumers newly-enrolled or transferring in MHRS assigned to midsize-volume providers had their first service within 30 days of enrollment

100% of midsize providers included in this table **nearly met or exceeded** the DBH performance target of 75%

Timely Service – Child Enrollment/Transfer

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Large-Volume Providers* (n = 7)

DBH Provider	Rate	Rate compared to target (75%)
DBH System Performance	74%	➖
Large Consumer/Client Volume - Mean	64%	❌
Large Consumer/Client Volume - Median	73%	➖
Anchor Mental Health Association	66%	➖
Community Connections	85%	✅
Hillcrest Childrens Center	39%	❌
Inner City Family Services	19%	❌
Life Enhancement Services	73%	➖
MBI Health Services	87%	✅
Umbrella Therapeutic Services	81%	✅

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

➖ = Near Performance Target (65 – 74%)

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

64% An average of **64%** of child consumers newly-enrolled or transferring in MHRS assigned to large-volume providers had their first service within 30 days of enrollment

71% of large providers included in this table **nearly met or exceeded** the DBH performance target of 75%

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.

Timely Service – Post Psychiatric Hospital Discharge

Improving follow-up and continuity of care for patients hospitalized for psychiatric conditions may lead to reductions in readmissions and improve quality of care for patients. This indicator measures the percent of adult mental health rehabilitative services (MHRS) involuntary psychiatric hospitalizations that had a follow-up service within 30 days.

Provider-specific performance on the percent of adult mental health rehabilitative services (MHRS) involuntary psychiatric hospitalizations that had a follow-up service within 30 days of discharge, FY 20
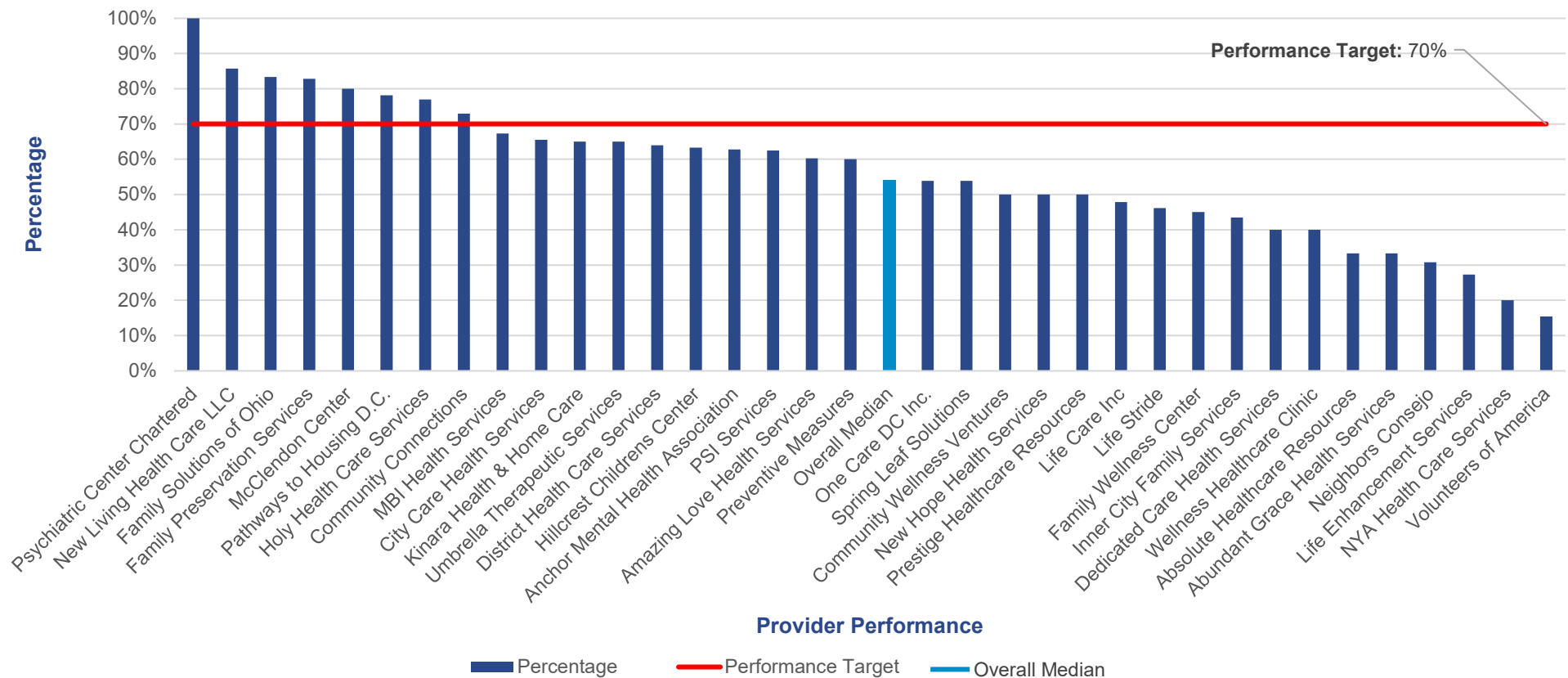
Notes: The data are for hospitalizations, not unduplicated consumers. A consumer may have been hospitalized more than once during the reporting period. The data are hospital discharges from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center among adult MHRS consumers. Providers with fewer than four discharges in the denominator have been excluded from this chart because they do not meet DBH's threshold for public reporting.
Source: DBH analysis of iCAMS & claims data as of 12/23/2020.

Timely Service – Post Psychiatric Hospital Discharge

Median performance on the percent of adult mental health rehabilitative services (MHRS) involuntary psychiatric hospitalizations that had a follow-up service within 30 days of discharge, by consumer/client volume, FY 20 (n = 44 providers)

Performance Target: 70%

Overall Median: 54%

46% — Small (n=22)
54% — Midsize (n=11)
63% — Large (n=11)

Provider Consumer/Client Volume

Percentage

■ Median Provider Performance ▬ Performance Target ▬ Overall Median

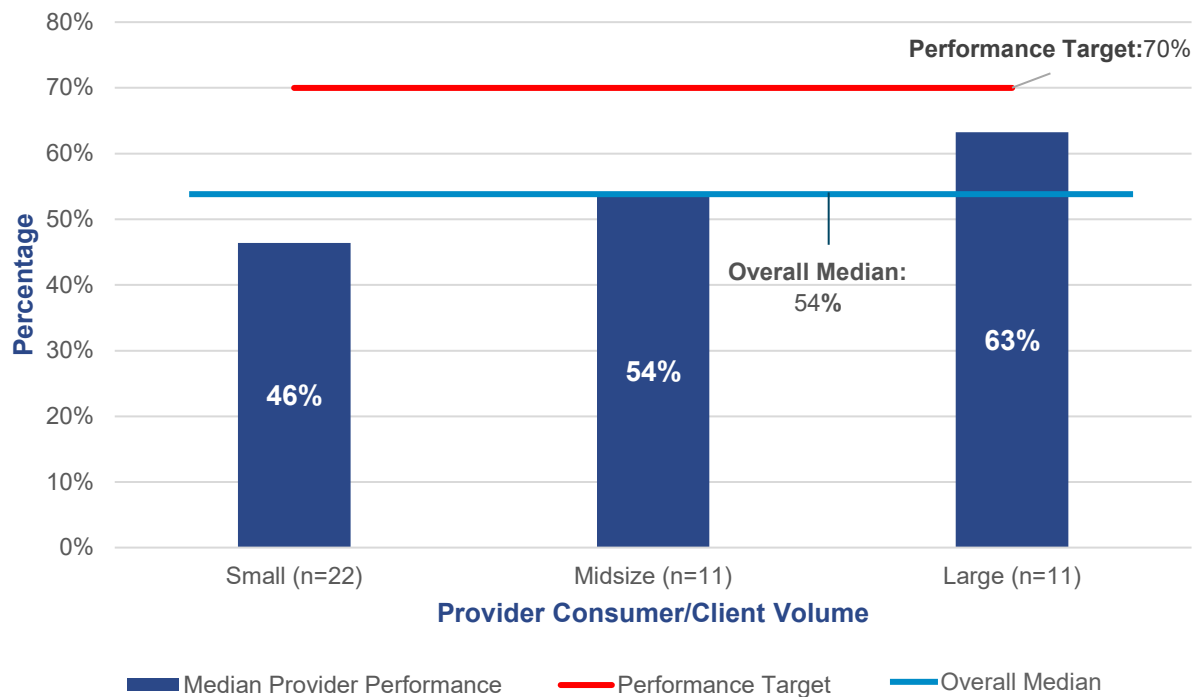**Notes:** Small: 21-401 consumers/clients; Midsize: 423-751 consumers/clients; Large: 1,033-5,757 consumers/clients.
The data are for hospitalizations, not unduplicated consumers. A consumer may have been hospitalized more than once during the reporting period. The data are hospital discharges from 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.

54%

A median of **54%** of involuntary psychiatric hospitalizations among adult MHRS consumers had a follow-up service within 30 days of discharge

Providers of all consumer/client volumes **performed below** the DBH performance target of 70%

Large-volume providers had the **highest median performance** on the indicator

Timely Service – Post Psychiatric Hospital Discharge

DBH DEPARTMENT OF BEHAVIORAL HEALTH

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Small-Volume Providers* (n = 13^)

DBH Provider	Rate	Rate compared to target (70%)
DBH System Performance	45%	❌
Small Consumer/Client Volume - Mean	50%	❌
Small Consumer/Client Volume – Median	46%	❌
Absolute Healthcare Resources	33%	❌
Abundant Grace Health Services	33%	❌
Community Wellness Ventures	50%	❌
Family Preservation Services	83%	✅
Family Solutions of Ohio	83%	✅
Family Wellness Center	45%	❌
Holy Health Care Services	77%	✅
Life Care Inc	48%	❌
Neighbors Consejo	31%	❌
New Living Health Care LLC	86%	✅
NYA Health Care Services	20%	❌
Pathways to Housing	78%	✅
Psychiatric Center Chartered	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 system performance rate, mean, and median.
Source: DBH analysis of iCAMS & claims data as of 12/23/2020.

50% An average of **50%** of involuntary psychiatric hospitalizations among adult MHRS consumers assigned to small-volume providers had a follow-up service within 30 days

46% of small providers included in this table **exceeded** the DBH performance target of 70%

Timely Service – Post Psychiatric Hospital Discharge

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Midsize-Volume Providers* (n = 11)

DBH Provider	Rate	Rate compared to target (70%)
DBH System Performance	45%	❌
Midsize Consumer/Client Volume - Mean	51%	❌
Midsize Consumer/Client Volume- Median	54%	❌
City Care Health Services	66%	➖
Dedicated Care Health Services	40%	❌
Kinara Health & Home Care	65%	➖
Life Stride	46%	❌
New Hope Health Services	50%	❌
One Care DC Inc.	54%	❌
Prestige Healthcare Resources	50%	❌
Preventive Measures	60%	➖
PSI Services	63%	➖
Spring Leaf Solutions	54%	❌
Volunteers of America	15%	❌

❌ = Far Below Performance Target (0 – 59%)
➖ = Near Performance Target (60 – 69%)
✅ = Met or Exceeded Performance Target (70 – 100%)

51% An average of **51%** of involuntary psychiatric hospitalizations among adult MHRS consumers assigned to midsize-volume providers had a follow-up service within 30 days

36% of midsize providers **nearly met** the DBH performance target of 70%

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.

Timely Service – Post Psychiatric Hospital Discharge

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Large-Volume Providers*(n = 11)

DBH Provider	Rate	Rate compared to target (70%)
DBH System Performance	45%	❌
Large Consumer/Client Volume - Mean	59%	❌
Large Consumer/Client Volume - Median	63%	➖
Amazing Love Health Services	60%	➖
Anchor Mental Health Association	63%	➖
Community Connections	73%	✅
District Health Care Services	64%	➖
Hillcrest Childrens Center	63%	➖
Inner City Family Services	43%	❌
Life Enhancement Services	27%	❌
MBI Health Services	67%	➖
McClendon Center	80%	✅
Umbrella Therapeutic Services	65%	➖
Wellness Healthcare Clinic	40%	❌

❌ = Far Below Performance Target (0 – 59%)
➖ = Near Performance Target (60 – 69%)
✅ = Met or Exceeded Performance Target (70 – 100%)

59% An average of **59%** of involuntary psychiatric hospitalizations among adult MHRS consumers assigned to large-volume providers had a follow-up service within 30 days

73% of large providers **nearly met or exceeded** the DBH performance target of 70%

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.

Child Functional Assessment Change Over Time

Assessments for children across multiple domains of functioning can help in understanding a child's strengths and care needs, inform decisions about the type and intensity of treatment and level of care, and track outcomes to determine whether a child's functioning improves over time. This indicator measures the percent of children receiving mental health rehabilitative services (MHRS) whose acuity was initially high who had significant improvement in functioning on their most recent functional assessment.

Child Functional Assessment Change Over Time

Provider-specific performance on the percent of children receiving mental health rehabilitative services (MHRS) whose acuity was initially high who had significant improvement in functioning on their most recent functional assessment, FY 20
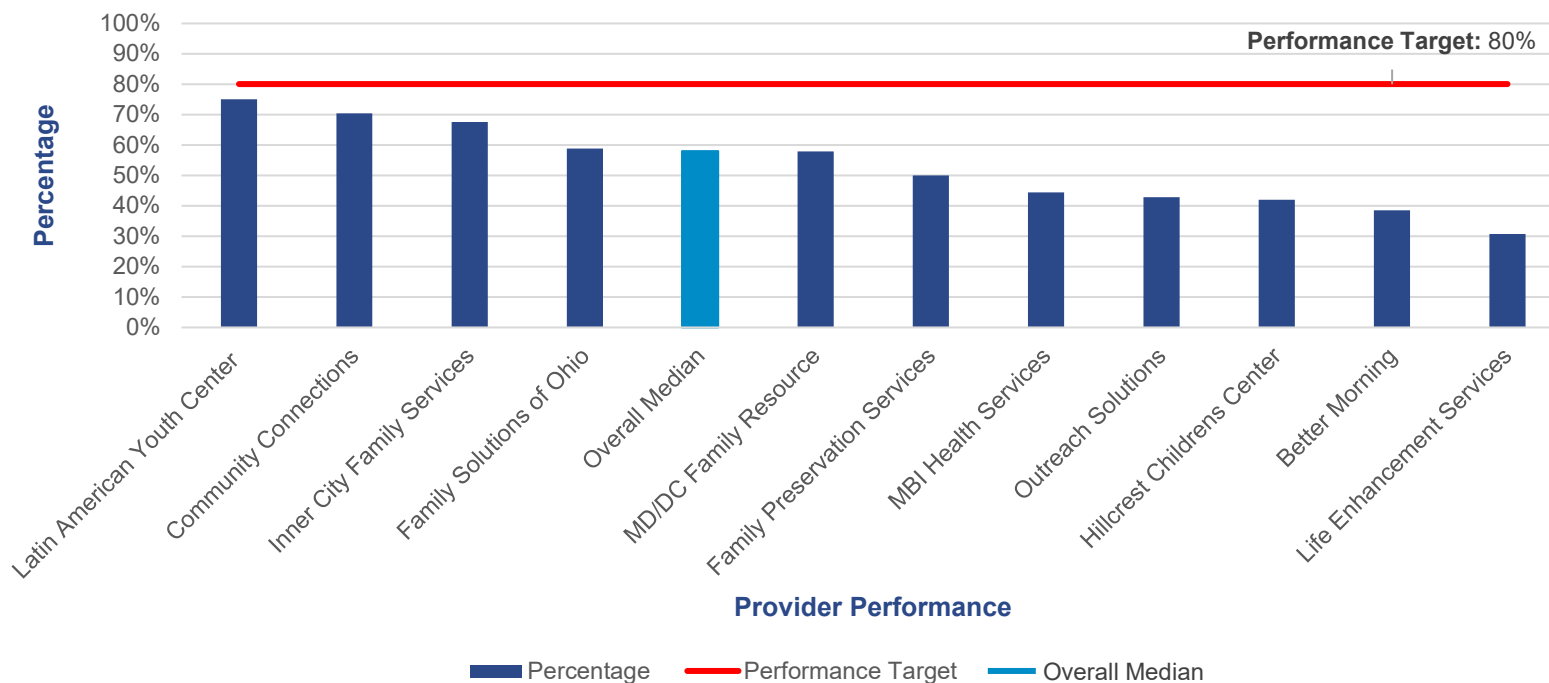
Notes: Significant improvement is defined as a 20-point or more decrease in total CAFAS score. At least 180 days must elapse between the initial and most recent CAFAS for inclusion in the calculation. Excludes children receiving MHRS with an initial CAFAS score of 70 or lower. Providers with fewer than 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 chart because they do not meet DBH's threshold for public reporting.
Source: DBH analysis of iCAMS & FAS outcomes data as of 3/11/2021.

Child Functional Assessment Change Over Time

DBH
DEPARTMENT OF BEHAVIORAL HEALTH

Median performance on the percent of children receiving mental health rehabilitative services (MHRS) whose acuity was initially high who had significant improvement in functioning on their most recent functional assessment (n = 21^ providers)
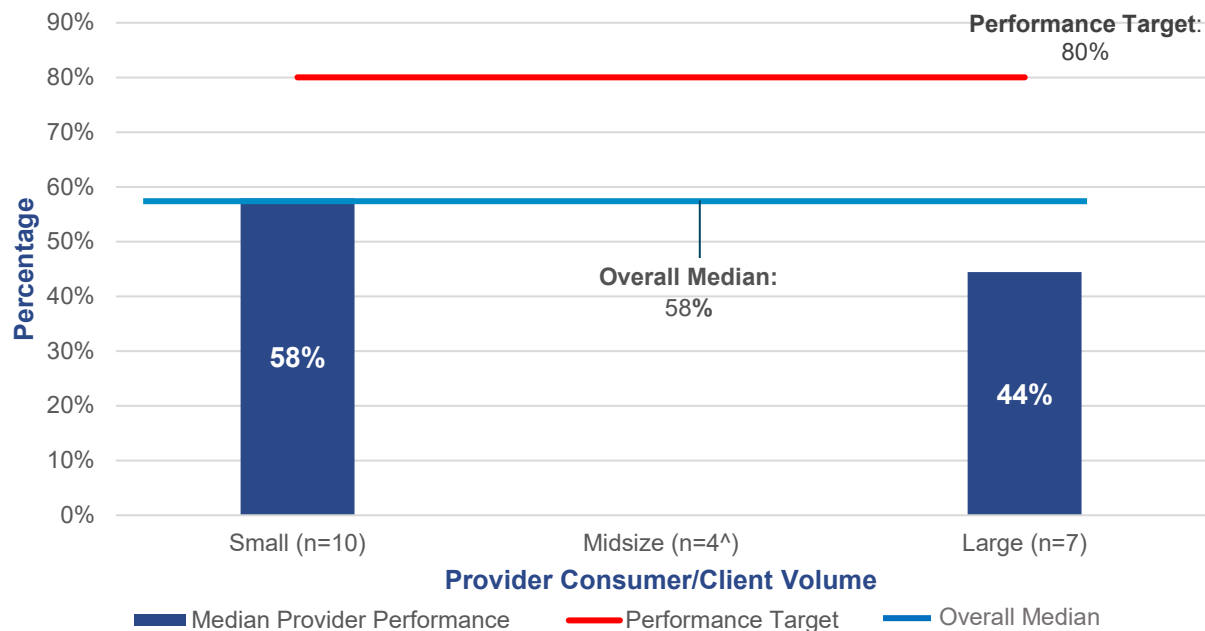
Performance Target: 80%

Overall Median: 58%

Percentage (y-axis): 0% – 90%

- Small (n=10): **58%**
- Midsize (n=4^): (no bar)
- Large (n=7): **44%**

Provider Consumer/Client Volume (x-axis)

Legend: ■ Median Provider Performance — Performance Target — Overall Median

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. ^ Four 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.

58%

A median of **58%** of children receiving MHRS had significant improvement in functioning on their most recent functional assessment

Providers with small and large consumer/client volume **performed below** the DBH performance target of 80%

Small-volume providers **performed at** the overall median of 58%

Child Functional Assessment Change Over Time

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Small-Volume Providers* (n = 6^)

DBH Provider	Rate	Rate compared to target (80%)
DBH System Performance	59%	❌
Small Consumer/Client Volume - Mean	60%	❌
Small Consumer/Client Volume - Median	58%	❌
Better Morning	38%	❌
Family Preservation Services	50%	❌
Family Solutions of Ohio	59%	❌
Latin American Youth Center	75%	➖
MD/DC Family Resource	58%	❌
Outreach Solutions	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 system performance rate, mean, and median.
Source: DBH analysis of iCAMS & FAS data as of 3/11/2021.

60% An average of **60%** of children assigned to small-volume providers receiving MHRS and whose acuity was initially high had significant improvement in functioning on their most recent functional assessment

17% of small providers included in this table **nearly met** the DBH performance target of 80%

Child Functional Assessment Change Over Time

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Large-Volume Providers*(n = 5^)

DBH Provider	Rate	Rate compared to target (80%)
DBH System Performance	59%	❌
Large Consumer/Client Volume - Mean	51%	❌
Large Consumer/Client Volume - Median	44%	❌
Community Connections	70%	➖
Hillcrest Childrens Center	42%	❌
Inner City Family Services	68%	❌
Life Enhancement Services	31%	❌
MBI Health Services	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 system performance rate, mean, and median.
Source: DBH analysis of iCAMS & FAS data as of 3/11/2021.

51% An average of **51%** of children assigned to large-volume providers receiving MHRS and whose acuity was initially high had significant improvement in functioning on their most recent functional assessment

20% of large providers included in this table **nearly met** the DBH performance target of 80%

Opioid Treatment Program (Methadone): Retention Rate

Untreated opioid use disorder (OUD) is associated with significant illness and mortality. Evidence shows that retention in methadone treatment among people with OUD has been linked to decreased risk of mortality, lower rates of other opioid use, improved social functioning, and better quality of life. This indicator measures the percent of methadone clients who were served in two consecutive quarters.

Opioid Treatment Program (Methadone): Retention Rate

Provider-specific performance on the percent of methadone clients who were served in two consecutive quarters, FY 20
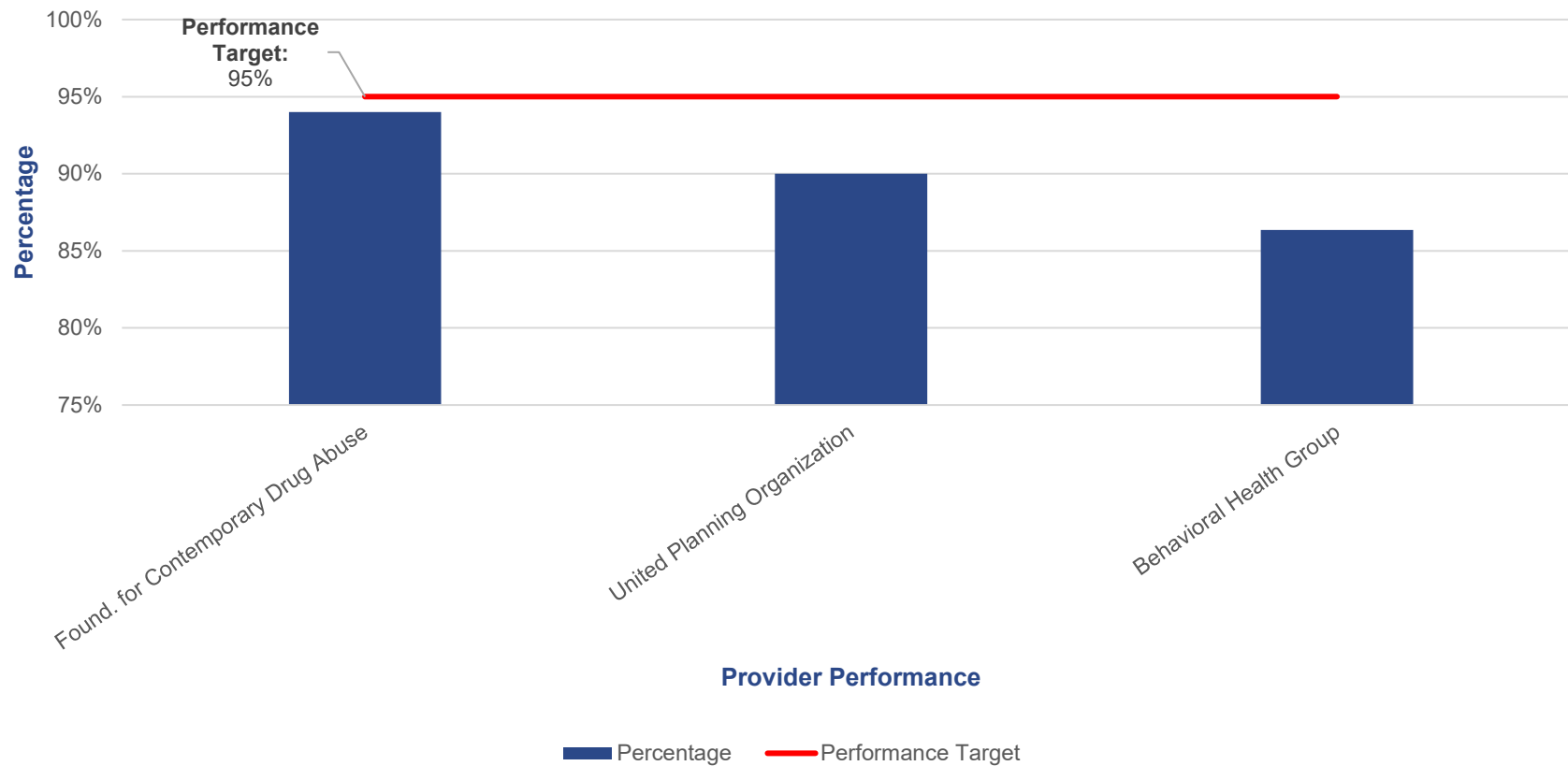
Note: The data are for methadone clients only.
Source: DBH analysis of claims data as of 3/11/2021.

Opioid Treatment Program (Methadone): Retention Rate

Provider-Specific Performance (n = 3)

DBH Provider	Rate	Rate compared to target (95%)
DBH System Performance	87%	🟡
Behavioral Health Group	86%	🟡
Found. for Contemporary Drug Abuse	94%	🟡
United Planning Organization	90%	🟡

❌ = Far Below Performance Target (0 – 85%)

🟡 = Near Performance Target (85 – 94%)

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

System performance was **near** the DBH performance target of 95%

Performance on percent of methadone clients who were served in two consecutive quarters ranged from **86% to 94%** among the providers with data for the indicator

100% of providers **nearly met** the DBH performance target of 95%

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.

SUD Step-Down:
Residential

Treatment for substance use disorder (SUD) includes a flexible continuum of care that allows clients to enter the level most suitable to their needs and step-up or step-down in treatment intensity as their needs change. Stepping down involves less intensive treatment options, allowing clients to reintegrate into the community. This indicator measures the percent of SUD residential clients who stepped down to a lower level of care.

SUD Step-Down: Residential

Percent of SUD residential clients who stepped down to a lower level of care, FY 20
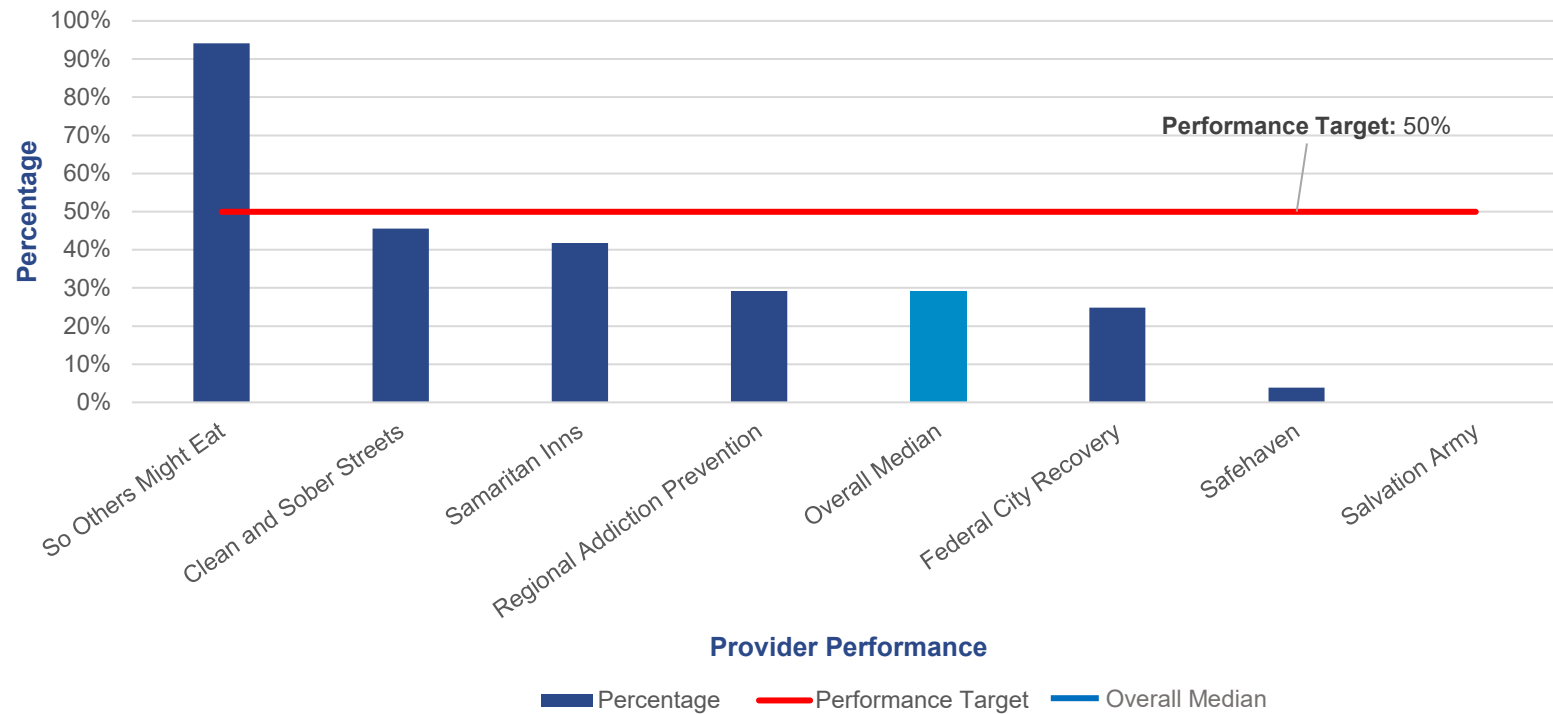
Notes: Excludes clients with disenrollment reasons of Client Left Before Completing Treatment, Died, Incarcerated, or Program Decision to Discharge Client for Noncompliance with Program Rules.
Source: DBH analysis of DATA/WITS data as of 3/11/2021.

SUD Step-Down: Residential

DBH
DEPARTMENT OF
BEHAVIORAL HEALTH

Median performance on the percent of SUD residential clients who stepped down to a lower level of care (n = 7^ providers)

29%

A median of **29%** of SUD residential clients stepped down to a lower level of care

Providers with small consumer/client volume **performed below** the DBH performance target of 50%

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

SUD Step-Down: Residential

By Consumer/Client Volume

Provider-Specific Performance by Consumer/Client Volume–
Small-Volume Providers* (n = 6)

DBH Provider	Rate	Rate compared to target (50%)
DBH System Performance	30%	❌
Small Consumer/Client Volume - Mean	36%	❌
Small Consumer/Client Volume - Median	35%	❌
Clean and Sober Streets	46%	➖
Regional Addiction Prevention	29%	❌
Safe Haven	4%	❌
Salvation Army	0%	❌
Samaritan Inns	42%	➖
So Others Might Eat	94%	✅

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

➖ = Near Performance Target (40 – 49%)

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

36% — An average of **36%** of SUD residential clients assigned to small-volume providers stepped down to a lower level of care

50% — of small providers **nearly met or exceeded** the DBH performance target of 50%

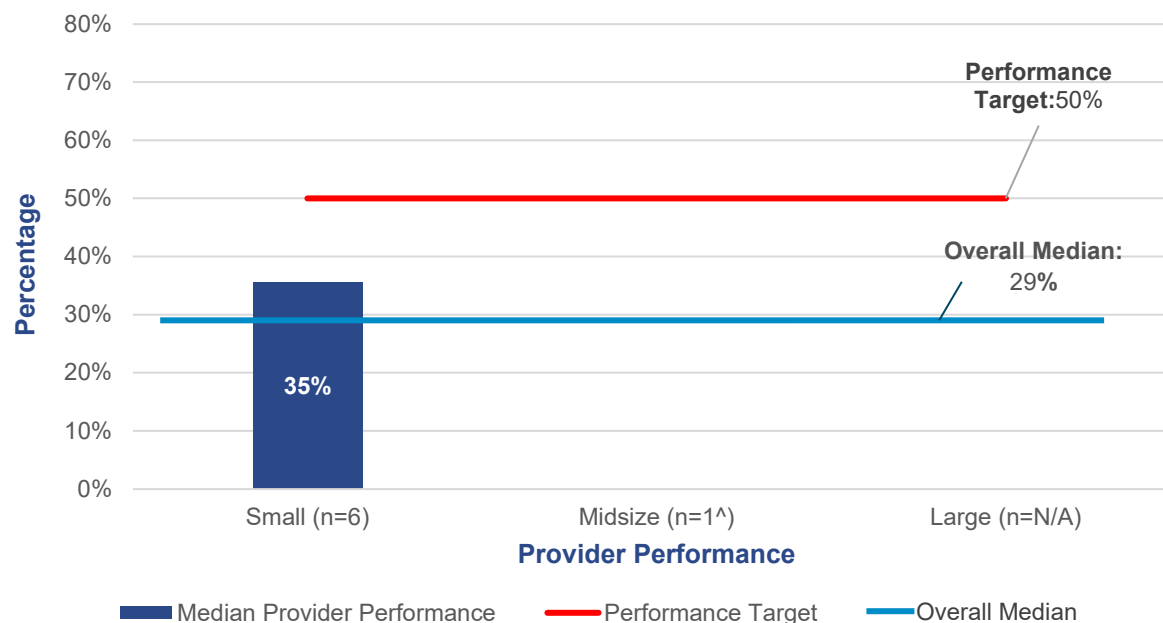**Notes:** * Small providers that enrolled 21-401 consumers/clients during the reporting period. Excludes clients with disenrollment reasons of Client Left Before Completing Treatment, Died, Incarcerated, or Program Decision to Discharge Client for Noncompliance with Program Rules.
Source: DBH analysis of DATA/WITS data as of 3/11/2021

SUD Step-Down: Residential

Provider-Specific Performance by Consumer/Client Volume–
Midsize-Volume Providers* (n = 1)

DBH Provider	Rate	Rate compared to target (50%)
DBH System Performance	30%	❌
Federal City Recovery	25%	❌

❌ = Far Below Performance Target (0 – 39%)
➖ = Near Performance Target (40 – 49%)
✅ = Met or Exceeded Performance Target (50 – 100%)

The midsize provider was **far below** the DBH performance target of 50%

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.

Efforts to Improve Performance

DBH, working in partnership with providers and stakeholders (e.g., policymakers, consumers/clients, advocacy groups, and other District agencies) seeks to meet the behavioral health needs of all District residents. This report provides a summary of performance on seven DBH Key Performance Indicators (KPIs) for services provided to children, youth, and adults during FY 2020 (October 1, 2019-Sept 30, 2020). DBH met or nearly met performance targets for four of the seven KPIs that assess:

- consumer/client satisfaction with the person-centered planning process;
- adult's timely receipt of mental health services;
- children's timely receipt of mental health services; and
- retention in methadone opioid treatment programs.

For the three indicators that DBH fell short in meeting its performance targets, DBH undertook a number of efforts to drive improvements in performance. These efforts included sharing DBH-collected data on performance based on provider claims with each DBH-certified provider. Examples of other improvement efforts related to these three KPIs are described below:

- *Timely Service After an Involuntary Psychiatric Hospital Discharge:* DBH used a multi-pronged approach to improve performance on this indicator, which included providing technical assistance to the hospitals under contract to serve consumers involuntarily admitted for psychiatric care, organizing a workgroup of providers to review the performance data and identify strategies for improvement, and collaborating with the DC Department of Healthcare Finance to launch a new Medicaid 1115 benefit for transition planning services for Medicaid enrollees currently lacking a care coordination benefit.

- *Child Functional Assessment Change Over Time:* DBH has engaged in numerous technical assistance efforts around this indicator. For example, DBH's Data and Performance Measurement team developed a dashboard of provider-level data and partnered with staff from Children & Youth Services (CYS) and Provider Relations to share the data with providers. In FY21, DBH partnered with CYS to provide targeted technical assistance and ensure the data are a standing agenda item in monthly provider meetings. CYS also partnered with Provider Relations and the Training Institute to offer a series of virtual trainings to help ensure that every youth service provider has at least two Child and Adolescent Functional Assessment Scale (CAFAS) trainers, and that CAFAS trainers received supplemental training. Due to concerns that the current KPI may not allow providers to fully demonstrate improvement on the measure for all children, DBH is considering options for improving the indicator in the future.

Efforts to Improve Performance (cont.)

- ***SUD Residential Step-Down:*** For the SUD residential step-down indicator, DBH's improvement efforts included a series of meetings in which SUD providers (residential and outpatient) were offered an opportunity to participate. The first meeting consisted of a review of provider-specific performance data on the indicator (without provider identifiers). This meeting was followed by brainstorming sessions to identify key drivers of performance, change strategies, and tools and resources to improve performance. Using this information, DBH plans to hold meetings with individual providers to review their performance data and discharge planning workflows to support their efforts to improve performance on the measure.

FY 20, which included the peak of the first wave of the COVID-19 pandemic, found DBH staff and providers learning how to adapt to new ways of providing services and working together. As a follow-up to the improvement efforts that began during that time period, DBH committed to a) continue working to improve DBH data systems, the quality of data, and the analysis of the data; b) providing providers with more timely reports on their performance; and c) more routinely holding quality improvement sessions using the Plan-Do-Study-Act (PDSA) cycle to systematically identify patient, process, or system characteristics linked to performance.

DBH will advance efforts through these and other activities to ensure that all consumers/clients in the District have timely access to appropriate behavioral health services.

Conclusion

This report compares provider-specific performance on seven DBH Key Performance Indicators (KPIs) for services received by children, youth, and adults during FY 20 (October 1, 2019-Sept 30, 2020). While DBH met or nearly met performance targets for four of the seven KPIs, DBH fell short in meeting performance targets for three key measures of behavioral health care.

It is important to note that while the data in this report reflect a point-in-time assessment of performance in FY 20, they do not capture the change that occurred since FY 19. Data from MHEASURES (see [Additional Resources](#)), however, show that there was a six percent increase in the number of DBH consumers/clients receiving mental health services in FY 20 compared to essentially no change the year before. While there was a 13 percent decrease in utilization of substance use disorder services, it is encouraging that a large share of individuals enrolled in methadone treatment maintained their treatment schedules despite disruptions in support services related to the COVID-19 pandemic.

Additionally, this report includes services provided only at the onset of the COVID-19 pandemic. In the course of the year that followed, DBH-certified providers faced financial pressures due to increased costs to deliver services in a new environment. Providers were able to pivot quickly to telehealth and audio services to maintain timely access to care. Other providers maintained onsite services or a hybrid of telehealth and in-person services.

The COVID-19 pandemic has taken a toll on the behavioral health of all DC residents and increased the challenges for individuals at-risk of and/or living with a behavioral health disorder. Using the data in this report and other available tools, DBH looks forward to building a stronger system of behavioral health care in the District, ensuring that all residents live healthy and fulfilling lives.

Appendix Tables and Additional Resources
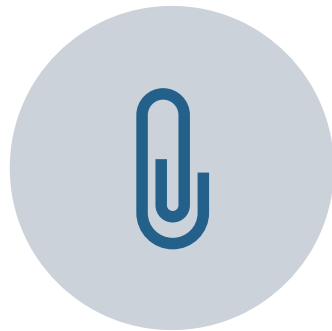
Appendix A. FY 20 DBH-Certified Community-Based Providers

The table below lists the 67 DBH-certified, community-based mental health (MH) and substance use disorder (SUD) providers with contractual agreements with the District during FY 20.

Provider	DBH Certification (MH, SUD, MH/SUD)	Population Served	Consumer/Client Volume
Absolute Healthcare Resources	MH	Adult	Small
Abundant Grace Health Services	MH	Adult	Small
Amazing Love Health Services[2]	MH	Adult	Large
Anchor Mental Health Association	MH	Both	Large
Behavioral Health Group	SUD	Adult	Midsize
Better Morning	MH	Both	Midsize
Calvary Healthcare Inc.[1, 2]	SUD	Adult	N/A
City Care Health Services	MH	Adult	Midsize
Clean and Sober Streets	SUD	Adult	Small
Community Connections	MH/SUD	Both	Large
Community Wellness Ventures	MH	Both	Small
DC Recovery Community Alliance[1]	SUD	Adult	N/A
Deaf Reach[1]	MH	Adult	N/A
Dedicated Care Health Services	MH	Adult	Midsize
District Health Care Services	MH	Adult	Large
Family & Medical Counseling Service[1]	SUD	Adult	N/A
Family Preservation Services	MH	Both	Small

Appendix A. FY 20 DBH-Certified Community-Based Providers

Provider	DBH Certification (MH, SUD, MH/SUD)	Population Served	Consumer/Client Volume
Family Solutions of Ohio	MH	Both	Small
Family Wellness Center	MH	Both	Small
Federal City Recovery	SUD	Both	Midsize
Found. for Contemporary Drug Abuse (formerly PIDARC)	SUD	Adult	Midsize
Global Resources Supports[2]	MH	Adult	Small
Goshen Health Care & Management	MH/SUD	Adult	Small
Hillcrest Children's Center	MH/SUD	Both	Large
Holy Comforter Community Action Group[1]	SUD	Adult	N/A
Holy Health Care Services[2]	MH	Both	Small
Inner City Family Services	MH/SUD	Both	Large
Integrated Community Services[1,2]	MH	Adult	N/A
Integrated Health Resources[1,2]	MH	Both	N/A
Kahak Health Care Services	MH	Adult	Small
Kinara Health & Home Care	MH	Both	Midsize
La Clinica Del Pueblo[1]	SUD	Adult	N/A
Latin American Youth Center	MH/SUD	Child	Small
Life Care Inc	MH	Adult	Small

Appendix A. FY 20 DBH-Certified Community-Based Providers

Provider	DBH Certification (MH, SUD, MH/SUD)	Population Served	Consumer/Client Volume
Life Changing Solutions[1,2]	MH	Child	N/A
Life Enhancement Services	MH	Both	Large
Life Stride	MH/SUD	Adult	Midsize
Mary's Center	MH	Both	Small
MBI Health Services	MH/SUD	Both	Large
McClendon Center	MH	Adult	Large
MD/DC Family Resource	MH	Both	Small
Neighbors Consejo	MH	Adult	Small
New Hope Health Services	MH	Both	Midsize
New Living Health Care LLC	MH	Adult	Small
NYA Health Care Services	MH	Adult	Midsize
One Care DC Inc.	MH	Adult	Midsize
Outreach Solutions	MH	Child	Small
P&G Behavioral Health Services	MH	Adult	Small
Pathways to Housing D.C.	MH	Adult	Midsize
Prestige Healthcare Resources	MH	Adult	Midsize
Preventive Measures	MH	Both	Midsize

Appendix A. FY 20 DBH-Certified Community-Based Providers

Provider	DBH Certification (MH, SUD, MH/SUD)	Population Served	Consumer/Client Volume
PSI Services	MH	Both	Midsize
Psychiatric Center Chartered	MH	Adult	Small
Regional Addiction Prevention	SUD	Adult	Small
Restoration Community Alliance	MH	Adult	Small
Safe Haven	SUD	Adult	Small
Salvation Army	SUD	Adult	Small
Samaritan Inns	SUD	Adult	Small
So Others Might Eat	SUD	Adult	Small
Spring Leaf Solutions	MH	Adult	Midsize
The Ark of DC	MH	Adult	Small
Total Family Care[1]	SUD	Adult	N/A
Umbrella Therapeutic Services	MH	Both	Large
United Planning Organization	SUD	Adult	Small
Volunteers of America	MH/SUD	Adult	Midsize
Wellness Healthcare Clinic	MH	Adult	Large
Woodley House[1]	MH	Adult	N/A

Notes: [1] No applicable KPI data for the provider for FY 2020 because the provider did not provide the care that the indicators are being used to assess. As such, data for these providers were not included in the determination of consumer/client volume, and provider size is reported as not available (N/A).
[2] Provider is no longer DBH-certified.

Appendix B: Provider-Specific Performance Across KPIs

The table below shows DBH providers' performance on seven key performance indicators compared to DBH annual performance targets. Providers are categorized by the number of consumers/clients served (i.e., consumer/client volume) during the reporting period:

- Small: 21–401 consumers/clients
- Midsize: 423–751 consumers/clients
- Large: 1,033–5,757 consumers/clients

Key Performance Indicator	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
DBH Provider	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain	Timely Service - Adult Enrollment/ Transfer	Timely Service - Children Enrollment/ Transfer	Timely Service - Post Psychiatric Hospital Discharge	Child Functional Assessment Change Over Time	Opioid Treatment Program (Methadone): Retention Rate	SUD Step-Down - Residential
	Performance target (80%)	Performance target (80%)	Performance target (75%)	Performance target (70%)	Performance target (80%)	Performance target (95%)	Performance target (50%)
DBH System Performance	🟡	✅	🟡	❌	❌	🟡	❌
Small Consumer/Client Volume – Total Rate	🟡	🟡	🟡	🟡	❌	/	❌
Absolute Healthcare Resources	--	❌	N/A4	❌	N/A4	N/A2	N/A2
Abundant Grace Health Services	--	✅	N/A4	❌	N/A4	N/A2	N/A2
Better Morning	🟡	🟡	✅	--	❌	N/A2	N/A2

❌ = Far Below Performance Target (>10 percentage points of target)   🟡 = Near Performance Target (within 10 percentage points of target)   ✅ = Met or Exceeded Target   N/A = Not Applicable

Notes: -- = For the mental health and SUD-focused KPIs, data suppressed due to providers having fewer than 4 consumers/clients in the indicator denominator. For the all-provider KPI, data suppressed due to providers having fewer than ten consumers/clients in the indicator denominator.

/ = Data for this indicator are not available for at least 4 providers so are not reported by this category.

N/A[1]: SUD provider, and the KPI is mental health focused.

N/A[2]: mental health provider, and the KPI is SUD focused.

N/A[3]: provider serves children only and the KPI is adult focused.

N/A[4]: provider serves adults only and the KPI is child focused.

N/A[5]: not an OTP provider.

N/A[6]: not a residential provider.

Appendix B: Provider-Specific Performance Across KPIs

Key Performance Indicator / DBH Provider	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain	Timely Service - Adult Enrollment/ Transfer	Timely Service - Children Enrollment/ Transfer	Timely Service - Post Psychiatric Hospital Discharge	Child Functional Assessment Change Over Time	Opioid Treatment Program (Methadone): Retention Rate	SUD Step-Down - Residential
	Performance target (80%)	Performance target (80%)	Performance target (75%)	Performance target (70%)	Performance target (80%)	Performance target (95%)	Performance target (50%)
Clean and Sober Streets	--	N/A[1]	N/A[1]	N/A[1]	N/A[1]	N/A[5]	🟡 Near
Community Wellness Ventures	--	✅	✅	❌	--	N/A[2]	N/A[2]
Family Preservation Services	--	❌	✅	✅	❌	N/A[2]	N/A[2]
Family Solutions of Ohio	✅	✅	✅	✅	❌	N/A[2]	N/A[2]
Family Wellness Center	❌	🟡	✅	❌	--	N/A[2]	N/A[2]
Global Resources Supports	--	🟡	N/A[4]	--	N/A[4]	N/A[2]	N/A[2]
Goshen Health Care & Management	--	✅	N/A[4]	--	N/A[4]	N/A[5]	N/A[6]
Holy Health Care Services	--	✅	--	✅	--	N/A[5]	N/A[6]

❌ = Far Below Performance Target (>10 percentage points of target)

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Notes: -- = For the mental health and SUD-focused KPIs, data suppressed due to providers having fewer than 4 consumers/clients in the indicator denominator. For the all-provider KPI, data suppressed due to providers having fewer than ten consumers/clients in the indicator denominator.

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Appendix B: Provider-Specific Performance Across KPIs

Key Performance Indicator	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain	Timely Service - Adult Enrollment/ Transfer	Timely Service - Children Enrollment/ Transfer	Timely Service - Post Psychiatric Hospital Discharge	Child Functional Assessment Change Over Time	Opioid Treatment Program (Methadone): Retention Rate	SUD Step-Down - Residential
DBH Provider	Performance target (80%)	Performance target (80%)	Performance target (75%)	Performance target (70%)	Performance target (80%)	Performance target (95%)	Performance target (50%)
Kahak Health Care Services	--	✅	N/A[4]	--	N/A[4]	N/A[2]	N/A[2]
Latin American Youth Center	--	N/A[3]	❌	N/A[3]	🟡	N/A[3]	N/A[3,6]
Life Care Inc	🟡	🟡	N/A[4]	❌	N/A[4]	N/A[2]	N/A[2]
Mary's Center	--	✅	✅	--	--	N/A[2]	N/A[2]
MD/DC Family Resource	--	--	🟡	--	❌	N/A[2]	N/A[2]
Neighbors Consejo	--	❌	N/A[4]	❌	N/A[4]	N/A[2]	N/A[2]
New Living Health Care LLC	🟡	🟡	N/A[4]	✅	N/A[4]	N/A[2]	N/A[2]
NYA Health Care Services	--	✅	N/A[4]	❌	N/A[4]	N/A[2]	N/A[2]

❌ = Far Below Performance Target (>10 percentage points of target)   🟡 = Near Performance Target (within 10 percentage points of target)   ✅ = Met or Exceeded Target   N/A = Not Applicable

Notes: -- = For the mental health and SUD-focused KPIs, data suppressed due to providers having fewer than 4 consumers/clients in the indicator denominator. For the all-provider KPI, data suppressed due to providers having fewer than ten consumers/clients in the indicator denominator.
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Appendix B: Provider-Specific Performance Across KPIs

Key Performance Indicator	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
DBH Provider	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain — Performance target (80%)	Timely Service - Adult Enrollment/ Transfer — Performance target (80%)	Timely Service - Children Enrollment/ Transfer — Performance target (75%)	Timely Service - Post Psychiatric Hospital Discharge — Performance target (70%)	Child Functional Assessment Change Over Time — Performance target (80%)	Opioid Treatment Program (Methadone): Retention Rate — Performance target (95%)	SUD Step-Down - Residential — Performance target (50%)
Outreach Solutions	--	N/A[3]	❌	N/A[3]	❌	N/A[2]	N/A[2]
P&G Behavioral Health Services	--	🟡	N/A[4]	--	N/A[4]	N/A[2]	N/A[2]
Pathways to Housing D.C	--	🟡	N/A[4]	✅	N/A[4]	N/A[2]	N/A[2]
Psychiatric Center Chartered	--	✅	N/A[4]	✅	N/A[4]	N/A[2]	N/A[2]
Regional Addiction Prevention	--	N/A[1]	N/A[1]	N/A[1]	N/A[1]	N/A[5]	❌
Restoration Community Alliance	--	❌	N/A[4]	--	N/A[4]	N/A[2]	N/A[2]
Safe Haven	--	N/A[1]	N/A[1]	N/A[1]	N/A[1]	N/A[5]	❌
Salvation Army	--	N/A[1]	N/A[1]	N/A[1]	N/A[1]	N/A[5]	❌

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Appendix B: Provider-Specific Performance Across KPIs

Key Performance Indicator	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain	Timely Service - Adult Enrollment/ Transfer	Timely Service - Children Enrollment/ Transfer	Timely Service - Post Psychiatric Hospital Discharge	Child Functional Assessment Change Over Time	Opioid Treatment Program (Methadone): Retention Rate	SUD Step-Down - Residential
DBH Provider	Performance target (80%)	Performance target (80%)	Performance target (75%)	Performance target (70%)	Performance target (80%)	Performance target (95%)	Performance target (50%)
Samaritan Inns	--	N/A[1]	N/A[1]	N/A[1]	N/A[1]	N/A[5]	🟡
So Others Might Eat	🟢	N/A[1]	N/A[1]	N/A[1]	N/A[1]	N/A[5]	🟢
The Ark of DC	--	🟢	N/A[4]	--	N/A[4]	N/A[2]	N/A[2]
United Planning Organization	--	N/A[1]	N/A[1]	N/A[1]	N/A[1]	🟡	N/A[6]

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🟡 = Near Performance Target (within 10 percentage points of target)

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Key Performance Indicator	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain	Timely Service - Adult Enrollment/ Transfer	Timely Service - Children Enrollment/ Transfer	Timely Service - Post Psychiatric Hospital Discharge	Child Functional Assessment Change Over Time	Opioid Treatment Program (Methadone): Retention Rate	SUD Step-Down - Residential
DBH Provider	Performance target (80%)	Performance target (80%)	Performance target (75%)	Performance target (70%)	Performance target (80%)	Performance target (95%)	Performance target (50%)
Midsize Consumer/Client Volume – Total Rate	✅	✅	✅	❌	/	/	/
Behavioral Health Group	--	N/A[1]	N/A[1]	N/A[1]	N/A[1]	🟡	N/A[6]
City Care Health Services	✅	🟡	N/A[4]	🟡	N/A[4]	N/A[2]	N/A[2]
Dedicated Care Health Services	--	✅	N/A[4]	❌	N/A[4]	N/A[2]	N/A[2]
Federal City Recovery	--	N/A[1]	N/A[1]	N/A[1]	N/A[1]	N/A[5]	❌
Found. for Contemporary Drug Abuse	✅	N/A[1]	N/A[1]	N/A[1]	N/A[1]	🟡	N/A[6]
Kinara Health & Home Care	❌	✅	✅	🟡	--	N/A[2]	N/A[2]
Life Stride	✅	🟡	N/A[4]	❌	N/A[4]	N/A[5]	N/A[6]

❌ = Far Below Performance Target (>10 percentage points of target) 🟡 = Near Performance Target (within 10 percentage points of target) ✅ = Met or Exceeded Target N/A = Not Applicable

Notes: -- = For the mental health and SUD-focused KPIs, data suppressed due to providers having fewer than 4 consumers/clients in the indicator denominator. For the all-provider KPI, data suppressed due to providers having fewer than ten consumers/clients in the indicator denominator.
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Appendix B: Provider-Specific Performance Across KPIs

Key Performance Indicator	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain	Timely Service - Adult Enrollment/ Transfer	Timely Service - Children Enrollment/ Transfer	Timely Service - Post Psychiatric Hospital Discharge	Child Functional Assessment Change Over Time	Opioid Treatment Program (Methadone): Retention Rate	SUD Step-Down - Residential
DBH Provider	Performance target (80%)	Performance target (80%)	Performance target (75%)	Performance target (70%)	Performance target (80%)	Performance target (95%)	Performance target (50%)
New Hope Health Services	--	✅ Met	✅ Met	❌ Far Below	--	N/A[2]	N/A[2]
One Care DC Inc.	🟡 Near	🟡 Near	N/A[4]	❌ Far Below	N/A[4]	N/A[2]	N/A[2]
Prestige Healthcare Resources	--	✅ Met	N/A[4]	❌ Far Below	N/A[4]	N/A[2]	N/A[2]
Preventive Measures	✅ Met	❌ Far Below	--	🟡 Near	--	N/A[2]	N/A[2]
PSI Services	✅ Met	🟡 Near	✅ Met	🟡 Near	--	N/A[2]	N/A[2]
Spring Leaf Solutions	--	🟡 Near	N/A[4]	❌ Far Below	N/A[4]	N/A[2]	N/A[2]
Volunteers of America	✅ Met	🟡 Near	N/A[4]	❌ Far Below	N/A[4]	N/A[5]	N/A[6]

❌ = Far Below Performance Target (>10 percentage points of target)

🟡 = Near Performance Target (within 10 percentage points of target)

✅ = Met or Exceeded Target

N/A = Not Applicable

Notes: -- = For the mental health and SUD-focused KPIs, data suppressed due to providers having fewer than 4 consumers/clients in the indicator denominator. For the all-provider KPI, data suppressed due to providers having fewer than ten consumers/clients in the indicator denominator.

/ = Data for this indicator are not available for at least 4 providers so are not reported by this category.

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N/A[4]: provider serves adults only and the KPI is child focused.

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Appendix B: Provider-Specific Performance Across KPIs

Key Performance Indicator	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain	Timely Service - Adult Enrollment/Transfer	Timely Service - Children Enrollment/Transfer	Timely Service - Post Psychiatric Hospital Discharge	Child Functional Assessment Change Over Time	Opioid Treatment Program (Methadone): Retention Rate	SUD Step-Down - Residential
DBH Provider	Performance target (80%)	Performance target (80%)	Performance target (75%)	Performance target (70%)	Performance target (80%)	Performance target (95%)	Performance target (50%)
Large Consumer/Client Volume – Total Rate	➖	✅	❌	➖	❌	N/A	N/A
Amazing Love Health Services	➖	✅	N/A[4]	➖	N/A[4]	N/A[2]	N/A[2]
Anchor Mental Health Association	➖	❌	➖	➖	--	N/A[2]	N/A[2]
Community Connections	✅	➖	✅	✅	➖	N/A[5]	N/A[6]
District Health Care Services	--	✅	N/A[4]	➖	N/A[4]	N/A[2]	N/A[2]
Hillcrest Children's Center	➖	❌	❌	➖	❌	N/A[5]	N/A[6]
Inner City Family Services	➖	➖	❌	❌	❌	N/A[5]	N/A[6]
Life Enhancement Services	➖	➖	➖	❌	❌	N/A[2]	N/A[2]

❌ = Far Below Performance Target (>10 percentage points of target)

➖ = Near Performance Target (within 10 percentage points of target)

✅ = Met or Exceeded Target

N/A = Not Applicable

Notes: -- = For the mental health and SUD-focused KPIs, data suppressed due to providers having fewer than 4 consumers/clients in the indicator denominator. For the all-provider KPI, data suppressed due to providers having fewer than ten consumers/clients in the indicator denominator.

/ = Data for this indicator are not available for at least 4 providers so are not reported by this category.

N/A[1]: SUD provider, and the KPI is mental health focused.

N/A[2]: mental health provider, and the KPI is SUD focused.

N/A[3]: provider serves children only and the KPI is adult focused.

N/A[4]: provider serves adults only and the KPI is child focused.

N/A[5]: not an OTP provider.

N/A[6]: not a residential provider.

Appendix B: Provider-Specific Performance Across KPIs

Key Performance Indicator	All Provider KPI	Mental Health Provider KPIs				SUD Provider KPIs	
DBH Provider	Behavioral Health Satisfaction Survey - Person-Centered Planning Domain	Timely Service - Adult Enrollment/ Transfer	Timely Service - Children Enrollment/ Transfer	Timely Service - Post Psychiatric Hospital Discharge	Child Functional Assessment Change Over Time	Opioid Treatment Program (Methadone): Retention Rate	SUD Step-Down - Residential
	Performance target (80%)	Performance target (80%)	Performance target (75%)	Performance target (70%)	Performance target (80%)	Performance target (95%)	Performance target (50%)
MBI Health Services	❌	✅	✅	🟡	❌	N/A[5]	N/A[6]
McClendon Center	❌	✅	N/A[4]	✅	N/A[4]	N/A[2]	N/A[2]
Umbrella Therapeutic Services	✅	🟡	✅	🟡	--	N/A[2]	N/A[2]
Wellness Healthcare Clinic	--	✅	N/A[4]	❌	N/A[4]	N/A[2]	N/A[2]

❌ = Far Below Performance Target (>10 percentage points of target)   🟡 = Near Performance Target (within 10 percentage points of target)   ✅ = Met or Exceeded Target   N/A = Not Applicable

Notes: -- = For the mental health and SUD-focused KPIs, data suppressed due to providers having fewer than 4 consumers/clients in the indicator denominator. For the all-provider KPI, data suppressed due to providers having fewer than ten consumers/clients in the indicator denominator.
/ = Data for this indicator are not available for at least 4 providers so are not reported by this category.
N/A[1]: SUD provider, and the KPI is mental health focused.
N/A[2]: mental health provider, and the KPI is SUD focused.
N/A[3]: provider serves children only and the KPI is adult focused.
N/A[4]: provider serves adults only and the KPI is child focused.
N/A[5]: not an OTP provider.
N/A[6]: not a residential provider.

Appendix C: KPI Definitions

Indicator	Description	Numerator	Denominator	Exclusions	Data Source
Behavioral Health Satisfaction Survey – Person-centered Planning Domain	Percent of consumers/clients surveyed in the Behavioral Health Satisfaction Survey who were satisfied with the person-centered planning process	Number of consumers/clients surveyed in the Behavioral Health Satisfaction Survey who were satisfied with the person-centered planning process	Number of consumers/clients who responded to the Behavioral Health Satisfaction Survey survey	Anyone who has not been chosen in the random sample	Behavioral Health Satisfaction Surveys
Timely Service: Adult Enrollment/Transfer	Percent of adult (18+) consumers newly-enrolled or transferring in mental health rehabilitative services (MHRS) who had their first service within 30 days of enrollment	Adult consumers with a paid MHRS fee-for-service claim within 30 days	All enrollments and transfers	Freestanding Mental Health (FSMH) clinic-only consumers, claims paid by MCOs	iCAMS & claims
Timely Service: Children Enrollment/Transfer	Percent of child (0-18) consumers newly-enrolled or transferring in mental health rehabilitative services (MHRS) who had their first service within 30 days of enrollment	Consumers with a paid MHRS fee-for-service claim within 30 days	All enrollments and transfers	Freestanding Mental Health (FSMH) clinic-only consumers, claims paid by MCOs	iCAMS & claims
Timely Service: Post-Psychiatric Hospital Discharge	Percent of adult Mental Health Rehabilitative Services (MHRS) involuntary psychiatric hospitalizations that had a follow-up service within 30 days	Number of adult discharges from an involuntary psychiatric hospitalization for MHRS consumers who had a paid claim within 30 days	Number of adult discharges from an involuntary psychiatric hospitalization for MHRS consumers	Saint Elizabeths and non-contracted hospitals, children	iCAMS & claims
Child Functional Assessment Change Over Time	Percent of children receiving MHRS services whose acuity was initially high who had significant improvement in functioning on their most recent functional assessment	Number of children whose initial CAFAS was 80 or higher and who had a CAFAS during the reporting quarter	Number of children 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	Children receiving MHRS with an initial CAFAS score of 70 or lower	iCAMS and FAS outcomes
Opioid Treatment Program (OTP) (Methadone) Retention Rate	Percent of methadone clients who were served in two consecutive quarters	All clients with a methadone claim in the previous quarter	All clients with a methadone claim in the previous quarter and the current quarter	Not Applicable.	Claims
SUD Step-down: Residential	Percent of SUD Residential clients who stepped down to a lower level of care	Clients who had a disenrollment reason of Completed SUD treatment with No Substance use, Completed Treatment with Some Substance Use, Transfer to CDS Program Within Agency for Continued Services	Clients who had a program enrollment at a lower level of care within 14 days of the successful residential disenrollment	Clients with disenrollment reasons of Client Left before Completing Treatment, Died, Incarcerated, or Program Decision to Discharge Client for Noncompliance with Program Rules	DATA/WITS

Additional Resources

Report-Specific Analyses

Detailed Tables of Performance on the DBH KPIs

Box Plots: Visual Representation of Variation in Provider Performance on the DBH KPIs By Consumer/Client Volume

Background Materials

Department of Behavioral Health FY 2021 Performance Plan

FY 20 Complete Agency Performance Report

FY 20 Mental Health and Substance Use Report on Expenditures and Services (MHEASURES) Annual Report

Certification Standards for Substance Use Disorder Treatment and Recovery Providers

Certification Standards for Mental Health Treatment and Recovery Providers