

District of Columbia  
**Department of Behavioral Health**



WE ARE  
DISTRICT OF COLUMBIA  
GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR



Fiscal Year  
**2021**  
Report

## Measuring Provider Performance:

*Building a stronger system of  
behavioral health care*

**Report Supplement:** Detailed Tables of Performance



February 2024

# Detailed Tables of Performance

This *Measuring Provider Performance: Building a stronger system of behavioral health care*, FY 21 report supplement: Detailed Tables of Performance, details individual provider performance on each of the 10 DBH key performance indicators (KPIs) that focus on behavioral health services delivered by DBH-certified, community-based providers in FY 21.




In the following tables, we present **provider-level summary data** as **means**, **medians**, and **percentage rates** (or totals). 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 of producing meaningful report statistics, we present detailed summary statistics, including means and medians, where there are data for at least four (4) providers, and these providers have counts of at least four (4) in the denominator for all KPIs with three exceptions: a) Medication Assisted Treatment: Retention Rate, given the small number of DBH-certified Opioid Treatment Providers (OTPs); and b) the two Behavioral Health Satisfaction Survey indicators, when a provider had fewer than ten (10) clients in the denominator.

We also present **individual provider performance data** where providers have denominator counts of at least four (4) in the denominator for the mental health and SUD KPIs and counts of at least ten (10) in the denominator for the Behavioral Health Satisfaction Survey Indicators – DBH’s threshold for public reporting of the KPIs at the provider level. Providers with denominator counts below these values do not meet DBH’s threshold for public reporting of the KPIs and were not displayed at the provider-level in the following tables to protect consumer/client privacy. However, data for these providers were included in what we refer to as **overall KPI statistics**, such as the **overall total**, **overall mean**, and **overall median**. When the term “overall” is used, it means that the data of both providers that met the threshold for public reporting as well as those that did not meet the threshold are included in the calculation of the summary statistic. When this term does not accompany “mean,” “median,” or “total,” it means that all providers included in the calculation of the summary statistic met the threshold for public reporting.




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

# Detailed Tables of Performance

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.

Where there are data for a given KPI for both FY 20 and FY 21, we measure change over time at both the system and provider levels:

- An upward triangle  indicates an **increase** in performance between FY 20 and FY 21, defined in this report as FY 21 provider and/or system performance that was at least 4 percentage points higher than FY 20 performance;
- A diamond  indicates a **little-to-no-change** in performance between FY 20 and FY 21, defined as FY 21 provider and/or system performance was within 3 percentage points of FY 20 performance; and
- A downward triangle  indicates a **decrease** in performance between FY 20 and FY 21, defined as FY 21 provider and/or system performance that was at least 4 percentage points lower than FY 20 performance.

When data on change over time are unavailable for a provider, we use the note, **N/A: Not applicable**. These data could be unavailable because they were suppressed in FY 20 for not meeting DBH’s threshold for public reporting or because the provider was newly certified in FY 21. To understand the specific reason why the change over time data are unavailable for a given provider, please refer to the legend at the bottom of the KPI-specific tables in the main report, *Measuring Provider Performance: Building a stronger system of behavioral health care*, FY 21.

# Detailed Tables of Performance on Behavioral Health Satisfaction Survey – Access Domain

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (80%)
<b>Mean</b>			77%	—
<b>Median</b>			79%	—
<b>Total</b>	849	1,075	79%	—
Amazing Love Health Services	12	14	86%	✓
Anchor Mental Health Association	15	18	83%	✓
Baymark	180	200	90%	✓
Behavioral Health Group	22	34	65%	✗
Better Morning	20	29	69%	✗
Community Connections	43	52	83%	✓
Dedicated Care Health Services	8	11	73%	—
District Health Care Services	10	17	59%	✗

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

— = Near Performance Target  
(70 – 79%)

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

**Notes:** 45 providers with fewer than ten consumers/clients responding to the survey, including 14 providers with no (0) consumers/clients responding, 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 total.

**Source:** Behavioral Health Satisfaction Survey data as of 11/10/21.

# Detailed Tables of Performance on Behavioral Health Satisfaction Survey – Access Domain

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (80%)
<b>Mean</b>			77%	—
<b>Median</b>			79%	—
<b>Total</b>	849	1,075	79%	—
Family Solutions of Ohio	23	27	85%	✓
Family Wellness Center	20	24	83%	✓
Hillcrest Children's Center	41	54	76%	—
Inner City Family Services	39	52	75%	—
Kinara Health & Home Care	23	27	85%	✓
Life Care Inc	6	10	60%	✗
Life Enhancement Services	54	73	74%	—
MBI Health Services	84	114	74%	—

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

— = Near Performance Target  
(70 – 79%)

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

**Notes:** 45 providers with fewer than ten consumers/clients responding to the survey, including 14 providers with no (0) consumers/clients responding, 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 total.

**Source:** Behavioral Health Satisfaction Survey data as of 11/10/21.

# Detailed Tables of Performance on Behavioral Health Satisfaction Survey – Access Domain

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (80%)
<b>Mean</b>			77%	—
<b>Median</b>			79%	—
<b>Total</b>	849	1,075	79%	—
New Hope Health Services	10	11	91%	✓
Prestige Healthcare Resources	10	19	53%	✗
Preventive Measures	14	15	93%	✓
PSI Services	19	28	68%	✗
So Others Might Eat	23	27	85%	✓
Umbrella Therapeutic Services	59	68	87%	✓
Wellness Healthcare Clinic	11	14	79%	—



= Far Below Performance Target  
(0 – 69%)



= Near Performance Target  
(70 – 79%)



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

**Notes:** 45 providers with fewer than ten consumers/clients responding to the survey, including 14 providers with no (0) consumers/clients responding, 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 total.

**Source:** Behavioral Health Satisfaction Survey data as of 11/10/21.

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

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (80%)	Change: FY 20 – FY 21
<b>Mean</b>			71%	–	▼
<b>Median</b>			71%	–	▼
<b>Total</b>	821	1,108	74%	–	◆
Amazing Love Health Services	10	14	71%	–	◆
Anchor Mental Health Association	15	18	83%	✓	▲
Baymark	179	200	90%	✓	◆
Behavioral Health Group	24	34	71%	–	N/A
Better Morning	18	34	53%	✗	▼
Community Connections	47	57	82%	✓	◆
Dedicated Care Health Services	7	11	64%	✗	N/A
District Health Care Services	12	17	71%	–	N/A

✗ Far Below Performance Target  
(0 – 69%)

▲ Increase  
(≥4-point increase from FY 20)

– Near Performance Target  
(70 – 79%)

▼ Decrease  
(≥4-point decrease from FY 20)

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

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** 45 providers with fewer than ten consumers/clients responding to the survey, including 14 providers with no (0) consumers/clients responding, 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 total.

**Source:** Behavioral Health Satisfaction Survey data as of 11/10/21.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (80%)	Change: FY 20 – FY 21
<b>Mean</b>			71%	–	▼
<b>Median</b>			71%	–	▼
<b>Total</b>	821	1,108	74%	–	◆
Family Solutions of Ohio	16	27	59%	✗	▼
Family Wellness Center	13	22	59%	✗	▼
Hillcrest Children's Center	36	56	64%	✗	▼
Inner City Family Services	33	52	63%	✗	▼
Kinara Health & Home Care	22	28	79%	–	▲
Life Care Inc	6	10	60%	✗	▼
Life Enhancement Services	53	82	65%	✗	▼
MBI Health Services	84	118	71%	–	▲*

✗ Far Below Performance Target  
(0 – 69%)

▲ Increase  
(≥4-point increase from FY 20)

– Near Performance Target  
(70 – 79%)

▼ Decrease  
(≥4-point decrease from FY 20)

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

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** 45 providers with fewer than ten consumers/clients responding to the survey, including 14 providers with no (0) consumers/clients responding, 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 total. \* Percentage point difference does not appear to align with the change over time category due to rounding effects.

**Source:** Behavioral Health Satisfaction Survey data as of 11/10/21.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (80%)	Change: FY 20 – FY 21
<b>Mean</b>			71%	–	▼
<b>Median</b>			71%	–	▼
<b>Total</b>	821	1,108	74%	–	◆
New Hope Health Services	11	11	100%	✓	N/A
Prestige Healthcare Resources	14	19	74%	–	N/A
Preventive Measures	11	15	73%	–	▼
PSI Services	20	29	69%	✗	▼
So Others Might Eat	22	27	81%	✓	▼
Umbrella Therapeutic Services	57	76	75%	–	▼
Wellness Healthcare Clinic	8	14	57%	✗	▼

✗ Far Below Performance Target  
(0 – 69%)

▲ Increase  
(≥4-point increase from FY 20)

– Near Performance Target  
(70 – 79%)

▼ Decrease  
(≥4-point decrease from FY 20)

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

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** 45 providers with fewer than ten consumers/clients responding to the survey, including 14 providers with no (0) consumers/clients responding, 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 total.

**Source:** Behavioral Health Satisfaction Survey data as of 11/10/21.

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

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (85%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			80%	–	▲
<b>Overall Median</b>			84%	–	▲
<b>Overall Total</b>	13,618	15,970	85%	✓	▲
Absolute Healthcare Resources	45	58	78%	–	▲
Abundant Grace Health Services	106	116	91%	✓	◆
Affordable Home Health Care	550	596	92%	✓	N/A
Amazing Love Health Services	166	201	83%	–	◆
Anchor Mental Health Association	68	81	84%	–	▲
Better Morning	302	349	87%	✓	▲
City Care Health Services	261	311	84%	–	▲
Community Connections	272	336	81%	–	◆

✗ Far Below Performance Target  
(0 – 74%)

– Near Performance Target  
(75 – 84%)

✓ Met or Exceeded Performance Target  
(85 – 100%)

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. Three providers with fewer than four enrollments and transfers 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (85%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			80%	–	▲
<b>Overall Median</b>			84%	–	▲
<b>Overall Total</b>	13,618	15,970	85%	✓	▲
Community Wellness Ventures	160	186	86%	✓	▲
Deaf Reach	2	4	50%	✗	N/A
Dedicated Care Health Services	648	700	93%	✓	▲
District Health Care Services	584	698	84%	–	◆
Family Preservation Services	31	40	78%	–	▲
Family Solutions of Ohio	123	157	78%	–	▼
Family Wellness Center	77	103	75%	–	▲
Global Resources Supports	25	29	86%	✓	▲

✗ Far Below Performance Target  
(0 – 74%)

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(75 – 84%)

✓ Met or Exceeded Performance Target  
(85 – 100%)

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. Three providers with fewer than four enrollments and transfers 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (85%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			80%	–	▲
<b>Overall Median</b>			84%	–	▲
<b>Overall Total</b>	13,618	15,970	85%	✓	▲
Goshen Healthcare & Management	611	691	88%	✓	▼
Hillcrest Children's Center	290	379	77%	–	▲
Holy Health Care Services	436	547	80%	–	◆
Inner City Family Services	174	201	87%	✓	▲
Integrated Community Services	74	90	82%	–	N/A
Kahak Health Care Services	577	664	87%	✓	◆
Kinara Health & Home Care	569	609	93%	✓	▲

✗ Far Below Performance Target  
(0 – 74%)

▲ Increase  
(≥4-point increase from FY 20)

– Near Performance Target  
(75 – 84%)

▼ Decrease  
(≥4-point decrease from FY 20)

N/A: Not applicable

✓ Met or Exceeded Performance Target  
(85 – 100%)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. Three providers with fewer than four enrollments and transfers 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (85%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			80%	–	▲
<b>Overall Median</b>			84%	–	▲
<b>Overall Total</b>	13,618	15,970	85%	✓	▲
Life Care Inc	142	159	89%	✓	▲
Life Enhancement Services	390	590	66%	✗	▼
Life Stride	97	119	82%	–	▲
Mary's Center	21	29	72%	✗	▼
MBI Health Services	1,041	1,183	88%	✓	◆
McClendon Center	103	107	96%	✓	▲
Neighbors Consejo	68	89	76%	–	▲
New Hope Health Services	454	500	91%	✓	◆

✗ Far Below Performance Target  
(0 – 74%)

– Near Performance Target  
(75 – 84%)

✓ Met or Exceeded Performance Target  
(85 – 100%)

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. Three providers with fewer than four enrollments and transfers 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (85%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			80%	–	▲
<b>Overall Median</b>			84%	–	▲
<b>Overall Total</b>	13,618	15,970	85%	✓	▲
New Living Health Care LLC	104	130	80%	–	▲
NYA Health Care Services	578	646	89%	✓	◆
One Care DC Inc.	363	443	82%	–	◆
P&G Behavioral Health Services	412	508	81%	–	◆
Pathways to Housing D.C.	22	24	92%	✓	▲
Prestige Healthcare Res	878	997	88%	✓	◆
Preventive Measures	1,238	1,404	88%	✓	▲
PSI Services	108	118	92%	✓	▲

✗ Far Below Performance Target  
(0 – 74%)

– Near Performance Target  
(75 – 84%)

✓ Met or Exceeded Performance Target  
(85 – 100%)

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. Three providers with fewer than four enrollments and transfers 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (85%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			80%	–	▲
<b>Overall Median</b>			84%	–	▲
<b>Overall Total</b>	13,618	15,970	85%	✓	▲
Psychiatric Center Chartered	42	47	89%	✓	▲
Restoration Community Alliance	42	53	79%	–	▲
Spring Leaf Solutions	299	396	76%	–	◆
The Ark of DC	439	507	87%	✓	◆*
Umbrella Therapeutic Services	494	590	84%	–	▲
Universal	15	31	48%	✗	N/A
Volunteers of America	45	62	73%	✗	▼
Wellness Healthcare Clinic	63	78	81%	–	▼
Woodley House	6	9	67%	✗	N/A

✗ Far Below Performance Target  
(0 – 74%)

– Near Performance Target  
(75 – 84%)

✓ Met or Exceeded Performance Target  
(85 – 100%)

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. Three providers with fewer than four enrollments and transfers 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 overall mean, overall median, and overall total. \* Percentage point difference does not appear to align with the change over time category due to rounding effects.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

# Detailed Tables of Performance on Timely Service – Children Enrollment/Transfer

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (85%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			80%	–	▲
<b>Overall Median</b>			84%	–	▲
<b>Overall Total</b>	1,144	1,445	79%	–	▲
Anchor Mental Health Association	6	9	67%	✖	◆
Better Morning	156	186	84%	–	▲
Community Connections	23	30	77%	–	▼
Community Wellness Ventures	26	28	93%	✓	▼
Family Preservation Services	8	8	100%	✓	▲
Family Solutions of Ohio	48	57	84%	–	▼
Family Wellness Center	25	33	76%	–	▼
Hillcrest Children's Center	181	249	73%	✖	▲

✖ Far Below Performance Target  
(0 – 74%)

▲ Increase  
(≥4-point increase from FY 20)

– Near Performance Target  
(75 – 84%)

▼ Decrease  
(≥4-point decrease from FY 20)

N/A: Not applicable

✓ Met or Exceeded Performance Target  
(85 – 100%)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

**Notes:** Excludes child consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. Two providers with fewer than four enrollments and transfers 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/2022.

# Detailed Tables of Performance on Timely Service – Children Enrollment/Transfer

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (85%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			80%	–	▲
<b>Overall Median</b>			84%	–	▲
<b>Overall Total</b>	1,144	1,445	79%	–	▲
Inner City Family Services	26	30	87%	✓	▲
Kinara Health & Home Care	49	52	94%	✓	▲
Latin American Youth Center	56	93	60%	✗	▲
Life Enhancement Services	115	173	66%	✗	▼
Mary's Center	20	24	83%	–	◆
MBI Health Services	139	160	87%	✓	◆
MD/DC Family Resource	14	18	78%	–	▲
New Hope Health Services	8	10	80%	–	▲

✗ Far Below Performance Target  
(0 – 74%)

▲ Increase  
(≥4-point increase from FY 20)

– Near Performance Target  
(75 – 84%)

▼ Decrease  
(≥4-point decrease from FY 20)

✓ Met or Exceeded Performance Target  
(85 – 100%)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** Excludes child consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. Two providers with fewer than four enrollments and transfers 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/2022.

# Detailed Tables of Performance on Timely Service – Children Enrollment/Transfer

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (85%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			80%	–	▲
<b>Overall Median</b>			84%	–	▲
<b>Overall Total</b>	1,144	1,445	79%	–	▲
Outreach Solutions	11	12	92%	✓	▲
Preventive Measures	18	21	86%	✓	N/A
PSI Services	107	125	86%	✓	◆
Umbrella Therapeutic Services	107	125	86%	✓	▲

✗ Far Below Performance Target  
(0 – 74%)

▲ Increase  
(≥4-point increase from FY 20)

– Near Performance Target  
(75 – 84%)

▼ Decrease  
(≥4-point decrease from FY 20)

✓ Met or Exceeded Performance Target  
(85 – 100%)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** Excludes child consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. Two providers with fewer than four enrollments and transfers 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/2022.

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

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (70%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			59%	✖	▲
<b>Overall Median</b>			55%	✖	◆
<b>Overall Total</b>	1,339	1,979	68%	–	▲
Absolute Healthcare Resources	8	23	35%	✖	◆
Abundant Grace Health Services	5	7	71%	✓	▲
Affordable Home Health Care	12	19	63%	–	N/A
Amazing Love Health Services	35	64	55%	✖	▼
Anchor Mental Health Association	39	49	80%	✓	▲
Better Morning	16	41	39%	✖	N/A
City Care Health Services	38	56	68%	–	◆
Community Connections	281	318	88%	✓	▲

✖ Far Below Performance Target  
(0 – 59%)

– Near Performance Target  
(60 – 69%)

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

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** The data are for hospitalizations, not unduplicated counts of consumers. A consumer may have been hospitalized more than once during the reporting period. The hospital discharge data are adult MHRS consumers from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center. Eight 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (70%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			59%	✖	▲
<b>Overall Median</b>			55%	✖	◆
<b>Overall Total</b>	1,339	1,979	68%	–	▲
Community Wellness Ventures	9	22	41%	✖	▼
Dedicated Care Health Services	8	16	50%	✖	▲
District Health Care Services	36	55	65%	–	◆
Family Preservation Services	52	60	87%	✓	▲
Family Solutions of Ohio	4	13	31%	✖	▼
Family Wellness Center	13	28	46%	✖	◆
Global Resources Supports	3	6	50%	✖	N/A
Goshen Healthcare & Management	9	20	45%	✖	N/A

✖ Far Below Performance Target  
(0 – 59%)

– Near Performance Target  
(60 – 69%)

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

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** The data are for hospitalizations, not unduplicated counts of consumers. A consumer may have been hospitalized more than once during the reporting period. The hospital discharge data are adult MHRS consumers from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center. Eight 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (70%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			59%	✗	▲
<b>Overall Median</b>			55%	✗	◆
<b>Overall Total</b>	1,339	1,979	68%	–	▲
Hillcrest Children's Center	104	162	64%	–	◆
Holy Health Care Services	16	31	52%	✗	▼
Inner City Family Services	15	27	56%	✗	▲
Kahak Health Care Services	17	17	100%	✓	N/A
Kinara Health & Home Care	20	38	53%	✗	▼
Life Care Inc	45	53	85%	✓	▲
Life Enhancement Services	27	48	56%	✗	▲
Life Stride	5	17	29%	✗	▼

✗ Far Below Performance Target  
(0 – 59%)

– Near Performance Target  
(60 – 69%)

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

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** The data are for hospitalizations, not unduplicated counts of consumers. A consumer may have been hospitalized more than once during the reporting period. The hospital discharge data are adult MHRS consumers from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center. Eight 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (70%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			59%	✖	▲
<b>Overall Median</b>			55%	✖	◆
<b>Overall Total</b>	1,339	1,979	68%	–	▲
MBI Health Services	220	269	82%	✓	▲
McClendon Center	21	28	75%	✓	▼
Neighbors Consejo	15	29	52%	✖	▲
New Hope Health Services	18	30	60%	–	▲
New Living Health Care LLC	4	9	44%	✖	▼
NYA Health Care Services	4	21	19%	✖	◆
One Care DC Inc.	11	21	52%	✖	◆
P&G Behavioral Health Services	8	16	50%	✖	N/A

✖ Far Below Performance Target  
(0 – 59%)

– Near Performance Target  
(60 – 69%)

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

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** The data are for hospitalizations, not unduplicated counts of consumers. A consumer may have been hospitalized more than once during the reporting period. The hospital discharge data are adult MHRS consumers from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center. Eight 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (70%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			59%	✖	▲
<b>Overall Median</b>			55%	✖	◆
<b>Overall Total</b>	1,339	1,979	68%	–	▲
Pathways to Housing D.C.	50	53	94%	✓	▲
Prestige Healthcare Resources	46	72	64%	–	▲
Preventive Measures	22	36	61%	–	◆
PSI Services	13	33	39%	✖	▼
Psychiatric Center Chartered	7	11	64%	–	▼
Restoration Community Alliance	2	4	50%	✖	N/A
Spring Leaf Solutions	16	29	55%	✖	◆
The Ark of DC	8	13	62%	–	N/A

✖ Far Below Performance Target  
(0 – 59%)

– Near Performance Target  
(60 – 69%)

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

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** The data are for hospitalizations, not unduplicated counts of consumers. A consumer may have been hospitalized more than once during the reporting period. The hospital discharge data are adult MHRS consumers from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center. Eight 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

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

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (70%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			59%	✗	▲
<b>Overall Median</b>			55%	✗	◆
<b>Overall Total</b>	1,339	1,979	68%	–	▲
Umbrella Therapeutic Services	24	55	44%	✗	▼
Volunteers of America	17	30	57%	✗	▲
Wellness Healthcare Clinic	12	22	55%	✗	▲

✗ Far Below Performance Target  
(0 – 59%)

– Near Performance Target  
(60 – 69%)

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

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** The data are for hospitalizations, not unduplicated counts of consumers. A consumer may have been hospitalized more than once during the reporting period. The hospital discharge data are adult MHRS consumers from Washington Hospital Center, Psychiatric Institute of Washington, and/or United Medical Center. Eight 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & claims data as of 1/27/22.

# Detailed Tables of Performance on Child Functional Assessment Change Over Time

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (80%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			56%	✗	▼
<b>Overall Median</b>			60%	✗	◆
<b>Overall Total</b>	277	441	63%	✗	▲
Better Morning	20	38	53%	✗	▲
Community Connections	46	61	75%	—	▲
Family Preservation Services	2	10	20%	✗	▼
Family Solutions of Ohio	17	20	85%	✓	▲
Family Wellness Center	3	4	75%	—	N/A
Hillcrest Children's Center	56	90	62%	✗	▲
Inner City Family Services	46	60	77%	—	▲
Latin American Youth Center	12	14	86%	✓	▲

✗ Far Below Performance Target  
(0 – 69%)

— Near Performance Target  
(70 – 79%)

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

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** Significant improvement is defined as a 20-point or more decrease in total CAFAS/PECFAS score. At least 180 days must elapse between the initial and most recent CAFAS/PECFAS for inclusion in the calculation. Excludes children receiving MHRs with an initial CAFAS/PECFAS score of 70 or lower. Nine providers with fewer than four children in the denominator whose initial CAFAS/PECFAS score was 80 or higher and the CAFAS/PECFAS 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & FAS data as of 12/15/2021.

# Detailed Tables of Performance on Child Functional Assessment Change Over Time

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (80%)	Change: FY 20 – FY 21
<b>Overall Mean</b>			56%	✗	▼
<b>Overall Median</b>			60%	✗	◆
<b>Overall Total</b>	277	441	63%	✗	▲
Life Enhancement Services	12	34	35%	✗	▲
MBI Health Services	24	46	52%	✗	▲
MD/DC Family Resource	30	41	73%	—	▲
Outreach Solutions	5	15	33%	✗	▼
Umbrella Therapeutic Services	3	5	60%	✗	N/A

✗ Far Below Performance Target  
(0 – 69%)

— Near Performance Target  
(70 – 79%)

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

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

N/A: Not applicable

**Notes:** Significant improvement is defined as a 20-point or more decrease in total CAFAS/PECFAS score. At least 180 days must elapse between the initial and most recent CAFAS/PECFAS for inclusion in the calculation. Excludes children receiving MHRs with an initial CAFAS/PECFAS score of 70 or lower. Nine providers with fewer than four children in the denominator whose initial CAFAS/PECFAS score was 80 or higher and the CAFAS/PECFAS 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 overall mean, overall median, and overall total.

**Source:** DBH analysis of iCAMS & FAS data as of 12/15/2021.

# Detailed Tables of Performance on Medication Assisted Treatment: Retention Rate

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (90%)	Change: FY 20 – FY 21
<b>Mean</b>			95%	✓	▲
<b>Median</b>			95%	✓	▲
<b>Total</b>	4,671	4,934	95%	✓	▲
Baymark	2,494	2,626	95%	✓	◆
Behavioral Health Group	1,387	1,483	94%	✓	▲
United Planning Organization	790	825	96%	✓	▲

✗ Far Below Performance Target  
(0 – 79%)

– Near Performance Target  
(80 – 89%)

✓ Met or Exceeded Performance Target  
(90 – 100%)

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

**Notes:** The FY 21 DBH system performance rate presented in the main report includes data for methadone, buprenorphine, and naltrexone clients. As DBH does not certify prescribers of buprenorphine and naltrexone, these providers are not included in the report. Only Opioid Treatment Providers (OTPs) are included in the DBH provider data.

**Source:** DBH analysis of claims data as of 12/13/2021.

# Detailed Tables of Performance on SUD Step-Down: Residential

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	FY 21 Numerator	FY 21 Denominator	FY 21 Rate	FY 21 rate compared to target (50%)	Change: FY 20 – FY 21
<b>Mean</b>			34%	✗	◆
<b>Median</b>			29%	✗	◆
<b>Total</b>	286	783	37%	✗	◆
Clean and Sober Streets	39	89	44%	—	◆
Federal City Recovery	141	321	44%	—	▲
Regional Addiction Prevention	30	104	29%	✗	◆
Safe Haven	6	78	8%	✗	▲
Salvation Army	3	25	12%	✗	▲
Samaritan Inns	28	117	24%	✗	▼
So Others Might Eat	39	49	80%	✓	▼

✗ Far Below Performance Target  
(0 – 39%)

— Near Performance Target  
(40 – 49%)

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

▲ Increase  
(≥4-point increase from FY 20)

▼ Decrease  
(≥4-point decrease from FY 20)

◆ Little-to-no-Change  
(≤ 3-point difference from FY 20)

**Notes:** Excludes clients whose disenrollment reason was either: 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 12/15/21.

# Detailed Tables of Performance on SUD Step-Down: Withdrawal Management

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (50%)
Regional Addiction Prevention	95	180	53%	✓

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

– = Near Performance Target  
(40 – 49%)

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

**Notes:** Excludes clients whose disenrollment reason was either: Client Left Before Completing Treatment; Died; Incarcerated; or Program Decision to Discharge Client for Noncompliance with Program Rules. Please note that DBH contracts with the Psychiatric Institute of Washington (PIW) to provide withdrawal management services, which is credentialed by DC Health, but is not a DBH-certified, community-based provider. As such, data for PIW are not included in this report.

**Source:** DBH analysis of DATA/WITS data as of 12/15/2021.

# Detailed Tables of Performance on SUD Re-entry

## Detailed Tables of Performance, by Provider, FY 21

DBH Provider	Numerator	Denominator	Rate*	Rate compared to target (25%)
<b>Overall Mean</b>			19%	✓
<b>Overall Median</b>			11%	✓
<b>Overall Total</b>	/	/	14%	✓
Behavioral Health Group	1	10	10%	✓
Calvary Healthcare Inc	0	6	0%	✓
Clean and Sober Streets	11	114	10%	✓
Community Connections	2	5	40%	✗
Family & Medical Counseling Service	10	25	40%	✗
Federal City Recovery	55	516	11%	✓
Hillcrest Children's Center	0	24	0%	✓
Holy Comforter Community Action Group	11	38	29%	—
Inner City Family Services	1	4	25%	✓



Far Below Performance Target  
(36 – 100%)



Near Performance Target  
(26 – 35%)



Met or Exceeded Performance Target  
(0 – 25%)

**Notes:** Excludes clients whose discharge reason was either: Client Left Before Completing Treatment; Died; Incarcerated; or Program Decision to Discharge Client for Noncompliance with Program Rules. Three providers with fewer than four clients 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 overall mean, overall median, and overall total. / = Total suppressed to prevent users from deriving small values. **\*A lower rate indicates better performance.**

**Source:** DBH analysis of DATA/WITS data as of 12/15/21.

# Detailed Tables of Performance on SUD Re-entry

## Detailed Tables of Performance, by Provider, FY 21(cont.)

DBH Provider	Numerator	Denominator	Rate*	Rate compared to target (25%)
<b>Overall Mean</b>			19%	✓
<b>Overall Median</b>			11%	✓
<b>Overall Total</b>	/	/	14%	✓
La Clinica Del Pueblo	2	34	6%	✓
Latin American Youth Center	0	6	0%	✓
MBI Health Services	4	30	13%	✓
Regional Addiction Prevention	90	382	24%	✓
Safe Haven	15	89	17%	✓
Salvation Army	10	46	22%	✓
Samaritan Inns	10	141	7%	✓
So Others Might Eat	6	115	5%	✓
Volunteers of America	0	10	0%	✓



Far Below Performance Target  
(36 – 100%)



Near Performance Target  
(26 – 35%)



Met or Exceeded Performance Target  
(0 – 25%)

**Notes:** Excludes clients whose discharge reason was either: Client Left Before Completing Treatment; Died; Incarcerated; or Program Decision to Discharge Client for Noncompliance with Program Rules. Three providers with fewer than four clients 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 overall mean, overall median, and overall total. / = Total suppressed to prevent users from deriving small values. **\*A lower rate indicates better performance.**

**Source:** DBH analysis of DATA/WITS data as of 12/15/21.