



Fiscal Year
2022
Report

Measuring Provider Performance:

*Building a stronger system of
behavioral health care*

Report Supplement: Detailed Tables of Performance



Detailed Tables of Performance

This *Measuring Provider Performance: Building a stronger system of behavioral health care*, FY 22 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 22.




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 in 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 a denominator of at least four (4) 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 a denominator of fewer than ten (10).

We also present **individual provider performance data** where providers have a denominator of at least four (4) for the mental health and SUD KPIs and a denominator of at least ten (10) for the Behavioral Health Satisfaction Survey Indicators – DBH’s threshold for public reporting of the KPIs at the provider level. Providers with a denominator 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 (cont.)

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 KPI overall performance and provider performance are measured in relation to the target:

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

Where there are data for a given KPI for both FY 21 and FY 22, we measure change over time at both the KPI overall (i.e., data across both DBH-certified providers and DBH-operated programs) and provider levels:

- An upward triangle  indicates an **increase** in performance between FY 21 and FY 22, defined in this report as FY 21 provider and/or KPI overall performance that was at least 4 percentage points higher than FY 21 performance;
- A diamond  indicates a **little-to-no-change** in performance between FY 21 and FY 22, defined as FY 22 provider and/or KPI overall performance was within 3 percentage points of FY 21 performance; and
- A downward triangle  indicates a **decrease** in performance between FY 21 and FY 22, defined as FY 22 provider and/or KPI overall performance that was at least 4 percentage points lower than FY 21 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 21 for not meeting DBH’s threshold for public reporting or because the provider was newly certified in FY 22. 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 22*.

Detailed Tables of Performance on Behavioral Health Satisfaction Survey - Access Domain

Detailed Tables of Performance, by Provider, FY 22

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (80%)	Change: FY 21 – FY 22
Mean			84%	✓	▲
Median			82%	✓	◆
Overall Total	793	949	84%	✓	▲
Anchor Mental Health Association	17	21	81%	✓	◆
Baymark	61	66	92%	✓	◆
Behavioral Health Group	16	22	73%	⊖	▲
Better Morning	40	46	87%	✓	▲
Community Connections	36	41	88%	✓	▲
Family Solutions of Ohio	43	53	81%	✓	▼
Family Wellness Center	17	20	85%	✓	◆
Federal City Recovery	7	12	58%	✗	N/A

✗ Far Below Performance Target (0 – 69%)
 ▲ Increase (≥4-point increase from FY 21)

⊖ Near Performance Target (70 – 79%)
 ▼ Decrease (≥4-point decrease from FY 21)

✓ Met or Exceeded Performance Target (80 – 100%)
 ◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

Notes: 44 providers with fewer than ten consumers/clients responding to the survey, including 10 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 for FY 22. Their data, however, are included in the calculation of the overall total.

Source: Behavioral Health Satisfaction Survey data as of 10/28/2022.

Detailed Tables of Performance on Behavioral Health Satisfaction Survey - Access Domain

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (80%)	Change: FY 21 – FY 22
Mean			84%	✓	▲
Median			82%	✓	◆
Overall Total	793	949	84%	✓	▲
Hillcrest Children's Center	49	60	82%	✓	▲
Holy Comforter Community Action Group	11	11	100%	✓	N/A
Inner City Family Services	23	26	88%	✓	▲
Kinara Health & Home Care	29	31	94%	✓	▲
Life Care Inc	8	10	80%	✓	▲
Life Enhancement Services	54	66	82%	✓	▲
MBI Health Services	108	131	82%	✓	▲
NYA Health Care Services	10	10	100%	✓	N/A

✗ Far Below Performance Target (0 – 69%)
 ▲ Increase (≥4-point increase from FY 21)

⚡ Near Performance Target (70 – 79%)
 ▼ Decrease (≥4-point decrease from FY 21)

✓ Met or Exceeded Performance Target (80 – 100%)
 ◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

Notes: 44 providers with fewer than ten consumers/clients responding to the survey, including 10 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 for FY 22. Their data, however, are included in the calculation of the overall total.

Source: Behavioral Health Satisfaction Survey data as of 10/28/2022.

Detailed Tables of Performance on Behavioral Health Satisfaction Survey - Access Domain

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (80%)	Change: FY 21 – FY 22
Mean			84%	✓	▲
Median			82%	✓	◆
Overall Total	793	949	84%	✓	▲
Prestige Healthcare Resources	13	18	72%	⊖	▲
Preventive Measures	27	36	75%	⊖	▼
PSI Services	18	22	82%	✓	▲
Regional Addiction Prevention	18	24	75%	⊖	N/A
Samaritan Inns	10	12	83%	✓	N/A
So Others Might Eat	10	10	100%	✓	▲
Umbrella Therapeutic Services	49	60	82%	✓	▼

✗ Far Below Performance Target (0 – 69%)
 ▲ Increase (≥4-point increase from FY 21)

⊖ Near Performance Target (70 – 79%)
 ▼ Decrease (≥4-point decrease from FY 21)

✓ Met or Exceeded Performance Target (80 – 100%)
 ◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

Notes: 44 providers with fewer than ten consumers/clients responding to the survey, including 10 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 for FY 22. Their data, however, are included in the calculation of the overall total.

Source: Behavioral Health Satisfaction Survey data as of 10/28/2022.

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

Detailed Tables of Performance, by Provider, FY 22

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (80%)	Change: FY 21 – FY 22
Mean			82%	✓	▲
Median			81%	✓	▲
Overall Total	803	985	82%	✓	▲
Anchor Mental Health Association	17	21	81%	✓	◆
Baymark	60	66	91%	✓	◆
Behavioral Health Group	16	21	76%	⊖	▲
Better Morning	46	54	85%	✓	▲
Community Connections	35	39	90%	✓	▲
Family Solutions of Ohio	40	56	71%	⊖	▲
Family Wellness Center	18	20	90%	✓	▲
Federal City Recovery	9	12	75%	⊖	N/A

✗ Far Below Performance Target (0 – 69%)
 ▲ Increase (≥4-point increase from FY 21)

⊖ Near Performance Target (70 – 79%)
 ▼ Decrease (≥4-point decrease from FY 21)

✓ Met or Exceeded Performance Target (80 – 100%)
 ◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

Notes: 44 providers with fewer than ten consumers/clients responding to the survey, including 10 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 for FY 22. Their data, however, are included in the calculation of the overall total.

Source: Behavioral Health Satisfaction Survey data as of 10/28/2022.

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

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (80%)	Change: FY 21 – FY 22
Mean			82%	✓	▲
Median			81%	✓	▲
Total	803	985	82%	✓	▲
Hillcrest Children's Center	45	66	68%	✗	▲
Holy Comforter Community Action Group	11	11	100%	✓	N/A
Inner City Family Services	20	26	77%	–	▲
Kinara Health & Home Care	25	31	81%	✓	◆
Life Care Inc	7	10	70%	–	▲
Life Enhancement Services	65	79	82%	✓	▲
MBI Health Services	105	134	78%	–	▲
NYA Health Care Services	9	10	90%	✓	N/A

✗ Far Below Performance Target (0 – 69%)
 ▲ Increase (≥4-point increase from FY 21)

– Near Performance Target (70 – 79%)
 ▼ Decrease (≥4-point decrease from FY 21)

✓ Met or Exceeded Performance Target (80 – 100%)
 ◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

Notes: 44 providers with fewer than ten consumers/clients responding to the survey, including 10 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 for FY 22. Their data, however, are included in the calculation of the overall total.

Source: Behavioral Health Satisfaction Survey data as of 10/28/2022.

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



Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (80%)	Change: FY 21 – FY 22
Mean			82%	✓	▲
Median			81%	✓	▲
Overall Total	803	985	82%	✓	▲
Prestige Healthcare Resources	13	18	72%	–	◆
Preventive Measures	33	37	89%	✓	▲
PSI Services	21	25	84%	✓	▲
Regional Addiction Prevention	18	23	78%	–	N/A
Samaritan Inns	9	11	82%	✓	N/A
So Others Might Eat	10	10	100%	✓	▲
Umbrella Therapeutic Services	52	64	81%	✓	▲

✘ Far Below Performance Target (0 – 69%)

– Near Performance Target (70 – 79%)

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

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

Notes: 44 providers with fewer than ten consumers/clients responding to the survey, including 10 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 for FY 22. Their data, however, are included in the calculation of the overall total.

Source: Behavioral Health Satisfaction Survey data as of 10/28/2022.

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

Detailed Tables of Performance, by Provider, FY 22

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (85%)	Change: FY 21 – FY 22
Overall Mean			81%	–	◆
Overall Median			84%	–	◆
Overall Total	/	/	86%	✓	◆
Absolute Healthcare Resources	55	74	74%	✗	◆
Abundant Grace Health Services	291	327	89%	✓	◆
Affordable Home Health Care	615	657	94%	✓	◆
Anchor Mental Health Association	44	54	81%	–	◆
Better Morning	409	478	86%	✓	◆
City Care Health Services	271	340	80%	–	▼
Community Connections	104	140	74%	✗	▼
Community Wellness Ventures	157	200	79%	–	▼

✗ Far Below Performance Target (0 – 74%)

– Near Performance Target (75 – 84%)

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

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

/: Total suppressed to prevent users from deriving small values

Notes: Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. One provider 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/12/2022. Data were collected from July 1, 2021 to June 30, 2022.

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

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (85%)	Change: FY 21 – FY 22
Overall Mean			81%	–	◆
Overall Median			84%	–	◆
Overall Total	/	/	86%	✓	◆
Deaf Reach	2	5	40%	✗	N/A
Dedicated Care Health Services	528	579	91%	✓	◆
District Health Care Services	375	464	81%	–	◆
Family Preservation Services	38	50	76%	–	◆
Family Solutions of Ohio	191	226	85%	✓	▲
Family Wellness Center	99	128	77%	–	◆
Goshen Health Care & Management	705	778	91%	✓	◆
Hillcrest Children's Center	242	382	63%	✗	▼

✗ Far Below Performance Target (0 – 74%)

– Near Performance Target (75 – 84%)

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

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

/: Total suppressed to prevent users from deriving small values

Notes: Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. One provider 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/12/2022. Data were collected from July 1, 2021 to June 30, 2022.

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



Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (85%)	Change: FY 21 – FY 22
Overall Mean			81%	–	◆
Overall Median			84%	–	◆
Overall Total	/	/	86%	✓	◆
Inner City Family Services	194	218	89%	✓	◆
Kahak Health Care Services	456	574	79%	–	▼
Kinara Health & Home Care	715	750	95%	✓	◆
Life Care Inc	158	191	83%	–	▼
Life Enhancement Services	502	592	85%	✓	▲
Life Stride	70	101	69%	✗	▼
Mary's Center	45	52	87%	✓	▲
MBI Health Services	936	1,124	83%	–	▼

✗ Far Below Performance Target (0 – 74%)

– Near Performance Target (75 – 84%)

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

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

/: Total suppressed to prevent users from deriving small values

Notes: Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. One provider 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/12/2022. Data were collected from July 1, 2021 to June 30, 2022.

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

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (85%)	Change: FY 21 – FY 22
Overall Mean			81%	–	◆
Overall Median			84%	–	◆
Overall Total	12,581	14,632	86%	✓	◆
McClendon Center	80	86	93%	✓	◆
Neighbors Consejo	135	151	89%	✓	▲
New Hope Health Services	417	468	89%	✓	◆
New Living Health Care LLC	161	194	83%	–	◆
NYA Health Care Services	416	462	90%	✓	◆
One Care DC Inc.	769	852	90%	✓	▲
P&G Behavioral Health Services	262	304	86%	✓	▲
Pathways to Housing D.C.	6	7	86%	✓	▼

✘ Far Below Performance Target (0 – 74%)

– Near Performance Target (75 – 84%)

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

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

/: Total suppressed to prevent users from deriving small values

Notes: Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. One provider 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/12/2022. Data were collected from July 1, 2021 to June 30, 2022.

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



Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (85%)	Change: FY 21 – FY 22
Overall Mean			81%	–	◆
Overall Median			84%	–	◆
Overall Total	/	/	86%	✓	◆
Prestige Healthcare Resources	568	673	84%	–	▼
Preventive Measures	1037	1158	90%	✓	◆
PSI Services	136	160	85%	✓	▼
Psychiatric Center Chartered	33	41	80%	–	▼
Restoration Community Alliance	31	39	79%	–	◆
Spring Leaf Solutions	265	308	86%	✓	▲
The Ark of DC (Wellness Health Services)	372	422	88%	✓	◆
Umbrella Therapeutic Services	405	483	84%	–	◆

✘ Far Below Performance Target (0 – 74%)

– Near Performance Target (75 – 84%)

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

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

/: Total suppressed to prevent users from deriving small values

Notes: Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. One provider 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/12/2022. Data were collected from July 1, 2021 to June 30, 2022.

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

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (85%)	Change: FY 21 – FY 22
Overall Mean			81%	–	◆
Overall Median			84%	–	◆
Overall Total	/	/	86%	✓	◆
Volunteers of America	32	47	68%	✗	▼
Wellness Healthcare Clinic	249	284	88%	✓	▲
Woodley House	4	6	67%	✗	◆

- ✗ Far Below Performance Target (0 – 74%)
- Near Performance Target (75 – 84%)
- ✓ Met or Exceeded Performance Target (85 – 100%)
- ▲ Increase (≥4-point increase from FY 21)
- ▼ Decrease (≥4-point decrease from FY 21)
- ◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

/: Total suppressed to prevent users from deriving small values

Notes: Excludes adult consumers who were enrolled but not seen, Free-standing Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. One provider 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/12/2022. Data were collected from July 1, 2021 to June 30, 2022.

Detailed Tables of Performance on Timely Service - Children Enrollment/Transfer

Detailed Tables of Performance, by Provider, FY 22

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (85%)	Change: FY 21 – FY 22
Mean			80%	–	◆
Median			83%	–	◆
Total	1,346	1,672	81%	–	◆
Anchor Mental Health Association	5	5	100%	✓	▲
Better Morning	224	259	86%	✓	◆
Community Connections	2	6	33%	✗	▼
Community Wellness Ventures	15	17	88%	✓	▼
Doors of Hope	48	60	80%	–	N/A
Family Preservation Services	3	4	75%	–	▼
Family Solutions of Ohio	58	79	73%	✗	▼
Family Wellness Center	23	31	74%	✗	◆

✗ Far Below Performance Target (0 – 74%)

▲ Increase (≥4-point increase from FY 21)

– Near Performance Target (75 – 84%)

▼ Decrease (≥4-point decrease from FY 21)

N/A: Not applicable

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

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

Notes: Excludes child consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations.

Source: DBH analysis of iCAMS & claims data as of 10/20/2022. Data were collected from July 1, 2021 to June 30, 2022.

Detailed Tables of Performance on Timely Service - Children Enrollment/Transfer

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (85%)	Change: FY 21 – FY 22
Mean			80%	–	◆
Median			83%	–	◆
Total	1,346	1,672	81%	–	◆
Hillcrest Children’s Center	191	268	71%	✖	◆
Inner City Family Services	29	31	94%	✓	▲
Kinara Health & Home Care	101	105	96%	✓	◆
Latin American Youth Center	71	123	58%	✖	◆
Life Enhancement Services	180	210	86%	✓	▲
Mary’s Center	16	18	89%	✓	▲
MBI Health Services	161	195	83%	–	▼
MD/DC Family Resource	11	17	65%	✖	▼

✖ Far Below Performance Target (0 – 74%)

▲ Increase (≥4-point increase from FY 21)

– Near Performance Target (75 – 84%)

▼ Decrease (≥4-point decrease from FY 21)

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

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

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.

Source: DBH analysis of iCAMS & claims data as of 10/20/2022. Data were collected from July 1, 2021 to June 30, 2022.

Detailed Tables of Performance on Timely Service - Children Enrollment/Transfer

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (85%)	Change: FY 21 – FY 22
Mean			80%	–	◆
Median			83%	–	◆
Total	1,346	1,672	81%	–	◆
New Hope Health Services	13	16	81%	–	◆
Outreach Solutions	14	16	88%	✓	▼
Preventive Measures	48	57	84%	–	◆
PSI Services	30	37	81%	–	▼
Quality Care Services	30	31	97%	✓	N/A
Umbrella Therapeutic Services	73	87	84%	–	◆

✘ Far Below Performance Target (0 – 74%)

▲ Increase (≥4-point increase from FY 21)

– Near Performance Target (75 – 84%)

▼ Decrease (≥4-point decrease from FY 21)

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

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

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.

Source: DBH analysis of iCAMS & claims data as of 10/20/2022. Data were collected from July 1, 2021 to June 30, 2022.

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

Detailed Tables of Performance, by Provider, FY 22

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (60%)	Change: FY 21 – FY 22
Overall Mean			52%	–	▼
Overall Median			50%	–	▼
Overall Total	1,013	1,617	63%	✓	▼
Absolute Healthcare Resources	8	32	25%	✗	▼
Abundant Grace Health Services	12	19	63%	✓	▼
Affordable Home Health Care	13	23	57%	–	▼
Anchor Mental Health Association	31	39	79%	✓	◆
Better Morning	23	51	45%	✗	▲
City Care Health Services	32	72	44%	✗	▼
Community Connections	237	275	86%	✓	◆
Community Wellness Ventures	9	27	33%	✗	▼

✗ Far Below Performance Target (0 – 49%)

– Near Performance Target (50 – 59%)

✓ Met or Exceeded Performance Target (60 – 100%)

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

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. Four 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/20/2022.

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

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (60%)	Change: FY 21 – FY 22
Overall Mean			52%	–	▼
Overall Median			50%	–	▼
Overall Total	1,013	1,617	63%	✓	▼
Dedicated Care Health Services	14	28	50%	–	◆
District Health Care Services	16	34	47%	✗	▼
Family Preservation Services	40	45	89%	✓	◆
Family Solutions of Ohio	10	22	45%	✗	▲
Family Wellness Center	13	32	41%	✗	▼
Goshen Health Care & Management	7	24	29%	✗	▼
Hillcrest Children's Center	90	137	66%	✓	◆
Inner City Family Services	21	28	75%	✓	▲

✗ Far Below Performance Target (0 – 49%)

– Near Performance Target (50 – 59%)

✓ Met or Exceeded Performance Target (60 – 100%)

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

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. Four 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/20/2022.

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

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (60%)	Change: FY 21 – FY 22
Overall Mean			52%	–	▼
Overall Median			50%	–	▼
Overall Total	1,013	1,617	63%	✓	▼
Kahak Health Care Services	4	7	57%	–	▼
Kinara Health & Home Care	20	39	51%	–	◆
Life Care Inc	32	47	68%	✓	▼
Life Enhancement Services	8	25	32%	✗	▼
Life Stride	5	10	50%	–	▲
MBI Health Services	145	179	81%	✓	◆
McClendon Center	9	15	60%	✓	▼
Neighbors Consejo	10	15	67%	✓	▲

✗ Far Below Performance Target (0 – 49%)

– Near Performance Target (50 – 59%)

✓ Met or Exceeded Performance Target (60 – 100%)

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

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. Four 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/20/2022.

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

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (60%)	Change: FY 21 – FY 22
Overall Mean			52%	–	▼
Overall Median			50%	–	▼
Overall Total	1,013	1,617	63%	✓	▼
New Hope Health Services	16	35	46%	✗	▼
New Living Health Care LLC	10	19	53%	–	▲
NYA Health Care Services	8	16	50%	–	▲
One Care DC Inc.	13	16	81%	✓	▲
P&G Behavioral Health Services	8	14	57%	–	▲
Pathways to Housing D.C.	30	35	86%	✓	▼
Prestige Healthcare Resources	25	54	46%	✗	▼
Preventive Measures	28	43	65%	✓	▲

✗ Far Below Performance Target (0 – 49%)

– Near Performance Target (50 – 59%)

✓ Met or Exceeded Performance Target (60 – 100%)

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

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. Four 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/20/2022.

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

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (60%)	Change: FY 21 – FY 22
Overall Mean			52%	–	▼
Overall Median			50%	–	▼
Overall Total	1,013	1,617	63%	✓	▼
PSI Services	12	20	60%	✓	▲
Psychiatric Center Chartered	2	5	40%	✗	▼
Restoration Community Alliance	2	4	50%	–	◆
Spring Leaf Solutions	13	33	39%	✗	▼
The Ark of DC (Wellness Health Services)	11	26	42%	✗	▼
Umbrella Therapeutic Services	15	34	44%	✗	◆
Volunteers of America	4	13	31%	✗	▼
Wellness Healthcare Clinic	5	20	25%	✗	▼

✗ Far Below Performance Target (0 – 49%)

– Near Performance Target (50 – 59%)

✓ Met or Exceeded Performance Target (60 – 100%)

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

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. Four 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 for FY 22. Their data, however, are included in the calculation of overall mean, overall median, and overall total.

Source: DBH analysis of iCAMS & claims data as of 10/20/2022.

Detailed Tables of Performance on Child Functional Assessment Change Over Time

Detailed Tables of Performance, by Provider, FY 22

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (55%)
Overall Mean			57%	✓
Overall Median			56%	✓
Overall Total	539	956	56%	✓
Better Morning	163	272	60%	✓
Community Connections	2	6	33%	✗
Family Preservation Services	4	9	44%	✗
Family Solutions of Ohio	24	43	56%	✓
Hillcrest Children's Center	55	116	47%	–
Inner City Family Services	62	98	63%	✓
Latin American Youth Center	93	142	65%	✓
Life Enhancement Services	13	23	57%	✓

✗ Far Below Performance Target
(0 – 44%)

– Near Performance Target
(45 – 54%)

✓ Met or Exceeded Performance Target
(55 – 100%)

Notes: The three outcome indicators used to measure improvement are: improvement in total score of 20 points or greater; absence of severe impairments; and absence of pervasive behavioral impairment. Excludes children who were not applicable to one of the three outcome indicators because they did not initially have severe or pervasive behavioral impairments. ^Ten providers with fewer than four children in the denominator who had improvement on one or more outcome indicators 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. DBH expanded this metric for FY 22 to show progress on individual domains rather than on one overall score. Therefore, the data are not comparable to data from previous FYs and change over time is not presented.

Source: DBH analysis of FAS data as of 10/25/2022.

Detailed Tables of Performance on Child Functional Assessment Change Over Time

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	Numerator	Denominator	Rate*	Rate compared to target (55%)
Overall Mean			57%	✓
Overall Median			56%	✓
Overall Total	539	956	56%	✓
MBI Health Services	38	100	38%	✗
MD/DC Family Resource	60	98	61%	✓
Outreach Solutions	1	8	13%	✗
Umbrella Therapeutic Services	21	38	55%	✓



Far Below Performance Target
(0 – 44%)



Near Performance Target
(45 – 54%)



Met or Exceeded Performance Target
(55 – 100%)

Notes: The three outcome indicators used to measure improvement are: improvement in total score of 20 points or greater; absence of severe impairments; and absence of pervasive behavioral impairment. Excludes children who were not applicable to one of the three outcome indicators because they did not initially have severe or pervasive behavioral impairments. ^Ten providers with fewer than four children in the denominator who had improvement on one or more outcome indicators 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. DBH expanded this metric for FY 22 to show progress on individual domains rather than on one overall score. Therefore, the data are not comparable to data from previous FYs and change over time is not presented.

Source: DBH analysis of FAS data as of 10/25/2022.

Detailed Tables of Performance on Medication Assisted Treatment: Retention Rate

Detailed Tables of Performance, by Provider, FY 22*

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 22 rate compared to target (90%)	Change: FY 21 – FY 22
Mean			92%	✓	◆
Median			91%	✓	▼
Total	3,938	4,286	92%	✓	◆
Baymark	2,033	2,188	93%	✓	◆
Behavioral Health Group	1,198	1,320	91%	✓	◆
United Planning Organization	707	778	91%	✓	▼

✘ 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: Excludes clients whose first MAT service was in the current quarter. As DBH does not certify prescribers of buprenorphine and naltrexone, these providers are not included in this supplement. Only Opioid Treatment Providers (OTPs) are included in the DBH provider data.







Source: DBH analysis of claims data as of 10/21/2022.

Detailed Tables of Performance

SUD Step-Down: Residential

Detailed Tables of Performance, by Provider, FY 22

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate	FY 21 rate compared to target (50%)	Change: FY 20 – FY 21
Mean			30%	✘	▼
Median			27%	✘	◆
Total	262	869	30%	✘	▼
Clean and Sober Streets	40	84	48%	⚠	▲
Federal City Recovery	124	453	27%	✘	▼
Regional Addiction Prevention	19	75	25%	✘	▼
Safe Haven	5	28	18%	✘	▲
Salvation Army	3	33	9%	✘	◆
Samaritan Inns	53	161	33%	✘	▲
So Others Might Eat	18	35	51%	✔	▼

-  Far Below Performance Target (0 – 39%)
-  Near Performance Target (40 – 49%)
-  Met or Exceeded Performance Target (50 – 100%)
-  Increase (≥4-point increase from FY 21)
-  Decrease (≥4-point decrease from FY 21)
-  Little-to-no-Change (≤ 3-point difference from FY 21)

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 10/21/2022.

Detailed Tables of Performance

SUD Step-Down: Withdrawal Management

Detailed Tables of Performance, by Provider, FY 22

DBH Provider	Numerator	Denominator	Rate	Rate compared to target (50%)
Regional Addiction Prevention	67	369	18%	✘

✘ = 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. In FY 22, 35% of PIW clients who received withdrawal management services stepped down to a lower level of care.

Source: DBH analysis of DATA/WITS data as of 10/21/2022.

Detailed Tables of Performance

SUD Re-entry

Detailed Tables of Performance, by Provider, FY 22

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate*	FY 22 rate compared to target (25%)	Change: FY 21 – FY 22
Overall Mean			12%	✓	◆
Overall Median			13%	✓	▲
Overall Total	215	1,143	19%	✓	▼
Behavioral Health Group	1	35	3%	✓	▲
Clean and Sober Streets	6	103	6%	✓	▲
Community Connections	2	14	14%	✓	▲
Family & Medical Counseling Service	6	21	29%	⊖	▲
Federal City Recovery	48	377	13%	✓	▲
Holy Comforter Community Action Group	3	17	18%	✓	▲
Inner City Family Services	0	5	0%	✓	▲
La Clinica del Pueblo	0	22	0%	✓	▲

✘ Far Below Performance Target (35 – 100%)

⊖ Near Performance Target (25 – 35%)

✓ Met or Exceeded Performance Target (0 – 25%)

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

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. Four 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 for FY 22. Their data, however, are included in the calculation of the overall mean, overall median, and overall total. ***A lower rate on this KPI indicates better performance.**

Source: DBH analysis of DATA/WITS data as of 10/21/2022.

Detailed Tables of Performance

SUD Re-entry

Detailed Tables of Performance, by Provider, FY 22 (cont.)

DBH Provider	FY 22 Numerator	FY 22 Denominator	FY 22 Rate*	FY 22 rate compared to target (25%)	Change: FY 21 – FY 22
Overall Mean			12%	✓	◆
Overall Median			13%	✓	▲
Overall Total	215	1,143	19%	✓	▼
Latin American Youth Center	0	16	0%	✓	◆
MBI Health Services	10	30	33%	–	▼
Regional Addiction Prevention	101	201	50%	✗	▼
Safe Haven	7	49	14%	✓	◆
Salvation Army	7	42	17%	✓	▲
Samaritan Inns	18	105	17%	✓	▼
So Others Might Eat	5	93	5%	✓	◆
United Planning Organization	1	8	13%	✓	N/A

✗ Far Below Performance Target (35 – 100%)

– Near Performance Target (25 – 35%)

✓ Met or Exceeded Performance Target (0 – 25%)

▲ Increase (≥4-point increase from FY 21)

▼ Decrease (≥4-point decrease from FY 21)

◆ Little-to-no-Change (≤ 3-point difference from FY 21)

N/A: Not applicable

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. Four 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 for FY 22. Their data, however, are included in the calculation of the overall mean, overall median, and overall total. ***A lower rate on this KPI indicates better performance.**

Source: DBH analysis of DATA/WITS data as of 10/21/2022.