



Fiscal Year  
**2022**  
Report

## Measuring Provider Performance:

*Building a stronger system of  
behavioral health care*

**Report Supplement:** Detailed Tables of Performance Over  
Time, FY 20 – FY 22



# Detailed Tables of Performance Over Time, FY 20 - FY 22

This *Measuring Provider Performance: Building a stronger system of behavioral health care*, Fiscal Year (FY) 22 report supplement: Detailed Tables of Performance Over Time, presents individual provider performance on each of the DBH key performance indicators (KPIs) between FY 20 - FY 22. These KPIs focus on behavioral health services delivered by DBH-certified, community-based providers. Only providers that were certified by DBH to provide behavioral health services for FY 22 are included in this supplement.

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 these summary statistics 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 rates** 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 (note: if providers had a denominator above the threshold in FY 22, but below the threshold in FY 20 and/or FY 21, we suppress the performance rate(s) below the threshold). 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.

We note that there are no FY 20 data for the two KPIs that were new in FY 21 (*Behavioral Health Satisfaction Survey - Access Domain* and *SUD Re-entry*), as well as the *SUD Step-Down: Withdrawal Management* KPI which was publicly reported for the first time in FY 21. Additionally, as DBH expanded the definition of the *Child Functional Assessment Change Over Time* indicator in FY 22, the FY 22 data are not comparable to data from previous FYs, and this indicator is therefore excluded from this supplement.

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



## Performance Over Time, by Provider, FY 21 to FY 22

DBH Provider	FY 21 Rate	FY 22 Rate
<b>Mean</b>	77%	84%
<b>Median</b>	79%	82%
<b>Overall Total</b>	79%	84%
Anchor Mental Health Association	83%	81%
Baymark*	90%	92%
Behavioral Health Group	65%	73%
Better Morning	69%	87%
Community Connections	83%	88%
Family Solutions of Ohio	85%	81%
Family Wellness Center	83%	85%
Federal City Recovery	--	58%
Hillcrest Children's Center	76%	82%
Holy Comforter Community Action Group	--	100%
Inner City Family Services	75%	88%

-- : Data suppressed; does not meet threshold for public reporting

**Notes:** For FY 22, 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 21, 45 providers with fewer than ten consumers/clients responding to the survey, including 14 providers with no (0) consumers/clients responding, were excluded from public reporting because they did not meet the threshold for public reporting of survey data. For both FYs, however, their data are included in the calculation of the overall total.\* Baymark is formerly the Foundation for Contemporary Drug Abuse.

**Source:** FY 22 - Behavioral Health Satisfaction Survey data as of 10/28/2022. FY 21 - Behavioral Health Satisfaction Survey data as of 11/10/21.

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



## Performance Over Time, by Provider, FY 21 to FY 22 (cont.)

DBH Provider	FY 21 Rate	FY 22 Rate
<b>Mean</b>	77%	84%
<b>Median</b>	79%	82%
<b>Overall Total</b>	79%	84%
Kinara Health & Home Care	85%	94%
Life Care Inc	60%	80%
Life Enhancement Services	74%	82%
MBI Health Services	74%	82%
NYA Health Care Services	--	100%
Prestige Healthcare Resources	53%	72%
Preventive Measures	93%	75%
PSI Services	68%	82%
Regional Addiction Prevention	--	75%
Samaritan Inns	--	83%
So Others Might Eat	85%	100%
Umbrella Therapeutic Services	87%	82%

-- : Data suppressed; does not meet threshold for public reporting

**Notes:** For FY 22, 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 21, 45 providers with fewer than ten consumers/clients responding to the survey, including 14 providers with no (0) consumers/clients responding, were excluded from public reporting because they did not meet the threshold for public reporting of survey data. For both FYs, however, their data are included in the calculation of the overall total.\* Baymark is formerly the Foundation for Contemporary Drug Abuse.

**Source:** FY 22 - Behavioral Health Satisfaction Survey data as of 10/28/2022. FY 21 - Behavioral Health Satisfaction Survey data as of 11/10/21.

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



## Performance Over Time, by Provider, FY 20 to FY 22

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Mean</b>	84%	71%	82%
<b>Median</b>	77%	71%	81%
<b>Overall Total</b>	77%	74%	82%
Anchor Mental Health Association	73%	83%	81%
Baymark*	87%	90%	91%
Behavioral Health Group	--	71%	76%
Better Morning	77%	53%	85%
Community Connections	80%	82%	90%
Family Solutions of Ohio	85%	59%	71%
Family Wellness Center	64%	59%	90%
Federal City Recovery	--	--	75%
Hillcrest Children's Center	72%	64%	68%
Holy Comforter Community Action Group	N/A	--	100%
Inner City Family Services	75%	63%	77%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**Notes:** For FY 22, 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 21, 45 providers with fewer than ten consumers/ clients responding to the survey, including 14 providers with no (0) consumers/ clients responding, were excluded from public reporting because they did not meet the threshold for public reporting of survey data. For FY 20, 33 providers with fewer than ten consumers/ clients responding to the survey, including 13 with no (0) consumers/clients responding, were excluded from public reporting because they did not meet the threshold for public reporting of survey data. For all FYs, however, their data are included in the calculation of the overall total.\* Baymark is formerly the Foundation for Contemporary Drug Abuse.

**Source:** FY 22 - Behavioral Health Satisfaction Survey data as of 10/28/2022. FY 21 - Behavioral Health Satisfaction Survey data as of 11/10/21. FY 20 - Behavioral Health Satisfaction Survey data as of 10/1/2020.

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



## Performance Over Time, by Provider, FY 20 to FY 22 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Mean</b>	84%	71%	82%
<b>Median</b>	77%	71%	81%
<b>Overall Total</b>	77%	74%	82%
Kinara Health & Home Care	60%	79%	81%
Life Care Inc	77%	60%	70%
Life Enhancement Services	70%	65%	82%
MBI Health Services	68%	71%	78%
NYA Health Care Services	--	--	90%
Prestige Healthcare Resources	--	74%	72%
Preventive Measures	93%	73%	89%
PSI Services	80%	69%	84%
Regional Addiction Prevention	--	--	78%
Samaritan Inns	--	--	82%
So Others Might Eat	91%	81%	100%
Umbrella Therapeutic Services	88%	75%	81%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**Notes:** For FY 22, 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 21, 45 providers with fewer than ten consumers/ clients responding to the survey, including 14 providers with no (0) consumers/ clients responding, were excluded from public reporting because they did not meet the threshold for public reporting of survey data. For FY 20, 33 providers with fewer than ten consumers/ clients responding to the survey, including 13 with no (0) consumers/clients responding, were excluded from public reporting because they did not meet the threshold for public reporting of survey data. For all FYs, however, their data are included in the calculation of the overall total.\* Baymark is formerly the Foundation for Contemporary Drug Abuse.

**Source:** FY 22 - Behavioral Health Satisfaction Survey data as of 10/28/2022. FY 21 - Behavioral Health Satisfaction Survey data as of 11/10/21. FY 20 - Behavioral Health Satisfaction Survey data as of 10/1/2020.

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



## Performance Over Time, by Provider, FY 20 to FY 22

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	73%	80%	81%
<b>Overall Median</b>	78%	84%	84%
<b>Overall Total</b>	80%	85%	86%
Absolute Healthcare Resources	69%	78%	74%
Abundant Grace Health Services	89%	91%	89%
Affordable Home Health Care	N/A	92%	94%
Anchor Mental Health Association	73%	84%	81%
Better Morning	72%	87%	86%
City Care Health Services	78%	84%	80%
Community Connections	75%	81%	74%
Community Wellness Ventures	80%	86%	79%
Deaf Reach	N/A	--	40%
Dedicated Care Health Services	81%	93%	91%
District Health Care Services	86%	84%	81%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. For FY 22, 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. For FY 21, three providers with fewer than four enrollments and transfers were excluded public reporting because they did not meet the threshold. For FY 20, one provider with fewer than four enrollments and transfers were excluded because they did not meet the threshold. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

**Source:** FY 22 - DBH analysis of iCAMS & claims data as of 10/12/2022. FY 21 - DBH analysis of iCAMS & claims data as of 1/27/22. FY 20 - DBH analysis of iCAMS & claims data as of 12/15/2020.

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



## Performance Over Time, by Provider, FY 20 to FY 22 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	73%	80%	81%
<b>Overall Median</b>	78%	84%	84%
<b>Overall Total</b>	80%	85%	86%
Family Preservation Services	69%	78%	76%
Family Solutions of Ohio	89%	78%	85%
Family Wellness Center	71%	75%	77%
Goshen Health Care & Management	92%	88%	91%
Hillcrest Children's Center	57%	77%	63%
Inner City Family Services	74%	87%	89%
Kahak Health Care Services	85%	87%	79%
Kinara Health & Home Care	86%	93%	95%
Life Care Inc	70%	89%	83%
Life Enhancement Services	76%	66%	85%
Life Stride	78%	82%	69%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. For FY 22, 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. For FY 21, three providers with fewer than four enrollments and transfers were excluded public reporting because they did not meet the threshold. For FY 20, one provider with fewer than four enrollments and transfers were excluded because they did not meet the threshold. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

**Source:** FY 22 - DBH analysis of iCAMS & claims data as of 10/12/2022. FY 21 - DBH analysis of iCAMS & claims data as of 1/27/22. FY 20 - DBH analysis of iCAMS & claims data as of 12/15/2020.



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



## Performance Over Time, by Provider, FY 20 to FY 22 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	73%	80%	81%
<b>Overall Median</b>	78%	84%	84%
<b>Overall Total</b>	80%	85%	86%
Mary's Center	92%	72%	87%
MBI Health Services	90%	88%	83%
McClendon Center	90%	96%	93%
Neighbors Consejo	55%	76%	89%
New Hope Health Services	90%	91%	89%
New Living Health Care LLC	73%	80%	83%
NYA Health Care Services	87%	89%	90%
One Care DC Inc.	79%	82%	90%
P&G Behavioral Health Services	78%	81%	86%
Pathways to Housing D.C.	77%	92%	86%
Prestige Healthcare Resources	85%	88%	84%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. For FY 22, 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. For FY 21, three providers with fewer than four enrollments and transfers were excluded public reporting because they did not meet the threshold. For FY 20, one provider with fewer than four enrollments and transfers were excluded because they did not meet the threshold. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

**Source:** FY 22 - DBH analysis of iCAMS & claims data as of 10/12/2022. FY 21 - DBH analysis of iCAMS & claims data as of 1/27/22. FY 20 - DBH analysis of iCAMS & claims data as of 12/15/2020.

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



## Performance Over Time, by Provider, FY 20 to FY 22 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	73%	80%	81%
<b>Overall Median</b>	78%	84%	84%
<b>Overall Total</b>	80%	85%	86%
Preventive Measures	40%	88%	90%
PSI Services	78%	92%	85%
Psychiatric Center Chartered	83%	89%	80%
Restoration Community Alliance	25%	79%	79%
Spring Leaf Solutions	75%	76%	86%
The Ark of DC (Wellness Health Services)	83%	87%	88%
Umbrella Therapeutic Services	72%	84%	84%
Volunteers of America	78%	73%	68%
Wellness Healthcare Clinic	89%	81%	88%
Woodley House	N/A	67%	67%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**Notes:** Excludes adult consumers who were enrolled but not seen, Freestanding Mental Health (FSMH) clinic-only consumers, and claims paid by managed care organizations. For FY 22, 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. For FY 21, three providers with fewer than four enrollments and transfers were excluded public reporting because they did not meet the threshold. For FY 20, one provider with fewer than four enrollments and transfers were excluded because they did not meet the threshold. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

**Source:** FY 22 - DBH analysis of iCAMS & claims data as of 10/12/2022. FY 21 - DBH analysis of iCAMS & claims data as of 1/27/22. FY 20 - DBH analysis of iCAMS & claims data as of 12/15/2020.

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

## Performance Over Time, by Provider, FY 20 to FY 22

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Mean</b>	67%	80%	80%
<b>Median</b>	80%	84%	83%
<b>Total</b>	81%	79%	81%
Anchor Mental Health Association	66%	67%	100%
Better Morning	80%	84%	86%
Community Connections	85%	77%	33%
Community Wellness Ventures	100%	93%	88%
Doors of Hope	N/A	N/A	80%
Family Preservation Services	80%	100%	75%
Family Solutions of Ohio	90%	84%	73%
Family Wellness Center	82%	76%	74%
Hillcrest Children's Center	39%	73%	71%
Inner City Family Services	19%	87%	94%
Kinara Health & Home Care	81%	94%	96%

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. For FY 21, two providers with fewer than four enrollments and transfers were excluded public reporting because they did not meet the threshold. For FY 20, two providers with fewer than four enrollments and transfers were excluded because they did not meet the threshold. For both FYs, however, their data are included in the calculation of the mean, median, and total.  
**Source:** FY 22 - DBH analysis of iCAMS & claims data as of 10/12/2022. FY 21 - DBH analysis of iCAMS & claims data as of 1/27/22. FY 20 - DBH analysis of iCAMS & claims data as of 12/15/2020.

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



## Performance Over Time, by Provider, FY 20 to FY 22 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Mean</b>	67%	80%	80%
<b>Median</b>	80%	84%	83%
<b>Total</b>	81%	79%	81%
Latin American Youth Center	31%	60%	58%
Life Enhancement Services	73%	66%	86%
Mary's Center	83%	83%	89%
MBI Health Services	87%	87%	83%
MD/DC Family Resource	69%	78%	65%
New Hope Health Services	75%	80%	81%
Outreach Solutions	45%	92%	88%
Preventive Measures	N/A	86%	84%
PSI Services	83%	86%	81%
Quality Care Services	N/A	N/A	97%
Umbrella Therapeutic Services	81%	86%	84%

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. For FY 21, two providers with fewer than four enrollments and transfers were excluded public reporting because they did not meet the threshold. For FY 20, two providers with fewer than four enrollments and transfers were excluded because they did not meet the threshold. For both FYs, however, their data are included in the calculation of the mean, median, and total.  
**Source:** FY 22 - DBH analysis of iCAMS & claims data as of 10/12/2022. FY 21 - DBH analysis of iCAMS & claims data as of 1/27/22. FY 20 - DBH analysis of iCAMS & claims data as of 12/15/2020.

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



## Performance Over Time, by Provider, FY 20 to FY 22

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	53%	59%	52%
<b>Overall Median</b>	54%	55%	50%
<b>Overall Total</b>	63%	68%	63%
Absolute Healthcare Resources	33%	35%	25%
Abundant Grace Health Services	33%	71%	63%
Affordable Home Health Care	N/A	63%	57%
Anchor Mental Health Association	63%	80%	79%
Better Morning	--	39%	45%
City Care Health Services	66%	68%	44%
Community Connections	73%	88%	86%
Community Wellness Ventures	50%	41%	33%
Dedicated Care Health Services	40%	50%	50%
District Health Care Services	64%	65%	47%
Family Preservation Services	83%	87%	89%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**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. For FY 22, 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 21, eight providers with fewer than four discharges were excluded from public reporting because they did not meet the threshold. For FY 20, nine providers with fewer than four discharges were excluded because they did not meet the threshold. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

**Source:** FY 22 - DBH analysis of iCAMS & claims data as of 10/12/2022. FY 21 - DBH analysis of iCAMS & claims data as of 1/27/22. FY 20 - DBH analysis of iCAMS & claims data as of 12/15/2020.

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



## Performance Over Time, by Provider, FY 20 to FY 22 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	53%	59%	52%
<b>Overall Median</b>	54%	55%	50%
<b>Overall Total</b>	63%	68%	63%
Family Solutions of Ohio	83%	31%	45%
Family Wellness Center	45%	46%	41%
Goshen Health Care & Management	--	45%	29%
Hillcrest Children's Center	63%	64%	66%
Inner City Family Services	43%	56%	75%
Kahak Health Care Services	--	100%	57%
Kinara Health & Home Care	65%	53%	51%
Life Care Inc	48%	85%	68%
Life Enhancement Services	27%	56%	32%
Life Stride	46%	29%	50%
MBI Health Services	67%	82%	81%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**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. For FY 22, 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 21, eight providers with fewer than four discharges were excluded from public reporting because they did not meet the threshold. For FY 20, nine providers with fewer than four discharges were excluded because they did not meet the threshold. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

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



## Performance Over Time, by Provider, FY 20 to FY 22 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	53%	59%	52%
<b>Overall Median</b>	54%	55%	50%
<b>Overall Total</b>	63%	68%	63%
McClendon Center	80%	75%	60%
Neighbors Consejo	31%	52%	67%
New Hope Health Services	50%	60%	46%
New Living Health Care LLC	86%	44%	53%
NYA Health Care Services	20%	19%	50%
One Care DC Inc.	54%	52%	81%
P&G Behavioral Health Services	--	50%	57%
Pathways to Housing D.C.	78%	94%	86%
Prestige Healthcare Resources	50%	64%	46%
Preventive Measures	60%	61%	65%
PSI Services	63%	39%	60%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**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. For FY 22, 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 21, eight providers with fewer than four discharges were excluded from public reporting because they did not meet the threshold. For FY 20, nine providers with fewer than four discharges were excluded because they did not meet the threshold. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

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



## Performance Over Time, by Provider, FY 20 to FY 22 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	53%	59%	52%
<b>Overall Median</b>	54%	55%	50%
<b>Overall Total</b>	63%	68%	63%
Psychiatric Center Chartered	100%	64%	40%
Restoration Community Alliance	--	50%	50%
Spring Leaf Solutions	54%	55%	39%
The Ark of DC (Wellness Health Services)	--	62%	42%
Umbrella Therapeutic Services	65%	44%	44%
Volunteers of America	15%	57%	31%
Wellness Healthcare Clinic	40%	55%	25%

N/A: Not applicable; provider was not DBH-certified in the FY

-- : Data suppressed; does not meet threshold for public reporting

**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. For FY 22, 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 21, eight providers with fewer than four discharges were excluded from public reporting because they did not meet the threshold. For FY 20, nine providers with fewer than four discharges were excluded because they did not meet the threshold. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

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



## Performance Over Time, by Provider, FY 20 to FY 22

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Mean</b>	90%	95%	92%
<b>Median</b>	90%	95%	91%
<b>Total</b>	90%	95%	92%
Baymark*	94%	95%	93%
Behavioral Health Group	86%	94%	91%
United Planning Organization	90%	96%	91%

**Notes:** Excludes clients whose first MAT service was in the current quarter. In FY 21, this KPI was expanded from the FY 20 Opioid Treatment Program (Methadone): Retention Rate KPI to also include prescription data for buprenorphine and naltrexone. 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.

\* Baymark is formerly the Foundation for Contemporary Drug Abuse.

**Source:** FY 22 - DBH analysis of claims data as of 10/21/2022. FY 21 - DBH analysis of iCAMS & claims data as of 12/13/2021. FY 20 - DBH analysis of iCAMS & claims data as of 12/15/2020.

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

## Performance Over Time, by Provider, FY 20 to FY 22

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate
<b>Mean</b>	34%	34%	30%
<b>Median</b>	29%	29%	27%
<b>Total</b>	31%	37%	30%
Clean and Sober Streets	46%	44%	48%
Federal City Recovery	25%	44%	27%
Regional Addiction Prevention	29%	29%	25%
Safe Haven	4%	8%	18%
Salvation Army	0%	12%	9%
Samaritan Inns	42%	24%	33%
So Others Might Eat	94%	80%	51%

**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:** FY 22 - DBH analysis of DATA/WITS data as of 10/21/2022. FY 21 - DBH analysis of DATA/WITS data as of 12/15/21. FY 20 - DBH analysis of DATA/WITS data as of 3/11/2021.

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

## Performance Over Time, by Provider, FY 21 to FY 22

DBH Provider	FY 21 Rate	FY 22 Rate
Regional Addiction Prevention	53%	18%

**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. No data available for DBH-certified providers in FY 20.

**Source:** FY 22 - DBH analysis of DATA/WITS data as of 10/21/2022. FY 21 - DBH analysis of DATA/WITS data as of 12/15/2021.

# Detailed Tables of Performance Over Time on SUD Re-entry

## Performance Over Time, by Provider, FY 21 to FY 22

DBH Provider	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	20%	12%
<b>Overall Median</b>	12%	13%
<b>Overall Total</b>	14%	19%
Behavioral Health Group	10%	3%
Clean and Sober Streets	10%	6%
Community Connections	40%	14%
Family & Medical Counseling Service	40%	29%
Federal City Recovery	11%	13%
Holy Comforter Community Action Group	29%	18%
Inner City Family Services	25%	0%
La Clinica del Pueblo	6%	0%
Latin American Youth Center	0%	0%
MBI Health Services	13%	33%
Regional Addiction Prevention	24%	50%

-- : Data suppressed; does not meet threshold for public reporting

**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. For FY 22, 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 21, one provider with fewer than four clients in the denominator were excluded from public reporting because they did not meet the threshold. For both FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total. This was a new KPI for FY 21. **A lower rate on this KPI indicates better performance.**

**Source:** FY 22 - DBH analysis of DATA/WITS data as of 10/21/2022. FY 21 - DBH analysis of DATA/WITS data as of 12/15/2021.

# Detailed Tables of Performance Over Time on SUD Re-entry

## Performance Over Time, by Provider, FY 21 to FY 22 (cont.)

DBH Provider	FY 21 Rate	FY 22 Rate
<b>Overall Mean</b>	20%	12%
<b>Overall Median</b>	12%	13%
<b>Overall Total</b>	14%	19%
Safe Haven	17%	14%
Salvation Army	22%	17%
Samaritan Inns	7%	17%
So Others Might Eat	5%	5%
United Planning Organization	--	13%

-- : Data suppressed; does not meet threshold for public reporting

**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. For FY 22, 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 21, one provider with fewer than four clients in the denominator were excluded from public reporting because they did not meet the threshold. For both FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total. This was a new KPI for FY 21. **A lower rate on this KPI indicates better performance.**

**Source:** FY 22 - DBH analysis of DATA/WITS data as of 10/21/2022. FY 21 - DBH analysis of DATA/WITS data as of 12/15/2021.