



Fiscal Year
2023
Report

Measuring Provider Performance:

*Building a stronger system of
behavioral health care*

Report Supplement: Detailed Tables of Performance Over
Time, FY 20 – FY 23



June 2025

Detailed Tables of Performance Over Time, FY 20 – FY 23



This *Measuring Provider Performance: Building a stronger system of behavioral health care*, Fiscal Year (FY) 23 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 23. 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 23 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 23, but below the threshold in FY 20, FY 21, and/or FY 22, we suppress the performance rate(s) below the threshold). However, data for these providers were included in the calculation of the **overall mean**, **overall median**, and **overall total**. When the term "overall" is used in the context of the mean, median, and total, 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," and "total," it means that all providers included in the calculation of the summary statistic met the threshold for public reporting. Since circumstances may differ by each FY, we note which FYs present all providers in their corresponding report, or if there are providers that did not meet the threshold for public reporting but are included in the calculation of the mean, median, and total for that FY.

Detailed Tables of Performance Over Time, FY 20 – FY 23 (cont.)



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 the provider was newly certified to provide services for the indicator or did not provide that level of care in the fiscal year.

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. DBH also expanded the definition of *Timely Service – Post-Psychiatric Hospital Discharge* in FY 23 to include voluntary and child hospitalizations, the FY 23 data are not comparable 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 23

DBH Provider	FY 21 Rate	FY 22 Rate	FY 23 Rate
Mean	77%	84%	75%
Median	79%	82%	76%
Overall Total	79%	84%	76%
Anchor Mental Health Association	83%	81%	92%
Baymark*	90%	92%	87%
Behavioral Health Group	65%	73%	72%
Better Morning	69%	87%	80%
Community Connections	83%	88%	95%
Dedicated Care Health Services	73%	N/A	40%
District Health Care Services	59%	N/A	60%
Doors of Hope	N/A	N/A	50%
Family Solutions of Ohio	85%	81%	67%
Family Wellness Center	83%	85%	78%
Hillcrest Children's Center	76%	82%	88%

N/A: Not applicable

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

Notes: Excludes individuals who were not chosen in the random sample. For FY 23, 40 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. For the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: 44 providers; FY 21: 45 providers. 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 23 - Behavioral Health Satisfaction Survey data as of 11/01/2023. 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 23 (cont.)

DBH Provider	FY 21 Rate	FY 22 Rate	FY 23 Rate
Mean	77%	84%	75%
Median	79%	82%	76%
Overall Total	79%	84%	76%
Inner City Family Services	75%	88%	89%
Kinara Health & Home Care	85%	94%	66%
Life Enhancement Services	74%	82%	83%
MBI Health Services	74%	82%	67%
New Living Health Care LLC	--	--	54%
NYA Health Care Services	--	100%	88%
One Care DC Inc.	--	--	90%
Prestige Healthcare Resources	53%	72%	73%
Preventive Measures	93%	75%	76%
PSI Services	68%	82%	71%
Regional Addiction Prevention	--	75%	60%

N/A: Not applicable

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

Notes: Excludes individuals who were not chosen in the random sample. For FY 23, 40 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. For the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: 44 providers; FY 21: 45 providers. 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 23 - Behavioral Health Satisfaction Survey data as of 11/01/2023. 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 23

DBH Provider	FY 21 Rate	FY 22 Rate	FY 23 Rate
Mean	77%	84%	75%
Median	79%	82%	76%
Overall Total	79%	84%	76%
Spring Leaf Solutions	--	--	70%
The Ark of DC (Wellness Health Services)	--	--	77%
Umbrella Therapeutic Services	87%	82%	90%
United Planning Organization	--	--	82%

N/A: Not applicable

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

Notes: Excludes individuals who were not chosen in the random sample. For FY 23, 40 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. For the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: 44 providers; FY 21: 45 providers. 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 23 – Behavioral Health Satisfaction Survey data as of 11/01/2023. 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 23

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Mean	84%	71%	82%	69%
Median	77%	71%	81%	70%
Overall Total	77%	74%	82%	69%
Anchor Mental Health Association	73%	83%	81%	92%
Baymark*	87%	90%	91%	76%
Behavioral Health Group	--	71%	76%	75%
Better Morning	77%	53%	85%	64%
Community Connections	80%	82%	90%	85%
Dedicated Care Health Services	--	64%	--	40%
District Health Care Services	--	71%	--	56%
Doors of Hope	N/A	N/A	--	50%
Family Solutions of Ohio	85%	59%	71%	68%
Family Wellness Center	64%	59%	90%	88%
Hillcrest Children's Center	72%	64%	68%	74%

N/A: Not applicable

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

Notes: Excludes individuals who were not chosen in the random sample. For FY 23, 41 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 the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: 44 providers; FY 21: 45 providers; FY 20: 22 providers. For all FYs, however, their data are included in the calculation of the overall total.* Baymark is formerly the Foundation for Contemporary Drug Abuse. 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 23 – Behavioral Health Satisfaction Survey data as of 11/01/2023. 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 23 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Mean	84%	71%	82%	69%
Median	77%	71%	81%	70%
Overall Total	77%	74%	82%	69%
Inner City Family Services	75%	63%	77%	71%
Kinara Health & Home Care	60%	79%	81%	56%
Life Enhancement Services	70%	65%	82%	74%
MBI Health Services	68%	71%	78%	70%
New Living Health Care LLC	70%	--	--	62%
NYA Health Care Services	--	--	90%	87%
One Care DC Inc.	70%	--	--	90%
Prestige Healthcare Resources	--	74%	72%	60%
Preventive Measures	93%	73%	89%	61%
PSI Services	80%	69%	84%	53%
Spring Leaf Solutions	--	--	--	80%

N/A: Not applicable

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

Notes: Excludes individuals who were not chosen in the random sample. For FY 23, 41 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 the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: 44 providers; FY 21: 45 providers; FY 20: 22 providers. For all FYs, however, their data are included in the calculation of the overall total.* Baymark is formerly the Foundation for Contemporary Drug Abuse. 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 23 – Behavioral Health Satisfaction Survey data as of 11/01/2023. 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 23 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Mean	84%	71%	82%	69%
Median	77%	71%	81%	70%
Overall Total	77%	74%	82%	69%
The Ark of DC (Wellness Health Services)	--	--	--	50%
Umbrella Therapeutic Services	88%	75%	81%	61%
United Planning Organization	--	--	--	91%

N/A: Not applicable

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

Notes: Excludes individuals who were not chosen in the random sample. For FY 23, 41 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 the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: 44 providers; FY 21: 45 providers; FY 20: 22 providers. For all FYs, however, their data are included in the calculation of the overall total.* Baymark is formerly the Foundation for Contemporary Drug Abuse. 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 23 – Behavioral Health Satisfaction Survey data as of 11/01/2023. 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 23

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Overall Mean	73%	80%	81%	77%
Overall Median	78%	84%	84%	81%
Overall Total	80%	85%	86%	86%
Absolute Healthcare Resources	69%	78%	74%	82%
Abundant Grace Health Services	89%	91%	89%	92%
Anchor Mental Health Association	67%	84%	81%	76%
Better Morning	72%	87%	86%	81%
City Care Health Services	78%	84%	80%	76%
Community Connections	80%	81%	74%	71%
Community Wellness Ventures	75%	86%	79%	65%
Deaf Reach	--	50%	40%	67%
Dedicated Care Health Services	81%	93%	91%	80%
District Health Care Services	86%	84%	81%	89%
Family Preservation Services	69%	78%	76%	73%

N/A: Not applicable

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

Notes: Excludes adult consumers who were enrolled but not seen and Freestanding Mental Health(FSMH) clinic-only consumers. For FY 23, 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 the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: three providers; FY 21: three providers; FY 20: one provider. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

Source: FY 23 - DBH analysis of iCAMS & claims data as of 10/20/2023. 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 23 (cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Overall Mean	73%	80%	81%	77%
Overall Median	78%	84%	84%	81%
Overall Total	80%	85%	86%	86%
Family Solutions of Ohio	89%	78%	85%	62%
Family Wellness Center	71%	75%	77%	67%
Goshen Health Care & Management	92%	88%	91%	91%
Hillcrest Children's Center	57%	77%	63%	69%
Inner City Family Services	74%	87%	89%	84%
Kahak Health Care Services	85%	87%	79%	83%
Kinara Health & Home Care	86%	93%	95%	93%
Life Care Inc	70%	89%	83%	78%
Life Enhancement Services	76%	66%	85%	85%
Life Stride	78%	82%	69%	59%
Mary's Center	92%	72%	87%	88%

N/A: Not applicable

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

Notes: Excludes adult consumers who were enrolled but not seen and Freestanding Mental Health(FSMH) clinic-only consumers. For FY 23, 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 the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: three providers; FY 21: three providers; FY 20: one provider. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

Source: FY 23 - DBH analysis of iCAMS & claims data as of 10/20/2023. 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 23(cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Overall Mean	73%	80%	81%	77%
Overall Median	78%	84%	84%	81%
Overall Total	80%	85%	86%	86%
MBI Health Services	90%	88%	83%	86%
McClendon Center	90%	96%	93%	84%
MD/DC Family Resource	--	--	--	50%
Neighbors Consejo	55%	76%	89%	83%
New Hope Health Services	90%	91%	89%	91%
New Living Health Care LLC	73%	80%	83%	78%
NYA Health Care Services	87%	89%	90%	89%
One Care DC Inc.	79%	82%	90%	83%
P&G Behavioral Health Services	78%	81%	86%	83%
Pathways to Housing D.C.	77%	92%	86%	80%
Prestige Healthcare Resources	85%	88%	84%	88%

N/A: Not applicable

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

Notes: Excludes adult consumers who were enrolled but not seen and Freestanding Mental Health(FSMH) clinic-only consumers. For FY 23, 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 the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: three providers; FY 21: three providers; FY 20: one provider. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

Source: FY 23 - DBH analysis of iCAMS & claims data as of 10/20/2023. 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 23(cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Overall Mean	73%	80%	81%	77%
Overall Median	78%	84%	84%	81%
Overall Total	80%	85%	86%	86%
Preventive Measures	40%	88%	90%	92%
PSI Services	78%	92%	85%	90%
Psychiatric Center Chartered	83%	89%	80%	69%
Restoration Community Alliance	25%	79%	79%	69%
Spring Leaf Solutions	75%	76%	86%	81%
The Ark of DC (Wellness Health Services)	83%	87%	88%	89%
Umbrella Therapeutic Services	72%	84%	84%	76%
Volunteers of America	78%	73%	68%	64%
Wellness Healthcare Clinic	89%	81%	88%	90%
Woodley House	N/A	67%	67%	64%

N/A: Not applicable

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

Notes: Excludes adult consumers who were enrolled but not seen and Freestanding Mental Health(FSMH) clinic-only consumers. For FY 23, 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 the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 22: three providers; FY 21: three providers; FY 20: one provider. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

Source: FY 23 - DBH analysis of iCAMS & claims data as of 10/20/2023. 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 23

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Overall* Mean	67%	80%	80%	74%
Overall* Median	80%	84%	83%	74%
Overall* Total	81%	79%	81%	83%
Better Morning	80%	84%	86%	87%
Community Wellness Ventures	100%	93%	88%	65%
Doors of Hope	N/A	N/A	80%	87%
Family Solutions of Ohio	90%	84%	73%	78%
Family Wellness Center	82%	76%	74%	53%
Hillcrest Children's Center	39%	73%	71%	76%
Inner City Family Services	19%	87%	94%	59%
Kinara Health & Home Care	81%	94%	96%	88%
Latin American Youth Center	31%	60%	58%	59%
Life Enhancement Services	73%	66%	86%	89%
Mary's Center	83%	83%	89%	71%

N/A: Not applicable

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

Notes: Excludes child consumers who were enrolled but not seen and Freestanding Mental Health (FSMH) clinic-only consumers. For FY 23, 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. For the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 21: two providers; FY 20: two providers. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total. *For FY 22, all providers met the threshold for public reporting and were included in the calculation of the summary statistic.

Source: FY 23 - DBH analysis of iCAMS & claims data as of 10/20/2023. 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 23(cont.)

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Overall Mean	67%	80%	80%	74%
Overall Median	80%	84%	83%	74%
Overall Total	81%	79%	81%	83%
MBI Health Services	87%	87%	83%	80%
MD/DC Family Resource	69%	78%	65%	64%
New Hope Health Services	75%	80%	81%	88%
Outreach Solutions	45%	92%	88%	56%
Preventive Measures	--	86%	84%	61%
PSI Services	83%	86%	81%	73%
Quality Care Services	N/A	N/A	97%	96%
Umbrella Therapeutic Services	81%	86%	84%	74%

N/A: Not applicable

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

Notes: Excludes child consumers who were enrolled but not seen and Freestanding Mental Health(FSMH)clinic-only consumers. For FY 23, 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. For the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 21; two providers; FY 20: two providers. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total. *For FY 22, all providers met the threshold for public reporting and were included in the calculation of the summary statistic.

Source: FY 23 - DBH analysis of iCAMS & claims data as of 10/20/2023. 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 Child Functional Assessment

Performance Over Time, by Provider, FY 22 to FY 23

DBH Provider	FY 22 Rate	FY 23 Rate
Overall Mean	57%	59%
Overall Median	56%	53%
Overall Total	56%	51%
Better Morning	60%	48%
Hillcrest Children's Center	47%	58%
Inner City Family Services	63%	67%
Latin American Youth Center	65%	57%
Life Enhancement Services	57%	42%
MBI Health Services	38%	46%
MD/DC Family Resource	61%	53%
New Hope Health Services	--	41%
Outreach Solutions	13%	75%
PSI Services	--	31%
Quality Care Services	--	52%
Umbrella Therapeutic Services	55%	50%

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

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. For FY 23, 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. For FY 22, ten providers with fewer than four children in the denominator who had improvement on one or more outcome indicators were excluded from this table because they did not meet DBH's threshold for public reporting. For all FYs, however, their data are included in the calculation of the overall mean, overall median, and overall total.

Source: FY 23 - DBH analysis of FAS data as of 11/20/2023. FY 22 - DBH analysis of FAS data as of 10/25/2022.

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

Performance Over Time, by Provider, FY 20 to FY 23

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Mean	90%	95%	92%	80%
Median	90%	95%	91%	85%
Total	90%	95%	92%	83%
Baymark*	94%	95%	93%	85%
Behavioral Health Group	86%	94%	91%	86%
United Planning Organization	90%	96%	91%	68%

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 23 - DBH analysis of claims data as of 10/20/2023. 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 23

DBH Provider	FY 20 Rate	FY 21 Rate	FY 22 Rate	FY 23 Rate
Mean	34%	34%	30%	47%
Median	29%	29%	27%	40%
Total	31%	37%	30%	42%
Clean and Sober Streets	46%	44%	48%	32%
Federal City Recovery	25%	44%	27%	40%
Regional Addiction Prevention	29%	29%	25%	16%
Samaritan Inns	42%	24%	33%	47%
So Others Might Eat	94%	80%	51%	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.

Source: FY 23 - DBH analysis of DATA/WITS data as of 10/20/23. 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 23

DBH Provider	FY 21 Rate	FY 22 Rate	FY 23 Rate
Mean	N/A	N/A	62%
Median	N/A	N/A	62%
Total	N/A	N/A	61%
Federal City Recovery	N/A	N/A	78%
Regional Addiction Prevention	53%	18%	46%

N/A: Not applicable

Notes: Excludes clients whose disenrollment reason 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 23, 33% 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 23 - DBH analysis of DATA/WITS data as of 10/20/2023. 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 23

DBH Provider	FY 21 Rate	FY 22 Rate	FY 23 Rate
Overall Mean	20%	12%	13%
Overall Median	12%	13%	5%
Overall Total	14%	19%	19%
Behavioral Health Group	10%	3%	1%
Clean and Sober Streets	10%	6%	5%
Community Connections	40%	14%	0%
Family & Medical Counseling Service	40%	29%	13%
Federal City Recovery	11%	13%	9%
Holy Comforter Community Action Group	29%	18%	71%
La Clinica del Pueblo	6%	0%	0%
MBI Health Services	13%	33%	25%
New Hope Health Services	--	--	7%
Regional Addiction Prevention	24%	50%	32%
Samaritan Inns	7%	17%	6%

-- : 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 23, nine 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 the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 21; four providers; FY 20: one provider. 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 23 - DBH analysis of DATA/WITS data as of 10/21/2023. 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	FY 23 Rate
Overall Mean	20%	12%	13%
Overall Median	12%	13%	5%
Overall Total	14%	19%	19%
So Others Might Eat	5%	5%	5%
United Planning Organization	--	13%	0%

-- : 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 23, nine 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 the previous FYs, some providers were excluded from this table in the corresponding FY report because they do not meet the threshold for public reporting of survey data: FY 21; four providers; FY 20: one provider. 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 23 - DBH analysis of DATA/WITS data as of 10/21/2023. 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.