

# Measuring Behavioral Health Provider Performance in the District, FY 2021

The District of Columbia Department of Behavioral Health (DBH) provides prevention, intervention and treatment services and supports for children, youth, and adults with mental health and/or substance use disorders (SUDs).

The District uses key performance indicators (KPIs) to monitor and improve behavioral health care delivery.

The District uses data and holds DBH-certified providers accountable through KPIs. The DBH KPIs are measures that assess progress in improving behavioral health services and outcomes for consumers; for example, KPIs reflect aspects of care like consumer/client satisfaction, mental health services, and SUD services.

For Fiscal Year (FY) 2021, DBH created a report, [Measuring Provider Performance: Building a stronger system of behavioral health care](#), that presents metrics on the extent to which DBH-certified providers are meeting the agency's goals on the 10 KPIs. The following page contains a summary of mean provider performance across those indicators.

DC Contracted with

72

PROVIDERS

who served

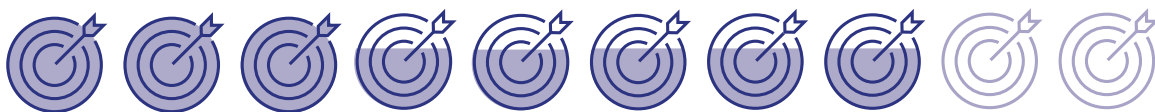
46,438

CONSUMERS/  
CLIENTS\*

in FY 2021

\*May include duplicate counts of individuals.

## Key Findings on Provider Performance



In FY 21, providers met **met 3 of the 10** and **nearly met 5 of the 10 KPI performance targets**.

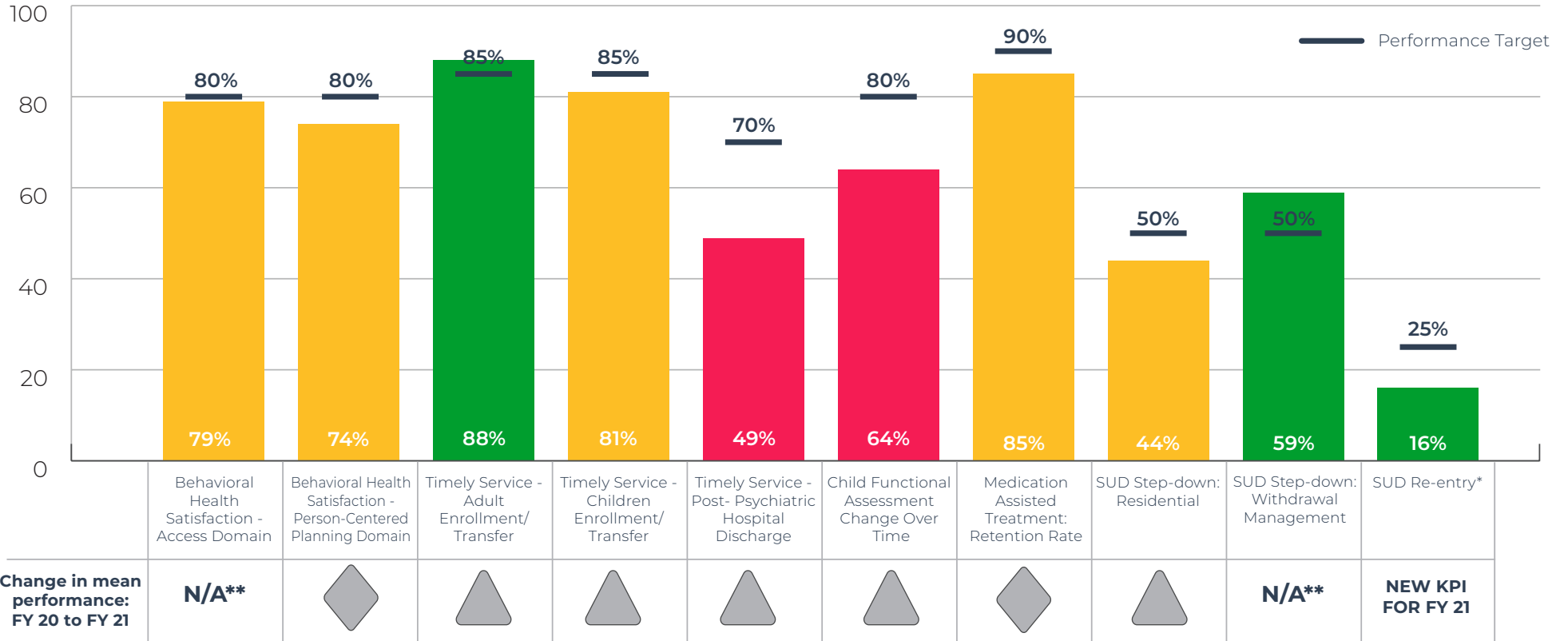


**Provider performance improved on 5 of 7 KPIs** with available data in both FY 20 and FY 21.



**Find the Report:** [FY 2021 Measuring Provider Performance: Building a stronger system of behavioral health care](#)





\* A lower rate indicates better performance for the SUD Re-entry KPI.

\*\* Not applicable; not a new KPI but no data available for DBH-certified providers in FY 20

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

**Near Performance Target** (within 10 percentage points of target)

**Met or Exceeded Target**

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

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

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



**Find the Report:** [FY 2021 Measuring Provider Performance: Building a stronger system of behavioral health care](#)

