

# Measuring the Performance of Providers of Substance Use Disorder Treatment Services in the District, FY 2021

The District of Columbia Department of Behavioral Health (DBH) promotes access to a continuum of substance use disorder (SUD) services, contracting with a network of community-based providers to provide a range of SUD services, including prevention and recovery supports.

The District uses data and holds DBH-certified providers accountable through **key performance indicators (KPIs)**. For Fiscal Year (FY) 2021, the District used four KPIs to assess progress in improving services and outcomes for clients with SUD.

The DBH report [Measuring Provider Performance: Building a stronger system of behavioral health care](#) shows how providers performed on these KPIs, as well as others.





DC Contracted with

**25**  
**SUD PROVIDERS\***  
who served

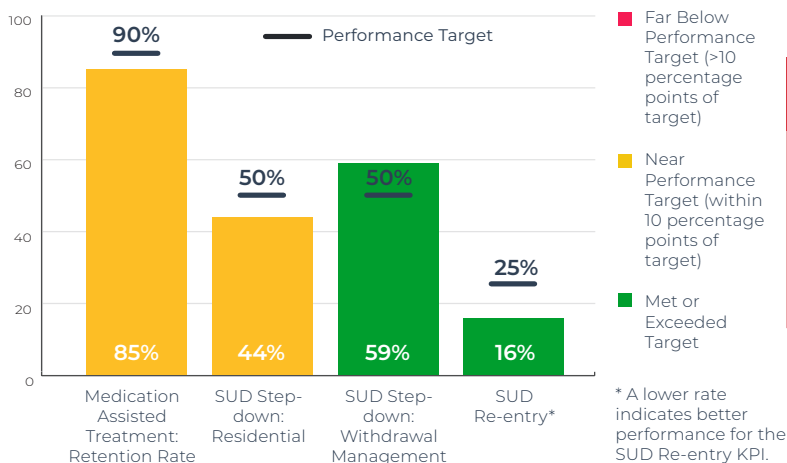
**17,888**  
**CLIENTS\***  
in FY 2021

\*Providers include those providing both mental health and SUD services, and clients may include duplicate counts of individuals as well as those who only received mental health services.

### FY 2021 SUD Key Performance Indicators (KPIs)


 <p><b>Medication Assisted Treatment: Retention Rate</b> measures the percent of medication assisted clients who were served in 2 consecutive quarters.</p>	 <p><b>SUD Step-Down: Withdrawal Management</b> measures the percent of SUD withdrawal management clients who stepped down to a lower level of care.</p>
 <p><b>SUD Step-Down: Residential</b> measures the percent of SUD residential clients who stepped down to a lower level of care.</p>	 <p><b>SUD Re-entry</b> measures the percent of SUD clients who re-entered services within 90 days.</p>

## How did DBH-certified providers perform on these indicators?



**Compared to Performance Targets**

In FY 2021, on average, providers **exceeded performance targets** on two SUD KPIs and **nearly met targets** on two SUD KPIs.

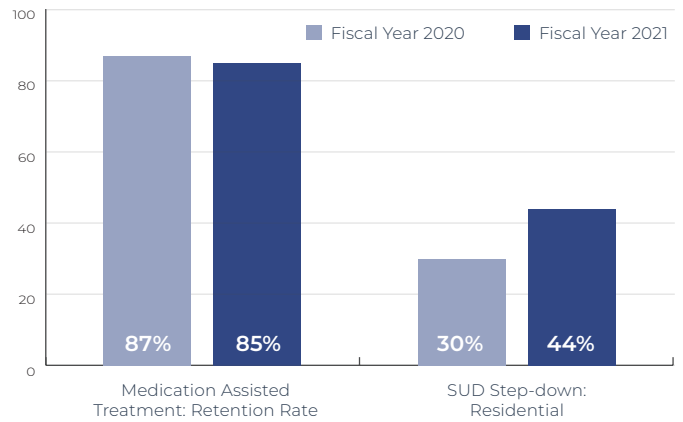
 **Find the Report:** [FY 2021 Measuring Provider Performance: Building a stronger system of behavioral health care](#)



## What progress did DBH-certified providers make on these indicators?

**Compared to FY 2020**

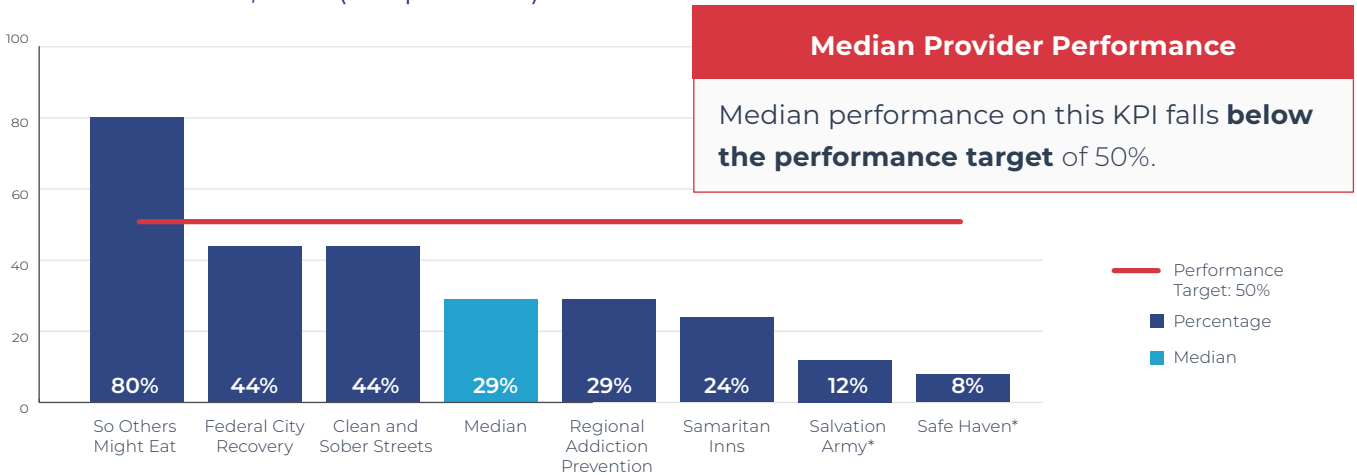
Providers **improved their mean performance** between FY 2020 and FY 2021 on one of two KPIs with data for FY 2020.



### A Spotlight on One KPI: SUD Step-down: Residential

In the treatment for SUD, clients should have the ability to step-up or step-down in treatment intensity as their care needs change. Stepping down involves less intensive treatment options that allow clients to reintegrate into the community and is an important indicator of the quality of SUD care.

Provider-specific performance on the percent of SUD residential clients who stepped down to a lower level of care, FY 21 (n=7 providers)



**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. The median indicates the value that falls at the midpoint of the data distribution. \*Provider is no longer DBH certified.

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

## What is the District doing to improve quality of care for clients with SUD?

DBH, working in partnership with providers and stakeholders, seeks to meet the behavioral health needs of all District residents. To achieve this goal, DBH has undertaken efforts to improve performance, including convening meetings to discuss provider performance and needs, as well providing trainings and technical assistance where needed.



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

