

Department of Behavioral Health FY2023

Agency Department of Behavioral Health

Agency Code RMO

Fiscal Year 2023

Mission The mission of the Department of Behavioral Health (DBH) is to support prevention, treatment, resiliency and recovery for District residents with mental health and substance use disorders through the delivery of high quality, integrated services.

Strategic Objectives

Objective Number	Strategic Objective
1	Transform the District’s behavioral health system into a nationally recognized, results-based model of care by promoting a common vision, accountable collective action, transparency, and innovative programs.
2	Ensure individuals served at Saint Elizabeth’s Hospital receive quality services to meet their unique needs.
3	Ensure individuals and families receive quality services to meet their unique needs, resulting in access to the right services, at the right time, in the right amount.
4	Build and support a community that promotes recovery and resilience to help individuals and families thrive.
5	Promote behavioral health wellness through prevention and early intervention services and supports.
6	Strengthen community partnerships to better integrate and coordinate services towards a sustained shared vision of excellence
7	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - Transform the District’s behavioral health system into a nationally recognized, results-based model of care by promoting a common vision, accountable collective action, transparency, and innovative programs. (1 Measure)					
Percent of individuals referred through the emergency department medication assisted treatment programs who went to treatment.	Up is Better	New in 2021	49.3%	50%	50%
2 - Ensure individuals served at Saint Elizabeth’s Hospital receive quality services to meet their unique needs. (4 Measures)					
Percent of unique patients restrained at least once.	Neutral	New in 2021	4.7%	8.4%	No Target Set
Percent of unique patients secluded at least once	Down is Better	New in 2021	2.7%	4.4%	4.4%
Percent of patients satisfied with Facility/Environment	Up is Better	New in 2021	100.8%	80%	80%
Percent of individuals from Saint Elizabeths Hospital readmitted within 90 days	Down is Better	0.9%	0.3%	2%	2%
3 - Ensure individuals and families receive quality services to meet their unique needs, resulting in access to the right services, at the right time, in the right amount. (7 Measures)					
Percent of cases who improved on at least one of 3 outcome indicators between initial and most recent children/youth functional assessment (PECFAS/CAFAS).	Up is Better	58.9%	64.3%	55%	55%
Percent of consumers/clients satisfied with Access	Up is Better	New in 2021	78.9%	80%	80%
Percent of Substance Use Disorder (SUD) clients who were successfully discharged that re-entered services within 90 days	Down is Better	New in 2021	17.1%	25%	25%

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
Percent of consumers who remained in the Community Residential Facility (CRF) placement for at least 90 days from move-in date, with no psychiatric hospitalizations, incarcerations, crisis bed placements, or involuntary discharges	Up is Better	86.2%	90.9%	90%	90%
Percent of MAT clients who were served in two consecutive quarters	Up is Better	87.1%	85.4%	90%	90%
Percent of adults newly enrolled in Mental Health Rehabilitative Services (MHRS) services who had their first clinical service within 30 days of enrollment	Up is Better	82.1%	87.9%	85%	85%
Percent of children newly enrolled in Mental Health Rehabilitative Services (MHRS) services who had their first clinical service within 30 days of enrollment	Up is Better	74.2%	81.4%	85%	85%
4 - Build and support a community that promotes recovery and resilience to help individuals and families thrive. (2 Measures)					
Percent of consumers surveyed in the Behavioral Health Satisfaction Survey who were satisfied with the person-centered planning process	Up is Better	77.7%	74.1%	80%	42.1%
Percent certified peers employed during the quarter	Up is Better	78.7%	78.5%	80%	88.9%
5 - Promote behavioral health wellness through prevention and early intervention services and supports. (4 Measures)					
Average time from 911 call to CRT arrival on the scene of an event for Priority 1 calls	Down is Better	New in 2022	New in 2022	New in 2022	30
Percent of CRT deployment where MPD assistance was requested by CRT	Up is Better	New in 2022	New in 2022	New in 2022	20%
Percent of vendors not selling tobacco to minors	Up is Better	Not Available	Not Available	90%	90%
Percent of school-based behavioral health partnership schools with a school based behavioral health provider	Up is Better	74.3%	91.5%	80%	80%
6 - Strengthen community partnerships to better integrate and coordinate services towards a sustained shared vision of excellence (3 Measures)					
Percent of Mental Health Rehabilitative Services (MHRS) consumers who were discharged from a psychiatric hospital and had a follow-up service within 30 days	Up is Better	45.2%	48.6%	60%	60%
Percent of substance use disorder (SUD) residential treatment clients who stepped down to a lower level of care	Up is Better	30.3%	43.9%	50%	50%
Percent of substance use disorder (SUD) withdrawal management clients who stepped down to a lower level of care	Up is Better	45.4%	59.2%	20%	20%

Operations

Operations Title	Operations Description	Type of Operations
1 - Transform the District's behavioral health system into a nationally recognized, results-based model of care by promoting a common vision, accountable collective action, transparency, and innovative programs. (3 Activities)		
Training	Conduct web-based and classroom trainings for providers, DBH staff, and community members.	Daily Service
Provider certification and licensure	Certify and recertify behavioral health providers, and license and relicense community residential facilities.	Daily Service

Operations Title	Operations Description	Type of Operations
Accountability, quality, compliance monitoring, technical assistance	Audit claims; provide data reports and analysis; issue performance improvement plans; provide technical assistance to providers.	Daily Service
2 - Ensure individuals served at Saint Elizabeth's Hospital receive quality services to meet their unique needs. (3 Activities)		
Quality Inpatient Care	Provide quality treatment to individuals in care at Saint Elizabeths Hospital	Daily Service
Transition to community	Work with the community behavioral health network to ensure individuals being discharged from Saint Elizabeths Hospital have a successful transition back to the community.	Daily Service
Safety	Ensure the safety of individuals and staff at Saint Elizabeth's Hospital.	Daily Service
3 - Ensure individuals and families receive quality services to meet their unique needs, resulting in access to the right services, at the right time, in the right amount. (7 Activities)		
Mental Health Treatment for Children and Youth	Provide community-based treatment and supportive services to children, youth and young adults who have a serious mental illness of servious emotional disorder to assist them in recovery.	Daily Service
Forensic Monitoring	Monitor consumers who have a legal status of committed outpatient and ensure they are complying with court orders.	Daily Service
Housing	Provide housing vouchers, connect consumers to community residential facilities, and provide clinical support to consumers receiving housing services	Daily Service
Crisis Services	Provide Immediate interventions to individuals in crisis.	Daily Service
Substance use and treatment for youth	Provide treatment and recovery services for young adult substance use disorder clients to help them achieve and maintain their recovery.	Daily Service
Substance Use Treatment for Adults	Provide treatment and recovery services for adult substance use disorder clients to help them achieve and maintain their recovery.	Daily Service
Mental Health Treatment for adults	Provide community-based treatment services to adults who have a serious mental illness in order to assist them in their recovery.	Daily Service
4 - Build and support a community that promotes recovery and resilience to help individuals and families thrive. (2 Activities)		
Peer Specialists and Recovery Coaches	Train peer specialists and recovery coaches.	Daily Service
Consumer and Family Affairs	Ensure the involvement of consumers of behavioral health servies and their family members in the design, implementation and evaluation of behavioral health services.	Daily Service
5 - Promote behavioral health wellness through prevention and early intervention services and supports. (5 Activities)		
Outreach Services	Conduct outreach in the community to reach individuals in need of immediate support and comnection to treatment.	Daily Service
Prevention interventions	Conduct strategic preventive interventions aimed at preventing and/or delaying the onset of alcohol, tobacco, and other drug use among youth and adults.	Daily Service
COMMUNICATION	Develop and implement communication strategies to promote recovery and wellbeing.	Daily Service
EARLY INTERVENTIONS	Provide individual and group interventions to children.	Daily Service
SCHOOL MENTAL HEALTH SERVICES	Provide individual and group interventions in school settings	Daily Service
6 - Strengthen community partnerships to better integrate and coordinate services towards a sustained shared vision of excellence (3 Activities)		

Operations Title	Operations Description	Type of Operations
Care Coordination	Track admissions, discharges, and follow-up services to/from community inpatient psychiatric hospitals, withdrawal management, and SUD residential treatment.	Daily Service
Authorization and Linkage to Services	Authorize and connect consumers in order to provide services.	Daily Service
Provider Partnership	Strengthen community partnerships to better integrate and coordinate services towards a sustained shared vision of excellence	Daily Service

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
1 - Accountability, quality, compliance monitoring, technical assistance (3 Measures)		
Number of Technical Assistance Activities initiated	Not Available	408
Number of dashboards in production	Not Available	15
Number of DC Clinicians certified to prescribe Buprenorphine that participate in the SOR Learning Community	Not Available	0
1 - Provider certification and licensure (2 Measures)		
Number of Community Residential Facilities licensed	Not Available	91
Number of providers certified	Not Available	333
1 - Training (1 Measure)		
Number of people who attend DBH Training Institute trainings	2883	3633
2 - Quality Inpatient Care (2 Measures)		
Average daily census of civil (non-court-involved) patients at Saint Elizabeths Hospital	112	421
Average daily census of forensic (court-involved) patients at Saint Elizabeths Hospital	120.3	388
2 - Safety (2 Measures)		
Number of assaults by patients on staff or other patients	Not Available	295
Number of Staff and Patient Falls	Not Available	154
2 - Transition to community (1 Measure)		
Number of people discharged from Saint Elizabeths Hospital quarterly into community housing	266	127
3 - Crisis Services (2 Measures)		
Number of People Served at Comprehensive Psychiatric Emergency Program (CPEP)	Not Available	7027
Number of People Served at 35 K Urgent Care	Not Available	4016
3 - Forensic Monitoring (1 Measure)		

Measure	FY 2020 Actual	FY 2021 Actual
Number of Consumers in FOPD	Not Available	62
3 - Housing (1 Measure)		
Number of people DBH placed in housing	1670	1662
3 - Mental Health Treatment for adults (2 Measures)		
Number of adults receiving Health Homes services	1385	3587
Number of adults (18+) receiving mental health treatment	75,249	103,383
3 - Mental Health Treatment for Children and Youth (1 Measure)		
Number of children, youth, and young adults (0-17) receiving mental health treatment	3252	13,486
3 - Substance use and treatment for youth (1 Measure)		
The Number of Youth Receiving Substance Use Disorder Treatment Services	Not Available	213
3 - Substance Use Treatment for Adults (2 Measures)		
Number of individuals receiving a substance use disorder (SUD) intake assessment	3586	2877
Number of people receiving substance use disorder (SUD) treatment services	4148	19,305
4 - Consumer and Family Affairs (2 Measures)		
Number of Policies, Projects, Programs, and Service in which DBH engaged with consumers/clients and their families	Not Available	15
Number of individuals referred to Resiliency Specialist after a child fatality	Not Available	0
4 - Peer Specialists and Recovery Coaches (2 Measures)		
Number of people trained in Recovery Coaching	Not Available	17
Number of new Certified Peer Specialists to include those in specialty tracks of family and youth	Not Available	0
5 - COMMUNICATION (2 Measures)		
Number of public outreach events	721	732
Number of hits to the DBH website	547,113	583,237
5 - EARLY INTERVENTIONS (1 Measure)		
Number of child development centers participating in Healthy Futures program	42	83
5 - Outreach Services (4 Measures)		
Number of FD12s (documentation for involuntary hospitalization) written by CRT for diverted calls	Not Available	Not Available
Number of 911 calls referred to a behavioral health specialist/clinician that resulted in CRT deployment by category of call for service	Not Available	Not Available
Number of people who had a behavioral health claim within 7 days of a CRT diversion, a follow-up service from CRT, a linkage to services outside of the DBH network, or a voluntary hospitalization	Not Available	Not Available
Number of interventions from Crisis Response Team	10,347	1157

Measure	FY 2020 Actual	FY 2021 Actual
5 - Prevention interventions (2 Measures)		
Number of prevention activities by Prevention Centers	246	248
Number of individuals (adults and youth) reached through planned substance use disorder (SUD) prevention strategies	12,477	13,786
5 - SCHOOL MENTAL HEALTH SERVICES (1 Measure)		
Number of children who received treatment services from DBH School-based Behavioral Health Program	Not Available	598
6 - Authorization and Linkage to Services (1 Measure)		
Number of Authorizations for Specialty Services (Assertive Community Treatment, Community Based Interventions, Supported Employment, Day Rehab)	Not Available	9679
6 - Care Coordination (4 Measures)		
Number of people receiving substance use disorder (SUD) outpatient services	Not Available	Not Available
Number of SUD clients receiving withdrawal management services	Not Available	617
Number of Mental Health consumers with a psychiatric hospitalization	Not Available	1625
Number of SUD clients receiving residential services	Not Available	1515
6 - Provider Partnership (1 Measure)		
Number of DBH projects with documented involvement of providers	Not Available	5