

# Department of Behavioral Health FY2019

**Agency** Department of Behavioral Health

**Agency Code** RMO

**Fiscal Year** 2019

**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.

## 2019 Strategic Objectives

Objective Number	Strategic Objective
1	Ensure the public behavioral health system is person-centered, and promotes and supports the leadership of peers with lived experience in recovery and the development of the system of care.
2	Ensure individualized mental health and substance use disorder services across the entire continuum of care from community-based treatment and support services to inpatient hospitalization, including justice-involved consumer competency restoration, to support the behavioral health, wellness and recovery of District residents.
3	Maximize housing resources and target the most vulnerable District residents with serious behavioral health challenges who are homeless, returning from institutions or moving to more independent living to prevent and minimize homelessness.
4	Heighten public awareness among District residents about mental health and substance use disorders and resources to increase their understanding of behavioral health, reduce stigma, and encourage prevention efforts and early identification and treatment.
5	Create and maintain a highly efficient, transparent and responsive District government.

## 2019 Key Performance Indicators

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
<b>1 - Ensure the public behavioral health system is person-centered, and promotes and supports the leadership of peers with lived experience in recovery and the development of the system of care. (2 Measures)</b>					
Number of new Certified Peer Specialists to include those in specialty tracks of family and youth	Up is Better	51	23	28	20
Number of people trained in Recovery Coaching	Up is Better	25	19	50	20
<b>2 - Ensure individualized mental health and substance use disorder services across the entire continuum of care from community-based treatment and support services to inpatient hospitalization, including justice-involved consumer competency restoration, to support the behavioral health, wellness and recovery of District residents. (8 Measures)</b>					
Achieve a five percent increase in the number of developmental/behavioral health screenings completed by primary care providers over the previous fiscal year total.	Up is Better	Not Available	51,291	52,534	56,265
Achieve two percent increase in the number of individuals (adults and youth) reached through planned prevention strategies over previous fiscal year	Up is Better	3138	7338	20,695	7859

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
Percent of post fall assessments conducted with 72 hours of event	Up is Better	Not Available	Not Available	93.3%	90%
Child mental health consumers receive their first service within 30 days of enrollment	Up is Better	Not Available	Not Available	Not Available	75%
Adult mental health consumers receive their first service within 30 days of enrollment	Up is Better	Not Available	Not Available	Not Available	75%
Percent of inpatient consumers restored to competency	Up is Better	Not Available	Not Available	Not Available	80%
Consumers who are in need of linkage support at the Department of Corrections who are actually linked by DBH staff	Up is Better	Not Available	Not Available	Not Available	80%
Percent of the individuals referred to Resiliency Specialist, who were linked to bereavement services.	Up is Better	Not Available	Not Available	Not Available	90%
<b>3 - Maximize housing resources and target the most vulnerable District residents with serious behavioral health challenges who are homeless, returning from institutions or moving to more independent living to prevent and minimize homelessness. (1 Measure)</b>					
Number of housing subsidies to individuals who are mentally ill and homeless	Up is Better	Not Available	23	52	50
<b>4 - Heighten public awareness among District residents about mental health and substance use disorders and resources to increase their understanding of behavioral health, reduce stigma, and encourage prevention efforts and early identification and treatment. (3 Measures)</b>					
Achieve a ten percent increase in website traffic over the previous fiscal year	Up is Better	Not Available	772,738	957,646	935,000
Achieve a twenty percent increase in social media hits (Facebook and Twitter) over baseline established in FY17 previous fiscal year	Up is Better	Not Available	122,362	750,100	176,201
Increase number of public events over baseline established in FY17.	Up is Better	Not Available	486	638	699
<b>5 - Create and maintain a highly efficient, transparent and responsive District government. (9 Measures)</b>					
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Up is Better	Not Available	No data available	91.5%	Not Available
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Up is Better	Not Available	85.1%	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Up is Better	Not Available	No data available	Waiting on Data	Not Available
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Down is Better	8.1%	5.5%	Waiting on Data	Not Available

Measure	Directionality	FY 2016 Actual	FY 2017 Actual	FY 2018 Actual	FY 2019 Target
CONTRACTS AND PROCUREMENT - Average number of calendar days between requisition and purchase orders issued (Updated by OCA)	Up is Better	Not Available	16.9	Waiting on Data	Not Available
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Up is Better	101.3%	101.8%	Waiting on Data	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Up is Better	Not Available	No data available	27.3%	Not Available
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Down is Better	14.8%	16.7%	Waiting on Data	Not Available
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Down is Better	Not Available	Not Available	Not Available	New Measure

## 2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
<b>1 - Ensure the public behavioral health system is person-centered, and promotes and supports the leadership of peers with lived experience in recovery and the development of the system of care. (3 Activities)</b>			
CONSUMER & FAMILY AFFAIRS	Consumer and Family Engagement	Ensure consumers and families are engaged and involved in the development and improvements of the service system.	Daily Service
TRAINING & EMPLOYEE DEVELOPMENT	Training	The DBH Training Institute provides opportunities for DBH and provider staff to enhance skills related to train-the-trainer modules.	Daily Service
	D.C. Certified Peer Academy	This project provides technical assistance activities to engage peer leaders from the mental health and substance use communities.	Daily Service
<b>2 - Ensure individualized mental health and substance use disorder services across the entire continuum of care from community-based treatment and support services to inpatient hospitalization, including justice-involved consumer competency restoration, to support the behavioral health, wellness and recovery of District residents. (7 Activities)</b>			
EARLY CHILDHOOD & SCHOOL MH PROG - MHSS	Early Childhood and School Mental Health Programs	Early Childhood and School Mental Health Program provides prevention, screening, early intervention and treatment for children and youth in schools and Early Childhood Development Centers.	Daily Service
PREVENTION SERVICES	Prevention interventions	Strategic preventive interventions aimed at preventing and/or delaying the onset of alcohol, tobacco, and other drug use among youth and adults.	Daily Service
Recovery Support Services	Recovery Support Services	Clients in active treatment or in recovery from substance use disorders receive services to help them achieve and maintain their recovery.	Daily Service

Operations Header	Operations Title	Operations Description	Type of Operations
Substance Use Disorder Treatment Services for youth and adults	Substance Use Disorder Treatment Services for youth and adults	Community-based services to assist people reach recovery from Substance use disorders.	Daily Service
MENTAL HEALTH SERVICES - MHSS	Mental Health Services provided to adults	Community-based treatment services provided to adults who have a serious mental illness in order to assist them in their recovery.	Daily Service
CHILDREN AND YOUTH - MHSS	Child/Youth Mental Health Services	Community-based treatment and supportive services provided to children, youth and young adults who have a serious mental illness or serious emotional disorder in order to assist them in their recovery.	Daily Service
Chief Executive Officer (Saint Elizabeths Hospital)	Inpatient Psychiatric Services	Mental health services provided in the District's public psychiatric hospital for individuals who need an inpatient level of care to prepare them for return to the community.	Daily Service
<b>3 - Maximize housing resources and target the most vulnerable District residents with serious behavioral health challenges who are homeless, returning from institutions or moving to more independent living to prevent and minimize homelessness. (1 Activity)</b>			
ADULT SERVICES - SUPPORT HOUSING - MHSS	Housing Services	DBH consistently works to address the needs of its clientele by connecting them to a range of housing options based on their needs from independent living to more intensive care. Proving subsidies is a core function of housing services at the agency.	Daily Service
<b>4 - Heighten public awareness among District residents about mental health and substance use disorders and resources to increase their understanding of behavioral health, reduce stigma, and encourage prevention efforts and early identification and treatment. (2 Activities)</b>			
Substance Use Disorder Screenings	Outreach Activities	SUD Mobile Assessment and Referral Center (MARC) is a mobile unit which visits various communities and residents are offered screenings for SUD treatment, health screenings, HIV/AIDS, HEP C testing, education and linkage to services. During outreach activities staff engage residents for readiness for SUD treatment and provide them with behavioral health education and resource information. This heightens the awareness of SUD and treatment options, reducing the stigma associated with co-occurring disorders.	Daily Service
COMMUNICATIONS	Communication Strategies	Develop and implement communication strategies to promote recovery and well-being.	Daily Service

## 2019 Workload Measures

Measure	FY 2016	FY 2017	FY 2018
<b>1 - Consumer and Family Engagement (1 Measure)</b>			
Number of Certified Peers employed in meaningful work	Not Available	344	423
<b>2 - Child/Youth Mental Health Services (3 Measures)</b>			
Number of children and youth diverted from Psychiatric Residential Treatment Facilities	Not Available	244	53

Measure	FY 2016	FY 2017	FY 2018
Number of children receiving non-Crisis/Emergency MHRS	Not Available	10,900	3605
The number of individuals referred to Resiliency Specialist	Not Available	Not Available	Not Available
<b>2 - Inpatient Psychiatric Services (2 Measures)</b>			
Average daily census of non-forensic patients	Not Available	392	102
Average daily census of forensic patients	Not Available	678	162
<b>2 - Mental Health Services provided to adults (2 Measures)</b>			
Number of adults receiving a non-Crisis/Emergency Mental Health Rehabilitation Service (MHRS)	Not Available	54,291	18,842
Number of adults receiving Health Home services	Not Available	1788	1984
<b>2 - Prevention interventions (1 Measure)</b>			
Number of prevention activities by Prevention Centers	Not Available	656	546
<b>2 - Recovery Support Services (2 Measures)</b>			
Number of individual clients in treatment services who are also enrolled in recovery services	Not Available	161	178
Number of active clients enrolled in Environmental Stability Services	Not Available	261	1
<b>2 - Substance Use Disorder Treatment Services for youth and adults (2 Measures)</b>			
Number of individuals receiving an intake assessment	Not Available	9645	5881
Number of individuals enrolled in treatment services	Not Available	11,384	4825
<b>3 - Housing Services (1 Measure)</b>			
Number of people moving out of Saint Elizabeths Hospital into community settings	Not Available	343	261
<b>4 - Communication Strategies (2 Measures)</b>			

Measure	FY 2016	FY 2017	FY 2018
Number of public outreach events	Not Available	398	628
Number of communications including press announcements and social media (Facebook and Twitter)	Not Available	122,362	996,136
<b>4 - Outreach Activities (1 Measure)</b>			
Number of people visiting the SUD Mobile Assessment and Referral Center (MARC)	Not Available	898	2249

## 2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>Child/Youth Mental Health Services (1 Strategic Initiative)</b>		
DC Social Emotional Early Development Project (DC SEED)	This is the fourth year of a 4-year SAMHSA grant that supports children ages 0-6 at risk of or diagnosed with serious emotional disturbances and their families.	09-30-2019
<b>Mental Health Services provided to adults (3 Strategic initiatives)</b>		
Increase CABHI Provider Outreach Capacity	DBH will expand the number of provider outreach teams with each provider increasing their enrollments by 20%.	09-30-2019
Increasing Bed Capacity Saint Elizabeth's Hospital (SEH)	SEH has experienced a 60% increase in pre-trial (forensic) admissions over the past 2 years. This spike has affected all aspects of hospital operations (financial, security, staffing, etc.). SEH proposes to open the 2nd floor transitional unit (2TR) on a permanent basis. This will allow more efficient utilization of all hospital beds. Patients will be transferred to this unit based upon treatment criteria.	09-30-2019
Pre-Arrest Diversion Program	The Pre-Arrest Diversion Program (PADP) creates a collaboration with DBH, DHS and MPD and seeks to reduce the number of people who cycle through the criminal justice system by connecting low-level offenders with drug and mental health treatment and social services rather than jail time. The coordinated response will provide targeted outreach to enhance public health and public safety by providing outreach intervention strategies and an opportunity to initiate health, safety, and/or recovery.	09-30-2019
<b>Outreach Activities (1 Strategic Initiative)</b>		
Coordinating Council for School Mental Health	The Department of Behavioral Health School Mental Health Program offers mental health support to youth, families, teachers and staff in the Public and Public Charter Schools to reduce behavioral health related barriers to learning. The services provided include: Primary Prevention, Early Intervention, Treatment, Crisis Services, Parent/Family Support, and Teacher Consultation and Trainings. In FY2019, based on the Task Force on School Mental Health recommendations, DBH clinicians will continue to provide Tier 1, 2, and 3 services at schools to which they are assigned. The District's Coordinating	09-30-2019

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
	Council will guide the expansion of behavioral health services to the District's highest need schools. This will be achieved through increased partnership with community-based organizations.	
<b>Substance Use Disorder Treatment Services for youth and adults (1 Strategic Initiative)</b>		
Opioid Awareness Campaign	This DBH campaign raises awareness about the risks associated with opioid use and how to direct individuals to help.	09-30-2019