

Department of Behavioral Health FY2020

Agency Department of Behavioral Health

Agency Code RMO

Fiscal Year 2020

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	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.

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
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)					
Percent certified peers employed during the quarter	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percent of consumers surveyed in the Behavioral Health Satisfaction Survey who were satisfied with the person-centered planning process	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
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. (10 Measures)					
Percent of children newly enrolled in Mental Health Rehabilitative Services (MHRS) services who had their first service within 30 days of enrollment	Up is Better	New in 2019	New in 2019	73.1%	75%
Percent of adults newly enrolled in Mental Health Rehabilitative Services (MHRS) services who had their first service within 30 days of enrollment	Up is Better	New in 2019	New in 2019	82.1%	75%
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	New in 2020	New in 2020	New in 2020	New in 2020
Percent of consumers who completed competency restoration program who were found competent	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percent of school-based behavioral health partnership schools with a school based behavioral health clinician	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percent of individuals from Saint Elizabeths Hospital readmitted within 30 days	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
Percent of substance use disorder (SUD) withdrawal management clients who stepped down to a lower level of care	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percent of substance use disorder (SUD) residential treatment clients who stepped down to a lower level of care	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percent of methadone clients who were served in two consecutive quarters	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
Percent of children receiving mental health services whose acuity was initially high who had significant improvement in functioning on their most recent functional assessment	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
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)					
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	New in 2020	New in 2020	New in 2020	New in 2020
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. (1 Measure)					
Percent of vendors not selling tobacco to minors	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
5 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	98.7%
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	95.7%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	14.3%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

Operations

Operations Header	Operations Title	Operations Description	Type of Operations
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)			
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
PREVENTION SERVICES	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
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)			
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
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
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
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
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

Operations Header	Operations Title	Operations Description	Type of Operations
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)			
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
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)			
COMMUNICATIONS	Communication Strategies	Develop and implement communication strategies to promote recovery and well-being.	Daily Service
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

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - D.C. Certified Peer Academy (2 Measures)			
Number of new Certified Peer Specialists to include those in specialty tracks of family and youth	New in 2020	New in 2020	38
Number of people trained in Recovery Coaching	New in 2020	New in 2020	136
1 - Training (1 Measure)			
Number of people who attend DBH Training Institute trainings	New in 2020	New in 2020	New in 2020
2 - Child/Youth Mental Health Services (3 Measures)			
Number of children, youth, and young adults (0-17) receiving non-Crisis/Emergency mental health treatment	New in 2018	3605	3515
The number of individuals referred to Resiliency Specialist	New in 2019	New in 2019	No Applicable Incidents
The number of individuals referred to Resiliency Specialist after a child fatality	New in 2020	New in 2020	New in 2020
2 - Early Childhood and School Mental Health Programs (1 Measure)			
Number of child development centers participating in Healthy Futures program	New in 2020	New in 2020	New in 2020
2 - Inpatient Psychiatric Services (2 Measures)			
Average daily census of civil (non-court-involved) patients at Saint Elizabeths Hospital	392	102	124
Average daily census of forensic (court-involved) patients at Saint Elizabeths Hospital	678	162	146

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
2 - Mental Health Services provided to adults (2 Measures)			
Number of adults (18+) receiving non-crisis/emergency mental health treatment	New in 2018	18,842	20,474
Number of adults receiving Health Home services	1788	1984	1467
2 - Prevention interventions (2 Measures)			
Number of individuals (adults and youth) who participated in substance use disorder (SUD) prevention activities	New in 2020	New in 2020	New in 2020
Number of prevention activities by Prevention Centers	656	546	368
2 - Recovery Support Services (1 Measure)			
Number of people receiving substance use disorder (SUD) recovery services	New in 2020	New in 2020	New in 2020
2 - Substance Use Disorder Treatment Services for youth and adults (2 Measures)			
Number of individuals receiving an substance use disorder (SUD) intake assessment	9645	5881	4054
Number of people receiving substance use disorder (SUD) treatment services	11,384	4825	4733
3 - Housing Services (2 Measures)			
Number of people discharged from Saint Elizabeths Hospital into community housing	343	261	309
Number of people DBH places in housing	New in 2020	New in 2020	New in 2020
4 - Communication Strategies (1 Measure)			
Number of public outreach events	398	628	659
4 - Outreach Activities (2 Measures)			
Number of interventions from Crisis Response Team	New in 2020	New in 2020	New in 2020
Number of hits to the DBH website	New in 2020	New in 2020	New in 2020

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Child/Youth Mental Health Services (2 Strategic initiatives)		
Establish integrated neighborhood health and social services delivery systems	Support CFSA on the planning of Families First DC to include resource and referral development through the 10 Success Centers and implementation of Families First Prevention Act upon approval.	01-01-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Enhance the continuum of care for child and youth services	Work with both internal and external stakeholders to expand evidence-based programs including High Fidelity Wraparound and the provision of intensive outpatient and/or day treatment services for children and youth.	09-30-2020
Early Childhood and School Mental Health Programs (1 Strategic Initiative)		
Implement the School-Based Mental Health Expansion Model	Through 11 new community based organizations and 3 new FTE clinicians, hire behavioral health clinicians for an additional 102 schools. Implement school based mental health training and evaluation. Once Cohort 2 is implemented, 50% of the participating schools will be in Wards 7 and 8.	09-30-2020
Inpatient Psychiatric Services (1 Strategic Initiative)		
Upgrade pharmacy software	Implement upgrade of software for existing pharmacy dispensing machines at Saint Elizabeths Hospital and new machines at 35 K Street, and Comprehensive Psychiatric Emergency Program (CPEP). This is a budget enhancement measure.	03-31-2020
Mental Health Services provided to adults (2 Strategic initiatives)		
1115 Medicaid Behavioral Health Transformation Demonstration	Work with DHCF and CMS to implement expanded services that will be Medicaid reimbursable. Identify and implement programmatic changes required for reimbursement, regulations, policies, bulletins, certification, certificates of need, licensures, and HCAs.	01-01-2020
READY Center	Partnering with the Mayor's Office of Returning Citizens' Affairs (MORCA), community based organizations and other DC Government agencies, DBH's engagement in the READY Center helps returning citizens succeed by providing intervention and treatment referrals for those with mental health and/or substance use disorders, including emergency psychiatric care and community based outpatient and residential services. DBH will carry out initiatives to not only link returning citizens to CSAs but ensure that they actually receive the service for which they were referred. Returning citizens will get an appointment to DBH services within 30 days prior to their release from DOC custody and then utilize the READY Center within 7 days of release and get linked to DBH services. DBH will track attendance at intake appointments for DBH services following release from DOC custody.	09-30-2020
Outreach Activities (1 Strategic Initiative)		
Community Response Team	Further expand the community response team that includes a 24-hour outreach transformation team to address mental health and substance use issues across the city and track utilization of services	01-01-2020
Recovery Support Services (1 Strategic Initiative)		
Implement LIVE.LONG.DC. Initiative to Reduce Opioid-Related Deaths by 50% by the Year 2020	Carry out initiatives assigned to DBH in DC's opioid strategic plan, including public awareness campaigns, expanding screenings, and increasing prevention activities.	09-30-2020
Training (1 Strategic Initiative)		
Increase Provider Engagement and Technical Assistance	Promote transparency, timely and collaborative discussions, clear decision-making processes, and mutual respect between DBH and its contracted providers, in ways that address administrative, financial, programmatic, and structural barriers that hinder care coordination and service integration. This will include (1) engaging with providers as DBH finalizes revisions to the Chapter 34 (Mental Health Rehabilitation Services (MHRS)) and Chapter 63 (Adult Substance Use Rehabilitation Services (ASARS)) regulations and the MHRS and ASARS State Plan Amendments; (2) working with providers to implement a new Technical Assistance framework that was developed during FY19; and (3) increasing the quality and quantity of eLearning and classroom courses available to the provider network and peers by developing five courses to support their efforts to address the opioid epidemic.	09-30-2020

