

Department of Behavioral Health FY2022

Agency Department of Behavioral Health

Agency Code RMO

Fiscal Year 2022

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 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 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	New in 2021	49.3%	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	New in 2021	4.7%	8.4%
Percent of unique patients secluded at least once	Down is Better	New in 2021	New in 2021	2.7%	4.4%
Percent of patients satisfied with Facility/Environment	Up is Better	New in 2021	New in 2021	100.8%	80%
Percent of individuals from Saint Elizabeths Hospital readmitted within 90 days	Down is Better	New in 2020	0.9%	0.3%	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 consumers/clients satisfied with Access	Up is Better	New in 2021	New in 2021	78.9%	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	New in 2021	17.1%	25%
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	86.2%	90.9%	90%
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	New in 2020	58.9%	64.3%	55%
Percent of MAT clients who were served in two consecutive quarters	Up is Better	New in 2020	87.1%	85.4%	90%

Measure	Directionality	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
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%	82.1%	87.9%	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	73.1%	74.2%	81.4%	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	New in 2020	77.8%	74.1%	80%
Percent certified peers employed during the quarter	Up is Better	New in 2020	78.7%	78.5%	80%
5 - Promote behavioral health wellness through prevention and early intervention services and supports. (2 Measures)					
Percent of school-based behavioral health partnership schools with a school based behavioral health provider	Up is Better	New in 2020	82.2%	91.5%	80%
Percent of vendors not selling tobacco to minors	Up is Better	New in 2020	No Applicable Incidents	No Applicable Incidents	90%
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	New in 2020	45.2%	48.6%	60%
Percent of substance use disorder (SUD) residential treatment clients who stepped down to a lower level of care	Up is Better	New in 2020	30.3%	43.9%	50%
Percent of substance use disorder (SUD) withdrawal management clients who stepped down to a lower level of care	Up is Better	New in 2020	45.4%	59.2%	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
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

Operations Title	Operations Description	Type of Operations
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 services 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 connection 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)		
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 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Accountability, quality, compliance monitoring, technical assistance (3 Measures)			
Number of Technical Assistance Activities initiated	New in 2021	New in 2021	408
Number of dashboards in production	New in 2021	New in 2021	15
Number of DC Clinicians certified to prescribe Buprenorphine that participate in the SOR Learning Community	New in 2021	New in 2021	0
1 - Provider certification and licensure (2 Measures)			
Number of Community Residential Facilities licensed	New in 2021	New in 2021	91
Number of providers certified	New in 2021	New in 2021	333

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
1 - Training (1 Measure)			
Number of people who attend DBH Training Institute trainings	New in 2020	2883	3633
2 - Quality Inpatient Care (2 Measures)			
Average daily census of civil (non-court-involved) patients at Saint Elizabeths Hospital	124	173	421
Average daily census of forensic (court-involved) patients at Saint Elizabeths Hospital	146	120.3	388
2 - Safety (2 Measures)			
Number of assaults by patients on staff or other patients	New in 2021	New in 2021	295
Number of Staff and Patient Falls	New in 2021	New in 2021	154
2 - Transition to community (1 Measure)			
Number of people discharged from Saint Elizabeths Hospital quarterly into community housing	New in 2020	266	127
3 - Crisis Services (2 Measures)			
Number of People Served at Comprehensive Psychiatric Emergency Program (CPEP)	New in 2021	New in 2021	7027
Number of People Served at 35 K Urgent Care	New in 2021	New in 2021	4016
3 - Forensic Monitoring (1 Measure)			
Number of Consumers in FOPD	New in 2021	New in 2021	171
3 - Housing (1 Measure)			
Number of people DBH placed in housing	New in 2020	1670	1662
3 - Mental Health Treatment for adults (2 Measures)			
Number of adults receiving Health Homes services	1467	1385	3587
Number of adults (18+) receiving mental health treatment	20,474	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	3515	3252	13,486
3 - Substance use and treatment for youth (1 Measure)			
The Number of Youth Receiving Substance Use Disorder Treatment Services	New in 2021	New in 2021	213
3 - Substance Use Treatment for Adults (2 Measures)			
Number of individuals receiving a substance use disorder (SUD) intake assessment	4054	3586	2877
Number of people receiving substance use disorder (SUD) treatment services	4733	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	New in 2021	New in 2021	15
Number of individuals referred to Resiliency Specialist after a child fatality	New in 2020	No Applicable Incidents	0
4 - Peer Specialists and Recovery Coaches (2 Measures)			

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
Number of people trained in Recovery Coaching	New in 2021	New in 2021	17
Number of new Certified Peer Specialists to include those in specialty tracks of family and youth	New in 2021	New in 2021	0
5 - COMMUNICATION (2 Measures)			
Number of public outreach events	659	721	732
Number of hits to the DBH website	New in 2020	547,113	583,237
5 - EARLY INTERVENTIONS (1 Measure)			
Number of child development centers participating in Healthy Futures program	New in 2020	42	83
5 - Outreach Services (1 Measure)			
Number of interventions from Crisis Response Team	New in 2020	10,347	1157
5 - Prevention interventions (2 Measures)			
Number of prevention activities by Prevention Centers	368	246	248
Number of individuals (adults and youth) reached through planned substance use disorder (SUD) prevention strategies	New in 2020	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	New in 2021	New in 2021	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)	New in 2021	New in 2021	9679
6 - Care Coordination (4 Measures)			
Number of people receiving substance use disorder (SUD) outpatient services	New in 2022	New in 2022	New in 2022
Number of SUD clients receiving withdrawal management services	New in 2021	New in 2021	617
Number of Mental Health consumers with a psychiatric hospitalization	New in 2021	New in 2021	1625
Number of SUD clients receiving residential services	New in 2021	New in 2021	1515
6 - Provider Partnership (1 Measure)			
Number of DBH projects with documented involvement of providers	New in 2021	New in 2021	5

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Accountability, quality, compliance monitoring, technical assistance (1 Strategic Initiative)		

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Telehealth Expansion	91% of DBH's clients are Black, and 1% are Hispanic. A major goal of this telehealth expansion is to provide access for SUD clients, as survey data DBH has collected shows they have not been able to benefit from using telehealth because of a lack of access to the necessary technology. This initiative provides equipment and internet access to 4,150 individuals receiving behavioral health services and creates 10 telehealth stations at accessible community sites operated by DBH partners, including four (4) peer-operated centers. Project will increase engagement and retention in treatment, reduce/prevent mental health crises that could result in avoidable emergency room encounters and inpatient psychiatric hospitalizations, and decrease isolation (a known risk factor for the misuse of alcohol and drugs, including deadly opioids).	09-30-2022
Care Coordination (1 Strategic Initiative)		
Intensive Care Coordination	This initiative's goal is to target intensive care coordination services to high risk / high need individuals with complex clinical presentations and socio-economic circumstances who access care inconsistently over time with poor healthcare outcomes. Targeted individuals include those who do not engage or remain consistently in care in the community following numerous emergency department and acute care stays, routinely drop out of care, often change their community behavioral health provider and experience multiple health crises within a calendar year, suffer from concurrent complex somatic, mental health, and SUD diagnoses are often involved in criminal justice system and are high utilizers of behavioral health and somatic services. Multidisciplinary intensive care coordination teams will provide support to this targeted population to reengage individuals who have been disconnected from the care continuum.	09-30-2022
EARLY INTERVENTIONS (1 Strategic Initiative)		
Healthy Futures	DBH will utilize up to six (6) licensed behavioral health clinicians to pilot early childhood treatment services in eight (8) current Healthy Futures child development centers sites. Two (2) clinicians will come from the DBH Healthy Futures team, 2 clinicians will come from the DBH Parent Infant Early Childhood Enhancement (PIECE) team, and 2 additional clinicians will be hired. Capacity for the service will be up to 75 young children and families based upon identified need in eight (8) identified CDCs in areas of the District most impacted by the COVID-19 pandemic either through disproportionate death rates or high infection rates in the respective neighborhoods or Wards.	09-30-2022
Forensic Monitoring (1 Strategic Initiative)		
Re-entry services	Partnering with the Mayor's Office of Returning Citizens' Affairs (MORCA), community based organizations and other District of Columbia Government agencies, Department of Behavioral Health's (DBH) engagement in the Resource to Empower and Develop You Center (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 link returning citizens to Core Service Agencies (CSA) and monitor that they actually receive the service for which they were referred. Eligible returning citizens who are interested in receiving behavioral health services will be linked to CSAs by DBH staff and provided intake appointments within 30 days of their release from the Department of Correction (DOC) custody. DBH will track returning citizens' attendance at intake appointments for behavioral health services.	09-30-2022
Prevention interventions (1 Strategic Initiative)		
Wellness Wednesday	Continue and strengthen Wellness Wednesday sessions with featured speakers and build awareness of the availability of parent/family consultations with a Public Relations campaign on the services provided, by, reducing stigma to seek supports, programming materials, and hiring dedicated staff to implement the program.	09-30-2022
Provider Partnership (3 Strategic initiatives)		
Teacher Support Program	Create a teacher support network to provide up to two weekly teacher support groups. A dedicated Program Manager will be hired to manage and promote the program, as well as conduct a public relations campaign with schools and the Washington Teachers Union. The Manager will also serve as the facilitator for the Healthy Teachers support groups.	09-30-2022
911 Call Transfer Initiative	The 911 Call Transfer Initiative will divert "low-threat" behavioral health crisis calls from the District's 911 operators to DBH's Access Help Line (AHL) to ensure an appropriate, person-centered, clinically based response to residents experiencing a behavioral health crisis. Calls will be transferred from 911 (Office of Unified Communications) to DBH, according to the following agreed upon criteria: Absence of any history of violence, weapons, aggression or other safety concerns, Adults perceived to be in crisis known to third-party call, Individuals who are assessed to not need Emergency Medical Services intervention, Individuals identified as "familiar" / frequent BH callers. The scope of the project will be significantly expanded in the fall when, in addition to AHL's current triage function, DBH's Community Response Team (CRT) is scheduled to respond to certain "checks on welfare" calls which MPD responds to currently.	09-30-2022

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Continuum of Care for District Residents	Improving our response to individuals experiencing behavioral health crisis is among DBH's top priorities in FY22. To that end DBH will establish a Crisis Stabilization and Sobering Center working in close partnership with Fire & EMS (FEMS) as well as DC Health, MPD and DHCF and many other public stakeholders, including the Interagency Council on Homelessness, the DC Behavioral Health Association (DCBHA), the DC Hospital Association (DCHA), and impacted ANC(s) during the process of identifying a contract provider and site. Additionally, related to assuring that the full continuum of high quality, trauma-informed, and culturally acceptable behavioral health care is the creation of one or more additional CPEPs to better meet the needs of those in acute crisis and to reduce the unnecessary reliance on Emergency Departments and avoidable acute inpatient psychiatric admissions.	09-30-2022
SCHOOL MENTAL HEALTH SERVICES (1 Strategic Initiative)		
Implement the school-based behavioral health expansion model	DBH will add 88 additional public and public charter schools to the current cohort of schools and match each new school with a school-based behavioral health provider to provide services.	09-30-2022
Substance Use Treatment for Adults (1 Strategic Initiative)		
Implement the LIVE.LONG.DC opioid strategic plan	Unlike the majority of the country, in the District 85% of people who have died of opioid overdoses are Black. To address this racial health gap, LIVE. LONG. DC., the District's Strategic Plan to Reduce Opioid Use, Misuse, and Related Deaths, will continue to build the city-wide effort to ensure equitable and timely access to high-quality substance use disorder (SUD) treatment and RSS through a network of treatment services that are adequate to meet demand consistent with the criteria of the American Society of Addiction Medicine (ASAM); educate District residents and key stakeholders on the risk of SUD and effective prevention and treatment; engage health professionals and organizations in the prevention and early intervention of SUD among District residents; support the awareness and availability of, and access to, harm reduction services in the District consistent with evolving best and promising practices;	09-30-2022

American Rescue Plan Act KPIs

Measure	Directionality	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual	FY 2022 Target
5 - Promote behavioral health wellness through prevention and early intervention services and supports. (2 Measures)									
Average time from 911 call to CRT arrival on the scene of an event for Priority 1 calls	Down is Better	1.1	Alternative 911 Response	Expanded CRT/Check on Welfare	MPD Behavioral Health Coordinator	New in 2022	New in 2022	New in 2022	New in 2022
Percent of CRT deployment where MPD assistance was requested by CRT	Up is Better	1.1	Alternative 911 Response	Expanded CRT/Check on Welfare	MPD Behavioral Health Coordinator	New in 2022	New in 2022	New in 2022	New in 2022

American Rescue Plan Act WMs

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
5 - Outreach Services (3 Measures)							
Number of FD12s (documentation for involuntary hospitalization) written by CRT for diverted calls	1.1	Alternative 911 Response	Expanded CRT/Check on Welfare	Establish a Behavioral Health Response for Specific Types of 911 Calls	New in 2022	New in 2022	New in 2022

Measure	ARPA Expenditure Code	ARPA Initiative	ARPA Sub-Initiative	ARPA Project Name	FY 2019 Actual	FY 2020 Actual	FY 2021 Actual
Number of 911 calls referred to a behavioral health specialist/clinician that resulted in CRT deployment by category of call for service	1.1	Alternative 911 Response	Expanded CRT/Check on Welfare	Establish a Behavioral Health Response for Specific Types of 911 Calls	New in 2022	New in 2022	New in 2022
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	1.1	Alternative 911 Response	Expanded CRT/Check on Welfare	Establish a Behavioral Health Response for Specific Types of 911 Calls	New in 2022	New in 2022	New in 2022