

# Department of Behavioral Health FY2017

Agency Department of Behavioral Health

Agency Code RMO

Fiscal Year 2017

**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.

## 2017 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 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.**

## 2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 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. (1 Measure)</b>									
Number of new Certified Peer Specialists to include those in specialty tracks of family and youth	<input type="checkbox"/>	Annually		Not available	60	60	40	51	40
<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 to support the behavioral health, wellness and recovery of District residents (12 Measures)</b>									
Percent DBH operated School Mental Health Programs that have a universal evidence-based violence prevention program	<input checked="" type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	New Measure	64.52%
DBH Primary Project children screened with Teacher Child Rating Scale	<input checked="" type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	New Measure	4000
Number of adults reached through planned prevention strategies	<input checked="" type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	New Measure	13626
Number of youth reached through planned prevention strategies	<input checked="" type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	New Measure	7143
Percent of adults who successfully complete residential level of substance use disorder treatment	<input type="checkbox"/>	Quarterly		61.32%	46.97%	46.97%	60%	35.71%	60%
Percent of youth who successfully complete residential substance use disorder treatment	<input type="checkbox"/>	Annually		10.64%	13.35%	13.35%	20%	25.64%	20%
Number of clients who receive Recovery Support Services during or after substance use disorder treatment	<input checked="" type="checkbox"/>	Annually		Not available	2000	6192	2500	New Measure	3000
Percent of Adults Receiving Community Services within 30 days of Discharge from Acute Hospitalization	<input type="checkbox"/>	Annually		74.1%	Not available	Not available	80%	61.54%	80%



Human Resources- Employee Onboard Time	✓	Annually		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management- Employee Performance Plan Completion	✓	Annually		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement- Expendable Budget spent on Certified Business Enterprises	✓	Annually		Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

## 2017 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. (2 Activities)</b>			
TRAINING & EMPLOYEE DEVELOPMENT	Training	The DBH Training Institute provides opportunities for DBH and provider staff to enhance skills for better person-centered service provision.	Daily Service
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
<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 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
DEPUTY DIRECTOR FOR TREATMENT	Substance Use Disorder Treatment Services for youth and adults	Community-based services to assist people reach recovery from Substance Use Disorders.	Daily Service
DEPUTY DIRECTOR FOR TREATMENT	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
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
OFFICE OF THE CHIEF EXECUTIVE	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. Providing 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>			
COMMUNICATIONS	Communication Strategies	Develop and implement communication strategies to promote recovery and well-being	Daily Service
DEPUTY DIRECTOR FOR TREATMENT	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

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
<b>1 - Consumer and Family Engagement (1 Measure)</b>								
No. of Certified Peers employed in meaningful work	✓		No. of Peers	People	Quarterly	Not available	Not available	New Measure
<b>1 - Training (1 Measure)</b>								
No. of persons trained in train-the-trainer Person-Centered Planning.	✓		People trained	People	Quarterly	Not available	Not available	New Measure
<b>2 - Child/Youth Mental Health Services (2 Measures)</b>								
No. of children and youth diverted from Psychiatric Residential Treatment Facilities	✓		No. of Youth	Youth	Quarterly	Not available	Not available	New Measure
No. of children receiving non-Crisis/Emergency MHRS	✓		No. of children	Children	Quarterly	Not available	Not available	New Measure
<b>2 - Early Childhood and School Mental Health Programs (1 Measure)</b>								
No. of Primary Project children receiving early intervention services each quarter	✓		No. of children	Children	Quarterly	Not available	Not available	New Measure
<b>2 - Inpatient Psychiatric Services (2 Measures)</b>								
Average daily census of non-forensic patients	✓		Daily No. of patients	Patients	Quarterly	Not available	Not available	New Measure
Average daily census of forensic patients	✓		Daily No. of forensic patients	Patients	Quarterly	Not available	Not available	New Measure
<b>2 - Mental Health Services provided to adults (2 Measures)</b>								
No. of adults receiving a non-Crisis/Emergency Mental Health Rehabilitation Service (MHRS).	✓		No. of adults receiving MH treatment	People	Quarterly	Not available	Not available	New Measure
No. of adults receiving Health Home services	✓		No. of People enrolled	People	Quarterly	Not available	Not available	New Measure
<b>2 - Prevention interventions (1 Measure)</b>								
No. of prevention activities by Prevention Centers	✓		Prevention Activities	Number	Quarterly	Not available	Not available	New Measure
<b>2 - Recovery Support Services (2 Measures)</b>								
No. of individual clients in treatment services who are also enrolled in recovery services	✓		No. of People enrolled in RSS	People	Quarterly	Not available	Not available	New Measure
No. of clients who remain housed after completing 6-month Environmental Stability program	✓		No. of people in housing	People	Quarterly	Not available	Not available	New Measure
<b>2 - Substance Use Disorder Treatment Services for youth and adults (2 Measures)</b>								
No. of individuals receiving an intake assessment.	✓		No. of People	People	Quarterly	Not available	Not available	New Measure
No. of individuals enrolled in treatment services	✓		No. of People enrolled	People	Quarterly	Not available	Not available	New Measure
<b>3 - Housing Services (1 Measure)</b>								
No. of people moving out of Saint Elizabeths Hospital and Psychiatric Residential Treatment Facilities into community settings	✓		No. of adults and youth	People	Quarterly	Not available	Not available	New Measure
<b>4 - Communication Strategies (2 Measures)</b>								
No. of public outreach events	✓		No. of public outreach events	Events	Quarterly	Not available	Not available	New Measure
No. of communications including press announcements, tweets, Facebook posting and other social media	✓		No. of communications	Communications	Quarterly	Not available	Not available	New Measure
<b>4 - Outreach Activities (1 Measure)</b>								
The number of people visiting the MARC.	✓		The number of people visiting the MARC.	People	Quarterly	Not available	Not available	New Measure

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
<b>ADULT SERVICES - SUPPORT HOUSING - MHSS (2 Strategic initiative-operation links)</b>		
Assessment Tool	Use of the common assessment tool (VI-SPDAT) for homeless individuals will be promulgated across the entire DBH provider network including mental health and substance use providers by end of FY 17 to ensure homeless individuals are participating in the District's Coordinated Entry system and to assist in prioritizing DBH resources.	09-30-2017
Expand Outreach to Chronically Homeless.	In partnership with the ICH, DBH launched the CAHBI initiative (Cooperative Agreements to Benefit Homeless Individuals), which expanded street outreach and shelter inreach services throughout the city. All new providers are fully staffed, and in FY17, these agencies will be integral partners to the city's Coordinated Assessment and Housing Placement System, working to engage and connect to housing nearly 300 chronically homeless individuals that will receive assistance under the DHS Coordinated Assessment and Housing Placement (CAHP) Program.	09-30-2017
<b>CHILDREN AND YOUTH - MHSS (2 Strategic initiative-operation links)</b>		
Transition-Age Youth (TAY)	Implementation of new program of small cadre of Core Services Agencies who will receive training and additional support to specialize in transition-age-youth service delivery by end of FY 17	09-30-2017
LetHelpIn Anti-Stigma Campaign	In FY17, DBH's LetHelpIn anti-stigma campaign will target vulnerable youth and young adults ages 15-21 in wards 5, 7 and 8. The campaign employs the use of popular social media outlets such as Instagram, Twitter and Facebook along with the deployment of a colorful mobile unit to help increase mental health awareness. The campaign will: 1. Participate in three public outreach events per quarter as a vendor; 2. Create 300 digital media impressions per quarter (includes Twitter, Instagram, YouTube, and Facebook, and email); 3. Increase LetHelpIn.com web traffic by 10%; 4. 5% Share of Children's Mental Health Awareness Day digital share of voice during the first 2 weeks of May; 5. Collect 500 individual emails for future DBH outreach.	09-30-2017
<b>COMMUNICATIONS (1 Strategic Initiative-Operation Link)</b>		
LetHelpIn Anti-Stigma Campaign	In FY17, DBH's LetHelpIn anti-stigma campaign will target vulnerable youth and young adults ages 15-21 in wards 5, 7 and 8. The campaign employs the use of popular social media outlets such as Instagram, Twitter and Facebook along with the deployment of a colorful mobile unit to help increase mental health awareness. The campaign will: 1. Participate in three public outreach events per quarter as a vendor; 2. Create 300 digital media impressions per quarter (includes Twitter, Instagram, YouTube, and Facebook, and email); 3. Increase LetHelpIn.com web traffic by 10%; 4. 5% Share of Children's Mental Health Awareness Day digital share of voice during the first 2 weeks of May; 5. Collect 500 individual emails for future DBH outreach.	09-30-2017
<b>CONSUMER &amp; FAMILY AFFAIRS (1 Strategic Initiative-Operation Link)</b>		
Recovery Coach Training	A 36-hour Recovery Coach Training curriculum was developed in 2016 by the substance use disorder staff for the proposed certification program to begin in FY17. The training will prepare persons in recovery, recovery program staff, leaders of recovery provider organizations, peer specialists, and recovery coach candidates to implement recovery coaching skills and strategies within an array of recovery support services.	09-30-2017
<b>DEPUTY DIRECTOR FOR TREATMENT (1 Strategic Initiative-Operation Link)</b>		
Recovery Coach Training	A 36-hour Recovery Coach Training curriculum was developed in 2016 by the substance use disorder staff for the proposed certification program to begin in FY17. The training will prepare persons in recovery, recovery program staff, leaders of recovery provider organizations, peer specialists, and recovery coach candidates to implement recovery coaching skills and strategies within an array of recovery support services.	09-30-2017
<b>EARLY CHILDHOOD &amp; SCHOOL MH PROG - MHSS (2 Strategic initiative-operation links)</b>		
Healthy Futures	Expansion of the Healthy Futures early childhood mental health consultation to 8 additional Quality Improvement Network (QIN sites), 10 home providers and new PreK incentive sites. Healthy Futures is an Early Childhood Mental Health Consultation (ECMHC) program. ECMHC is intended to promote social and emotional development in children and transform children's challenging behaviors. It provides early childhood consultation to parents, teachers and providers about mental health and early identification of young children at risk of or displaying signs and symptoms of mental health disorders which will enable better outcomes for these children.	09-30-2017
Comprehensive Plan for Expanding School Mental Health.	DBH, in collaboration with, among others, the Office of the State Superintendent for Education, D.C. Public Schools, the Public Charter School Board and the Department of Health, is developing a Comprehensive Plan for the expansion of the Early Childhood and School Mental Health Program. This Plan will include criteria for the prioritization and allocation of resources.	09-30-2017
<b>MENTAL HEALTH SERVICES - MHSS (3 Strategic initiative-operation links)</b>		
Access HelpLine integration	Enhance Access HelpLine to operate as a single DBH enrollment and disenrollment authorizer for mental health and substance use disorder services to ensure better integration of resources, integrated treatment, and authorization of services. Currently Substance Use Disorder (SUD) services are authorized externally to the Access HelpLine and information regarding authorized services is siloed.	09-30-2017
Mental Health for Older Adults	DBH is committed to ensuring that it enables people in the behavioral health system who may assess or treat older adults to have the tools they need to assist these individuals in the best manner possible. The Department will work with primary care providers to identify a tool that can be used to screen older adults for behavioral health issues. The Department will also develop or identify a curriculum(s) and training resources and supports that can be used to train hospital and home health care workers to best address the needs of older adults with behavioral health issues	09-30-2017
Improve Mental Health Services	DBH will improve the use of local resources and ensure the most efficacious use of mental health services for consumers. DBH will 1) improve its contract monitoring of providers to ensure local fiscal resources are used efficiently; 2) develop new provider guidelines for discharge planning services for consumers in institutions to ensure appropriate discharge planning occurs in a timely manner; and 3) develop and implement medical necessity criteria for mental health services to ensure services meet consumer needs in a person-centered system.	09-30-2017
<b>OFFICE OF THE CHIEF EXECUTIVE (2 Strategic initiative-operation links)</b>		

Outdoor Activities	Development of off unit activities in outdoor recreation area. In July 2016, Saint Elizabeths Hospital implemented a new initiative to engage individuals in care in additional off-unit activities in its outdoor recreation area. Each unit has been allotted time throughout the week for various outdoor, off-unit activities, including board games, coloring/art activities, sport games, and music-related activities. The activities are in addition to the Hospital's usual indoor activities in its gyms and therapeutic learning centers. During FY 17 the Hospital will expand and normalize the use of the outdoor recreation activity area as part of its treatment milieu. The Hospital expects that the introduction of additional off-unit, outdoor activities will lead to improved physical health and a reduction in the risk of violent incidents (aggressive behavior, physical assault, property destruction, self-injurious behavior) by individuals in care.	09-30-2017
Improved Discharge Planning	In FY17, Saint Elizabeths Hospital staff will implement strategies aimed at increasing the effectiveness of post discharge linkages with community-based treatment and support services. The measurement of effective linkages will include the Interdisciplinary Recovery Plan (IRP) Observation Audit and the Discharge Plan of Care (DPOC) Audit. The IRP Audit will examine if the family and/or Community Support Workers are invited to IRPs, and if there is active discussion about the discharge plan at each IRP. The DPOC Audit will address whether patients are linked to a Core Service Agency/active treatment post discharge, and to appropriate housing.	09-30-2017

Created on Dec. 15, 2015 at 4:14 PM (EST). Last updated by [Fowler-Finn, MeghanMarie \(OSSE\)](#) on Dec. 18, 2015 2:29 PM at 2:29 PM (EST). Owned by [Fowler-Finn, MeghanMarie \(OSSE\)](#).