

# Department of Behavioral Health FY2018

**Agency** Department of Behavioral Health

**Agency Code** RM0

**Fiscal Year** 2018

**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.

## 2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# 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.	2	2
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	7
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	1
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	2
5	Create and maintain a highly efficient, transparent and responsive District government.**	10	0
<b>TOT</b>		<b>23</b>	<b>12</b>

## 2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 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 in FY18	<input type="checkbox"/>	34	60	60	40	51	40	23	20
Number of people trained in Recovery Coaching in FY18	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	25	25	19	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 to support the behavioral health, wellness and recovery of District residents (7 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.	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	51,291	53,586
Achieve a five percent increase in utilization of Trauma Focused Cognitive Behavioral Therapy (TF-CBT) over FY17 number	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	119	125
Achieve a five percent increase in utilization of Child Parent Psycho-Therapy (CPP) over FY17 number	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	41	43
Achieve a five percent increase in the number of consumers receiving a substance use disorder (SUD) assessment and are referred to treatment in FY18	✓	Not available	Not available	Not Available	Not Available	1630	New Measure	7338	1798
Achieve a five percent increase in the number of individuals (adults and youth) reached through planned prevention strategies over FY17 number	✓	Not available	Not available	Not Available	Not Available	3138	New Measure	18,370	5
Increase in the number of Crisis Intervention Officers (CIO) trained in FY18	✓	Not available	Not available	Not Available	Not Available	203	New Measure	150	188
Percent of post fall assessments conducted with 72 hours of event	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	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 in FY18	<input type="checkbox"/>	Not available	Not available	Not Available	Not Available	Not Available	45	23	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 in FY18 over baseline established in FY17	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	772,738	850,011
Achieve a twenty percent increase in social media hits (Facebook and Twitter) over baseline established in FY17	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	122,362	146,834
Increase in number of public events over baseline established in FY17	✓	Not available	Not available	Not Available	Not Available	Not Available	New Measure	486	583

\*\*We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
<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>					
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	1	2
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	1	1
TOT				2	3
<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	0	1
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	1	1
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	2	1
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	2	1
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	2	0
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	2	1

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	2	1
TOT				11	6
<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	1	1
TOT				1	1
<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>					
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	1	0
COMMUNICATIONS	Communication Strategies	Develop and implement communication strategies to promote recovery and well-being.	Daily Service	2	0
TOT				3	0
<b>TOT</b>				<b>17</b>	<b>10</b>

2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
<b>1 - Consumer and Family Engagement (1 Measure)</b>					
Number of Certified Peers employed in meaningful work	<input type="checkbox"/>	Not available	Not Available	Not Available	344
<b>1 - Training (1 Measure)</b>					

Number of supervisors, trainers and other management-level staff trained in the train-the-trainer modules	<input checked="" type="checkbox"/>	Not available	Not Available	Not Available	67
<b>2 - Child/Youth Mental Health Services (2 Measures)</b>					
Number of children and youth diverted from Psychiatric Residential Treatment Facilities	<input type="checkbox"/>	Not available	Not Available	Not Available	244
Number of children receiving non-Crisis/Emergency MHRS	<input type="checkbox"/>	Not available	Not Available	Not Available	10,900
<b>2 - Inpatient Psychiatric Services (2 Measures)</b>					
Average daily census of non-forensic patients	<input type="checkbox"/>	Not available	Not Available	Not Available	392
Average daily census of forensic patients	<input type="checkbox"/>	Not available	Not Available	Not Available	678
<b>2 - Mental Health Services provided to adults (2 Measures)</b>					
Number of adults receiving a non-Crisis/Emergency Mental Health Rehabilitation Service (MHRS)	<input type="checkbox"/>	Not available	Not Available	Not Available	54,291
Number of adults receiving Health Home services	<input type="checkbox"/>	Not available	Not Available	Not Available	6454
<b>2 - Prevention interventions (1 Measure)</b>					
Number of prevention activities by Prevention Centers	<input type="checkbox"/>	Not available	Not Available	Not Available	656
<b>2 - Recovery Support Services (2 Measures)</b>					
Number of individual clients in treatment services who are also enrolled in recovery services	<input type="checkbox"/>	Not available	Not Available	Not Available	161
Number of clients discharged after completing up to 6 months of Environmental Stability.	<input type="checkbox"/>	Not available	Not Available	Not Available	261
<b>2 - Substance Use Disorder Treatment Services for youth and adults (2 Measures)</b>					
Number of individuals receiving an intake assessment	<input type="checkbox"/>	Not available	Not Available	Not Available	9645
Number of individuals enrolled in treatment services	<input type="checkbox"/>	Not available	Not Available	Not Available	11,384
<b>3 - Housing Services (1 Measure)</b>					
Number of people moving out of Saint Elizabeths Hospital into community settings	<input type="checkbox"/>	Not available	Not Available	Not Available	343

4 - Communication Strategies (2 Measures)					
Number of public outreach events	<input type="checkbox"/>	Not available	Not Available	Not Available	398
Number of communications including press announcements and social media (Facebook and Twitter)	<input type="checkbox"/>	Not available	Not Available	Not Available	122,362
4 - Outreach Activities (1 Measure)					
Number of people visiting the SUD Mobile Assessment and Referral Center (MARC)	<input type="checkbox"/>	Not available	Not Available	Not Available	898

## Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
: CPS and Recovery Coaches Employed in Community Settings	DBH has a well-developed peer certification program that is being enhanced to include substance use disorder treatment, in addition to youth, adult and family peer programs already established. Increasing the use of peers and recovery coaches in the System of Care will both enhance the services being provided and allow for greater employment opportunities among DBH consumers. Current certified peers and recovery coaches are employed throughout the public behavioral health system. During FY18, the DBH Consumer and Family Affairs Administration will monitor the number of persons who successfully complete these courses as well as the settings in which certified peer specialist and recovery coaches are employed.	09-30-2018
D.C. Certified Peer Academy	The D.C. Peer Academy launched in the 4th quarter of FY17. By the end of FY17, program participants will have completed individualized work plans. Full implementation of this project begins in FY18 on October 1, 2017. The DC Certified Peer Academy offers access to subject matter experts and support to help expand certified peer-run organization's knowledge, expertise, sustainability, and capacity to carry out their mission. The intensive technical assistance will support the implementation and sustainment of activities to engage peer leaders from mental health and substance use communities and assist in the achievement of DBH implementation plans to expand recovery support efforts.	09-30-2018
Training Series	DBH has trained 325 people since FY15. Due to staff turnover, at least two (2) trainings will be held in FY18 and perhaps two (2) in subsequent years. A maximum of 30 people will be trained in each session for a total of 60 people.	09-30-2018
DC Social Emotional Early Development Project	This 4-year SAMHSA grant DC supports strengthening and expanding mental health services for children ages 0-6 at risk of or diagnosed with serious emotional disturbances and their families. In FY 18 DBH will establish the System of Care with three (3) Early Childhood providers and provide training to the providers in three (3) evidence- based programs (Child-Parent Psychotherapy, Parent Child Interaction Therapy, and Strengthening Family Coping Resources).	09-30-2018
Opioid Awareness Campaign	The DBH Substance Use Disorder Services (SUDS) Prevention Division is developing an Opioid Awareness Campaign to raise awareness about the risks associated with opioid use and to direct individuals toward help. Phase 1 and Phase 2 of the Opioid Awareness Campaign will occur in FY18. In Phase 1 guerilla marketing and promotional items will be used to reach the target population. Phase 2 will focus more on youth, social media and other print media that will be used to engage the target population.	09-30-2018
Consumer Placement in Recovery Support	In FY18 the activities will include: 1) identify tools and review for screening and assessment of best practices; 2) meet with stakeholders for internal and external feedback and gain executive level approval; 3) implement instrument/tool at the provider level; 4) modify policy and procedure for DBH and external partners; 5) provide technical assistance on an as needed basis;	09-30-2018

Services	and 6) conduct evaluation and provide feedback.	
Increase CABHI Provider Outreach Capacity	CABHI will expand the number of working outreach teams per provider in order to increase capacity. By increasing capacity each provider will be able to increase their enrollments by 20%.	09-30-2018
Intellectual Developmental Disabilities/Mental Illness	This is a collaboration between the Department of Behavioral Health, Department of Disability Services, Child and Family Services Agency, community- based programs, and the Georgetown University Center for Excellence in Developmental Disabilities. The focus is on trauma informed care and dual diagnosis (IDD/MI) for transition age youth 16-25. During FY18 the following activities will occur: 1) assess for intellectual disability, co-occurring mental health disorder and trauma history; 2) provide training and technical assistance for stakeholders; 3) help build the capacity of communities to sustain the flow of disability-related services to prevent penetration of crisis oriented episodic services; 4) ensure coordination and collaboration of services; 5) establish systems and protocols consistent with specific treatment outcomes; 6) ensure treatment is person-centered or individualized for persons with an IDD/MI and trauma history; and 7) identify best practice models and treatment interventions for this population.	09-30-2018
Improve Treatment Engagement in Group Settings	Saint Elizabeths Hospital provides integrated mental health services for individuals in recovery or returning to the community. Treatment is multidisciplinary, individualized, and recovery based. Therapeutic Learning Centers (TLC) provide treatment based on individual needs and discharge criteria. Individuals attend treatment groups until they reach maximum benefit, are unable to benefit from the group, or no longer appropriate for the group. SEH has seen a decline in group attendance. In FY18, SEH will target individuals who regularly attend TLC groups, but are not consistent in their attendance. The aim is for 60% of individuals in TLC to receive an average of 15-hours of active treatment per week.	09-30-2018
Housing Options and Vouchers	In FY18, DBH will continue to utilize the array of housing resources within the Department and work collaboratively with DHS, DHCD, DCHA, and community-based organizations that serve the homeless population to: 1) identify vulnerable and chronically homeless persons for match to available housing resources; 2) work with provider agencies to support transition from homelessness into housing; 3) provide oversight and technical assistance to provider agencies to ensure supports are available to consumers to successfully maintain their housing. DBH will also continue to utilize the Coordinated Entry/Coordinated Assessment and Housing Placement (CAHP) system and to serve on the Inter-Agency Council on Homelessness (ICH) to implement strategies to increase affordable housing and allocate housing resources to reduce homelessness in the District.	07-30-2017