

Redwood Quality Management Company (RQMC) is the Administrative Service Organization for Mendocino County- providing management and oversight of specialty mental health, community service and support, and prevention and early intervention services. The following data is reported by age range, along with a total for the system of care (either youth or adult) as well as the overall RQMC total. This will assist in interpreting how different demographics are accessing service, as well as assist in providing an overall picture of access and service by county contract (youth, young adult and adult). Our goal is to provide the Behavioral Health Advisory Board with meaningful data that will aid in your decision making and advocacy efforts while still providing a snapshot of the overall systems of care.

AGE OF PERSONS SERVED

| | Children & Youth | | Young Adult | | Adult & Older Adult System | | | RQMC |
|--------------------------------|------------------|-------|-------------|-------|----------------------------|-------|-----|--------------|
| | 0-11 | 12-17 | 18-21 | 22-24 | 25-40 | 41-64 | 65+ | Total |
| Persons Admitted to... | | | | | | | | |
| Outpatient Services Dec | 26 | 25 | 3 | 7 | 19 | 25 | 1 | |
| <i>Total</i> | 51 | | 10 | | 45 | | | 106 |
| Crisis Services Dec | 4 | 16 | 11 | 13 | 36 | 31 | 10 | |
| <i>Total</i> | 20 | | 24 | | 77 | | | 121 |
| Unduplicated Persons... | | | | | | | | |
| Served in Dec | 257 | 234 | 67 | 45 | 258 | 394 | 67 | |
| <i>Total</i> | 491 | | 112 | | 719 | | | 1,322 |
| Unduplicated Persons... | | | | | | | | |
| Served Fiscal Year to Date | 369 | 404 | 133 | 96 | 449 | 624 | 117 | |
| <i>Total</i> | 773 | | 229 | | 1,190 | | | 2,192 |
| Identified As (YTD)... | | | | | | | | |
| Male | 390 | | 122 | | 588 | | | 1,100 |
| Female | 379 | | 102 | | 599 | | | 1,080 |
| Non-Binary and Transgender | 4 | | 5 | | 3 | | | 12 |
| White | 404 | | 128 | | 922 | | | 1,454 |
| Hispanic | 178 | | 48 | | 68 | | | 294 |
| American Indian | 83 | | 22 | | 64 | | | 169 |
| Asian | 6 | | 3 | | 16 | | | 25 |
| African American | 22 | | 15 | | 22 | | | 59 |
| Other/Undisclosed | 80 | | 13 | | 98 | | | 191 |

| YTD Persons by location... | |
|-----------------------------------|------|
| Ukiah Area | 1240 |
| Willits Area | 301 |
| North County | 78 |
| Anderson Valley | 18 |
| North Coast | 434 |
| South Coast | 44 |
| OOC/OOS | 77 |

***RQMC has identified 454 homeless persons through Building Bridges, Homeless Outreach Pilot Project and Contracted Providers. Of the 454 persons 156 have no service history with RQMC for a variety of reasons including, but not limited to: Declined Services, Could receive services at a lower level of care, etc.

AGE OF PERSONS SERVED

| <i>Children & Youth</i> | | <i>Young Adult</i> | | <i>Adult & Older Adult System</i> | | | <i>RQMC</i> |
|-----------------------------|-------|--------------------|-------|---------------------------------------|-------|-----|-------------|
| 0-11 | 12-17 | 18-21 | 22-24 | 25-40 | 41-64 | 65+ | Total |
| | | | | | | | |

Redwood Quality Management Company

Data Dashboard- Dec 2019 and 19/20 YTD

Total Number of...

| | | | | | | | | |
|--------------------------|----|----|----|----|-----|-----|------------|--|
| Crisis Line Contacts Dec | 9 | 36 | 18 | 27 | 124 | 127 | 22 | |
| Total | 45 | | 45 | | 273 | | 363 | |

*There were 44 logged calls where age was not disclosed. Those have been added to the total.

| | | | | | | | | |
|---------------------------------|-----|-----|-----|----|-------|-----|--------------|--|
| Crisis Line Contacts YTD | 45 | 257 | 94 | 93 | 686 | 648 | 113 | |
| Total | 302 | | 187 | | 1,447 | | 1,936 | |

| by reason for call YTD... | |
|---------------------------|-----|
| Increase in Symptoms | 712 |
| Phone Support | 435 |
| Information Only | 209 |
| Suicidal ideation/Threat | 359 |
| Self-Injurious Behavior | 25 |
| Access to Services | 143 |
| Aggression towards Others | 20 |
| Resources/Linkages | 33 |

| Dec Calls from Law Enforcement to Crisis | | |
|--|----------|--------|
| TOTAL: 34 | | |
| MCSO: 14 | CHP: | WPD: |
| FBPD: | Jail: 11 | UPD: 6 |

| by time of day YTD... | |
|-----------------------|------|
| 08:00am-05:00pm | 1132 |
| 05:00pm-08:00am | 604 |

| YTD Calls from Law Enforcement to Crisis | | |
|--|----------|---------|
| TOTAL: 199 | | |
| MCSO: 68 | CHP: | WPD: 6 |
| FBPD: 15 | Jail: 77 | UPD: 33 |

Total Number of...

| | | | | | | | | |
|----------------------------------|----|----|----|----|-----|----|------------|--|
| Emergency Crisis Assessments Dec | 8 | 24 | 14 | 22 | 58 | 46 | 17 | |
| Total | 32 | | 36 | | 121 | | 189 | |

| | | | | | | | | |
|---|-----|-----|-----|----|-----|-----|--------------|--|
| Emergency Crisis Assessments YTD | 37 | 207 | 82 | 83 | 337 | 361 | 98 | |
| Total | 244 | | 165 | | 796 | | 1,205 | |

| YTD by location... | |
|-----------------------------------|-----|
| Ukiah Valley Medical Center | 503 |
| Crisis Center-Walk Ins | 291 |
| Mendocino Coast District Hospital | 148 |
| Howard Memorial Hospital | 150 |
| Jail | 50 |
| Juvenile Hall | 41 |
| Schools | 3 |
| Community | 17 |
| FQHCs | 2 |

| YTD by insurance... | |
|----------------------|-----|
| Medi-Cal/Partnership | 811 |
| Private | 142 |
| Medi/Medi | 109 |
| Medicare | 77 |
| Indigent | 55 |
| Consolidated | 1 |
| Private/Medi-Cal | 2 |
| VA | 8 |

AGE OF PERSONS SERVED

Children & Youth *Young Adult* *Adult & Older Adult System* *RQMC*

| | | | | | | | |
|------|-------|-------|-------|-------|-------|-----|--------------|
| 0-11 | 12-17 | 18-21 | 22-24 | 25-40 | 41-64 | 65+ | Total |
|------|-------|-------|-------|-------|-------|-----|--------------|

Redwood Quality Management Company

Data Dashboard- Dec 2019 and 19/20 YTD

Total Number of...

| | | | | | | | | |
|--------------------------------|---|---|----|---|----|----|----|--|
| Inpatient Hospitalizations Dec | 2 | 6 | 7 | 6 | 14 | 15 | 4 | |
| <i>Total</i> | 8 | | 13 | | 33 | | 54 | |

| | | | | | | | | |
|--------------------------------|----|----|----|----|-----|----|-----|--|
| Inpatient Hospitalizations YTD | 5 | 44 | 25 | 31 | 100 | 86 | 16 | |
| <i>Total</i> | 49 | | 56 | | 202 | | 307 | |

| ReHospitalization within 30 days | Youth | Adult | 0-2 days in the Hospital | Admits | % of total Admits |
|----------------------------------|-------|-------|--------------------------|--------|-------------------|
| Dec | 0 | 4 | Dec | 9 | 16.7% |
| YTD | 9 | 20 | YTD | 28 | 9.1% |

| Days in the ER | 0 | 1 | 2 | 3 | 4 | 5+ | Unk |
|----------------|----|-----|----|----|---|----|-----|
| Dec | 10 | 25 | 13 | 1 | 0 | 1 | 4 |
| YTD | 59 | 145 | 67 | 11 | 2 | 2 | 21 |

| ..by Hospital | 0 | 1 | 2 | 3 | 4 | 5+ | |
|---------------|---|----|---|---|---|----|--|
| AHUV | 5 | 15 | 8 | 1 | 0 | 1 | |
| Howard | 2 | 6 | 1 | 0 | 0 | 0 | |
| MCDH | 1 | 4 | 4 | 0 | 0 | 0 | |

| At Discharge | Discharged to Mendocino | | Follow up Crisis Appt | | Declined follow up Crisis appt | |
|--|-------------------------|-----|-----------------------|-----|--------------------------------|-----|
| | Dec | YTD | Dec | YTD | Dec | YTD |
| Payor | | | | | | |
| Mendo Medi-cal | 29 | 181 | 26 | 162 | 3 | 16 |
| Indigent | 1 | 17 | 1 | 16 | 0 | 1 |
| Other Payor | 2 | 24 | 1 | 15 | 1 | 13 |
| YTD hospitalizations where discharge was out of county or unknown: | | | | | | 76 |
| YTD number who declined a follow up appt: | | | | | | 30 |

| Number of hospitalition | 1 | 2 | 3 | 4 | 5 | 6+ |
|------------------------------------|-----|----|---|---|---|----|
| YTD Number of unduplicated clients | 172 | 33 | 3 | 0 | 0 | 1 |

| YTD hospitalizations by location... | |
|---|-----|
| Aurora- Santa Rosa** | 56 |
| Restpadd Redding/RedBluff** | 71 |
| St. Helena Napa/ Vallejo** | 124 |
| Sierra Vista Sacramento** | 3 |
| John Muir Walnut Creek | 3 |
| St Francis San Francisco | 12 |
| St Marys San Francisco** | 4 |
| Marin General** | 6 |
| Heritage Oaks Sacramento** | 7 |
| VA: Sacramento / PaloAlto / Fairfield / San Francisco | 0 |
| Other** | 21 |

| YTD hospitalizations by criteria... | |
|-------------------------------------|-----|
| Danger to Self | 149 |
| Gravely Disabled | 97 |
| Danger to Others | 4 |
| Combination | 57 |

Total Number of...

| Full Service Partners Dec | | Youth | TAY | Adult | BHC | OA | Outreach | |
|---------------------------|--|-------|-----|-------|-----|----|----------|------------|
| <i>Total</i> | | 0 | 22 | 73 | 9 | 13 | 13 | 130 |

Total Number of...

| Full Service Partners YTD | | Youth | TAY | Adult | BHC | OA | Outreach | |
|---------------------------|--|-------|-----|-------|-----|----|----------|------------|
| <i>Total</i> | | 1 | 27 | 91 | 9 | 20 | 33 | 181 |

| Contract Usage | Budgeted | |
|---------------------------------------|-----------------|----------------|
| Medi-Cal in County Services (60% FFP) | \$12,885,000.00 | \$6,796,127.00 |
| Medi-Cal RQMC Out of County Contracts | \$1,930,000.00 | \$690,580.00 |
| MHSA | \$1,786,450.00 | \$870,584.00 |
| Indigent RQMC Out of County Contracts | \$718,672.00 | \$395,619.00 |
| Medication Management | \$1,100,000.00 | \$592,093.00 |

| Estimated Expected FFP | Dec | YTD |
|-------------------------------|--------------|----------------|
| Expected FFP | \$683,935.00 | \$4,077,676.20 |

Redwood Quality Management Company

Data Dashboard- Dec 2019 and 19/20 YTD

| Services Provided | | | | | | |
|-------------------------------------|--------------|----------------|--------------|----------------|----------------|----------------|
| Whole System of Care | Dec | Dec | Dec | YTD | YTD | YTD |
| Count of Services Provided | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| *Assessment | 128 | 28 | 147 | 700 | 169 | 1104 |
| *Case Management | 182 | 203 | 969 | 1490 | 1008 | 5891 |
| *Collateral | 119 | 2 | 2 | 937 | 27 | 19 |
| *Crisis | 45 | 61 | 203 | 382 | 249 | 1292 |
| *Family Therapy | 110 | 0 | 3 | 866 | 12 | 14 |
| *TFC | 62 | | | 298 | | |
| *Group Therapy | 0 | 0 | 7 | 1 | 1 | 22 |
| *Group Rehab | 290 | 28 | 48 | 2117 | 176 | 249 |
| *ICC | 310 | 3 | | 2426 | 31 | |
| *Individual Rehab | 276 | 101 | 507 | 2284 | 660 | 2784 |
| *Individual Therapy | 621 | 101 | 323 | 3870 | 735 | 2187 |
| *IHBS | 148 | 0 | | 1044 | 4 | |
| *Psychiatric Services | 65 | 32 | 301 | 331 | 182 | 1839 |
| *Plan Development | 99 | 15 | 89 | 516 | 102 | 654 |
| *TBS | 46 | | | 84 | | |
| Total | 2501 | 574 | 2599 | 17346 | 3,356 | 16,055 |
| No Show Rate | 6.7% | | | 8.6% | | |
| Average Cost Per Beneficiary | \$975 | \$1,175 | \$737 | \$4,179 | \$3,348 | \$2,823 |

| Count of Services by Area | Dec | Dec | Dec | YTD | YTD | YTD |
|---------------------------|-------|---------|--------|--------|----------|--------|
| | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| Anderson Valley | 2 | 1 | | 19 | 11 | |
| South Coast | 10 | 0 | | 10 | 16 | |
| North Coast | 143 | 60 | 568 | 957 | 285 | 3,266 |
| North County | 66 | | | 561 | | |
| Ukiah | 2,070 | 510 | 1,954 | 13,733 | 2,991 | 12,363 |
| Willits | 210 | 3 | 77 | 2,066 | 53 | 426 |

| Meds Management | Dec | Dec | Dec | YTD | YTD | YTD |
|---------------------------------|-------|---------|--------|-------|----------|--------|
| | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| Ukiah Unduplicated Clients | 63 | 20 | 200 | 123 | 55 | 463 |
| Fort Bragg Unduplicated Clients | 3 | 7 | 70 | 7 | 12 | 138 |
| Ukiah Services | 95 | 28 | 326 | 486 | 193 | 2069 |
| Fort Bragg Services | 3 | 12 | 92 | 10 | 59 | 564 |