



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 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 System*      *Adult & Older Adult System*      *RQMC*

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

#### Persons Admitted to...

|                         |     |    |    |    |    |    |   |     |
|-------------------------|-----|----|----|----|----|----|---|-----|
| Outpatient Services May | 38  | 39 | 17 | 11 | 28 | 46 | 4 |     |
| Total                   | 105 |    |    |    | 78 |    |   | 183 |

|                     |    |    |    |   |    |    |    |     |
|---------------------|----|----|----|---|----|----|----|-----|
| Crisis Services May | 5  | 28 | 17 | 5 | 39 | 49 | 10 |     |
| Total               | 55 |    |    |   | 98 |    |    | 153 |

#### Unduplicated Persons...

|               |     |     |    |    |     |     |    |       |
|---------------|-----|-----|----|----|-----|-----|----|-------|
| Served in May | 289 | 291 | 95 | 56 | 255 | 408 | 62 |       |
| Total         | 731 |     |    |    | 725 |     |    | 1,456 |

#### Unduplicated Persons...

|                            |       |     |     |     |       |     |     |       |
|----------------------------|-------|-----|-----|-----|-------|-----|-----|-------|
| Served Fiscal Year to Date | 547   | 586 | 231 | 134 | 605   | 746 | 158 |       |
| Total                      | 1,498 |     |     |     | 1,509 |     |     | 3,007 |

#### Identified As (YTD)...

|                            |     |  |  |  |     |  |  |       |
|----------------------------|-----|--|--|--|-----|--|--|-------|
| Male                       | 763 |  |  |  | 784 |  |  | 1,547 |
| Female                     | 721 |  |  |  | 721 |  |  | 1,442 |
| Non-Binary and Transgender | 14  |  |  |  | 4   |  |  | 18    |

|                   |     |  |  |  |      |  |  |       |
|-------------------|-----|--|--|--|------|--|--|-------|
| White             | 791 |  |  |  | 1210 |  |  | 2,001 |
| Hispanic          | 384 |  |  |  | 95   |  |  | 479   |
| American Indian   | 120 |  |  |  | 90   |  |  | 210   |
| Asian             | 6   |  |  |  | 15   |  |  | 21    |
| African American  | 55  |  |  |  | 29   |  |  | 84    |
| Other/Undisclosed | 142 |  |  |  | 70   |  |  | 212   |

#### YTD Persons by location...

|                 |      |
|-----------------|------|
| Ukiah Area      | 1627 |
| Willits Area    | 409  |
| North County    | 108  |
| Anderson Valley | 36   |
| North Coast     | 655  |
| South Coast     | 68   |
| OOC/OOS         | 104  |



### AGE OF PERSONS SERVED

#### Children, Youth, & Young Adult System

#### Adult & Older Adult System

#### RQMC

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

#### Total Number of...

Crisis Line Contacts May

|       |     |    |    |    |     |     |    |     |
|-------|-----|----|----|----|-----|-----|----|-----|
|       | 8   | 51 | 32 | 11 | 156 | 145 | 16 |     |
| Total | 102 |    |    |    | 317 |     |    | 419 |

\*There were 83 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD

|       |       |     |     |     |       |      |     |       |
|-------|-------|-----|-----|-----|-------|------|-----|-------|
|       | 95    | 524 | 221 | 186 | 1906  | 1779 | 194 |       |
| Total | 1,026 |     |     |     | 3,879 |      |     | 4,905 |

#### by reason for call YTD...

|                           |      |
|---------------------------|------|
| Increase in Symptoms      | 1237 |
| Phone Support             | 1377 |
| Information Only          | 1003 |
| Suicidal ideation/Threat  | 755  |
| Self-Injurious Behavior   | 55   |
| Access to Services        | 314  |
| Aggression towards Others | 43   |
| Resources/Linkages        | 121  |

#### May Calls from Law Enforcement to Crisis

|           |         |        |
|-----------|---------|--------|
| TOTAL: 28 |         |        |
| MCSO: 13  | CHP: 0  | WPD: 2 |
| FBPD: 8   | Jail: 4 | UPD: 1 |

#### by time of day YTD...

|                 |      |
|-----------------|------|
| 08:00am-05:00pm | 3089 |
| 05:00pm-08:00am | 1816 |

#### YTD Calls from Law Enforcement to Crisis

|            |          |          |
|------------|----------|----------|
| TOTAL: 491 |          |          |
| MCSO: 176  | CHP: 11  | WPD: 38  |
| FBPD: 75   | Jail: 90 | UPD: 101 |

#### Total Number of...

Emergency Crisis Assessments May

|       |    |    |    |   |     |    |    |     |
|-------|----|----|----|---|-----|----|----|-----|
|       | 6  | 40 | 25 | 9 | 58  | 75 | 12 |     |
| Total | 80 |    |    |   | 145 |    |    | 225 |

Emergency Crisis Assessments YTD

|       |     |     |     |     |       |     |     |       |
|-------|-----|-----|-----|-----|-------|-----|-----|-------|
|       | 63  | 345 | 151 | 137 | 609   | 666 | 136 |       |
| Total | 696 |     |     |     | 1,411 |     |     | 2,107 |

#### YTD by location...

|                                   |     |
|-----------------------------------|-----|
| Ukiah Valley Medical Center       | 794 |
| Crisis Center-Walk Ins            | 701 |
| Mendocino Coast District Hospital | 287 |
| Howard Memorial Hospital          | 251 |
| Jail                              | 42  |
| Juvenile Hall                     | 17  |
| Schools                           | 7   |
| Community                         | 8   |
| FQHCs                             | 0   |

#### YTD by insurance...

|                      |      |
|----------------------|------|
| Medi-Cal/Partnership | 1435 |
| Private              | 259  |
| Medi/Medi            | 227  |
| Medicare             | 74   |
| Indigent             | 102  |
| Consolidated         | 0    |
| Private/Medi-Cal     | 4    |
| VA                   | 6    |



AGE OF PERSONS SERVED

Children, Youth, & Young Adult System

Adult & Older Adult System

RQMC

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

Total Number of...

|                                |    |    |   |   |    |    |   |    |
|--------------------------------|----|----|---|---|----|----|---|----|
| Inpatient Hospitalizations May | 0  | 12 | 7 | 0 | 9  | 20 | 2 |    |
| Total                          | 19 |    |   |   | 31 |    |   | 50 |

| ReHospitalization within 30 days | Youth | Adult | 0-2 days in the Hospital | Admits | % of total Admits |
|----------------------------------|-------|-------|--------------------------|--------|-------------------|
| May                              | 2     | 1     | May                      | 3      | 6                 |
| YTD                              | 21    | 43    | YTD                      | 50     | 7.9               |

| Days in the ER | 0   | 1   | 2   | 3  | 4  | 5 | Unk |
|----------------|-----|-----|-----|----|----|---|-----|
| May            | 5   | 29  | 10  | 3  | 1  | 0 | 2   |
| YTD            | 104 | 335 | 117 | 27 | 10 | 3 | 46  |

|                                |     |     |    |    |     |     |    |     |
|--------------------------------|-----|-----|----|----|-----|-----|----|-----|
| Inpatient Hospitalizations YTD | 15  | 108 | 51 | 47 | 205 | 175 | 32 |     |
| Total                          | 221 |     |    |    | 412 |     |    | 633 |

| YTD by location...                                    |     |
|---|-----|
| Aurora- Santa Rosa**                                  | 95  |
| Restpadd Redding/RedBluff**                           | 200 |
| St. Helena Napa/ Vallejo**                            | 241 |
| Sierra Vista Sacramento**                             | 6   |
| John Muir Walnut Creek**                              | 2   |
| San Jose BH**   | 10  |
| St Marys San Francisco**                              | 11  |
| Marin General**                                       | 6   |
| Heritage Oaks Sacramento**                            | 8   |
| VA: Sacramento / PaloAlto / Fairfield / San Francisco | 6   |
| Other**   | 48  |

| YTD by criteria... |     |
|--------------------|-----|
| Danger to Self     | 317 |
| Gravely Disabled   | 179 |
| Danger to Others   | 10  |
| Combination        | 127 |

| YTD at discharge...    |      |
|------------------------|------|
| Discharged to Mendc    | 496  |
| Had a Post-Hospital S  | 422  |
| Avg days to Exit Inter | 0.64 |

Total Number of...

|                           |       |     |       |     |       |          |     |
|---------------------------|-------|-----|-------|-----|-------|----------|-----|
| Full Service Partners May | Youth | TAY | Adult | BHC | Elder | Outreach |     |
| Total                     | 3     | 22  | 73    | 11  | 10    | 48       | 167 |

Total Number of...

|                           |       |     |       |     |       |          |     |
|---------------------------|-------|-----|-------|-----|-------|----------|-----|
| Full Service Partners YTD | Youth | TAY | Adult | BHC | Elder | Outreach |     |
| Total                     | 4     | 24  | 83    | 11  | 13    | 48       | 183 |



| Services Provided                   |              |              |                |                |
|-------------------------------------|--------------|--------------|----------------|----------------|
| Whole System of Care                | May          | May          | YTD            | YTD            |
| Count of Services Provided          | Youth        | Adults       | Youth          | Adults         |
| *Assessment                         | 183          | 184          | 1953           | 1771           |
| *Case Management                    | 545          | 1014         | 5131           | 8302           |
| *Collateral                         | 187          | 5            | 2425           | 34             |
| *Crisis                             | 125          | 277          | 883            | 2157           |
| *Family Therapy                     | 249          | 2            | 2638           | 17             |
| *Group Therapy                      | 17           |              | 145            |                |
| *Group Rehab                        | 385          | 86           | 4792           | 1284           |
| *ICC                                | 431          |              | 4208           |                |
| *Individual Rehab                   | 588          | 407          | 5927           | 4663           |
| *Individual Therapy                 | 816          | 350          | 8463           | 3860           |
| *IHBS                               | 194          |              | 1836           |                |
| *Psychiatric Services               | 114          | 333          | 907            | 3118           |
| *Plan Development                   | 111          | 106          | 1226           | 962            |
| *TBS                                | 23           |              | 646            |                |
| <b>Total</b>                        | <b>3968</b>  | <b>2764</b>  | <b>41,180</b>  | <b>26,168</b>  |
| No Show Rate                        | 8.00%        | 11.00%       | 8.00%          | 9.50%          |
| <b>Average Cost Per Beneficiary</b> | <b>\$982</b> | <b>\$763</b> | <b>\$5,631</b> | <b>\$3,618</b> |

| Count of Services by Area | May   | May   | YTD    | YTD    |
|---------------------------|-------|-------|--------|--------|
|                           | Youth | Adult | Youth  | Adult  |
| South Coast               | 9     |       | 180    |        |
| North Coast               | 311   | 614   | 3,285  | 6,767  |
| North County              | 7     |       | 453    |        |
| Ukiah                     | 3,250 | 2,101 | 33,565 | 19,020 |
| Willits                   | 391   | 49    | 3,707  | 381    |

| Meds Management            | May   | May        | FY YTD | FY YTD     |
|----------------------------|-------|------------|--------|------------|
|                            | Ukiah | Fort Bragg | Ukiah  | Fort Bragg |
| Adult Unduplicated Clients | 232   | 63         | 486    | 161        |
| Adult Services Provided    | 455   | 97         | 2933   | 815        |
| Youth Unduplicated Clients | 106   | 14         | 260    | 33         |
| Youth Services Provided    | 168   | 20         | 1010   | 91         |



| <b>Contract Usage</b> | Budgeted        | YTD             |
|-----------------------|-----------------|-----------------|
| Medi-Cal (50% FFP)    | \$14,000,000.00 | \$11,397,377.00 |
| MHSA                  | \$1,791,450.00  | \$1,568,745.00  |
| ReAlignment           | \$655,000.00    | \$763,514.00    |
| Medication Management | \$1,100,000.00  | \$701,022.00    |

| <b>Estimated Expected FFP</b> | May          | YTD            |
|-------------------------------|--------------|----------------|
| Expected FFP                  | \$480,175.00 | \$6,049,199.50 |