



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	
Total		51		10		45			106
Crisis Services Dec		4	16	11	13	36	31	10	
Total		20		24		77			121
Unduplicated Persons...									
Served in Dec		257	234	67	45	258	394	67	
Total		491		112		719			1,322
Unduplicated Persons...									
Served Fiscal Year to Date		369	404	133	96	449	624	117	
Total		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

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

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

Crisis Line Contacts Dec	9	36	18	27	124	127	22	
<i>Total</i>	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	
<i>Total</i>	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	
<i>Total</i>	32	36	121					189

Emergency Crisis Assessments YTD	37	207	82	83	337	361	98	
<i>Total</i>	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



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0-11	12-17	18-21	22-24	25-40	41-64	65+	Total
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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	
Payor	Dec	YTD	Dec	YTD	Dec	YTD
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 hospitalization	1	2	3	4	5	6+
YTD Number of unduplicated clients	194	37	11	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	
Total		0	22	73	9	13	13	130

Total Number of...

Full Service Partners YTD		Youth	TAY	Adult	BHC	OA	Outreach	
Total		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



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