



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 Oct		37	37	8	2	23	29	3	
Total		74		10		55			139
Crisis Services Oct		6	20	5	9	36	35	13	
Total		26		14		84			124
Unduplicated Persons...									
Served in Oct		232	240	61	40	225	355	69	
Total		472		101		649			1,222
Unduplicated Persons...									
Served Fiscal Year to Date		322	352	108	78	388	558	97	
Total		674		186		1,043			1,903
Identified As (YTD)...									
Male		345		96		519			960
Female		328		85		521			934
Non-Binary and Transgender		1		5		3			9
White		363		105		817			1,285
Hispanic		161		40		64			265
American Indian		71		19		61			151
Asian		5		3		11			19
African American		17		11		22			50
Other/Undisclosed		57		8		68			133

#### YTD Persons by location...

Ukiah Area	1071
Willits Area	273
North County	68
Anderson Valley	16
North Coast	385
South Coast	32
OOC/OOS	58



### 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 Oct	11	45	9	12	92	89	19	
Total	56	21	200					277

\*There were 17 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	22	183	66	53	464	401	63	
Total	205	119	928					1,252

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

Increase in Symptoms	454
Phone Support	293
Information Only	90
Suicidal ideation/Threat	244
Self-Injurious Behavior	21
Access to Services	106
Aggression towards Others	14
Resources/Linkages	30

#### Oct Calls from Law Enforcement to Crisis

TOTAL: 30		
MCSO: 12	CHP: 0	WPD: 3
FBPD: 2	Jail: 11	UPD: 2

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

08:00am-05:00pm	846
05:00pm-08:00am	406

#### YTD Calls from Law Enforcement to Crisis

TOTAL: 139		
MCSO: 40	CHP: 0	WPD: 6
FBPD: 11	Jail: 59	UPD: 23

#### Total Number of...

Emergency Crisis Assessments Oct	11	42	9	11	58	51	19	
Total	53	20	128					201

Emergency Crisis Assessments YTD	20	151	59	50	242	252	57	
Total	171	109	551					831

#### YTD by location...

Ukiah Valley Medical Center	343
Crisis Center-Walk Ins	202
Mendocino Coast District Hospital	99
Howard Memorial Hospital	105
Jail	42
Juvenile Hall	32
Schools	1
Community	6
FQHCs	1

#### YTD by insurance...

Medi-Cal/Partnership	565
Private	103
Medi/Medi	63
Medicare	49
Indigent	42
Consolidated	
Private/Medi-Cal	1
VA	7



### 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...

Inpatient Hospitalizations Oct	1	8	2	5	18	13	4	
Total	9	7	35					51

Inpatient Hospitalizations YTD	2	32	15	19	75	56	9	
Total	34	34	140					208

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Oct	2	2	Oct	4	7.8%
YTD	8	12	YTD	17	8.2%

Days in the ER	0	1	2	3	4	5+	Unk
Oct	11	24	11	1		1**	3
YTD	42	101	41	8	1	1	14
..by Hospital	0	1	2	3	4	5+	
AHUV	10	15	5			1**	
Howard	0	8	3	1			
MCDH	0	1	3				

\*\*Due to the clients age, PSPS, and very limited availability of hospitals that serve the age group. The client was on 4 5150 holds and spent 10 days at AHUV ER. There were multiple conversations and consultations with Dr Timme and Dr Goldwasser. The overall consensus of psychiatrists, medical doctors at AHUV and crisis workers was that the client continued to meet criteria. The planned power outage and fire during this time directly affected two of the 4 possible acute psychiatric facilities that serve the age group. Ambulance services to transport the client were also affected. Length of stay for this age group is often fairly long and once a bed was available, the client was admitted to an acute facility and stayed over 2 weeks. The client is private pay and has since enrolled in Med-cal.

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	Oct	YTD	Oct	YTD	Oct	YTD
Mendo Medi-cal	26	123	24	110	2	12
Indigent	3	12	3	11	0	1
Other Payor	5	16	3	8	2	7
YTD hospitalizations where discharge was out of county or unknown:						51
YTD number who declined a follow up appt:						20



Number of hospitalitation	1	2	3	4	5	6+
YTD Number of unduplicated clients	156	20	2	0	0	1

YTD hospitalizations by location...	
Aurora- Santa Rosa**	12
Restpadd Redding/RedBluff**	13
St. Helena Napa/ Vallejo**	19
Sierra Vista Sacramento**	1
John Muir Walnut Creek**	0
San Jose BH**	0
St Marys San Francisco**	1
Marin General**	0
Heritage Oaks Sacramento**	2
VA: Sacramento / PaloAlto / Fairfield / San Francisco	0
Other**	23

YTD hospitalizations by criteria...	
Danger to Self	101
Gravely Disabled	68
Danger to Others	2
Combination	37

**Total Number of...**

Full Service Partners Oct	Youth	TAY	Adult	BHC	Elder	Outreach	
Total	0	24	79	4	10	3	120

**Total Number of...**

Full Service Partners YTD	Youth	TAY	Adult	BHC	Elder	Outreach	
Total	1	26	82	4	18	17	148

Contract Usage	Budgeted	YTD
Medi-Cal ( 60% FFP)	\$14,735,000.00	\$5,092,123.00
MHSA	\$1,786,450.00	\$511,342.00
ReAlignment	\$718,672.00	\$397,197.00
Medication Management	\$1,100,000.00	\$397,135.00

Estimated Expected FFP	Oct	YTD
Expected FFP	\$744,907.00	\$3,055,273.80



Services Provided						
Whole System of Care	Oct	Oct	Oct	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	125	24	136	444	112	809
*Case Management	229	168	1106	1108	678	4026
*Collateral	154	6	4	627	23	14
*Crisis	85	34	214	241	151	847
*Family Therapy	142	1	1	607	9	8
*TFC	47			176		
*Group Therapy	0	0		1	1	
*Group Rehab	347	51	35	1853	125	187
*ICC	400	3		1779	28	
*Individual Rehab	427	170	495	1704	525	1843
*Individual Therapy	669	137	392	2531	520	1504
*IHBS	195	0		720	4	
*Psychiatric Services	61	28	231	210	121	1217
*Plan Development	79	19	83	314	70	446
*TBS	9			38		
<b>Total</b>	<b>2969</b>	<b>641</b>	<b>2697</b>	<b>12353</b>	<b>2,367</b>	<b>10,901</b>
No Show Rate	8.9%			10.8%		
<b>Average Cost Per Beneficiary</b>	<b>\$1,188</b>	<b>\$1,142</b>	<b>\$825</b>	<b>\$3,292</b>	<b>\$2,870</b>	<b>\$2,190</b>

Count of Services by Area	Oct	Oct	Oct	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	2	1		15	9	
South Coast	0	3		0	13	
North Coast	144	31	479	710	187	2,203
North County	95			430		
Ukiah	2,213	598	2,142	9,245	2,116	8,429
Willits	515	8	76	1,953	42	269

Meds Management	Oct	Oct	Oct	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Ukiah Unduplicated Clients	59	21	171	102	57	406
Fort Bragg Unduplicated Clients	1	4	52	4	12	126
Ukiah Services	88	32	279	323	169	1357
Fort Bragg Services	1	8	73	5	38	394