



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 Nov		32	27	11	5	31	25	2	
Total		59		16		58			133
Crisis Services Nov		3	23	7	8	27	32	10	
Total		26		15		69			110
Unduplicated Persons...									
Served in Nov		250	247	71	45	250	395	67	
Total		497		116		712			1,325
Unduplicated Persons...									
Served Fiscal Year to Date		346	385	124	87	419	590	106	
Total		731		211		1,115			2,057
Identified As (YTD)...									
Male		371		112		550			1,033
Female		358		94		561			1,013
Non-Binary and Transgender		2		5		4			11
White		389		120		873			1,382
Hispanic		174		44		66			284
American Indian		78		20		61			159
Asian		5		3		12			20
African American		20		14		20			54
Other/Undisclosed		65		10		83			158

YTD Persons by location...	
Ukiah Area	1162
Willits Area	291
North County	75
Anderson Valley	17
North Coast	412
South Coast	33
OOC/OOS	67



### 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 Nov	14	38	10	13	98	120	28	
Total	52	23	246	321				

\*There were 49 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	36	221	76	66	562	521	91	
Total	257	142	1,174	1,573				

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

Increase in Symptoms	587
Phone Support	359
Information Only	138
Suicidal ideation/Threat	296
Self-Injurious Behavior	21
Access to Services	124
Aggression towards Others	17
Resources/Linkages	31

#### Nov Calls from Law Enforcement to Crisis

TOTAL: 26		
MCSO: 14	CHP:	WPD:
FBPD: 1	Jail: 7	UPD: 4

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

08:00am-05:00pm	1075
05:00pm-08:00am	498

#### YTD Calls from Law Enforcement to Crisis

TOTAL: 165		
MCSO: 54	CHP:	WPD: 6
FBPD: 12	Jail: 66	UPD: 27

#### Total Number of...

Emergency Crisis Assessments Nov	9	32	9	11	37	63	24	
Total	41	20	124	185				

Emergency Crisis Assessments YTD	29	183	68	61	279	315	81	
Total	212	129	675	1,016				

#### YTD by location...

Ukiah Valley Medical Center	426
Crisis Center-Walk Ins	248
Mendocino Coast District Hospital	124
Howard Memorial Hospital	122
Jail	45
Juvenile Hall	35
Schools	1
Community	13
FQHCs	2

#### YTD by insurance...

Medi-Cal/Partnership	682
Private	126
Medi/Medi	85
Medicare	65
Indigent	48
Consolidated	
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
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#### Total Number of...

Inpatient Hospitalizations Nov	1	6	3	6	11	15	3	
Total	7	9	29				45	

Inpatient Hospitalizations YTD	3	38	18	25	86	71	12	
Total	41	43	169				253	

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Nov	1	4	Nov	2	4.4%
YTD	9	16	YTD	19	7.5%

Days in the ER	0	1	2	3	4	5+	Unk
Nov	7	19	13	2	1	0	3
YTD	49	120	54	10	4	1	17
..by Hospital	0	1	2	3	4	5+	
AHUV	5	11	8	2			
Howard	2	1	1				
MCDH	0	7	4		1		

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	Nov	YTD	Nov	YTD	Nov	YTD
Mendo Medi-cal	29	152	26	136	1	13
Indigent	4	16	4	15	0	1
Other Payor	6	22	6	14	5	12
YTD hospitalizations where discharge was out of county or unknown:						54
YTD number who declined a follow up appt:						26

Number of hospitalization	1	2	3	4	5	6+
YTD Number of unduplicated clients	172	33	3	0	0	1



YTD hospitalizations by location...	
Aurora- Santa Rosa**	45
Restpadd Redding/RedBluff**	70
St. Helena Napa/ Vallejo**	95
Sierra Vista Sacramento**	1
John Muir Walnut Creek**	1
San Jose BH**	0
St Marys San Francisco**	3
Marin General**	5
Heritage Oaks Sacramento**	7
VA: Sacramento / PaloAlto / Fairfield / San Francisco	0
Other**	26

YTD hospitalizations by criteria...	
Danger to Self	120
Gravely Disabled	83
Danger to Others	3
Combination	47

**Total Number of...**

Full Service Partners Nov	Youth	TAY	Adult	BHC	Elder	Outreach	
Total	0	22	72	8	13	15	<b>130</b>

**Total Number of...**

Full Service Partners YTD	Youth	TAY	Adult	BHC	Elder	Outreach	
Total	1	27	91	9	20	31	<b>179</b>

Contract Usage	Budgeted	
Medi-Cal ( 60% FFP)	\$14,735,000.00	\$6,093,536.00
MHSA	\$1,786,450.00	\$609,178.00
ReAlignment	\$718,672.00	\$511,775.00
Medication Management	\$1,100,000.00	\$426,643.00

Estimated Expected FFP	Nov	YTD
Expected FFP	\$663,880.00	\$3,656,121.60



Services Provided						
Whole System of Care	Nov	Nov	Nov	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	117	29	144	561	141	953
*Case Management	176	148	899	1284	826	4925
*Collateral	140	1	3	767	24	17
*Crisis	64	33	207	305	184	1054
*Family Therapy	129	3	3	736	12	11
*TFC	60			236		
*Group Therapy		0		1	1	
*Group Rehab	312	28	35	2165	153	222
*ICC	339	0		2118	28	
*Individual Rehab	308	61	404	2012	586	2247
*Individual Therapy	582	121	346	3113	641	1850
*IHBS	177	0		897	4	
*Psychiatric Services	57	29	354	267	150	1571
*Plan Development	68	17	117	382	87	563
*TBS	1			39		
<b>Total</b>	<b>2530</b>	<b>470</b>	<b>2512</b>	<b>14883</b>	<b>2,837</b>	<b>13,413</b>
No Show Rate	8.7%			9.0%		
<b>Average Cost Per Beneficiary</b>	<b>\$962</b>	<b>\$943</b>	<b>\$729</b>	<b>\$3,690</b>	<b>\$3,049</b>	<b>\$2,514</b>

Count of Services by Area	Nov	Nov	Nov	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	2	1		17	10	
South Coast	0	3		0	16	
North Coast	104	33	510	814	220	2,713
North County	65			495		
Ukiah	2,128	425	1,921	11,373	2,541	10,350
Willits	231	8	81	2,184	50	350

Meds Management	Nov	Nov	Nov	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Ukiah Unduplicated Clients	52	16	240	109	48	425
Fort Bragg Unduplicated Clients	2	6	59	5	12	138
Ukiah Services	71	23	377	397	170	1778
Fort Bragg Services	2	9	79	9	45	490