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

<table>
<thead>
<tr>
<th></th>
<th>Children &amp; Youth</th>
<th>Young Adult</th>
<th>Adult &amp; Older Adult System</th>
<th>RQMC Total</th>
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<tbody>
<tr>
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<tr>
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<tr>
<td>25-40</td>
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### Person Admitted to...

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<tr>
<td></td>
<td>Total</td>
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<tr>
<td></td>
<td>Aug</td>
<td>Aug</td>
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### Unduplicated Persons...

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<th>Served in Aug</th>
<th>Served Fiscal Year to Date</th>
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<tr>
<td></td>
<td>Total</td>
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### Identified As (YTD)...

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<th>Female</th>
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<th>Hispanic</th>
<th>American Indian</th>
<th>Asian</th>
<th>African American</th>
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<td>15</td>
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### YTD Persons by location...

<table>
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<tr>
<td>Ukiah Area</td>
<td>946</td>
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<tr>
<td>Willits Area</td>
<td>224</td>
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<tr>
<td>North County</td>
<td>54</td>
</tr>
<tr>
<td>Anderson Valley</td>
<td>15</td>
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<tr>
<td>North Coast</td>
<td>325</td>
</tr>
<tr>
<td>South Coast</td>
<td>27</td>
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<td>OOC/OOS</td>
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### AGE OF PERSONS SERVED

<table>
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<tr>
<th>RQMC</th>
<th>0-11</th>
<th>12-17</th>
<th>18-21</th>
<th>22-24</th>
<th>25-40</th>
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<tr>
<td>Aug 2019 and 19/20 YTD</td>
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<td>51</td>
<td>41</td>
<td>219</td>
<td>31</td>
<td>248</td>
<td>192</td>
<td>30</td>
<td>617</td>
</tr>
</tbody>
</table>

*There were 59 logged calls where age was not disclosed. Those have been added to the total.

### by reason for call YTD...

- Increase in Symptoms: 200
- Phone Support: 136
- Information Only: 75
- Suicidal ideation/Threat: 106
- Self-Injurious Behavior: 11
- Access to Services: 66
- Aggression towards Others: 10
- Resources/Linkages: 13

### by time of day YTD...

- 08:00am-05:00pm: 417
- 05:00pm-08:00am: 200

### Total Number of...

#### Crisis Line Contacts Aug

<table>
<thead>
<tr>
<th>RQMC</th>
<th>0-11</th>
<th>12-17</th>
<th>18-21</th>
<th>22-24</th>
<th>25-40</th>
<th>41-64</th>
<th>65+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 2019 and 19/20 YTD</td>
<td>2</td>
<td>49</td>
<td>27</td>
<td>14</td>
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<td>31</td>
<td>248</td>
<td>192</td>
<td>30</td>
<td>617</td>
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#### Crisis Line Contacts YTD

<table>
<thead>
<tr>
<th>RQMC</th>
<th>0-11</th>
<th>12-17</th>
<th>18-21</th>
<th>22-24</th>
<th>25-40</th>
<th>41-64</th>
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<th>Total</th>
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<td>31</td>
<td>248</td>
<td>192</td>
<td>30</td>
<td>617</td>
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<tr>
<td>Total</td>
<td>74</td>
<td>73</td>
<td>470</td>
<td>67</td>
<td>268</td>
<td>399</td>
<td></td>
<td></td>
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</tbody>
</table>

#### Aug Calls from Law Enforcement to Crisis

- TOTAL: 68
- MCSO: 18
- CHP: 3
- WPD: 3
- FBPD: 7
- Jail: 29
- UPD: 11

#### YTD Calls from Law Enforcement to Crisis

- TOTAL: 36
- MCSO: 6
- CHP: 1
- WPD: 1
- FBPD: 5
- Jail: 20
- UPD: 4

#### Emergency Crisis Assessments Aug

<table>
<thead>
<tr>
<th>RQMC</th>
<th>0-11</th>
<th>12-17</th>
<th>18-21</th>
<th>22-24</th>
<th>25-40</th>
<th>41-64</th>
<th>65+</th>
<th>Total</th>
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<tbody>
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#### Emergency Crisis Assessments YTD

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<th>18-21</th>
<th>22-24</th>
<th>25-40</th>
<th>41-64</th>
<th>65+</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Aug 2019 and 19/20 YTD</td>
<td>2</td>
<td>62</td>
<td>38</td>
<td>29</td>
<td>118</td>
<td>122</td>
<td>28</td>
<td>399</td>
</tr>
<tr>
<td>Total</td>
<td>64</td>
<td>67</td>
<td>268</td>
<td>67</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### YTD by location...

- Ukiah Valley Medical Center: 163
- Crisis Center-Walk Ins: 98
- Mendocino Coast District Hospital: 47
- Howard Memorial Hospital: 53
- Jail: 27
- Juvenile Hall: 9
- Schools: 0
- Community: 2
- FQHCS: 0

#### YTD by insurance...

- Medi-Cal/Partnership: 275
- Private: 47
- Medi/Medi: 27
- Medicare: 23
- Indigent: 19
- Consolidated: 0
- Private/Medi-Cal: 2
- VA: 6
## AGE OF PERSONS SERVED

<table>
<thead>
<tr>
<th>Children &amp; Youth</th>
<th>Young Adult</th>
<th>Adult &amp; Older Adult System</th>
<th>RQMC</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-11</td>
<td>12-17</td>
<td>18-21</td>
<td>22-24</td>
</tr>
<tr>
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### Total Number of...

<table>
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<th>18-21</th>
<th>22-24</th>
<th>25-40</th>
<th>41-64</th>
<th>65+</th>
<th>Total</th>
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</thead>
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<th>18-21</th>
<th>22-24</th>
<th>25-40</th>
<th>41-64</th>
<th>65+</th>
<th>Total</th>
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<tbody>
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<td>18</td>
<td>74</td>
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### ReHospitalization within 30 days

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<th>Adult</th>
<th>0-2 days in the Hospital</th>
<th>Admits</th>
<th>% of total Admits</th>
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<td>Aug</td>
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<td>YTD</td>
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<td>YTD</td>
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### Days in the ER

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<th>5+</th>
<th>Unk</th>
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<td>5+</td>
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<tr>
<td>YTD</td>
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<td>54</td>
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### Days in the ER by Hospital

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<td>2</td>
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<td>0</td>
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### At Discharge

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<th>Discharged to Mendocino</th>
<th>Follow up Crisis Appt</th>
<th>Declined follow up Crisis appt</th>
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<tr>
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<td>YTD</td>
<td>Aug</td>
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<td>Mendo Medi-cal</td>
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<td>68</td>
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<tr>
<td>Indigent</td>
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<tr>
<td>Other Payor</td>
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| YTD hospitalizations where discharge was out of county or unknown: | 24 |
| YTD number who declined a follow up appt:                        | 13 |

### Number of hospitalisation

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<td>1</td>
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Page 3 of 5
### YTD hospitalizations by location...

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<th>YTD</th>
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<td>13</td>
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<tr>
<td>Restpadd Redding/RedBluff**</td>
<td>40</td>
</tr>
<tr>
<td>St. Helena Napa/ Vallejo**</td>
<td>37</td>
</tr>
<tr>
<td>Sierra Vista Sacramento**</td>
<td></td>
</tr>
<tr>
<td>John Muir Walnut Creek**</td>
<td>2</td>
</tr>
<tr>
<td>San Jose BH**</td>
<td>3</td>
</tr>
<tr>
<td>St Marys San Francisco**</td>
<td>2</td>
</tr>
<tr>
<td>Marin General**</td>
<td>3</td>
</tr>
<tr>
<td>Heritage Oaks Sacramento**</td>
<td>3</td>
</tr>
<tr>
<td>VA: Sacramento / PaloAlto / Fairfield / San Francisco</td>
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<tr>
<td>Other**</td>
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### YTD hospitalizations by criteria...

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<td>Gravely Disabled</td>
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### Total Number of...

<table>
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<th>Youth</th>
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<th>Adult</th>
<th>BHC</th>
<th>Elder</th>
<th>Outreach</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
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<td>72</td>
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</tbody>
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### Contract Usage

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<tbody>
<tr>
<td>Medi-Cal (60% FFP)</td>
<td>$14,735,000.00</td>
<td>$2,853,653.00</td>
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<tr>
<td>MHSA</td>
<td>$1,786,450.00</td>
<td>$227,299.00</td>
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<tr>
<td>ReAlignment</td>
<td>$718,672.00</td>
<td>$91,112.00</td>
</tr>
<tr>
<td>Medication Management</td>
<td>$1,100,000.00</td>
<td>$221,000.00</td>
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</table>

### Estimated Expected FFP

<table>
<thead>
<tr>
<th>Program</th>
<th>Aug</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expected FFP</td>
<td>$850,200.00</td>
<td>$1,712,191.80</td>
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### Services Provided

<table>
<thead>
<tr>
<th>Whole System of Care</th>
<th>Aug Youth</th>
<th>Aug Y Adult</th>
<th>Aug Adults</th>
<th>YTD Youth</th>
<th>YTD Y Adults</th>
<th>YTD Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Assessment</em></td>
<td>106</td>
<td>28</td>
<td>237</td>
<td>203</td>
<td>71</td>
<td>485</td>
</tr>
<tr>
<td><em>Case Management</em></td>
<td>298</td>
<td>182</td>
<td>949</td>
<td>593</td>
<td>341</td>
<td>1967</td>
</tr>
<tr>
<td><em>Collateral</em></td>
<td>151</td>
<td>5</td>
<td>4</td>
<td>333</td>
<td>15</td>
<td>6</td>
</tr>
<tr>
<td><em>Crisis</em></td>
<td>73</td>
<td>54</td>
<td>174</td>
<td>103</td>
<td>98</td>
<td>404</td>
</tr>
<tr>
<td><em>Family Therapy</em></td>
<td>153</td>
<td>3</td>
<td>3</td>
<td>325</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td><em>TFC</em></td>
<td>43</td>
<td>105</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><em>Group Therapy</em></td>
<td>0</td>
<td>1</td>
<td>1</td>
<td></td>
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</tr>
<tr>
<td><em>Group Rehab</em></td>
<td>389</td>
<td>19</td>
<td>47</td>
<td>1135</td>
<td>49</td>
<td>111</td>
</tr>
<tr>
<td><em>ICC</em></td>
<td>480</td>
<td>14</td>
<td></td>
<td>953</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td><em>Individual Rehab</em></td>
<td>437</td>
<td>124</td>
<td>449</td>
<td>860</td>
<td>257</td>
<td>884</td>
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<tr>
<td><em>Individual Therapy</em></td>
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<td>117</td>
<td>390</td>
<td>1184</td>
<td>243</td>
<td>742</td>
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<tr>
<td><em>IHBS</em></td>
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<td></td>
<td>357</td>
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<tr>
<td><em>Psychiatric Services</em></td>
<td>68</td>
<td>33</td>
<td>328</td>
<td>119</td>
<td>66</td>
<td>653</td>
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<tr>
<td><em>Plan Development</em></td>
<td>76</td>
<td>14</td>
<td>130</td>
<td>153</td>
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<td>254</td>
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<tr>
<td><em>TBS</em></td>
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<tr>
<td><strong>Total</strong></td>
<td>3048</td>
<td>593</td>
<td>2711</td>
<td>6449</td>
<td>1,215</td>
<td>5,512</td>
</tr>
</tbody>
</table>

**No Show Rate**
- Youth: 9.3%
- Adults: 9.1%

**Average Cost Per Beneficiary**
- Youth: $1,142
- Adults: $1,045
- Youth: $754
- Adults: $1,942
- Youth: $1,724
- Adults: $1,325

### Count of Services by Area

<table>
<thead>
<tr>
<th>Area</th>
<th>Aug Youth</th>
<th>Aug Y Adult</th>
<th>Aug Adults</th>
<th>YTD Youth</th>
<th>YTD Y Adults</th>
<th>YTD Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anderson Valley</td>
<td>6</td>
<td>12</td>
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<td></td>
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<tr>
<td>South Coast</td>
<td>0</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>North Coast</td>
<td>183</td>
<td>550</td>
<td>364</td>
<td>1,171</td>
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<tr>
<td>North County</td>
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<td>124</td>
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<td></td>
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<tr>
<td>Ukiah</td>
<td>2,174</td>
<td>2,086</td>
<td>5,022</td>
<td>4,210</td>
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<tr>
<td>Willits</td>
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<td>75</td>
<td>927</td>
<td>25</td>
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</table>

### Meds Management

<table>
<thead>
<tr>
<th>Area</th>
<th>Aug Youth</th>
<th>Aug Y Adult</th>
<th>Aug Adults</th>
<th>YTD Youth</th>
<th>YTD Y Adults</th>
<th>YTD Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ukiah Unduplicated Clients</td>
<td>61</td>
<td>26</td>
<td>233</td>
<td>88</td>
<td>42</td>
<td>328</td>
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<tr>
<td>Fort Bragg Unduplicated Clients</td>
<td>1</td>
<td>4</td>
<td>66</td>
<td>3</td>
<td>8</td>
<td>109</td>
</tr>
<tr>
<td>Ukiah Services</td>
<td>90</td>
<td>42</td>
<td>367</td>
<td>179</td>
<td>85</td>
<td>754</td>
</tr>
<tr>
<td>Fort Bragg Services</td>
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<td>7</td>
<td>96</td>
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<td>16</td>
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</tbody>
</table>