



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 Feb | | 26 | 42 | 10 | 10 | 30 | 33 | 6 | |
| Total | | 68 | | 20 | | 69 | | | 157 |
| Crisis Services Feb | | 5 | 26 | 9 | 6 | 27 | 42 | 8 | |
| Total | | 31 | | 15 | | 77 | | | 123 |
| Unduplicated Persons... | | | | | | | | | |
| Served in Feb | | 258 | 252 | 81 | 46 | 260 | 420 | 67 | |
| Total | | 510 | | 127 | | 747 | | | 1,384 |
| Unduplicated Persons... | | | | | | | | | |
| Served Fiscal Year to Date | | 394 | 460 | 173 | 105 | 505 | 690 | 137 | |
| Total | | 854 | | 278 | | 1,332 | | | 2,464 |
| Identified As (YTD)... | | | | | | | | | |
| Male | | 437 | | 147 | | 652 | | | 1,236 |
| Female | | 411 | | 126 | | 677 | | | 1,214 |
| Non-Binary and Transgender | | 6 | | 5 | | 3 | | | 14 |
| | | | | | | | | | |
| White | | 461 | | 159 | | 1018 | | | 1,638 |
| Hispanic | | 202 | | 57 | | 84 | | | 343 |
| American Indian | | 90 | | 24 | | 68 | | | 182 |
| Asian | | 5 | | 3 | | 17 | | | 25 |
| African American | | 24 | | 16 | | 27 | | | 67 |
| Other/Undisclosed | | 72 | | 19 | | 118 | | | 209 |

YTD Persons by location...

| | |
|-----------------|------|
| Ukiah Area | 1363 |
| Willits Area | 354 |
| North County | 84 |
| Anderson Valley | 22 |
| North Coast | 506 |
| South Coast | 48 |
| OOC/OOS | 87 |



Homeless....

RQMC Medi-Cal providers have provided 384 billable services to 111 unduplicated homeless clients in February. Fiscal Year to Date the providers have provided 3580 billable services to 272 unduplicated homeless clients.

WPC has served 87 homeless in February and 125 Fiscal year to date.

RQMC Providers also serve the homeless population through Wellness Centers, Building Bridges, Full Service Partner, and other MHSA programs.

Children & Youth

Young Adult

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 Feb | 7 | 31 | 17 | 13 | 159 | 105 | 58 | |
| Total | 38 | 30 | 322 | 390 | | | | |

*There 57 were logged calls where age was not disclosed. Those have been added to the total.

| | | | | | | | | |
|--------------------------|-----|-----|-------|-------|-------|-----|-----|--|
| Crisis Line Contacts YTD | 55 | 322 | 137 | 117 | 1,047 | 937 | 187 | |
| Total | 377 | 254 | 2,171 | 2,802 | | | | |

by reason for call YTD...

| | |
|---------------------------|-----|
| Increase in Symptoms | 920 |
| Phone Support | 710 |
| Information Only | 397 |
| Suicidal ideation/Threat | 465 |
| Self-Injurious Behavior | 36 |
| Access to Services | 202 |
| Aggression towards Others | 30 |
| Resources/Linkages | 45 |

Feb Calls from Law Enforcement to Crisis

| | | |
|-----------|---------|--------|
| TOTAL: 26 | | |
| MCSO: 88 | CHP: 1 | WPD: 2 |
| FBPD: 7 | Jail: 0 | UPD: 5 |

by time of day YTD...

| | |
|-----------------|------|
| 08:00am-05:00pm | 1900 |
| 05:00pm-08:00am | 902 |

YTD Calls from Law Enforcement to Crisis

| | | |
|------------|----------|---------|
| TOTAL: 252 | | |
| MCSO: 88 | CHP: 1 | WPD: 11 |
| FBPD: 24 | Jail: 78 | UPD: 50 |

Total Number of...

| | | | | | | | | |
|----------------------------------|----|----|-----|-----|----|----|----|--|
| Emergency Crisis Assessments Feb | 6 | 29 | 15 | 10 | 52 | 73 | 12 | |
| Total | 35 | 25 | 137 | 197 | | | | |

| | | | | | | | | |
|----------------------------------|-----|-----|-------|-------|-----|-----|-----|--|
| Emergency Crisis Assessments YTD | 46 | 261 | 117 | 103 | 467 | 499 | 119 | |
| Total | 307 | 220 | 1,085 | 1,612 | | | | |



| YTD by location... | |
|-----------------------------------|-----|
| Ukiah Valley Medical Center | 687 |
| Crisis Center-Walk Ins | 388 |
| Mendocino Coast District Hospital | 209 |
| Howard Memorial Hospital | 192 |
| Jail | 52 |
| Juvenile Hall | 41 |
| Schools | 4 |
| Community | 27 |
| FQHCs | 12 |

| YTD by insurance... | |
|----------------------|------|
| Medi-Cal/Partnership | 1061 |
| Private | 199 |
| Medi/Medi | 171 |
| Medicare | 90 |
| Indigent | 77 |
| Consolidated | 1 |
| Private/Medi-Cal | 2 |
| VA | 11 |

Children & Youth

Young Adult

Adult & Older Adult System

RQMC

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

Total Number of...

| | | | | | | | | |
|--------------------------------|---|---|----|----|----|----|---|--|
| Inpatient Hospitalizations Feb | 0 | 5 | 3 | 3 | 20 | 16 | 1 | |
| Total | 5 | 6 | 37 | 48 | | | | |

| | | | | | | | | |
|--------------------------------|----|----|-----|-----|-----|-----|----|--|
| Inpatient Hospitalizations YTD | 5 | 57 | 37 | 36 | 146 | 113 | 18 | |
| Total | 62 | 73 | 277 | 412 | | | | |

| ReHospitalization within 30 days | Youth | Adult | 0-2 days in the Hospital | Admits | % of total Admits |
|----------------------------------|-------|-------|--------------------------|--------|-------------------|
| Feb | 1 | 7 | Feb | 3 | 6.3% |
| YTD | 11 | 31 | YTD | 37 | 9.0% |

| Days in the ER | 0 | 1 | 2 | 3 | 4 | 5+ | Unk |
|----------------|----|-----|----|----|---|----|-----|
| Feb | 4 | 22 | 13 | 3 | 1 | 2 | 3 |
| YTD | 73 | 198 | 92 | 15 | 3 | 5 | 26 |
| ..by Hospital | 0 | 1 | 2 | 3 | 4 | 5+ | |
| AHUV | 4 | 15 | 7 | 2 | 0 | 0 | |
| Howard | 0 | 4 | 1 | 0 | 1 | 1 | |
| MCDH | 0 | 3 | 5 | 1 | 0 | 1 | |

| Number of hospitalization | 1 | 2 | 3 | 4 | 5 | 6+ |
|------------------------------------|-----|----|----|---|---|----|
| YTD Number of unduplicated clients | 240 | 44 | 17 | 3 | 3 | 1 |



| At Discharge | Discharged to Mendocino | | Follow up Crisis Appt | | Declined follow up Crisis appt | |
|--|-------------------------|-----|-----------------------|-----|--------------------------------|-----|
| Payor | Feb | YTD | Feb | YTD | Feb | YTD |
| Mendo Medi-cal | 27 | 242 | 25 | 214 | 2 | 24 |
| Indigent | 1 | 24 | 1 | 21 | 0 | 3 |
| Other Payor | 3 | 31 | 3 | 21 | 0 | 13 |
| YTD hospitalizations where discharge was out of county or unknown: | | | | | | 88 |
| YTD number who Declined a follow up appt: | | | | | | 40 |

| YTD hospitalizations by location... | |
|---|-----|
| Aurora- Santa Rosa** | 72 |
| Restpadd Redding/RedBluff** | 77 |
| St. Helena Napa/ Vallejo** | 176 |
| Sierra Vista Sacramento** | 4 |
| John Muir Walnut Creek | 3 |
| St Francis San Francisco | 28 |
| St Marys San Francisco** | 5 |
| Marin General** | 9 |
| Heritage Oaks Sacramento** | 10 |
| VA: Sacramento / PaloAlto / Fairfield / San Francisco | 1 |
| Other** | 27 |

| YTD hospitalizations by criteria... | |
|-------------------------------------|-----|
| Danger to Self | 203 |
| Gravely Disabled | 131 |
| Danger to Others | 11 |
| Combination | 67 |

Total Number of...

| | | | | | | | |
|---------------------------|-------|-----|-------|-----|----|----------|------------|
| Full Service Partners Feb | Youth | TAY | Adult | BHC | OA | Outreach | |
| Total | 0 | 14 | 67 | 9 | 13 | 10 | 113 |

Total Number of...

| | | | | | | | |
|---------------------------|-------|-----|-------|-----|----|----------|------------|
| Full Service Partners YTD | Youth | TAY | Adult | BHC | OA | Outreach | |
| Total | 1 | 28 | 102 | 11 | 23 | 33 | 198 |

| Contract Usage | Budgeted | |
|---------------------------------------|-----------------|----------------|
| Medi-Cal in County Services (60% FFP) | \$12,885,000.00 | \$9,255,591.00 |
| Medi-Cal RQMC Out of County Contracts | \$1,930,000.00 | \$964,408.00 |
| MHSA | \$1,786,450.00 | \$1,006,882.00 |
| Indigent RQMC Out of County Contracts | \$718,672.00 | \$301,654.00 |
| Medication Management | \$1,100,000.00 | \$800,255.00 |

| Estimated Expected FFP | Feb | YTD |
|------------------------|--------------|----------------|
| Expected FFP | \$749,736.00 | \$6,612,152.40 |



| Services Provided | | | | | | |
|-------------------------------------|----------------|--------------|--------------|----------------|----------------|----------------|
| Whole System of Care | Feb | Feb | Feb | YTD | YTD | YTD |
| Count of Services Provided | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| *Assessment | 127 | 29 | 194 | 954 | 228 | 1443 |
| *Case Management | 228 | 166 | 1190 | 2079 | 1368 | 8221 |
| *Collateral | 154 | 2 | 1 | 1271 | 21 | 24 |
| *Crisis | 52 | 40 | 280 | 482 | 337 | 1845 |
| *Family Therapy | 134 | 3 | 2 | 1160 | 8 | 17 |
| *TFC | 42 | | | 399 | | |
| *Group Therapy | | | | 1 | 2 | 24 |
| *Group Rehab | 298 | 13 | 45 | 2739 | 227 | 315 |
| *ICC | 408 | 18 | | 3413 | 62 | |
| *Individual Rehab | 399 | 102 | 465 | 3234 | 883 | 3737 |
| *Individual Therapy | 709 | 112 | 334 | 5240 | 918 | 2847 |
| *IHBS | 152 | 1 | | 1370 | 7 | |
| *Psychiatric Services | 79 | 43 | 325 | 501 | 253 | 2443 |
| *Plan Development | 83 | 16 | 110 | 648 | 120 | 875 |
| *TBS | 45 | | | 243 | | |
| Total | 2,910 | 545 | 2,946 | 23,734 | 4,434 | 21,791 |
| No Show Rate | 6.2% | | | 7.9% | | |
| Average Cost Per Beneficiary | \$1,080 | \$958 | \$773 | \$5,174 | \$3,755 | \$3,393 |

| Count of Services by Area | Feb | Feb | Feb | YTD | YTD | YTD |
|---------------------------|-------|---------|--------|--------|----------|--------|
| | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| Anderson Valley | 0 | 0 | | 5 | 7 | |
| South Coast | 13 | 1 | | 49 | 16 | |
| North Coast | 231 | 58 | 558 | 1,706 | 399 | 4,345 |
| North County | 114 | 1 | | 960 | 1 | |
| Ukiah | 2,228 | 472 | 2,277 | 17,297 | 3,948 | 16,807 |
| Willits | 324 | 13 | 111 | 3,717 | 63 | 639 |

| Meds Management | Feb | Feb | Feb | YTD | YTD | YTD |
|---------------------------------|-------|---------|--------|-------|----------|--------|
| | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| Ukiah Unduplicated Clients | 64 | 27 | 218 | 144 | 70 | 492 |
| Fort Bragg Unduplicated Clients | 8 | 10 | 68 | 12 | 13 | 148 |
| Ukiah Services | 94 | 41 | 362 | 682 | 262 | 2764 |
| Fort Bragg Services | 10 | 17 | 114 | 28 | 86 | 757 |