



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 March		19	29	9	1	29	29	2	
	Total	48		10		60			118
Crisis Services March		1	22	7	6	26	28	8	
	Total	23		13		62			98
Unduplicated Persons...									
Served in March		244	257	67	47	248	408	73	
	Total	501		114		729			1,344
Unduplicated Persons...									
Served Fiscal Year to Date		408	488	177	110	527	712	145	
	Total	896		287		1,384			2,567
Identified As (YTD)...									
Male		456		152		680			1,288
Female		434		130		701			1,265
Non-Binary and Transgender		6		5		3			14
White		487		168		1059			1,714
Hispanic		217		53		88			358
American Indian		91		26		71			188
Asian		6		3		17			26
African American		25		15		29			69
Other/Undisclosed		70		22		120			212

YTD Persons by location...

Ukiah Area	1424
Willits Area	365
North County	87
Anderson Valley	22
North Coast	533
South Coast	49
OOC/OOS	87



Homeless....

RQMC Medi-Cal providers have provided 567 billable services to 115 unduplicated homeless clients in March. Fiscal Year to Date the providers have provided 4147 billable services to 290 unduplicated homeless clients.

WPC has served 64 homeless in March 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
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Total Number of...

Crisis Line Contacts March	5	26	16	14	153	97	60	
Total	31	30	310	371				

*There 37 were logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	60	348	153	131	1,200	1,034	247	
Total	408	284	2,481	3,173				

by reason for call YTD...

Increase in Symptoms	1040
Phone Support	824
Information Only	443
Suicidal ideation/Threat	529
Self-Injurious Behavior	36
Access to Services	223
Aggression towards Others	31
Resources/Linkages	50

March Calls from Law Enforcement to Crisis

TOTAL: 32		
MCSO: 9	CHP: 0	WPD: 3
FBPD: 5	Jail: 7	UPD: 8

by time of day YTD...

08:00am-05:00pm	2149
05:00pm-08:00am	1024

YTD Calls from Law Enforcement to Crisis

TOTAL: 284		
MCSO: 97	CHP: 1	WPD: 14
FBPD: 29	Jail: 85	UPD: 58

Total Number of...

Emergency Crisis Assessments March	3	21	13	12	57	60	12	
Total	24	25	129	178				

Emergency Crisis Assessments YTD	49	282	130	115	524	559	131	
Total	331	245	1,214	1,790				



YTD by location...	
Ukiah Valley Medical Center	762
Crisis Center-Walk Ins	434
Mendocino Coast District Hospital	232
Howard Memorial Hospital	210
Jail	54
Juvenile Hall	44
Schools	5
Community	37
FQHCs	12

YTD by insurance...	
Medi-Cal/Partnership	1176
Private	219
Medi/Medi	205
Medicare	93
Indigent	83
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
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Total Number of...

Inpatient Hospitalizations March	0	5	4	2	16	12	1	
Total	5	6	29	40				

Inpatient Hospitalizations YTD	5	62	41	38	162	125	19	
Total	67	79	306	452				

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
March	0	8	March	3	7.5%
YTD	11	39	YTD	40	8.8%

Days in the ER	0	1	2	3	4	5+	Unk
March	8	14	9	5	1	0	3
YTD	81	212	101	20	4	5	29
..by Hospital	0	1	2	3	4	5+	
AHUV	6	9	0	0	0	0	
Howard	2	4	2	4	1	0	
MCDH	0	1	3	1	0	0	

Number of hospitalization	1	2	3	4	5	6+
YTD Number of unduplicated clients	263	43	19	5	4	1



At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	March	YTD	March	YTD	March	YTD
Mendo Medi-cal	36	278	24	238	2	26
Indigent	3	27	3	24	0	3
Other Payor	3	34	1	22	2	15
YTD hospitalizations where discharge was out of county or unknown:						96
YTD number who Declined a follow up appt:						44

YTD hospitalizations by location...	
Aurora- Santa Rosa**	79
Restpadd Redding/RedBluff**	84
St. Helena Napa/ Vallejo**	188
Sierra Vista Sacramento**	4
John Muir Walnut Creek	6
St Francis San Francisco	33
St Marys San Francisco**	5
Marin General**	10
Heritage Oaks Sacramento**	11
VA: Sacramento / PaloAlto / Fairfield / San Francisco	1
Other**	31

YTD hospitalizations by criteria...	
Danger to Self	223
Gravely Disabled	142
Danger to Others	11
Combination	76

Total Number of...

Full Service Partners March	Youth	TAY	Adult	BHC	OA	Outreach	
Total	0	14	67	9	13	12	115

Total Number of...

Full Service Partners YTD	Youth	TAY	Adult	BHC	OA	Outreach	
Total	1	28	102	11	23	35	200

Contract Usage	Budgeted	
Medi-Cal in County Services (60% FFP)	\$12,885,000.00	\$10,066,780.00
Medi-Cal RQMC Out of County Contracts	\$1,930,000.00	\$983,612.00
MHSA	\$1,591,450.00	\$1,115,507.00
Indigent RQMC Out of County Contracts	\$718,672.00	\$344,611.00
Medication Management	\$1,400,000.00	\$923,466.00

Estimated Expected FFP	March	YTD
Expected FFP	\$736,436.00	\$7,184,314.80



Services Provided						
Whole System of Care	March	March	March	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	126	24	154	1080	252	1597
*Case Management	402	152	1400	2481	1520	9621
*Collateral	275	6	7	1546	27	31
*Crisis	33	36	233	515	373	2078
*Family Therapy	119		4	1279	8	21
*TFC	58			457		
*Group Therapy				1	2	24
*Group Rehab	188	43	26	2927	270	341
*ICC	434	7		3847	69	
*Individual Rehab	362	125	484	3596	1008	4221
*Individual Therapy	687	112	427	5927	1030	3274
*IHBS	143	1		1513	8	
*Psychiatric Services	78	38	365	579	291	2808
*Plan Development	96	17	106	744	137	981
*TBS	51			294		
Total	3,052	561	3,206	26,786	4,995	24,997
No Show Rate	4.2%			7.5%		
Average Cost Per Beneficiary	\$1,021	\$1,093	\$811	\$5,503	\$4,071	\$3,693

Count of Services by Area	March	March	March	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	0	0		5	7	
South Coast	4	0		53	16	
North Coast	243	35	649	1,949	434	4,994
North County	130	2		1,090	3	
Ukiah	2,192	503	2,465	19,489	4,451	19,272
Willits	483	21	92	4,200	84	731

Meds Management	March	March	March	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Ukiah Unduplicated Clients	61	28	250	157	74	511
Fort Bragg Unduplicated Clients	3	6	70	13	16	152
Ukiah Services	108	40	394	790	302	3158
Fort Bragg Services	4	9	137	32	95	894