



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 Jan		35	34	14	8	29	25	1	
Total		69		22		55			146
Crisis Services Jan		3	17	16	5	43	42	8	
Total		20		21		93			134
Unduplicated Persons...									
Served in Jan		262	245	80	45	260	409	66	
Total		507		125		735			1,367
Unduplicated Persons...									
Served Fiscal Year to Date		384	432	155	99	480	657	123	
Total		816		254		1,260			2,330
Identified As (YTD)...									
Male		413		134		615			1,162
Female		400		115		641			1,156
Non-Binary and Transgender		3		5		4			12
White		434		145		977			1,556
Hispanic		188		53		80			321
American Indian		87		24		60			171
Asian		5		3		17			25
African American		26		14		23			63
Other/Undisclosed		76		15		103			194

YTD Persons by location...

Ukiah Area	1304
Willits Area	326
North County	78
Anderson Valley	18
North Coast	476
South Coast	45
OOC/OOS	83

RQMC has identified 479 homeless persons through Building Bridges, Homeless Outreach Pilot Project and Contracted Providers. Of the 479 persons 177 have no service history with RQMC for a variety of reasons including, but not limited to: Declined Services, Could receive services at a lower level of care, etc.



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 Jan	3	33	26	11	202	184	16	
<i>Total</i>	36	37	402					475

**There were 64 logged calls where age was not disclosed. Those have been added to the total.*

Crisis Line Contacts YTD	48	290	120	104	888	832	129	
<i>Total</i>	338	224	1,849					2,411

by reason for call YTD...

Increase in Symptoms	829
Phone Support	591
Information Only	105
Suicidal ideation/Threat	56
Self-Injurious Behavior	8
Access to Services	26
Aggression towards Others	4
Resources/Linkages	3

Jan Calls from Law Enforcement to Crisis

TOTAL: 27		
MCSO: 9	CHP: 1	WPD: 3
FBPD: 2	Jail: 1	UPD: 12

by time of day YTD...

08:00am-05:00pm	1647
05:00pm-08:00am	764

YTD Calls from Law Enforcement to Crisis

TOTAL: 226		
MCSO: 77	CHP: 0	WPD: 9
FBPD: 17	Jail: 78	UPD: 45

Total Number of...

Emergency Crisis Assessments Jan	3	25	20	10	78	65	9	
<i>Total</i>	28	30	152					210

Emergency Crisis Assessments YTD	40	232	102	93	415	426	107	
<i>Total</i>	272	195	948					1,415

YTD by location...

Ukiah Valley Medical Center	597
Crisis Center-Walk Ins	341
Mendocino Coast District Hospital	186
Howard Memorial Hospital	167
Jail	51
Juvenile Hall	41
Schools	4
Community	23
FQHCS	9

YTD by insurance...

Medi-Cal/Partnership	131
Private	28
Medi/Medi	25
Medicare	8
Indigent	16
Consolidated	0
Private/Medi-Cal	0
VA	2



AGE OF PERSONS SERVED

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

Inpatient Hospitalizations Jan	0	8	9	2	26	11	1	
Total	8	11	38					57

Inpatient Hospitalizations YTD	5	52	34	33	126	97	17	
Total	57	67	240					364

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Jan	1	4	Jan	6	10.5%
YTD	10	24	YTD	34	9.3%

Days in the ER	0	1	2	3	4	5+	Unk
Jan	10	31	12	1	0	1**	2
YTD	69	176	79	12	2	3	23
..by Hospital	0	1	2	3	4	5+	
AHUV	5	22	8	0	0	0	
Howard	4	4	2	0	0	1	
MCDH	1	5	2	1	0	0	

**The client was placed on a hold over the weekend and there was no bed availability. This was also a Sonoma County Medi-Cal client and we had to seek authorization, and utilize their hospital list. When the client did get accepted when beds were available, MedStar was unable to transport the client until the following day.

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	Jan	YTD	Jan	YTD	Jan	YTD
Mendo Medi-cal	34	215	27	189	6	22
Indigent	6	23	4	20	2	3
Other Payor	4	28	3	18	1	13
YTD hospitalizations where discharge was out of county or unknown:						71
YTD number who Declined a follow up appt:						38

Number of hospitalition	1	2	3	4	5	6+
YTD Number of unduplicated clients	223	44	13	2	0	1



YTD hospitalizations by location...	
Aurora- Santa Rosa**	68
Restpadd Redding/RedBluff**	76
St. Helena Napa/ Vallejo**	153
Sierra Vista Sacramento**	4
John Muir Walnut Creek	3
St Francis San Francisco	16
St Marys San Francisco**	4
Marin General**	9
Heritage Oaks Sacramento**	7
VA: Sacramento / PaloAlto / Fairfield / San Francisco	1
Other**	23

YTD hospitalizations by criteria...	
Danger to Self	182
Gravely Disabled	116
Danger to Others	5
Combination	61

Total Number of...

Full Service Partners Jan	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	21	77	11	14	13	136

Total Number of...

Full Service Partners YTD	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	1	28	102	11	23	33	198

Contract Usage	Budgeted	
Medi-Cal in County Services (60% FFP)	\$12,885,000.00	\$7,995,223.00
Medi-Cal RQMC Out of County Contracts	\$1,930,000.00	\$723,353.00
MHSA	\$1,786,450.00	\$935,431.00
Indigent RQMC Out of County Contracts	\$718,672.00	\$420,122.00
Medication Management	\$1,100,000.00	\$689,632.00

Estimated Expected FFP	Jan	YTD
Expected FFP	\$823,108.00	\$5,644,924.80



Services Provided						
Whole System of Care	Jan	Jan	Jan	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	130	39	151	827	199	1249
*Case Management	347	243	1174	1851	1202	7031
*Collateral	232	1	4	1117	19	23
*Crisis	42	47	281	430	297	1565
*Family Therapy	163	1	1	1026	5	15
*TFC	59			357		
*Group Therapy	0	0	4	1	2	24
*Group Rehab	337	32	33	2441	214	270
*ICC	549	21		3005	44	
*Individual Rehab	477	132	524	2835	781	3272
*Individual Therapy	800	122	333	4531	806	2513
*IHBS	174	2		1218	6	
*Psychiatric Services	71	33	302	422	210	2118
*Plan Development	92	14	115	565	104	765
*TBS	48			198		
Total	3,521	687	2,922	20,824	3,889	18,845
No Show Rate	6.8%			9.6%		
Average Cost Per Beneficiary	\$1,249	\$1,242	\$793	\$4,740	\$3,630	\$3,129

Count of Services by Area	Jan	Jan	Jan	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	0	0		5	7	
South Coast	16	0		36	15	
North Coast	310	60	535	1,475	341	3,787
North County	137			846	0	
Ukiah	2,519	617	2,285	15,069	3,476	14,530
Willits	539	10	102	3,393	50	528

Meds Management	Jan	Jan	Jan	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Ukiah Unduplicated Clients	61	25	229	134	64	467
Fort Bragg Unduplicated Clients	4	7	68	8	12	150
Ukiah Services	96	32	362	588	221	2402
Fort Bragg Services	8	11	89	18	69	643