



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 adults, and adults). 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
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**Persons Admitted to...**

Outpatient Services Dec	12	27	8	0	24	26	3	
<i>Total</i>	39		8		53			<b>100</b>
Crisis Services Dec	1	15	8	3	31	28	11	
<i>Total</i>	16		11		70			<b>97</b>

**Unduplicated Persons...**

Served in Dec	173	232	72	37	272	389	73	
<i>Total</i>	405		109		734			<b>1,248</b>

**Unduplicated Persons...**

Served Fiscal Year to Date	273	360	143	89	463	606	122	
<i>Total</i>	633		232		1,191			<b>2,056</b>

**Identified As (YTD)...**

Male	303		104		564			<b>971</b>
Female	318		122		591			<b>1,031</b>
Non-Binary and Transgender	12		6		6			<b>24</b>
White	338		139		897			<b>1,374</b>
Hispanic	165		50		79			<b>294</b>
American Indian	48		13		73			<b>134</b>
Asian	6		2		14			<b>22</b>
African American	13		7		23			<b>43</b>
Other	6		0		20			<b>26</b>
Undisclosed	57		21		85			<b>163</b>

YTD Persons by location...	
Ukiah Area	1140
Willits Area	325
North County	66
Anderson Valley	23
North Coast	372
South Coast	43
OOC/OOS	87



*Children & Youth*      *Young Adult*      *Adult & Older Adult System*      *RQMC*

<b>0-11</b>	<b>12-17</b>	<b>18-21</b>	<b>22-24</b>	<b>25-40</b>	<b>41-64</b>	<b>65+</b>	<b>Total</b>
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## Homeless Services

### Homeless: Persons Admitted to...

Outpatient Services Dec	0	0	0	0	2	4	0	
<i>Total</i>	0		0		6			<b>6</b>
Crisis Services Dec	0	0	0	0	5	5	0	
<i>Total</i>	0		0		10			<b>10</b>

### Homeless: Unduplicated Persons Served...

In Dec	0	0	1	3	41	58	7	
<i>Total</i>	0		4		106			<b>110</b>
Fiscal Year to Date	0	1	5	10	74	115	14	
<i>Total</i>	1		15		203			<b>219</b>

### Homeless: Count of Outpatient Services Provided...

In Dec	0	29	313	342
Fiscal Year to Date	3	204	1,790	1,997

### Homeless: Count of Crisis Services Provided...

In Dec	0	0	107	107
Fiscal Year to Date	0	21	555	576

### Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Dec	YTD	Dec	YTD	Dec	YTD
Insurance type						
Mendo Medi-cal	31	177	11	46	6	10
Indigent	2	16	1	4	0	0
Other Payor	8	33	2	9	0	1
<b>Total</b>	41	226	14	59	6	11
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	32	7	2	0	0	1

WPC has served 39 homeless unduplicated clients in Dec and 56 unduplicated clients Fiscal Year to Date.

In Addition to the services listed above, 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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**Crisis Services**

**Total Number of...**

Crisis Line Contacts Dec	1	27	10	7	110	204	15	
<b>Total</b>	<b>28</b>	<b>17</b>	<b>329</b>					<b>374</b>

\*There were 22 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	13	148	91	67	980	554	302	
<b>Total</b>	<b>161</b>	<b>158</b>	<b>1,836</b>					<b>2,155</b>

by reason for call YTD...	
Increase in Symptoms	479
Phone Support	1003
Information Only	172
Suicidal ideation/Threat	317
Self-Injurious Behavior	13
Access to Services	117
Aggression towards Others	25
Resources/Linkages	29

Call from LEO to Crisis...		
AGENCY	Dec	YTD
MCSO:	9	71
CHP:	1	8
WPD:	4	15
FBPD:	3	23
Jail/JH:	7	68
UPD:	6	53
<b>Total:</b>	<b>30</b>	<b>238</b>

by time of day YTD...	
08:00am-05:00pm	1201
05:00pm-08:00am	954

Crisis Walk-ins YTD	
Inland	161
Coastal	43

**Total Number of...**

Emergency Crisis Assessments Dec	1	26	10	5	57	43	14	
<b>Total</b>	<b>27</b>	<b>15</b>	<b>114</b>					<b>156</b>

Emergency Crisis Assessments YTD	12	140	81	57	325	283	97	
<b>Total</b>	<b>152</b>	<b>138</b>	<b>705</b>					<b>995</b>

YTD by location...	
Ukiah Valley Medical Center	458
Crisis Center-Walk Ins	179
Mendocino Coast District Hospital	141
Howard Memorial Hospital	139
Jail	49
Juvenile Hall	11
Schools	0
Community	17
FQHCs	1

YTD by insurance...	
Medi-Cal/Partnership	662
Private	109
Medi/Medi	114
Medicare	47
Indigent	56
Consolidated	0
Private/Medi-Cal	3
VA	4



*Children & Youth*      *Young Adult*      *Adult & Older Adult System*      *RQMC*

<b>0-11</b>	<b>12-17</b>	<b>18-21</b>	<b>22-24</b>	<b>25-40</b>	<b>41-64</b>	<b>65+</b>	<b>Total</b>
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**Total Number of...**

Inpatient Hospitalizations Dec	0	10	4	3	14	8	2	
<i>Total</i>	10		7		24			<b>41</b>
Inpatient Hospitalizations YTD	1	53	30	27	96	55	15	
<i>Total</i>	54		57		166			<b>277</b>

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Dec	1	7	Dec	2	4.9%
YTD	7	30	YTD	14	6.1%

Days in the ER	0	1	2	3	4	5+	Unk
Dec	5	25	7	2	0	0	2
YTD	19	129	105	22	2	0	3

..by Hospita	0	1	2	3	4	5+	
AHUV	5	20	4	1	0	0	
Howard	0	2	1	0	0	0	
MCDH	0	2	2	1	0	0	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	Dec	YTD	Dec	YTD	Dec	YTD
Mendo Medi-cal	23	181	20	141	3	40
Indigent	3	10	3	8	0	2
Other Payor	1	18	1	7	0	11
YTD hospitalizations where discharge was out of county or unknown:						50
YTD number who Declined a follow up appt:						53

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	185	18	15	1	0	1



YTD hospitalizations by location..	
Aurora- Santa Rosa**	31
Restpadd Redding/RedBluff**	72
St. Helena Napa/ Vallejo**	111
Sierra Vista Sacramento**	2
John Muir Walnut Creek	4
St Francis San Francisco	27
St Marys San Francisco**	3
Marin General**	3
Heritage Oaks Sacramento**	6
VA: Sacramento / PaloAlto / Fairfield / San Francisco	3
Other**	15

YTD hospitalizations by criteria...	
Danger to Self	136
Gravely Disabled	96
Danger to Others	2
Combination	43

**Total Number of...**

Full Service Partners Dec		Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>		0	25	59	8	13	9	<b>114</b>

**Total Number of...**

Full Service Partners YTD		Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>		1	25	61	8	16	13	<b>124</b>

Contract Usage as of 01/31/2021	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$12,430,750.00	\$5,421,576.00
Medi-Cal RQMC Out of County Contracts	\$1,730,000.00	\$672,348.00
MHSA	\$1,272,836.00	\$577,403.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$117,903.65
Medication Management	\$1,400,000.00	\$725,571.00

Estimated Expected FFP	Dec	YTD
Expected FFP	\$610,431.00	\$3,688,288.20



Services Provided						
Whole System of Care	Dec	Dec	Dec	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	90	22	153	629	176	877
*Case Management	326	174	1461	2008	1068	8253
*Collateral	186	3	8	1294	21	71
*Crisis	52	25	230	328	313	1518
*Family Therapy	86	1	0	565	2	13
*TFC	0	0	0	31	0	0
*Group Therapy	0	0	0	27	0	0
*Group Rehab	46	19	31	357	193	275
*ICC	204	2	0	1362	24	0
*Individual Rehab	256	117	473	1395	578	2912
*Individual Therapy	646	98	472	4020	638	2656
*IHBS	97	2	0	548	22	0
*Psychiatric Services	62	23	263	335	224	1909
*Plan Development	65	17	78	546	108	536
*TBS	79	0	0	419	0	0
<b>Total</b>	<b>2,195</b>	<b>503</b>	<b>3,169</b>	<b>13,864</b>	<b>3,367</b>	<b>19,020</b>
No Show Rate	5.1%			4.0%		
Average Cost Per Beneficiary	<b>\$962</b>	<b>\$838</b>	<b>\$731</b>	<b>\$3,881</b>	<b>\$3,053</b>	<b>\$2,887</b>

Count of Services by Area	Dec	Dec	Dec	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	47	0	5	229	2	52
South Coast	18	4	16	221	45	139
North Coast	185	38	533	1,129	343	3,336
North County	85	0	15	407	6	113
Ukiah	1,517	430	2,426	9,346	2,776	13,803
Willits	343	31	174	2,532	195	1,577

Meds Management	Dec	Dec	Dec	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	53	22	217	92	59	438
Coastal Unduplicated Clients	9	8	72	21	20	146
Inland Services	89	38	393	502	233	2377
Coastal Services	15	18	128	82	114	755