



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. RQMC and its contracted providers (Manzanita, MCAVHN, Hospitality, MCYP, RCS, and Tapestry) use a single Electronic Health Record (EHR), EXYM to pull the data used in this report. The 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
Persons Admitted to...								
Outpatient Services Feb	24	28	9	6	19	19	1	
<i>Total</i>	52		15		39			106
Crisis Services Feb	3	12	9	10	29	28	9	
<i>Total</i>	15		19		66			100
Unduplicated Persons...								
Served in Feb	192	254	79	49	282	404	74	
<i>Total</i>	446		128		760			1,334
Unduplicated Persons...								
Served Fiscal Year to Date	314	409	172	109	531	652	137	
<i>Total</i>	723		281		1,320			2,324
Identified As (YTD)...								
Male	341		123		651			1,115
Female	370		150		663			1,183
Non-Binary and Transgender	12		8		6			26
White	395		169		989			1,553
Hispanic	183		54		91			328
American Indian	51		19		78			148
Asian	7		2		12			21
African American	14		6		26			46
Other	8		3		18			29
Undisclosed	65		28		106			199

YTD Persons by location...	
Ukiah Area	1283
Willits Area	369
North County	72
Anderson Valley	25
North Coast	424
South Coast	46
OOC/OOS	105



Children & Youth		Young Adult		Adult & Older Adult System			RQMC
0-11	12-17	18-21	22-24	25-40	41-64	65+	Total

Homeless Services

Homeless: Persons Admitted to...

Outpatient Services Feb	0	0	0	0	3	1	0	
<i>Total</i>	0		0		4			4
Crisis Services Feb	0	0	0	0	3	3	0	
<i>Total</i>	0		0		6			6

Homeless: Unduplicated Persons Served...

In Feb	0	0	1	4	38	51	6	
<i>Total</i>	0		5		95			100
Fiscal Year to Date	0	1	7	15	90	115	13	
<i>Total</i>	1		22		218			241

Homeless: Count of Outpatient Services Provided...

In Feb		51	369	420
Fiscal Year to Date	4	279	2,599	2,882

Homeless: Count of Crisis Services Provided...

In Feb	0	0	50	50
Fiscal Year to Date	0	45	653	698

Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Feb	YTD	Feb	YTD	Feb	YTD
Insurance type						
Mendo Medi-cal	30	238	9	62	1	14
Indigent	3	34	2	10	0	1
Other Payor	0	35	0	13	0	1
Total	33	307	11	85	1	16
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	49	8	4	0	0	1

WPC has served 41 homeless unduplicated clients in Feb and 66 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 Feb	5	16	15	13	173	87	63	
Total	21	28	323					372

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

Crisis Line Contacts YTD	22	193	138	101	1,258	744	396	
Total	215	239	2,398					2,852

by reason for call YTD...	
Increase in Symptoms	756
Phone Support	1293
Information Only	120
Suicidal ideation/Threat	478
Self-Injurious Behavior	13
Access to Services	127
Aggression towards Others	35
Resources/Linkages	30

Call from LEO to Crisis...		
AGENCY	Feb	YTD
MCSO:	10	89
CHP:	0	10
WPD:	3	23
FBPD:	8	38
Jail/JH:	3	75
UPD:	9	75
Total:	33	310

by time of day YTD...	
08:00am-05:00pm	1647
05:00pm-08:00am	1205

Crisis Walk-ins YTD	
Inland	189
Coastal	54

Total Number of...

Emergency Crisis Assessments Feb	5	16	15	13	58	44	12	
Total	21	28	114					163
Emergency Crisis Assessments YTD	21	176	115	88	451	399	119	
Total	197	203	969					1,369

YTD by location...	
Ukiah Valley Medical Center	644
Crisis Center-Walk Ins	234
Mendocino Coast District Hospital	203
Howard Memorial Hospital	185
Jail	49
Juvenile Hall	13
Schools	1
Community	39
FQHCs	1

YTD by insurance...	
Medi-Cal/Partnership	943
Private	130
Medi/Medi	133
Medicare	56
Indigent	93
Consolidated	0
Private/Medi-Cal	2
VA	12



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 Feb	0	7	9	4	17	11	4	
<i>Total</i>	7		13		32			52
Inpatient Hospitalizations YTD	1	63	41	35	128	76	21	
<i>Total</i>	64		76		225			365

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Feb	0	1	Feb	2	3.8%
YTD	8	35	YTD	22	6.0%

Days in the ER	0	1	2	3	4	5+	Unk
Feb	5	22	16	4	1	0	4
YTD	26	172	130	27	3	0	9

... by Hospital for Feb	0	1	2	3	4	5+	
AHUV	5	13	11	1	0	0	
Howard	0	7	2	2	1	0	
MCDH	0	2	3	1	0	0	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	Feb	YTD	Feb	YTD	Feb	YTD
Payor						
Mendo Medi-cal	32	231	29	199	3	30
Indigent	6	18	4	14	2	7
Other Payor	2	23	2	15	0	12
YTD hospitalizations where discharge was out of county or unknown:						78
YTD number who Declined a follow up appt:						49

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	229	31	14	6	0	1



YTD hospitalizations by location..	
Aurora- Santa Rosa**	35
Restpadd Redding/RedBluff**	82
St. Helena Napa/ Vallejo**	168
Sierra Vista Sacramento**	4
John Muir Walnut Creek	5
St Francis San Francisco	34
St Marys San Francisco**	3
Marin General**	3
Heritage Oaks Sacramento**	9
VA: Sacramento / PaloAlto / Fairfield / San Francisco	6
Other**	16

YTD hospitalizations by criteria...	
Danger to Self	180
Gravely Disabled	126
Danger to Others	4
Combination	55

Total Number of...

Full Service Partners Feb		Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>		0	17	54	7	16	0	94

Total Number of...

Full Service Partners YTD		Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>		1	28	66	8	18	13	134

Contract Usage as of 04/14/2021	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$12,430,750.00	\$7,709,734.00
Medi-Cal RQMC Out of County Contracts	\$1,730,000.00	\$914,635.00
MHSA	\$1,272,836.00	\$797,943.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$299,567.00
Medication Management	\$1,400,000.00	\$956,120.00

Estimated Expected FFP	Feb	YTD
Expected FFP	\$681,039.00	\$5,199,512.40



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	134	48	153	857	251	1164
*Case Management	301	175	1373	2624	1368	10795
*Collateral	222	8	3	1745	37	81
*Crisis	41	50	222	400	404	1954
*Family Therapy	94	0	2	755	3	16
*TFC	0	0	0	31	0	0
*Group Therapy	0	0	0	26	0	0
*Group Rehab	69	22	53	465	224	383
*ICC	248	9	0	1933	34	0
*Individual Rehab	306	81	563	1945	749	3915
*Individual Therapy	651	98	321	5396	825	3392
*IHBS	119	10	0	807	36	0
*Psychiatric Services	63	46	322	446	305	2604
*Plan Development	94	27	89	734	151	701
*TBS	122		0	631	0	0
Total	2,464	574	3,101	18,795	4,387	25,005
No Show Rate	4.3%			4.2%		
Average Cost Per Beneficiary	\$1,035	\$928	\$730	\$4,616	\$3,254	\$3,414

Count of Services by Area	Feb	Feb	Feb	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	27	1	18	298	3	90
South Coast	35	4	13	248	58	131
North Coast	164	70	573	1,510	448	4,485
North County	93	10	20	850	14	138
Ukiah	1,775	433	2,207	12,675	3,575	17,879
Willits	370	56	270	3,214	289	2,282

Meds Management	Feb	Feb	Feb	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	47	24	232	107	66	462
Coastal Unduplicated Clients	10	15	86	24	22	143
Inland Services	85	40	370	647	301	3108
Coastal Services	16	27	138	110	160	1040