



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**

|  |  | <i>Children &amp; Youth</i> |       | <i>Young Adult</i> |       | <i>Adult &amp; Older Adult System</i> |       | <i>RQMC</i> |       |
|--|--|-----------------------------|-------|--------------------|-------|---------------------------------------|-------|-------------|-------|
|  |  | 0-11                        | 12-17 | 18-21              | 22-24 | 25-40                                 | 41-64 | 65+         | Total |

**Persons Admitted to...**

|                         |  |    |    |    |   |    |    |    |    |
|-------------------------|--|----|----|----|---|----|----|----|----|
| Outpatient Services Nov |  | 12 | 16 | 6  | 6 | 23 | 21 | 5  |    |
| <i>Total</i>            |  | 28 |    | 12 |   | 49 |    |    | 89 |
| Crisis Services Nov     |  | 2  | 13 | 8  | 4 | 28 | 28 | 10 |    |
| <i>Total</i>            |  | 15 |    | 12 |   | 66 |    |    | 93 |

**Unduplicated Persons...**

|               |  |     |     |     |    |     |     |    |       |
|---------------|--|-----|-----|-----|----|-----|-----|----|-------|
| Served in Nov |  | 177 | 232 | 69  | 41 | 274 | 399 | 78 |       |
| <i>Total</i>  |  | 409 |     | 110 |    | 751 |     |    | 1,270 |

**Unduplicated Persons...**

|                            |  |     |     |     |    |       |     |     |       |
|----------------------------|--|-----|-----|-----|----|-------|-----|-----|-------|
| Served Fiscal Year to Date |  | 266 | 344 | 125 | 87 | 433   | 567 | 116 |       |
| <i>Total</i>               |  | 610 |     | 212 |    | 1,116 |     |     | 1,938 |

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

|                            |  |     |  |     |  |     |  |  |     |
|----------------------------|--|-----|--|-----|--|-----|--|--|-----|
| Male                       |  | 294 |  | 98  |  | 554 |  |  | 946 |
| Female                     |  | 305 |  | 108 |  | 556 |  |  | 969 |
| Non-Binary and Transgender |  | 11  |  | 6   |  | 6   |  |  | 23  |

|                   |  |     |  |     |  |     |  |  |       |
|-------------------|--|-----|--|-----|--|-----|--|--|-------|
| White             |  | 328 |  | 120 |  | 821 |  |  | 1,269 |
| Hispanic          |  | 155 |  | 46  |  | 72  |  |  | 273   |
| American Indian   |  | 47  |  | 14  |  | 67  |  |  | 128   |
| Asian             |  | 6   |  | 2   |  | 12  |  |  | 20    |
| African American  |  | 9   |  | 6   |  | 21  |  |  | 36    |
| Other/Undisclosed |  | 65  |  | 24  |  | 123 |  |  | 212   |

| <b>YTD Persons by location...</b> |      |
|-----------------------------------|------|
| Ukiah Area                        | 1089 |
| Willits Area                      | 308  |
| North County                      | 59   |
| Anderson Valley                   | 21   |
| North Coast                       | 352  |
| South Coast                       | 38   |
| OOC/OOS                           | 71   |



**Homeless....**

RQMC Medi-Cal providers have provided 435 billable services to 107 unduplicated homeless clients in Nov. Fiscal Year to Date the providers have provided 2346 billable services to 214 unduplicated homeless clients.

WPC has served 38 homeless in Nov and 54 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 Nov | 2  | 25 | 13 | 7 | 198 | 52 | 101 |            |
| <i>Total</i>             | 27 |    | 20 |   | 351 |    |     | <b>398</b> |

*\*There were 15 logged calls where age was not disclosed. Those have been added to the total.*

|                          |     |     |     |    |       |     |     |              |
|--------------------------|-----|-----|-----|----|-------|-----|-----|--------------|
| Crisis Line Contacts YTD | 12  | 121 | 81  | 60 | 870   | 350 | 287 |              |
| <i>Total</i>             | 133 |     | 141 |    | 1,507 |     |     | <b>1,781</b> |

| by reason for call YTD... |     |
|---------------------------|-----|
| Increase in Symptoms      | 391 |
| Phone Support             | 801 |
| Information Only          | 171 |
| Suicidal ideation/Threat  | 254 |
| Self-Injurious Behavior   | 12  |
| Access to Services        | 107 |
| Aggression towards Others | 18  |
| Resources/Linkages        | 27  |

| Call from LEO to Crisis... |     |     |
|----------------------------|-----|-----|
| AGENCY                     | Nov | YTD |
| MCSO:                      | 17  | 62  |
| CHP:                       | 2   | 7   |
| WPD:                       | 2   | 11  |
| FBPD                       | 4   | 20  |
| Jail/JH:                   | 14  | 61  |
| UPD:                       | 6   | 47  |
| Total:                     | 45  | 208 |

| by time of day YTD... |     |
|-----------------------|-----|
| 08:00am-05:00pm       | 973 |
| 05:00pm-08:00am       | 808 |

**Total Number of...**

|                                  |    |    |    |   |     |    |    |            |
|----------------------------------|----|----|----|---|-----|----|----|------------|
| Emergency Crisis Assessments Nov | 2  | 25 | 12 | 7 | 53  | 42 | 17 |            |
| <i>Total</i>                     | 27 |    | 19 |   | 112 |    |    | <b>158</b> |

|                                  |     |     |     |    |     |     |    |            |
|----------------------------------|-----|-----|-----|----|-----|-----|----|------------|
| Emergency Crisis Assessments YTD | 11  | 114 | 71  | 52 | 268 | 240 | 83 |            |
| <i>Total</i>                     | 125 |     | 123 |    | 591 |     |    | <b>839</b> |



| YTD by location...                |     |
|-----------------------------------|-----|
| Ukiah Valley Medical Center       | 385 |
| Crisis Center-Walk Ins            | 150 |
| Mendocino Coast District Hospital | 118 |
| Howard Memorial Hospital          | 120 |
| Jail                              | 42  |
| Juvenile Hall                     | 10  |
| Schools                           | 0   |
| Community                         | 13  |
| FQHCs                             | 1   |

| YTD by insurance...  |     |
|----------------------|-----|
| Medi-Cal/Partnership | 557 |
| Private              | 98  |
| Medi/Medi            | 89  |
| Medicare             | 41  |
| Indigent             | 47  |
| Consolidated         | 0   |
| Private/Medi-Cal     | 3   |
| VA                   | 4   |

*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 Nov | 0 | 9 | 6 | 2 | 15 | 5 | 2 |           |
|--------------------------------|---|---|---|---|----|---|---|-----------|
| <i>Total</i>                   | 9 |   | 8 |   | 22 |   |   | <b>39</b> |

| Inpatient Hospitalizations YTD | 1  | 43 | 26 | 24 | 82  | 47 | 13 |            |
|--------------------------------|----|----|----|----|-----|----|----|------------|
| <i>Total</i>                   | 44 |    | 50 |    | 142 |    |    | <b>236</b> |

| ReHospitalization within 30 days | Youth | Adult | 0-2 days in the Hospital | Admits | % of total Admits |
|----------------------------------|-------|-------|--------------------------|--------|-------------------|
| Nov                              | 0     | 7     | Nov                      | 2      | 5.1%              |
| YTD                              | 6     | 21    | YTD                      | 15     | 6.4%              |

| Days in the ER | 0  | 1   | 2  | 3  | 4 | 5+ | Unk |
|----------------|----|-----|----|----|---|----|-----|
| Nov            | 5  | 24  | 8  | 3  | 0 | 0  | 1   |
| YTD            | 14 | 104 | 98 | 20 | 2 | 0  | 1   |
| ..by Hospita   | 0  | 1   | 2  | 3  | 4 | 5+ |     |
| AHUV           | 2  | 15  | 5  | 1  | 0 | 0  |     |
| Howard         | 3  | 5   | 1  | 0  | 0 | 0  |     |
| MCDH           | 0  | 3   | 1  | 0  | 0 | 0  |     |

| Number of hospitalizations:         | 1   | 2  | 3  | 4 | 5 | 6+ |
|-------------------------------------|-----|----|----|---|---|----|
| YTD Number of unduplicated clients: | 163 | 17 | 10 | 1 | 1 | 0  |



| YTD hospitalizations by location...                      |    |
|----------------------------------------------------------|----|
| Aurora- Santa Rosa**                                     | 26 |
| Restpadd Redding/RedBluff**                              | 63 |
| St. Helena Napa/ Vallejo**                               | 95 |
| Sierra Vista Sacramento**                                | 2  |
| John Muir Walnut Creek                                   | 4  |
| St Francis San Francisco                                 | 23 |
| St Marys San Francisco**                                 | 1  |
| Marin General**                                          | 3  |
| Heritage Oaks Sacramento**                               | 5  |
| VA: Sacramento / PaloAlto /<br>Fairfield / San Francisco | 3  |
| Other**                                                  | 11 |

| YTD hospitalizations by criteria... |     |
|-------------------------------------|-----|
| Danger to Self                      | 113 |
| Gravely Disabled                    | 85  |
| Danger to Others                    | 0   |
| Combination                         | 38  |

| At Discharge                                                       | Discharged to Mendocino |     | Follow up Crisis Appt |     | Declined follow up Crisis appt |     |
|--------------------------------------------------------------------|-------------------------|-----|-----------------------|-----|--------------------------------|-----|
|                                                                    | Nov                     | YTD | Nov                   | YTD | Nov                            | YTD |
| Payor                                                              |                         |     |                       |     |                                |     |
| Mendo Medi-cal                                                     | 25                      | 158 | 23                    | 121 | 2                              | 37  |
| Indigent                                                           | 2                       | 7   | 2                     | 5   | 0                              | 2   |
| Other Payor                                                        | 3                       | 17  | 3                     | 6   | 0                              | 11  |
| YTD hospitalizations where discharge was out of county or unknown: |                         |     |                       |     |                                | 41  |
| YTD number who Declined a follow up appt:                          |                         |     |                       |     |                                | 50  |

**Total Number of...**

| Full Service Partners Nov | Youth | TAY | Adult | BHC | OA | Outreach |            |
|---------------------------|-------|-----|-------|-----|----|----------|------------|
| <i>Total</i>              | 0     | 25  | 58    | 8   | 13 | 9        | <b>113</b> |

**Total Number of...**

| Full Service Partners YTD | Youth | TAY | Adult | BHC | OA | Outreach |            |
|---------------------------|-------|-----|-------|-----|----|----------|------------|
| <i>Total</i>              | 1     | 25  | 60    | 8   | 16 | 13       | <b>123</b> |

| Contract Usage as of 12/31/2020       | Budgeted       | YTD            |
|---------------------------------------|----------------|----------------|
| Medi-Cal in County Services (60% FFP) | \$6,220,125.00 | \$4,796,639.00 |
| Medi-Cal RQMC Out of County Contracts | \$916,750.00   | \$289,159.00   |
| MHSA                                  | \$571,335.00   | \$509,425.00   |
| Indigent RQMC Out of County Contracts | \$357,519.00   | \$122,760.00   |
| Medication Management                 | \$700,000.00   | \$615,991.00   |

| Estimated Expected FFP | Nov          | YTD            |
|------------------------|--------------|----------------|
| Expected FFP           | \$620,962.00 | \$3,247,578.00 |



| Services Provided                   |              |              |              |                |                |                |
|-------------------------------------|--------------|--------------|--------------|----------------|----------------|----------------|
| Whole System of Care                | Nov          | Nov          | Nov          | YTD            | YTD            | YTD            |
| Count of Services Provided          | Youth        | Y Adult      | Adults       | Youth          | Y Adults       | Adults         |
| *Assessment                         | 89           | 27           | 122          | 539            | 154            | 724            |
| *Case Management                    | 377          | 148          | 1256         | 1682           | 894            | 6792           |
| *Collateral                         | 166          | 2            | 12           | 1108           | 18             | 63             |
| *Crisis                             | 47           | 34           | 195          | 276            | 288            | 1288           |
| *Family Therapy                     | 76           | 0            | 1            | 479            | 1              | 13             |
| *TFC                                | 0            | 0            | 0            | 31             | 0              | 0              |
| *Group Therapy                      | 0            | 0            | 0            | 27             | 0              | 0              |
| *Group Rehab                        | 49           | 48           | 84           | 311            | 174            | 244            |
| *ICC                                | 235          | 6            | 0            | 1158           | 22             | 0              |
| *Individual Rehab                   | 249          | 130          | 493          | 1139           | 461            | 2439           |
| *Individual Therapy                 | 609          | 86           | 416          | 3374           | 540            | 2184           |
| *IHBS                               | 99           | 5            | 0            | 451            | 20             | 0              |
| *Psychiatric Services               | 42           | 31           | 332          | 273            | 201            | 1646           |
| *Plan Development                   | 94           | 22           | 81           | 481            | 91             | 458            |
| *TBS                                | 89           | 0            | 0            | 340            | 0              | 0              |
| <b>Total</b>                        | <b>2,221</b> | <b>539</b>   | <b>2,992</b> | <b>11,669</b>  | <b>2,864</b>   | <b>15,851</b>  |
| No Show Rate                        | 4.6%         |              |              | 3.8%           |                |                |
| <b>Average Cost Per Beneficiary</b> | <b>\$946</b> | <b>\$988</b> | <b>\$718</b> | <b>\$3,389</b> | <b>\$2,910</b> | <b>\$2,601</b> |

| Count of Services by Area | Nov   | Nov     | Nov    | YTD   | YTD      | YTD    |
|---------------------------|-------|---------|--------|-------|----------|--------|
|                           | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| Anderson Valley           | 46    | 0       | 11     | 182   | 2        | 47     |
| South Coast               | 36    | 7       | 29     | 203   | 41       | 123    |
| North Coast               | 195   | 22      | 529    | 944   | 305      | 2,803  |
| North County              | 90    | 1       | 27     | 322   | 6        | 98     |
| Ukiah                     | 1,404 | 477     | 2,037  | 7,829 | 2,346    | 11,377 |
| Willits                   | 450   | 32      | 359    | 2,189 | 164      | 1,403  |

| Meds Management              | Nov   | Nov     | Nov    | YTD   | YTD      | YTD    |
|------------------------------|-------|---------|--------|-------|----------|--------|
|                              | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| Inland Unduplicated Clients  | 13    | 11      | 70     | 85    | 55       | 423    |
| Coastal Unduplicated Clients | 2     | 2       | 36     | 18    | 19       | 142    |
| Inland Services              | 68    | 32      | 390    | 413   | 195      | 1984   |
| Coastal Services             | 11    | 13      | 139    | 67    | 96       | 627    |