



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 May	20	30	5	1	23	16	5	
<i>Total</i>	50		6		44			100
Crisis Services May	4	12	3	5	32	31	12	
<i>Total</i>	16		8		75			99
Unduplicated Persons...								
Served in May	156	254	77	36	263	368	68	
<i>Total</i>	410		113		699			1,222
Unduplicated Persons...								
Served Fiscal Year to Date	301	540	201	106	619	748	174	
<i>Total</i>	841		307		1,541			2,689
Identified As (YTD)...								
Male	393		119		751			1,263
Female	430		179		781			1,390
Non-Binary and Transgender	18		9		9			36
White	451		158		1093			1,702
Hispanic	227		75		124			426
American Indian	48		20		79			147
Asian	7		2		17			26
African American	14		7		30			51
Other	7		4		20			31
Undisclosed	87		41		178			306

YTD Persons by location...	
Ukiah Area	1509
Willits Area	407
North County	84
Anderson Valley	37
North Coast	507
South Coast	48
OOC/OOS	97



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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Homeless Services

Homeless: Persons Admitted to...

Outpatient Services May	0	0	1	0	3	5	0	
<i>Total</i>	0		1		8			9
Crisis Services May	0	0	0	0	6	10	2	
<i>Total</i>	0		0		18			18

Homeless: Unduplicated Persons Served...

In May	0	0	2	1	34	71	7	
<i>Total</i>	0		3		112			115
Fiscal Year to Date	1	0	9	6	84	150	18	
<i>Total</i>	1		15		252			268

Homeless: Count of Outpatient Services Provided...

In May	0	7	323	330
Fiscal Year to Date	7	62	3,138	3,207

Homeless: Count of Crisis Services Provided...

In May	0	0	158	158
Fiscal Year to Date	0	33	1,533	1,566

Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	May	YTD	May	YTD	May	YTD
Insurance type						
Mendo Medi-cal	26	322	4	59	0	12
Indigent	1	24	2	7	0	0
Other Payor	4	13	4	11	0	0
Total	31	359	10	77	0	12
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	44	13	1	1	0	0

WPC has served homeless unduplicated clients in May and unduplicated clients Fiscal Year to Date. Wellness Centers provided 5079 services to homeless clients during July through December.

In Addition to the services listed above, RQMC Providers also serve the homeless population through Building Bridges, Full Service Partner, and other MSHA 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 May	18	26	12	14	108	86	29	
<i>Total</i>	44	26	223					293

**There were 24 logged calls where age was not disclosed. Those have been added to the total.*

Crisis Line Contacts YTD	84	320	166	94	964	764	317	
<i>Total</i>	404	260	2,045					2,709

by reason for call YTD...	
Increase in Symptoms	1362
Phone Support	268
Information Only	103
Suicidal ideation/Threat	614
Self-Injurious Behavior	53
Access to Services	192
Aggression towards Others	66
Resources/Linkages	51

Call from LEO to Crisis...		
Agency	May	YTD
MCSO:	5	105
CHP:	0	3
WPD:	1	32
FBPD	1	42
Jail/JH:	9	60
UPD:	5	83
MobileCrisi	6	6
Total:	27	331

by time of day YTD...	
08:00am-05:00pm	1813
05:00pm-08:00am	896

Crisis Walk-ins YTD	
Inland	410
Coastal	213

Total Number of...

Emergency Crisis Assessments May	9	21	10	13	67	73	25	
<i>Total</i>	30	23	165					218
Emergency Crisis Assessments YTD	71	281	148	86	653	677	195	
<i>Total</i>	352	234	1,525					2,111

YTD by location...	
Ukiah Valley Medical Center	818
Crisis Center-Walk Ins	642
Mendocino Coast District Hospital	266
Howard Memorial Hospital	196
Jail	65
Juvenile Hall	4
Schools	2
Community	125
FQHCs	3

YTD by insurance...	
Medi-Cal/Partnership	1544
Private	159
Medi/Medi	203
Medicare	83
Indigent	112
Consolidated	0
Private/Medi-Cal	11
VA	9



	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 May	0	8	1	7	10	9	4	
<i>Total</i>	8		8		23			39
Inpatient Hospitalizations YTD	2	70	32	23	128	105	30	
<i>Total</i>	72		55		263			390

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
May	0	4	May	3	7.7%
YTD	4	28	YTD	20	5.1%

Days in the ER	0	1	2	3	4	5+	Unk
May	1	20	11	3	3	1	0
YTD	35	180	99	39	13	9	13
... by Hospital for May	0	1	2	3	4	5+	
AHUV	1	16	6	1	1	0	
Howard	0	3	1	0	1	0	
MCDH	0	1	4	2	1	1	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	May	YTD	May	YTD	May	YTD
Payor						
Mendo Medi-cal	24	228	20	211	4	17
Indigent	1	25	1	24	0	1
Other Payor	1	17	1	17	0	0
YTD hospitalizations where discharge was out of county or unknown:						51
YTD number who Declined a follow up appt:						18

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	265	41	13	1	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	36
Restpadd Redding/RedBluff**	122
St. Helena Napa/ Vallejo**	155
Sierra Vista Sacramento**	8
John Muir Walnut Creek	3
St Francis San Francisco	15
St Marys San Francisco**	4
Marin General**	5
Heritage Oaks Sacramento**	15
VA: Sacramento / PaloAlto / Fairfield / San Francisco	3
Other**	24

YTD hospitalizations by criteria...	
Danger to Self	146
Gravely Disabled	140
Danger to Others	6
Combination	98

Total Number of...

Full Service Partners May	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	11	55	4	17	3	90

Total Number of...

Full Service Partners YTD	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	26	77	7	21	11	142

Contract Usage as of 05/31/2022	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$12,136,969.00
Medi-Cal RQMC Out of County Contracts	\$1,555,000.00	\$1,288,926.00
MHSA	\$1,145,000.00	\$1,094,003.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$729,991.00
Medication Management	\$1,400,000.00	\$1,216,000.00

Estimated Expected FFP	May	YTD
Expected FFP	\$789,246.00	\$8,011,781.40



Services Provided						
Whole System of Care	May	May	May	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	121	25	177	1216	334	1728
*Case Management	221	150	1275	2577	1774	13466
*Collateral	107	1	0	1199	15	31
*Crisis	57	41	309	681	440	2898
*Family Therapy	81	3	1	890	24	27
*TFC	75	0	0	693	0	0
*Group Therapy	0	0	0	0	0	0
*Group Rehab	222	6	69	1784	215	938
*ICC	216	8	0	2643	88	0
*Individual Rehab	287	59	517	2541	692	6306
*Individual Therapy	505	101	313	5968	1193	4074
*IHBS	214	10	0	1868	121	0
*Psychiatric Services	78	23	194	799	319	3010
*Plan Development	86	20	83	920	218	953
*TBS	34			290	0	0
Total	2,304	447	2,938	24,069	5,433	33,431
No Show Rate	4.2%			4.3%		
Average Cost Per Beneficiary	\$1,283	\$960	\$974	\$6,080	\$4,090	\$4,583

Count of Services by Area	May	May	May	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	10	0	0	168	10	77
South Coast	2	0	3	148	5	84
North Coast	129	53	598	1,711	464	5,736
North County	10	0	17	235	25	303
Ukiah	1,841	381	2,111	18,468	4,545	24,048
Willits	312	13	209	3,339	384	3,183

Meds Management	May	May	May	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	63	26	176	146	79	509
Coastal Unduplicated Clients	17	5	56	45	15	147
Inland Services	112	44	293	993	365	3418
Coastal Services	32	10	114	217	137	1141

