



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
<b>Persons Admitted to...</b>								
Outpatient Services Nov	20	27	11	5	15	13	2	
<i>Total</i>	47		16		30			<b>93</b>
Crisis Services Nov	1	24	7	7	38	33	9	
<i>Total</i>	25		14		80			<b>119</b>
<b>Unduplicated Persons...</b>								
Served in Nov	158	273	58	39	280	389	66	
<i>Total</i>	431		97		735			<b>1,263</b>
<b>Unduplicated Persons...</b>								
Served Fiscal Year to Date	235	435	96	76	457	562	129	
<i>Total</i>	670		172		1,148			<b>1,990</b>
<b>Identified As (YTD)...</b>								
Male	307		73		554			<b>934</b>
Female	351		91		588			<b>1,030</b>
Non-Binary and Transgender	12		8		6			<b>26</b>
White	347		92		809			<b>1,248</b>
Hispanic	189		32		88			<b>309</b>
American Indian	40		17		57			<b>114</b>
Asian	7		1		14			<b>22</b>
African American	13		5		28			<b>46</b>
Other	6		2		16			<b>24</b>
Undisclosed	68		23		136			<b>227</b>

YTD Persons by location...	
Ukiah Area	1158
Willits Area	298
North County	58
Anderson Valley	27
North Coast	360
South Coast	32
OOC/OOS	57



*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 Nov	0	0	1	0	0	6	0	
<i>Total</i>	0		1		6			<b>7</b>
Crisis Services Nov	0	0	1	1	4	12	0	
<i>Total</i>	0		2		16			<b>18</b>

**Homeless: Unduplicated Persons Served...**

In Nov	0	1	1	1	30	69	6	
<i>Total</i>	1		2		105			<b>108</b>
Fiscal Year to Date	0	1	4	4	61	99	16	
<i>Total</i>	1		8		176			<b>185</b>

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

In Nov	0	0	189				
Fiscal Year to Date	3	34	1,266				

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

In Nov	0	5	144				
Fiscal Year to Date	0	13	704				

**Homeless: Persons Served in Crisis...**

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Nov	YTD	Nov	YTD	Nov	YTD
Insurance type						
Mendo Medi-cal	57	183	4	32	0	10
Indigent	1	21	0	3	0	0
Other Payor	0	4	3	5	0	0
<b>Total</b>	58	208	7	40	0	10
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	22	5	1	1	0	0

WPC has served 28 homeless unduplicated clients in Nov and 38 unduplicated clients Fiscal Year to Date. Wellness Centers provided 310 services to 155 homeless clients during the 1st quarter.

In Addition to the services listed above, RQMC Providers also serve the homeless population through 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 Nov	3	36	11	9	73	66	23	
<b>Total</b>	<b>39</b>	<b>20</b>	<b>162</b>					<b>221</b>

\*There were 0 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	24	160	69	40	420	298	177	
<b>Total</b>	<b>184</b>	<b>109</b>	<b>895</b>					<b>1,188</b>

by reason for call YTD...	
Increase in Symptoms	616
Phone Support	88
Information Only	63
Suicidal ideation/Threat	287
Self-Injurious Behavior	15
Access to Services	75
Aggression towards Others	22
Resources/Linkages	22

Call from LEO to Crisis...		
Agency	Nov	YTD
MCSO:	15	61
CHP:	0	3
WPD:	5	19
FBPD	3	19
Jail/JH:	8	31
UPD:	5	48
<b>Total:</b>	<b>36</b>	<b>181</b>

by time of day YTD...	
08:00am-05:00pm	765
05:00pm-08:00am	423

Crisis Walk-ins YTD	
Inland	124
Coastal	60

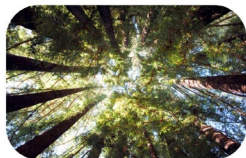
**Total Number of...**

Emergency Crisis Assessments Nov	3	33	11	9	67	60	20	
<b>Total</b>	<b>36</b>	<b>20</b>	<b>147</b>					<b>203</b>

Emergency Crisis Assessments YTD	24	148	65	38	325	272	95	
<b>Total</b>	<b>172</b>	<b>103</b>	<b>692</b>					<b>967</b>

YTD by location...	
Ukiah Valley Medical Center	413
Crisis Center-Walk Ins	210
Mendocino Coast District Hospital	122
Howard Memorial Hospital	119
Jail	27
Juvenile Hall	3
Schools	1
Community	70
FQHCs	2

YTD by insurance...	
Medi-Cal/Partnership	680
Private	79
Medi/Medi	102
Medicare	38
Indigent	60
Consolidated	0
Private/Medi-Cal	2
VA	6



	Children & Youth		Young Adult		Adult & Older Adult System			RQMC
	0-11	12-17	18-21	22-24	25-40	41-64	65+	Total
<b>Total Number of...</b>								
Inpatient Hospitalizations Nov	0	8	1	1	11	10	2	
<i>Total</i>	8		2		23			<b>33</b>
Inpatient Hospitalizations YTD	0	35	10	10	70	49	13	
<i>Total</i>	35		20		132			<b>187</b>

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Nov	1	1	Nov	2	6.1%
YTD	4	18	YTD	10	5.3%

Days in the ER	0	1	2	3	4	5+	Unk
Nov	1	12	14	3	2	1	0
YTD	17	93	45	16	3	5	8

... by Hospital for Nov	0	1	2	3	4	5+	
AHUV	1	6	10	1	1	0	
Howard	0	4	1	1	1	0	
MCDH	2	3	0	0	0	1	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	Nov	YTD	Nov	YTD	Nov	YTD
Payor						
Mendo Medi-cal	19	116	17	105	2	11
Indigent	0	10	0	10	0	0
Other Payor	2	12	2	12	0	0
YTD hospitalizations where discharge was out of county or unknown:						40
YTD number who Declined a follow up appt:						11

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	139	16	4	1	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	16
Restpadd Redding/RedBluff**	61
St. Helena Napa/ Vallejo**	72
Sierra Vista Sacramento**	5
John Muir Walnut Creek	1
St Francis San Francisco	7
St Marys San Francisco**	3
Marin General**	1
Heritage Oaks Sacramento**	10
VA: Sacramento / PaloAlto / Fairfield / San Francisco	1
Other**	10

YTD hospitalizations by criteria...	
Danger to Self	73
Gravely Disabled	64
Danger to Others	1
Combination	49

**Total Number of...**

Full Service Partners Nov		Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>		0	15	62	4	12	1	<b>94</b>

**Total Number of...**

Full Service Partners YTD		Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>		0	24	71	7	17	8	<b>127</b>

<b>Contract Usage as of 01/12/2022</b>	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$5,500,518.00
Medi-Cal RQMC Out of County Contracts	\$1,555,000.00	\$547,888.00
MHSA	\$1,145,000.00	\$587,534.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$341,356.00
Medication Management	\$1,400,000.00	\$664,665.00

<b>Estimated Expected FFP</b>	Nov	YTD
Expected FFP	\$701,184.00	\$3,699,109.80



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	113	34	136	537	176	708
*Case Management	205	143	1094	1210	868	6212
*Collateral	101	1	3	547	10	18
*Crisis	61	37	264	313	189	1220
*Family Therapy	86	1	4	430	10	21
*TFC	32	0	0	157	0	0
*Group Therapy	0		0	0	0	0
*Group Rehab	183	21	83	790	131	499
*ICC	188	9		944	25	0
*Individual Rehab	212	57	543	1070	351	2609
*Individual Therapy	560	117	368	2741	582	1796
*IHBS	162	15		623	42	0
*Psychiatric Services	67	27	284	355	176	1632
*Plan Development	71	21	63	396	107	404
*TBS	46			154	0	0
<b>Total</b>	<b>2,087</b>	<b>483</b>	<b>2,842</b>	<b>10,267</b>	<b>2,667</b>	<b>15,119</b>
No Show Rate	4.0%			4.5%		
<b>Average Cost Per Beneficiary</b>	<b>\$1,052</b>	<b>\$1,106</b>	<b>\$822</b>	<b>\$3,143</b>	<b>\$3,500</b>	<b>\$2,677</b>

Count of Services by Area	Nov	Nov	Nov	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	21	3	3	103	4	55
South Coast	30	0	7	105	5	65
North Coast	218	34	502	894	196	2,504
North County	19	8	33	200	22	188
Ukiah	1,466	383	1,870	7,501	2,142	10,485
Willits	333	55	427	1,464	298	1,822

Meds Management	Nov	Nov	Nov	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	50	22	202	107	59	444
Coastal Unduplicated Clients	14	6	59	29	15	118
Inland Services	76	27	295	412	171	1644
Coastal Services	16	9	100	77	68	558