

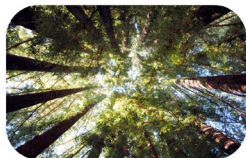


Redwood Quality Management Company (RQMC) is the Administrative Service Organization for Mendocino County-providing management and oversight of specialty mental health, community service and support, and prevention and early intervention services. RQMC and its contracted providers (Manzanita, MCAVHN, 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 Oct	23	28	15	2	19	16	2	
<i>Total</i>	51		17		37			105
Crisis Services Oct	5	27	8	3	37	36	13	
<i>Total</i>	32		11		86			129
Unduplicated Persons...								
Served in Oct	162	273	88	49	293	429	80	
<i>Total</i>	435		137		802			1,374
Unduplicated Persons...								
Served Fiscal Year to Date	217	362	135	74	431	539	119	
<i>Total</i>	579		209		1,089			1,877
Identified As (YTD)...								
Male	266		81		527			874
Female	301		118		556			975
Non-Binary and Transgender	12		10		6			28
White	304		110		766			1,180
Hispanic	164		43		86			293
American Indian	35		15		58			108
Asian	4		2		14			20
African American	11		5		24			40
Other	7		3		19			29
Undisclosed	54		31		122			207

YTD Persons by location...	
Ukiah Area	1109
Willits Area	279
North County	53
Anderson Valley	26
North Coast	328
South Coast	28
OOC/OOS	54



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 Oct	0	0	0	0	3	5	0	
<i>Total</i>	0		0		8			8
Crisis Services Oct	0	0	1	0	11	9	0	
<i>Total</i>	0		1		20			21

Homeless: Unduplicated Persons Served...

In Oct	0	0	2	1	36	68	11	
<i>Total</i>	0		3		115			118
Fiscal Year to Date	1	0	4	4	62	94	15	
<i>Total</i>	1		8		171			180

Homeless: Count of Outpatient Services Provided...

In Oct	0	15	233	248
Fiscal Year to Date	3	34	1,077	1,114

Homeless: Count of Crisis Services Provided...

In Oct	0	1	168	169
Fiscal Year to Date	0	8	560	568

Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Oct	YTD	Oct	YTD	Oct	YTD
Insurance type						
Mendo Medi-cal	42	126	7	28	2	10
Indigent	11	20	1	3	0	0
Other Payor	0	4	0	2	0	0
Total	53	150	8	33	2	10
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	24	1	1	1	0	0

WPC has served 30 homeless unduplicated clients in Oct 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 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 Oct	6	33	18	7	77	65	24	
Total	39	25	166					230

*There were 3 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	21	124	58	31	347	232	154	
Total	145	89	733					967

by reason for call YTD...	
Increase in Symptoms	486
Phone Support	88
Information Only	63
Suicidal ideation/Threat	226
Self-Injurious Behavior	9
Access to Services	54
Aggression towards Others	19
Resources/Linkages	22

Call from LEO to Crisis...		
Agency	Oct	YTD
MCSO:	10	46
CHP:	0	3
WPD:	5	14
FBPD:	4	16
Jail/JH:	4	23
UPD:	17	43
Total:	40	145

by time of day YTD...	
08:00am-05:00pm	620
05:00pm-08:00am	347

Crisis Walk-ins YTD	
Inland	110
Coastal	43

Total Number of...

Emergency Crisis Assessments Oct	6	33	18	7	73	64	24	
Total	39	25	161					225

Emergency Crisis Assessments YTD	21	115	54	29	258	212	75	
Total	136	83	545					764

YTD by location...	
Ukiah Valley Medical Center	337
Crisis Center-Walk Ins	166
Mendocino Coast District Hospital	91
Howard Memorial Hospital	96
Jail	19
Juvenile Hall	3
Schools	1
Community	49
FQHCs	2

YTD by insurance...	
Medi-Cal/Partnership	523
Private	71
Medi/Medi	74
Medicare	34
Indigent	54
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
Total Number of...								
Inpatient Hospitalizations Oct	0	7	3	2	9	9	6	
<i>Total</i>	7		5		24			36
Inpatient Hospitalizations YTD	0	27	9	9	59	39	11	
<i>Total</i>	27		18		109			154

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Oct	1	5	Oct	1	2.8%
YTD	3	17	YTD	8	5.2%

Days in the ER	0	1	2	3	4	5+	Unk
Oct	5	16	5	4	0	2	4
YTD	16	81	31	13	1	4	8
... by Hospital for Oct	0	1	2	3	4	5+	
AHUV	4	11	3	3	0	1	
Howard	0	4	1	0	0	0	
MCDH	1	1	1	1	0	1	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	Oct	YTD	Oct	YTD	Oct	YTD
Payor						
Mendo Medi-cal	18	97	17	88	1	9
Indigent	5	10	5	10	0	0
Other Payor	1	10	1	10	0	0
YTD hospitalizations where discharge was out of county or unknown:						30
YTD number who Declined a follow up appt:						9

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	121	10	3	1	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	14
Restpadd Redding/RedBluff**	48
St. Helena Napa/ Vallejo**	66
Sierra Vista Sacramento**	4
John Muir Walnut Creek	0
St Francis San Francisco	6
St Marys San Francisco**	1
Marin General**	1
Heritage Oaks Sacramento**	4
VA: Sacramento / PaloAlto / Fairfield / San Francisco	1
Other**	9

YTD hospitalizations by criteria...	
Danger to Self	62
Gravely Disabled	48
Danger to Others	1
Combination	43

Total Number of...

Full Service Partners Oct

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	16	62	4	12	1	95

Total Number of...

Full Service Partners YTD

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	24	71	7	17	8	127

Contract Usage as of 12/27/2021

	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$4,928,610.00
Medi-Cal RQMC Out of County Contracts	\$430,000.00	\$473,709.00
MHSA	\$1,145,000.00	\$483,257.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$313,027.00
Medication Management	\$1,400,000.00	\$440,956.00

Estimated Expected FFP

	Oct	YTD
Expected FFP	\$694,649.00	\$3,221,739.60



Services Provided						
Whole System of Care	Oct	Oct	Oct	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	111	43	133	424	142	572
*Case Management	234	147	1160	1005	725	5118
*Collateral	115	1	4	446	9	15
*Crisis	71	50	268	252	152	956
*Family Therapy	85	1	4	344	9	17
*TFC	0			0	0	0
*Group Therapy	0	0		0	0	0
*Group Rehab	152	20	136	607	110	416
*ICC	214	6		756	16	0
*Individual Rehab	240	51	489	858	294	2066
*Individual Therapy	495	131	352	2181	465	1428
*IHBS	145	11		461	27	0
*Psychiatric Services	69	31	300	288	149	1348
*Plan Development	66	21	68	325	86	341
*TBS	12			108	0	0
Total	2,009	513	2,914	8,055	2,184	12,277
No Show Rate	4.2%			4.6%		
Average Cost Per Beneficiary	\$965	\$924	\$762	\$2,853	\$2,351	\$2,268

Count of Services by Area	Oct	Oct	Oct	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	27	1	12	82	1	52
South Coast	9	0	9	75	5	58
North Coast	172	29	459	676	162	2,002
North County	22	7	16	181	14	155
Ukiah	1,486	397	2,056	5,910	1,759	8,615
Willits	293	79	362	1,131	243	1,395

Meds Management	Oct	Oct	Oct	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	54	23	199	104	58	422
Coastal Unduplicated Clients	11	7	57	24	15	111
Inland Services	71	34	293	336	144	1349
Coastal Services	17	9	105	61	59	458