



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 Apr | 27 | 15 | 8 | 1 | 10 | 25 | 4 | |
| <i>Total</i> | 42 | | 9 | | 39 | | | 90 |
| Crisis Services Apr | 4 | 15 | 17 | 7 | 38 | 31 | 12 | |
| <i>Total</i> | 19 | | 24 | | 81 | | | 124 |
| Unduplicated Persons... | | | | | | | | |
| Served in Apr | 197 | 271 | 96 | 48 | 298 | 422 | 81 | |
| <i>Total</i> | 468 | | 144 | | 801 | | | 1,413 |
| Unduplicated Persons... | | | | | | | | |
| Served Fiscal Year to Date | 343 | 467 | 211 | 124 | 595 | 722 | 157 | |
| <i>Total</i> | 810 | | 335 | | 1,474 | | | 2,619 |
| Identified As (YTD)... | | | | | | | | |
| Male | 371 | | 140 | | 726 | | | 1,237 |
| Female | 421 | | 187 | | 740 | | | 1,348 |
| Non-Binary and Transgender | 18 | | 8 | | 8 | | | 34 |
| White | 429 | | 203 | | 1118 | | | 1,750 |
| Hispanic | 215 | | 69 | | 102 | | | 386 |
| American Indian | 55 | | 19 | | 87 | | | 161 |
| Asian | 8 | | 3 | | 14 | | | 25 |
| African American | 17 | | 4 | | 26 | | | 47 |
| Other | 11 | | 5 | | 25 | | | 41 |
| Undisclosed | 75 | | 32 | | 102 | | | 209 |

| YTD Persons by location... | |
|----------------------------|------|
| Ukiah Area | 1449 |
| Willits Area | 415 |
| North County | 81 |
| Anderson Valley | 29 |
| North Coast | 478 |
| South Coast | 42 |
| OOC/OOS | 125 |



| 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 Apr | 0 | 0 | 0 | 0 | 0 | 3 | 0 | |
| Total | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 |
| Crisis Services Apr | 0 | 0 | 2 | 1 | 11 | 5 | 1 | |
| Total | 0 | 0 | 3 | 1 | 11 | 5 | 1 | 20 |

Homeless: Unduplicated Persons Served...

| | | | | | | | | |
|---------------------|----------|----------|-----------|-----------|------------|------------|-----------|------------|
| In Apr | 0 | 0 | 2 | 3 | 39 | 59 | 9 | |
| Total | 0 | 0 | 5 | 3 | 39 | 59 | 9 | 112 |
| Fiscal Year to Date | 0 | 1 | 8 | 14 | 108 | 135 | 17 | |
| Total | 1 | 1 | 22 | 14 | 108 | 135 | 17 | 283 |

Homeless: Count of Outpatient Services Provided...

| | | | | |
|---------------------|---|-----|-------|-------|
| In Apr | 0 | 3 | 319 | 322 |
| Fiscal Year to Date | 4 | 155 | 3,379 | 3,538 |

Homeless: Count of Crisis Services Provided...

| | | | | |
|---------------------|---|----|-----|-----|
| In Apr | 0 | 12 | 83 | 95 |
| Fiscal Year to Date | 0 | 62 | 848 | 910 |

Homeless: Persons Served in Crisis...

| Homeless Count of: | Crisis Assessments | | Hospitalizations | | Re-Hospitalization within 30 days | |
|---|--------------------|------------|------------------|------------|-----------------------------------|-----------|
| | Apr | YTD | Apr | YTD | Apr | YTD |
| Insurance type | | | | | | |
| Mendo Medi-cal | 32 | 296 | 10 | 80 | 2 | 19 |
| Indigent | 6 | 43 | 2 | 13 | 0 | 1 |
| Other Payor | 1 | 36 | 1 | 15 | 0 | 1 |
| Total | 39 | 375 | 13 | 108 | 2 | 21 |
| Number of Hospitalizations: | 1 | 2 | 3 | 4 | 5 | 6+ |
| YTD Count of Unduplicated Homeless Clients: | 56 | 12 | 4 | 2 | 0 | 1 |

WPC has served **37** homeless unduplicated clients in Apr and **76** 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 |
|------|-------|-------|-------|-------|-------|-----|-------|
|------|-------|-------|-------|-------|-------|-----|-------|

Crisis Services

Total Number of...

| | | | | | | | | |
|--------------------------|-----------|-----------|------------|------------|-----|----|----|--|
| Crisis Line Contacts Apr | 7 | 21 | 24 | 8 | 102 | 49 | 90 | |
| Total | 28 | 32 | 241 | 301 | | | | |

*There were 9 logged calls where age was not disclosed. Those have been added to the total.

| | | | | | | | | |
|--------------------------|------------|------------|--------------|--------------|-------|-----|-----|--|
| Crisis Line Contacts YTD | 35 | 234 | 184 | 116 | 1,461 | 845 | 593 | |
| Total | 269 | 300 | 2,899 | 3,468 | | | | |

| by reason for call YTD... | |
|---------------------------|------|
| Increase in Symptoms | 1010 |
| Phone Support | 1517 |
| Information Only | 130 |
| Suicidal ideation/Threat | 561 |
| Self-Injurious Behavior | 24 |
| Access to Services | 146 |
| Aggression towards Others | 48 |
| Resources/Linkages | 32 |

| Call from LEO to Crisis... | | |
|----------------------------|-----------|------------|
| AGENCY | Apr | YTD |
| MCSO: | 12 | 107 |
| CHP: | 2 | 12 |
| WPD: | 6 | 34 |
| FBPD | 1 | 42 |
| Jail/JH: | 13 | 94 |
| UPD: | 13 | 93 |
| Total: | 47 | 382 |

| by time of day YTD... | |
|-----------------------|------|
| 08:00am-05:00pm | 2004 |
| 05:00pm-08:00am | 1464 |

| Crisis Walk-ins YTD | |
|---------------------|-----|
| Inland | 246 |
| Coastal | 82 |

Total Number of...

| | | | | | | | | |
|----------------------------------|------------|------------|--------------|--------------|-----|-----|-----|--|
| Emergency Crisis Assessments Apr | 7 | 21 | 22 | 7 | 63 | 45 | 17 | |
| Total | 28 | 29 | 125 | 182 | | | | |
| Emergency Crisis Assessments YTD | 33 | 217 | 156 | 102 | 574 | 489 | 152 | |
| Total | 250 | 258 | 1,215 | 1,723 | | | | |

| YTD by location... | |
|-----------------------------------|-----|
| Ukiah Valley Medical Center | 794 |
| Crisis Center-Walk Ins | 308 |
| Mendocino Coast District Hospital | 247 |
| Howard Memorial Hospital | 227 |
| Jail | 65 |
| Juvenile Hall | 14 |
| Schools | 3 |
| Community | 64 |
| FQHCs | 1 |

| YTD by insurance... | |
|----------------------|-----|
| Medi-Cal/Partnership | 126 |
| Private | 16 |
| Medi/Medi | 19 |
| Medicare | 5 |
| Indigent | 15 |
| Consolidated | 0 |
| Private/Medi-Cal | 0 |
| VA | 1 |



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 Apr | 3 | 4 | 8 | 3 | 19 | 15 | 4 | |
| <i>Total</i> | 7 | | 11 | | 38 | | | 56 |
| Inpatient Hospitalizations YTD | 10 | 4 | 19 | 624 | 57 | 15 | 4 | |
| <i>Total</i> | 14 | | 643 | | 76 | | | 733 |

| ReHospitalization within 30 days | Youth | Adult | 0-2 days in the Hospital | Admits | % of total Admits |
|----------------------------------|-------|-------|--------------------------|--------|-------------------|
| Apr | 0 | 4 | Apr | 5 | 8.9% |
| YTD | 9 | 40 | YTD | 30 | 6.5% |

| Days in the ER | 0 | 1 | 2 | 3 | 4 | 5+ | Unk |
|----------------|----|-----|-----|----|---|----|-----|
| Apr | 3 | 39 | 8 | 3 | 1 | 0 | 2 |
| YTD | 37 | 235 | 144 | 32 | 6 | 0 | 11 |

| ... by Hospital for Apr | 0 | 1 | 2 | 3 | 4 | 5+ | |
|-------------------------|---|----|---|---|---|----|--|
| AHUV | 2 | 25 | 5 | 3 | 1 | 0 | |
| Howard | 1 | 5 | 1 | 1 | 0 | 0 | |
| MCDH | 0 | 9 | 2 | 0 | 0 | 0 | |

| At Discharge | Discharged to Mendocino | | Follow up Crisis Appt | | Declined follow up Crisis appt | |
|--|-------------------------|-----|-----------------------|-----|--------------------------------|-----|
| | Apr | YTD | Apr | YTD | Apr | YTD |
| Payor | | | | | | |
| Mendo Medi-cal | 38 | 293 | 34 | 257 | 4 | 38 |
| Indigent | 3 | 25 | 3 | 21 | 0 | 7 |
| Other Payor | 3 | 29 | 2 | 20 | 1 | 13 |
| YTD hospitalizations where discharge was out of county or unknown: | | | | | | 96 |
| YTD number who Declined a follow up appt: | | | | | | 58 |

| Number of hospitalizations: | 1 | 2 | 3 | 4 | 5 | 6+ |
|------------------------------------|-----|----|----|----|---|----|
| YTD Count of unduplicated clients: | 286 | 43 | 13 | 11 | 0 | 1 |



| YTD hospitalizations by location.. | |
|---|-----|
| Aurora- Santa Rosa** | 43 |
| Restpadd Redding/RedBluff** | 105 |
| St. Helena Napa/ Vallejo** | 219 |
| Sierra Vista Sacramento** | 4 |
| John Muir Walnut Creek | 7 |
| St Francis San Francisco | 43 |
| St Marys San Francisco** | 3 |
| Marin General** | 3 |
| Heritage Oaks Sacramento** | 9 |
| VA: Sacramento / PaloAlto / Fairfield / San Francisco | 6 |
| Other** | 21 |

| YTD hospitalizations by criteria... | |
|-------------------------------------|-----|
| Danger to Self | 220 |
| Gravely Disabled | 173 |
| Danger to Others | 4 |
| Combination | 66 |

Total Number of...

| Full Service Partners Apr | Youth | TAY | Adult | BHC | OA | Outreach | |
|---------------------------|-------|-----|-------|-----|----|----------|------------|
| <i>Total</i> | 0 | 31 | 51 | 8 | 14 | 2 | 106 |

Total Number of...

| Full Service Partners YTD | Youth | TAY | Adult | BHC | OA | Outreach | |
|---------------------------|-------|-----|-------|-----|----|----------|------------|
| <i>Total</i> | 1 | 31 | 68 | 8 | 18 | 15 | 141 |

| Contract Usage as of 05/17/2021 | Budgeted | YTD |
|--|-----------------|----------------|
| Medi-Cal in County Services (60% FFP) | \$12,430,750.00 | \$9,877,929.00 |
| Medi-Cal RQMC Out of County Contracts | \$1,730,000.00 | \$989,903.00 |
| MHSA | \$1,272,836.00 | \$887,536.00 |
| Indigent RQMC Out of County Contracts | \$646,122.00 | \$407,488.00 |
| Medication Management | \$1,400,000.00 | \$1,215,373.00 |

| Estimated Expected FFP | Apr | YTD |
|-------------------------------|--------------|----------------|
| Expected FFP | \$748,536.00 | \$6,655,981.20 |



| Services Provided | | | | | | |
|-------------------------------------|--------------|--------------|--------------|----------------|----------------|----------------|
| Whole System of Care | Apr | Apr | Apr | YTD | YTD | YTD |
| Count of Services Provided | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| *Assessment | 138 | 27 | 177 | 1132 | 325 | 1538 |
| *Case Management | 250 | 180 | 1308 | 3163 | 1757 | 13545 |
| *Collateral | 170 | 6 | 3 | 2152 | 52 | 90 |
| *Crisis | 62 | 63 | 232 | 496 | 512 | 2391 |
| *Family Therapy | 97 | 4 | 2 | 956 | 8 | 19 |
| *TFC | 0 | | | 31 | 0 | 0 |
| *Group Therapy | 0 | 0 | 0 | 26 | 0 | 0 |
| *Group Rehab | 90 | 23 | 120 | 654 | 270 | 550 |
| *ICC | 204 | 10 | | 2406 | 54 | 0 |
| *Individual Rehab | 289 | 92 | 711 | 2552 | 953 | 5277 |
| *Individual Therapy | 692 | 129 | 359 | 6866 | 1067 | 4141 |
| *IHBS | 113 | 10 | | 1069 | 57 | 0 |
| *Psychiatric Services | 51 | 48 | 325 | 577 | 403 | 3349 |
| *Plan Development | 80 | 17 | 98 | 920 | 191 | 903 |
| *TBS | 37 | | 0 | 740 | 0 | 0 |
| Total | 2,273 | 609 | 3,335 | 23,740 | 5,649 | 31,803 |
| No Show Rate | 5.2% | | | 4.4% | | |
| Average Cost Per Beneficiary | \$997 | \$930 | \$808 | \$5,331 | \$3,532 | \$3,924 |

| Count of Services by Area | Apr | Apr | Apr | YTD | YTD | YTD |
|---------------------------|-------|---------|--------|--------|----------|--------|
| | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| Anderson Valley | 39 | 1 | 19 | 378 | 9 | 150 |
| South Coast | 62 | 14 | 39 | 362 | 75 | 195 |
| North Coast | 172 | 68 | 551 | 1,974 | 595 | 5,703 |
| North County | 100 | 20 | 36 | 1,085 | 68 | 199 |
| Ukiah | 1,556 | 449 | 2,250 | 15,914 | 4,491 | 22,447 |
| Willits | 344 | 57 | 440 | 4,027 | 411 | 3,109 |

| Meds Management | Apr | Apr | Apr | YTD | YTD | YTD |
|------------------------------|-------|---------|--------|-------|----------|--------|
| | Youth | Y Adult | Adults | Youth | Y Adults | Adults |
| Inland Unduplicated Clients | 44 | 26 | 220 | 121 | 66 | 494 |
| Coastal Unduplicated Clients | 9 | 14 | 85 | 22 | 27 | 153 |
| Inland Services | 59 | 36 | 337 | 807 | 396 | 3925 |
| Coastal Services | 17 | 22 | 150 | 146 | 208 | 1367 |