



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	30	30	7	7	14	27	4	
<i>Total</i>	60		14		45			119
Crisis Services May	2	20	11	6	32	40	10	
<i>Total</i>	22		17		82			121
Unduplicated Persons...								
Served in May	191	264	86	48	278	420	77	
<i>Total</i>	455		134		775			1,364
Unduplicated Persons...								
Served Fiscal Year to Date	363	492	213	129	766	612	164	
<i>Total</i>	855		342		1,542			2,739
Identified As (YTD)...								
Male	389		149		754			1,292
Female	447		184		782			1,413
Non-Binary and Transgender	19		9		6			34
White	451		201		1168			1,820
Hispanic	219		71		99			389
American Indian	61		23		86			170
Asian	10		2		15			27
African American	17		4		28			49
Other	9		6		24			39
Undisclosed	88		35		122			245

YTD Persons by location...	
Ukiah Area	1509
Willits Area	428
North County	90
Anderson Valley	32
North Coast	495
South Coast	52
OOC/OOS	133



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	1	1	7	0	
<i>Total</i>	0		2		8			10
Crisis Services May	0	0	1	1	4	10	0	
<i>Total</i>	0		2		14			16

Homeless: Unduplicated Persons Served...

In May	0	0	5	4	34	59	9	
<i>Total</i>	0		9		102			111
Fiscal Year to Date	0	1	8	15	122	103	16	
<i>Total</i>	1		23		241			265

Homeless: Count of Outpatient Services Provided...

In May	0	2	310	312
Fiscal Year to Date	4	170	3,631	3,805

Homeless: Count of Crisis Services Provided...

In May	0	5	85	90
Fiscal Year to Date	0	67	942	1,009

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	37	331	8	88	2	21
Indigent	2	45	3	16	0	1
Other Payor	0	39	3	18	1	2
Total	39	415	14	122	3	24
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	63	14	5	2	0	1

WPC has served homeless unduplicated clients in May and 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
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Crisis Services

Total Number of...

Crisis Line Contacts May	5	37	17	9	103	50	47	
Total	42	26	200					268

*There were 13 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	40	271	201	125	1,564	895	640	
Total	311	326	3,099					3,736

by reason for call YTD...	
Increase in Symptoms	1144
Phone Support	1560
Information Only	146
Suicidal ideation/Threat	617
Self-Injurious Behavior	27
Access to Services	152
Aggression towards Others	54
Resources/Linkages	36

Call from LEO to Crisis...		
AGENCY	May	YTD
MCSO:	13	120
CHP:	2	14
WPD:	4	38
FBPD	11	53
Jail/JH:	11	105
UPD:	14	107
Total:	55	437

by time of day YTD...	
08:00am-05:00pm	2173
05:00pm-08:00am	1563

Crisis Walk-ins YTD	
Inland	273
Coastal	89

Total Number of...

Emergency Crisis Assessments May	5	33	15	9	70	47	15	
Total	38	24	132					194

Emergency Crisis Assessments YTD	38	250	171	111	644	536	167	
Total	288	282	1,347					1,917

YTD by location...	
Ukiah Valley Medical Center	862
Crisis Center-Walk Ins	338
Mendocino Coast District Hospital	287
Howard Memorial Hospital	252
Jail	72
Juvenile Hall	15
Schools	4
Community	85
FQHCs	2

YTD by insurance...	
Medi-Cal/Partnership	1327
Private	186
Medi/Medi	198
Medicare	66
Indigent	125
Consolidated	0
Private/Medi-Cal	2
VA	13



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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Total Number of...

Inpatient Hospitalizations May	0	9	5	5	21	15	4	
<i>Total</i>	9		10		40			59
Inpatient Hospitalizations YTD	4	82	61	46	186	113	30	
<i>Total</i>	86		107		329			522

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
May	0	6	May	4	6.8%
YTD	9	46	YTD	34	6.5%

Days in the ER	0	1	2	3	4	5+	Unk
May	6	30	14	5	3	0	1
YTD	43	265	158	37	9	0	12

... by Hospital for May	0	1	2	3	4	5+	
AHUV	3	17	7	1	3	0	
Howard	1	7	5	1	0	0	
MCDH	2	6	2	3	0	0	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	May	YTD	May	YTD	May	YTD
Mendo Medi-cal	35	331	35	292	0	38
Indigent	4	29	4	25	0	7
Other Payor	3	32	3	23	0	13
YTD hospitalizations where discharge was out of county or unknown:						111
YTD number who Declined a follow up appt:						58

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	319	49	17	9	2	1



YTD hospitalizations by location..	
Aurora- Santa Rosa**	46
Restpadd Redding/RedBluff**	122
St. Helena Napa/ Vallejo**	254
Sierra Vista Sacramento**	4
John Muir Walnut Creek	7
St Francis San Francisco	44
St Marys San Francisco**	3
Marin General**	3
Heritage Oaks Sacramento**	11
VA: Sacramento / PaloAlto / Fairfield / San Francisco	6
Other**	22

YTD hospitalizations by criteria...	
Danger to Self	246
Gravely Disabled	197
Danger to Others	5
Combination	74

Total Number of...

Full Service Partners May

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	19	55	6	14	4	98

Total Number of...

Full Service Partners YTD

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	1	41	103	9	25	16	195

Contract Usage as of 07/08/2021	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$12,430,750.00	\$10,979,184.00
Medi-Cal RQMC Out of County Contracts	\$1,730,000.00	\$1,248,602.00
MHSA	\$1,272,836.00	\$1,069,318.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$603,977.00
Medication Management	\$1,400,000.00	\$1,433,044.00

Estimated Expected FFP	May	YTD
Expected FFP	\$692,613.00	\$7,447,336.80



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	102	24	154	1234	349	1692
*Case Management	224	177	1331	3387	1934	14876
*Collateral	123	6	6	2275	58	96
*Crisis	79	51	258	575	563	2649
*Family Therapy	86	1	3	1042	9	22
*TFC	0	0	0	31	0	0
*Group Therapy	0	0	0	26	0	0
*Group Rehab	128	20	135	782	290	685
*ICC	143	9	0	2549	63	0
*Individual Rehab	282	82	657	2834	1035	5934
*Individual Therapy	585	100	213	7451	1167	4354
*IHBS	99	10	0	1168	67	0
*Psychiatric Services	66	44	333	643	447	3682
*Plan Development	67	14	82	987	205	985
*TBS	57	0	0	797	0	0
Total	2,041	538	3,172	25,781	6,187	34,975
No Show Rate	4.9%			4.4%		
Average Cost Per Beneficiary	\$926	\$825	\$803	\$5,543	\$3,783	\$4,154

Count of Services by Area	May	May	May	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	25	0	12	403	9	162
South Coast	63	3	13	425	78	208
North Coast	189	44	448	2,163	639	6,151
North County	55	21	26	1,140	89	225
Ukiah	1,382	422	2,333	17,296	4,913	24,780
Willits	327	48	340	4,354	459	3,449

Meds Management	May	May	May	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	56	32	235	130	76	519
Coastal Unduplicated Clients	12	9	79	29	26	162
Inland Services	84	47	382	891	443	4307
Coastal Services	14	16	116	160	224	1483