



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 Dec	17	29	9	3	24	29	5	
<i>Total</i>	46		12		58			<b>116</b>
Crisis Services Dec	6	12	5	4	27	33	8	
<i>Total</i>	18		9		68			<b>95</b>
<b>Unduplicated Persons...</b>								
Served in Dec	163	265	85	40	293	430	84	
<i>Total</i>	428		125		807			<b>1,360</b>
<b>Unduplicated Persons...</b>								
Served Fiscal Year to Date	249	426	157	80	497	604	141	
<i>Total</i>	675		237		1,242			<b>2,154</b>
<b>Identified As (YTD)...</b>								
Male	317		94		604			<b>1,015</b>
Female	347		135		631			<b>1,113</b>
Non-Binary and Transgender	11		8		7			<b>26</b>
White	350		127		900			<b>1,377</b>
Hispanic	194		53		100			<b>347</b>
American Indian	45		15		60			<b>120</b>
Asian	5		1		15			<b>21</b>
African American	11		7		29			<b>47</b>
Other	8		3		23			<b>34</b>
Undisclosed	62		31		115			<b>208</b>

YTD Persons by location...	
Ukiah Area	1239
Willits Area	333
North County	58
Anderson Valley	28
North Coast	393
South Coast	34
OOC/OOS	69



*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 Dec	0	0	1	0	4	13	0	
<i>Total</i>	0		1		17			<b>18</b>
Crisis Services Dec	1	0	0	0	5	8	1	
<i>Total</i>	1		0		14			<b>15</b>

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

In Dec	2	0	4	0	28	67	8	
<i>Total</i>	2		4		103			<b>109</b>
Fiscal Year to Date	3	1	7	4	64	107	15	
<i>Total</i>	4		11		186			<b>201</b>

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

In Dec	1	6	225	<b>232</b>
Fiscal Year to Date	4	40	1,491	<b>1,535</b>

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

In Dec	0	2	121	<b>123</b>
Fiscal Year to Date	0	15	825	<b>840</b>

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

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Dec	YTD	Dec	YTD	Dec	YTD
Insurance type						
Mendo Medi-cal	42	225	5	37	0	10
Indigent	2	23	1	4	0	0
Other Payor	0	4	0	5	0	0
<b>Total</b>	44	252	6	46	0	10
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	27	6	1	1	0	0

WPC has served homeless unduplicated clients in Dec 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 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 Dec	6	25	13	5	68	57	35	
<b>Total</b>	<b>31</b>	<b>18</b>	<b>160</b>					<b>209</b>

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

Crisis Line Contacts YTD	30	185	82	45	488	355	212	
<b>Total</b>	<b>215</b>	<b>127</b>	<b>1,055</b>					<b>1,397</b>

by reason for call YTD...	
Increase in Symptoms	102
Phone Support	36
Information Only	0
Suicidal ideation/Threat	41
Self-Injurious Behavior	3
Access to Services	15
Aggression towards Others	5
Resources/Linkages	7

Call from LEO to Crisis...		
Agency	Dec	YTD
MCSO:	6	67
CHP:	0	3
WPD:	1	20
FBPD:	1	20
Jail/JH:	7	38
UPD:	6	54
<b>Total:</b>	<b>21</b>	<b>202</b>

by time of day YTD...	
08:00am-05:00pm	909
05:00pm-08:00am	488

Crisis Walk-ins YTD	
Inland	166
Coastal	82

**Total Number of...**

Emergency Crisis Assessments Dec	6	15	13	5	56	57	11	
<b>Total</b>	<b>21</b>	<b>18</b>	<b>124</b>					<b>163</b>

Emergency Crisis Assessments YTD	30	163	78	43	381	329	106	
<b>Total</b>	<b>193</b>	<b>121</b>	<b>816</b>					<b>1,130</b>

YTD by location...	
Ukiah Valley Medical Center	461
Crisis Center-Walk Ins	285
Mendocino Coast District Hospital	140
Howard Memorial Hospital	139
Jail	34
Juvenile Hall	3
Schools	1
Community	75
FQHCs	2

YTD by insurance...	
Medi-Cal/Partnership	810
Private	92
Medi/Medi	123
Medicare	39
Indigent	68
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
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**Total Number of...**

Inpatient Hospitalizations Dec	0	2	5	1	7	9	1	
<i>Total</i>	2		6		17			<b>25</b>
Inpatient Hospitalizations YTD	0	37	15	11	77	58	14	
<i>Total</i>	37		26		149			<b>212</b>

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Dec	0	1	Dec	3	12.0%
YTD	4	19	YTD	13	6.1%

Days in the ER	0	1	2	3	4	5+	Unk
Dec	1	9	9	2	0	0	4
YTD	18	102	54	18	3	5	12

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

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	Dec	YTD	Dec	YTD	Dec	YTD
Payor						
Mendo Medi-cal	16	132	16	121	0	11
Indigent	1	11	1	11	0	0
Other Payor	0	12	0	12	0	0
YTD hospitalizations where discharge was out of county or unknown:						44
YTD number who Declined a follow up appt:						11

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	158	19	4	1	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	17
Restpadd Redding/RedBluff**	67
St. Helena Napa/ Vallejo**	84
Sierra Vista Sacramento**	5
John Muir Walnut Creek	2
St Francis San Francisco	7
St Marys San Francisco**	3
Marin General**	3
Heritage Oaks Sacramento**	12
VA: Sacramento / PaloAlto / Fairfield / San Francisco	1
Other**	11

YTD hospitalizations by criteria...	
Danger to Self	83
Gravely Disabled	75
Danger to Others	1
Combination	53

**Total Number of...**

Full Service Partners Dec		Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>		0	14	53	4	19	1	<b>91</b>

**Total Number of...**

Full Service Partners YTD		Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>		0	24	72	7	21	9	<b>133</b>

<b>Contract Usage as of 03/01/2022</b>	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$6,887,951.00
Medi-Cal RQMC Out of County Contracts	\$1,555,000.00	\$726,978.00
MHSA	\$1,145,000.00	\$671,068.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$517,312.00
Medication Management	\$1,400,000.00	\$709,311.00

<b>Estimated Expected FFP</b>	Dec	YTD
Expected FFP	\$683,275.00	\$4,558,357.20



Services Provided						
Whole System of Care	Dec	Dec	Dec	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	104	27	152	641	203	860
*Case Management	198	152	956	1408	1020	7168
*Collateral	109	0	0	656	10	18
*Crisis	50	40	209	363	229	1429
*Family Therapy	66	3	2	496	13	23
*TFC	99	0	0	256	0	0
*Group Therapy	0	0	0	0	0	0
*Group Rehab	153	25	110	943	156	609
*ICC	315	16	0	1259	41	0
*Individual Rehab	207	55	595	1277	406	3204
*Individual Therapy	523	129	348	3264	711	2144
*IHBS	175	14		798	56	0
*Psychiatric Services	78	26	235	433	202	1867
*Plan Development	89	20	93	485	127	497
*TBS	34			188	0	0
<b>Total</b>	<b>2,200</b>	<b>507</b>	<b>2,700</b>	<b>12,467</b>	<b>3,174</b>	<b>17,819</b>
No Show Rate	4.0%			4.4%		
<b>Average Cost Per Beneficiary</b>	<b>\$1,081</b>	<b>\$893</b>	<b>\$699</b>	<b>\$3,805</b>	<b>\$3,011</b>	<b>\$2,929</b>

Count of Services by Area	Dec	Dec	Dec	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	11	1	6	114	55	61
South Coast	6	0	3	111	234	68
North Coast	160	38	418	1,054	22	2,922
North County	5	0	17	205	2,571	208
Ukiah	1,776	441	2,107	9,277	12	12,592
Willits	242	27	149	1,706	325	1,971

Meds Management	Dec	Dec	Dec	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	60	13	179	114	61	451
Coastal Unduplicated Clients	10	10	51	32	17	126
Inland Services	88	17	259	500	188	1903
Coastal Services	12	18	91	89	86	649