



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 Mar	31	31	11	1	19	22	4	
<i>Total</i>	62		12		45			119
Crisis Services Mar	4	18	13	5	40	33	11	
<i>Total</i>	22		18		84			124
Unduplicated Persons...								
Served in Mar	208	271	90	35	277	415	73	
<i>Total</i>	479		125		765			1,369
Unduplicated Persons...								
Served Fiscal Year to Date	284	498	186	96	567	701	162	
<i>Total</i>	782		282		1,430			2,494
Identified As (YTD)...								
Male	363		113		689			1,165
Female	400		161		734			1,295
Non-Binary and Transgender	19		8		7			34
White	404		145		991			1,540
Hispanic	214		70		115			399
American Indian	49		15		69			133
Asian	7		2		16			25
African American	16		6		31			53
Other	6		4		22			32
Undisclosed	86		40		186			312

YTD Persons by location...	
Ukiah Area	1420
Willits Area	371
North County	72
Anderson Valley	34
North Coast	460
South Coast	48
OOC/OOS	89



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 Mar	2	0	0	0	3	7	1	
<i>Total</i>	2	0	0	0	11	7	1	13
Crisis Services Mar	0	0	0	0	8	7	0	
<i>Total</i>	0	0	0	0	15	7	0	15

Homeless: Unduplicated Persons Served...

In Mar	2	0	3	1	34	79	4	
<i>Total</i>	2	0	4	1	117	79	4	123
Fiscal Year to Date								
<i>Total</i>	0	0	0	0	0	0	0	0

Homeless: Count of Outpatient Services Provided...

In Mar	1	3	380	384
Fiscal Year to Date	7	51	2,444	2,502

Homeless: Count of Crisis Services Provided...

In Mar	0	0	185	185
Fiscal Year to Date	0	20	1,258	1,278

Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Mar	YTD	Mar	YTD	Mar	YTD
Insurance type						
Mendo Medi-cal	25	278	8	50	1	11
Indigent	0	23	0	4	0	0
Other Payor	0	7	1	7	0	0
Total	25	308	9	61	1	11
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	34	9	1	1	0	0

WPC has served homeless unduplicated clients in Mar 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*

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Crisis Services

Total Number of...

Crisis Line Contacts Mar	8	28	20	7	115	63	22	
<i>Total</i>	36	27	200					263

**There were 33 logged calls where age was not disclosed. Those have been added to the total.*

Crisis Line Contacts YTD	50	264	130	66	734	572	278	
<i>Total</i>	314	196	1,584					2,094

by reason for call YTD...	
Increase in Symptoms	1069
Phone Support	173
Information Only	68
Suicidal ideation/Threat	501
Self-Injurious Behavior	35
Access to Services	152
Aggression towards Others	50
Resources/Linkages	46

Call from LEO to Crisis...		
Agency	Mar	YTD
MCSO:	12	89
CHP:	0	3
WPD:	2	30
FBPD:	6	37
Jail/JH:	2	40
UPD:	6	72
Total:	28	271

by time of day YTD...	
08:00am-05:00pm	1386
05:00pm-08:00am	708

Crisis Walk-ins YTD	
Inland	306
Coastal	167

Total Number of...

Emergency Crisis Assessments Mar	8	25	17	7	78	58	18	
<i>Total</i>	33	24	154					211

Emergency Crisis Assessments YTD	50	236	121	64	548	526	162	
<i>Total</i>	286	185	1,236					1,707

YTD by location...	
Ukiah Valley Medical Center	674
Crisis Center-Walk Ins	491
Mendocino Coast District Hospital	215
Howard Memorial Hospital	178
Jail	48
Juvenile Hall	3
Schools	2
Community	103
FQHCs	3

YTD by insurance...	
Medi-Cal/Partnership	1231
Private	142
Medi/Medi	176
Medicare	60
Indigent	93
Consolidated	0
Private/Medi-Cal	9
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 Mar	0	5	2	0	16	9	6	
<i>Total</i>	5		2		31			38
Inpatient Hospitalizations YTD	1	53	26	13	109	82	25	
<i>Total</i>	54		39		216			309

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Mar	0	3	Mar	1	2.6%
YTD	4	24	YTD	16	5.2%

Days in the ER	0	1	2	3	4	5+	Unk
Mar	8	9	11	5	4	1	0
YTD	30	138	79	31	9	8	12

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

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	Mar	YTD	Mar	YTD	Mar	YTD
Payor						
Mendo Medi-cal	24	184	23	171	1	13
Indigent	0	19	0	18	0	1
Other Payor	2	15	2	15	0	0
YTD hospitalizations where discharge was out of county or unknown:						48
YTD number who Declined a follow up appt:						14

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	219	34	6	1	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	28
Restpadd Redding/RedBluff**	97
St. Helena Napa/ Vallejo**	118
Sierra Vista Sacramento**	7
John Muir Walnut Creek	3
St Francis San Francisco	9
St Marys San Francisco**	4
Marin General**	4
Heritage Oaks Sacramento**	14
VA: Sacramento / PaloAlto / Fairfield / San Francisco	3
Other**	22

YTD hospitalizations by criteria...	
Danger to Self	118
Gravely Disabled	113
Danger to Others	2
Combination	76

Total Number of...

Full Service Partners Mar	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	12	52	4	19	1	88

Total Number of...

Full Service Partners YTD	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	25	73	7	21	9	135

Contract Usage as of 05/15/2022	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$9,956,878.00
Medi-Cal RQMC Out of County Contracts	\$1,555,000.00	\$852,276.00
MHSA	\$1,145,000.00	\$861,849.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$617,206.00
Medication Management	\$1,400,000.00	\$1,137,722.00

Estimated Expected FFP	Mar	YTD
Expected FFP	\$872,827.00	\$6,656,760.00



Services Provided						
Whole System of Care	Mar	Mar	Mar	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	110	22	187	989	279	1390
*Case Management	255	176	1435	2102	1482	10824
*Collateral	122	0	5	983	13	28
*Crisis	58	43	364	541	352	2364
*Family Therapy	85	1	0	720	20	26
*TFC	70	0	0	568	0	0
*Group Therapy	0	0	0	0	0	0
*Group Rehab	188	12	51	1380	198	785
*ICC	388	12	0	2173	69	0
*Individual Rehab	281	65	633	2000	576	5108
*Individual Therapy	608	116	473	4904	990	3287
*IHBS	272	16		1437	102	0
*Psychiatric Services	113	26	218	670	276	2654
*Plan Development	93	15	100	746	185	776
*TBS	15			228	0	0
Total	2,658	504	3,466	19,441	4,542	27,242
No Show Rate	5.3%			4.3%		
Average Cost Per Beneficiary	\$1,209	\$958	\$988	\$5,187	\$3,694	\$3,970

Count of Services by Area	Mar	Mar	Mar	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	10	0	4	150	10	72
South Coast	7	0	3	143	5	78
North Coast	147	44	657	1,438	349	4,569
North County	6	2	31	224	25	280
Ukiah	2,131	442	2,544	14,807	3,793	19,567
Willits	357	16	227	2,679	360	2,676

Meds Management	Mar	Mar	Mar	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	72	19	176	139	71	495
Coastal Unduplicated Clients	26	6	53	42	13	143
Inland Services	114	31	300	786	285	2832
Coastal Services	39	12	97	163	117	939