



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 Mar	2	20	17	10	10	39	31	
<i>Total</i>	22		27		80			129
Crisis Services Mar	8	34	32	9	11	16	3	
<i>Total</i>	42		41		30			113
<b>Unduplicated Persons...</b>								
Served in Mar	195	277	100	55	306	421	80	
<i>Total</i>	472		155		807			1,434
<b>Unduplicated Persons...</b>								
Served Fiscal Year to Date	257	518	200	119	571	686	148	
<i>Total</i>	775		319		1,405			2,499
<b>Identified As (YTD)...</b>								
Male	363		136		688			1,187
Female	397		177		710			1,284
Non-Binary and Transgender	15		6		7			28
White	416		189		1038			1,643
Hispanic	204		68		94			366
American Indian	53		22		88			163
Asian	9		2		13			24
African American	14		5		26			45
Other	7		4		24			35
Undisclosed	72		29		122			223

YTD Persons by location...	
Ukiah Area	1382
Willits Area	394
North County	80
Anderson Valley	29
North Coast	455
South Coast	48
OOC/OOS	111



<i>Children &amp; Youth</i>		<i>Young Adult</i>		<i>Adult &amp; Older Adult System</i>			<i>RQMC</i>
0-11	12-17	18-21	22-24	25-40	41-64	65+	Total

## Homeless Services

### Homeless: Persons Admitted to...

Outpatient Services Mar	0	0	0	1	3	3	1	
<i>Total</i>	0		1		7			8
Crisis Services Mar	0	0	0	2	5	4	1	
<i>Total</i>	0		2		10			12

### Homeless: Unduplicated Persons Served...

In Mar	0	0	3	5	40	46	7	
<i>Total</i>	0		8		93			101
Fiscal Year to Date	0	1	6	11	83	97	14	
<i>Total</i>	1		17		194			212

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

In Mar	0	34	349	383
Fiscal Year to Date	10	311	2,852	3,173

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

In Mar	0	5	62	67
Fiscal Year to Date	0	45	749	794

### 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	26	264	9	71	3	17
Indigent	3	37	1	11	0	1
Other Payor	0	35	0	13	0	1
<b>Total</b>	29	336	10	95	3	19
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	48	11	3	2	0	1

WPC has served 42 homeless unduplicated clients in Mar and 72 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 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 Mar	6	20	22	7	101	52	107	
<b>Total</b>	<b>26</b>	<b>29</b>	<b>260</b>					<b>315</b>

\*There were 24 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	28	213	160	108	1,359	796	503	
<b>Total</b>	<b>241</b>	<b>268</b>	<b>2,658</b>					<b>3,167</b>

by reason for call YTD...	
Increase in Symptoms	873
Phone Support	1420
Information Only	124
Suicidal ideation/Threat	523
Self-Injurious Behavior	15
Access to Services	135
Aggression towards Others	45
Resources/Linkages	32

Call from LEO to Crisis...		
AGENCY	Mar	YTD
MCSO:	6	95
CHP:	0	10
WPD:	5	28
FBPD	3	41
Jail/JH:	6	81
UPD:	5	80
<b>Total:</b>	<b>25</b>	<b>335</b>

by time of day YTD...	
08:00am-05:00pm	1833
05:00pm-08:00am	1334

Crisis Walk-ins YTD	
Inland	208
Coastal	75

**Total Number of...**

Emergency Crisis Assessments Mar	5	20	19	7	60	45	16	
<b>Total</b>	<b>25</b>	<b>26</b>	<b>121</b>					<b>172</b>

Emergency Crisis Assessments YTD	26	196	134	95	511	444	135	
<b>Total</b>	<b>222</b>	<b>229</b>	<b>1,090</b>					<b>1,541</b>

YTD by location...	
Ukiah Valley Medical Center	724
Crisis Center-Walk Ins	275
Mendocino Coast District Hospital	220
Howard Memorial Hospital	207
Jail	53
Juvenile Hall	13
Schools	1
Community	47
FQHCs	1

YTD by insurance...	
Medi-Cal/Partnership	1054
Private	148
Medi/Medi	162
Medicare	57
Indigent	106
Consolidated	0
Private/Medi-Cal	2
VA	12



*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	6	7	3	18	7	1	
<i>Total</i>	6		10		26			42
Inpatient Hospitalizations YTD	1	69	48	38	146	83	22	
<i>Total</i>	70		86		251			407

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Mar	0	3	Mar	3	7.1%
YTD	9	36	YTD	25	6.1%

Days in the ER	0	1	2	3	4	5+	Unk
Mar	8	24	6	2	2	0	0
YTD	34	196	136	29	5	0	9

... by Hospital for Mar	0	1	2	3	4	5+	
AHUV	5	15	4	1	1	0	
Howard	3	8	0	1	0	0	
MCDH	0	1	2	0	1	0	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	Mar	YTD	Mar	YTD	Mar	YTD
Mendo Medi-cal	27	258	24	223	4	34
Indigent	4	22	4	18	0	7
Other Payor	3	26	3	18	0	12
YTD hospitalizations where discharge was out of county or unknown:						85
YTD number who Declined a follow up appt:						53

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	245	39	12	10	0	1



YTD hospitalizations by location..	
Aurora- Santa Rosa**	39
Restpadd Redding/RedBluff**	92
St. Helena Napa/ Vallejo**	189
Sierra Vista Sacramento**	4
John Muir Walnut Creek	7
St Francis San Francisco	38
St Marys San Francisco**	3
Marin General**	3
Heritage Oaks Sacramento**	9
VA: Sacramento / PaloAlto / Fairfield / San Francisco	6
Other**	17

YTD hospitalizations by criteria...	
Danger to Self	197
Gravely Disabled	150
Danger to Others	4
Combination	56

**Total Number of...**

Full Service Partners Mar

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	17	54	7	16	0	<b>94</b>

**Total Number of...**

Full Service Partners YTD

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	1	28	66	8	18	13	<b>134</b>

<b>Contract Usage as of 05/17/2021</b>	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$12,430,750.00	\$9,056,878.00
Medi-Cal RQMC Out of County Contracts	\$1,730,000.00	\$790,137.00
MHSA	\$1,272,836.00	\$887,536.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$412,978.00
Medication Management	\$1,400,000.00	\$1,111,226.00

<b>Estimated Expected FFP</b>	Mar	YTD
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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	137	47	197	994	298	1361
*Case Management	289	209	1442	2913	1577	12237
*Collateral	237	9	6	1982	46	87
*Crisis	34	45	205	434	449	2159
*Family Therapy	104	1	1	859	4	17
*TFC	0	0	0	31	0	0
*Group Therapy	0	0	0	26	0	0
*Group Rehab	99	23	47	564	247	430
*ICC	269	10	0	2202	44	0
*Individual Rehab	318	112	651	2263	861	4566
*Individual Therapy	778	113	390	6174	938	3782
*IHBS	149	11	0	956	47	0
*Psychiatric Services	80	50	420	526	355	3024
*Plan Development	106	23	104	840	174	805
*TBS	72	0	0	703	0	0
<b>Total</b>	<b>2,672</b>	<b>653</b>	<b>3,463</b>	<b>21,467</b>	<b>5,040</b>	<b>28,468</b>
No Show Rate	5.0%			4.3%		
<b>Average Cost Per Beneficiary</b>	<b>\$1,089</b>	<b>\$870</b>	<b>\$781</b>	<b>\$4,970</b>	<b>\$3,289</b>	<b>\$3,656</b>

Count of Services by Area	Mar	Mar	Mar	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	41	5	41	339	8	131
South Coast	52	3	25	300	61	156
North Coast	292	79	667	1,802	527	5,152
North County	135	34	25	985	48	163
Ukiah	1,683	467	2,318	14,358	4,042	20,197
Willits	469	65	387	3,683	354	2,669

Meds Management	Mar	Mar	Mar	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	101	59	480	748	360	3588
Coastal Unduplicated Clients	19	26	177	129	186	1217
Inland Services	54	30	252	117	70	459
Coastal Services	14	11	109	26	24	164