



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 Sept	20	28	15	4	45	34	3	
<i>Total</i>	48		19		82			149
Crisis Services Sept	9	21	6	8	33	24	11	
<i>Total</i>	30		14		68			112
<b>Unduplicated Persons...</b>								
Served in Sept	167	262	85	48	292	400	78	
<i>Total</i>	429		133		770			1,332
<b>Unduplicated Persons...</b>								
Served Fiscal Year to Date	204	326	114	70	387	479	103	
<i>Total</i>	530		184		969			1,683
<b>Identified As (YTD)...</b>								
Male	243		75		470			788
Female	274		100		495			869
Non-Binary and Transgender	13		9		4			26
White	280		97		692			1,069
Hispanic	151		35		73			259
American Indian	29		17		50			96
Asian	2		2		12			16
African American	8		5		24			37
Other	6		4		15			25
Undisclosed	54		24		103			181

YTD Persons by location...	
Ukiah Area	985
Willits Area	263
North County	49
Anderson Valley	22
North Coast	287
South Coast	27
OOC/OOS	50



<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 Sept	0	0	0	0	4	7	1	
<i>Total</i>	0		0		12			12
Crisis Services Sept	0	0	1	0	13	8	0	
<i>Total</i>	0		1		21			22

### Homeless: Unduplicated Persons Served...

In Sept		0	0	1	30	47	12	
<i>Total</i>	0		1		89			90
Fiscal Year to Date	1	2	2	2	52	69	12	
<i>Total</i>	3		4		133			140

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

In Sept	0	6	246	252
Fiscal Year to Date	3	15	775	793

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

In Sept	0	0	121	121
Fiscal Year to Date	0	7	413	420

### Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Sept	YTD	Sept	YTD	Sept	YTD
Insurance type						
Mendo Medi-cal	10	84	5	21	3	8
Indigent	1	9	0	2	0	0
Other Payor	1	4	0	2	0	0
<b>Total</b>	12	97	5	25	3	8
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	18	2	1	0	0	0

WPC has served 32 homeless unduplicated clients in Sept and 35 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 Sept	9	32	16	7	82	49	29	
<b>Total</b>	<b>41</b>	<b>23</b>	<b>160</b>	<b>224</b>				

\*There were 18 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	15	91	40	24	270	167	130	
<b>Total</b>	<b>106</b>	<b>64</b>	<b>567</b>	<b>737</b>				

**by reason for call YTD...**

Increase in Symptoms	318
Phone Support	88
Information Only	63
Suicidal ideation/Threat	181
Self-Injurious Behavior	8
Access to Services	44
Aggression towards Others	13
Resources/Linkages	22

**Call from LEO to Crisis...**

Agency	Sept	YTD
MCSO:	6	36
CHP:	1	3
WPD:	3	9
FBPD	8	12
Jail/JH:	4	19
UPD:	7	26
<b>Total:</b>	<b>29</b>	<b>105</b>

**by time of day YTD...**

08:00am-05:00pm	457
05:00pm-08:00am	280

**Crisis Walk-ins YTD**

Inland	75
Coastal	29

**Total Number of...**

Emergency Crisis Assessments Sept	9	30	14	7	61	44	22	
<b>Total</b>	<b>39</b>	<b>21</b>	<b>127</b>	<b>187</b>				
Emergency Crisis Assessments YTD	15	82	36	22	185	148	51	
<b>Total</b>	<b>97</b>	<b>58</b>	<b>384</b>	<b>539</b>				

**YTD by location...**

Ukiah Valley Medical Center	243
Crisis Center-Walk Ins	110
Mendocino Coast District Hospital	73
Howard Memorial Hospital	71
Jail	15
Juvenile Hall	3
Schools	1
Community	21
FQHCS	2

**YTD by insurance...**

Medi-Cal/Partnership	374
Private	48
Medi/Medi	52
Medicare	25
Indigent	32
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
Inpatient Hospitalizations Sept	0	6	3	3	13	10	1	
<i>Total</i>	6		6		24			<b>36</b>
Inpatient Hospitalizations YTD	0	20	6	7	50	30	5	
<i>Total</i>	20		13		85			<b>118</b>

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Sept	1	4	Sept	1	2.8%
YTD	2	12	YTD	7	5.9%

Days in the ER	0	1	2	3	4	5+	Unk
Sept	2	24	7	2	0	1	0
YTD	11	65	26	9	1	2	4
... by Hospital for Sept	0	1	2	3	4	5+	
AHUV	1	19	4	1	0	0	
Howard	5	1	0	0	0	0	
MCDH	1	0	2	1	0	1	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	Sept	YTD	Sept	YTD	Sept	YTD
Payor						
Mendo Medi-cal	29	79	24	71	5	8
Indigent	1	5	1	5	0	0
Other Payor	3	9	3	9	0	0
YTD hospitalizations where discharge was out of county or unknown:						22
YTD number who Declined a follow up appt:						8

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	96	8	2	0	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	9
Restpadd Redding/RedBluff**	42
St. Helena Napa/ Vallejo**	53
Sierra Vista Sacramento**	1
John Muir Walnut Creek	0
St Francis San Francisco	4
St Marys San Francisco**	1
Marin General**	0
Heritage Oaks Sacramento**	3
VA: Sacramento / PaloAlto / Fairfield / San Francisco	1
Other**	4

YTD hospitalizations by criteria...	
Danger to Self	49
Gravely Disabled	37
Danger to Others	1
Combination	31

**Total Number of...**

Full Service Partners Sept

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	23	58	5	12	1	<b>99</b>

**Total Number of...**

Full Service Partners YTD

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	24	68	7	17	8	<b>124</b>

<b>Contract Usage as of 11/10/2021</b>	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$3,099,247.00
Medi-Cal RQMC Out of County Contracts	\$430,000.00	\$234,734.00
MHSA	\$1,145,000.00	\$275,477.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$68,507.00
Medication Management	\$1,400,000.00	\$451,352.00

<b>Estimated Expected FFP</b>	Sept	YTD
Expected FFP	\$680,199.00	\$2,130,359.40



Services Provided						
Whole System of Care	Sept	Sept	Sept	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	96	38	140	313	99	439
*Case Management	296	169	1173	771	578	3958
*Collateral	119	3	2	331	8	11
*Crisis	65	40	236	181	102	688
*Family Therapy	91	2	4	259	8	13
*TFC	0			0		
*Group Therapy	0	0	0	0	0	0
*Group Rehab	135	31	87	455	90	280
*ICC	233	7		542	10	
*Individual Rehab	212	60	444	618	243	1577
*Individual Therapy	600	124	390	1686	334	1076
*IHBS	119	11		316	16	
*Psychiatric Services	75	37	361	219	118	1048
*Plan Development	75	24	81	259	65	273
*TBS	21			96		
<b>Total</b>	<b>2,137</b>	<b>546</b>	<b>2,918</b>	<b>6,046</b>	<b>1,671</b>	<b>9,363</b>
No Show Rate	4.8%			4.7%		
<b>Average Cost Per Beneficiary</b>	<b>\$975</b>	<b>\$923</b>	<b>\$770</b>	<b>\$2,325</b>	<b>\$1,982</b>	<b>\$1,917</b>

Count of Services by Area	Sept	Sept	Sept	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	8	0	6	55	0	40
South Coast	22	1	17	66	5	49
North Coast	149	33	495	504	133	1,543
North County	23	1	31	159	7	139
Ukiah	1,677	467	2,161	4,424	1,362	6,559
Willits	258	44	208	838	164	1,033

Meds Management	Sept	Sept	Sept	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	61	24	240	93	46	398
Coastal Unduplicated Clients	8	12	77	25	16	116
Inland Services	92	34	340	265	110	1056
Coastal Services	12	18	128	44	50	353