



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. The following 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.

	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 Jan	24	20	11	1	26	30	3	
<i>Total</i>	44		12		59			115
Crisis Services Jan	4	12	11	6	26	32	3	
<i>Total</i>	16		17		61			94
Unduplicated Persons...								
Served in Jan	180	240	77	43	300	387	70	
<i>Total</i>	420		120		757			1,297
Unduplicated Persons...								
Served Fiscal Year to Date	290	389	158	98	495	621	129	
<i>Total</i>	679		256		1,245			2,180
Identified As (YTD)...								
Male	327		115		621			1,063
Female	340		135		618			1,093
Non-Binary and Transgender	12		6		6			24
White	379		154		940			1,473
Hispanic	170		55		78			303
American Indian	50		16		77			143
Asian	7		2		9			18
African American	10		6		23			39
Other	7		4		25			36
Undisclosed	56		19		93			168

YTD Persons by location...	
Ukiah Area	1224
Willits Area	339
North County	69
Anderson Valley	23
North Coast	386
South Coast	43
OOC/OOS	96



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 Jan	0	0	0	0	6	5	0	
<i>Total</i>	0		0		11			11
Crisis Services Jan	0	0	0	0	8	5	0	
<i>Total</i>	0		0		13			13

Homeless: Unduplicated Persons Served...

In Jan	0	1	1	2	34	56	6	
<i>Total</i>	1		3		96			100
Fiscal Year to Date	0	1	6	12	78	116	11	
<i>Total</i>	1		18		205			224

Homeless: Count of Outpatient Services Provided...

In Jan	1	25	285	311
Fiscal Year to Date	4	229	2,013	2,246

Homeless: Count of Crisis Services Provided...

In Jan	0	0	101	101
Fiscal Year to Date	0	21	634	655

Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Jan	YTD	Jan	YTD	Jan	YTD
Insurance type						
Mendo Medi-cal	25	208	9	53	2	13
Indigent	15	31	4	8	1	1
Other Payor	8	35	3	13	0	1
Total	48	274	16	74	3	15
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	41	8	3	0	0	1

WPC has served homeless unduplicated clients in Jan 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 Jan	4	22	18	9	117	70	24	
Total	26	27	211					264

*There were 31 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	17	177	123	88	1,085	657	333	
Total	194	211	2,075					2,480

by reason for call YTD...	
Increase in Symptoms	650
Phone Support	1094
Information Only	120
Suicidal ideation/Threat	415
Self-Injurious Behavior	13
Access to Services	125
Aggression towards Others	33
Resources/Linkages	30

Call from LEO to Crisis...		
AGENCY	Jan	YTD
MCSO:	8	79
CHP:	2	10
WPD:	5	20
FBPD:	7	30
Jail/JH:	4	72
UPD:	13	66
Total:	39	277

by time of day YTD...	
08:00am-05:00pm	1424
05:00pm-08:00am	1056

Crisis Walk-ins YTD	
Inland	174
Coastal	46

Total Number of...

Emergency Crisis Assessments Jan	4	18	17	9	48	52	8	
Total	22	26	108					156
Emergency Crisis Assessments YTD	16	160	100	75	393	355	107	
Total	176	175	855					1,206

YTD by location...	
Ukiah Valley Medical Center	564
Crisis Center-Walk Ins	211
Mendocino Coast District Hospital	175
Howard Memorial Hospital	162
Jail	49
Juvenile Hall	13
Schools	1
Community	30
FQHCs	1

YTD by insurance...	
Medi-Cal/Partnership	825
Private	117
Medi/Medi	121
Medicare	51
Indigent	81
Consolidated	0
Private/Medi-Cal	2
VA	9



	Children & Youth		Young Adult		Adult & Older Adult System			RQMC
	0-11	12-17	18-21	22-24	25-40	41-64	65+	Total
Total Number of...								
Inpatient Hospitalizations Jan	0	3	2	4	15	10	2	
<i>Total</i>	3		6		27			36
Inpatient Hospitalizations YTD	1	56	32	31	111	65	17	
<i>Total</i>	57		63		193			313

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Jan	1	4	Jan	3	8.3%
YTD	8	34	YTD	20	6.4%

Days in the ER	0	1	2	3	4	5+	Unk
Jan	2	21	9	2	0	0	2
YTD	21	150	114	23	2	0	5

..by Hospital	0	1	2	3	4	5+	
AHUV	1	14	6	2	0	0	
Howard	1	5	3	0	0	0	
MCDH	0	2	0	0	0	0	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	Jan	YTD	Jan	YTD	Jan	YTD
Payor						
Mendo Medi-cal	19	199	15	170	2	27
Indigent	2	12	2	10	3	5
Other Payor	3	21	3	13	4	12
YTD hospitalizations where discharge was out of county or unknown:						69
YTD number who Declined a follow up appt:						44

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	198	24	17	2	0	1

The numbers for crisis services reflects corrections made to July 2020 and Aug 2020 after an internal review found several errors in the data submitted



YTD hospitalizations by location..	
Aurora- Santa Rosa**	32
Restpadd Redding/RedBluff**	76
St. Helena Napa/ Vallejo**	132
Sierra Vista Sacramento**	3
John Muir Walnut Creek	4
St Francis San Francisco	32
St Marys San Francisco**	3
Marin General**	3
Heritage Oaks Sacramento**	7
VA: Sacramento / PaloAlto / Fairfield / San Francisco	5
Other**	16

YTD hospitalizations by criteria...	
Danger to Self	154
Gravely Disabled	106
Danger to Others	4
Combination	49

Total Number of...

Full Service Partners Jan	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	27	60	8	17	4	116

Total Number of...

Full Service Partners YTD	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	1	27	62	8	17	13	128

Contract Usage as of 03/17/2021	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$12,430,750.00	\$6,780,540.00
Medi-Cal RQMC Out of County Contracts	\$1,730,000.00	\$387,424.00
MHSA	\$1,272,836.00	\$715,005.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$236,838.00
Medication Management	\$1,400,000.00	\$843,651.00

Estimated Expected FFP	Jan	YTD
Expected FFP	\$615,493.00	\$4,574,514.60



Services Provided						
Whole System of Care	Jan	Jan	Jan	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	84	24	148	723	203	1011
*Case Management	327	136	1251	2323	1193	9422
*Collateral	214	8	7	1523	29	78
*Crisis	32	42	214	359	354	1732
*Family Therapy	90	1	1	661	3	14
*TFC	0	0		31	0	0
*Group Therapy	0	0		26	0	0
*Group Rehab	49	12	57	396	202	330
*ICC	326	1		1685	25	0
*Individual Rehab	235	90	451	1639	668	3352
*Individual Therapy	691	89	424	4745	727	3071
*IHBS	125	4	0	688	26	0
*Psychiatric Services	53	35	350	383	259	2282
*Plan Development	96	16	84	640	124	612
*TBS	94	0		509	0	0
Total	2,416	458	2,987	16,331	3,813	21,904
No Show Rate	5.4%			4.2%		
Average Cost Per Beneficiary	\$971	\$735	\$700	\$4,236	\$3,108	\$3,174

Count of Services by Area	Jan	Jan	Jan	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	40	0	14	271	2	72
South Coast	41	3	19	213	54	118
North Coast	173	53	510	1,346	378	3,912
North County	103	0	31	757	4	118
Ukiah	1,675	356	2,114	10,900	3,142	15,672
Willits	384	46	299	2,844	233	2,012

Meds Management	Jan	Jan	Jan	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	61	24	230	103	62	441
Coastal Unduplicated Clients	8	11	86	22	22	151
Inland Services	83	33	381	562	261	2738
Coastal Services	9	21	144	94	133	902