



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 Apr	21	18	6	5	40	20	1	
<i>Total</i>	39		11		61			111
Crisis Services Apr	6	16	7	6	23	35	2	
<i>Total</i>	22		13		60			95
<b>Unduplicated Persons...</b>								
Served in Apr	164	275	92	43	282	415	75	
<i>Total</i>	439		135		772			1,346
<b>Unduplicated Persons...</b>								
Served Fiscal Year to Date	291	522	198	102	594	728	167	
<i>Total</i>	813		300		1,489			2,602
<b>Identified As (YTD)...</b>								
Male	378		117		723			1,218
Female	419		175		755			1,349
Non-Binary and Transgender	16		8		11			35
White	424		156		1035			1,615
Hispanic	225		72		128			425
American Indian	49		17		78			144
Asian	7		2		17			26
African American	14		7		28			49
Other	8		3		26			37
Undisclosed	83		42		181			306

YTD Persons by location...	
Ukiah Area	1470
Willits Area	392
North County	80
Anderson Valley	35
North Coast	487
South Coast	45
OOC/OOS	93



*Children & Youth*      *Young Adult*      *Adult & Older Adult System*      *RQMC*

<b>0-11</b>	<b>12-17</b>	<b>18-21</b>	<b>22-24</b>	<b>25-40</b>	<b>41-64</b>	<b>65+</b>	<b>Total</b>
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**Homeless Services**

**Homeless: Persons Admitted to...**

Outpatient Services Apr	0	0	0	0	8	8	0	
<i>Total</i>	0		0		16			16
Crisis Services Apr	0	0	1	0	5	10	0	
<i>Total</i>	0		1		15			16

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

In Apr	0	0	2	1	31	75	7	
<i>Total</i>	0		3		113			116
Fiscal Year to Date	1	0	9	7	69	146	17	
<i>Total</i>	1		16		232			249

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

In Apr	0	4	371	375
Fiscal Year to Date	7	55	2,815	2,877

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

In Apr	0	13	117	130
Fiscal Year to Date	0	33	1,375	1,408

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

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Apr	YTD	Apr	YTD	Apr	YTD
Insurance type						
Mendo Medi-cal	18	296	5	55	1	12
Indigent	0	23	1	5	0	0
Other Payor	2	9	0	7	0	0
<b>Total</b>	20	328	6	67	1	12
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	38	11	1	1	0	0

WPC has served homeless unduplicated clients in Apr 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 Apr	16	30	24	14	122	106	10	
<b>Total</b>	<b>46</b>	<b>38</b>	<b>238</b>					<b>322</b>

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

Crisis Line Contacts YTD	66	294	154	80	856	678	288	
<b>Total</b>	<b>360</b>	<b>234</b>	<b>1,822</b>					<b>2,416</b>

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

Increase in Symptoms	1217
Phone Support	230
Information Only	84
Suicidal ideation/Threat	552
Self-Injurious Behavior	48
Access to Services	174
Aggression towards Others	62
Resources/Linkages	49

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

Agency	Apr	YTD
MCSO:	11	100
CHP:	0	3
WPD:	1	31
FBPD:	4	41
Jail/JH:	11	51
UPD:	6	78
<b>Total:</b>	<b>33</b>	<b>304</b>

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

08:00am-05:00pm	1605
05:00pm-08:00am	811

**Crisis Walk-ins YTD**

Inland	348
Coastal	194

**Total Number of...**

Emergency Crisis Assessments Apr	12	24	17	9	38	78	8	
<b>Total</b>	<b>36</b>	<b>26</b>	<b>124</b>					<b>186</b>

Emergency Crisis Assessments YTD	62	260	138	73	586	604	170	
<b>Total</b>	<b>322</b>	<b>211</b>	<b>1,360</b>					<b>1,893</b>

**YTD by location...**

Ukiah Valley Medical Center	743
Crisis Center-Walk Ins	556
Mendocino Coast District Hospital	235
Howard Memorial Hospital	190
Jail	58
Juvenile Hall	4
Schools	2
Community	112
FQHCs	3

**YTD by insurance...**

Medi-Cal/Partnership	1382
Private	151
Medi/Medi	185
Medicare	68
Indigent	100
Consolidated	0
Private/Medi-Cal	11
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 Apr	1	9	5	3	9	14	1	
<i>Total</i>	10	8	24					42
Inpatient Hospitalizations YTD	2	62	31	16	118	96	26	
<i>Total</i>	64	47	240					351

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Apr	0	4	Apr	1	2.4%
YTD	4	28	YTD	17	4.8%

Days in the ER	0	1	2	3	4	5+	Unk
Apr	4	22	9	5	1	0	1
YTD	34	160	88	36	10	8	13

... by Hospital for Apr	0	1	2	3	4	5+	
AHUV	2	15	7	3	1	0	
Howard	0	4	1	1	0	0	
MCDH	2	3	1	1	0	0	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	Apr	YTD	Apr	YTD	Apr	YTD
Mendo Medi-cal	20	204	20	191	0	13
Indigent	5	24	5	23	0	1
Other Payor	1	16	1	16	0	0
YTD hospitalizations where discharge was out of county or unknown:						18
YTD number who Declined a follow up appt:						14

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	247	38	8	1	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	32
Restpadd Redding/RedBluff**	111
St. Helena Napa/ Vallejo**	135
Sierra Vista Sacramento**	8
John Muir Walnut Creek	3
St Francis San Francisco	13
St Marys San Francisco**	4
Marin General**	4
Heritage Oaks Sacramento**	15
VA: Sacramento / PaloAlto / Fairfield / San Francisco	3
Other**	23

YTD hospitalizations by criteria...	
Danger to Self	132
Gravely Disabled	127
Danger to Others	6
Combination	86

**Total Number of...**

Full Service Partners Apr

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	10	52	4	17	3	<b>86</b>

**Total Number of...**

Full Service Partners YTD

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	25	74	7	21	11	<b>138</b>

Contract Usage as of 05/31/2022	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$10,299,208.00
Medi-Cal RQMC Out of County Contracts	\$1,555,000.00	\$994,505.00
MHSA	\$1,145,000.00	\$93,218.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$662,959.00
Medication Management	\$1,400,000.00	\$1,193,377.00

Estimated Expected FFP	Apr	YTD
Expected FFP	\$697,205.00	\$6,895,551.00



Services Provided						
Whole System of Care	Apr	Apr	Apr	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	106	30	161	1095	309	1551
*Case Management	254	142	1367	2356	1624	12191
*Collateral	109	1	3	1092	14	31
*Crisis	83	47	225	624	399	2589
*Family Therapy	89	1	0	809	21	26
*TFC	50	0	0	618	0	0
*Group Therapy	0	0	0	0	0	0
*Group Rehab	182	11	84	1562	209	869
*ICC	254	11	0	2427	80	0
*Individual Rehab	254	57	681	2254	633	5789
*Individual Therapy	559	102	474	5463	1092	3761
*IHBS	217	9	0	1654	111	0
*Psychiatric Services	51	20	162	721	296	2816
*Plan Development	88	13	94	834	198	870
*TBS	28			256	0	0
<b>Total</b>	<b>2,324</b>	<b>444</b>	<b>3,251</b>	<b>21,765</b>	<b>4,986</b>	<b>30,493</b>
No Show Rate	4.6%			4.3%		
<b>Average Cost Per Beneficiary</b>	<b>\$1,209</b>	<b>\$781</b>	<b>\$913</b>	<b>\$5,642</b>	<b>\$3,824</b>	<b>\$4,286</b>

Count of Services by Area	Apr	Apr	Apr	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	8	0	5	158	10	77
South Coast	3	0	3	146	5	81
North Coast	144	62	569	1,582	411	5,138
North County	1	0	6	225	25	286
Ukiah	1,820	371	2,370	16,627	4,164	21,937
Willits	348	11	298	3,027	371	2,974

Meds Management	Apr	Apr	Apr	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	50	20	171	145	73	493
Coastal Unduplicated Clients	13	5	44	44	15	138
Inland Services	95	36	88	881	321	1027
Coastal Services	22	10	544	185	127	5666