



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 Feb	17	40	4	2	24	25	2	
<i>Total</i>	57		6		51			114
Crisis Services Feb	2	13	12	8	34	32	11	
<i>Total</i>	15		20		77			112
Unduplicated Persons...								
Served in Feb	168	272	92	39	284	447	78	
<i>Total</i>	440		131		809			1,380
Unduplicated Persons...								
Served Fiscal Year to Date	276	475	178	90	533	675	154	
<i>Total</i>	751		268		1,362			2,381
Identified As (YTD)...								
Male	351		107		659			1,117
Female	385		153		696			1,234
Non-Binary and Transgender	15		8		7			30
White	392		141		964			1,497
Hispanic	209		67		110			386
American Indian	46		14		67			127
Asian	7		2		15			24
African American	12		6		30			48
Other	7		4		23			34
Undisclosed	78		34		153			265

YTD Persons by location...	
Ukiah Area	1363
Willits Area	356
North County	67
Anderson Valley	32
North Coast	438
South Coast	43
OOC/OOS	82



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

0-11	12-17	18-21	22-24	25-40	41-64	65+	Total
------	-------	-------	-------	-------	-------	-----	-------

Homeless Services

Homeless: Persons Admitted to...

Outpatient Services Feb	0	0	1	0	4	6	1	
<i>Total</i>	0		1		11			12
Crisis Services Feb	0	0	0	0	5	6	0	
<i>Total</i>	0		0		11			11

Homeless: Unduplicated Persons Served...

In Feb	1	0	5	0	29	81	8	
<i>Total</i>	1		5		118			124
Fiscal Year to Date	1	0	9	4	65	135	18	
<i>Total</i>	1		13		218			232

Homeless: Count of Outpatient Services Provided...

In Feb	1	8	287	296
Fiscal Year to Date	6	48	2,064	2,118

Homeless: Count of Crisis Services Provided...

In Feb	0	4	103	107
Fiscal Year to Date	0	20	1,073	1,093

Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Feb	YTD	Feb	YTD	Feb	YTD
Insurance type						
Mendo Medi-cal	17	253	4	42	0	10
Indigent	0	23	0	4	0	0
Other Payor	1	7	1	6	0	0
Total	18	283	5	52	0	10
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	29	8	1	1	0	0

WPC has served 46 homeless unduplicated clients in Feb and 57 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 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
------	-------	-------	-------	-------	-------	-----	-------

Crisis Services

Total Number of...

Crisis Line Contacts Feb	6	22	20	10	68	68	29	
Total	28	30	165					223

*There were 10 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	42	236	110	59	619	509	256	
Total	278	169	1,384					1,831

by reason for call YTD...	
Increase in Symptoms	932
Phone Support	157
Information Only	65
Suicidal ideation/Threat	436
Self-Injurious Behavior	26
Access to Services	138
Aggression towards Others	39
Resources/Linkages	38

Call from LEO to Crisis...		
Agency	Feb	YTD
MCSO:	5	77
CHP:	0	3
WPD:	4	28
FBPD:	7	31
Jail/JH:	0	38
UPD:	6	66
Total:	22	243

by time of day YTD...	
08:00am-05:00pm	1201
05:00pm-08:00am	630

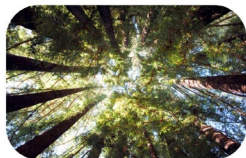
Crisis Walk-ins YTD	
Inland	256
Coastal	138

Total Number of...

Emergency Crisis Assessments Feb	6	20	19	10	49	62	24	
Total	26	29	135					190
Emergency Crisis Assessments YTD	42	211	104	57	470	468	144	
Total	253	161	1,082					1,496

YTD by location...	
Ukiah Valley Medical Center	593
Crisis Center-Walk Ins	419
Mendocino Coast District Hospital	188
Howard Memorial Hospital	164
Jail	41
Juvenile Hall	3
Schools	2
Community	94
FQHCs	2

YTD by insurance...	
Medi-Cal/Partnership	1075
Private	122
Medi/Medi	161
Medicare	52
Indigent	83
Consolidated	0
Private/Medi-Cal	7
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
-------------	--------------	--------------	--------------	--------------	--------------	------------	--------------

Total Number of...

Inpatient Hospitalizations Feb	0	5	8	1	9	6	3	
<i>Total</i>	5		9		18			32
Inpatient Hospitalizations YTD	1	48	24	13	93	73	19	
<i>Total</i>	49		37		185			271

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Feb	0	0	Feb	1	3.1%
YTD	4	21	YTD	15	5.5%

Days in the ER	0	1	2	3	4	5+	Unk
Feb	3	16	6	5	1	1	0
YTD	22	129	68	26	5	7	12

... by Hospital for Feb	0	1	2	3	4	5+	
AHUV	3	12	3	3	1	1	
Howard	0	3	1	1	0	0	
MCDH	0	1	2	1	0	0	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
	Feb	YTD	Feb	YTD	Feb	YTD
Payor						
Mendo Medi-cal	12	160	12	148	0	12
Indigent	3	19	3	18	0	1
Other Payor	1	13	1	13	0	0
YTD hospitalizations where discharge was out of county or unknown:						47
YTD number who Declined a follow up appt:						13

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	194	29	5	1	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	24
Restpadd Redding/RedBluff**	85
St. Helena Napa/ Vallejo**	105
Sierra Vista Sacramento**	7
John Muir Walnut Creek	3
St Francis San Francisco	8
St Marys San Francisco**	4
Marin General**	4
Heritage Oaks Sacramento**	13
VA: Sacramento / PaloAlto / Fairfield / San Francisco	2
Other**	16

YTD hospitalizations by criteria...	
Danger to Self	106
Gravely Disabled	95
Danger to Others	2
Combination	68

Total Number of...

Full Service Partners Feb	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	14	53	4	19	1	91

Total Number of...

Full Service Partners YTD	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	24	72	7	21	9	133

Contract Usage as of 04/20/2022	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$8,910,939.77
Medi-Cal RQMC Out of County Contracts	\$1,555,000.00	\$852,276.00
MHSA	\$1,145,000.00	\$820,904.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$617,206.00
Medication Management	\$1,400,000.00	\$951,177.00

Estimated Expected FFP	Feb	YTD
Expected FFP	\$760,366.00	\$5,917,270.06



Services Provided						
Whole System of Care	Feb	Feb	Feb	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	128	28	174	879	257	1203
*Case Management	208	145	1093	1847	1306	9389
*Collateral	99	2	4	861	13	23
*Crisis	56	59	274	483	309	2000
*Family Therapy	72	4	0	635	19	26
*TFC	118	0	0	498	0	0
*Group Therapy	0	0	0	0	0	0
*Group Rehab	142	14	47	1192	186	734
*ICC	247	7	0	1785	57	0
*Individual Rehab	201	54	660	1719	511	4475
*Individual Therapy	510	83	346	4296	874	2814
*IHBS	185	14	0	1165	86	0
*Psychiatric Services	68	33	314	557	250	2436
*Plan Development	79	22	101	653	170	676
*TBS	13			213	0	0
Total	2,126	465	3,013	16,783	4,038	23,776
No Show Rate	4.1%			4.1%		
Average Cost Per Beneficiary	\$1,062	\$895	\$844	\$4,630	\$3,440	\$3,613

Count of Services by Area	Feb	Feb	Feb	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	9	2	4	140	10	68
South Coast	7	0	4	136	5	75
North Coast	100	46	507	1,291	305	3,912
North County	1	1	27	218	23	249
Ukiah	1,725	406	2,281	12,676	3,351	17,023
Willits	284	10	190	2,322	344	2,449

Meds Management	Feb	Feb	Feb	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	52	21	224	128	66	491
Coastal Unduplicated Clients	13	9	66	35	15	139
Inland Services	83	37	339	672	254	2532
Coastal Services	17	15	110	124	105	842