



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 July	20	32	9	8	30	19	2	
<i>Total</i>	52		17		51			120
Crisis Services July	3	10	4	5	31	33	9	
<i>Total</i>	13		9		73			95
Unduplicated Persons...								
Served in July	179	270	85	54	291	415	82	
<i>Total</i>	449		139		788			1,376
Unduplicated Persons...								
Served Fiscal Year to Date	179	270	85	54	291	415	82	
<i>Total</i>	449		139		788			1,376
Identified As (YTD)...								
Male	202		56		376			634
Female	238		76		408			722
Non-Binary and Transgender	9		7		4			20
White	244		83		580			907
Hispanic	129		21		57			207
American Indian	26		14		43			83
Asian	2		1		10			13
African American	7		3		20			30
Other	4		4		16			24
Undisclosed	37		13		62			112

YTD Persons by location...	
Ukiah Area	814
Willits Area	212
North County	37
Anderson Valley	19
North Coast	246
South Coast	20
OOC/OOS	28



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 July	0	0	1	3	6	4	1	
<i>Total</i>	0		4		11			15
Crisis Services July	0	0	0	0	6	5	1	
<i>Total</i>	0		0		12			12

Homeless: Unduplicated Persons Served...

In July	0	0	2	2	33	54	10	
<i>Total</i>	0		4		97			101
Fiscal Year to Date	0	0	2	2	33	54	10	
<i>Total</i>	0		4		97			101

Homeless: Count of Outpatient Services Provided...

In July		9	339	348
Fiscal Year to Date		9	339	348

Homeless: Count of Crisis Services Provided...

In July	0	5	125	130
Fiscal Year to Date	0	5	125	130

Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	July	YTD	July	YTD	July	YTD
Insurance type						
Mendo Medi-cal	31	31	7	7	2	2
Indigent	2	1	1	1	0	0
Other Payor	1	1	1	1	0	0
Total	34	34	9	9	2	2
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	9	0	0	0	0	0

WPC has served homeless unduplicated clients in July and 81 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 July	4	30	11	11	75	61	76	
Total	34	22	212					268

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

Crisis Line Contacts YTD	4	30	11	11	75	61	76	
Total	34	22	212					268

by reason for call YTD...	
Increase in Symptoms	115
Phone Support	67
Information Only	9
Suicidal ideation/Threat	47
Self-Injurious Behavior	5
Access to Services	17
Aggression towards Others	5
Resources/Linkages	3

Call from LEO to Crisis...		
Agency	July	YTD
MCSO:	13	13
CHP:	0	0
WPD:	6	6
FBPD	2	2
Jail/JH:	8	8
UPD:	9	9
Total:	38	38

by time of day YTD...	
08:00am-05:00pm	156
05:00pm-08:00am	112

Crisis Walk-ins YTD	
Inland	27
Coastal	5

Total Number of...

Emergency Crisis Assessments July	4	27	9	9	54	55	14	
Total	31	18	123					172

Emergency Crisis Assessments YTD	4	27	9	9	54	55	14	
Total	31	18	123					172

YTD by location...	
Ukiah Valley Medical Center	83
Crisis Center-Walk Ins	29
Mendocino Coast District Hospital	20
Howard Memorial Hospital	28
Jail	8
Juvenile Hall	0
Schools	0
Community	4
FQHCs	0

YTD by insurance...	
Medi-Cal/Partnership	114
Private	19
Medi/Medi	14
Medicare	8
Indigent	10
Consolidated	0
Private/Medi-Cal	2
VA	5



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 July	0	6	2	1	20	11	2	
<i>Total</i>	6		3		33			42
Inpatient Hospitalizations YTD	0	6	2	1	20	11	2	
<i>Total</i>	6		3		33			42

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

Days in the ER	0	1	2	3	4	5+	Unk
July	3	23	9	4	0	0	3
YTD	3	23	9	4	0	0	3

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

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	July	YTD	July	YTD	July	YTD
Mendo Medi-cal	27	27	26	26	1	1
Indigent	2	2	2	2	0	0
Other Payor	3	3	3	3	0	0
YTD hospitalizations where discharge was out of county or unknown:						8
YTD number who Declined a follow up appt:						1

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	41	1	0	0	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	3
Restpadd Redding/RedBluff**	13
St. Helena Napa/ Vallejo**	20
Sierra Vista Sacramento**	0
John Muir Walnut Creek	0
St Francis San Francisco	2
St Marys San Francisco**	0
Marin General**	0
Heritage Oaks Sacramento**	1
VA: Sacramento / PaloAlto / Fairfield / San Francisco	1
Other**	2

YTD hospitalizations by criteria...	
Danger to Self	14
Gravely Disabled	13
Danger to Others	0
Combination	15

Total Number of...

Full Service Partners July

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	26	64	6	14	7	117

Total Number of...

Full Service Partners YTD

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	26	64	6	14	7	117

Contract Usage as of 09/02/2021	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$1,745,076.00
Medi-Cal RQMC Out of County Contracts	\$430,000.00	\$1,235.00
MHSA	\$1,145,000.00	\$142,779.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$19,834.00
Medication Management	\$1,400,000.00	\$125,545.00

Estimated Expected FFP	July	YTD
Expected FFP	\$698,079.00	\$1,122,372.60



Services Provided						
Whole System of Care	July	July	July	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	113	37	154	113	37	154
*Case Management	223	225	1352	223	225	1352
*Collateral	93	4	6	93	4	6
*Crisis	68	19	209	68	19	209
*Family Therapy	92	4	5	92	4	5
*TFC	0			0		
*Group Therapy	0	0	0	0	0	0
*Group Rehab	165	32	93	165	32	93
*ICC	149	1		149	1	
*Individual Rehab	217	103	546	217	103	546
*Individual Therapy	531	103	325	531	103	325
*IHBS	80	1		80	1	
*Psychiatric Services	100	47	367	100	47	367
*Plan Development	103	28	98	103	28	98
*TBS	28			28		
Total	1,962	604	3,155	1,962	604	3,155
No Show Rate	4.6%			4.6%		
Average Cost Per Beneficiary	\$933	\$927	\$791	\$933	\$927	\$781

Count of Services by Area	July	July	July	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	27	0	25	27	0	25
South Coast	17	4	18	17	4	18
North Coast	155	45	500	155	45	500
North County	86	4	40	86	4	40
Ukiah	1,404	483	2,144	1,404	483	2,144
Willits	273	68	428	273	68	428

Meds Management	July	July	July	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	64	31	257	64	31	257
Coastal Unduplicated Clients	16	12	69	16	12	69
Inland Services	110	43	378	110	43	378
Coastal Services	23	21	111	23	21	111