



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 June	28	34	6	10	24	43	6	
<i>Total</i>	62		16		73			151
Crisis Services June	3	9	11	12	37	27	8	
<i>Total</i>	12		23		72			107
Unduplicated Persons...								
Served in June	175	261	82	53	281	405	74	
<i>Total</i>	436		135		760			1,331
Unduplicated Persons...								
Served Fiscal Year to Date	374	526	219	142	659	790	173	
<i>Total</i>	900		361		1,622			2,883
Identified As (YTD)...								
Male	413		155		793			1,361
Female	465		194		822			1,481
Non-Binary and Transgender	22		12		7			41
White	481		215		1,215			1,911
Hispanic	234		76		125			435
American Indian	64		20		88			172
Asian	8		2		15			25
African American	16		6		31			53
Other	10		7		26			43
Undisclosed	87		35		122			244

YTD Persons by location...	
Ukiah Area	1582
Willits Area	451
North County	94
Anderson Valley	36
North Coast	521
South Coast	55
OOC/OOS	144



Children & Youth		Young Adult		Adult & Older Adult System			RQMC
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Homeless Services

Homeless: Persons Admitted to...

Outpatient Services June	0	0	0	3	3	7	1	
<i>Total</i>	0		3		11			14
Crisis Services June	0	0	1	3	7	6	0	
<i>Total</i>	0		4		13			17

Homeless: Unduplicated Persons Served...

In June	0	0	3	5	33	58	7	
<i>Total</i>	0		8		98			106
Fiscal Year to Date	0	1	11	18	119	155	18	
<i>Total</i>	1		29		292			322

Homeless: Count of Outpatient Services Provided...

In June	0	8	425	433
Fiscal Year to Date	4	200	5,156	5,360

Homeless: Count of Crisis Services Provided...

In June	0	20	100	120
Fiscal Year to Date	0	99	1,077	1,176

Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	June	YTD	June	YTD	June	YTD
Insurance type						
Mendo Medi-cal	31	362	7	95	1	22
Indigent	2	47	0	16	0	1
Other Payor	1	40	2	20	0	2
Total	34	449	9	131	1	25
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	68	16	5	2	0	1

WPC has served 33 homeless unduplicated clients in June 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 June	6	19	14	18	101	49	72	
<i>Total</i>	25	32	222					279

**There were 14 logged calls where age was not disclosed. Those have been added to the total.*

Crisis Line Contacts YTD	46	290	215	143	1,665	944	712	
<i>Total</i>	336	358	3,321					4,015

by reason for call YTD...	
Increase in Symptoms	1275
Phone Support	1630
Information Only	155
Suicidal ideation/Threat	653
Self-Injurious Behavior	30
Access to Services	175
Aggression towards Others	58
Resources/Linkages	39

Call from LEO to Crisis...		
Agency	June	YTD
MCSO:	18	138
CHP:	1	15
WPD:	4	42
FBPD:	6	59
Jail/JH:	5	110
UPD:	9	116
Total:	43	480

by time of day YTD...	
08:00am-05:00pm	2352
05:00pm-08:00am	1663

Crisis Walk-ins YTD	
Inland	295
Coastal	95

Total Number of...

Emergency Crisis Assessments June	6	18	14	16	70	44	15	
<i>Total</i>	24	30	129					183
Emergency Crisis Assessments YTD	44	268	185	127	714	580	182	
<i>Total</i>	312	312	1,476					2,100

YTD by location...	
Ukiah Valley Medical Center	939
Crisis Center-Walk Ins	367
Mendocino Coast District Hospital	315
Howard Memorial Hospital	269
Jail	78
Juvenile Hall	15
Schools	4
Community	110
FQHCs	3

YTD by insurance...	
Medi-Cal/Partnership	1454
Private	199
Medi/Medi	224
Medicare	72
Indigent	136
Consolidated	0
Private/Medi-Cal	2
VA	13



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 June	1	5	5	4	22	8	2	
<i>Total</i>	6	9	32					47
Inpatient Hospitalizations YTD	5	87	66	50	208	121	32	
<i>Total</i>	92	116	361					569

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
June	1	4	June	3	6.4%
YTD	10	50	YTD	37	6.5%

Days in the ER	0	1	2	3	4	5+	Unk
June	7	27	8	3	0	1	1
YTD	50	292	166	40	9	1	13

... by Hospital for June	0	1	2	3	4	5+	
AHUV	4	22	5	3	0	1	
Howard	1	1	1	0	0	0	
MCDH	2	4	2	0	0	0	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	June	YTD	June	YTD	June	YTD
Mendo Medi-cal	30	361	28	320	2	40
Indigent	1	30	1	26	0	7
Other Payor	3	35	3	26	0	13
YTD hospitalizations where discharge was out of county or unknown:						118
YTD number who Declined a follow up appt:						60

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	342	59	18	8	3	1



YTD hospitalizations by location..	
Aurora- Santa Rosa**	48
Restpadd Redding/RedBluff**	140
St. Helena Napa/ Vallejo**	274
Sierra Vista Sacramento**	5
John Muir Walnut Creek	8
St Francis San Francisco	47
St Marys San Francisco**	3
Marin General**	3
Heritage Oaks Sacramento**	13
VA: Sacramento / PaloAlto / Fairfield / San Francisco	6
Other**	22

YTD hospitalizations by criteria...	
Danger to Self	268
Gravely Disabled	214
Danger to Others	5
Combination	82

Total Number of...

Full Service Partners June	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	19	55	6	14	4	98

Total Number of...

Full Service Partners YTD	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	1	41	103	9	25	16	195

Contract Usage as of 08/02/2021	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$12,430,750.00	\$11,363,605.00
Medi-Cal RQMC Out of County Contracts	\$1,730,000.00	\$1,444,398.00
MHSA	\$1,272,836.00	\$1,152,072.93
Indigent RQMC Out of County Contracts	\$646,122.00	\$622,836.55
Medication Management	\$1,400,000.00	\$1,436,259.00

Estimated Expected FFP	June	YTD
Expected FFP	\$739,952.00	\$7,679,918.40



Services Provided						
Whole System of Care	June	June	June	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	118	25	182	1337	373	1865
*Case Management	275	209	1400	3519	2127	16136
*Collateral	133	6	4	2292	62	100
*Crisis	48	61	223	623	624	2872
*Family Therapy	77	2	4	1092	11	26
*TFC	0	0		31	0	0
*Group Therapy	0	0	0	26	0	0
*Group Rehab	170	35	101	942	325	730
*ICC	160	7		2700	70	0
*Individual Rehab	275	118	630	3104	1152	6551
*Individual Therapy	590	102	295	7627	1266	4631
*IHBS	81	12		1248	79	0
*Psychiatric Services	47	36	353	680	474	3996
*Plan Development	75	11	106	963	211	1085
*TBS	56	0		812	0	0
Total	2,105	624	3,298	26,996	6,774	37,992
No Show Rate	5.5%			4.5%		
Average Cost Per Beneficiary	\$1,000	\$1,018	\$850	\$5,570	\$3,951	\$4,328

Count of Services by Area	June	June	June	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	35	0	27	441	17	237
South Coast	36	2	17	560	112	294
North Coast	153	48	571	2,100	678	6,732
North County	48	0	57	1,454	41	354
Ukiah	1,500	525	2,248	17,561	5,236	25,875
Willits	333	49	378	4,880	690	4,500

Meds Management	June	June	June	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	57	24	248	131	75	520
Coastal Unduplicated Clients	18	13	82	29	26	161
Inland Services	99	35	429	974	473	4714
Coastal Services	23	17	138	161	222	1506