



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 Jan	28	20	5	7	15	24	3	
<i>Total</i>	48		12		42			102
Crisis Services Jan	3	23	4	3	31	34	6	
<i>Total</i>	26		7		71			104
Unduplicated Persons...								
Served in Jan	164	258	75	38	255	405	78	
<i>Total</i>	422		113		738			1,273
Unduplicated Persons...								
Served Fiscal Year to Date	263	445	161	86	510	626	143	
<i>Total</i>	708		247		1,279			2,234
Identified As (YTD)...								
Male	329		98		619			1,046
Female	368		141		653			1,162
Non-Binary and Transgender	11		8		7			26
White	372		132		925			1,429
Hispanic	200		54		101			355
American Indian	46		15		62			123
Asian	6		1		17			24
African American	11		7		30			48
Other	6		3		23			32
Undisclosed	67		35		121			223

YTD Persons by location...	
Ukiah Area	1281
Willits Area	347
North County	64
Anderson Valley	31
North Coast	406
South Coast	35
OOC/OOS	70



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	5	8	0	
<i>Total</i>	0		0		13			13
Crisis Services Jan	0	0	0	1	5	11	3	
<i>Total</i>	0		1		19			20

Homeless: Unduplicated Persons Served...

In Jan	1	0	3	1	20	70	10	
<i>Total</i>	1		4		100			105
Fiscal Year to Date	3	1	7	5	65	119	16	
<i>Total</i>	4		12		200			216

Homeless: Count of Outpatient Services Provided...

In Jan	1	0	286	287
Fiscal Year to Date	5	40	1,777	1,822

Homeless: Count of Crisis Services Provided...

In Jan	0	1	145	146
Fiscal Year to Date	0	16	970	986

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	11	236	1	18	0	10
Indigent	0	23	0	4	0	0
Other Payor	2	6	1	5	0	0
Total	13	265	1	47	0	10
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	28	6	1	1	0	0

WPC has served homeless unduplicated clients in Jan 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 Jan	6	29	8	4	63	86	15	
Total	35	12	164					211

*There were 11 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	36	214	90	49	551	441	227	
Total	250	139	1,219					1,608

by reason for call YTD...	
Increase in Symptoms	820
Phone Support	144
Information Only	63
Suicidal ideation/Threat	380
Self-Injurious Behavior	20
Access to Services	115
Aggression towards Others	32
Resources/Linkages	34

Call from LEO to Crisis...		
Agency	Jan	YTD
MCSO:	5	72
CHP:	0	3
WPD:	4	24
FBPD:	4	24
Jail/JH:	0	38
UPD:	6	60
Total:	19	221

by time of day YTD...	
08:00am-05:00pm	1045
05:00pm-08:00am	563

Crisis Walk-ins YTD	
Inland	206
Coastal	113

Total Number of...

Emergency Crisis Assessments Jan	6	28	7	4	40	77	14	
Total	34	11	131					176

Emergency Crisis Assessments YTD	36	191	85	47	421	406	120	
Total	227	132	947					1,306

YTD by location...	
Ukiah Valley Medical Center	534
Crisis Center-Walk Ins	345
Mendocino Coast District Hospital	162
Howard Memorial Hospital	151
Jail	37
Juvenile Hall	3
Schools	1
Community	81
FQHCs	2

YTD by insurance...	
Medi-Cal/Partnership	934
Private	106
Medi/Medi	139
Medicare	43
Indigent	81
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
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Total Number of...

Inpatient Hospitalizations Jan	1	6	1	1	7	9	2	
<i>Total</i>	7		2		18			27
Inpatient Hospitalizations YTD	1	43	16	12	84	67	16	
<i>Total</i>	44		28		167			239

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Jan	0	2	Jan	1	3.7%
YTD	4	21	YTD	14	5.9%

Days in the ER	0	1	2	3	4	5+	Unk
Jan	1	11	8	3	1	1	0
YTD	19	113	62	21	4	6	12

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

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	Jan	YTD	Jan	YTD	Jan	YTD
Mendo Medi-cal	16	148	15	136	1	12
Indigent	5	16	4	16	1	1
Other Payor	0	12	0	12	0	0
YTD hospitalizations where discharge was out of county or unknown:						45
YTD number who Declined a follow up appt:						13

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	173	48	5	1	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	20
Restpadd Redding/RedBluff**	78
St. Helena Napa/ Vallejo**	93
Sierra Vista Sacramento**	6
John Muir Walnut Creek	3
St Francis San Francisco	7
St Marys San Francisco**	3
Marin General**	3
Heritage Oaks Sacramento**	13
VA: Sacramento / PaloAlto / Fairfield / San Francisco	1
Other**	12

YTD hospitalizations by criteria...	
Danger to Self	92
Gravely Disabled	88
Danger to Others	1
Combination	58

Total Number of...

Full Service Partners Dec	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 03/01/2022	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$6,887,951.00
Medi-Cal RQMC Out of County Contracts	\$1,555,000.00	\$726,978.00
MHSA	\$1,145,000.00	\$671,068.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$517,312.00
Medication Management	\$1,400,000.00	\$709,311.00

Estimated Expected FFP	Jan	YTD
Expected FFP	\$679,568.00	\$4,558,357.20



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	110	26	169	751	229	1029
*Case Management	231	141	1128	1639	1161	8296
*Collateral	106	1	1	762	11	19
*Crisis	64	21	297	427	250	1726
*Family Therapy	67	2	3	563	15	26
*TFC	124	0	0	380	0	0
*Group Therapy	0	0	0	0	0	0
*Group Rehab	107	16	78	1050	172	687
*ICC	279	9	0	1538	50	0
*Individual Rehab	241	51	611	1518	457	3815
*Individual Therapy	522	80	324	3786	791	2468
*IHBS	182	16	0	980	72	0
*Psychiatric Services	56	15	255	489	217	2122
*Plan Development	89	21	78	574	148	575
*TBS	12			200	0	0
Total	2,190	399	2,944	14,657	3,573	20,763
No Show Rate	3.3%			4.2%		
Average Cost Per Beneficiary	\$1,047	\$804	\$813	\$4,252	\$3,257	\$3,314

Count of Services by Area	Jan	Jan	Jan	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	17	3	3	131	8	64
South Coast	18	0	3	129	5	71
North Coast	137	25	483	1,191	259	3,405
North County	12	0	17	217	22	222
Ukiah	1,674	362	2,150	10,951	2,945	14,742
Willits	332	9	288	2,038	334	2,259

Meds Management	Jan	Jan	Jan	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	50	18	204	115	64	472
Coastal Unduplicated Clients	14	3	52	37	14	131
Inland Services	89	29	290	589	217	2193
Coastal Services	18	4	83	107	90	732