



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.

	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 Aug	8	29	5	6	36	30	5	
<i>Total</i>	37		11		71			119
Crisis Services Aug	2	16	9	4	49	30	8	
<i>Total</i>	18		13		87			118
Unduplicated Persons...								
Served in Aug	169	261	87	52	307	415	79	
<i>Total</i>	430		139		801			1,370
Unduplicated Persons...								
Served Fiscal Year to Date	186	299	102	62	350	451	91	
<i>Total</i>	485		164		892			1,541
Identified As (YTD)...								
Male	223		66		432			721
Female	252		90		456			798
Non-Binary and Transgender	10		8		4			22
White	253		92		636			981
Hispanic	143		30		66			239
American Indian	28		15		45			88
Asian	2		1		11			14
African American	8		4		24			36
Other	7		4		15			26
Undisclosed	44		18		95			157

YTD Persons by location...	
Ukiah Area	912
Willits Area	240
North County	42
Anderson Valley	21
North Coast	264
South Coast	24
OOC/OOS	38



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 Aug	1	0	0	0	4	7	1	
<i>Total</i>	1		0		12			13
Crisis Services Aug	0	1	1	0	13	8	0	
<i>Total</i>	1		1		21			23

Homeless: Unduplicated Persons Served...

In Aug	1	1	3	2	36	49	8	
<i>Total</i>	2		5		93			100
Fiscal Year to Date	1	1	3	3	49	61	12	
<i>Total</i>	2		6		122			130

Homeless: Count of Outpatient Services Provided...

In Aug	3	4	259	266
Fiscal Year to Date	3	13	598	614

Homeless: Count of Crisis Services Provided...

In Aug	0	2	146	148
Fiscal Year to Date	0	7	271	278

Homeless: Persons Served in Crisis...

Homeless Count of:	Crisis Assessments		Hospitalizations		Re-Hospitalization within 30 days	
	Aug	YTD	Aug	YTD	Aug	YTD
Insurance type						
Mendo Medi-cal	43	74	9	16	3	5
Indigent	6	8	1	2	0	0
Other Payor	2	3	1	2	0	0
Total	51	85	11	20	3	5
Number of Hospitalizations:	1	2	3	4	5	6+
YTD Count of Unduplicated Homeless Clients:	16	2	0	0	0	0

WPC has served 35 homeless unduplicated clients in Aug and 35 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 Aug	2	29	13	6	113	57	25	
Total	31	19	195					245

*There were 33 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	6	59	24	17	188	118	101	
Total	65	41	407					513

by reason for call YTD...	
Increase in Symptoms	200
Phone Support	82
Information Only	41
Suicidal ideation/Threat	122
Self-Injurious Behavior	7
Access to Services	34
Aggression towards Others	11
Resources/Linkages	16

Call from LEO to Crisis...		
Agency	Aug	YTD
MCSO:	17	30
CHP:	2	2
WPD:	0	6
FBPD:	2	4
Jail/JH:	7	15
UPD:	10	19
Total:	38	76

by time of day YTD...	
08:00am-05:00pm	320
05:00pm-08:00am	193

Crisis Walk-ins YTD	
Inland	45
Coastal	16

Total Number of...

Emergency Crisis Assessments Aug	2	25	13	6	70	49	15	
Total	27	19	134					180

Emergency Crisis Assessments YTD	6	52	22	15	124	104	29	
Total	58	37	257					352

YTD by location...	
Ukiah Valley Medical Center	164
Crisis Center-Walk Ins	59
Mendocino Coast District Hospital	47
Howard Memorial Hospital	54
Jail	13
Juvenile Hall	2
Schools	0
Community	13
FQHCs	0

YTD by insurance...	
Medi-Cal/Partnership	244
Private	31
Medi/Medi	26
Medicare	18
Indigent	25
Consolidated	0
Private/Medi-Cal	2
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 Aug	0	8	1	3	17	9	2	
<i>Total</i>	8		4		28			40
Inpatient Hospitalizations YTD	0	14	3	4	37	20	4	
<i>Total</i>	14		7		61			82

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
Aug	0	4	Aug	4	10.0%
YTD	1	8	YTD	6	7.3%

Days in the ER	0	1	2	3	4	5+	Unk
Aug	6	18	10	3	1	1	1
YTD	9	41	19	7	1	1	4
... by Hospital for Aug	0	1	2	3	4	5+	
AHUV	5	12	4	0	0	1	
Howard	1	4	2	2	0	0	
MCDH	0	2	4	1	1	0	

At Discharge	Discharged to Mendocino		Follow up Crisis Appt		Declined follow up Crisis appt	
Payor	Aug	YTD	Aug	YTD	Aug	YTD
Mendo Medi-cal	23	50	21	47	2	3
Indigent	2	4	2	4	0	0
Other Payor	3	6	3	6	0	0
YTD hospitalizations where discharge was out of county or unknown:						18
YTD number who Declined a follow up appt:						3

Number of hospitalizations:	1	2	3	4	5	6+
YTD Count of unduplicated clients:	72	5	0	0	0	0



YTD hospitalizations by location..	
Aurora- Santa Rosa**	8
Restpadd Redding/RedBluff**	29
St. Helena Napa/ Vallejo**	36
Sierra Vista Sacramento**	1
John Muir Walnut Creek	0
St Francis San Francisco	2
St Marys San Francisco**	1
Marin General**	0
Heritage Oaks Sacramento**	2
VA: Sacramento / PaloAlto / Fairfield / San Francisco	1
Other**	2

YTD hospitalizations by criteria...	
Danger to Self	33
Gravely Disabled	27
Danger to Others	0
Combination	22

Total Number of...

Full Service Partners Aug

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	22	58	5	13	1	99

Total Number of...

Full Service Partners YTD

	Youth	TAY	Adult	BHC	OA	Outreach	
<i>Total</i>	0	24	68	7	17	7	123

Contract Usage as of 10/20/2021	Budgeted	YTD
Medi-Cal in County Services (60% FFP)	\$14,200,000.00	\$2,553,915.00
Medi-Cal RQMC Out of County Contracts	\$430,000.00	\$141,181.00
MHSA	\$1,145,000.00	\$275,477.00
Indigent RQMC Out of County Contracts	\$646,122.00	\$68,507.00
Medication Management	\$1,400,000.00	\$393,648.00

Estimated Expected FFP	Aug	YTD
Expected FFP	\$695,134.00	\$1,768,537.80



Services Provided						
Whole System of Care	Aug	Aug	Aug	YTD	YTD	YTD
Count of Services Provided	Youth	Y Adult	Adults	Youth	Y Adults	Adults
*Assessment	104	24	145	217	61	299
*Case Management	252	184	1433	475	409	2785
*Collateral	119	1	3	212	5	9
*Crisis	48	43	243	116	62	452
*Family Therapy	76	2	4	168	6	9
*TFC	0	0	0	0	0	0
*Group Therapy	0	0	0	0	0	0
*Group Rehab	155	27	100	320	59	193
*ICC	160	2	0	309	3	0
*Individual Rehab	189	80	587	406	183	1133
*Individual Therapy	555	107	361	1086	210	686
*IHBS	117	4	0	197	5	0
*Psychiatric Services	44	34	320	144	81	687
*Plan Development	81	13	94	184	41	192
*TBS	47	0	0	75	0	0
Total	1,947	521	3,290	3,909	1,125	6,445
No Show Rate	4.9%			4.7%		
Average Cost Per Beneficiary	\$920	\$812	\$812	\$1,679	\$1,474	\$1,419

Count of Services by Area	Aug	Aug	Aug	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Anderson Valley	20	0	9	47	0	34
South Coast	27	0	14	44	4	32
North Coast	200	55	548	355	100	1,048
North County	50	2	68	136	6	108
Ukiah	1,343	412	2,254	2,747	895	4,398
Willits	307	52	397	580	120	825

Meds Management	Aug	Aug	Aug	YTD	YTD	YTD
	Youth	Y Adult	Adults	Youth	Y Adults	Adults
Inland Unduplicated Clients	47	24	219	79	43	349
Coastal Unduplicated Clients	8	7	72	20	14	96
Inland Services	63	33	338	173	76	716
Coastal Services	9	11	114	32	32	225