



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. The following 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 and adult). 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 System *Adult & Older Adult System* *RQMC*

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

Unduplicated Persons...

Served Fiscal Year to Date

| | | | | | | | |
|-------------|-----|-----|-----|-------|-----|-----|-------|
| 522 | 461 | 192 | 105 | 447 | 478 | 119 | |
| Total 1,280 | | | | 1,044 | | | 2,324 |

YTD Persons by location...

| | |
|-----------------|------|
| Ukiah Area | 1288 |
| Willits Area | 307 |
| North County | 64 |
| Anderson Valley | 27 |
| North Coast | 493 |
| South Coast | 39 |
| OOC/OOS | 106 |

Total Number of...

Full Service Partnerships (FSP)

| | | | | | | | |
|----------|---|----|----|----|----|----|-----|
| 1 | 0 | 26 | 16 | 26 | 53 | 11 | |
| Total 43 | | | | 90 | | | 133 |

Total Number of...

Emergency Crisis Assessments

| | | | | | | | |
|-----------|-----|-----|-----|-------|-----|-----|-------|
| 91 | 239 | 107 | 156 | 452 | 514 | 136 | |
| Total 593 | | | | 1,102 | | | 1,695 |

by location...

| | |
|-------------------------------|-----|
| Ukiah Valley Medical Center | 708 |
| Crisis Center-Walk Ins | 491 |
| Mendocino Coast District Hosp | 235 |
| Howard Memorial Hospital | 209 |
| Jail | 12 |
| Juvenile Hall | 13 |
| Schools | 10 |
| Community | 15 |
| FQHCs | 2 |

by insurance...

| | |
|----------------------|------|
| Medi-Cal/Partnership | 1209 |
| Private | 226 |
| Medi/Medi | 116 |
| Medicare | 52 |
| Indigent | 71 |
| Consolidated | 2 |
| Private/Medi-Cal | 3 |
| VA | 16 |



AGE OF PERSONS SERVED

Children, Youth, & Young Adult System

Adult & Older Adult System

RQMC

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

Inpatient Psychiatric Hospitalization

Total

| | | | | | | | |
|-----|----|----|----|-----|-----|----|-----|
| 16 | 91 | 41 | 51 | 193 | 179 | 39 | |
| 199 | | | | 411 | | | 610 |

by location...

| | |
|--------------------|-----|
| Aurora- Santa Rosa | 170 |
| Restpadd- Redding | 130 |
| St. Helena | 164 |
| St Marys | 15 |
| John Muir | 11 |
| St Francis | 9 |
| Marin General | 19 |
| Sierra Vista | 14 |
| VA Hospitals | 14 |
| Heritage Oaks | 21 |
| Fremont | 10 |
| Other | 33 |

by criteria...

| | |
|------------------|-----|
| Danger to Self | 357 |
| Gravely Disabled | 133 |
| Danger to Others | 18 |
| Combination | 102 |

at discharge...

| |
|--------------------------------|
| 401 Discharged to Mendo Cnty |
| 217 Had a Post-Hospital Sessio |
| Avg 1 days to Exit Interview |

Crisis Line Contacts

Total

| | | | | | | | |
|-------|-----|-----|-----|-------|------|-----|-------|
| 133 | 493 | 192 | 313 | 2053 | 1778 | 288 | |
| 1,131 | | | | 4,119 | | | 5,250 |

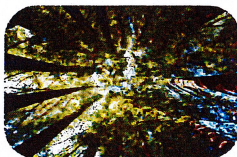
*There were 848 calls where age was not disclosed. Those have been added to the tot

by reason for call...

| | |
|---------------------------|------|
| Increase in Symptoms | 1307 |
| Phone Support | 1347 |
| Information Only | 862 |
| Suicidal ideation/Threat | 901 |
| Self-Injurious Behavior | 125 |
| Access to Services | 309 |
| Aggression towards Others | 178 |
| Resources/Linkages | 221 |

by time of day...

| | |
|-----------------|------|
| 09:00am-05:00pm | 3209 |
| 05:00pm-09:00am | 2041 |



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AGE OF PERSONS SERVED

Children, Youth, & Young Adult System

Adult & Older Adult System

RQMC

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

Unduplicated Persons...

Served Fiscal Year to Date

| | | | | | | | | |
|-------|-----|-----|-----|----|-----|-----|----|-------|
| | 359 | 350 | 153 | 74 | 302 | 399 | 88 | |
| Total | 936 | | | | 789 | | | 1,725 |

YTD Persons by location...

| | |
|-----------------|-----|
| Ukiah Area | 924 |
| Willits Area | 226 |
| North County | 46 |
| Anderson Valley | 24 |
| North Coast | 403 |
| South Coast | 33 |
| OOC/OOS | 69 |

Total Number of...

Full Service Partnerships (FSP)

| | | | | | | | | |
|-------|----|---|----|----|----|----|---|-----|
| | 1 | 2 | 20 | 23 | 28 | 61 | 4 | |
| Total | 46 | | | | 93 | | | 139 |

Total Number of...

Emergency Crisis Assessments

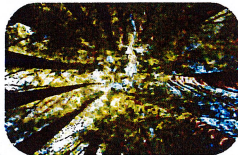
| | | | | | | | | |
|-------|-----|-----|----|----|-----|-----|----|-----|
| | 27 | 127 | 93 | 56 | 260 | 300 | 76 | |
| Total | 303 | | | | 636 | | | 939 |

by location...

| | |
|----------------------------------|-----|
| Ukiah Valley Medical Center | 338 |
| Crisis Center-Walk Ins | 317 |
| Mendocino Coast District Hospit. | 151 |
| Howard Memorial Hospital | 108 |
| Jail | 9 |
| Juvenile Hall | 3 |
| Schools | 2 |
| Community | 11 |
| FQHCs | 0 |

by insurance...

| | |
|----------------------|-----|
| Medi-Cal/Partnership | 608 |
| Private | 103 |
| Medi/Medi | 98 |
| Medicare | 44 |
| Indigent | 49 |
| Consolidated | 0 |
| Private/Medi-Cal | 31 |
| VA | 6 |



AGE OF PERSONS SERVED

Children, Youth, & Young Adult System

Adult & Older Adult System

RQMC

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

Inpatient Psychiatric Hospitalizations

Total

| | | | | | | | |
|-----|----|----|----|-----|----|----|-----|
| 3 | 61 | 32 | 15 | 100 | 93 | 19 | |
| 111 | | | | 212 | | | 323 |

| by location... | |
|-----------------------------|-----|
| Aurora- Santa Rosa | 57 |
| Restpadd Redding/RedBluff | 80 |
| St. Helena Vallejo/DeerPark | 140 |
| St. Mary's San Francisco | 12 |
| Marin Gen Oakland | 7 |
| David Grant/Va | 2 |
| Sutter Santa Rosa | 3 |
| Heritage Oaks | 3 |
| Fremont | 3 |
| Other | 16 |

| by criteria... | |
|----------------------------------|-----|
| Danger to Self | 174 |
| Gravely Disabled | 83 |
| Danger to Others | 6 |
| Combination | 60 |
| at discharge... | |
| 220 Discharged to Mendocino Cnty | |
| 192 Had a Post-Hospital Session | |
| Avg 0.6 days to Exit Interview | |

AGE OF PERSONS SERVED

Children, Youth, & Young Adult System

Adult & Older Adult System

RQMC

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

Crisis Line Contacts

Total

| | | | | | | | |
|-----|-----|-----|----|-------|------|-----|-------|
| 52 | 213 | 122 | 97 | 976 | 1243 | 133 | |
| 484 | | | | 2,352 | | | 2,836 |

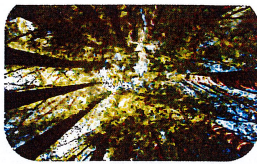
*There were 481 logged calls where age was not disclosed. Those have been added to the total.

| by reason for call... | |
|---------------------------|------|
| Increase in Symptoms | 676 |
| Phone Support | 1091 |
| Information Only | 356 |
| Suicidal ideation/Threat | 438 |
| Self-Injurious Behavior | 52 |
| Access to Services | 126 |
| Aggression towards Others | 46 |
| Resources/Linkages | 51 |

| by time of day... | |
|-------------------|------|
| 09:00am-05:00pm | 1777 |
| 05:00pm-09:00am | 1059 |

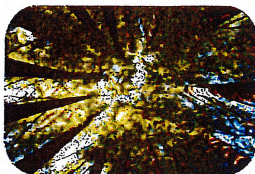
| Calls from Law Enforcement to Crisis | | |
|--------------------------------------|----------|---------|
| TOTAL: 186** | | |
| MCSO: 79 | CHP: 6 | WPD: 9 |
| FBPD: 31 | Jail: 11 | UPD: 50 |

**started tracking in August 2017



| MHSA FY 1617 | | |
|-------------------------|-----------------------|--------------------------|
| Area | Clients Served | Services Provided |
| Ukiah Area | 1718 | 33029 |
| Willits Area | 710 | 950 |
| North County | 1293 | 6721 |
| Anderson Valley | 83 | 762 |
| North Coast | 405 | 4513 |
| South Coast | 576 | 4319 |
| County Wide Programs | 373 | 37683 |
| Total | 5158 | 87977 |

| MHSA July to December 2017 | | |
|---------------------------------------|-----------------------|--------------------------|
| Area | Clients Served | Services Provided |
| Ukiah Area | 696 | 36656 |
| Willits Area | 424 | 735 |
| North County | 391 | 1927 |
| Anderson Valley | 80 | 306 |
| North Coast | 391 | 1865 |
| South Coast | 266 | 1692 |
| County Wide Programs | 168 | 15422 |
| Total | 2416 | 58603 |



| Medi-Cal Programs 2017/2018 | | | |
|---|--|---------------------|-----------------------------|
| Providing Behavioral Health Services throughout Mendocino County | | | |
| Agency | Specialty Programs | Ages Servced | Location |
| Redwood Community Services | *Behavioral Health Services *Case Management Services *Katie A Services *Therapeutic Behavioral Services *Parent Child Interaction Therapy *Whole Person Care *Psychiatric Referrals *Arrowhead Ranch | All Ages | Inland and Coastal Areas |
| Redwood Community Services Crisis | *De-escalation, Stabilization, and support *Emergency Mental Health Assessments *Psychiatric referrals *Inpatient psychiatric referrals and aftercare | All Ages | Throughout Mendocino County |
| Tapestry Family Services | *Behavioral Health Services *Case Management Services *Psychiatric referrals *Katie A Services *Therapeutic Behavioral Services *Parent Child Interaction Therapy *CARES-Group Rehab | 0-24 | Ukiah and North County |
| Mendocino County Youth Project | *Behavioral Health Services *Case Management Services *Psychiatric Referrals *Katie A Services *Therapeutic Behavioral Services *Parent Child Interaction Therapy | 0-24 | Inland and Coastal Areas |
| Mendocino Coast Hospitality Center | *Behavioral Health Services *Case Management and Individual Rehab *Behavioral Health Court/Full Service Partnership *Whole Person Care *Psychiatric Referrals | 18+ | Coastal Areas |
| Manzanita Services Inc | *Behavioral Health Services *Case Management and Individual Rehab *Behavioral Health Court/Full Service Partnership *Whole Person Care *Psychiatric Referrals | 18+ | Ukiah / Willits |
| MCAVHN | *Behavioral Health Services *Case Management and Individual Rehab *Whole Person Care *Behavioral Health Court/Full Service Partnership *Psychiatric Referrals | 18+ | Ukiah |
| Redwood Quality Management Co | *Medication Managent *Telepsychiatry | All Ages | Ukiah / Coastal |



Redwood Quality Management Company

Fiscal Year 2017/2018 MHSA Contracted Provider List

376 E. Gobbi St. B, Ukiah Ca 95482

MHSA Programs 2017/2018

| Agency | MHSA Program | Specialty Programs | MHSA Type | Ages Served | Location |
|------------------------------------|---|---|-----------|-------------|-------------------------|
| Redwood Community Crisis Center | Programs Across the Lifespan; Outreach and Engagement, Full Service Partnership: Provides Community Services and Supports (CSS) funding for services to beneficiaries and their families across the lifespan for inland and coastal areas. | <ul style="list-style-type: none"> *Emergency Mental Health Assessments *De-escalation, Stabilization, and support *Psychiatric referrals and follow-up *Linkage to resources and long term support *Inpatient psychiatric referrals and aftercare | CSS | All ages | All of Mendocino County |
| RVHHC Yuki Trails | Programs Across the Lifespan; Dual Diagnosis Program: Provides Community Services and Supports (CSS) SUDT funding for services to youth and adults in the Covelo area | <ul style="list-style-type: none"> *SUDT *Substance abuse crisis response *Individual Counseling, Case Management, and support groups *Outreach and engagement | CSS | All Ages | Covelo Area |
| Consolidated Tribal Health Project | Programs Across the Lifespan; Dual Diagnosis Program and Therapeutic Services to Tribal Communities: Provides Community Services and Supports (CSS) funding to 8 inland area tribes | <ul style="list-style-type: none"> *SUDT *Therapeutic Services *Outreach and linkage | CSS | All Ages | Inland Mendocino |
| Action Network | Programs across the life-span: Provides Community Services and Supports (CSS) to children, youth, young adults and their families with focus on southern coastal areas. Children and Family Services Programs; Parent Partner: Community Services and Supports (CSS) funding for services to children, young adults and their families with focus on southern coastal areas. | <ul style="list-style-type: none"> *Provide information on community resources *Community Based Family Support at the Family Resource Center *Bilingual/Bicultural Parent Partners | CSS | All Ages | Southern Coastal Area |
| Tapestry Family Services | Programs Across the life-span; Therapeutic Services to Tribal and Latino Communities: Provides Community Services and Supports (CSS) funding for unserved and underserved Tribal and Latino Children and Families with focus in the Laytonville and Covelo areas. | <ul style="list-style-type: none"> *Therapeutic Counseling *Outreach and engagement *School based services | CSS | 0-24 | Laytonville/Covelo |
| Redwood Community Services | Transitional Age Youth Programs; Youth Resource Center: Provides Community Services and Supports (CSS) funding for unserved and underserved Transitional Aged Youth in the Ukiah Area | <ul style="list-style-type: none"> *Arbor Youth Resource Center *Peer Support Services *Groups, Classes, workshops *Promote Life Skills | CSS | 14-24 | Ukiah Area |



Redwood Quality Management Company

Fiscal Year 2017/2018 MSHA Contracted Provider List

376 E. Gobbi St. B, Ukiah Ca 95482

MSHA Programs 2017/2018

| Agency | MSHA Program | Specialty Programs | MSHA Type | Ages Served | Location |
|---|---|--|------------|-------------|---------------------|
| Redwood Community Services | Transitional Age Youth Programs; TAY Wellness Program: Provides Community Services and Supports (CSS) and Full Service Partnership funding for Transitional Aged Youth in the Ukiah Area | *Stepping Stones Housing *Full Services Partnership *Wraparound services | CSS | 16-24 | Ukiah Area |
| RVIHC Family Resource Center | Programs Across the Life-Span; Youth Resource Center: Provides Community Services and Supports (CSS) Youth Resource Center funding for Youth and Young Adults in the Covelo Area | *Youth Resource Center *Peer to Peer support *Outreach and engagement *Crisis outreach and assistance | CSS | 15-24 | Covelo Area |
| Laytonville Healthy Start Family Resource | Prevention Collaboration: Provides Prevention and Early Intervention (PEI) school based services to youth in the Laytonville area. Programs Across the Life-Span: Community Services and Supports (CSS) funding for school based services and crisis support youth and young adults in the Laytonville area. | *Groups in Schools *Afterschool program *Peer Counseling *Crisis support and *Case management for community | PEI CSS | 6-17 | Laytonville |
| Mendocino County Youth Project | Stigma and Discrimination Reduction Program; Point Arena and Outreach Programs for Increasing Recognition of Early Signs of Mental Illness; Breaking the Silence: Provides Prevention and Early Intervention (PEI) funding for services to school age children, youth and young adults | *Prevention Collaboration *Groups in Schools *Breaking the Silence *Education programs *Teen lounge and Clothes Closet | PEI | 6-24 | Ukiah/Coastal areas |
| Anderson Valley Unified School District | Early Intervention Program: AVUSD: Provides Prevention and Early Intervention (PEI) funding to serve school aged children in AVUSD | *School Based Screening and Prevention *Paraprofessional Services on Campus *Bilingual MFT/LCSW | PEI | 6-17 | Anderson Valley |
| Nuestra Alianza | Access and Linkage to Treatment Program: Provides Prevention and Early Intervention (PEI) for Adults and Older Adults with focus on the Latino Population in the Willits area | *Outreach, engagement, linkage *Mental Health education program *Suicide and Depression Forums *Bilingual and Bicultural Services | PEI | 18+ | Willits |
| Mendocino Coast Hospitality Center | Programs Across the Life-Span Adult Services Program; Wellness center, Behavioral Health Court and Full Service Partnership: Provides Community Services and Supports (CSS) funding for Adults and Older adults in the Coastal Areas. | *Wellness and Recovery Center *Full Service Partnership *Linkage *Outreach and Engagement *Behavioral Health Court | CSS | 18+ | Coastal Areas |



Redwood Quality Management Company

Fiscal Year 2017/2018 MHSA Contracted Provider List

376 E. Gobbi St. B, Ukiah Ca 95482

| MHSA Programs 2017/2018 | | | | | |
|-----------------------------|--|---|-----------|-------------|------------------------|
| Agency | MHSA Program | Specialty Programs | MHSA Type | Ages Served | Location |
| Manzanita Services Inc | Programs Across the Life-Span Adult Services Program; Wellness center, Behavioral Health Court, and Full-Service Partnership: Provides Community Services and Supports (CSS) funding for Adults and Older adults in Ukiah Area | *Wellness and Recovery Center *Full Service Partnership *Linkage *Outreach and Engagement *Behavioral Health Court | CSS | 18+ | Ukiah/Villits |
| MCAVHN | Programs Across the life-Span Adult Services Program; Wellness center, Behavioral Health Court, and Full Service Partnership: Provides Community Services and Supports (CSS) funding for Adults and Older adults in Ukiah Area | *Wellness and Recovery Center *Full Service Partnership *Linkage *Outreach and Engagement *Behavioral Health Court | CSS | 18+ | Ukiah |
| Costal Senior | Prevention Program: Friendly Visitor: Provides Prevention and Early Intervention (PEI) Services to Older Adults in the Southern coastal areas | *Stigma and Discrimination Reduction *Suicide prevention forums *Access and Linkage to treatment *Friendly Visitor Program | PEI | 60+ | Southern Coastal Areas |
| Redwood Coast Senior Center | Prevention Program: Senior Peer Counseling and Friendly Visitor: Provides Prevention and Early Intervention (PEI) services to Older Adults in the northern coastal areas | *Senior Peer Counseling *Friendly Visitor Program Starting 1/1/2018 | PEI | 60+ | Northern Coastal Areas |
| Ukiah Senior Center | Prevention Program: Senior Peer Counseling: Provides Prevention and Early Intervention (PEI) services to Older Adults in the Ukiah area | *Senior Peer Counseling | PEI | 60+ | Ukiah Area |