

**District 19  
Community Services Board  
BOARD OUTCOMES REPORT**

**July, 2016 - July, 2016**

# Executive Summary

## Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 7/31/2016.

**Total Consumers Served Board-wide:** 2,115

## Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 7/31/2016.

**Board-wide Total:** 3

## Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 7/31/2016.

**Board-wide Total:** 0

## Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 7/31/2016.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
1	50	25	225	274	25

## Staff training\*

27.75 hours

\* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 7/31/2016.

## Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 7/31/2016.

**Board-wide Total:** 102

## Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 6/30/2016.

**Total Self-Pay Collections:** \$3,498.56

## Executive Summary

### Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 7/31/2016.

Total Prescreenings		157
Mental Health	#	128
	%	81.53%
Substance Abuse	#	2
	%	1.27%
Comorbidity	#	27
	%	17.20%
Adolescent	#	0
	%	0.00%
Adult	#	157
	%	100.00%

### Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 7/31/2016.

Disposition	Board-wide Total
In-Voluntary Hospitalization	78
Voluntary Hospitalization	32
Crisis Assessment Center	1
CSU	3
Recommitment	9
Released	11
Released-Referral	12
Released-Safety Plan	5
Other	6

## Executive Summary

### Human Rights Complaints for July 2016

Numbers reflect the unduplicated count of Human Rights complaints received.

Number of Human Rights Complaints Received *	Number of Complaints Resulting in Human Rights Violations
2	1 violations

### Board-wide Consumer Appointments

Reflects all consumers receiving services and having appointments since 7/1/2016.

Total Appointments	Kept Appointments	
	#	%
1,449	1,214	83.78%

### Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 7/31/2016.

Total Discharges	Within 30 Days	Within 60 Days
62	2	0

## Executive Summary

### Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 7/31/2016.

Boarding Home	45
CSB Residential Svc	161
Foster/Fam Home	9
Hospital	22
Juvenile Det Ctr	33
Licensed ALF	126
Local Jail/Corr Fac	26
None (Homeless)	23
Not Collected	5
Nursing Home	6
Other Institutional	15
Private Residence	1,408
Residential Tx	12
Shelter	10
State Corr Fac	1
Unknown	224
<b>Total</b>	<b>2,114</b>

### Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 7/31/2016.

Age Group	Board-wide Count
0 - 3	99
4 - 12	144
13 - 17	153
18 - 24	199
25 - 64	1,407
65+	117

### Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 7/31/2016.

Payor Type	Board-wide Count
Self-Pay	588
Medicaid	594
Medicare	345
Other Insurance	430
Governor's Access Plan (GAP)	114
Managed Care Organizations	67

# Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 7/31/2016.

\*For duration, "hr" = hours, "bd" = bed days.

	May-16		Jun-16		Jul-16	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	5	32hr	7	30hr	3	21hr
6thDistrictCSU	17	57hr	18	45hr	12	46hr
BridgeEvaluationAdult	28	23hr	45	32hr	35	28hr
BridgeEvaluationChild	14	12hr	10	9hr	4	5hr
CraterJuvenileDetention	39	165hr	60	191hr	41	156hr
CrisisAssessmentCenter	45	109hr	46	139hr	43	96hr
CrisisPrescreeningAdult	166	274hr	157	270hr	188	272hr
CrisisPrescreeningChild	35	88hr	27	43hr	18	23hr
CrisisStabilizationAdult	12	212hr	10	395hr	9	380hr
CrisisStabilizationChild	2	42hr	0		0	
DrugCourt	24	76hr	23	74hr	20	78hr
GAPAssessment	5	3hr	4	5hr	4	6hr
GAPMentalHealthCM	82	144hr	73	122hr	85	152hr
HeadStart	1	45hr	2	6hr	0	
HealthyFamilies	8	12hr	8	15hr	6	8hr
HIV	13	96hr	22	118hr	14	83hr
HospitalLiaison	15	62hr	15	43hr	13	19hr
IDCMAdolescents	26	88hr	32	100hr	23	50hr
IDCMAdult	279	684hr	275	610hr	269	530hr
IDFollow-Along	19	34hr	27	29hr	24	31hr
IDScreeningChild	5	4hr	1	2hr	7	10hr
InfantCM	88	91hr	93	106hr	90	104hr
InfantDevelopmentalTherapy,Assessments	94	156hr	97	150hr	94	140hr
IWORK	20	61hr	16	35hr	10	32hr

## Consumers Served and Duration of Services Provided

	May-16		Jun-16		Jul-16	
	Count	Duration*	Count	Duration*	Count	Duration*
JailServices	19	35hr	19	54hr	13	40hr
LINK	16	116hr	18	142hr	21	95hr
MedicationManagementAdolescents	48	49hr	41	43hr	18	11hr
MedicationManagementAdults	516	498hr	510	510hr	254	202hr
MHCMAdolescents	135	241hr	127	267hr	114	232hr
MHCMAdults	666	1,279hr	680	1,365hr	644	1,288hr
MHEnhancedCareCoordinationAdult	62	77hr	62	81hr	62	159hr
MHInitiative	10	177hr	19	200hr	20	188hr
MHResidential	16	460bd	15	388bd	12	339bd
NGRI	16	62hr	18	84hr	17	59hr
PACT	73	843hr	75	1,007hr	75	758hr
PsychosocialRehabilitation	83	9,376hr	86	9,872hr	84	8,796hr
SACMAdult	39	111hr	28	98hr	13	94hr
SAIOPAdults	135	1,239hr	155	1,263hr	137	1,120hr
SAOPAdolescents	5	7hr	3	5hr	3	2hr
SAOPAdults	24	130hr	34	112hr	40	164hr
SARecovery	78	333hr	89	388hr	89	335hr
SBIAdult	130	175hr	128	153hr	130	152hr
SBIChild	3	2hr	1	1hr	1	1hr
SchoolBasedServices	61	228hr	40	100hr	5	12hr
VICAPAssessments	129	205hr	122	190hr	104	149hr

## Access Information

### Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-7/31/2016.

Surry	2
Sussex	1

### Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 7/31/2016.

### Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 7/31/2016.

Colonial Heights	2
Dinwiddie	10
Emporia	8
Greensville	6
Hopewell	12
Petersburg	37
Prince George	4
Surry	7
Sussex	11
Other	5

## Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 7/31/2016.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	13	13	100.00%	0	0.00%	0	0.00%	0	0.00%	13	100.00%
Dinwiddie	17	15	88.24%	0	0.00%	2	11.76%	0	0.00%	17	100.00%
Emporia	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Greensville	7	7	100.00%	0	0.00%	0	0.00%	0	0.00%	7	100.00%



## Access Information

Hopewell	14	8	57.14%	0	0.00%	6	42.86%	0	0.00%	14	100.00%
Petersburg	39	35	89.74%	0	0.00%	4	10.26%	0	0.00%	39	100.00%
Prince George	22	15	68.18%	0	0.00%	7	31.82%	0	0.00%	22	100.00%
Surry	2	2	100.00%	0	0.00%	0	0.00%	0	0.00%	2	100.00%
Sussex	3	2	66.67%	0	0.00%	1	33.33%	0	0.00%	3	100.00%
Other	38	29	76.32%	2	5.26%	7	18.42%	0	0.00%	38	100.00%

## Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 7/31/2016.

	Total Prescreenings	Crisis Assessment Center	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	13	0	0	5	0	0	2	2	0	4
Dinwiddie	17	0	0	9	1	4	0	1	1	1
Emporia	2	0	0	2	0	0	0	0	0	0
Greensville	7	0	0	3	0	0	2	2	0	0
Hopewell	14	0	0	7	3	0	0	1	1	2
Petersburg	39	0	2	21	0	0	3	3	1	9
Prince George	22	1	1	10	0	1	1	2	1	5
Surry	2	0	0	1	0	0	1	0	0	0
Sussex	3	0	0	3	0	0	0	0	0	0
Other	38	0	0	17	2	4	2	1	1	11

## **Access Information**

## Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 7/31/2016.

Locality	Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
Colonial Heights	0	2	2	13	15	0
Dinwiddie	0	6	1	23	17	0
Emporia	0	1	0	8	9	2
Greensville	0	2	0	7	14	0
Hopewell	0	5	1	29	30	4
Petersburg	1	11	8	63	51	10
Prince George	0	5	2	28	21	1
Surry	0	1	0	2	8	0
Sussex	0	3	0	5	16	0
Other	0	14	11	47	93	8
<b>Total</b>	<b>1</b>	<b>50</b>	<b>25</b>	<b>225</b>	<b>274</b>	<b>25</b>

### Staff training\*

27.75 hours

\* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 7/31/2016.

### Human Rights Complaints

Numbers reflect the unduplicated count of Human Rights complaints received for each month.

Month	Number of Human Rights Complaints Received *	Number of Complaint Resulting in Human Rights Violations
July	2	1 violations

## Recovery-Oriented Measures

### Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2016 - 7/31/2016.

Locality	Total Appointments	Kept Appointments	
		#	%
Hopewell	3	2	66.67%
Other	1,446	1,212	83.82%
<b>Total</b>	<b>1,449</b>	<b>1,214</b>	<b>83.78%</b>

### Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 7/31/2016.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	16	0	0
Colonial Heights	9	1	0
Dinwiddie	4	0	0
Hopewell	6	0	0
Petersburg	17	1	0
Prince George	6	0	0
Sussex	4	0	0
<b>Total</b>	<b>62</b>	<b>2</b>	<b>0</b>

## Other Measures

### Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 7/31/2016.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	1	2	1	0	0	5	32	2	0	2	45
CSB Residential Svc	7	35	0	3	3	11	70	13	0	19	161
Foster/Fam Home	0	0	2	2	4	0	0	1	0	0	9
Hospital	0	13	0	0	0	8	0	0	1	0	22
Juvenile Det Ctr	0	3	2	1	5	4	14	2	1	1	33
Licensed ALF	0	26	0	1	1	11	82	2	0	3	126
Local Jail/Corr Fac	1	2	2	2	2	4	1	1	0	11	26
None (Homeless)	0	4	1	2	2	3	7	2	0	2	23
Not Collected	0	1	0	0	0	3	0	1	0	0	5
Nursing Home	0	0	1	0	4	0	1	0	0	0	6
Other Institutional	0	4	0	0	1	4	6	0	0	0	15
Private Residence	106	164	73	95	208	109	401	117	56	79	1,408
Residential Tx	1	0	0	1	2	2	6	0	0	0	12
Shelter	1	1	0	0	1	1	4	1	0	1	10
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	20	21	14	12	35	14	71	24	4	9	224
<b>Total</b>	<b>137</b>	<b>277</b>	<b>96</b>	<b>118</b>	<b>266</b>	<b>179</b>	<b>686</b>	<b>166</b>	<b>62</b>	<b>127</b>	<b>2,114</b>

## Other Measures

### Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 7/31/2016.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	5	5	1	5	2	0
Colonial Heights	50	33	22	18	12	3
Dinwiddie	67	79	45	61	18	7
Emporia	20	45	9	18	2	3
Greensville	23	45	13	21	11	4
Hopewell	88	73	40	48	17	6
Other	87	25	19	39	7	3
Petersburg	137	204	126	157	25	33
Prince George	54	38	29	33	11	3
Surry	17	12	14	14	3	2
Sussex	40	35	27	16	6	3

## Other Measures

### Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 7/31/2016.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	97	0	0	0	11	85	1
Colonial Heights	137	18	8	6	14	86	5
Dinwiddie	278	11	10	15	23	204	15
Emporia	96	7	17	10	9	48	5
Greensville	118	4	19	12	12	67	4
Hopewell	267	14	25	33	39	145	11
Other	180	0	3	16	22	131	8
Petersburg	688	21	44	33	47	488	55
Prince George	166	17	10	12	15	107	5
Surry	62	2	3	6	6	41	4
Sussex	127	5	5	10	12	90	5
<b>Total</b>	<b>2,119</b>	<b>99</b>	<b>144</b>	<b>153</b>	<b>199</b>	<b>1,407</b>	<b>117</b>

### Self Pay Billing and Collections\*

Does not include rent charges and payments.

Month	Billed	Collected	% Collected
July 2016	\$17,540.11	\$3,498.56	20%
<b>Total</b>	<b>\$17,540.11</b>	<b>\$3,498.56</b>	<b>20%</b>