

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

**July, 2016 - August, 2016**

# Executive Summary

## Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 8/31/2016.

**Total Consumers Served Board-wide:** 2,621

## Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 8/31/2016.

**Board-wide Total:** 25

## Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 8/31/2016.

**Board-wide Total:** 0

## Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 8/31/2016.

**Board-wide Total:** 147

## Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 7/31/2016.

**Total Self-Pay Collections:** \$6,238.33

## Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 8/31/2016.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
2	91	30	563	369	41

**Staff training\*** 59.17 hours

**Community Education Provided\*** 1.00 hours

\* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 8/31/2016.

## Executive Summary

### Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 8/31/2016.

Total Prescreenings		332
Mental Health	#	283
	%	85.24%
Substance Abuse	#	2
	%	0.60%
Comorbidity	#	47
	%	14.16%
Adolescent	#	0
	%	0.00%
Adult	#	332
	%	100.00%

### Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 8/31/2016.

Disposition	Board-wide Total
In-Voluntary Hospitalization	187
Voluntary Hospitalization	59
Crisis Assessment Center	2
CSU	4
Recommitment	19
Released	19
Released-Referral	22
Released-Safety Plan	8
Other	12

## Executive Summary

### Human Rights Complaints for August 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
0	0 violations

### Board-wide Consumer Appointments

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

Total Appointments	Kept Appointments	
	#	%
3,075	2,590	84.23%

### Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 8/31/2016.

Total Discharges	Within 30 Days	Within 60 Days
189	20	6

## Executive Summary

### Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 8/31/2016.

Boarding Home	48
CSB Residential Svc	165
Foster/Fam Home	10
Hospital	31
Juvenile Det Ctr	44
Licensed ALF	134
Local Jail/Corr Fac	28
None (Homeless)	33
Not Collected	9
Nursing Home	7
Other Institutional	20
Private Residence	1,765
Residential Tx	13
Shelter	14
State Corr Fac	1
Unknown	311
<b>Total</b>	<b>2,620</b>

### Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 8/31/2016.

Age Group	Board-wide Count
0 - 3	120
4 - 12	207
13 - 17	223
18 - 24	277
25 - 64	1,679
65+	139

### Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 8/31/2016.

Payor Type	Board-wide Count
Self-Pay	906
Medicaid	698
Medicare	378
Other Insurance	496
Governor's Access Plan (GAP)	122
Managed Care Organizations	70

## Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 8/31/2016.

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

	Jun-16		Jul-16		Aug-16	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	7	30hr	3	21hr	4	24hr
6thDistrictCSU	18	45hr	12	46hr	14	57hr
BridgeEvaluationAdult	45	32hr	35	28hr	45	38hr
BridgeEvaluationChild	10	9hr	4	5hr	5	7hr
CraterJuvenileDetention	60	191hr	41	156hr	40	175hr
CrisisAssessmentCenter	46	139hr	43	96hr	41	123hr
CrisisPrescreeningAdult	157	270hr	188	272hr	196	343hr
CrisisPrescreeningChild	27	43hr	18	23hr	17	27hr
CrisisStabilizationAdult	10	395hr	9	380hr	6	257hr
DrugCourt	23	74hr	20	78hr	20	84hr
GAPAssessment	4	5hr	4	6hr	4	10hr
GAPMentalHealthCM	73	122hr	85	152hr	83	160hr
HeadStart	2	6hr	0		0	
HealthyFamilies	8	15hr	6	8hr	7	8hr
HIV	22	118hr	14	83hr	19	74hr
HospitalLiaison	15	43hr	13	19hr	14	28hr
IDCMAdolescents	32	100hr	23	50hr	29	53hr
IDCMAadult	275	610hr	269	530hr	246	564hr
IDFollow-Along	27	29hr	24	31hr	7	10hr
IDScreeningChild	1	2hr	7	10hr	2	3hr
InfantCM	93	106hr	90	104hr	95	88hr
InfantDevelopmentalTherapy,Assessments	97	150hr	94	140hr	103	148hr
IWORK	16	35hr	10	32hr	9	28hr
JailServices	19	54hr	13	40hr	13	82hr

## Consumers Served and Duration of Services Provided

	Jun-16		Jul-16		Aug-16	
	Count	Duration*	Count	Duration*	Count	Duration*
LINK	18	142hr	21	95hr	23	154hr
MedicationManagementAdolescents	41	43hr	18	11hr	16	8hr
MedicationManagementAdults	510	510hr	254	202hr	179	156hr
MHCMAdolescents	127	267hr	114	232hr	112	304hr
MHCMAdults	680	1,365hr	644	1,288hr	639	1,214hr
MHEnhancedCareCoordinationAdult	62	81hr	62	159hr	70	116hr
MHInitiative	19	200hr	20	188hr	9	117hr
MHResidential	15	388bd	12	339bd	13	346bd
NGRI	18	84hr	17	59hr	20	72hr
PACT	75	1,007hr	75	758hr	76	936hr
PsychosocialRehabilitation	86	9,872hr	84	8,796hr	85	9,823hr
SACMAdult	28	98hr	13	94hr	11	102hr
SAIOPAdults	155	1,263hr	137	1,120hr	152	1,321hr
SAOPAdolescents	3	5hr	3	2hr	4	4hr
SAOPAdults	34	112hr	40	164hr	38	178hr
SARecovery	89	388hr	89	335hr	89	394hr
SBIAdult	128	153hr	130	152hr	138	157hr
SBIChild	1	1hr	1	1hr	4	4hr
SchoolBasedServices	40	100hr	5	12hr	8	13hr
VICAPAssessments	122	190hr	104	149hr	102	154hr

## Access Information

### Number of Consumers Served Via Teleconferencing

*Reflects all consumers receiving medical services from 7/1/2016-8/31/2016.*

Colonial Heights	4
Dinwiddie	1
Emporia	1
Greensville	1
Hopewell	6
Prince George	4
Surry	5
Sussex	2
Other	1

### Number on ID Waiver Waiting List

*Data taken from the ID waiver waiting list as of 8/31/2016.*

### Number of Consumers Receiving Transportation

*Reflects all consumers receiving services from 7/1/2016 - 8/31/2016.*

Colonial Heights	3
Dinwiddie	11
Emporia	16
Greensville	11
Hopewell	17
Petersburg	57
Prince George	4
Surry	10
Sussex	13
Other	5



## Access Information

### Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 8/31/2016.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	27	26	96.30%	0	0.00%	1	3.70%	0	0.00%	27	100.00%
Dinwiddie	44	37	84.09%	0	0.00%	7	15.91%	0	0.00%	44	100.00%
Emporia	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%	5	100.00%
Greensville	17	17	100.00%	0	0.00%	0	0.00%	0	0.00%	17	100.00%
Hopewell	31	20	64.52%	0	0.00%	11	35.48%	0	0.00%	31	100.00%
Petersburg	87	76	87.36%	0	0.00%	11	12.64%	0	0.00%	87	100.00%
Prince George	33	25	75.76%	0	0.00%	8	24.24%	0	0.00%	33	100.00%
Surry	5	5	100.00%	0	0.00%	0	0.00%	0	0.00%	5	100.00%
Sussex	7	6	85.71%	0	0.00%	1	14.29%	0	0.00%	7	100.00%
Other	76	66	86.84%	2	2.63%	8	10.53%	0	0.00%	76	100.00%

## Access Information

### Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 8/31/2016.

	Total Prescreenings	Crisis Assessment Center	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	27	0	0	12	2	0	2	4	0	7
Dinwiddie	44	1	0	24	3	9	1	1	2	3
Emporia	5	0	0	2	0	0	1	1	0	1
Greensville	17	0	0	8	0	0	5	2	0	2
Hopewell	31	0	0	18	3	0	0	3	1	6
Petersburg	87	0	2	60	2	1	4	8	1	9
Prince George	33	1	1	15	0	1	2	2	2	9
Surry	5	0	0	2	0	0	1	0	1	1
Sussex	7	0	0	6	0	1	0	0	0	0
Other	76	0	1	40	2	7	3	1	1	21

## Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 8/31/2016.

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	27	23	0
Dinwiddie	0	14	1	54	21	0
Emporia	0	1	0	27	10	3
Greensville	0	6	0	38	16	1
Hopewell	0	12	2	60	43	5
Petersburg	2	15	10	150	71	14
Prince George	0	7	2	46	27	3
Surry	0	1	0	7	10	0
Sussex	0	7	0	18	17	2
Other	0	26	13	136	131	13
<b>Total</b>	<b>2</b>	<b>91</b>	<b>30</b>	<b>563</b>	<b>369</b>	<b>41</b>

**Staff training\*** 59.17 hours

**Community Education Provided\*** 1.00 hours

\* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 8/31/2016.

## 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
August	0	0 violations
July	2	1 violations

## Recovery-Oriented Measures

### Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2016 - 8/31/2016.

Locality	Total Appointments	Kept Appointments	
		#	%
Dinwiddie	3	3	100.00%
Hopewell	5	2	40.00%
Other	3,067	2,585	84.28%
<b>Total</b>	<b>3,075</b>	<b>2,590</b>	<b>84.23%</b>

### Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 8/31/2016.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	32	0	0
Colonial Heights	19	2	2
Dinwiddie	21	2	1
Emporia	4	0	0
Greensville	2	0	0
Hopewell	18	3	0
Petersburg	56	9	2
Prince George	13	0	0
Surry	1	0	0
Sussex	23	4	1
<b>Total</b>	<b>189</b>	<b>20</b>	<b>6</b>

## Other Measures

### Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 8/31/2016.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
<b>Boarding Home</b>	1	3	1	0	1	5	33	2	0	2	<b>48</b>
<b>CSB Residential Svc</b>	8	36	0	3	3	11	71	14	0	19	<b>165</b>
<b>Foster/Fam Home</b>	0	0	2	2	4	0	0	1	1	0	<b>10</b>
<b>Hospital</b>	0	20	0	0	0	9	1	0	1	0	<b>31</b>
<b>Juvenile Det Ctr</b>	0	5	2	1	6	4	20	3	1	2	<b>44</b>
<b>Licensed ALF</b>	0	28	0	1	1	14	85	2	0	3	<b>134</b>
<b>Local Jail/Corr Fac</b>	1	2	2	2	2	4	2	1	0	12	<b>28</b>
<b>None (Homeless)</b>	2	5	1	2	3	5	10	3	0	2	<b>33</b>
<b>Not Collected</b>	0	2	0	0	0	5	0	2	0	0	<b>9</b>
<b>Nursing Home</b>	0	0	1	0	4	1	1	0	0	0	<b>7</b>
<b>Other Institutional</b>	0	6	0	0	1	7	6	0	0	0	<b>20</b>
<b>Private Residence</b>	125	205	84	116	271	180	484	145	63	92	<b>1,765</b>
<b>Residential Tx</b>	1	0	0	2	2	2	6	0	0	0	<b>13</b>
<b>Shelter</b>	1	1	0	0	1	1	8	1	0	1	<b>14</b>
<b>State Corr Fac</b>	0	1	0	0	0	0	0	0	0	0	<b>1</b>
<b>Unknown</b>	24	33	14	25	48	22	96	34	5	10	<b>311</b>
<b>Total</b>	<b>163</b>	<b>347</b>	<b>107</b>	<b>153</b>	<b>345</b>	<b>269</b>	<b>814</b>	<b>208</b>	<b>71</b>	<b>143</b>	<b>2,620</b>

## Other Measures

### Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 8/31/2016.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	7	2	1	5	2	0
Colonial Heights	63	39	25	23	13	3
Dinwiddie	111	94	51	68	18	7
Emporia	23	52	9	19	3	3
Greensville	42	54	16	25	12	4
Hopewell	132	94	44	59	18	7
Other	160	31	21	53	8	3
Petersburg	218	239	132	169	26	33
Prince George	80	42	33	43	11	3
Surry	20	13	17	15	3	3
Sussex	50	38	29	17	8	4

## Other Measures

### Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 8/31/2016.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	144	0	1	1	17	123	2
Colonial Heights	166	20	8	11	17	103	7
Dinwiddie	349	13	22	19	28	245	22
Emporia	108	8	17	12	11	54	6
Greensville	153	4	31	16	16	81	5
Hopewell	347	18	35	45	50	187	12
Other	276	0	5	23	55	179	14
Petersburg	823	26	66	58	60	556	57
Prince George	209	23	14	21	17	128	6
Surry	71	2	4	6	6	49	4
Sussex	143	6	5	12	17	97	6
<b>Total</b>	<b>2,645</b>	<b>120</b>	<b>207</b>	<b>223</b>	<b>277</b>	<b>1,679</b>	<b>139</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%
August 2016	\$18,179.28	\$2,739.77	15%
<b>Total</b>	<b>\$35,719.39</b>	<b>\$6,238.33</b>	<b>17%</b>