

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

**July, 2016 - September, 2016**

# Executive Summary

## Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 9/30/2016.

**Total Consumers Served Board-wide:** 3,122

## Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 9/30/2016.

**Board-wide Total:** 25

## Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 9/30/2016.

**Board-wide Total:** 0

## Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 9/30/2016.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
8	145	33	909	439	69

**Staff training\*** 73.17 hours

**Community Education Provided\*** 10.00 hours

\* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 9/30/2016.

## Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 9/30/2016.

**Board-wide Total:** 175

## Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 8/30/2016.

**Total Self-Pay Collections:** \$8,922.72

## Executive Summary

### Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 9/30/2016.

Total Prescreenings		522
Mental Health	#	438
	%	83.91%
Substance Abuse	#	2
	%	0.38%
Comorbidity	#	82
	%	15.71%
Adolescent	#	0
	%	0.00%
Adult	#	522
	%	100.00%

### Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 9/30/2016.

Disposition	Board-wide Total
In-Voluntary Hospitalization	269
Voluntary Hospitalization	98
Crisis Assessment Center	2
Crisis Stab-D19	2
CSU	9
Recommitment	40
Released	26
Released-Referral	45
Released-Safety Plan	13
Other	18

## Executive Summary

### Human Rights Complaints for September 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	
	#	%
4,626	3,902	84.35%

### Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 9/30/2016.

Total Discharges	Within 30 Days	Within 60 Days
303	54	17

## Executive Summary

### Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 9/30/2016.

Boarding Home	51
CSB Residential Svc	167
Foster/Fam Home	11
Hospital	46
Juvenile Det Ctr	50
Licensed ALF	141
Local Jail/Corr Fac	33
None (Homeless)	42
Not Collected	12
Nursing Home	9
Other Institutional	24
Private Residence	2,117
Residential Tx	16
Shelter	17
State Corr Fac	1
Unknown	399
<b>Total</b>	<b>3,121</b>

### Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 9/30/2016.

Age Group	Board-wide Count
0 - 3	130
4 - 12	280
13 - 17	306
18 - 24	350
25 - 64	1,921
65+	155

### Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 9/30/2016.

Payor Type	Board-wide Count
Self-Pay	1,226
Medicaid	812
Medicare	408
Other Insurance	547
Governor's Access Plan (GAP)	126
Managed Care Organizations	72

# Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 9/30/2016.

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

	Jul-16		Aug-16		Sep-16	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	3	21hr	4	24hr	3	11hr
6thDistrictCSU	12	46hr	14	57hr	20	76hr
BridgeEvaluationAdult	35	28hr	45	38hr	48	54hr
BridgeEvaluationChild	4	5hr	5	7hr	6	5hr
CraterJuvenileDetention	41	156hr	40	175hr	42	153hr
CrisisAssessmentCenter	43	96hr	41	123hr	36	100hr
CrisisPrescreeningAdult	188	272hr	196	343hr	189	277hr
CrisisPrescreeningChild	18	23hr	17	27hr	26	49hr
CrisisStabilizationAdult	9	380hr	6	257hr	9	210hr
DDCMAdult	0		0		3	4hr
DrugCourt	20	78hr	20	84hr	23	73hr
GAPAssessment	4	6hr	4	10hr	5	11hr
GAPMentalHealthCM	85	152hr	83	160hr	81	130hr
HeadStart	0		0		19	58hr
HealthyFamilies	6	8hr	7	8hr	3	3hr
HIV	14	83hr	19	74hr	21	63hr
HospitalLiaison	13	19hr	14	28hr	13	16hr
IDCMAdolescents	23	50hr	29	53hr	30	57hr
IDCMAdult	269	530hr	246	564hr	246	474hr
IDFollow-Along	24	31hr	7	10hr	27	20hr
IDScreeningChild	7	10hr	2	3hr	3	6hr
InfantCM	90	104hr	95	88hr	76	72hr
InfantDevelopmentalTherapy,Assessments	94	140hr	103	148hr	83	120hr
IWORK	10	32hr	9	28hr	18	49hr

## Consumers Served and Duration of Services Provided

	Jul-16		Aug-16		Sep-16	
	Count	Duration*	Count	Duration*	Count	Duration*
JailServices	13	40hr	13	82hr	15	42hr
LINK	21	95hr	23	154hr	26	132hr
MedicationManagementAdolescents	18	11hr	16	8hr	15	5hr
MedicationManagementAdults	254	202hr	179	156hr	140	164hr
MHCMAdolescents	114	232hr	112	304hr	97	253hr
MHCMAdults	644	1,288hr	639	1,214hr	651	1,262hr
MHEnhancedCareCoordinationAdult	62	159hr	70	116hr	72	146hr
MHInitiative	20	188hr	9	117hr	5	78hr
MHResidential	12	339bd	13	346bd	13	329bd
NGRI	17	59hr	20	72hr	23	90hr
PACT	75	758hr	76	936hr	75	838hr
PsychosocialRehabilitation	84	8,796hr	85	9,823hr	89	9,097hr
SACMAdult	13	94hr	11	102hr	11	59hr
SAIOPAdults	137	1,120hr	152	1,321hr	143	1,255hr
SAOPAdolescents	3	2hr	4	4hr	3	3hr
SAOPAdults	40	164hr	38	178hr	39	142hr
SARecovery	89	335hr	89	394hr	95	451hr
SBIAdult	130	152hr	138	157hr	115	133hr
SBIChild	1	1hr	4	4hr	2	1hr
SchoolBasedServices	5	12hr	8	13hr	51	147hr
VICAPAssessments	104	149hr	102	154hr	114	181hr

## Access Information

### Number of Consumers Served Via Teleconferencing

*Reflects all consumers receiving medical services from 7/1/2016-9/30/2016.*

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 9/30/2016.*

### Number of Consumers Receiving Transportation

*Reflects all consumers receiving services from 7/1/2016 - 9/30/2016.*

Colonial Heights	3
Dinwiddie	13
Emporia	16
Greensville	13
Hopewell	19
Petersburg	72
Prince George	5
Surry	11
Sussex	16
Other	7

## Access Information

### Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 9/30/2016.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	43	37	86.05%	0	0.00%	6	13.95%	0	0.00%	43	100.00%
Dinwiddie	70	61	87.14%	0	0.00%	9	12.86%	0	0.00%	70	100.00%
Emporia	8	8	100.00%	0	0.00%	0	0.00%	0	0.00%	8	100.00%
Greensville	26	25	96.15%	0	0.00%	1	3.85%	0	0.00%	26	100.00%
Hopewell	57	39	68.42%	0	0.00%	18	31.58%	0	0.00%	57	100.00%
Petersburg	131	111	84.73%	0	0.00%	20	15.27%	0	0.00%	131	100.00%
Prince George	46	36	78.26%	0	0.00%	10	21.74%	0	0.00%	46	100.00%
Surry	6	6	100.00%	0	0.00%	0	0.00%	0	0.00%	6	100.00%
Sussex	12	9	75.00%	0	0.00%	3	25.00%	0	0.00%	12	100.00%
Other	123	106	86.18%	2	1.63%	15	12.20%	0	0.00%	123	100.00%

## Access Information

### Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 9/30/2016.

	Total Prescreenings	Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	43	0	0	0	24	3	0	2	5	1	8
Dinwiddie	70	1	0	0	32	3	15	1	7	2	9
Emporia	8	0	0	0	3	0	0	2	1	0	2
Greensville	26	0	1	1	13	0	1	5	2	0	3
Hopewell	57	0	1	0	30	3	0	1	7	2	13
Petersburg	131	0	0	4	78	4	4	5	14	2	20
Prince George	46	1	0	1	20	0	1	6	5	2	10
Surry	6	0	0	0	2	0	0	1	0	1	2
Sussex	12	0	0	0	8	0	1	0	1	1	1
Other	123	0	0	3	59	5	18	3	3	2	30

## Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 9/30/2016.

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	5	2	62	30	2
Dinwiddie	3	25	1	91	28	5
Emporia	0	4	0	40	14	3
Greensville	0	9	0	55	19	1
Hopewell	0	15	2	117	47	9
Petersburg	2	28	11	252	82	20
Prince George	0	9	2	66	32	5
Surry	0	1	0	11	11	0
Sussex	0	10	0	23	20	2
Other	3	39	15	192	156	22
<b>Total</b>	<b>8</b>	<b>145</b>	<b>33</b>	<b>909</b>	<b>439</b>	<b>69</b>

**Staff training\*** 73.17 hours

**Community Education Provided\*** 10.00 hours

\* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 9/30/2016.

## Recovery-Oriented Measures

### 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
September	0	0 violations
August	0	0 violations
July	2	1 violations

### Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2016 - 9/30/2016.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	2	2	100.00%
Dinwiddie	3	3	100.00%
Hopewell	7	3	42.86%
Other	4,614	3,894	84.40%
<b>Total</b>	<b>4,626</b>	<b>3,902</b>	<b>84.35%</b>

### Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 9/30/2016.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	46	1	0
Colonial Heights	24	3	3
Dinwiddie	34	7	2
Emporia	6	0	1
Greensville	4	0	0
Hopewell	34	11	3
Petersburg	101	23	5
Prince George	16	1	0
Surry	2	0	0
Sussex	36	8	3
<b>Total</b>	<b>303</b>	<b>54</b>	<b>17</b>

## Other Measures

### Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 9/30/2016.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
<b>Boarding Home</b>	1	3	1	0	1	6	35	2	0	2	<b>51</b>
<b>CSB Residential Svc</b>	8	36	0	3	3	11	71	16	0	19	<b>167</b>
<b>Foster/Fam Home</b>	0	0	3	2	4	0	0	1	1	0	<b>11</b>
<b>Hospital</b>	0	26	0	0	0	18	1	0	1	0	<b>46</b>
<b>Juvenile Det Ctr</b>	0	6	3	1	7	4	22	4	1	2	<b>50</b>
<b>Licensed ALF</b>	0	28	0	1	1	18	87	2	0	4	<b>141</b>
<b>Local Jail/Corr Fac</b>	1	2	2	2	4	5	2	1	0	14	<b>33</b>
<b>None (Homeless)</b>	2	5	1	2	4	6	16	3	1	2	<b>42</b>
<b>Not Collected</b>	0	2	0	0	1	5	1	3	0	0	<b>12</b>
<b>Nursing Home</b>	0	0	1	1	4	1	1	0	0	1	<b>9</b>
<b>Other Institutional</b>	0	6	0	0	1	10	6	1	0	0	<b>24</b>
<b>Private Residence</b>	159	238	95	127	332	253	564	174	68	107	<b>2,117</b>
<b>Residential Tx</b>	1	0	0	2	2	4	7	0	0	0	<b>16</b>
<b>Shelter</b>	2	1	0	0	2	1	9	1	0	1	<b>17</b>
<b>State Corr Fac</b>	0	1	0	0	0	0	0	0	0	0	<b>1</b>
<b>Unknown</b>	29	41	17	29	72	30	129	36	6	10	<b>399</b>
<b>Total</b>	<b>203</b>	<b>395</b>	<b>123</b>	<b>169</b>	<b>435</b>	<b>371</b>	<b>941</b>	<b>244</b>	<b>78</b>	<b>162</b>	<b>3,121</b>

## Other Measures

### Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 9/30/2016.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	11	2	0	1	2	0
Colonial Heights	88	47	26	26	13	3
Dinwiddie	141	100	54	79	18	7
Emporia	32	60	9	19	3	3
Greensville	55	57	17	25	12	4
Hopewell	183	124	48	70	20	8
Other	237	39	25	65	8	3
Petersburg	289	278	143	180	28	34
Prince George	101	48	34	49	12	3
Surry	24	15	19	15	3	3
Sussex	65	42	33	18	7	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 - 9/30/2016.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	174	0	1	1	22	148	2
Colonial Heights	203	20	15	21	22	118	7
Dinwiddie	397	13	28	27	37	270	22
Emporia	123	8	20	16	12	61	6
Greensville	169	4	33	21	16	88	7
Hopewell	444	26	56	60	64	226	12
Other	376	0	7	32	73	243	21
Petersburg	945	28	93	77	77	608	62
Prince George	244	23	17	30	24	143	7
Surry	79	2	4	8	7	53	5
Sussex	162	6	7	14	18	111	6
<b>Total</b>	<b>3,142</b>	<b>130</b>	<b>280</b>	<b>306</b>	<b>350</b>	<b>1,921</b>	<b>155</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%
September 2016	\$18,146.47	\$2,684.39	15%
<b>Total</b>	<b>\$53,865.86</b>	<b>\$8,922.72</b>	<b>17%</b>