

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

**July, 2016 - October, 2016**

# Executive Summary

## Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 10/31/2016.

**Total Consumers Served Board-wide:** 3,507

## Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 10/31/2016.

**Board-wide Total:** 33

## Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 10/31/2016.

**Board-wide Total:** 0

## Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 10/31/2016.

**Board-wide Total:** 210

## Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 9/30/2016.

**Total Self-Pay Collections:** \$13,964.67

## Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 10/31/2016.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
21	497	37	1,382	539	131

**Staff training\*** 93.10 hours

**Community Education Provided\*** 10.00 hours

\* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 10/31/2016.

## Executive Summary

### Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 10/31/2016.

Total Prescreenings		659
Mental Health	#	563
	%	85.43%
Substance Abuse	#	2
	%	0.30%
Comorbidity	#	94
	%	14.26%
Adolescent	#	0
	%	0.00%
Adult	#	659
	%	100.00%

### Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 10/31/2016.

Disposition	Board-wide Total
In-Voluntary Hospitalization	337
Voluntary Hospitalization	121
Crisis Assessment Center	3
Crisis Stab-D19	4
CSU	11
Recommitment	57
Released	32
Released-Referral	57
Released-Safety Plan	17
Other	20

## Executive Summary

### Human Rights Complaints for October 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	
	#	%
6,046	5,110	84.52%

### Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 10/31/2016.

Total Discharges	Within 30 Days	Within 60 Days
420	90	34

## Executive Summary

### Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 10/31/2016.

Boarding Home	54
CSB Residential Svc	167
Foster/Fam Home	11
Hospital	51
Juvenile Det Ctr	56
Licensed ALF	146
Local Jail/Corr Fac	37
None (Homeless)	47
Not Collected	14
Nursing Home	9
Other Institutional	24
Private Residence	2,355
Residential Tx	17
Shelter	19
State Corr Fac	1
Unknown	512
<b>Total</b>	<b>3,505</b>

### Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 10/31/2016.

Age Group	Board-wide Count
0 - 3	147
4 - 12	370
13 - 17	371
18 - 24	388
25 - 64	2,078
65+	169

### Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 10/31/2016.

Payor Type	Board-wide Count
Self-Pay	1,481
Medicaid	899
Medicare	418
Other Insurance	579
Governor's Access Plan (GAP)	128
Managed Care Organizations	72

## Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 10/31/2016.

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

	Aug-16		Sep-16		Oct-16	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	4	24hr	3	11hr	2	28hr
6thDistrictCSU	14	57hr	20	76hr	14	64hr
BridgeEvaluationAdult	45	38hr	48	54hr	32	23hr
BridgeEvaluationChild	5	7hr	6	5hr	12	14hr
CraterJuvenileDetention	40	175hr	42	153hr	40	88hr
CrisisAssessmentCenter	41	123hr	36	100hr	37	115hr
CrisisPrescreeningAdult	196	343hr	189	277hr	148	170hr
CrisisPrescreeningChild	17	27hr	26	49hr	26	48hr
CrisisStabilizationAdult	6	257hr	9	210hr	6	97hr
CrisisStabilizationChild	0		0		2	37hr
DDCMAAdult	0		3	4hr	3	8hr
DrugCourt	20	84hr	23	73hr	26	96hr
GAPAssessment	4	10hr	5	11hr	3	6hr
GAPMentalHealthCM	83	160hr	81	130hr	82	145hr
HeadStart	0		19	58hr	8	13hr
HealthyFamilies	7	8hr	3	3hr	5	6hr
HIV	19	74hr	21	63hr	36	90hr
HospitalLiaison	14	28hr	13	16hr	14	25hr
IDCMAdolescents	29	53hr	30	57hr	32	124hr
IDCMAAdult	246	564hr	246	474hr	252	464hr
IDFollow-Along	7	10hr	27	20hr	10	4hr
IDScreeningChild	2	3hr	3	6hr	5	11hr
InfantCM	95	88hr	76	72hr	85	164hr
InfantDevelopmentalTherapy,Assessments	103	148hr	83	120hr	89	130hr

## Consumers Served and Duration of Services Provided

	Aug-16		Sep-16		Oct-16	
	Count	Duration*	Count	Duration*	Count	Duration*
IWORK	9	28hr	18	49hr	12	27hr
JailServices	13	82hr	15	42hr	13	32hr
LINK	23	154hr	26	132hr	22	165hr
MedicationManagementAdolescents	16	8hr	15	5hr	19	6hr
MedicationManagementAdults	179	156hr	140	164hr	133	151hr
MHCMAdolescents	112	304hr	97	253hr	97	241hr
MHCMAdults	639	1,214hr	651	1,262hr	614	1,128hr
MHEnhancedCareCoordinationAdult	70	116hr	72	146hr	80	176hr
MHInitiative	9	117hr	5	78hr	4	86hr
MHResidential	13	346bd	13	329bd	15	283bd
NGRI	20	72hr	23	90hr	20	63hr
PACT	76	936hr	75	838hr	76	820hr
PsychosocialRehabilitation	85	9,823hr	89	9,097hr	89	8,502hr
SACMAdult	11	102hr	11	59hr	13	95hr
SAIOPAdults	152	1,321hr	143	1,255hr	153	1,351hr
SAOPAdolescents	4	4hr	3	3hr	3	5hr
SAOPAdults	38	178hr	39	142hr	33	136hr
SARecovery	89	394hr	95	451hr	67	343hr
SBIAdult	138	157hr	115	133hr	112	120hr
SBIChild	4	4hr	2	1hr	2	2hr
SchoolBasedServices	8	13hr	51	147hr	72	254hr
VICAPAssessments	102	154hr	114	181hr	138	160hr

## Access Information

### Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-10/31/2016.

Colonial Heights	6
Dinwiddie	1
Emporia	1
Greensville	1
Hopewell	9
Prince George	7
Surry	5
Sussex	2
Other	1

### Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 10/31/2016.

### Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 10/31/2016.

Colonial Heights	3
Dinwiddie	18
Emporia	19
Greensville	15
Hopewell	24
Petersburg	89
Prince George	6
Surry	11
Sussex	17
Other	8



## Access Information

### Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 10/31/2016.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	48	42	87.50%	0	0.00%	6	12.50%	0	0.00%	48	100.00%
Dinwiddie	83	74	89.16%	0	0.00%	9	10.84%	0	0.00%	83	100.00%
Emporia	10	10	100.00%	0	0.00%	0	0.00%	0	0.00%	10	100.00%
Greensville	33	32	96.97%	0	0.00%	1	3.03%	0	0.00%	33	100.00%
Hopewell	71	51	71.83%	0	0.00%	20	28.17%	0	0.00%	71	100.00%
Petersburg	172	148	86.05%	0	0.00%	24	13.95%	0	0.00%	172	100.00%
Prince George	59	47	79.66%	0	0.00%	12	20.34%	0	0.00%	59	100.00%
Surry	7	6	85.71%	0	0.00%	1	14.29%	0	0.00%	7	100.00%
Sussex	21	18	85.71%	0	0.00%	3	14.29%	0	0.00%	21	100.00%
Other	155	135	87.10%	2	1.29%	18	11.61%	0	0.00%	155	100.00%

## Access Information

### Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 10/31/2016.

	Total Prescreenings	Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	48	0	0	0	26	3	0	2	5	1	11
Dinwiddie	83	1	0	0	35	3	20	1	10	2	11
Emporia	10	0	1	0	3	0	0	2	1	0	3
Greensville	33	0	2	1	15	0	1	7	3	0	4
Hopewell	71	0	1	1	37	3	0	1	7	4	17
Petersburg	172	0	0	4	107	4	6	6	19	3	23
Prince George	59	2	0	2	26	1	2	8	6	2	10
Surry	7	0	0	0	2	0	0	1	0	1	3
Sussex	21	0	0	0	15	1	2	0	1	1	1
Other	155	0	0	3	71	5	26	4	5	3	38

## Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 10/31/2016.

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	1	21	2	80	37	6
Dinwiddie	3	48	2	152	39	10
Emporia	0	13	0	67	17	8
Greensville	2	30	0	71	31	4
Hopewell	0	26	2	193	55	13
Petersburg	7	137	11	378	96	35
Prince George	1	25	3	112	36	8
Surry	0	3	0	12	13	0
Sussex	1	31	0	48	23	3
Other	6	163	17	269	192	44
<b>Total</b>	<b>21</b>	<b>497</b>	<b>37</b>	<b>1,382</b>	<b>539</b>	<b>131</b>

**Staff training\*** 93.10 hours

**Community Education Provided\*** 10.00 hours

\* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 10/31/2016.

## 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
October	0	0 violations
September	0	0 violations
August	0	0 violations

### Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2016 - 10/31/2016.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	3	3	100.00%
Dinwiddie	3	3	100.00%
Hopewell	10	3	30.00%
Other	6,030	5,101	84.59%
<b>Total</b>	<b>6,046</b>	<b>5,110</b>	<b>84.52%</b>

### Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 10/31/2016.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	61	2	1
Colonial Heights	28	3	3
Dinwiddie	52	13	3
Emporia	6	0	1
Greensville	7	0	1
Hopewell	46	14	3
Petersburg	134	34	10
Prince George	22	4	0
Surry	3	0	1
Sussex	61	20	11
<b>Total</b>	<b>420</b>	<b>90</b>	<b>34</b>

## Other Measures

### Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 10/31/2016.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
<b>Boarding Home</b>	1	3	1	1	2	7	35	2	0	2	<b>54</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	30	0	0	0	19	1	0	1	0	<b>51</b>
<b>Juvenile Det Ctr</b>	0	7	4	1	8	4	25	4	1	2	<b>56</b>
<b>Licensed ALF</b>	0	28	0	1	1	20	89	3	0	4	<b>146</b>
<b>Local Jail/Corr Fac</b>	1	2	2	2	5	5	2	1	0	17	<b>37</b>
<b>None (Homeless)</b>	2	5	1	2	4	9	18	3	1	2	<b>47</b>
<b>Not Collected</b>	0	2	0	0	2	6	1	3	0	0	<b>14</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>	178	264	100	137	369	310	618	190	71	118	<b>2,355</b>
<b>Residential Tx</b>	1	0	0	3	2	4	7	0	0	0	<b>17</b>
<b>Shelter</b>	2	1	0	0	2	2	10	1	0	1	<b>19</b>
<b>State Corr Fac</b>	0	1	0	0	0	0	0	0	0	0	<b>1</b>
<b>Unknown</b>	35	57	24	29	90	39	172	47	8	11	<b>512</b>
<b>Total</b>	<b>228</b>	<b>442</b>	<b>136</b>	<b>181</b>	<b>494</b>	<b>446</b>	<b>1,046</b>	<b>272</b>	<b>83</b>	<b>177</b>	<b>3,505</b>

## Other Measures

### Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 10/31/2016.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	12	3	1	6	1	0
Colonial Heights	107	52	27	26	13	3
Dinwiddie	175	109	56	80	18	7
Emporia	43	62	9	19	3	3
Greensville	61	62	17	27	12	4
Hopewell	219	134	48	77	21	8
Other	294	44	26	76	8	3
Petersburg	346	319	146	183	30	34
Prince George	121	55	36	50	12	3
Surry	27	15	19	16	3	3
Sussex	76	44	33	19	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 - 10/31/2016.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	226	0	1	1	29	193	2
Colonial Heights	230	21	20	26	25	131	7
Dinwiddie	442	17	40	33	40	287	25
Emporia	136	8	29	18	12	63	6
Greensville	182	4	34	25	16	96	7
Hopewell	497	29	71	70	70	244	13
Other	450	0	9	44	84	288	25
Petersburg	1,051	32	132	93	83	645	66
Prince George	274	27	21	38	31	149	8
Surry	84	2	5	8	8	56	5
Sussex	177	7	9	16	19	119	7
<b>Total</b>	<b>3,523</b>	<b>147</b>	<b>370</b>	<b>371</b>	<b>388</b>	<b>2,078</b>	<b>169</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%
October 2016	\$22,107.34	\$5,041.95	23%
<b>Total</b>	<b>\$75,973.20</b>	<b>\$13,964.67</b>	<b>18%</b>