

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

July, 2016 - November, 2016

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 11/30/2016.

Total Consumers Served Board-wide: 3,872

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 11/30/2016.

Board-wide Total: 36

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 11/30/2016.

Board-wide Total: 0

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 11/30/2016.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
69	858	48	1,873	658	191

Staff training* 110.35 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 11/30/2016.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 11/30/2016.

Board-wide Total: 233

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 10/30/2016.

Total Self-Pay Collections: \$17,848.27

Executive Summary

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 11/30/2016.

Total Prescreenings		817
Mental Health	#	699
	%	85.56%
Substance Abuse	#	3
	%	0.37%
Comorbidity	#	115
	%	14.08%
Adolescent	#	0
	%	0.00%
Adult	#	817
	%	100.00%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 11/30/2016.

Disposition	Board-wide Total
In-Voluntary Hospitalization	408
Voluntary Hospitalization	153
Crisis Assessment Center	5
Crisis Stab-D19	5
CSU	14
Recommitment	68
Released	48
Released-Referral	72
Released-Safety Plan	22
Other	22

Executive Summary

Human Rights Complaints for November 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	
	#	%
7,406	6,264	84.58%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 11/30/2016.

Total Discharges	Within 30 Days	Within 60 Days
571	125	50

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 11/30/2016.

Boarding Home	55
CSB Residential Svc	168
Foster/Fam Home	14
Hospital	53
Juvenile Det Ctr	57
Licensed ALF	149
Local Jail/Corr Fac	39
None (Homeless)	56
Not Collected	16
Nursing Home	9
Other Institutional	28
Private Residence	2,584
Residential Tx	19
Shelter	23
State Corr Fac	1
Unknown	613
Total	3,869

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 11/30/2016.

Age Group	Board-wide Count
0 - 3	162
4 - 12	445
13 - 17	426
18 - 24	435
25 - 64	2,233
65+	179

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 11/30/2016.

Payor Type	Board-wide Count
Self-Pay	1,741
Medicaid	959
Medicare	428
Other Insurance	611
Governor's Access Plan (GAP)	129
Managed Care Organizations	72

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 11/30/2016.

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

	Sep-16		Oct-16		Nov-16	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	3	11hr	2	28hr	4	14hr
6thDistrictCSU	20	76hr	14	64hr	15	52hr
BridgeEvaluationAdult	48	54hr	32	23hr	41	34hr
BridgeEvaluationChild	6	5hr	12	14hr	8	6hr
CraterJuvenileDetention	42	153hr	40	88hr	28	80hr
CrisisAssessmentCenter	36	100hr	37	115hr	33	100hr
CrisisPrescreeningAdult	189	277hr	148	170hr	152	201hr
CrisisPrescreeningChild	26	49hr	26	48hr	30	40hr
CrisisStabilizationAdult	9	210hr	6	97hr	4	163hr
CrisisStabilizationChild	0		2	37hr	1	18hr
DDCMAdult	3	4hr	3	8hr	3	1hr
DDCMChild	0		0		1	3hr
DrugCourt	23	73hr	26	96hr	19	82hr
GAPAssessment	5	11hr	3	6hr	4	11hr
GAPMentalHealthCM	81	130hr	82	145hr	90	115hr
HeadStart	19	58hr	8	13hr	10	19hr
HealthyFamilies	3	3hr	5	6hr	6	6hr
HIV	21	63hr	36	90hr	18	90hr
HospitalLiaison	13	16hr	14	25hr	10	18hr
IDCMAdolescents	30	57hr	32	124hr	34	115hr
IDCMAdult	246	474hr	252	464hr	241	358hr
IDFollow-Along	27	20hr	10	4hr	11	7hr
IDScreeningChild	3	6hr	5	11hr	3	5hr
InfantCM	76	72hr	85	164hr	88	103hr

Consumers Served and Duration of Services Provided

	Sep-16		Oct-16		Nov-16	
	Count	Duration*	Count	Duration*	Count	Duration*
InfantDevelopmentalTherapy,Assessments	83	120hr	89	130hr	98	131hr
IWORK	18	49hr	12	27hr	16	48hr
JailServices	15	42hr	13	32hr	16	63hr
LINK	26	132hr	22	165hr	24	171hr
MedicationManagementAdolescents	15	5hr	19	6hr	13	4hr
MedicationManagementAdults	140	164hr	133	151hr	113	138hr
MHCMAdolescents	97	253hr	97	241hr	85	243hr
MHCMAdults	651	1,262hr	614	1,128hr	601	1,042hr
MHEnhancedCareCoordinationAdult	72	146hr	80	176hr	85	154hr
MHInitiative	5	78hr	4	86hr	8	119hr
MHResidential	13	329bd	15	283bd	16	315bd
NGRI	23	90hr	20	63hr	19	70hr
PACT	75	838hr	76	820hr	75	770hr
PsychosocialRehabilitation	89	9,097hr	89	8,502hr	80	4,866hr
SACMAdult	11	59hr	13	95hr	13	68hr
SAIOPAdults	143	1,255hr	153	1,351hr	154	1,183hr
SAOPAdolescents	3	3hr	3	5hr	5	4hr
SAOPAdults	39	142hr	33	136hr	41	189hr
SARecovery	95	451hr	67	343hr	73	311hr
SBIAdult	115	133hr	112	120hr	82	95hr
SBIChild	2	1hr	2	2hr	1	1hr
SchoolBasedServices	51	147hr	72	254hr	69	207hr
VICAPAssessments	114	181hr	138	160hr	103	158hr

Access Information

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-11/30/2016.

Colonial Heights	6
Dinwiddie	3
Emporia	1
Greensville	1
Hopewell	9
Prince George	7
Surry	5
Sussex	3
Other	1

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 11/30/2016.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 11/30/2016.

Colonial Heights	4
Dinwiddie	22
Emporia	21
Greensville	18
Hopewell	26
Petersburg	97
Prince George	6
Surry	13
Sussex	18
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 - 11/30/2016.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	55	49	89.09%	0	0.00%	6	10.91%	0	0.00%	55	100.00%
Dinwiddie	97	83	85.57%	0	0.00%	14	14.43%	0	0.00%	97	100.00%
Emporia	12	12	100.00%	0	0.00%	0	0.00%	0	0.00%	12	100.00%
Greensville	46	45	97.83%	0	0.00%	1	2.17%	0	0.00%	46	100.00%
Hopewell	90	64	71.11%	1	1.11%	25	27.78%	0	0.00%	90	100.00%
Petersburg	212	184	86.79%	0	0.00%	28	13.21%	0	0.00%	212	100.00%
Prince George	74	60	81.08%	0	0.00%	14	18.92%	0	0.00%	74	100.00%
Surry	8	7	87.50%	0	0.00%	1	12.50%	0	0.00%	8	100.00%
Sussex	23	20	86.96%	0	0.00%	3	13.04%	0	0.00%	23	100.00%
Other	200	175	87.50%	2	1.00%	23	11.50%	0	0.00%	200	100.00%

Access Information

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 11/30/2016.

	Total Prescreenings	Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	55	0	0	0	29	3	0	2	7	1	13
Dinwiddie	97	1	0	0	41	3	22	1	13	2	14
Emporia	12	0	2	0	4	0	0	2	1	0	3
Greensville	46	0	2	1	20	0	1	11	4	3	4
Hopewell	90	0	1	2	46	3	0	5	8	4	21
Petersburg	212	1	0	4	128	4	7	9	24	4	31
Prince George	74	2	0	4	30	2	3	8	8	2	15
Surry	8	0	0	0	3	0	0	1	0	1	3
Sussex	23	0	0	0	17	1	2	0	1	1	1
Other	200	1	0	3	90	6	33	9	6	4	48

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 11/30/2016.

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	1	33	2	97	45	7
Dinwiddie	5	79	2	201	46	15
Emporia	0	22	0	91	20	8
Greensville	10	46	0	82	35	10
Hopewell	2	59	3	267	68	19
Petersburg	18	221	15	530	115	48
Prince George	6	39	4	164	44	13
Surry	0	9	0	15	18	0
Sussex	2	58	0	69	27	3
Other	25	292	22	357	240	68
Total	69	858	48	1,873	658	191

Staff training* 110.35 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 11/30/2016.

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
November	0	0 violations
October	0	0 violations
September	0	0 violations

Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2016 - 11/30/2016.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	4	4	100.00%
Dinwiddie	3	3	100.00%
Hopewell	10	3	30.00%
Other	7,389	6,254	84.64%
Total	7,406	6,264	84.58%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 11/30/2016.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	83	2	1
Colonial Heights	34	4	3
Dinwiddie	69	16	6
Emporia	9	1	1
Greensville	9	0	1
Hopewell	65	17	4
Petersburg	177	47	14
Prince George	31	6	0
Surry	5	0	1
Sussex	89	32	19
Total	571	125	50

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 11/30/2016.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	1	3	2	1	2	7	35	2	0	2	55
CSB Residential Svc	8	36	0	3	3	12	71	16	0	19	168
Foster/Fam Home	0	1	3	4	4	0	0	1	1	0	14
Hospital	0	30	0	0	0	21	1	0	1	0	53
Juvenile Det Ctr	0	7	4	1	8	4	25	5	1	2	57
Licensed ALF	0	28	0	1	1	23	89	3	0	4	149
Local Jail/Corr Fac	1	2	2	2	5	6	2	1	0	18	39
None (Homeless)	2	5	1	3	4	11	24	3	1	2	56
Not Collected	1	2	0	0	2	6	2	3	0	0	16
Nursing Home	0	0	1	1	4	1	1	0	0	1	9
Other Institutional	0	7	0	0	1	11	8	1	0	0	28
Private Residence	192	283	107	149	406	378	661	210	75	123	2,584
Residential Tx	1	0	0	4	2	4	8	0	0	0	19
Shelter	2	1	0	0	2	4	12	1	0	1	23
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	40	68	32	34	107	48	200	61	8	15	613
Total	248	474	152	202	548	535	1,129	307	87	187	3,869

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 11/30/2016.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	7	1	0	4	1	0
Colonial Heights	122	55	29	26	13	3
Dinwiddie	199	116	56	82	18	7
Emporia	56	64	9	19	3	3
Greensville	73	67	18	29	13	4
Hopewell	255	145	49	81	21	8
Other	363	47	28	89	8	3
Petersburg	406	341	150	191	29	34
Prince George	148	59	36	55	12	3
Surry	31	16	19	16	3	3
Sussex	81	48	34	19	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 - 11/30/2016.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	261	0	1	2	39	216	3
Colonial Heights	248	23	21	29	27	140	8
Dinwiddie	475	22	46	37	44	301	25
Emporia	152	8	36	22	12	68	6
Greensville	203	5	37	31	17	105	8
Hopewell	548	32	84	80	77	262	13
Other	537	0	13	53	98	344	29
Petersburg	1,133	33	163	102	94	673	68
Prince George	308	30	27	47	34	160	10
Surry	87	2	6	8	9	57	5
Sussex	189	7	12	17	23	123	7
Total	3,880	162	445	426	435	2,233	179

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%
November 2016	\$20,401.28	\$3,883.60	19%
Total	\$96,374.48	\$17,848.27	19%

Other Measures