

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

July, 2016 - December, 2016

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 12/31/2016.

Total Consumers Served Board-wide: 4,157

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 12/31/2016.

Board-wide Total: 47

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 12/31/2016.

Board-wide Total: 0

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 12/31/2016.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
98	1,108	52	2,377	738	231

Staff training* 119.60 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 12/31/2016.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 12/31/2016.

Board-wide Total: 252

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 11/30/2016.

Total Self-Pay Collections: \$21,615.84

Executive Summary

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 12/31/2016.

Total Prescreenings		979
Mental Health	#	844
	%	86.21%
Substance Abuse	#	5
	%	0.51%
Comorbidity	#	130
	%	13.28%
Adolescent	#	0
	%	0.00%
Adult	#	979
	%	100.00%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 12/31/2016.

Disposition	Board-wide Total
	1
In-Voluntary Hospitalization	494
Voluntary Hospitalization	179
Crisis Assessment Center	5
Crisis Stab-D19	6
CSU	19
Recommitment	73
Released	58
Released-Referral	86
Released-Safety Plan	31
Other	27

Executive Summary

Human Rights Complaints for December 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	
	#	%
8,730	7,402	84.79%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 12/31/2016.

Total Discharges	Within 30 Days	Within 60 Days
676	155	62

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 12/31/2016.

Boarding Home	57
CSB Residential Svc	171
Foster/Fam Home	14
Hospital	58
Juvenile Det Ctr	60
Licensed ALF	154
Local Jail/Corr Fac	40
None (Homeless)	65
Not Collected	19
Nursing Home	11
Other Institutional	29
Private Residence	2,794
Residential Tx	26
Shelter	25
State Corr Fac	1
Unknown	645
Total	4,154

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 12/31/2016.

Age Group	Board-wide Count
0 - 3	175
4 - 12	454
13 - 17	465
18 - 24	489
25 - 64	2,382
65+	193

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 12/31/2016.

Payor Type	Board-wide Count
Self-Pay	1,967
Medicaid	981
Medicare	437
Other Insurance	631
Governor's Access Plan (GAP)	130
Managed Care Organizations	74

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 12/31/2016.

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

	Oct-16		Nov-16		Dec-16	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	2	28hr	4	14hr	3	5hr
6thDistrictCSU	14	64hr	15	52hr	20	48hr
BridgeEvaluationAdult	32	23hr	41	34hr	26	22hr
BridgeEvaluationChild	12	14hr	8	6hr	9	7hr
CraterJuvenileDetention	40	88hr	28	80hr	17	84hr
CrisisAssessmentCenter	37	115hr	33	100hr	33	84hr
CrisisPrescreeningAdult	148	170hr	152	201hr	154	376hr
CrisisPrescreeningChild	26	48hr	30	40hr	25	28hr
CrisisStabilizationAdult	6	97hr	4	163hr	5	171hr
CrisisStabilizationChild	2	37hr	1	18hr	0	
DDCMAdult	3	8hr	3	1hr	0	
DDCMChild	0		1	3hr	1	1hr
DrugCourt	26	96hr	19	82hr	24	82hr
GAPAssessment	3	6hr	4	11hr	1	1hr
GAPMentalHealthCM	82	145hr	90	115hr	88	136hr
HeadStart	8	13hr	10	19hr	5	13hr
HealthyFamilies	5	6hr	6	6hr	6	6hr
HIV	36	90hr	18	90hr	16	62hr
HospitalLiaison	14	25hr	10	18hr	12	21hr
IDCMAdolescents	32	124hr	34	115hr	32	64hr
IDCMAdult	252	464hr	241	358hr	221	537hr
IDFollow-Along	10	4hr	11	7hr	28	47hr
IDScreeningChild	5	11hr	3	5hr	3	15hr
InfantCM	85	164hr	88	103hr	88	80hr

Consumers Served and Duration of Services Provided

	Oct-16		Nov-16		Dec-16	
	Count	Duration*	Count	Duration*	Count	Duration*
InfantDevelopmentalTherapy,Assessments	89	130hr	98	131hr	103	93hr
IWORK	12	27hr	16	48hr	11	41hr
JailServices	13	32hr	16	63hr	11	25hr
LINK	22	165hr	24	171hr	15	161hr
MedicationManagementAdolescents	19	6hr	13	4hr	23	7hr
MedicationManagementAdults	133	151hr	113	138hr	99	116hr
MHCMAdolescents	97	241hr	85	243hr	104	250hr
MHCMAdults	614	1,128hr	601	1,042hr	611	1,027hr
MHEnhancedCareCoordinationAdult	80	176hr	85	154hr	81	187hr
MHInitiative	4	86hr	8	119hr	14	88hr
MHResidential	15	283bd	16	315bd	16	248bd
NGRI	20	63hr	19	70hr	22	109hr
PACT	76	820hr	75	770hr	77	728hr
PsychosocialRehabilitation	89	8,502hr	80	4,866hr	49	4,307hr
SACMAdult	13	95hr	13	68hr	9	35hr
SAIOPAdults	153	1,351hr	154	1,183hr	151	1,036hr
SAOPAdolescents	3	5hr	5	4hr	2	1hr
SAOPAdults	33	136hr	41	189hr	40	162hr
SARecovery	67	343hr	73	311hr	68	344hr
SBIAdult	112	120hr	82	95hr	79	103hr
SBIChild	2	2hr	1	1hr	0	
SchoolBasedServices	72	254hr	69	207hr	58	148hr
VICAPAssessments	138	160hr	103	158hr	21	7hr

Access Information

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-12/31/2016.

Colonial Heights	8
Dinwiddie	4
Emporia	1
Greensville	1
Hopewell	13
Prince George	10
Surry	5
Sussex	4
Other	1

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 12/31/2016.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 12/31/2016.

Colonial Heights	4
Dinwiddie	23
Emporia	23
Greensville	19
Hopewell	26
Petersburg	104
Prince George	8
Surry	14
Sussex	22
Other	9

Access Information

Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 12/31/2016.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	64	57	89.06%	0	0.00%	7	10.94%	0	0.00%	64	100.00%
Dinwiddie	118	104	88.14%	0	0.00%	14	11.86%	0	0.00%	118	100.00%
Emporia	16	16	100.00%	0	0.00%	0	0.00%	0	0.00%	16	100.00%
Greensville	56	55	98.21%	0	0.00%	1	1.79%	0	0.00%	56	100.00%
Hopewell	103	75	72.82%	1	0.97%	27	26.21%	0	0.00%	103	100.00%
Petersburg	258	225	87.21%	1	0.39%	32	12.40%	0	0.00%	258	100.00%
Prince George	92	76	82.61%	1	1.09%	15	16.30%	0	0.00%	92	100.00%
Surry	10	8	80.00%	0	0.00%	2	20.00%	0	0.00%	10	100.00%
Sussex	25	22	88.00%	0	0.00%	3	12.00%	0	0.00%	25	100.00%
Other	237	206	86.92%	2	0.84%	29	12.24%	0	0.00%	237	100.00%

Access Information

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 12/31/2016.

	Total Prescreenings		Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	64	0	0	0	0	31	3	0	2	8	4	16
Dinwiddie	118	1	1	0	0	52	4	24	2	14	3	17
Emporia	16	0	0	2	0	6	0	0	2	2	0	4
Greensville	56	0	0	3	1	24	1	1	13	4	3	6
Hopewell	103	0	0	1	2	57	3	0	6	8	4	22
Petersburg	258	0	1	0	7	155	6	7	11	28	7	36
Prince George	92	0	2	0	4	39	2	3	10	12	2	18
Surry	10	0	0	0	1	3	0	0	1	1	1	3
Sussex	25	0	0	0	0	17	1	2	1	1	2	1
Other	237	0	1	0	4	110	7	36	10	8	5	56

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 12/31/2016.

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	42	2	117	49	7
Dinwiddie	5	101	2	252	48	18
Emporia	0	37	0	112	24	10
Greenville	11	55	0	112	37	13
Hopewell	6	79	5	308	76	23
Petersburg	27	279	16	624	132	55
Prince George	6	54	4	242	52	15
Surry	2	19	0	20	19	4
Sussex	4	73	0	100	36	3
Other	36	369	23	490	265	83
Total	98	1,108	52	2,377	738	231

Staff training* 119.60 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 12/31/2016.

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
December	0	0 violations
November	0	0 violations
October	0	0 violations

Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2016 - 12/31/2016.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	4	4	100.00%
Dinwiddie	3	3	100.00%
Hopewell	10	3	30.00%
Petersburg	6	6	100.00%
Other	8,707	7,386	84.83%
Total	8,730	7,402	84.79%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 12/31/2016.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	102	3	2
Colonial Heights	35	4	3
Dinwiddie	77	18	9
Emporia	10	1	1
Greensville	10	1	1
Hopewell	71	19	4
Petersburg	220	61	18
Prince George	40	9	1
Surry	9	1	1
Sussex	102	38	22
Total	676	155	62

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 12/31/2016.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	1	4	2	1	2	7	36	2	0	2	57
CSB Residential Svc	8	36	0	3	4	12	72	17	0	19	171
Foster/Fam Home	0	1	3	4	4	0	0	1	1	0	14
Hospital	0	32	0	0	0	24	1	0	1	0	58
Juvenile Det Ctr	0	7	4	1	10	5	25	5	1	2	60
Licensed ALF	0	28	0	1	1	26	91	3	0	4	154
Local Jail/Corr Fac	1	2	2	2	5	6	2	1	0	19	40
None (Homeless)	2	7	1	3	5	13	28	3	1	2	65
Not Collected	1	2	0	0	2	8	2	4	0	0	19
Nursing Home	0	1	1	1	4	2	1	0	0	1	11
Other Institutional	0	7	0	0	1	12	8	1	0	0	29
Private Residence	212	298	113	156	434	433	711	232	77	128	2,794
Residential Tx	1	1	0	4	2	9	8	1	0	0	26
Shelter	3	1	0	0	2	5	12	1	0	1	25
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	40	69	32	34	115	54	212	64	10	15	645
Total	269	497	158	209	588	615	1,199	335	91	193	4,154

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 12/31/2016.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	12	3	1	3	1	0
Colonial Heights	136	55	32	30	13	4
Dinwiddie	217	115	58	83	18	7
Emporia	63	64	9	19	3	3
Greensville	76	69	19	29	13	4
Hopewell	282	153	49	84	21	8
Other	437	47	29	94	8	4
Petersburg	453	351	150	196	30	34
Prince George	170	59	37	58	13	3
Surry	35	16	19	16	3	3
Sussex	86	49	34	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 - 12/31/2016.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	292	0	1	5	47	234	5
Colonial Heights	269	23	23	32	29	154	8
Dinwiddie	497	23	47	38	46	314	29
Emporia	158	8	36	24	12	72	6
Greensville	209	5	38	32	17	108	9
Hopewell	588	38	87	86	85	278	14
Other	617	0	13	68	116	387	33
Petersburg	1,201	36	165	112	110	707	71
Prince George	335	32	27	48	41	176	11
Surry	91	3	6	8	10	59	5
Sussex	193	7	12	17	23	127	7
Total	4,158	175	454	465	489	2,382	193

Other Measures

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%
December 2016	\$22,167.60	\$3,767.57	17%
Total	\$118,542.08	\$21,615.84	18%