

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

July, 2016 - January, 2017

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 1/31/2017.

Total Consumers Served Board-wide: 4,435

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 1/31/2017.

Board-wide Total: 58

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 1/31/2017.

Board-wide Total: 0

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 1/31/2017.

Board-wide Total: 280

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 12/31/2016.

Total Self-Pay Collections: \$25,636.75

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 1/31/2017.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
114	1,339	70	2,751	826	264

Staff training* 132.10 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 1/31/2017.

Executive Summary

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 1/31/2017.

Total Prescreenings		1,131
Mental Health	#	975
	%	86.21%
Substance Abuse	#	10
	%	0.88%
Comorbidity	#	146
	%	12.91%
Adolescent	#	0
	%	0.00%
Adult	#	1,131
	%	100.00%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 1/31/2017.

Disposition	Board-wide Total
	1
In-Voluntary Hospitalization	565
Voluntary Hospitalization	216
Crisis Assessment Center	5
Crisis Stab-D19	8
CSU	25
Recommitment	79
Released	72
Released-Referral	100
Released-Safety Plan	33
Other	27

Executive Summary

Human Rights Complaints for January 2017

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	
	#	%
10,147	8,640	85.15%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 1/31/2017.

Total Discharges	Within 30 Days	Within 60 Days
805	180	78

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 1/31/2017.

Boarding Home	57
CSB Residential Svc	171
Foster/Fam Home	14
Hospital	59
Juvenile Det Ctr	60
Licensed ALF	162
Local Jail/Corr Fac	44
None (Homeless)	68
Not Collected	20
Nursing Home	12
Other Institutional	35
Private Residence	3,006
Residential Tx	31
Shelter	26
State Corr Fac	1
Unknown	682
Total	4,432

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 1/31/2017.

Age Group	Board-wide Count
0 - 3	188
4 - 12	467
13 - 17	505
18 - 24	538
25 - 64	2,552
65+	200

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 1/31/2017.

Payor Type	Board-wide Count
Self-Pay	2,200
Medicaid	1,005
Medicare	445
Other Insurance	653
Governor's Access Plan (GAP)	132
Managed Care Organizations	78

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 1/31/2017.

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

	Nov-16		Dec-16		Jan-17	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	4	14hr	3	5hr	2	9hr
6thDistrictCSU	15	52hr	20	48hr	19	44hr
BridgeEvaluationAdult	41	34hr	26	22hr	36	26hr
BridgeEvaluationChild	8	6hr	9	7hr	18	14hr
CraterJuvenileDetention	28	80hr	17	84hr	17	70hr
CrisisAssessmentCenter	33	100hr	33	84hr	33	95hr
CrisisPrescreeningAdult	152	201hr	154	376hr	153	196hr
CrisisPrescreeningChild	30	40hr	25	28hr	19	28hr
CrisisStabilizationAdult	4	163hr	5	171hr	2	70hr
CrisisStabilizationChild	1	18hr	0		0	
DDCMAdult	3	1hr	0		2	3hr
DDCMChild	1	3hr	1	1hr	4	16hr
DDContractedCMAdult	0		0		1	0hr
DrugCourt	19	82hr	24	82hr	19	74hr
GAPAssessment	4	11hr	1	1hr	0	
GAPMentalHealthCM	90	115hr	88	136hr	89	147hr
HeadStart	10	19hr	5	13hr	9	18hr
HealthyFamilies	6	6hr	6	6hr	3	4hr
HIV	18	90hr	16	62hr	20	70hr
HospitalLiaison	10	18hr	12	21hr	15	39hr
IDCMAdolescents	34	115hr	32	64hr	34	113hr
IDCMAdult	241	358hr	221	537hr	225	589hr
IDFollow-Along	11	7hr	28	47hr	16	34hr
IDScreeningChild	3	5hr	3	15hr	4	4hr

Consumers Served and Duration of Services Provided

	Nov-16		Dec-16		Jan-17	
	Count	Duration*	Count	Duration*	Count	Duration*
InfantCM	88	103hr	88	80hr	94	88hr
InfantDevelopmentalTherapy,Assessments	98	131hr	103	93hr	102	120hr
IWORK	16	48hr	11	41hr	9	39hr
JailServices	16	63hr	11	25hr	12	39hr
LINK	24	171hr	15	161hr	16	113hr
MedicationManagementAdolescents	13	4hr	23	7hr	12	4hr
MedicationManagementAdults	113	138hr	99	116hr	107	156hr
MHCMAdolescents	85	243hr	104	250hr	107	277hr
MHCMAdults	601	1,042hr	611	1,027hr	608	1,058hr
MHEnhancedCareCoordinationAdult	85	154hr	81	187hr	78	116hr
MHInitiative	8	119hr	14	88hr	4	71hr
MHResidential	16	315bd	16	248bd	16	277bd
NGRI	19	70hr	22	109hr	20	69hr
PACT	75	770hr	77	728hr	73	610hr
PsychosocialRehabilitation	80	4,866hr	49	4,307hr	47	4,180hr
SACMAdult	13	68hr	9	35hr	16	45hr
SAIOPAdults	154	1,183hr	151	1,036hr	143	1,016hr
SAOPAdolescents	5	4hr	2	1hr	2	2hr
SAOPAdults	41	189hr	40	162hr	36	146hr
SARecovery	73	311hr	68	344hr	63	274hr
SBIAdult	82	95hr	79	103hr	88	118hr
SBIChild	1	1hr	0		0	
SchoolBasedServices	69	207hr	58	148hr	70	214hr
VICAPAssessments	103	158hr	21	7hr	17	7hr

Access Information

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-1/31/2017.

Colonial Heights	11
Dinwiddie	6
Emporia	1
Greensville	1
Hopewell	14
Prince George	12
Surry	7
Sussex	5
Other	1

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 1/31/2017.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 1/31/2017.

Colonial Heights	4
Dinwiddie	25
Emporia	23
Greensville	22
Hopewell	28
Petersburg	120
Prince George	9
Surry	15
Sussex	25
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 - 1/31/2017.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	71	63	88.73%	0	0.00%	8	11.27%	0	0.00%	71	100.00%
Dinwiddie	133	117	87.97%	1	0.75%	15	11.28%	0	0.00%	133	100.00%
Emporia	21	21	100.00%	0	0.00%	0	0.00%	0	0.00%	21	100.00%
Greensville	62	60	96.77%	0	0.00%	2	3.23%	0	0.00%	62	100.00%
Hopewell	118	87	73.73%	1	0.85%	30	25.42%	0	0.00%	118	100.00%
Petersburg	302	265	87.75%	1	0.33%	36	11.92%	0	0.00%	302	100.00%
Prince George	110	90	81.82%	4	3.64%	16	14.55%	0	0.00%	110	100.00%
Surry	11	9	81.82%	0	0.00%	2	18.18%	0	0.00%	11	100.00%
Sussex	28	25	89.29%	0	0.00%	3	10.71%	0	0.00%	28	100.00%
Other	275	238	86.55%	3	1.09%	34	12.36%	0	0.00%	275	100.00%

Access Information

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 1/31/2017.

	Total Prescreenings		Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	71	0	0	0	1	34	3	0	2	8	4	19
Dinwiddie	133	1	1	0	0	62	4	26	2	15	3	19
Emporia	21	0	0	3	0	8	0	0	2	3	0	5
Greensville	62	0	0	3	1	27	1	1	14	4	3	8
Hopewell	118	0	0	1	3	63	3	0	8	8	4	28
Petersburg	302	0	1	0	10	174	6	9	15	31	8	48
Prince George	110	0	2	0	5	46	2	3	12	17	2	21
Surry	11	0	0	0	1	3	0	0	1	1	1	4
Sussex	28	0	0	0	0	17	1	2	2	2	2	2
Other	275	0	1	1	4	131	7	38	14	11	6	62

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 1/31/2017.

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	2	52	3	160	55	10
Dinwiddie	11	119	2	286	57	20
Emporia	1	44	0	121	26	10
Greensville	12	69	0	128	42	13
Hopewell	6	95	5	362	83	24
Petersburg	29	335	24	719	146	67
Prince George	7	64	5	282	56	17
Surry	2	30	0	27	20	4
Sussex	7	88	0	107	39	3
Other	37	443	31	559	302	96
Total	114	1,339	70	2,751	826	264

Staff training* 132.10 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 1/31/2017.

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
January	0	0 violations
December	0	0 violations
November	0	0 violations

Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2016 - 1/31/2017.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	5	4	80.00%
Dinwiddie	3	3	100.00%
Hopewell	11	3	27.27%
Petersburg	6	6	100.00%
Other	10,122	8,624	85.20%
Total	10,147	8,640	85.15%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 1/31/2017.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	142	5	3
Colonial Heights	37	4	3
Dinwiddie	86	20	9
Emporia	12	1	1
Greensville	13	1	1
Hopewell	76	19	5
Petersburg	259	72	23
Prince George	45	9	2
Surry	12	2	1
Sussex	123	47	30
Total	805	180	78

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 1/31/2017.

	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	33	0	0	0	24	1	0	1	0	59
Juvenile Det Ctr	0	7	4	1	10	5	25	5	1	2	60
Licensed ALF	0	28	0	1	1	29	96	3	0	4	162
Local Jail/Corr Fac	1	2	2	2	5	6	2	2	0	22	44
None (Homeless)	2	7	1	3	5	14	30	3	1	2	68
Not Collected	1	2	0	0	3	8	2	4	0	0	20
Nursing Home	0	1	1	1	4	3	1	0	0	1	12
Other Institutional	0	9	0	0	2	14	8	2	0	0	35
Private Residence	222	313	121	169	458	499	754	254	81	135	3,006
Residential Tx	1	1	0	4	2	13	9	1	0	0	31
Shelter	3	1	0	0	2	5	12	2	0	1	26
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	41	72	32	36	122	66	221	67	10	15	682
Total	280	518	166	224	621	704	1,258	363	95	203	4,432

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 1/31/2017.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	8	2	0	3	0	0
Colonial Heights	146	56	32	31	13	5
Dinwiddie	232	122	59	84	18	7
Emporia	70	64	9	19	3	4
Greensville	88	70	19	29	13	5
Hopewell	312	158	49	87	21	8
Other	514	48	32	104	8	5
Petersburg	504	356	153	199	32	34
Prince George	191	62	39	62	13	3
Surry	39	17	19	16	3	3
Sussex	96	50	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 - 1/31/2017.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	330	0	1	6	49	267	7
Colonial Heights	281	23	24	34	32	160	8
Dinwiddie	518	24	48	39	50	328	29
Emporia	166	8	36	25	13	78	6
Greensville	226	5	39	32	21	120	9
Hopewell	623	41	89	90	93	296	14
Other	709	2	15	86	128	443	35
Petersburg	1,261	41	167	119	121	739	74
Prince George	366	34	30	53	45	192	12
Surry	96	3	6	8	11	63	5
Sussex	204	7	13	19	24	133	8
Total	4,450	188	467	505	538	2,552	200

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%
January 2017	\$19,170.13	\$4,020.91	21%
Total	\$137,712.21	\$25,636.75	19%