

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

July, 2016 - February, 2017

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 2/28/2017.

Total Consumers Served Board-wide: 4,730

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 2/28/2017.

Board-wide Total: 60

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 2/28/2017.

Board-wide Total: 0

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 2/28/2017.

| Consumers with WRAP Plans | Consumers Participating in ISP Development | Consumers w/Advanced Directives | Hours of Family-Related Activities | Consumers Employed | Referred to Advocacy Organizations |
|---------------------------|--|---------------------------------|------------------------------------|--------------------|------------------------------------|
| 157 | 1,561 | 80 | 3,092 | 902 | 314 |

Staff training* 143.10 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 2/28/2017.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 2/28/2017.

Board-wide Total: 296

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 1/28/2017.

Total Self-Pay Collections: \$28,477.27

Executive Summary

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 2/28/2017.

| Total Prescreenings | | 1,274 |
|---------------------|---|---------|
| Mental Health | # | 1,098 |
| | % | 86.19% |
| Substance Abuse | # | 11 |
| | % | 0.86% |
| Comorbidity | # | 165 |
| | % | 12.95% |
| Adolescent | # | 0 |
| | % | 0.00% |
| Adult | # | 1,274 |
| | % | 100.00% |

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 2/28/2017.

| Disposition | Board-wide Total |
|------------------------------|------------------|
| | 1 |
| In-Voluntary Hospitalization | 633 |
| Voluntary Hospitalization | 250 |
| Crisis Assessment Center | 5 |
| Crisis Stab-D19 | 9 |
| CSU | 29 |
| Recommitment | 83 |
| Released | 83 |
| Released-Referral | 116 |
| Released-Safety Plan | 35 |
| Other | 30 |

Executive Summary

Human Rights Complaints for February 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 | |
|--------------------|-------------------|--------|
| | # | % |
| 11,704 | 10,000 | 85.44% |

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 2/28/2017.

| Total Discharges | Within 30 Days | Within 60 Days |
|------------------|----------------|----------------|
| 897 | 211 | 86 |

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 2/28/2017.

| | |
|---------------------|--------------|
| Boarding Home | 58 |
| CSB Residential Svc | 171 |
| Foster/Fam Home | 15 |
| Hospital | 63 |
| Juvenile Det Ctr | 63 |
| Licensed ALF | 164 |
| Local Jail/Corr Fac | 48 |
| None (Homeless) | 74 |
| Not Collected | 21 |
| Nursing Home | 12 |
| Other Institutional | 40 |
| Private Residence | 3,228 |
| Residential Tx | 34 |
| Shelter | 29 |
| State Corr Fac | 1 |
| Unknown | 723 |
| Total | 4,727 |

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 2/28/2017.

| Age Group | Board-wide Count |
|-----------|------------------|
| 0 - 3 | 207 |
| 4 - 12 | 481 |
| 13 - 17 | 559 |
| 18 - 24 | 585 |
| 25 - 64 | 2,712 |
| 65+ | 206 |

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 2/28/2017.

| Payor Type | Board-wide Count |
|------------------------------|------------------|
| Self-Pay | 2,442 |
| Medicaid | 1,031 |
| Medicare | 453 |
| Other Insurance | 678 |
| Governor's Access Plan (GAP) | 133 |
| Managed Care Organizations | 78 |

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 2/28/2017.

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

| | Dec-16 | | Jan-17 | | Feb-17 | |
|--------------------------|--------|-----------|--------|-----------|--------|-----------|
| | Count | Duration* | Count | Duration* | Count | Duration* |
| 12thDistrictCSU | 3 | 5hr | 2 | 9hr | 2 | 3hr |
| 6thDistrictCSU | 20 | 48hr | 19 | 44hr | 14 | 68hr |
| BridgeEvaluationAdult | 26 | 22hr | 36 | 26hr | 49 | 37hr |
| BridgeEvaluationChild | 9 | 7hr | 18 | 14hr | 12 | 24hr |
| CraterJuvenileDetention | 17 | 84hr | 17 | 70hr | 26 | 89hr |
| CrisisAssessmentCenter | 33 | 84hr | 33 | 95hr | 31 | 69hr |
| CrisisPrescreeningAdult | 154 | 376hr | 153 | 196hr | 157 | 174hr |
| CrisisPrescreeningChild | 25 | 28hr | 19 | 28hr | 27 | 38hr |
| CrisisStabilizationAdult | 5 | 171hr | 2 | 70hr | 6 | 185hr |
| DDCMAdult | 0 | | 2 | 3hr | 3 | 11hr |
| DDCMChild | 1 | 1hr | 4 | 16hr | 3 | 9hr |
| DDContractedCMAAdult | 0 | | 1 | 0hr | 0 | |
| DrugCourt | 24 | 82hr | 19 | 74hr | 24 | 85hr |
| GAPAssessment | 1 | 1hr | 0 | | 7 | 15hr |
| GAPMentalHealthCM | 88 | 136hr | 89 | 147hr | 89 | 135hr |
| HeadStart | 5 | 13hr | 9 | 18hr | 4 | 8hr |
| HealthyFamilies | 6 | 6hr | 3 | 4hr | 4 | 4hr |
| HIV | 16 | 62hr | 20 | 70hr | 22 | 82hr |
| HospitalLiaison | 12 | 21hr | 15 | 39hr | 22 | 44hr |
| IDCMAdolescents | 32 | 64hr | 34 | 113hr | 37 | 85hr |
| IDCMAAdult | 221 | 537hr | 225 | 589hr | 259 | 606hr |
| IDFollow-Along | 28 | 47hr | 16 | 34hr | 18 | 42hr |
| IDScreeningChild | 3 | 15hr | 4 | 4hr | 5 | 9hr |
| InfantCM | 88 | 80hr | 94 | 88hr | 103 | 93hr |

Consumers Served and Duration of Services Provided

| | Dec-16 | | Jan-17 | | Feb-17 | |
|--|--------|-----------|--------|-----------|--------|-----------|
| | Count | Duration* | Count | Duration* | Count | Duration* |
| InfantDevelopmentalTherapy,Assessments | 103 | 93hr | 102 | 120hr | 112 | 99hr |
| IWORK | 11 | 41hr | 9 | 39hr | 8 | 29hr |
| JailServices | 11 | 25hr | 12 | 39hr | 12 | 38hr |
| LINK | 15 | 161hr | 16 | 113hr | 16 | 115hr |
| MedicationManagementAdolescents | 23 | 7hr | 12 | 4hr | 15 | 5hr |
| MedicationManagementAdults | 99 | 116hr | 107 | 156hr | 108 | 134hr |
| MHCMAdolescents | 104 | 250hr | 107 | 277hr | 105 | 263hr |
| MHCMAdults | 611 | 1,027hr | 608 | 1,058hr | 607 | 1,064hr |
| MHEnhancedCareCoordinationAdult | 81 | 187hr | 78 | 116hr | 77 | 97hr |
| MHInitiative | 14 | 88hr | 4 | 71hr | 2 | 26hr |
| MHResidential | 16 | 248bd | 16 | 277bd | 15 | 203bd |
| NGRI | 22 | 109hr | 20 | 69hr | 20 | 71hr |
| PACT | 77 | 728hr | 73 | 610hr | 76 | 638hr |
| PsychosocialRehabilitation | 49 | 4,307hr | 47 | 4,180hr | 46 | 4,356hr |
| SACMAdult | 9 | 35hr | 16 | 45hr | 15 | 42hr |
| SAIOPAdults | 151 | 1,036hr | 143 | 1,016hr | 141 | 1,236hr |
| SAOPAdolescents | 2 | 1hr | 2 | 2hr | 0 | |
| SAOPAdults | 40 | 162hr | 36 | 146hr | 35 | 165hr |
| SARecovery | 68 | 344hr | 63 | 274hr | 63 | 336hr |
| SBIAdult | 79 | 103hr | 88 | 118hr | 124 | 177hr |
| SchoolBasedServices | 58 | 148hr | 70 | 214hr | 69 | 263hr |
| VICAPAssessments | 21 | 7hr | 17 | 7hr | 10 | 5hr |

Access Information

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-2/28/2017.

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

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 2/28/2017.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 2/28/2017.

| | |
|------------------|-----|
| Colonial Heights | 4 |
| Dinwiddie | 27 |
| Emporia | 24 |
| Greensville | 24 |
| Hopewell | 30 |
| Petersburg | 128 |
| Prince George | 10 |
| 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 - 2/28/2017.

| Locality | # of Prescreenings | Mental Health | | Substance Abuse | | Comorbidity | | Adolescent | | Adult | |
|------------------|--------------------|---------------|---------|-----------------|-------|-------------|--------|------------|-------|-------|---------|
| | | # | % | # | % | # | % | # | % | # | % |
| Colonial Heights | 84 | 72 | 85.71% | 1 | 1.19% | 11 | 13.10% | 0 | 0.00% | 84 | 100.00% |
| Dinwiddie | 153 | 136 | 88.89% | 1 | 0.65% | 16 | 10.46% | 0 | 0.00% | 153 | 100.00% |
| Emporia | 24 | 24 | 100.00% | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | 24 | 100.00% |
| Greensville | 67 | 65 | 97.01% | 0 | 0.00% | 2 | 2.99% | 0 | 0.00% | 67 | 100.00% |
| Hopewell | 136 | 104 | 76.47% | 1 | 0.74% | 31 | 22.79% | 0 | 0.00% | 136 | 100.00% |
| Petersburg | 334 | 291 | 87.13% | 1 | 0.30% | 42 | 12.57% | 0 | 0.00% | 334 | 100.00% |
| Prince George | 121 | 101 | 83.47% | 4 | 3.31% | 16 | 13.22% | 0 | 0.00% | 121 | 100.00% |
| Surry | 14 | 12 | 85.71% | 0 | 0.00% | 2 | 14.29% | 0 | 0.00% | 14 | 100.00% |
| Sussex | 30 | 27 | 90.00% | 0 | 0.00% | 3 | 10.00% | 0 | 0.00% | 30 | 100.00% |
| Other | 311 | 266 | 85.53% | 3 | 0.96% | 42 | 13.50% | 0 | 0.00% | 311 | 100.00% |

Access Information

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 2/28/2017.

| | Total Prescreenings | | Crisis Assessment Center | Crisis Stab-D19 | CSU | In-Voluntary Hospitalization | Other | Recommitment | Released | Released-Referral | Released-Safety Plan | Voluntary Hospitalization |
|------------------|---------------------|---|--------------------------|-----------------|-----|------------------------------|-------|--------------|----------|-------------------|----------------------|---------------------------|
| Colonial Heights | 84 | 0 | 0 | 0 | 1 | 41 | 3 | 0 | 3 | 9 | 4 | 23 |
| Dinwiddie | 153 | 1 | 1 | 0 | 0 | 71 | 4 | 26 | 3 | 18 | 3 | 26 |
| Emporia | 24 | 0 | 0 | 3 | 1 | 9 | 0 | 0 | 3 | 3 | 0 | 5 |
| Greensville | 67 | 0 | 0 | 3 | 1 | 30 | 1 | 1 | 15 | 4 | 3 | 9 |
| Hopewell | 136 | 0 | 0 | 1 | 4 | 68 | 4 | 0 | 10 | 13 | 4 | 32 |
| Petersburg | 334 | 0 | 1 | 0 | 12 | 196 | 6 | 9 | 16 | 32 | 8 | 54 |
| Prince George | 121 | 0 | 2 | 1 | 5 | 49 | 3 | 3 | 13 | 19 | 3 | 23 |
| Surry | 14 | 0 | 0 | 0 | 1 | 5 | 0 | 0 | 1 | 1 | 1 | 5 |
| Sussex | 30 | 0 | 0 | 0 | 0 | 19 | 1 | 2 | 2 | 2 | 2 | 2 |
| Other | 311 | 0 | 1 | 1 | 4 | 145 | 8 | 42 | 17 | 15 | 7 | 71 |

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 2/28/2017.

| 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 | 3 | 70 | 3 | 194 | 58 | 12 |
| Dinwiddie | 24 | 150 | 2 | 312 | 64 | 23 |
| Emporia | 1 | 48 | 0 | 137 | 28 | 10 |
| Greensville | 14 | 77 | 1 | 144 | 49 | 13 |
| Hopewell | 10 | 116 | 7 | 410 | 95 | 36 |
| Petersburg | 36 | 384 | 26 | 800 | 154 | 73 |
| Prince George | 11 | 74 | 6 | 330 | 60 | 23 |
| Surry | 3 | 35 | 0 | 30 | 24 | 5 |
| Sussex | 8 | 100 | 0 | 119 | 40 | 5 |
| Other | 47 | 507 | 35 | 616 | 330 | 114 |
| Total | 157 | 1,561 | 80 | 3,092 | 902 | 314 |

Staff training* 143.10 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 2/28/2017.

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 |
|----------|--|--|
| February | 0 | 0 violations |
| January | 0 | 0 violations |
| December | 0 | 0 violations |

Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2016 - 2/28/2017.

| Locality | Total Appointments | Kept Appointments | |
|------------------|--------------------|-------------------|---------------|
| | | # | % |
| Colonial Heights | 6 | 4 | 66.67% |
| Dinwiddie | 3 | 3 | 100.00% |
| Hopewell | 14 | 3 | 21.43% |
| Petersburg | 6 | 6 | 100.00% |
| Other | 11,675 | 9,984 | 85.52% |
| Total | 11,704 | 10,000 | 85.44% |

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 2/28/2017.

| Locality | Total Discharges | Within 30 Days | Within 60 Days |
|------------------|------------------|----------------|----------------|
| Other | 150 | 7 | 3 |
| Colonial Heights | 38 | 5 | 3 |
| Dinwiddie | 91 | 21 | 10 |
| Emporia | 16 | 2 | 1 |
| Greensville | 17 | 1 | 1 |
| Hopewell | 80 | 19 | 6 |
| Petersburg | 294 | 86 | 25 |
| Prince George | 53 | 11 | 2 |
| Surry | 16 | 4 | 1 |
| Sussex | 142 | 55 | 34 |
| Total | 897 | 211 | 86 |

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 2/28/2017.

| | Colonial Heights | Dinwiddie | Emporia | Greensville | Hopewell | Other | Petersburg | Prince George | Surry | Sussex | Total |
|----------------------------|------------------|------------|------------|-------------|------------|------------|--------------|---------------|------------|------------|--------------|
| Boarding Home | 1 | 4 | 2 | 1 | 2 | 8 | 36 | 2 | 0 | 2 | 58 |
| CSB Residential Svc | 8 | 36 | 0 | 3 | 4 | 12 | 72 | 17 | 0 | 19 | 171 |
| Foster/Fam Home | 0 | 1 | 3 | 5 | 4 | 0 | 0 | 1 | 1 | 0 | 15 |
| Hospital | 0 | 36 | 0 | 0 | 0 | 25 | 1 | 0 | 1 | 0 | 63 |
| Juvenile Det Ctr | 0 | 9 | 4 | 1 | 11 | 5 | 25 | 5 | 1 | 2 | 63 |
| Licensed ALF | 0 | 28 | 0 | 1 | 1 | 30 | 97 | 3 | 0 | 4 | 164 |
| Local Jail/Corr Fac | 1 | 2 | 2 | 3 | 6 | 6 | 2 | 2 | 0 | 24 | 48 |
| None (Homeless) | 3 | 7 | 2 | 3 | 7 | 15 | 31 | 3 | 1 | 2 | 74 |
| Not Collected | 1 | 2 | 0 | 0 | 3 | 8 | 2 | 5 | 0 | 0 | 21 |
| Nursing Home | 0 | 1 | 1 | 1 | 4 | 3 | 1 | 0 | 0 | 1 | 12 |
| Other Institutional | 0 | 10 | 0 | 0 | 2 | 16 | 9 | 3 | 0 | 0 | 40 |
| Private Residence | 244 | 332 | 125 | 179 | 486 | 559 | 787 | 282 | 91 | 143 | 3,228 |
| Residential Tx | 1 | 1 | 0 | 4 | 2 | 16 | 9 | 1 | 0 | 0 | 34 |
| Shelter | 3 | 1 | 0 | 0 | 2 | 6 | 14 | 2 | 0 | 1 | 29 |
| State Corr Fac | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Unknown | 42 | 77 | 32 | 38 | 127 | 77 | 229 | 74 | 11 | 16 | 723 |
| Total | 304 | 548 | 171 | 238 | 658 | 785 | 1,303 | 400 | 106 | 214 | 4,727 |

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 2/28/2017.

| Locality | Self-Pay | Medicaid | Medicare | Other Insurance | Governor's Access Plan (GAP) | Managed Care Organizations (MCOs) |
|------------------|----------|----------|----------|-----------------|------------------------------|-----------------------------------|
| | 14 | 1 | 2 | 5 | 1 | 2 |
| Colonial Heights | 164 | 57 | 34 | 34 | 13 | 5 |
| Dinwiddie | 262 | 125 | 59 | 87 | 18 | 7 |
| Emporia | 71 | 66 | 9 | 18 | 4 | 4 |
| Greensville | 94 | 71 | 19 | 30 | 13 | 5 |
| Hopewell | 341 | 162 | 48 | 90 | 20 | 8 |
| Other | 582 | 50 | 33 | 114 | 8 | 5 |
| Petersburg | 538 | 367 | 155 | 202 | 32 | 32 |
| Prince George | 226 | 63 | 40 | 62 | 13 | 3 |
| Surry | 47 | 18 | 19 | 17 | 3 | 3 |
| Sussex | 103 | 51 | 35 | 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 - 2/28/2017.

| | Total | 0 - 3 | 4 - 12 | 13 - 17 | 18 - 24 | 25 - 64 | 65+ |
|------------------|--------------|------------|------------|------------|------------|--------------|------------|
| | 373 | 0 | 1 | 9 | 55 | 300 | 8 |
| Colonial Heights | 305 | 23 | 29 | 37 | 38 | 170 | 8 |
| Dinwiddie | 554 | 27 | 48 | 48 | 53 | 348 | 30 |
| Emporia | 173 | 8 | 36 | 25 | 14 | 84 | 6 |
| Greensville | 238 | 7 | 39 | 35 | 22 | 126 | 9 |
| Hopewell | 659 | 44 | 92 | 98 | 97 | 314 | 14 |
| Other | 789 | 2 | 16 | 101 | 143 | 489 | 38 |
| Petersburg | 1,309 | 44 | 171 | 124 | 132 | 763 | 75 |
| Prince George | 402 | 40 | 31 | 63 | 50 | 206 | 12 |
| Surry | 106 | 4 | 6 | 9 | 11 | 70 | 6 |
| Sussex | 216 | 8 | 13 | 19 | 25 | 143 | 8 |
| Total | 4,750 | 207 | 481 | 559 | 585 | 2,712 | 206 |

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% |
| February 2017 | \$18,999.80 | \$2,840.52 | 15% |
| Total | \$156,712.01 | \$28,477.27 | 18% |