

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

July, 2016 - March, 2017

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 3/31/2017.

Total Consumers Served Board-wide: 5,025

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 3/31/2017.

Board-wide Total: 69

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 3/31/2017.

Board-wide Total: 0

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 3/31/2017.

Board-wide Total: 313

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 2/28/2017.

Total Self-Pay Collections: \$33,315.65

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 3/31/2017.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
189	1,757	85	3,573	997	358

Staff training* 158.60 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 3/31/2017.

Executive Summary

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 3/31/2017.

Total Prescreenings		1,433
Mental Health	#	1,240
	%	86.53%
Substance Abuse	#	12
	%	0.84%
Comorbidity	#	181
	%	12.63%
Adolescent	#	0
	%	0.00%
Adult	#	1,433
	%	100.00%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 3/31/2017.

Disposition	Board-wide Total
	1
In-Voluntary Hospitalization	714
Voluntary Hospitalization	278
Crisis Assessment Center	5
Crisis Stab-D19	10
CSU	35
Recommitment	91
Released	96
Released-Referral	127
Released-Safety Plan	42
Other	34

Executive Summary

Human Rights Complaints for March 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	
	#	%
13,587	11,623	85.55%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 3/31/2017.

Total Discharges	Within 30 Days	Within 60 Days
1013	240	102

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 3/31/2017.

Boarding Home	63
CSB Residential Svc	172
Foster/Fam Home	18
Hospital	66
Juvenile Det Ctr	63
Licensed ALF	170
Local Jail/Corr Fac	52
None (Homeless)	80
Not Collected	23
Nursing Home	14
Other Institutional	43
Private Residence	3,459
Residential Tx	37
Shelter	34
State Corr Fac	1
Unknown	744
Total	5,022

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 3/31/2017.

Age Group	Board-wide Count
0 - 3	226
4 - 12	497
13 - 17	591
18 - 24	622
25 - 64	2,875
65+	222

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 3/31/2017.

Payor Type	Board-wide Count
Self-Pay	2,679
Medicaid	1,051
Medicare	462
Other Insurance	692
Governor's Access Plan (GAP)	137
Managed Care Organizations	78

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 3/31/2017.

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

	Jan-17		Feb-17		Mar-17	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	2	9hr	2	3hr	2	12hr
6thDistrictCSU	19	44hr	14	68hr	17	85hr
BridgeEvaluationAdult	36	26hr	49	37hr	28	28hr
BridgeEvaluationChild	18	14hr	12	24hr	15	19hr
CraterJuvenileDetention	17	70hr	26	89hr	40	71hr
CrisisAssessmentCenter	33	95hr	31	69hr	33	87hr
CrisisPrescreeningAdult	153	196hr	157	174hr	159	219hr
CrisisPrescreeningChild	19	28hr	27	38hr	19	27hr
CrisisStabilizationAdult	2	70hr	6	185hr	6	148hr
DDCMAdult	2	3hr	3	11hr	4	6hr
DDCMChild	4	16hr	3	9hr	3	6hr
DDContractedCMAAdult	1	0hr	0		0	
DrugCourt	19	74hr	24	85hr	31	93hr
GAPAssessment	0		7	15hr	12	22hr
GAPMentalHealthCM	89	147hr	89	135hr	98	161hr
HeadStart	9	18hr	4	8hr	2	2hr
HealthyFamilies	3	4hr	4	4hr	4	6hr
HIV	20	70hr	22	82hr	20	115hr
HospitalLiaison	15	39hr	22	44hr	14	33hr
IDCMAdolescents	34	113hr	37	85hr	35	128hr
IDCMAdult	225	589hr	259	606hr	270	704hr
IDFollow-Along	16	34hr	18	42hr	44	49hr
IDScreeningChild	4	4hr	5	9hr	7	10hr
InfantCM	94	88hr	103	93hr	106	108hr

Consumers Served and Duration of Services Provided

	Jan-17		Feb-17		Mar-17	
	Count	Duration*	Count	Duration*	Count	Duration*
InfantDevelopmentalTherapy,Assessments	102	120hr	112	99hr	119	136hr
IWORK	9	39hr	8	29hr	20	48hr
JailServices	12	39hr	12	38hr	11	55hr
LINK	16	113hr	16	115hr	13	86hr
MedicationManagementAdolescents	12	4hr	15	5hr	16	4hr
MedicationManagementAdults	107	156hr	108	134hr	104	145hr
MHCMAdolescents	107	277hr	105	263hr	110	316hr
MHCMAdults	608	1,058hr	607	1,064hr	614	1,168hr
MHEnhancedCareCoordinationAdult	78	116hr	77	97hr	76	80hr
MHInitiative	4	71hr	2	26hr	2	14hr
MHResidential	16	277bd	15	203bd	15	225bd
NGRI	20	69hr	20	71hr	17	66hr
PACT	73	610hr	76	638hr	77	1,379hr
PsychosocialRehabilitation	47	4,180hr	46	4,356hr	43	4,499hr
SACMAdult	16	45hr	15	42hr	20	67hr
SAIOPAdults	143	1,016hr	141	1,236hr	162	1,496hr
SAOPAdolescents	2	2hr	0		0	
SAOPAdults	36	146hr	35	165hr	45	206hr
SARecovery	63	274hr	63	336hr	50	271hr
SBIAdult	88	118hr	124	177hr	134	229hr
SchoolBasedServices	70	214hr	69	263hr	71	344hr
VICAPAssessments	17	7hr	10	5hr	10	7hr

Access Information

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-3/31/2017.

Colonial Heights	13
Dinwiddie	8
Emporia	1
Greensville	1
Hopewell	15
Prince George	16
Surry	9
Sussex	5
Other	1

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 3/31/2017.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 3/31/2017.

Colonial Heights	4
Dinwiddie	28
Emporia	26
Greensville	25
Hopewell	33
Petersburg	135
Prince George	11
Surry	15
Sussex	26
Other	10

Access Information

Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 3/31/2017.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	92	79	85.87%	1	1.09%	12	13.04%	0	0.00%	92	100.00%
Dinwiddie	170	151	88.82%	2	1.18%	17	10.00%	0	0.00%	170	100.00%
Emporia	28	28	100.00%	0	0.00%	0	0.00%	0	0.00%	28	100.00%
Greensville	79	77	97.47%	0	0.00%	2	2.53%	0	0.00%	79	100.00%
Hopewell	156	122	78.21%	1	0.64%	33	21.15%	0	0.00%	156	100.00%
Petersburg	384	338	88.02%	1	0.26%	45	11.72%	0	0.00%	384	100.00%
Prince George	139	115	82.73%	4	2.88%	20	14.39%	0	0.00%	139	100.00%
Surry	16	14	87.50%	0	0.00%	2	12.50%	0	0.00%	16	100.00%
Sussex	31	27	87.10%	0	0.00%	4	12.90%	0	0.00%	31	100.00%
Other	338	289	85.50%	3	0.89%	46	13.61%	0	0.00%	338	100.00%

Access Information

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 3/31/2017.

	Total Prescreenings		Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	92	0	0	0	1	46	3	0	4	9	4	25
Dinwiddie	170	1	1	0	0	77	4	29	6	18	5	29
Emporia	28	0	0	3	1	12	0	0	3	3	1	5
Greensville	79	0	0	3	1	37	1	2	16	6	4	9
Hopewell	156	0	0	1	5	73	5	0	12	16	5	39
Petersburg	384	0	1	0	14	222	7	10	21	36	10	63
Prince George	139	0	2	2	7	59	3	3	13	21	3	26
Surry	16	0	0	0	1	7	0	0	1	1	1	5
Sussex	31	0	0	0	0	20	1	2	2	2	2	2
Other	338	0	1	1	5	161	10	45	18	15	7	75

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 3/31/2017.

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	5	86	3	266	65	13
Dinwiddie	26	163	2	345	68	26
Emporia	1	52	0	148	33	10
Greensville	14	89	2	175	52	13
Hopewell	18	131	7	460	104	45
Petersburg	40	433	28	910	179	79
Prince George	12	82	6	365	65	27
Surry	4	42	0	43	26	6
Sussex	12	113	0	147	41	9
Other	57	566	37	714	364	130
Total	189	1,757	85	3,573	997	358

Staff training* 158.60 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 3/31/2017.

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
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 - 3/31/2017.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	6	4	66.67%
Dinwiddie	3	3	100.00%
Hopewell	16	3	18.75%
Petersburg	6	6	100.00%
Other	13,556	11,607	85.62%
Total	13,587	11,623	85.55%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 3/31/2017.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	162	8	5
Colonial Heights	41	5	3
Dinwiddie	99	23	10
Emporia	17	2	1
Greensville	21	1	1
Hopewell	89	20	6
Petersburg	334	96	31
Prince George	62	13	4
Surry	17	5	1
Sussex	171	67	40
Total	1013	240	102

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 3/31/2017.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	1	4	2	1	2	10	39	2	0	2	63
CSB Residential Svc	8	36	0	3	4	12	72	18	0	19	172
Foster/Fam Home	0	1	3	6	4	0	2	1	1	0	18
Hospital	0	39	0	0	0	25	1	0	1	0	66
Juvenile Det Ctr	0	9	4	1	11	5	25	5	1	2	63
Licensed ALF	0	30	0	1	1	31	100	3	0	4	170
Local Jail/Corr Fac	1	2	3	3	6	6	3	2	0	26	52
None (Homeless)	3	7	2	3	7	16	36	3	1	2	80
Not Collected	1	2	0	0	3	10	2	5	0	0	23
Nursing Home	2	1	1	1	4	3	1	0	0	1	14
Other Institutional	0	12	0	0	2	17	9	3	0	0	43
Private Residence	264	360	134	187	523	613	836	296	95	151	3,459
Residential Tx	1	2	0	4	2	17	10	1	0	0	37
Shelter	3	1	0	0	2	7	17	2	1	1	34
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	44	80	33	39	130	80	235	75	12	16	744
Total	328	587	182	248	698	851	1,376	416	112	224	5,022

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 3/31/2017.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	14	3	0	5	1	0
Colonial Heights	185	57	35	36	14	5
Dinwiddie	292	127	60	88	18	7
Emporia	74	69	9	21	4	4
Greensville	104	74	19	31	12	5
Hopewell	373	165	52	92	22	8
Other	644	53	33	118	8	5
Petersburg	596	368	156	203	33	34
Prince George	238	63	42	62	13	3
Surry	49	21	19	17	4	3
Sussex	110	51	37	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 - 3/31/2017.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	402	0	1	11	61	320	9
Colonial Heights	328	25	30	40	41	183	9
Dinwiddie	587	30	50	52	55	366	34
Emporia	182	9	36	27	14	90	6
Greensville	249	8	42	36	22	131	10
Hopewell	700	46	96	103	103	338	14
Other	858	3	20	113	151	531	40
Petersburg	1,378	51	172	127	142	803	83
Prince George	416	41	31	63	55	214	12
Surry	112	5	7	10	12	72	6
Sussex	224	8	13	20	27	148	8
Total	5,033	226	497	591	622	2,875	222

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%
March 2017	\$23,705.02	\$4,838.38	20%
Total	\$180,417.03	\$33,315.65	18%