

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

July, 2016 - April, 2017

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 4/30/2017.

Total Consumers Served Board-wide: 5,296

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 4/30/2017.

Board-wide Total: 73

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 4/30/2017.

Board-wide Total: 0

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 4/30/2017.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
232	1,913	98	3,952	1,075	400

Staff training* 184.85 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 4/30/2017.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 4/30/2017.

Board-wide Total: 331

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 3/30/2017.

Total Self-Pay Collections: \$33,315.65

Executive Summary

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 4/30/2017.

Total Prescreenings		1,601
Mental Health	#	1,394
	%	87.07%
Substance Abuse	#	13
	%	0.81%
Comorbidity	#	194
	%	12.12%
Adolescent	#	0
	%	0.00%
Adult	#	1,601
	%	100.00%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 4/30/2017.

Disposition	Board-wide Total
	1
In-Voluntary Hospitalization	796
Voluntary Hospitalization	313
Crisis Assessment Center	6
Crisis Stab-D19	16
CSU	39
Recommitment	101
Released	106
Released-Referral	137
Released-Safety Plan	49
Other	37

Executive Summary

Human Rights Complaints for April 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	
	#	%
14,922	12,741	85.38%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 4/30/2017.

Total Discharges	Within 30 Days	Within 60 Days
1098	269	115

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 4/30/2017.

Boarding Home	63
CSB Residential Svc	172
Foster/Fam Home	18
Hospital	71
Juvenile Det Ctr	64
Licensed ALF	170
Local Jail/Corr Fac	54
None (Homeless)	88
Not Collected	24
Nursing Home	15
Other Institutional	52
Private Residence	3,664
Residential Tx	43
Shelter	35
State Corr Fac	1
Unknown	776
Total	5,293

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 4/30/2017.

Age Group	Board-wide Count
0 - 3	242
4 - 12	510
13 - 17	637
18 - 24	670
25 - 64	3,009
65+	232

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 4/30/2017.

Payor Type	Board-wide Count
Self-Pay	2,891
Medicaid	1,078
Medicare	469
Other Insurance	710
Governor's Access Plan (GAP)	139
Managed Care Organizations	79

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 4/30/2017.

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

	Feb-17		Mar-17		Apr-17	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	2	3hr	2	12hr	2	20hr
6thDistrictCSU	14	68hr	17	85hr	19	75hr
BridgeEvaluationAdult	49	37hr	28	28hr	27	25hr
BridgeEvaluationChild	12	24hr	15	19hr	12	11hr
CraterJuvenileDetention	26	89hr	40	71hr	29	80hr
CrisisAssessmentCenter	31	69hr	33	87hr	35	121hr
CrisisPrescreeningAdult	157	174hr	159	219hr	156	221hr
CrisisPrescreeningChild	27	38hr	19	27hr	28	57hr
CrisisStabilizationAdult	6	185hr	6	148hr	6	214hr
DDCMAdult	3	11hr	4	6hr	4	14hr
DDCMChild	3	9hr	3	6hr	2	5hr
DrugCourt	24	85hr	31	93hr	21	97hr
GAPAssessment	7	15hr	12	22hr	7	7hr
GAPMentalHealthCM	89	135hr	98	161hr	101	183hr
HeadStart	4	8hr	2	2hr	16	25hr
HealthyFamilies	4	4hr	4	6hr	6	9hr
HIV	22	82hr	20	115hr	20	89hr
HospitalLiaison	22	44hr	14	33hr	13	30hr
IDCMAdolescents	37	85hr	35	128hr	33	127hr
IDCMAdult	259	606hr	270	704hr	275	721hr
IDFollow-Along	18	42hr	44	49hr	23	37hr
IDScreeningChild	5	9hr	7	10hr	4	9hr
InfantCM	103	93hr	106	108hr	97	95hr
InfantDevelopmentalTherapy,Assessments	112	99hr	119	136hr	118	120hr

Consumers Served and Duration of Services Provided

	Feb-17		Mar-17		Apr-17	
	Count	Duration*	Count	Duration*	Count	Duration*
IWORK	8	29hr	20	48hr	15	49hr
JailServices	12	38hr	11	55hr	12	63hr
LINK	16	115hr	13	86hr	5	10hr
MedicationManagementAdolescents	15	5hr	16	4hr	16	5hr
MedicationManagementAdults	108	134hr	104	145hr	97	117hr
MHCMAdolescents	105	263hr	110	316hr	116	274hr
MHCMAdults	607	1,064hr	614	1,168hr	599	1,034hr
MHCrisisStabilization	0		0		1	36hr
MHEnhancedCareCoordinationAdult	77	97hr	76	80hr	73	105hr
MHInitiative	2	26hr	2	14hr	2	4hr
MHResidential	15	203bd	15	225bd	13	190bd
NGRI	20	71hr	17	66hr	22	50hr
PACT	76	638hr	77	1,379hr	77	707hr
PsychosocialRehabilitation	46	4,356hr	43	4,499hr	43	3,999hr
SACMAdult	15	42hr	20	67hr	18	52hr
SAIOPAdults	141	1,236hr	162	1,496hr	82	1,017hr
SAOPAdults	35	165hr	45	206hr	102	542hr
SARecovery	63	336hr	50	271hr	41	169hr
SBIAdult	124	177hr	134	229hr	91	144hr
SchoolBasedServices	69	263hr	71	344hr	58	163hr
VICAPAssessments	10	5hr	10	7hr	5	4hr

Access Information

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-4/30/2017.

Colonial Heights	13
Dinwiddie	9
Emporia	1
Greensville	1
Hopewell	16
Prince George	18
Surry	9
Sussex	5
Other	1

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 4/30/2017.

Colonial Heights	4
Dinwiddie	30
Emporia	29
Greensville	31
Hopewell	35
Petersburg	138
Prince George	11
Surry	16
Sussex	26
Other	11

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 4/30/2017.

Access Information

Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 4/30/2017.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	98	85	86.73%	1	1.02%	12	12.24%	0	0.00%	98	100.00%
Dinwiddie	189	169	89.42%	3	1.59%	17	8.99%	0	0.00%	189	100.00%
Emporia	29	29	100.00%	0	0.00%	0	0.00%	0	0.00%	29	100.00%
Greensville	83	81	97.59%	0	0.00%	2	2.41%	0	0.00%	83	100.00%
Hopewell	186	147	79.03%	1	0.54%	38	20.43%	0	0.00%	186	100.00%
Petersburg	439	388	88.38%	1	0.23%	50	11.39%	0	0.00%	439	100.00%
Prince George	155	128	82.58%	4	2.58%	23	14.84%	0	0.00%	155	100.00%
Surry	17	15	88.24%	0	0.00%	2	11.76%	0	0.00%	17	100.00%
Sussex	38	34	89.47%	0	0.00%	4	10.53%	0	0.00%	38	100.00%
Other	367	318	86.65%	3	0.82%	46	12.53%	0	0.00%	367	100.00%

Access Information

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 4/30/2017.

	Total Prescreenings		Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	98	0	0	2	1	48	3	0	4	10	4	26
Dinwiddie	189	1	2	0	0	84	4	34	9	20	5	30
Emporia	29	0	0	3	1	12	0	0	4	3	1	5
Greensville	83	0	0	3	1	40	1	2	17	6	4	9
Hopewell	186	0	0	1	6	89	6	0	12	17	9	46
Petersburg	439	0	1	4	15	248	8	13	24	40	12	74
Prince George	155	0	2	2	8	66	4	3	15	23	3	29
Surry	17	0	0	0	1	8	0	0	1	1	1	5
Sussex	38	0	0	0	0	25	1	2	2	2	2	4
Other	367	0	1	1	6	176	10	47	18	15	8	85

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 4/30/2017.

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	97	3	290	68	13
Dinwiddie	30	177	2	368	74	26
Emporia	4	62	0	165	33	10
Greensville	14	97	3	192	53	15
Hopewell	24	146	8	524	111	55
Petersburg	53	466	36	999	203	85
Prince George	15	93	6	392	70	32
Surry	4	45	0	53	26	6
Sussex	14	122	0	166	44	9
Other	69	608	40	803	393	149
Total	232	1,913	98	3,952	1075	400

Staff training* 184.85 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 4/30/2017.

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 - 4/30/2017.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	6	4	66.67%
Dinwiddie	3	3	100.00%
Hopewell	18	3	16.67%
Petersburg	6	6	100.00%
Other	14,889	12,725	85.47%
Total	14,922	12,741	85.38%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 4/30/2017.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	168	8	5
Colonial Heights	42	5	3
Dinwiddie	106	23	10
Emporia	18	2	1
Greensville	21	1	1
Hopewell	101	24	7
Petersburg	368	111	38
Prince George	63	13	4
Surry	19	5	1
Sussex	192	77	45
Total	1098	269	115

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 4/30/2017.

	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	43	0	0	0	26	1	0	1	0	71
Juvenile Det Ctr	0	9	4	1	11	5	25	6	1	2	64
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	28	54
None (Homeless)	3	7	2	3	7	18	42	3	1	2	88
Not Collected	1	2	0	0	3	10	2	5	0	1	24
Nursing Home	2	1	1	1	5	3	1	0	0	1	15
Other Institutional	0	17	0	0	3	17	11	4	0	0	52
Private Residence	274	379	140	194	549	669	889	312	100	158	3,664
Residential Tx	1	2	0	4	2	20	13	1	0	0	43
Shelter	3	2	0	0	2	7	17	2	1	1	35
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	46	81	33	39	140	87	239	82	13	16	776
Total	340	617	188	255	736	920	1,444	441	118	234	5,293

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 4/30/2017.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	28	4	2	1	1	1
Colonial Heights	193	59	37	37	14	5
Dinwiddie	313	130	60	93	18	7
Emporia	81	69	9	21	4	4
Greensville	110	75	19	33	12	5
Hopewell	404	166	54	95	22	8
Other	701	57	33	121	8	5
Petersburg	641	379	156	210	34	34
Prince George	256	67	42	62	13	3
Surry	54	21	19	17	5	3
Sussex	110	51	38	20	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 - 4/30/2017.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	452	0	1	15	69	355	12
Colonial Heights	341	26	30	42	44	189	10
Dinwiddie	617	30	52	55	62	383	35
Emporia	188	9	38	29	14	92	6
Greensville	256	9	43	38	22	134	10
Hopewell	737	54	96	106	109	356	16
Other	922	4	21	128	166	562	41
Petersburg	1,446	52	176	135	157	840	86
Prince George	442	44	33	73	57	222	13
Surry	118	6	7	11	12	76	6
Sussex	234	8	14	20	27	156	9
Total	5,300	242	510	637	670	3,009	232

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%