

District 19
Community Services Board
BOARD OUTCOMES REPORT

July, 2016 - May, 2017

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 5/31/2017.

Total Consumers Served Board-wide: 5,563

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 5/31/2017.

Board-wide Total: 77

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 5/31/2017.

Board-wide Total: 0

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 5/31/2017.

Board-wide Total: 355

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 4/30/2017.

Total Self-Pay Collections: \$33,315.65

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 5/31/2017.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
283	2,067	102	4,335	1,156	468

Staff training* 208.52 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 5/31/2017.

Executive Summary

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 5/31/2017.

Total Prescreenings		1,788
Mental Health	#	1,555
	%	86.97%
Substance Abuse	#	13
	%	0.73%
Comorbidity	#	220
	%	12.30%
Adolescent	#	0
	%	0.00%
Adult	#	1,788
	%	100.00%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 5/31/2017.

Disposition	Board-wide Total
	1
In-Voluntary Hospitalization	869
Voluntary Hospitalization	354
Crisis Assessment Center	8
Crisis Stab-D19	18
CSU	46
Recommitment	114
Released	112
Released-Referral	160
Released-Safety Plan	64
Other	42

Executive Summary

Human Rights Complaints for May 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	
	#	%
16,350	13,969	85.44%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 5/31/2017.

Total Discharges	Within 30 Days	Within 60 Days
1202	293	134

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 5/31/2017.

Boarding Home	65
CSB Residential Svc	172
Foster/Fam Home	18
Hospital	72
Juvenile Det Ctr	65
Licensed ALF	174
Local Jail/Corr Fac	54
None (Homeless)	92
Not Collected	25
Nursing Home	17
Other Institutional	56
Private Residence	3,883
Residential Tx	44
Shelter	36
State Corr Fac	1
Unknown	804
Total	5,560

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 5/31/2017.

Age Group	Board-wide Count
0 - 3	252
4 - 12	520
13 - 17	682
18 - 24	724
25 - 64	3,150
65+	243

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 5/31/2017.

Payor Type	Board-wide Count
Self-Pay	3,117
Medicaid	1,097
Medicare	475
Other Insurance	730
Governor's Access Plan (GAP)	139
Managed Care Organizations	80

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2016- 5/31/2017.

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

	Mar-17		Apr-17		May-17	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	2	12hr	2	20hr	3	21hr
6thDistrictCSU	17	85hr	19	75hr	20	84hr
BridgeEvaluationAdult	28	28hr	27	25hr	29	31hr
BridgeEvaluationChild	15	19hr	12	11hr	15	16hr
CraterJuvenileDetention	40	71hr	29	80hr	25	63hr
CrisisAssessmentCenter	33	87hr	35	121hr	40	103hr
CrisisPrescreeningAdult	159	219hr	156	221hr	169	239hr
CrisisPrescreeningChild	19	27hr	28	57hr	36	75hr
CrisisStabilizationAdult	6	148hr	6	214hr	8	226hr
CrisisStabilizationChild	0		0		1	60hr
DDCMAdult	4	6hr	4	14hr	5	12hr
DDCMChild	3	6hr	2	5hr	3	5hr
DrugCourt	31	93hr	21	97hr	33	153hr
GAPAssessment	12	22hr	7	7hr	3	3hr
GAPMentalHealthCM	98	161hr	101	183hr	101	182hr
HeadStart	2	2hr	16	25hr	2	2hr
HealthyFamilies	4	6hr	6	9hr	6	5hr
HIV	20	115hr	20	89hr	20	109hr
HospitalLiaison	14	33hr	13	30hr	10	23hr
IDCMAdolescents	35	128hr	33	127hr	35	134hr
IDCMAdult	270	704hr	275	721hr	260	754hr
IDFollow-Along	44	49hr	23	37hr	18	18hr
IDScreeningChild	7	10hr	4	9hr	0	
InfantCM	106	108hr	97	95hr	97	88hr

Consumers Served and Duration of Services Provided

	Mar-17		Apr-17		May-17	
	Count	Duration*	Count	Duration*	Count	Duration*
InfantDevelopmentalTherapy,Assessments	119	136hr	118	120hr	116	135hr
IWORK	20	48hr	15	49hr	8	44hr
JailServices	11	55hr	12	63hr	12	52hr
LINK	13	86hr	5	10hr	10	26hr
MedicationManagementAdolescents	16	4hr	16	5hr	19	9hr
MedicationManagementAdults	104	145hr	97	117hr	103	119hr
MHCMAdolescents	110	316hr	116	274hr	118	315hr
MHCMAdults	614	1,168hr	599	1,034hr	595	1,075hr
MHCrisisStabilization	0		1	36hr	1	19hr
MHEnhancedCareCoordinationAdult	76	80hr	73	105hr	72	146hr
MHInitiative	2	14hr	2	4hr	0	
MHResidential	15	225bd	13	190bd	14	189bd
NGRI	17	66hr	22	50hr	23	91hr
PACT	77	1,379hr	77	707hr	78	739hr
PsychosocialRehabilitation	43	4,499hr	43	3,999hr	42	4,336hr
SACMAdult	20	67hr	18	52hr	18	40hr
SAIOPAdults	162	1,496hr	82	1,017hr	66	1,106hr
SAOPAdults	45	206hr	102	542hr	124	745hr
SARecovery	50	271hr	41	169hr	44	176hr
SBIAdult	134	229hr	91	144hr	115	177hr
SchoolBasedServices	71	344hr	58	163hr	67	265hr
VICAPAssessments	10	7hr	5	4hr	2	5hr

Access Information

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-5/31/2017.

Colonial Heights	13
Dinwiddie	10
Emporia	1
Greensville	1
Hopewell	17
Prince George	19
Surry	9
Sussex	5
Other	2

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 5/31/2017.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 5/31/2017.

Colonial Heights	4
Dinwiddie	33
Emporia	32
Greensville	34
Hopewell	37
Petersburg	145
Prince George	14
Surry	17
Sussex	26
Other	13

Access Information

Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 5/31/2017.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	106	93	87.74%	1	0.94%	12	11.32%	0	0.00%	106	100.00%
Dinwiddie	212	192	90.57%	3	1.42%	17	8.02%	0	0.00%	212	100.00%
Emporia	35	35	100.00%	0	0.00%	0	0.00%	0	0.00%	35	100.00%
Greensville	95	93	97.89%	0	0.00%	2	2.11%	0	0.00%	95	100.00%
Hopewell	211	165	78.20%	1	0.47%	45	21.33%	0	0.00%	211	100.00%
Petersburg	486	430	88.48%	1	0.21%	55	11.32%	0	0.00%	486	100.00%
Prince George	176	146	82.95%	4	2.27%	26	14.77%	0	0.00%	176	100.00%
Surry	18	16	88.89%	0	0.00%	2	11.11%	0	0.00%	18	100.00%
Sussex	44	40	90.91%	0	0.00%	4	9.09%	0	0.00%	44	100.00%
Other	405	345	85.19%	3	0.74%	57	14.07%	0	0.00%	405	100.00%

Access Information

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 5/31/2017.

	Total Prescreenings		Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	106	0	0	2	1	49	4	0	4	11	4	31
Dinwiddie	212	1	2	0	1	91	4	42	9	23	8	31
Emporia	35	0	0	4	1	13	0	1	5	3	1	7
Greensville	95	0	1	3	1	45	2	2	18	8	4	11
Hopewell	211	0	0	1	6	101	7	0	13	19	12	52
Petersburg	486	0	1	4	18	266	9	15	26	49	17	81
Prince George	176	0	2	2	9	72	5	3	15	27	4	37
Surry	18	0	0	0	2	8	0	0	1	1	1	5
Sussex	44	0	0	1	1	26	1	2	3	2	3	5
Other	405	0	2	1	6	198	10	49	18	17	10	94

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 5/31/2017.

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	7	104	3	305	72	13
Dinwiddie	34	198	2	393	80	32
Emporia	4	71	0	204	34	13
Greensville	18	103	3	205	55	15
Hopewell	32	158	9	585	125	68
Petersburg	64	504	38	1,098	218	93
Prince George	17	101	7	427	79	37
Surry	4	51	0	60	28	8
Sussex	14	126	0	171	46	13
Other	89	651	40	887	419	176
Total	283	2,067	102	4,335	1156	468

Staff training* 208.52 hours

Community Education Provided* 19.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 5/31/2017.

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 - 5/31/2017.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	6	4	66.67%
Dinwiddie	3	3	100.00%
Hopewell	19	3	15.79%
Petersburg	8	8	100.00%
Other	16,314	13,951	85.52%
Total	16,350	13,969	85.44%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 5/31/2017.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	180	10	6
Colonial Heights	45	5	3
Dinwiddie	122	25	13
Emporia	18	2	1
Greensville	23	1	1
Hopewell	108	24	8
Petersburg	399	119	43
Prince George	69	13	5
Surry	21	5	1
Sussex	217	89	53
Total	1202	293	134

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 5/31/2017.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	1	4	2	1	2	11	39	2	0	3	65
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	44	0	0	0	26	1	0	1	0	72
Juvenile Det Ctr	0	9	4	1	11	5	26	6	1	2	65
Licensed ALF	0	31	0	1	1	32	102	3	0	4	174
Local Jail/Corr Fac	1	2	3	3	6	6	3	2	0	28	54
None (Homeless)	3	7	3	3	8	19	42	3	1	3	92
Not Collected	1	2	0	1	3	10	2	5	0	1	25
Nursing Home	2	1	2	1	6	3	1	0	0	1	17
Other Institutional	0	19	0	1	3	17	12	4	0	0	56
Private Residence	292	395	150	203	579	734	934	330	103	163	3,883
Residential Tx	1	2	0	4	2	20	14	1	0	0	44
Shelter	3	2	0	0	2	7	18	2	1	1	36
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	46	85	34	41	143	96	244	86	13	16	804
Total	358	641	201	268	771	997	1,500	463	121	240	5,560

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 5/31/2017.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	28	4	2	2	1	0
Colonial Heights	207	61	37	38	14	5
Dinwiddie	332	132	61	94	18	7
Emporia	89	71	9	22	4	4
Greensville	117	75	18	34	13	5
Hopewell	430	170	55	97	22	8
Other	774	57	33	127	8	5
Petersburg	687	386	158	216	33	36
Prince George	275	69	45	63	13	3
Surry	56	21	19	17	5	3
Sussex	122	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 - 5/31/2017.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	500	0	1	19	76	391	13
Colonial Heights	359	26	31	44	46	202	10
Dinwiddie	641	30	52	59	67	395	38
Emporia	201	10	41	32	14	97	7
Greensville	269	11	44	40	23	140	11
Hopewell	771	55	98	109	117	374	18
Other	1,001	4	22	145	185	603	42
Petersburg	1,506	55	178	142	169	873	89
Prince George	463	47	33	77	63	230	13
Surry	121	6	7	12	12	78	6
Sussex	240	8	14	22	28	159	9
Total	5,571	252	520	682	724	3,150	243

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%