

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

July, 2016 - June, 2017

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2016 - 6/30/2017.

Total Consumers Served Board-wide: 5,836

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016 - 6/30/2017.

Board-wide Total: 79

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 6/30/2017.

Board-wide Total: 0

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 6/30/2017.

Board-wide Total: 379

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2016 - 5/30/2017.

Total Self-Pay Collections: \$33,315.65

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2016 - 6/30/2017.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
313	2,179	112	4,904	1,236	496

Staff training* 220.77 hours

Community Education Provided* 23.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 6/30/2017.

Executive Summary

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 6/30/2017.

Total Prescreenings		1,988
Mental Health	#	1,718
	%	86.42%
Substance Abuse	#	13
	%	0.65%
Comorbidity	#	257
	%	12.93%
Adolescent	#	0
	%	0.00%
Adult	#	1,988
	%	100.00%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 6/30/2017.

Disposition	Board-wide Total
	1
In-Voluntary Hospitalization	963
Voluntary Hospitalization	399
Crisis Assessment Center	9
Crisis Stab-D19	20
CSU	58
Recommitment	123
Released	120
Released-Referral	176
Released-Safety Plan	73
Other	46

Executive Summary

Human Rights Complaints for June 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	
	#	%
17,685	15,110	85.44%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 6/30/2017.

Total Discharges	Within 30 Days	Within 60 Days
1300	328	141

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 6/30/2017.

Boarding Home	66
CSB Residential Svc	172
Foster/Fam Home	18
Hospital	75
Juvenile Det Ctr	66
Licensed ALF	183
Local Jail/Corr Fac	57
None (Homeless)	102
Not Collected	26
Nursing Home	19
Other Institutional	57
Private Residence	4,088
Residential Tx	46
Shelter	38
State Corr Fac	1
Unknown	841
Total	5,833

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2016 for all consumers receiving services 7/1/2016 - 6/30/2017.

Age Group	Board-wide Count
0 - 3	273
4 - 12	526
13 - 17	701
18 - 24	767
25 - 64	3,324
65+	255

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 6/30/2017.

Payor Type	Board-wide Count
Self-Pay	3,348
Medicaid	1,124
Medicare	483
Other Insurance	741
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- 6/30/2017.

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

	Apr-17		May-17		Jun-17	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	2	20hr	3	21hr	2	17hr
6thDistrictCSU	19	75hr	20	84hr	13	43hr
BridgeEvaluationAdult	27	25hr	29	31hr	27	22hr
BridgeEvaluationChild	12	11hr	15	16hr	6	7hr
CraterJuvenileDetention	29	80hr	25	63hr	33	46hr
CrisisAssessmentCenter	35	121hr	40	103hr	40	91hr
CrisisPrescreeningAdult	156	221hr	169	239hr	209	304hr
CrisisPrescreeningChild	28	57hr	36	75hr	17	27hr
CrisisStabilizationAdult	6	214hr	8	226hr	6	123hr
CrisisStabilizationChild	0		1	60hr	1	66hr
DDCMAdult	4	14hr	5	12hr	4	13hr
DDCMChild	2	5hr	3	5hr	3	2hr
DrugCourt	21	97hr	33	153hr	41	163hr
GAPAssessment	7	7hr	3	3hr	4	5hr
GAPMentalHealthCM	101	183hr	101	182hr	92	148hr
HeadStart	16	25hr	2	2hr	0	
HealthyFamilies	6	9hr	6	5hr	4	3hr
HIV	20	89hr	20	109hr	21	103hr
HospitalLiaison	13	30hr	10	23hr	14	47hr
IDCMAdolescents	33	127hr	35	134hr	35	65hr
IDCMAdult	275	721hr	260	754hr	273	711hr
IDFollow-Along	23	37hr	18	18hr	39	34hr
IDScreeningChild	4	9hr	0		0	
InfantCM	97	95hr	97	88hr	95	100hr

Consumers Served and Duration of Services Provided

	Apr-17		May-17		Jun-17	
	Count	Duration*	Count	Duration*	Count	Duration*
InfantDevelopmentalTherapy,Assessments	118	120hr	116	135hr	112	83hr
IWORK	15	49hr	8	44hr	2	4hr
JailServices	12	63hr	12	52hr	8	21hr
LINK	5	10hr	10	26hr	15	34hr
MedicationManagementAdolescents	16	5hr	19	9hr	13	4hr
MedicationManagementAdults	97	117hr	103	119hr	86	111hr
MHCMAdolescents	116	274hr	118	315hr	123	277hr
MHCMAdults	599	1,034hr	595	1,075hr	577	1,021hr
MHCrisisStabilization	1	36hr	1	19hr	0	
MHEnhancedCareCoordinationAdult	73	105hr	72	146hr	72	156hr
MHInitiative	2	4hr	0		3	52hr
MHResidential	13	190bd	14	189bd	16	168bd
NGRI	22	50hr	23	91hr	19	63hr
PACT	77	707hr	78	739hr	79	808hr
PsychosocialRehabilitation	43	3,999hr	42	4,336hr	43	4,500hr
SACMAdult	18	52hr	18	40hr	13	27hr
SAIOPAdults	82	1,017hr	66	1,106hr	56	845hr
SAOPAdults	102	542hr	124	745hr	125	643hr
SARecovery	41	169hr	44	176hr	38	145hr
SBIAdult	91	144hr	115	177hr	93	142hr
SBIChild	0		0		1	2hr
SchoolBasedServices	58	163hr	67	265hr	41	122hr
VICAPAssessments	5	4hr	2	5hr	4	1hr

Access Information

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2016-6/30/2017.

Colonial Heights	13
Dinwiddie	10
Emporia	1
Greensville	1
Hopewell	19
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 6/30/2017.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2016 - 6/30/2017.

Colonial Heights	4
Dinwiddie	36
Emporia	33
Greensville	36
Hopewell	38
Petersburg	156
Prince George	17
Surry	17
Sussex	27
Other	15

Access Information

Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 6/30/2017.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	119	103	86.55%	1	0.84%	15	12.61%	0	0.00%	119	100.00%
Dinwiddie	238	213	89.50%	3	1.26%	22	9.24%	0	0.00%	238	100.00%
Emporia	41	41	100.00%	0	0.00%	0	0.00%	0	0.00%	41	100.00%
Greensville	107	104	97.20%	0	0.00%	3	2.80%	0	0.00%	107	100.00%
Hopewell	233	180	77.25%	1	0.43%	52	22.32%	0	0.00%	233	100.00%
Petersburg	540	471	87.22%	1	0.19%	68	12.59%	0	0.00%	540	100.00%
Prince George	202	169	83.66%	4	1.98%	29	14.36%	0	0.00%	202	100.00%
Surry	19	17	89.47%	0	0.00%	2	10.53%	0	0.00%	19	100.00%
Sussex	47	42	89.36%	0	0.00%	5	10.64%	0	0.00%	47	100.00%
Other	442	378	85.52%	3	0.68%	61	13.80%	0	0.00%	442	100.00%

Access Information

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2016 - 6/30/2017.

	Total Prescreenings		Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	119	0	0	2	2	53	4	0	5	12	4	37
Dinwiddie	238	1	3	0	2	105	4	45	9	24	9	36
Emporia	41	0	0	5	1	15	0	1	5	3	1	10
Greensville	107	0	1	3	1	52	2	2	18	10	5	13
Hopewell	233	0	0	1	9	108	7	1	13	21	14	59
Petersburg	540	0	1	4	24	289	12	16	27	55	19	93
Prince George	202	0	2	3	9	86	5	3	17	31	6	40
Surry	19	0	0	0	2	8	0	0	2	1	1	5
Sussex	47	0	0	1	1	28	1	3	3	2	3	5
Other	442	0	2	1	7	219	11	52	21	17	11	101

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2016 - 6/30/2017.

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	7	109	3	340	82	16
Dinwiddie	36	208	2	429	83	34
Emporia	4	75	0	211	35	13
Greensville	18	111	3	222	58	15
Hopewell	37	168	10	617	136	73
Petersburg	75	533	43	1,297	235	96
Prince George	18	111	7	472	87	40
Surry	4	53	0	60	29	8
Sussex	16	128	0	188	47	15
Other	98	683	44	1,068	444	186
Total	313	2,179	112	4,904	1236	496

Staff training* 220.77 hours

Community Education Provided* 23.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2016 - 6/30/2017.

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 - 6/30/2017.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	6	4	66.67%
Dinwiddie	3	3	100.00%
Hopewell	19	3	15.79%
Petersburg	12	12	100.00%
Other	17,645	15,088	85.51%
Total	17,685	15,110	85.44%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2016 - 6/30/2017.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	196	14	6
Colonial Heights	47	5	3
Dinwiddie	137	29	14
Emporia	19	2	1
Greensville	24	1	1
Hopewell	113	25	8
Petersburg	428	127	45
Prince George	73	13	8
Surry	22	5	1
Sussex	241	107	54
Total	1300	328	141

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2016 - 6/30/2017.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	1	4	2	1	3	11	39	2	0	3	66
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	45	0	0	0	27	2	0	1	0	75
Juvenile Det Ctr	0	9	4	1	11	5	27	6	1	2	66
Licensed ALF	2	33	0	1	1	34	105	3	0	4	183
Local Jail/Corr Fac	1	2	4	3	7	6	3	2	0	29	57
None (Homeless)	3	7	3	3	9	24	46	3	1	3	102
Not Collected	1	2	0	1	3	10	3	5	0	1	26
Nursing Home	2	1	2	1	7	3	2	0	0	1	19
Other Institutional	0	19	0	1	3	17	13	4	0	0	57
Private Residence	308	416	156	213	601	792	977	355	105	165	4,088
Residential Tx	1	2	0	5	2	20	15	1	0	0	46
Shelter	3	2	0	0	2	8	19	2	1	1	38
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	50	87	36	41	151	100	253	92	14	17	841
Total	379	667	209	279	805	1,067	1,565	494	124	244	5,833

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2016 - 6/30/2017.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	37	3	0	1	1	0
Colonial Heights	225	64	38	38	14	5
Dinwiddie	355	137	62	96	18	7
Emporia	97	74	9	22	4	4
Greensville	129	78	20	34	12	5
Hopewell	458	172	56	100	22	8
Other	843	58	33	129	8	5
Petersburg	733	394	162	218	34	36
Prince George	297	72	46	65	13	3
Surry	56	21	19	18	5	3
Sussex	118	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 - 6/30/2017.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	542	0	1	22	81	422	16
Colonial Heights	380	27	31	45	50	215	12
Dinwiddie	670	31	53	61	71	415	39
Emporia	209	10	41	32	15	104	7
Greensville	280	11	45	42	24	147	11
Hopewell	805	61	98	109	121	397	19
Other	1,070	4	25	151	196	651	43
Petersburg	1,570	61	179	145	180	911	94
Prince George	495	52	33	82	70	243	15
Surry	124	7	7	12	12	80	6
Sussex	244	9	14	22	28	162	9
Total	5,846	273	526	701	767	3,324	255

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%