

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

July, 2017 - November, 2017

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2017 - 11/30/2017.

Total Consumers Served Board-wide: 3,325

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2017 - 11/30/2017.

Board-wide Total: 33

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 11/30/2017.

Board-wide Total: 0

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2017 - 11/30/2017.

Board-wide Total: 207

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2017 - 10/30/2017.

Total Self-Pay Collections: \$6,276.68

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2017 - 11/30/2017.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
135	1,590	64	1,414	720	150

Staff training* 140.75 hours

Community Education Provided* 13.00 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2017 - 11/30/2017.

Executive Summary

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2017 - 11/30/2017.

Total Prescreenings		888
Mental Health	#	769
	%	86.60%
Substance Abuse	#	8
	%	0.90%
Comorbidity	#	111
	%	12.50%
Adolescent	#	0
	%	0.00%
Adult	#	888
	%	100.00%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2017 - 11/30/2017.

Disposition	Board-wide Total
	34
In-Voluntary Hospitalization	388
Voluntary Hospitalization	162
Crisis Assessment Center	9
Crisis Stab-D19	13
CSU	20
Recommitment	36
Released	70
Released-Referral	97
Released-Safety Plan	36
Other	23

Executive Summary

Human Rights Complaints for November 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

Board-wide Consumer Appointments

Reflects all consumers receiving services and having appointments since 7/1/2017.

Total Appointments	Kept Appointments	
	#	%
7,697	6,669	86.64%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2017 - 11/30/2017.

Total Discharges	Within 30 Days	Within 60 Days
400	85	42

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 11/30/2017.

Boarding Home	51
CSB Residential Svc	156
Foster/Fam Home	11
Hospital	33
Juvenile Det Ctr	24
Licensed ALF	142
Local Jail/Corr Fac	40
None (Homeless)	49
Not Collected	11
Nursing Home	11
Other Institutional	36
Private Residence	2,373
Residential Tx	26
Shelter	23
State Corr Fac	2
Unknown	421
Total	3,323

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2017 for all consumers receiving services 7/1/2017 - 11/30/2017.

Age Group	Board-wide Count
0 - 3	185
4 - 12	112
13 - 17	310
18 - 24	410
25 - 64	2,134
65+	184

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2017 - 11/30/2017.

Payor Type	Board-wide Count
Self-Pay	1,543
Medicaid	672
Medicare	394
Other Insurance	558
Governor's Access Plan (GAP)	155
Managed Care Organizations	65

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2017- 11/30/2017.

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

	Sep-17		Oct-17		Nov-17	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	0		0		2	6hr
6thDistrictCSU	16	77hr	23	90hr	15	42hr
BridgeEvaluationAdult	46	109hr	48	87hr	38	56hr
BridgeEvaluationChild	5	12hr	14	21hr	14	27hr
CraterJuvenileDetention	25	102hr	24	83hr	18	47hr
CrisisAssessmentCenter	38	89hr	43	101hr	41	112hr
CrisisPrescreeningAdult	191	245hr	154	210hr	155	208hr
CrisisPrescreeningChild	20	39hr	21	39hr	25	41hr
CrisisStabilizationAdult	11	163hr	11	198hr	9	192hr
CrisisStabilizationChild	3	130hr	2	65hr	1	2hr
DDCMAadult	4	7hr	3	8hr	4	4hr
DrugCourt	30	128hr	27	142hr	30	148hr
GAPAssessment	6	13hr	8	25hr	6	16hr
GAPMentalHealthCM	99	131hr	90	139hr	87	123hr
HeadStart	10	17hr	9	17hr	6	8hr
HIV	15	61hr	21	93hr	27	99hr
HospitalLiaison	16	32hr	17	41hr	14	23hr
IDCMAdolescents	17	33hr	15	29hr	10	9hr
IDCMAdult	234	516hr	217	532hr	225	517hr
IDFollow-Along	19	15hr	17	13hr	9	5hr
IDScreeningChild	0		2	2hr	1	2hr
InfantCM	80	63hr	56	59hr	57	56hr
InfantDevelopmentalTherapy,Assessments	61	44hr	76	70hr	51	36hr
IWORK	8	34hr	4	23hr	0	

Consumers Served and Duration of Services Provided

	Sep-17		Oct-17		Nov-17	
	Count	Duration*	Count	Duration*	Count	Duration*
JailServices	11	26hr	11	45hr	10	38hr
LINK	11	20hr	13	17hr	10	10hr
MedicationManagementAdults	71	87hr	75	81hr	73	74hr
MHCMAdolescents	114	268hr	120	292hr	122	268hr
MHCMAdults	611	1,166hr	609	1,210hr	589	956hr
MHEnhancedCareCoordinationAdult	74	137hr	74	143hr	69	90hr
MHInitiative	5	38hr	1	2hr	2	7hr
MHResidential	15	72bd	14	53bd	13	68bd
NGRI	19	76hr	20	72hr	18	67hr
PACT	79	778hr	80	884hr	79	787hr
PsychosocialRehabilitation	39	3,470hr	33	3,342hr	30	2,515hr
SACMAdult	9	17hr	10	13hr	7	17hr
SAIOPAdults	57	963hr	69	1,194hr	71	1,190hr
SAOPAdolescents	2	14hr	6	39hr	6	30hr
SAOPAdults	120	624hr	122	672hr	116	626hr
SARecovery	45	315hr	49	241hr	50	362hr
SBIAdult	104	134hr	124	172hr	97	129hr
SBIChild	10	32hr	14	23hr	11	17hr
SchoolBasedServices	31	114hr	60	274hr	59	174hr
VICAPAssessments	1	2hr	1	0hr	0	

Access Information

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2017-11/30/2017.

Colonial Heights	3
Dinwiddie	5
Hopewell	11
Petersburg	2
Prince George	7
Surry	4
Sussex	1

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 11/30/2017.

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2017 - 11/30/2017.

Colonial Heights	6
Dinwiddie	20
Emporia	19
Greensville	28
Hopewell	20
Petersburg	87
Prince George	11
Surry	3
Sussex	2
Other	11

Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2017 - 11/30/2017.

Access Information

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	63	52	82.54%	1	1.59%	10	15.87%	0	0.00%	63	100.00%
Dinwiddie	129	112	86.82%	1	0.78%	16	12.40%	0	0.00%	129	100.00%
Emporia	35	33	94.29%	0	0.00%	2	5.71%	0	0.00%	35	100.00%
Greensville	34	34	100.00%	0	0.00%	0	0.00%	0	0.00%	34	100.00%
Hopewell	108	95	87.96%	0	0.00%	13	12.04%	0	0.00%	108	100.00%
Petersburg	215	190	88.37%	3	1.40%	22	10.23%	0	0.00%	215	100.00%
Prince George	87	73	83.91%	0	0.00%	14	16.09%	0	0.00%	87	100.00%
Surry	8	6	75.00%	0	0.00%	2	25.00%	0	0.00%	8	100.00%
Sussex	21	17	80.95%	0	0.00%	4	19.05%	0	0.00%	21	100.00%
Other	188	157	83.51%	3	1.60%	28	14.89%	0	0.00%	188	100.00%

Access Information

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2017 - 11/30/2017.

	Total Prescreenings		Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	63	0	1	1	2	24	1	1	5	6	6	16
Dinwiddie	129	4	0	0	2	58	2	18	7	16	2	20
Emporia	35	1	0	1	0	22	2	0	2	4	0	3
Greensville	34	2	0	1	1	20	1	0	6	1	0	2
Hopewell	108	4	1	2	2	44	3	0	8	14	6	24
Petersburg	215	10	6	6	6	92	6	2	13	26	9	39
Prince George	87	4	1	0	5	25	1	0	8	18	6	19
Surry	8	1	0	2	0	3	1	0	1	0	0	0
Sussex	21	1	0	0	0	14	2	0	1	0	0	3
Other	188	7	0	0	2	86	4	15	19	12	7	36

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2017 - 11/30/2017.

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	2	59	3	74	57	1
Dinwiddie	8	177	2	98	62	12
Emporia	4	74	0	37	17	2
Greensville	2	85	2	31	20	3
Hopewell	10	99	3	140	79	28
Petersburg	44	400	20	370	144	25
Prince George	7	74	5	106	70	17
Surry	7	40	0	17	15	2
Sussex	4	84	0	72	16	4
Other	47	498	29	469	240	56
Total	135	1,590	64	1,414	720	150

Staff training* 140.75 hours

Community Education Provided* 13.00 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2017 - 11/30/2017.

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
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Recovery-Oriented Measures

Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2017 - 11/30/2017.

Locality	Total Appointments	Kept Appointments	
		#	%
Petersburg	23	22	95.65%
Prince George	1	1	100.00%
Other	7,673	6,646	86.62%
Total	7,697	6,669	86.64%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2017 - 11/30/2017.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	33	6	3
Colonial Heights	10	0	0
Dinwiddie	37	5	0
Emporia	12	2	2
Greensville	4	0	0
Hopewell	30	7	1
Petersburg	196	54	27
Prince George	14	0	0
Surry	8	1	0
Sussex	56	10	9
Total	400	85	42

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2017 - 11/30/2017.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	0	3	3	1	2	5	32	4	0	1	51
CSB Residential Svc	8	34	0	3	3	10	63	17	0	18	156
Foster/Fam Home	0	1	1	4	3	1	1	0	0	0	11
Hospital	0	24	0	0	0	8	1	0	0	0	33
Juvenile Det Ctr	0	7	1	0	2	1	10	3	0	0	24
Licensed ALF	1	30	0	1	0	13	90	4	0	3	142
Local Jail/Corr Fac	0	1	4	6	2	4	2	4	0	17	40
None (Homeless)	3	9	2	3	5	8	18	0	0	1	49
Not Collected	0	1	0	1	5	3	1	0	0	0	11
Nursing Home	1	2	2	0	1	2	1	0	0	2	11
Other Institutional	0	5	1	0	3	12	11	4	0	0	36
Private Residence	200	263	118	121	309	364	588	219	81	110	2,373
Residential Tx	1	2	1	5	1	5	10	1	0	0	26
Shelter	2	0	0	0	3	5	10	2	1	0	23
State Corr Fac	0	2	0	0	0	0	0	0	0	0	2
Unknown	19	53	18	13	73	54	101	65	4	21	421
Total	235	431	143	154	399	479	912	316	86	168	3,323

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2017 - 11/30/2017.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
	25	7	1	8	3	0
Colonial Heights	108	37	29	37	21	3
Dinwiddie	179	88	57	83	26	7
Emporia	53	55	14	16	4	2
Greensville	49	42	14	31	13	5
Hopewell	204	74	37	68	20	6
Other	363	36	24	56	5	3
Petersburg	307	217	139	181	33	31
Prince George	153	56	35	51	16	3
Surry	37	10	21	10	4	3
Sussex	65	50	23	17	10	2

Other Measures

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2017 for all consumers receiving services 7/1/2017 - 11/30/2017.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
	369	0	6	21	46	286	10
Colonial Heights	235	14	13	18	29	152	9
Dinwiddie	435	23	7	36	44	296	29
Emporia	143	7	11	23	12	81	9
Greensville	154	2	16	23	10	99	4
Hopewell	403	43	18	52	55	223	12
Other	480	4	8	52	89	294	33
Petersburg	915	42	21	48	90	646	68
Prince George	317	38	12	37	60	164	6
Surry	86	3	3	6	5	62	7
Sussex	168	9	3	15	16	118	7
Total	3,335	185	112	310	410	2,134	184

Self Pay Billing and Collections*

Does not include rent charges and payments.

Month	Billed	Collected	% Collected
July 2017	\$22,969.72	\$2,408.95	10%
August 2017	\$23,864.86	\$2,390.55	10%
September 2017	\$27,150.43	\$1,477.18	5%
Total	\$73,985.01	\$6,276.68	8%