

District 19
Community Services Board
MONTHLY BOARD REPORT

February, 2016

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2015 - 1/31/2016.

Total Consumers Served Board-wide: 4,665

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2015 - 1/31/2016.

Board-wide Total: 115

Number on ID Waiver Waiting List

*Data taken from the ID waiver waiting list as of 1/31/2016.

Board-wide Total: 79

Appointments Kept Following Discharge

Discharged to CSB	Kept Face to Face	% Appts
	4	Infinity
* Data taken directly from second quarter Exhibit B report for FY 2015-2016; includes involuntary admissions only.		

Average Days Waiting for Services By Locality

Reflects all consumers receiving services 7/1/2015 - 1/31/2016.

Board-wide Average: 4.48 days

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2015 - 1/31/2016.

Board-wide Total: 950

Cost Per Consumer

Total Expenses	Consumer Count	Cost Per Consumer
\$17,296,805.00	5,842	\$2,960.77
* Data provided by the Director of Finance.		

Board-wide Total Recovery-Oriented Measures*

Data collection for these items 7/1/2015 - 1/31/2016.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
2	146	14	162,140	669	312

Staff training* 165.50 hours

Community Education Provided* 16.25 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2015 - 1/31/2016.

Executive Summary

Board-wide Prescreenings*

Total Prescreenings		1,139
Mental Health	#	928
	%	81.47%
Substance Abuse	#	11
	%	0.97%
Comorbidity	#	200
	%	17.56%
Adolescent	#	18
	%	1.58%
Adult	#	1,121
	%	98.42%

Prescreening Dispositions*

Disposition	Board-wide Total
In-Voluntary Hospitalization	523
Voluntary Hospitalization	307
Crisis Assessment Center	17
Crisis Stab-D19	1
CSU	25
Recommitment	54
Released	35
Released-Referral	89
Released-Safety Plan	57
Other	31

*Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 1/31/2016.

Human Rights Complaints for January 2016*

Number of Human Rights Complaints Received *	Did the Complaint Result in a Human Rights Violation?
*Numbers reflect the unduplicated count of Human Rights complaints received.	

Board-wide Consumer Appointments*

* Reflects all consumers receiving services and having appointments since 7/1/2015.

Total Appointments	Kept Appointments	
	#	%
17,120	15,260	89.14%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2015 - 1/31/2016.

Total Discharges	Within 30 Days	Within 60 Days
50	6	4

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 1/31/2016.

Boarding Home	51
CSB Residential Svc	158
Foster/Family Sponsor Home	7
Hospital	59
Juvenile Detention Ctr.	82
Licensed ALF	151
Local Jail/Correctional Fac.	186
None (Homeless)	49
Not Collected	5
Nursing Home	18
Other Institutional	32
Private Residence	2,973
Residential Tx	26
Shelter	37
State Correctional Fac.	1
Unknown	837
Total	4,672

Breakdown of Consumers Served by Age Group*

Age Group	Board-wide Count
0 - 3	154
3+ - 12	525
12+ - 18	687
18+ - 25	563
25+ - 65	2,565
65+	171

* Reflects all consumers receiving services 7/1/2015 - 1/31/2016.

Breakdown of Consumers Served by Payor Source*

Payor Type	Board-wide Count
Medicaid	2,355
Medicare	471
Other Insurance	2,625
Self-Pay	1,213

* Reflects all consumers receiving services 7/1/2014 - 1/31/2016

Self Pay Collections*

Total Self Pay Collections	\$19,862.54
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* Excludes rent charges and payments; covers the period 7/1/2014 - 12/31/2015.

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers since 11/1/2015 - 1/31/2016.

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

	Nov-15		Dec-15		Jan-16	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	3	17 hr	4	5 hr	4	16 hr
6thDistrictCSU	21	64 hr	20	87 hr	16	47 hr
AdultHospitalLiaison	18	52 hr	16	40 hr	15	26 hr
BridgeEvaluation	0		0		20	23 hr
CraterJuvenileDetention	37	142 hr	42	183 hr	35	108 hr
CrisisAssessmentCenter	22	63 hr	32	94 hr	31	83 hr
CrisisPrescreening	161	238 hr	137	191 hr	141	213 hr
CrisisStabilization(D19)Adult	8	260 hr	5	63 hr	6	130 hr
DrugCourtAssessments	1	2 hr	1	5 hr	2	6 hr
GAPAssessment	3	3 hr	4	4 hr	8	13 hr
GAPMentalHealthCM	75	174 hr	76	194 hr	83	171 hr
HeadStart	4	3 hr	2	23 hr	7	11 hr
HealthyFamilies	5	22 hr	7	18 hr	6	8 hr
HIV	17	75 hr	16	65 hr	14	65 hr
IDCMAdolescents	30	141 hr	30	96 hr	25	55 hr
IDCMAadult	283	842 hr	285	871 hr	283	738 hr
IDFollow-Along	7	8 hr	53	35 hr	17	17 hr
InfantCM	81	78 hr	80	76 hr	65	58 hr
InfantDevelopmentalTherapy,Assessments	83	82 hr	83	106 hr	36	66 hr
IWORK	8	7 hr	3	1 hr	7	7 hr
JailServices	30	45 hr	21	31 hr	12	48 hr
LINK	11	30 hr	15	55 hr	11	14 hr
MedicationManagementAdolescents	55	25 hr	47	26 hr	49	33 hr
MedicationManagementAdults	458	390 hr	477	434 hr	490	481 hr
MHCMAdolescents	124	347 hr	136	385 hr	143	312 hr
MHCMAdults	646	1,352 hr	660	1,390 hr	635	1,178 hr

Consumers Served and Duration of Services Provided

	Nov-15		Dec-15		Jan-16	
	Count	Duration*	Count	Duration*	Count	Duration*
MHInitiative	12	185 hr	14	189 hr	12	24 hr
MHOPAdolescents	0		0		1	1 hr
MHResidential	15	413 bd	14	428 bd	13	405 bd
NGRI	15	41 hr	15	69 hr	13	59 hr
PACT	70	762 hr	71	812 hr	69	674 hr
PsychosocialRehabilitation	87	8,439 hr	89	8,834 hr	84	7,265 hr
SACMAdult	42	107 hr	46	97 hr	29	74 hr
SAOPAdolescents	2	2 hr	4	4 hr	4	3 hr
SAOPAdults	34	112 hr	30	159 hr	30	130 hr
SARecovery	70	229 hr	76	308 hr	86	266 hr
SBI	132	145 hr	128	186 hr	115	135 hr
SchoolBasedServices	39	166 hr	43	156 hr	44	156 hr
VICAPAssessments	119	183 hr	101	173 hr	102	153 hr

Access Information

Appointments kept following discharge: By Agency Locations*

Locality	Total Discharges	Total Face-to-Face Appointments Kept	% Appointments Kept
Colonial Heights			--
Dinwiddie			--
Emporia			--
Hopewell/Prince George			--
Petersburg			--
Surry			--
Sussex			--
PACT			--
Children's Services			--

*Data taken directly from second quarter Exhibit B report for FY 2015-2016; includes involuntary admissions only.

Number of Consumers Receiving Transportation*

Colonial Heights	56
Dinwiddie	136
Emporia	39
Greensville	41
Hopewell	122
Petersburg	345
Prince George	69
Surry	23
Sussex	69
Other	50

*Reflects all consumers receiving services from 7/1/2014 - 1/31/2016.

Number of Consumers Served Via Teleconferencing*

Colonial Heights	1
Dinwiddie	5
Emporia	21
Greensville	21
Hopewell	4
Prince George	5
Surry	29
Sussex	21
Other	8

*Reflects all consumers receiving medical services from 7/1/2014-1/31/2016.

Access Information

Average Days Waiting for Services By Locality

Colonial Heights	10.14 days
Dinwiddie	0.89 days
Emporia	5.78 days
Greensville	5.29 days
Hopewell	5.85 days
Petersburg	3.43 days
Prince George	6.84 days
Surry	0.00 days
Sussex	0.00 days
Other	1.36 days

* Reflects all consumers receiving services 7/1/2015 - 1/31/2016.

Number on ID Waiver Waiting List

Colonial Heights	13
Dinwiddie	16
Emporia	4
Greensville	1
Hopewell	8
Petersburg	17
Prince George	13
Surry	1
Sussex	3
Other	3

*Data taken from the ID waiver waiting list as of 1/31/2016.
'Other' Includes two consumers for whom no address was provided at time of report.

Prescreenings

Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 1/31/2016.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	67	50	74.63%	1	1.49%	16	23.88%	2	2.99%	65	97.01%
Dinwiddie	165	138	83.64%	1	0.61%	26	15.76%	3	1.82%	162	98.18%
Emporia	40	36	90.00%		0.00%	4	10.00%	1	2.50%	39	97.50%
Greensville	45	43	95.56%		0.00%	2	4.44%	2	4.44%	43	95.56%
Hopewell	163	126	77.30%	2	1.23%	35	21.47%		0.00%	163	100.00%
Petersburg	274	216	78.83%	3	1.09%	55	20.07%	4	1.46%	270	98.54%
Prince George	78	60	76.92%	2	2.56%	16	20.51%	1	1.28%	77	98.72%
Surry	12	8	66.67%		0.00%	4	33.33%		0.00%	12	100.00%
Sussex	33	30	90.91%		0.00%	3	9.09%	2	6.06%	31	93.94%
Other	262	221	84.35%	2	0.76%	39	14.89%	3	1.15%	259	98.85%

Prescreenings

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 1/31/2016.

	Total Prescreenings	In-Voluntary Hospitalization	Voluntary Hospitalization	Crisis Assessment Center	Crisis Stab-D19	CSU	Recommitment	Released	Released-Referral	Released-Safety Plan	Other
Colonial Heights	67	28	23	0	0	1	1	2	6	4	2
Dinwiddie	165	61	44	5	0	2	20	5	16	8	4
Emporia	40	24	7	0	0	0	1	2	3	3	0
Greensville	45	24	12	0	0	2	0	2	4	0	1
Hopewell	163	78	44	5	0	3	4	3	12	12	2
Petersburg	274	138	70	2	1	7	3	7	29	10	7
Prince George	78	33	21	2	0	2	2	1	10	5	2
Surry	12	6	3	0	0	1	0	0	1	1	0
Sussex	33	14	5	0	0	4	0	3	1	2	4
Other	262	117	78	3	0	3	23	10	7	12	9

Recovery-Oriented Measures

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	0	10	2	212	63	20
Dinwiddie	1	16	1	282	54	42
Emporia	0	4	0	153	29	11
Greensville	0	9	1	170	28	17
Hopewell	0	16	4	397	108	38
Petersburg	0	57	3	863	175	115
Prince George	0	13	2	256	58	28
Surry	0	5	0	47	22	7
Sussex	1	10	0	155	27	23
Other	0	6	1	167	105	11

*Reflects all consumers receiving services between 7/1/2015 - 1/31/2016.

Staff training* 165.50 hours

Community Education Provided* 16.25 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided"7/1/2015 - 1/31/2016.

Human Rights Complaints*

Month	Number of Human Rights Complaints Received *	Did the Complaint Result in a Human Rights Violation?
October	2	2 violations
November	1	1 violation
December	1	0 violations

*Numbers reflect the unduplicated count of Human Rights complaints received for each month.

Recovery-Oriented Measures

Consumer Appointments*

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	469	394	84.01%
Dinwiddie	1,448	1,352	93.37%
Emporia	1,585	1,445	91.17%
Greensville	1,570	1,386	88.28%
Hopewell	3,006	2,596	86.36%
Petersburg	4,555	4,247	93.24%
Prince George	1,126	953	84.64%
Surry	687	496	72.20%
Sussex	2,151	1,922	89.35%
Other	532	477	89.66%

* Reflects all consumers receiving services and having appointments 7/1/2015 - 1/31/2016..

Recovery-Oriented Measures

Consumer Count by Residence Type*

	Colonial Heights	Dinwiddie	Emporia	Greenville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	2	3	0	2	0	3	39	2	0	0	51
CSB Residential Svc	6	35	0	3	5	8	69	13	0	19	158
Foster/Family Sponsor Home	0	0	1	1	2	3	0	0	0	0	7
Hospital	0	31	0	0	0	23	3	1	1	0	59
Juvenile Detention Ctr.	2	11	1	1	24	7	29	4	1	2	82
Licensed ALF	0	33	1	1	0	19	91	4	0	2	151
Local Jail/Correctional Fac.	0	3	48	40	5	58	7	1	0	24	186
None (Homeless)	1	4	2	1	6	8	21	3	1	2	49
Not Collected	0	1	0	0	0	2	1	1	0	0	5
Nursing Home	3	2	2	1	7	3	0	0	0	0	18
Other Institutional	1	11	0	0	2	8	8	0	0	2	32
Private Residence	231	308	134	135	455	422	813	243	88	144	2,973
Residential Tx	0	0	1	2	2	11	7	2	0	1	26
Shelter	3	4	3	0	3	4	18	2	0	0	37
State Correctional Fac.	0	1	0	0	0	0	0	0	0	0	1
Unknown	41	107	47	38	140	78	258	72	22	34	837
Total	290	554	240	225	651	657	1,364	348	113	230	4,672

* Reflects all consumers receiving services 7/1/2015 - 1/31/2016.

Recovery-Oriented Measures

Recidivism Rate After Inpatient Discharge*

Locality	Total Discharges	Within 30 Days	Within 60 Days
Colonial Heights	5	1	
Dinwiddie	13	1	
Emporia	1		
Greensville	3	1	
Hopewell	9	1	3
Petersburg	13	2	1
Prince George	4		
Sussex	2		

* Reflects consumers discharged and readmitted 7/1/2015 - 1/31/2016.

Other Measures

Breakdown of Consumers Served by Payor Source*

	Self-Pay	Medicaid	Medicare	Other Insurance
Colonial Heights	65	108	34	179
Dinwiddie	85	299	55	364
Emporia	69	137	18	118
Greensville	63	132	19	107
Hopewell	126	353	51	425
Other	480	112	32	135
Petersburg	196	859	171	866
Prince George	81	160	32	210
Surry	5	61	22	92
Sussex	43	134	37	129

* Reflects all consumers receiving services 7/1/2015 - 1/31/2016.

Other Measures

Breakdown of Consumers Served by Age Group*

	Total	0 - 3	3+ - 12	12+ - 18	18+ - 25	25+ - 65	65+
Colonial Heights	289	15	29	49	38	148	10
Dinwiddie	554	18	45	74	62	330	25
Emporia	240	9	35	38	26	126	6
Greensville	225	6	35	36	23	118	7
Hopewell	650	28	105	124	88	286	19
Other	656	2	14	104	126	379	31
Petersburg	1,363	35	179	165	122	806	56
Prince George	345	28	43	55	45	165	9
Surry	113	4	14	15	6	69	5
Sussex	230	9	26	27	27	138	3
Total	4,665	154	525	687	563	2,565	171

* Reflects all consumers receiving services 7/1/2015 - 1/31/2016.

Self Pay Billing and Collections*

Month	Self Pay Fees Billed	Self Pay Collections	% Collected
July 2015	\$22,302.04	\$3,835.28	17.19%
August 2015	\$20,058.67	\$4,505.70	22.46%
September 2015	\$14,467.84	\$4,473.00	30.91%
October 2015	\$21,015.11	\$3,349.22	15.93%
November 2015	\$17,724.27	\$3,699.34	20.87%
Total	\$95,567.93	\$19,862.54	20.78%

*Does not include rent charges and payments.

Other Measures

Consumer Cost Per Locality*

Locality	Total Expenses	Consumer Count
Colonial Heights	\$1,216,876.00	411
Dinwiddie	\$2,185,047.00	738
Emporia	\$1,039,229.00	351
Greensville	\$1,006,661.00	340
Hopewell	\$2,954,846.00	998
Petersburg	\$5,853,438.00	1977
Prince George	\$1,598,815.00	540
Surry	\$491,487.00	166
Sussex	\$950,406.00	321

Total Expenses	\$17,296,805
Consumer Count	5,842
Cost Per Consumer	\$5,842

*Data provided by the Director of Finance.