

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

March, 2016

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2015 - 3/31/2016.

Total Consumers Served Board-wide: 5,525

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2015 - 3/31/2016.

Board-wide Total: 147

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 3/31/2016.

Board-wide Total: 80

Appointments Kept Following Discharge

Data taken from the Performance Contract Exhibit B Required Measures report for 7/1/2015 - 3/31/2016; includes involuntary admissions to community hospitals only.

Discharged to CSB	Kept Face to Face	% Appts
215	158	73.5%

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2015 - 3/31/2016.

Board-wide Total: 474

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2015 - 2/29/2016.

Total Self-Pay Collections: \$35,378.55

Cost Per Consumer

Data provided by the Director of Finance.

Total Expenses	Consumer Count	Cost Per Consumer
\$17,296,805.00	5,842	\$2,960.77

Board-wide Total Recovery-Oriented Measures

Data collection for these items 7/1/2015 - 3/31/2016.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
5	340	30	3,427	667	212

Executive Summary

Staff training* 203.00 hours

Community Education Provided* 24.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2015 - 3/31/2016.

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 3/31/2016.

Total Prescreenings		1,502
Mental Health	#	1,209
	%	80.49%
Substance Abuse	#	14
	%	0.93%
Comorbidity	#	279
	%	18.58%
Adolescent	#	17
	%	1.13%
Adult	#	1,485
	%	98.87%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 3/31/2016.

Disposition	Board-wide Total
In-Voluntary Hospitalization	694
Voluntary Hospitalization	394
Crisis Assessment Center	23
Crisis Stab-D19	5
CSU	28
Recommitment	72
Released	40
Released-Referral	120
Released-Safety Plan	78
Other	48

Executive Summary

Human Rights Complaints for March 2016

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 7/1/2015.

Total Appointments	Kept Appointments	
	#	%
19,381	16,041	82.77%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2015 - 3/31/2016.

Total Discharges	Within 30 Days	Within 60 Days
67	10	4

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 3/31/2016.

Boarding Home	63
CSB Residential Svc	177
Foster/Fam Home	12
Hospital	72
Juvenile Det Ctr	91
Licensed ALF	165
Local Jail/Corr Fac	221
None (Homeless)	70
Not Collected	17
Nursing Home	21
Other Institutional	33
Private Residence	3,644
Residential Tx	32
Shelter	39
State Corr Fac	1
Unknown	885
Total	5,520

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2015 for all consumers receiving services 7/1/2015 - 3/31/2016.

Age Group	Board-wide Count
0 - 3	177
4 - 12	639
13 - 17	763
18 - 24	712
25 - 64	3,032
65+	220

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2015 - 3/31/2016.

Payor Type	Board-wide Count
Self-Pay	3,057
Medicaid	1,248
Medicare	466
Other Insurance	610
Governor's Access Plan (GAP)	138
Managed Care Organizations	79

Consumers Served and Duration of Services Provided

Board-wide summary of all services provided to consumers 7/1/2015- 3/31/2016.

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

	Jan-16		Feb-16		Mar-16	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	4	16hr	5	45hr	5	28hr
6thDistrictCSU	16	47hr	18	70hr	19	97hr
BridgeEvaluationAdult	10	13hr	12	15hr	32	29hr
BridgeEvaluationChild	10	11hr	14	13hr	10	12hr
CraterJuvenileDetention	35	109hr	39	121hr	48	172hr
CrisisAssessmentCenter	36	106hr	27	99hr	33	90hr
CrisisPrescreening	1	3hr	2	4hr	2	2hr
CrisisPrescreeningAdult	151	224hr	162	401hr	182	333hr
CrisisPrescreeningChild	30	58hr	33	60hr	27	64hr
CrisisStabilizationAdult	6	132hr	11	224hr	11	279hr
CrisisStabilizationChild	0		0		1	33hr
DrugCourt	16	45hr	27	72hr	30	95hr
GAPAssessment	8	15hr	6	7hr	6	13hr
GAPMentalHealthCM	89	191hr	89	172hr	78	151hr
HeadStart	7	11hr	4	11hr	1	4hr
HealthyFamilies	8	13hr	11	31hr	10	19hr
HIV	14	65hr	25	77hr	27	88hr
HospitalLiaison	15	26hr	13	27hr	20	34hr
IDCMAdolescents	28	69hr	32	113hr	32	135hr
IDCMAAdult	283	740hr	284	900hr	281	807hr
IDFollow-Along	25	20hr	18	45hr	53	74hr
IDScreeningChild	2	1hr	2	3hr	9	11hr
InfantCM	65	58hr	73	76hr	71	71hr

Consumers Served and Duration of Services Provided

	Jan-16		Feb-16		Mar-16	
	Count	Duration*	Count	Duration*	Count	Duration*
InfantDevelopmentalTherapy,Assessments	71	66hr	76	74hr	77	101hr
IWORK	13	22hr	17	22hr	11	32hr
JailServices	17	52hr	26	51hr	14	48hr
LINK	11	14hr	14	46hr	15	97hr
MedicationManagementAdolescents	49	33hr	60	59hr	63	51hr
MedicationManagementAdults	488	475hr	543	549hr	527	546hr
MHCMAdolescents	144	313hr	144	438hr	142	364hr
MHCMAadults	646	1,186hr	677	1,456hr	706	1,571hr
MHEnhancedCareCoordinationAdult	62	68hr	57	46hr	59	52hr
MHInitiative	17	233hr	19	240hr	21	284hr
MHOPAdolescents	1	1hr	0		0	
MHResidential	13	411bd	15	392bd	16	457bd
NGRI	13	59hr	13	54hr	14	56hr
PACT	69	679hr	73	870hr	73	883hr
PsychosocialRehabilitation	87	7,501hr	87	8,670hr	87	10,288hr
SACMAdult	29	74hr	40	114hr	37	101hr
SAIOPAdults	156	1,125hr	154	1,205hr	163	1,481hr
SAOPAdolescents	4	3hr	6	8hr	4	7hr
SAOPAdults	30	131hr	27	139hr	29	167hr
SARecovery	86	266hr	100	427hr	99	381hr
SBIAdult	116	137hr	149	219hr	147	209hr
SBIChild	2	2hr	2	2hr	3	3hr
SchoolBasedServices	61	197hr	79	293hr	80	247hr
VICAPAssessments	101	151hr	130	211hr	173	245hr

Access Information

Appointments kept following discharge: By Agency Locations

Data taken from the Performance Contract Exhibit B Required Measures report for 7/1/2015 - 3/31/2016; includes involuntary admissions to community hospitals only.

Location	Q1			Q2			Q3		
	Total Discharges	Total Appts. Kept	% Appts. Kept	Total Discharges	Total Appts. Kept	% Appts. Kept	Total Discharges	Total Appts. Kept	% Appts. Kept
Children's Services	0	0.00		2	1.00	0%	1	1.00	100%
Colonial Heights	3	2.00	0%	4	4.00	100%	2	2.00	100%
Dinwiddie	5	4.00	0%	6	4.00	0%	6	4.00	0%
Emporia	17	14.00	0%	18	14.00	0%	10	8.00	0%
Hopewell/Prince George	15	7.00	0%	19	15.00	0%	10	8.00	0%
PACT	5	5.00	100%	5	5.00	100%	1	1.00	100%
Petersburg	23	17.00	0%	20	16.00	0%	18	14.00	0%
Surry	1	0.00	0%	7	5.00	0%	2	1.00	0%
Sussex	7	0.00	0%	5	4.00	0%	3	2.00	0%

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2015-3/31/2016.

Colonial Heights	3
Dinwiddie	9
Emporia	24
Greensville	28
Hopewell	10
Petersburg	2
Prince George	10
Surry	34
Sussex	23
Other	4

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 3/31/2016.

Colonial Heights	15
Dinwiddie	17
Emporia	3
Greensville	1
Hopewell	9
Petersburg	17
Prince George	13
Surry	1
Sussex	3
Other	1

Access Information

Number of Consumers Receiving Transportation

Reflects all consumers receiving services from 7/1/2015 - 3/31/2016.

Colonial Heights	12
Dinwiddie	45
Emporia	47
Greensville	52
Hopewell	37
Petersburg	170
Prince George	16
Surry	33
Sussex	39
Other	23

Prescreenings

Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 3/31/2016.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	89	66	74.16%	1	1.12%	22	24.72%	0	0.00%	89	100.00%
Dinwiddie	201	162	80.60%	0	0.00%	39	19.40%	3	1.49%	198	98.51%
Emporia	43	39	90.70%	0	0.00%	4	9.30%	1	2.33%	42	97.67%
Greensville	70	68	97.14%	0	0.00%	2	2.86%	0	0.00%	70	100.00%
Hopewell	212	161	75.94%	2	0.94%	49	23.11%	1	0.47%	211	99.53%
Petersburg	378	301	79.63%	4	1.06%	73	19.31%	4	1.06%	374	98.94%
Prince George	113	88	77.88%	2	1.77%	23	20.35%	1	0.88%	112	99.12%
Surry	22	16	72.73%	0	0.00%	6	27.27%	0	0.00%	22	100.00%
Sussex	41	38	92.68%	0	0.00%	3	7.32%	3	7.32%	38	92.68%
Other	333	270	81.08%	5	1.50%	58	17.42%	4	1.20%	329	98.80%

Prescreenings

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 3/31/2016.

	Total Prescreenings	Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	89	0	0	1	39	2	1	2	6	8	30
Dinwiddie	201	6	1	3	81	11	24	6	16	9	44
Emporia	43	0	0	0	27	1	2	1	2	3	7
Greensville	70	0	0	1	43	4	2	3	5	0	12
Hopewell	212	8	0	3	95	3	4	3	18	14	64
Petersburg	378	2	3	8	182	9	10	11	43	13	97
Prince George	113	5	0	2	46	3	0	1	12	10	34
Surry	22	1	1	2	9	0	0	0	2	3	4
Sussex	41	0	0	4	21	4	0	3	1	2	6
Other	333	1	0	4	151	11	29	10	15	16	96

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2015 - 3/31/2016.

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	12	3	251	63	11
Dinwiddie	1	67	1	384	52	34
Emporia	0	24	0	167	29	27
Greensville	0	33	1	200	28	33
Hopewell	1	43	4	480	111	16
Petersburg	3	85	12	1,209	143	53
Prince George	0	26	4	317	70	11
Surry	0	4	0	82	15	4
Sussex	0	30	1	155	24	14
Other	0	16	4	182	132	9
Total	5	340	30	3,427	667	212

Staff training* 203.00 hours

Community Education Provided* 24.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2015 - 3/31/2016.

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
March	0	0 violations
February	0	0 violations
January	0	0 violations

Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2015 - 3/31/2016.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	521	407	78.12%
Dinwiddie	1,651	1,489	90.19%
Emporia	1,480	1,211	81.82%
Greensville	1,360	1,060	77.94%
Hopewell	3,059	2,401	78.49%
Petersburg	5,104	4,549	89.13%
Prince George	1,200	918	76.50%
Surry	849	592	69.73%
Sussex	2,266	1,931	85.22%
Other	1,891	1,483	78.42%
Total	19,381	16,041	82.77%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2015 - 3/31/2016.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	8	1	0
Colonial Heights	4	0	0
Dinwiddie	12	1	0
Emporia	1	0	0
Greensville	1	0	0
Hopewell	13	2	1
Petersburg	24	6	3
Prince George	3	0	0
Sussex	1	0	0
Total	67	10	4

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2015 - 3/31/2016.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	1	6	0	2	1	6	45	1	0	1	63
CSB Residential Svc	8	39	0	3	4	9	77	17	0	20	177
Foster/Fam Home	0	1	1	1	3	4	1	0	1	0	12
Hospital	0	39	0	0	2	25	5	0	1	0	72
Juvenile Det Ctr	2	13	2	2	20	8	33	7	1	3	91
Licensed ALF	1	32	1	2	0	23	100	4	0	2	165
Local Jail/Corr Fac	0	2	53	47	7	77	7	1	0	27	221
None (Homeless)	1	6	2	1	9	13	28	6	2	2	70
Not Collected	1	1	0	0	0	4	10	1	0	0	17
Nursing Home	3	2	3	1	7	4	1	0	0	0	21
Other Institutional	1	9	1	0	2	12	7	0	0	1	33
Private Residence	280	384	154	168	540	593	968	303	105	149	3,644
Residential Tx	0	0	1	0	5	14	8	2	0	2	32
Shelter	3	2	1	0	4	6	19	3	1	0	39
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	47	103	50	39	157	88	261	77	24	39	885
Total	348	638	267	266	758	885	1,558	420	134	246	5,520

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2015 - 3/31/2016.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
Colonial Heights	210	59	35	30	13	3
Dinwiddie	321	144	58	90	18	11
Emporia	114	104	14	27	6	4
Greensville	122	83	19	34	9	5
Hopewell	403	205	43	78	23	10
Other	763	43	31	52	7	2
Petersburg	710	425	174	216	36	35
Prince George	242	91	29	46	14	5
Surry	65	20	22	21	5	2
Sussex	107	74	41	16	7	2

Other Measures

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2015 for all consumers receiving services 7/1/2015 - 3/31/2016.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
Colonial Heights	349	20	34	59	46	177	13
Dinwiddie	640	19	68	78	72	369	34
Emporia	268	11	37	36	35	142	7
Greensville	272	5	40	31	31	153	12
Hopewell	758	36	132	137	96	333	24
Other	891	7	13	130	163	538	40
Petersburg	1,564	32	216	182	159	906	69
Prince George	422	34	49	65	67	198	9
Surry	135	4	15	21	13	77	5
Sussex	246	9	35	24	30	141	7
Total	5,543	177	639	763	712	3,032	220

Other Measures

Self Pay Billing and Collections*

Does not include rent charges and payments.

Month	Billed	Collected	% Collected
July 2015	\$22,302.04	\$3,835.28	17%
August 2015	\$20,058.67	\$4,505.70	22%
September 2015	\$20,467.84	\$4,472.68	22%
October 2015	\$21,015.11	\$3,349.22	16%
November 2015	\$17,724.27	\$3,699.34	21%
December 2015	\$17,753.83	\$1,506.29	8%
January 2016	\$15,374.06	\$4,822.21	31%
February 2016	\$16,362.84	\$4,312.21	26%
March 2016	\$19,630.18	\$4,875.62	25%
Total	\$170,688.84	\$35,378.55	21%

Consumer Cost Per Locality

Data provided by the Director of Finance.

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	\$17,296,805.00
Consumer Count	5,842
Cost Per Consumer	\$2,960.77