

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

May, 2016

Executive Summary

Board-wide Consumers Served and Services Provided

Board-wide summary of all services provided to consumers 7/1/2015 - 5/31/2016.

Total Consumers Served Board-wide: 6,215

Number of Consumers Served Via Teleconferencing

Reflects all consumers receiving medical services from 7/1/2015 - 5/31/2016.

Board-wide Total: 172

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 5/31/2016.

Board-wide Total: 80

Appointments Kept Following Discharge

Data taken from the Performance Contract Exhibit B Required Measures report for 7/1/2015 - 5/31/2016; 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 - 5/31/2016.

Board-wide Total: 534

Self Pay Collections

Excludes rent charges and payments; covers the period 7/1/2015 - 4/30/2016.

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 - 5/31/2016.

Consumers with WRAP Plans	Consumers Participating in ISP Development	Consumers w/Advanced Directives	Hours of Family-Related Activities	Consumers Employed	Referred to Advocacy Organizations
6	393	38	4,259	777	239

Executive Summary

Staff training* 240.92 hours

Community Education Provided* 28.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2015 - 5/31/2016.

Board-wide Prescreenings

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 5/31/2016.

Total Prescreenings		1,845
Mental Health	#	1,494
	%	80.98%
Substance Abuse	#	14
	%	0.76%
Comorbidity	#	337
	%	18.27%
Adolescent	#	17
	%	0.92%
Adult	#	1,828
	%	99.08%

Prescreening Dispositions

Figures reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 5/31/2016.

Disposition	Board-wide Total
In-Voluntary Hospitalization	869
Voluntary Hospitalization	471
Crisis Assessment Center	26
Crisis Stab-D19	6
CSU	32
Recommitment	90
Released	45
Released-Referral	153
Released-Safety Plan	93
Other	60

Executive Summary

Human Rights Complaints for May 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	
	#	%
23,790	19,726	82.92%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2015 - 5/31/2016.

Total Discharges	Within 30 Days	Within 60 Days
101	10	6

Executive Summary

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2014 - 5/31/2016.

Boarding Home	66
CSB Residential Svc	177
Foster/Fam Home	15
Hospital	78
Juvenile Det Ctr	94
Licensed ALF	170
Local Jail/Corr Fac	251
None (Homeless)	82
Not Collected	21
Nursing Home	23
Other Institutional	36
Private Residence	4,080
Residential Tx	35
Shelter	46
State Corr Fac	1
Unknown	1,065
Total	6,210

Breakdown of Consumers Served by Age Group

Reflects age as of 7/1/2015 for all consumers receiving services 7/1/2015 - 5/31/2016.

Age Group	Board-wide Count
0 - 3	204
4 - 12	737
13 - 17	863
18 - 24	824
25 - 64	3,364
65+	241

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2015 - 5/31/2016.

Payor Type	Board-wide Count
Self-Pay	3,624
Medicaid	1,335
Medicare	476
Other Insurance	640
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- 5/31/2016.

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

	Mar-16		Apr-16		May-16	
	Count	Duration*	Count	Duration*	Count	Duration*
12thDistrictCSU	5	28hr	5	39hr	5	32hr
6thDistrictCSU	19	97hr	20	81hr	17	57hr
BridgeEvaluationAdult	32	29hr	23	21hr	28	23hr
BridgeEvaluationChild	10	12hr	13	16hr	14	12hr
CraterJuvenileDetention	48	172hr	33	159hr	39	165hr
CrisisAssessmentCenter	33	90hr	42	111hr	45	125hr
CrisisPrescreening	2	2hr	0		0	
CrisisPrescreeningAdult	182	333hr	170	261hr	164	268hr
CrisisPrescreeningChild	27	64hr	45	89hr	35	88hr
CrisisStabilizationAdult	11	279hr	10	357hr	12	212hr
CrisisStabilizationChild	1	33hr	2	72hr	2	42hr
DrugCourt	30	95hr	19	59hr	24	76hr
GAPAssessment	6	13hr	4	6hr	5	3hr
GAPMentalHealthCM	78	151hr	79	157hr	82	144hr
HeadStart	1	4hr	10	24hr	1	45hr
HealthyFamilies	10	19hr	9	31hr	8	12hr
HIV	27	88hr	27	101hr	13	96hr
HospitalLiaison	20	34hr	16	24hr	15	62hr
IDCMAdolescents	32	135hr	33	109hr	26	88hr
IDCMAAdult	281	807hr	279	625hr	279	683hr
IDFollow-Along	53	74hr	17	21hr	19	34hr
IDScreeningChild	9	11hr	10	18hr	5	4hr
InfantCM	71	71hr	67	97hr	88	91hr

Consumers Served and Duration of Services Provided

	Mar-16		Apr-16		May-16	
	Count	Duration*	Count	Duration*	Count	Duration*
InfantDevelopmentalTherapy,Assessments	77	101hr	77	116hr	94	156hr
IWORK	11	32hr	16	25hr	20	61hr
JailServices	14	48hr	16	57hr	19	35hr
LINK	15	97hr	15	110hr	16	116hr
MedicationManagementAdolescents	63	51hr	59	47hr	48	49hr
MedicationManagementAdults	527	546hr	548	524hr	516	498hr
MHCMAdolescents	142	364hr	132	279hr	135	241hr
MHCMAdults	706	1,571hr	682	1,535hr	665	1,279hr
MHEnhancedCareCoordinationAdult	59	52hr	61	81hr	62	77hr
MHInitiative	21	284hr	19	252hr	10	177hr
MHResidential	16	457bd	15	442bd	16	460bd
NGRI	14	56hr	15	53hr	16	62hr
PACT	73	883hr	72	852hr	73	843hr
PsychosocialRehabilitation	87	10,288hr	85	9,319hr	83	9,376hr
SACMAdult	37	101hr	40	110hr	39	111hr
SAIOPAdults	163	1,481hr	139	1,254hr	135	1,239hr
SAOPAdolescents	4	7hr	5	6hr	5	7hr
SAOPAdults	29	167hr	27	143hr	24	130hr
SARecovery	99	381hr	88	356hr	78	333hr
SBIAdult	147	209hr	153	190hr	130	175hr
SBIChild	3	3hr	2	2hr	3	2hr
SchoolBasedServices	80	247hr	72	246hr	61	228hr
VICAPAssessments	173	245hr	116	159hr	129	205hr

Access Information

Appointments kept following discharge: By Agency Locations

Data taken from the Performance Contract Exhibit B Required Measures report for 7/1/2015 - 5/31/2016; 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 7/1/2015-5/31/2016.

Colonial Heights	4
Dinwiddie	9
Emporia	31
Greensville	37
Hopewell	12
Petersburg	2
Prince George	10
Surry	37
Sussex	24
Other	6

Number on ID Waiver Waiting List

Data taken from the ID waiver waiting list as of 5/31/2016.

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 - 5/31/2016.

Colonial Heights	18
Dinwiddie	52
Emporia	51
Greensville	57
Hopewell	41
Petersburg	198
Prince George	16
Surry	36
Sussex	42
Other	23

Prescreenings

Board-wide Prescreenings

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 5/31/2016.

Locality	# of Prescreenings	Mental Health		Substance Abuse		Comorbidity		Adolescent		Adult	
		#	%	#	%	#	%	#	%	#	%
Colonial Heights	112	82	73.21%	1	0.89%	29	25.89%	0	0.00%	112	100.00%
Dinwiddie	233	186	79.83%	0	0.00%	47	20.17%	3	1.29%	230	98.71%
Emporia	59	55	93.22%	0	0.00%	4	6.78%	1	1.69%	58	98.31%
Greensville	94	91	96.81%	0	0.00%	3	3.19%	0	0.00%	94	100.00%
Hopewell	259	198	76.45%	2	0.77%	59	22.78%	1	0.39%	258	99.61%
Petersburg	471	385	81.74%	4	0.85%	82	17.41%	4	0.85%	467	99.15%
Prince George	147	118	80.27%	2	1.36%	27	18.37%	1	0.68%	146	99.32%
Surry	29	20	68.97%	0	0.00%	9	31.03%	0	0.00%	29	100.00%
Sussex	50	42	84.00%	0	0.00%	8	16.00%	3	6.00%	47	94.00%
Other	391	317	81.07%	5	1.28%	69	17.65%	4	1.02%	387	98.98%

Prescreenings

Prescreening Dispositions

Figures for this section reflect all recorded services with a service item category of "Prescreening" 7/1/2015 - 5/31/2016.

	Total Prescreenings	Crisis Assessment Center	Crisis Stab-D19	CSU	In-Voluntary Hospitalization	Other	Recommitment	Released	Released-Referral	Released-Safety Plan	Voluntary Hospitalization
Colonial Heights	112	0	0	2	52	3	1	2	8	8	36
Dinwiddie	233	6	1	4	92	12	34	6	17	11	50
Emporia	59	0	0	0	38	2	2	3	2	3	9
Greensville	94	0	0	1	58	4	2	3	8	2	16
Hopewell	259	10	0	3	115	4	5	3	25	16	78
Petersburg	471	3	4	8	233	11	12	12	52	16	120
Prince George	147	5	0	3	62	4	0	2	17	13	41
Surry	29	1	1	3	13	1	0	0	2	3	5
Sussex	50	0	0	4	26	4	0	3	3	3	7
Other	391	1	0	4	180	15	34	11	19	18	109

Recovery-Oriented Measures

Reflects all consumers receiving services between 7/1/2015 - 5/31/2016.

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	329	71	17
Dinwiddie	2	77	1	463	58	38
Emporia	0	33	0	212	33	32
Greensville	0	39	2	236	32	37
Hopewell	1	51	5	601	132	16
Petersburg	3	95	15	1,487	167	59
Prince George	0	32	6	416	84	13
Surry	0	4	0	104	18	4
Sussex	0	33	1	189	28	14
Other	0	17	5	222	154	9
Total	6	393	38	4,259	777	239

Staff training* 240.92 hours

Community Education Provided* 28.50 hours

* Reflects provider activity designated as "Staff Training" or "Community Education Provided" 7/1/2015 - 5/31/2016.

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
May	0	0 violations
April	0	0 violations
March	0	0 violations

Consumer Appointments

Reflects all consumers receiving services and having appointments 7/1/2015 - 5/31/2016.

Locality	Total Appointments	Kept Appointments	
		#	%
Colonial Heights	648	509	78.55%
Dinwiddie	2,012	1,821	90.51%
Emporia	1,835	1,510	82.29%
Greensville	1,638	1,289	78.69%
Hopewell	3,738	2,926	78.28%
Petersburg	6,364	5,662	88.97%
Prince George	1,460	1,116	76.44%
Surry	1,002	707	70.56%
Sussex	2,748	2,355	85.70%
Other	2,345	1,831	78.08%
Total	23,790	19,726	82.92%

Recidivism Rate After Inpatient Discharge

Reflects consumers discharged and readmitted 7/1/2015 - 5/31/2016.

Locality	Total Discharges	Within 30 Days	Within 60 Days
Other	14	1	0
Colonial Heights	13	0	0
Dinwiddie	16	1	0
Emporia	1	0	0
Greensville	1	0	0
Hopewell	16	2	2
Petersburg	29	6	3
Prince George	8	0	1
Sussex	3	0	0
Total	101	10	6

Other Measures

Consumer Count by Residence Type

Reflects all consumers receiving services 7/1/2015 - 5/31/2016.

	Colonial Heights	Dinwiddie	Emporia	Greensville	Hopewell	Other	Petersburg	Prince George	Surry	Sussex	Total
Boarding Home	1	6	1	2	1	6	47	1	0	1	66
CSB Residential Svc	8	39	0	3	4	9	77	17	0	20	177
Foster/Fam Home	1	1	2	1	4	4	1	0	1	0	15
Hospital	0	42	0	0	2	28	5	0	1	0	78
Juvenile Det Ctr	2	14	2	2	20	8	34	7	1	4	94
Licensed ALF	1	32	1	2	0	27	101	4	0	2	170
Local Jail/Corr Fac	0	2	56	57	8	89	8	1	0	30	251
None (Homeless)	3	7	2	1	11	14	33	7	2	2	82
Not Collected	1	1	0	0	1	5	12	1	0	0	21
Nursing Home	3	2	3	1	7	5	1	0	0	1	23
Other Institutional	1	10	1	0	2	13	7	1	0	1	36
Private Residence	317	419	167	183	609	702	1,063	346	110	164	4,080
Residential Tx	0	0	1	1	5	16	8	2	0	2	35
Shelter	3	2	2	1	5	6	23	3	1	0	46
State Corr Fac	0	1	0	0	0	0	0	0	0	0	1
Unknown	55	121	59	42	198	120	307	94	27	42	1,065
Total	396	696	295	296	872	1,050	1,713	481	142	269	6,210

Other Measures

Breakdown of Consumers Served by Payor Source

Reflects primary payor for consumers receiving services 7/1/2015 - 5/31/2016.

Locality	Self-Pay	Medicaid	Medicare	Other Insurance	Governor's Access Plan (GAP)	Managed Care Organizations (MCOs)
Colonial Heights	250	64	36	32	13	3
Dinwiddie	367	150	60	95	18	11
Emporia	134	114	14	28	6	4
Greensville	143	87	21	34	9	5
Hopewell	496	227	43	80	23	10
Other	912	45	31	66	7	2
Petersburg	827	456	175	220	36	35
Prince George	296	94	32	47	14	5
Surry	71	21	22	21	5	2
Sussex	128	77	42	17	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 - 5/31/2016.

	Total	0 - 3	4 - 12	13 - 17	18 - 24	25 - 64	65+
Colonial Heights	396	22	41	66	51	202	14
Dinwiddie	699	24	76	85	80	395	39
Emporia	299	14	42	43	41	150	9
Greensville	299	5	42	36	34	168	14
Hopewell	875	40	156	155	118	381	25
Other	1,055	7	18	161	191	629	49
Petersburg	1,717	38	253	199	177	980	70
Prince George	482	40	55	68	81	229	9
Surry	142	4	17	22	14	80	5
Sussex	271	10	37	28	37	152	7
Total	6,233	204	737	863	824	3,364	241

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%
April 2016			
May 2016			
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