

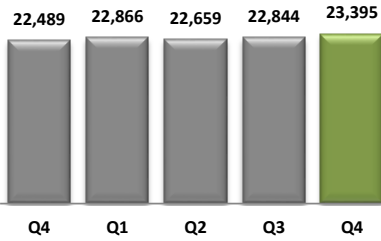
FY 2020-21

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

Clients Served

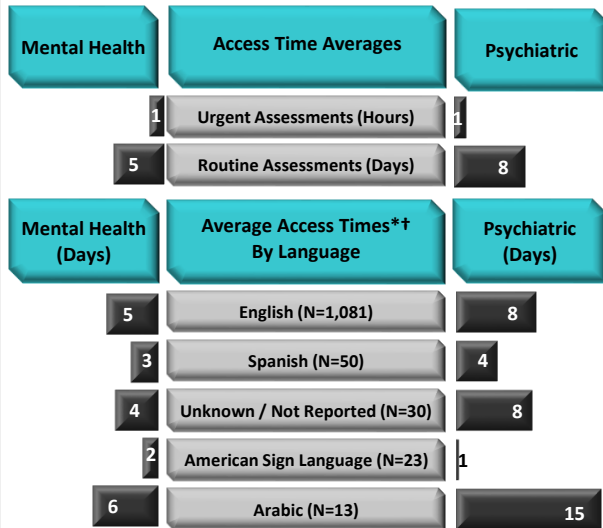


23,395 Clients Served in Q4 (2.4%)*

1,002 Veterans Served in Q4

*% Change from previous quarter.

Access



*Routine appointments.
†Access times prioritized by number of inquiries.
Note: Access Time calculation methodology was modified in Q4 FY 18-19.

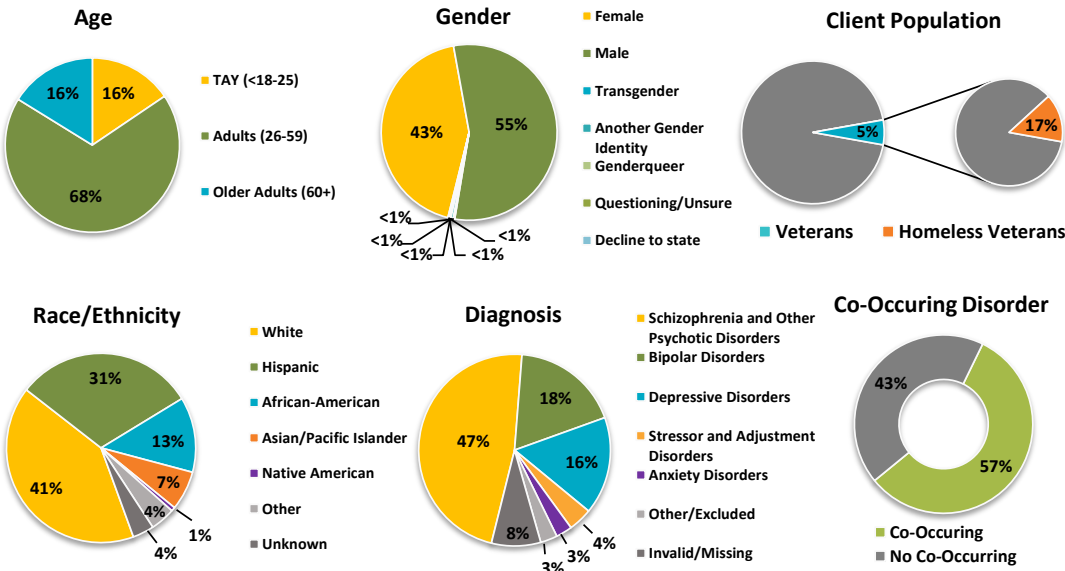
Utilization by Program Type*

Mental Health Services	N	%	Δ
Outpatient Services	15,845	68%	<-1%
Forensic Services	4,395	19%	1%
Emergency Services	5,010	21%	<-1%
24 hour Services	527	2%	0%
Inpatient Services	1,774	8%	<-1%

Inpatient Discharges (≥18 years, N=2,164)	N	%	Δ
Without Readmission	1,622	75%	-5%
30 Day Readmission	542	25%	5%
7 Day Connection to Services	648	30%	0%
30 Day Connection to Services	932	43%	0%

Δ = Change in percentage points from previous quarter.
Note: Changes in percentage points may reflect differences due to rounding.
*Clients may have been seen in more than one program in the quarter.

Demographics



Quality of Life

Quality of Life Indicators*	Δ
11% of Clients Are Employed	<-1%
89% of Clients Have Medi-Cal Coverage	<-1%
87% of Clients Are Housed	<-1%
73% of Clients Have a Primary Care Physician	<-1%
55% Reported Improvement in their Personal Recovery (Client Self-Report)	4%
47% Reported Improvement in the Ability to Manage their Mental Health Symptoms (Clinician Report)	-1%

Δ = Change in percentage points from previous quarter.
*Percentages are based on unique clients served.