

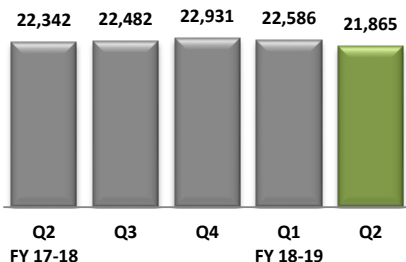
FY 2018-19

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

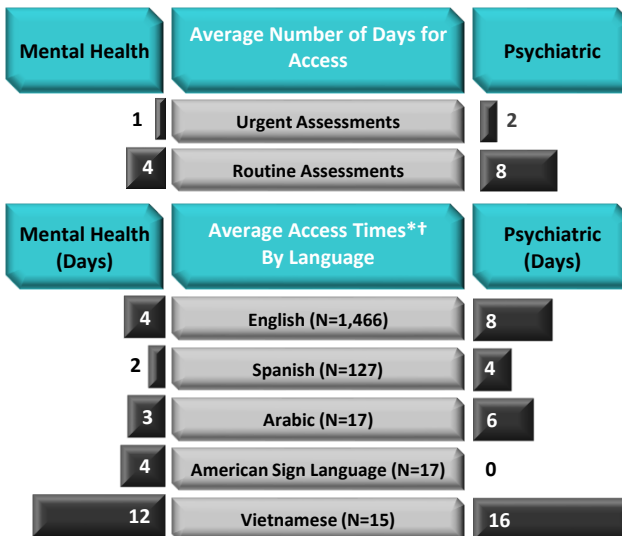
### Clients Served



**21,865** Clients Served in Q2

**874** Veterans Served in Q2

Access



\*Routine appointments.  
†Access times prioritized by number of inquiries.

Utilization by Program Type\*

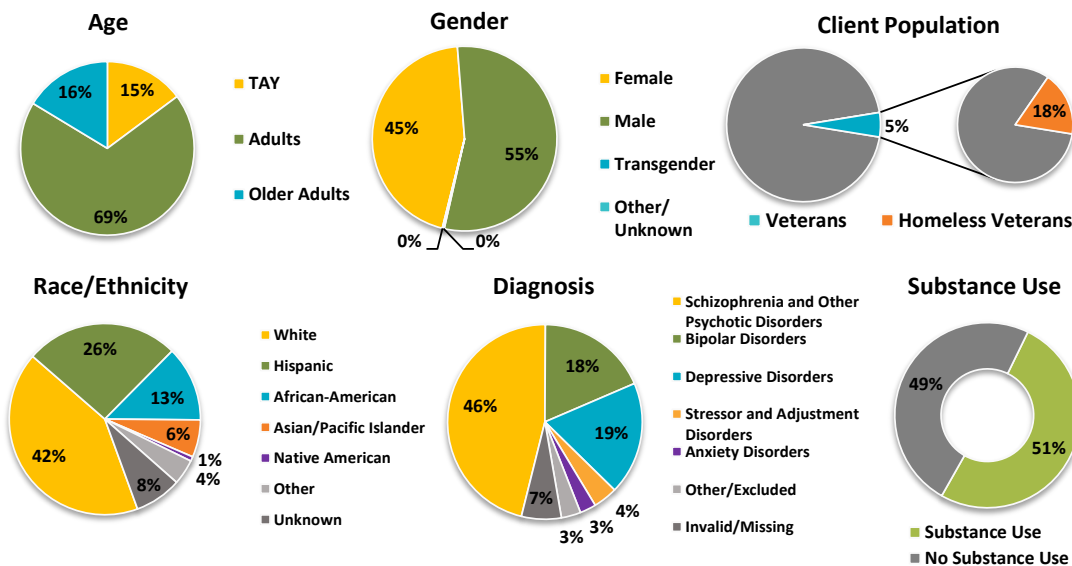
Mental Health Services	N	%	Δ
Outpatient Services	15,352	70%	2%
Forensic Services	3,514	16%	-2%
Emergency Services	4,623	21%	0%
24 hour Services	330	2%	0%
Inpatient Services	1,746	8%	0%

Inpatient Discharges (≥18 years, N=2,079)	N	%	Δ
Without Readmission	1,607	77%	1%
30 Day Readmission	472	23%	-1%
7 Day Connection to Services	700	34%	0%
30 Day Connection to Services	971	47%	0%

Δ = Change in percentage points from previous quarter.  
\*Clients may have been seen in more than one program in the quarter.

Demographics



Quality of Life

Quality of Life Indicators*	Δ
9% of Clients Are Employed	0%
91% of Clients Have Medi-Cal Coverage	5%
89% of Clients Are Housed	2%
74% of Clients Have a Primary Care Physician	5%
50% Reported Improvement in their Personal Recovery (Client Self-Report)	1%
44% Reported Improvement in the Ability to Manage their Mental Health Symptoms (Clinician Report)	-3%

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