

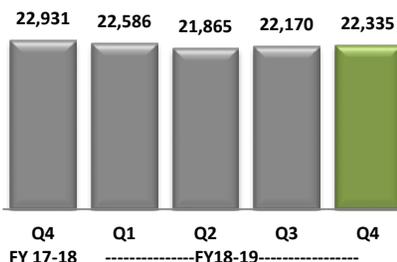
FY 2018-19

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

Clients Served

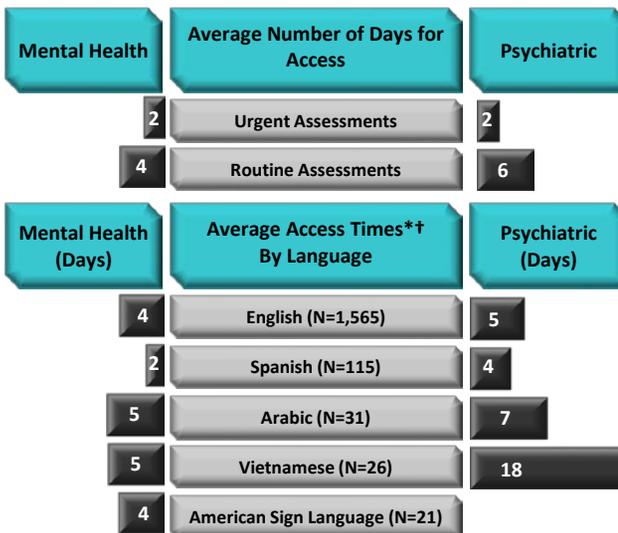


22,335 Clients Served in Q4 (.74%)*

927 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.

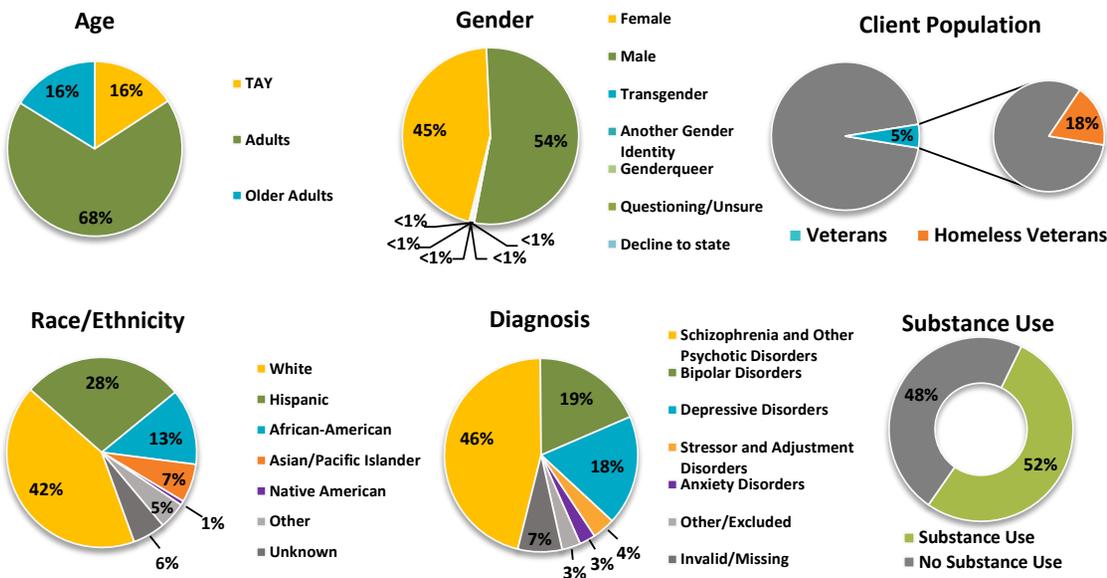
Utilization by Program Type*

Mental Health Services	N	%	Δ
Outpatient Services	14,925	67%	-1%
Forensic Services	3,652	16%	0%
Emergency Services	5,247	23%	1%
24 hour Services	332	1%	0%
Inpatient Services	1,693	8%	0%

Inpatient Discharges (≥18 years, N=2,052)	N	%	Δ
Without Readmission	1,568	76%	1%
30 Day Readmission	484	24%	-1%
7 Day Connection to Services	772	38%	2%
30 Day Connection to Services	1,026	50%	1%

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
10% of Clients Are Employed	1%
77% of Clients Have Medi-Cal Coverage	-2%
86% of Clients Are Housed	-1%
72% of Clients Have a Primary Care Physician	1%
51% Reported Improvement in their Personal Recovery (Client Self-Report)	2%
48% Reported Improvement in the Ability to Manage their Mental Health Symptoms (Clinician Report)	2%

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