

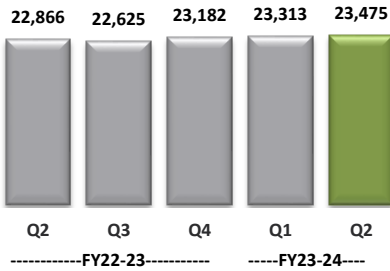
FY 2023-24

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

Clients Served

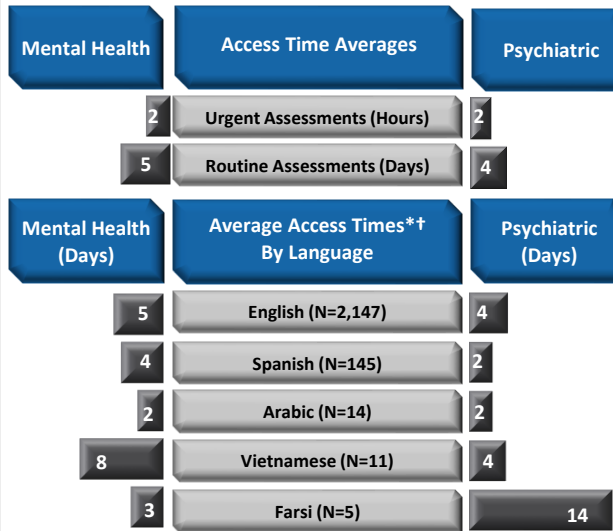


23,475 Clients Served in Q2 (1%)*

748 Veterans Served in Q2

*% 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.

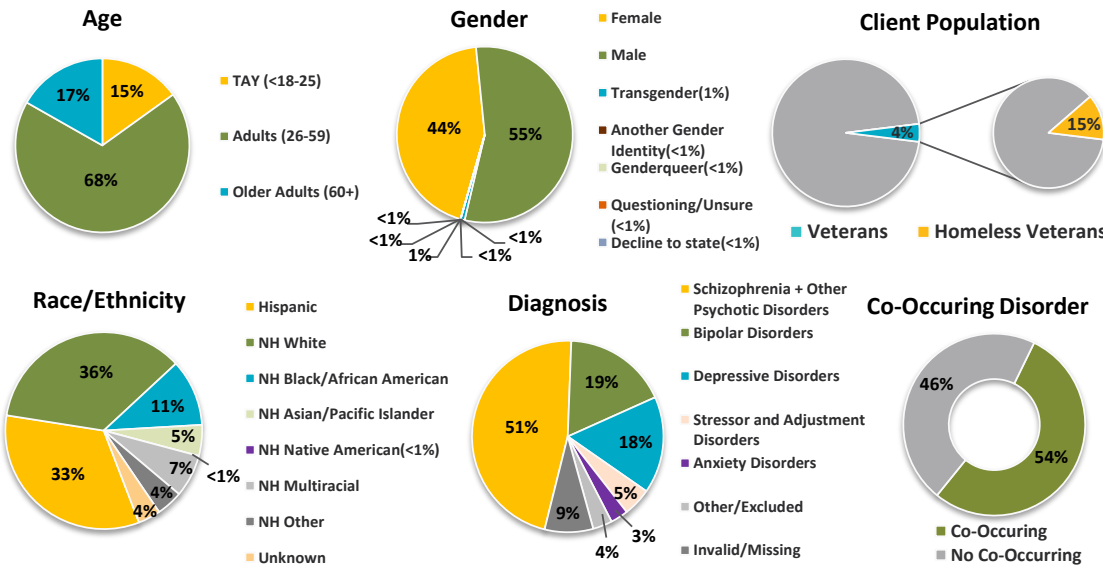
Utilization by Program Type*

Mental Health Services	N	%	Δ
Outpatient Services	15,945	68%	2%
Forensic Services	4,566	19%	<-1%
Emergency Services	5,302	23%	<-1%
24 hour Services	621	3%	0%
Inpatient Services	1,574	7%	<-1%

Inpatient Discharges (≥18 years, N=1,751)	N	%	Δ
Without Readmission	1,349	77%	-4%
30 Day Readmission	402	23%	4%
7 Day Connection to Services	608	35%	-3%
30 Day Connection to Services	827	47%	-2%

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
13% of Clients Are Employed	<-1%
91% of Clients Have Medi-Cal Coverage	1%
86% of Clients Are Housed	<-1%
69% of Clients Have a Primary Care Physician	-1%
51% Reported Improvement in their Personal Recovery (Client Self-Report)	-3%
47% Reported Improvement in the Ability to Manage their Mental Health Symptoms (Clinician Report)	0%

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

BHS Performance Dashboard Report | Source: HSRC
 AOABHS Data Sources: 1) CCBH 1/2024; 2) mHOMS: IMR and RMQ 1/2024; 3) SDBHS: Q2, FY 2023-24 Access Time Analysis - AOA
 Data Source (ages 18+): OPTUM: Q2, FY 2023-24 Client Services After Psychiatric Hospital Discharge Report
 * In order to more comprehensively identify client veterans, the date range for sourcing Military Service has been increased to include more client information entered in previous time periods.

Report Date: 2/21/2024