

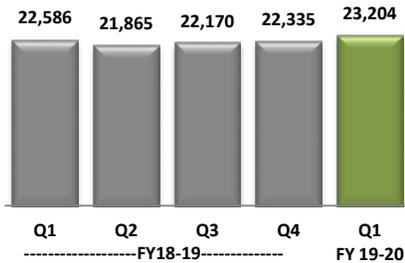
FY 2019-20

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

### Clients Served



**23,204** Clients Served in Q1 (3.9%)\*

**979** Veterans Served in Q1

\*% 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\*

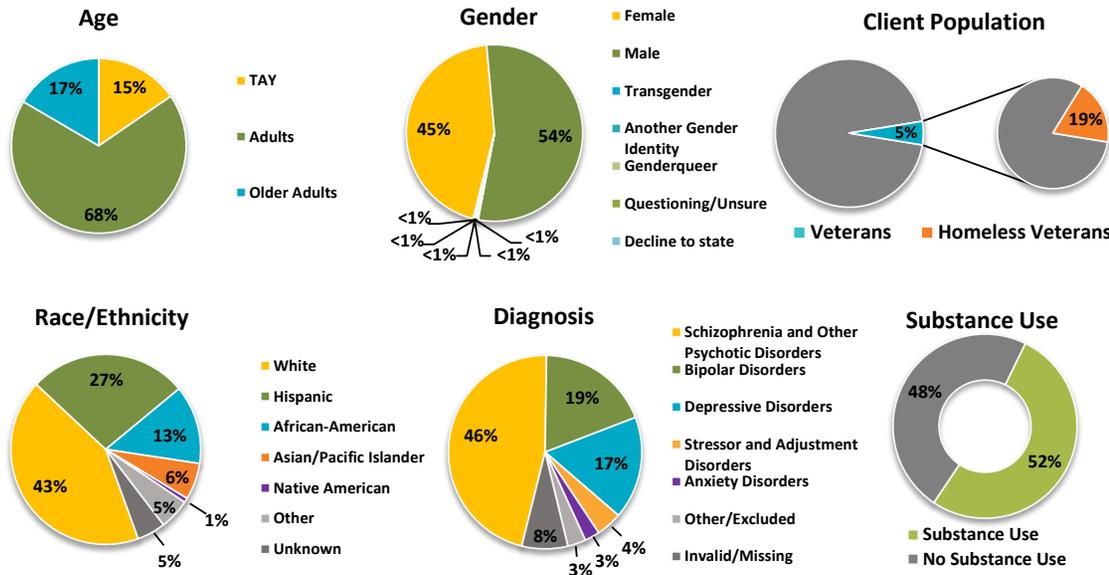
Mental Health Services	N	%	Δ
Outpatient Services	15,552	67%	0%
Forensic Services	4,095	18%	1%
Emergency Services	5,626	24%	1%
24 hour Services	451	2%	0%
Inpatient Services	1,809	8%	0%

Inpatient Discharges (≥18 years, N=2,177)	N	%	Δ
Without Readmission	1,684	77%	1%
30 Day Readmission	493	23%	-1%
7 Day Connection to Services	783	36%	-2%
30 Day Connection to Services	1,059	49%	-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%
78% of Clients Have Medi-Cal Coverage	1%
90% of Clients Are Housed	3%
76% of Clients Have a Primary Care Physician	5%
49% Reported Improvement in their Personal Recovery (Client Self-Report)	-2%
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.