

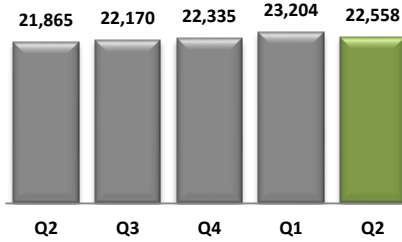
FY 2019-20

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

Clients Served

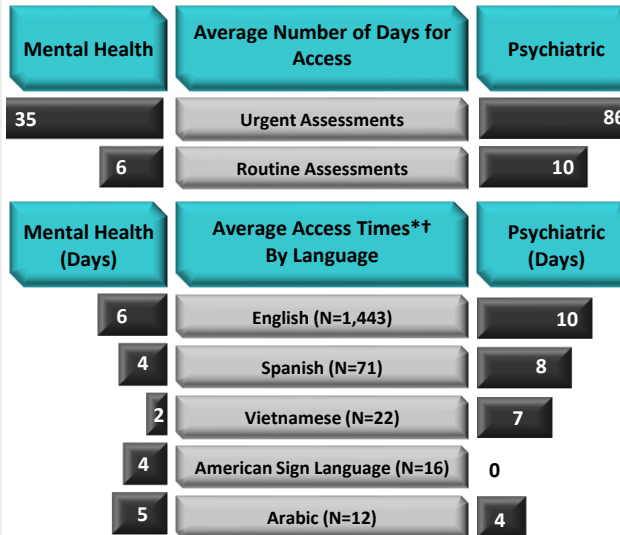


22,558 Clients Served in Q2 (-2.8%)*

922 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.

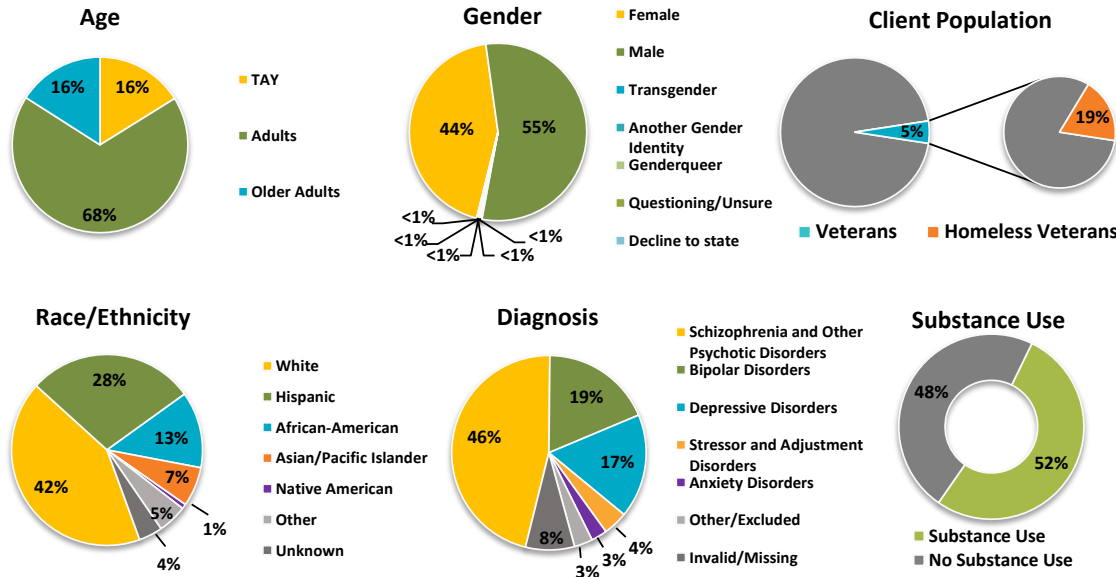
Utilization by Program Type*

| Mental Health Services | N | % | Δ |
|------------------------|--------|-----|----|
| Outpatient Services | 15,007 | 67% | 0% |
| Forensic Services | 4,054 | 18% | 2% |
| Emergency Services | 5,324 | 24% | 0% |
| 24 hour Services | 426 | 2% | 0% |
| Inpatient Services | 1,770 | 8% | 0% |

| Inpatient Discharges (≥18 years, N=2,159) | N | % | Δ |
|---|-------|-----|-----|
| Without Readmission | 1,658 | 77% | 0% |
| 30 Day Readmission | 501 | 23% | 0% |
| 7 Day Connection to Services | 764 | 35% | -1% |
| 30 Day Connection to Services | 1,061 | 49% | 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% |
| 85% of Clients Have Medi-Cal Coverage | 7% |
| 86% of Clients Are Housed | -3% |
| 73% of Clients Have a Primary Care Physician | -4% |
| 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) | 1% |

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