

Q1

Mental Health Performance Dashboard - AOA



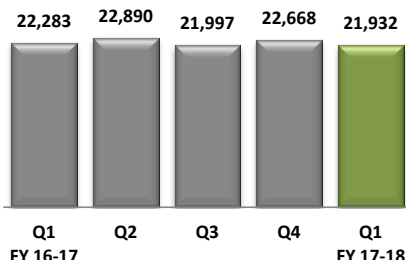
FY 2017-18

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

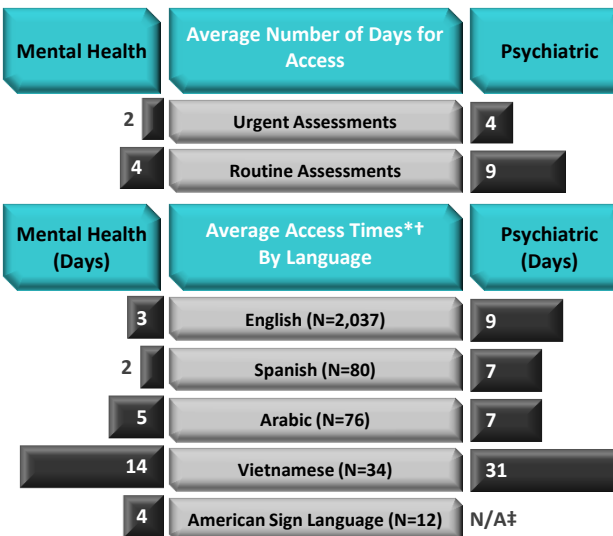
Clients Served



21,932 Clients Served in Q1

874 Veterans Served in Q1

ACCESS



*Routine appointments.
 †Access times prioritized by number of inquiries.
 ‡N/A = No Psychiatric Service inquiries.

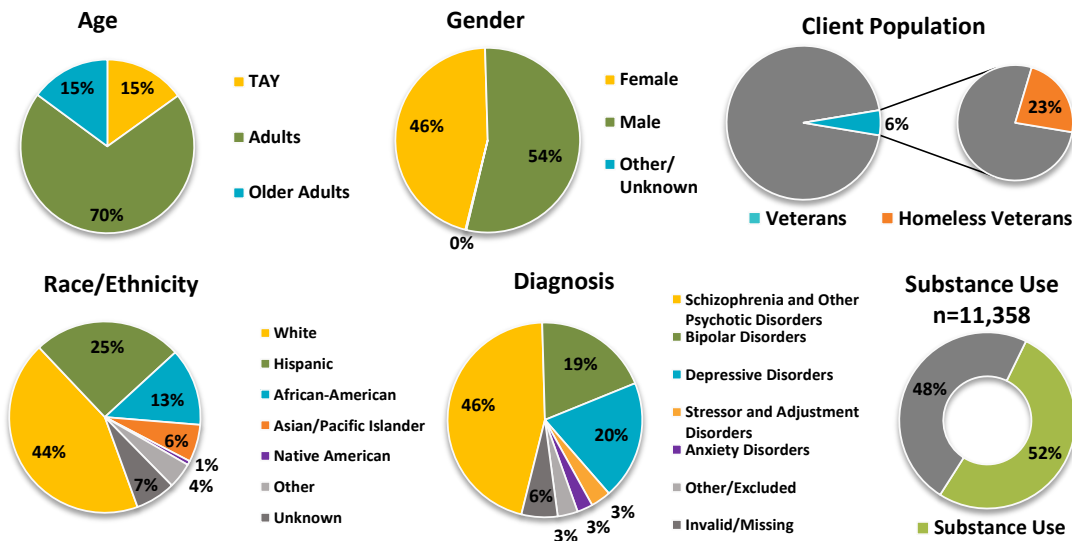
Utilization by Program Type*

Mental Health Services	N	%	Δ
Outpatient Services	15,845	72%	-2%
Forensic Services	3,769	17%	2%
Emergency Services	3,819	17%	0%
24 hour Services	312	1%	0%
Inpatient Services	1,801	8%	1%

Inpatient Discharges (≥18 years, N=2,176)	N	%	Δ
Without Readmission	1,671	77%	1%
30 Day Readmission	505	23%	-1%
7 Day Connection to Services	734	34%	-3%
30 Day Connection to Services	1,003	46%	-3%

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	1%
90% of Clients Have Medi-Cal Coverage	1%
86% of Clients Are Housed	-1%
71% of Clients Have a Primary Care Physician	0%
46% Reported Improvement in their Personal Recovery (Client Self-Report)	1%
42% Reported Improvement in the Ability to Manage their Mental Health Symptoms (Clinician Report)	-7%

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