

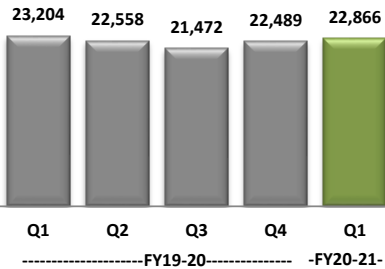
FY 2020-21

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

Clients Served

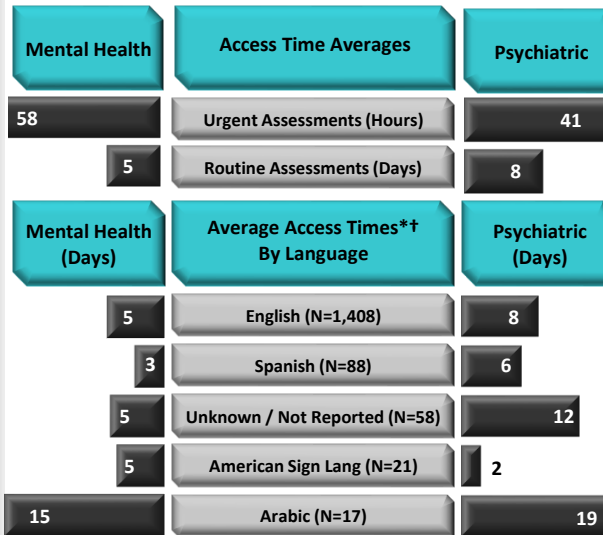


22,866 Clients Served in Q1 (1.7%)*

586 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.

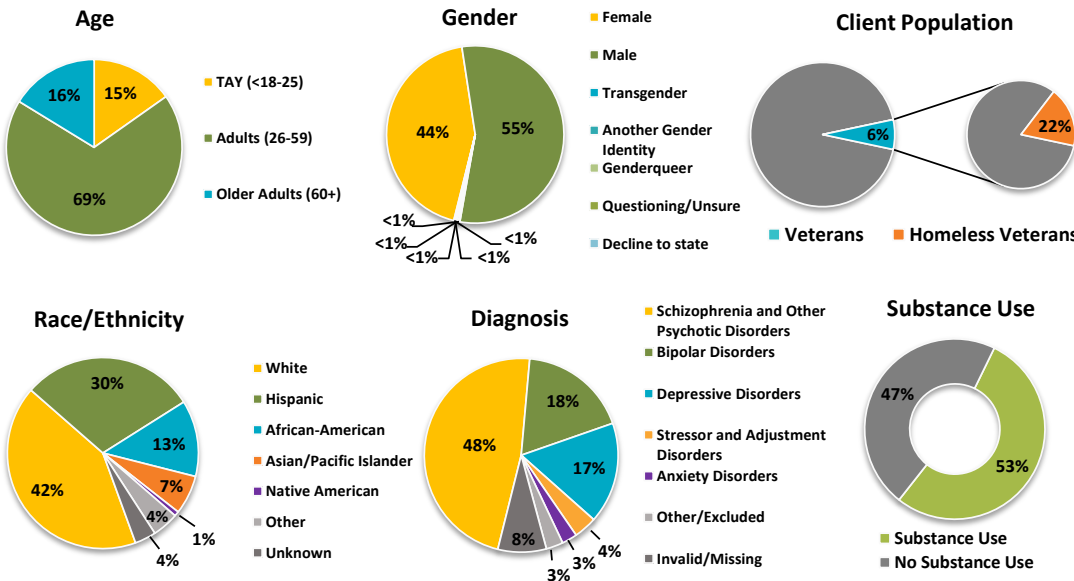
Utilization by Program Type*

Mental Health Services	N	%	Δ
Outpatient Services	15,862	69%	<-1%
Forensic Services	3,809	17%	<-1%
Emergency Services	5,167	23%	1%
24 hour Services	446	2%	<1%
Inpatient Services	1,707	7%	<-1%

Inpatient Discharges (≥18 years, N=2,104)	N	%	Δ
Without Readmission	1,570	75%	0%
30 Day Readmission	534	25%	0%
7 Day Connection to Services	658	31%	1%
30 Day Connection to Services	960	46%	3%

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%
90% of Clients Have Medi-Cal Coverage	<1%
86% of Clients Are Housed	<-1%
74% of Clients Have a Primary Care Physician	<-1%
46% Reported Improvement in their Personal Recovery (Client Self-Report)	-7%
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.