

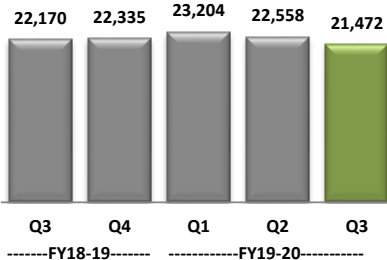
FY 2019-20

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

Clients Served

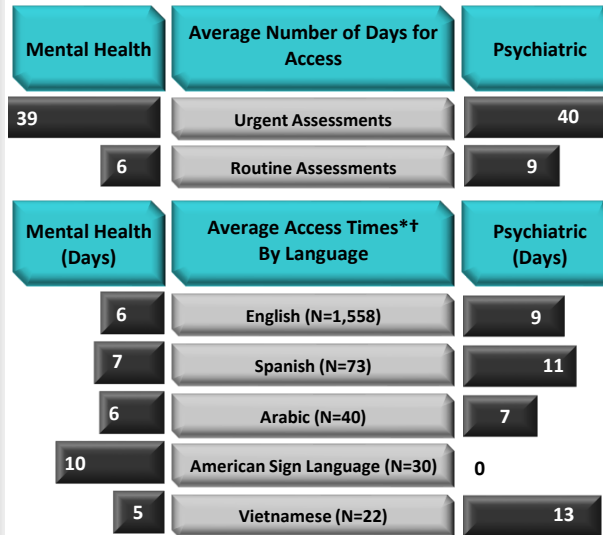


21,472 Clients Served in Q3 (-4.8%)*

879 Veterans Served in Q3

*% 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.

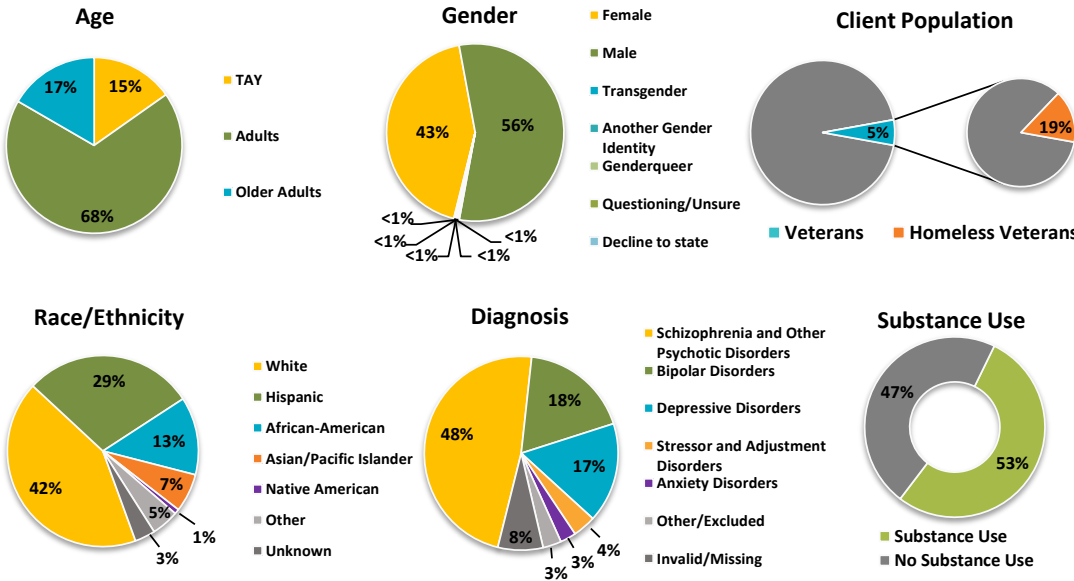
Utilization by Program Type*

Mental Health Services	N	%	Δ
Outpatient Services	14,354	67%	0%
Forensic Services	4,061	19%	1%
Emergency Services	4,641	22%	-2%
24 hour Services	416	2%	0%
Inpatient Services	1,633	8%	0%

Inpatient Discharges (≥18 years, N=2,129)	N	%	Δ
Without Readmission	1,634	77%	0%
30 Day Readmission	495	23%	0%
7 Day Connection to Services	764	36%	1%
30 Day Connection to Services	1,023	48%	-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%
82% of Clients Have Medi-Cal Coverage	-3%
86% of Clients Are Housed	0%
73% of Clients Have a Primary Care Physician	1%
51% Reported Improvement in their Personal Recovery (Client Self-Report)	0%
48% 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.