

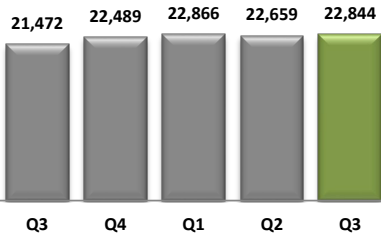
FY 2020-21

County of San Diego Behavioral Health Services

Adult and Older Adult

Client Counts

Clients Served



22,844 Clients Served in Q3 (0.8%)*

951 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.

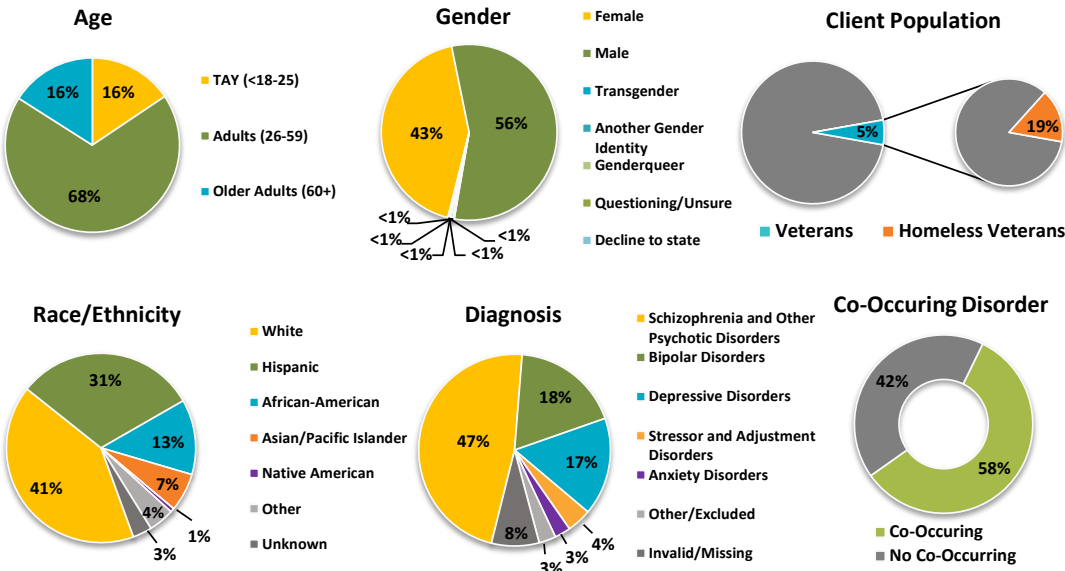
Utilization by Program Type*

Mental Health Services	N	%	Δ
Outpatient Services	15,577	68%	-2%
Forensic Services	4,087	18%	2%
Emergency Services	4,907	21%	<-1%
24 hour Services	514	2%	0%
Inpatient Services	1,695	7%	<-1%

Inpatient Discharges (≥18 years, N=1,898)	N	%	Δ
Without Readmission	1,526	80%	3%
30 Day Readmission	372	20%	-3%
7 Day Connection to Services	564	30%	2%
30 Day Connection to Services	820	43%	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
11% of Clients Are Employed	<-1%
89% of Clients Have Medi-Cal Coverage	<-1%
87% of Clients Are Housed	<-1%
74% of Clients Have a Primary Care Physician	<-1%
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)	-4%

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