Client Counts

Clients Served

22,335	23,204	22,558	21,472	22,489
Q4	Q1	Q2	Q3	Q4
-FY18-19-	----------------FY19-20--------------------			
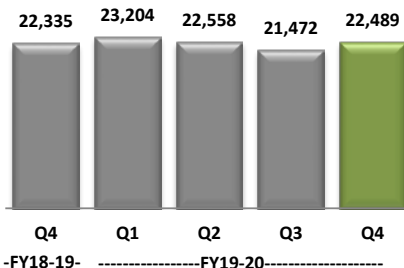
22,489 — Clients Served in Q4 (4.7%)*

565 — Veterans Served in Q4

*% Change from previous quarter.

Access

Mental Health	Access Time Averages	Psychiatric
46	Urgent Assessments (Hours)	46
5	Routine Assessments (Days)	8

Mental Health (Days)	Average Access Times*† By Language	Psychiatric (Days)
5	English (N=1,081)	8
3	Spanish (N=50)	4
4	Unknown / Not Reported (N=30)	8
2	American Sign Lang (N=23)	<1
6	Arabic (N=13)	15
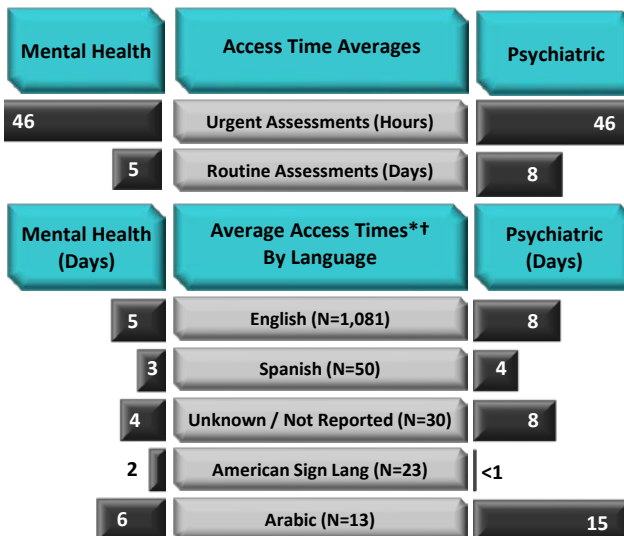
*Routine appointments.
†Access times prioritized by number of inquiries.
Note: Access Time calculation methodology was modified in Q4 FY 18-19.

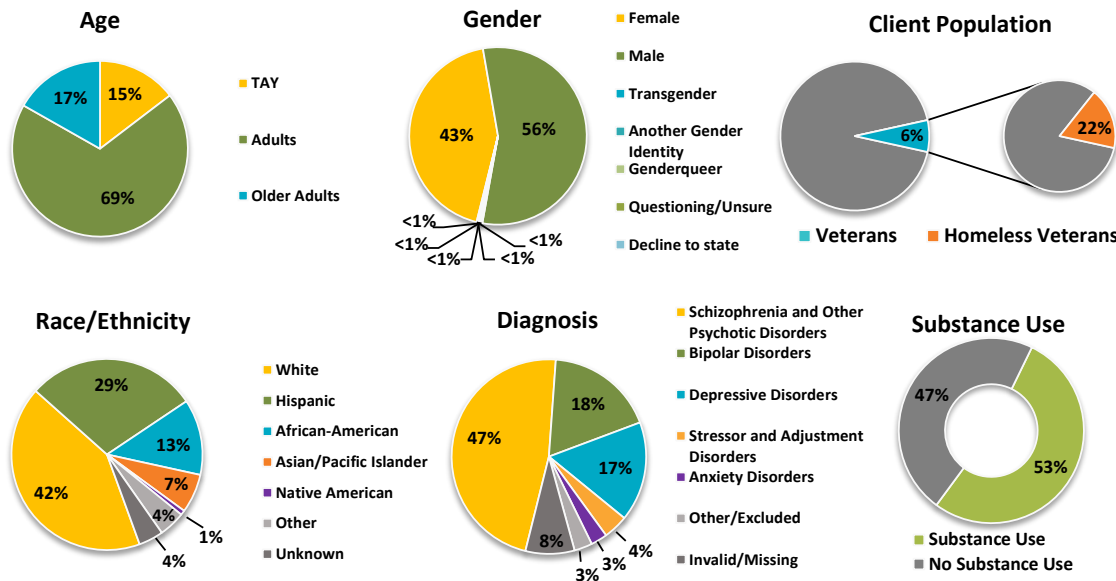## Utilization by Program Type*

Mental Health Services	N	%	Δ
Outpatient Services	15,692	70%	3%
Forensic Services	3,772	17%	-2%
Emergency Services	4,782	21%	<-1%
24 hour Services	400	2%	<-1%
Inpatient Services	1,729	8%	<1%

Inpatient Discharges (≥18 years, N=2,164)	N	%	Δ
Without Readmission	1,622	75%	-2%
30 Day Readmission	542	25%	2%
7 Day Connection to Services	648	30%	-6%
30 Day Connection to Services	932	43%	-5%

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

Age
- TAY 15%
- Adults 69%
- Older Adults 17%

Gender
- Female 56%
- Male 43%
- Transgender <1%
- Another Gender Identity <1%
- Genderqueer <1%
- Questioning/Unsure <1%
- Decline to state <1%

Client Population
- Veterans 6%
- Homeless Veterans 22%

Race/Ethnicity
- White 42%
- Hispanic 29%
- African-American 13%
- Asian/Pacific Islander 7%
- Native American 1%
- Other 4%
- Unknown 4%

Diagnosis
- Schizophrenia and Other Psychotic Disorders 18%
- Bipolar Disorders 17%
- Depressive Disorders 47%
- Stressor and Adjustment Disorders 8%
- Anxiety Disorders 3%
- Other/Excluded 3%
- Invalid/Missing 4%

Substance Use
- Substance Use 53%
- No Substance Use 47%

Quality of Life

Quality of Life Indicators*	Δ
10% of Clients Are Employed	<-1%
89% of Clients Have Medi-Cal Coverage	8%
87% of Clients Are Housed	<1%
74% of Clients Have a Primary Care Physician	1%
53% Reported Improvement in their Personal Recovery (Client Self-Report)	2%
50% 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.

Report Date: 08/28/2020