
Director's Quarterly Report

October 2018

Contra Costa Behavioral Health
Services

Table of Contents

Introduction.....2

Access to Services3

Staffing Capacity4

Finance5

Services Provided.....6

Performance Indicators.....7

Quality Assurance8

Areas of Interest9

DRAFT

Introduction

This Director's Report provides data and information on a quarterly basis to enable a common understanding of the state of Contra Costa Behavioral Health Services (CCBHS) within seven domains:

- Access to Services. How long it takes for someone to get a first appointment for mental health care in our clinics.
- Staffing Capacity. How many people we have to serve the public.
- Finance. How much money we spend versus how much is provided.
- Services Provided. How many persons are being served by level of care.
- Performance Indicators. Selected data that indicate impact of services provided.
- Quality Assurance. Information that indicates compliance with state and federal requirements for quality of care.
- Areas of Interest. A report on emerging issues, initiatives or programs of interest.

The above domains enable CCBHS leadership, stakeholders and those with oversight responsibility to focus upon data points that reflect the quality and quantity of public mental health care in Contra Costa County, and enables visibility of opportunities for system change.

Access to Services

How long does it take for someone to get a first appointment for mental health care in our county operated clinics.

1. The number of days from initial request to offered appointment that are considered **URGENT**, and the percentage of offered appointments that meet the State standard of 2 business days :

	FY 17-18 4 th qtr		FY 18-19 1 st qtr		FY 18-19 2d qtr		FY 18-19 3d qtr		FY 18-19 4 th qtr	
	days	%	days	%	days	%	days	%	days	%
All Adult Clinics	3.9	67								
West	no requests									
Central	2.0	100								
East	5.0	50								
Older Adult	no requests									

** Please note that all urgent appointment requests for children are referred to the Miller Wellness Center for immediate service needs.

2. The number of days from initial request to offered appointment that are considered **ROUTINE**, and the percentage of offered appointments that meet the State standard of 10 business days:

	FY 17-18 4 th qtr		FY 18-19 1 st qtr		FY 18-19 2d qtr		FY 18-19 3d qtr		FY 18-19 4 th qtr	
	days	%	days	%	days	%	days	%	days	%
All Adult Clinics	5.9	92								
West	5.4	96								
Central	5.0	98								
East	4.8	97								
Older Adult	22.3	8								
All Children's	9.1	70								
West	8.5	81								
Central	10.2	58								
East	8.9	70								
All Services	6.7	87								

3. The number of days from initial request to offered appointment for a **PSYCHIATRIST**, and the percentage of offered appointments that meet the State standard of 15 business days:

	FY 17-18 4 th qtr		FY 18-19 1 st qtr		FY 18-19 2d qtr		FY 18-19 3d qtr		FY 18-19 4 th qtr	
	days	%	days	%	days	%	days	%	days	%
All Adult Clinics	34.6	38								
West	9.2	83								
Central	29.1	21								
East	57.8	11								
Older Adult	28.7	43								
All Children's	19.0	55								
West	9.8	100								
Central	51.6	0								
East	16.0	48								
All Services	32.8	41								

Staffing Capacity

DRAFT

Finance

DRAFT

Services Provided

DRAFT

Performance Indicators

DRAFT

DRAFT

Areas of Interest

DRAFT

DRAFT