



Butte County Department of Behavioral Health Metrics Dashboard

Fiscal Year 2020-2021: Quarters 1-4 (July 1, 2020 through June 20, 2021)

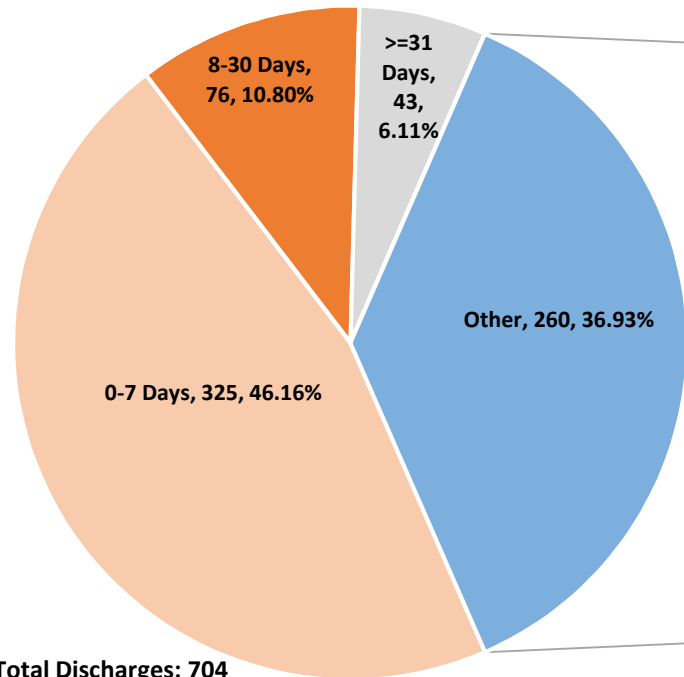
Distinct Count of Mental Health Clients Open to Services

Total: 8899 Adult: 6,784 (76.23%) Youth: 2,115 (23.77%)

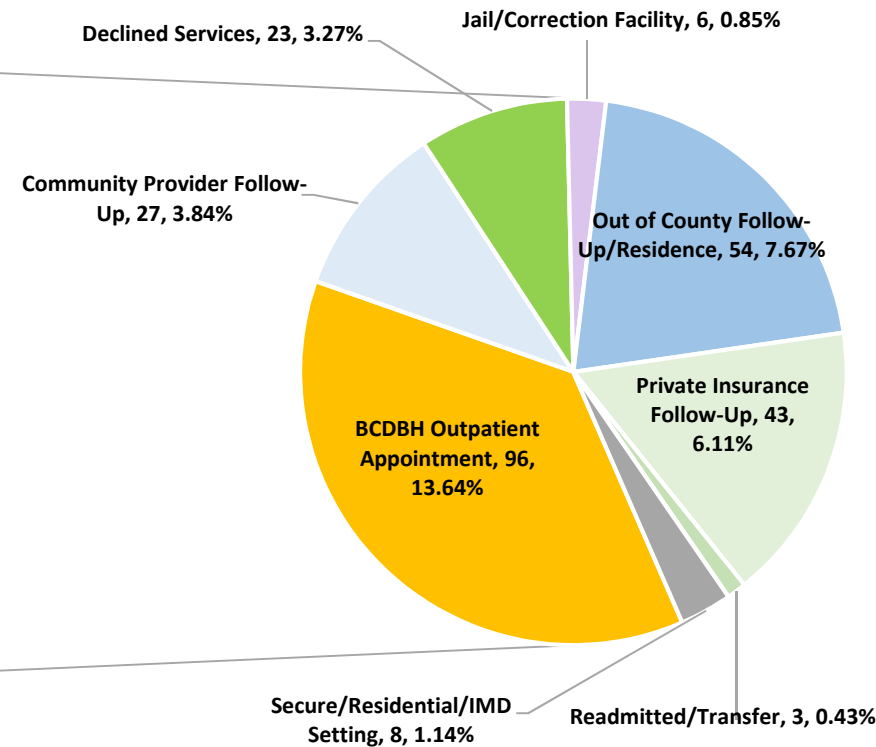
Total number of calls to Crisis Line: 8,327 (Adult: 7,109; Youth: 1,218)

Post-Psychiatric Hospitalization Timeliness & Access

Post-Discharge SMHS follow-up



Other Reasons for No SMHS follow-up



Total Discharges: 704
Total Eligible Discharges: 540
Total Ineligible Discharges: 164

Post-Hospitalization Readmission

Readmissions in 30 days: 69

BCDBH: 9.80%

Metrics Goal: at or below 17.7%

2020 SAMHSA Uniform Reporting System – National Average %: 17.7%

Eligible Discharges Linked to Services (SMHS)

Within 7 days: 325

BCDBH %: 60.19%

Metrics Goal: at or above 60%

2019 HEDIS percentage: 36.2%

Within 30 days: 401

BCDBH %: 74.26%

Metrics Goal: at or above 70%

2019 HEDIS percentage: 56.9%

Psychiatric Hospital Authorizations (Out-of-County)

Processed within 14 days of request for youth and adults

Number Processed	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Treatment Authorization Requests	38	60	58	61
Short Doyle Authorizations	10	6	19	4
% of Authorization w/in 14 days	90%	98%	99%	100%
Average Number of Days for Processing	6.4	2.4	4.9	2.9

24/7 Access Line Test Call Compliance

Quality Compliance test calls are performed monthly

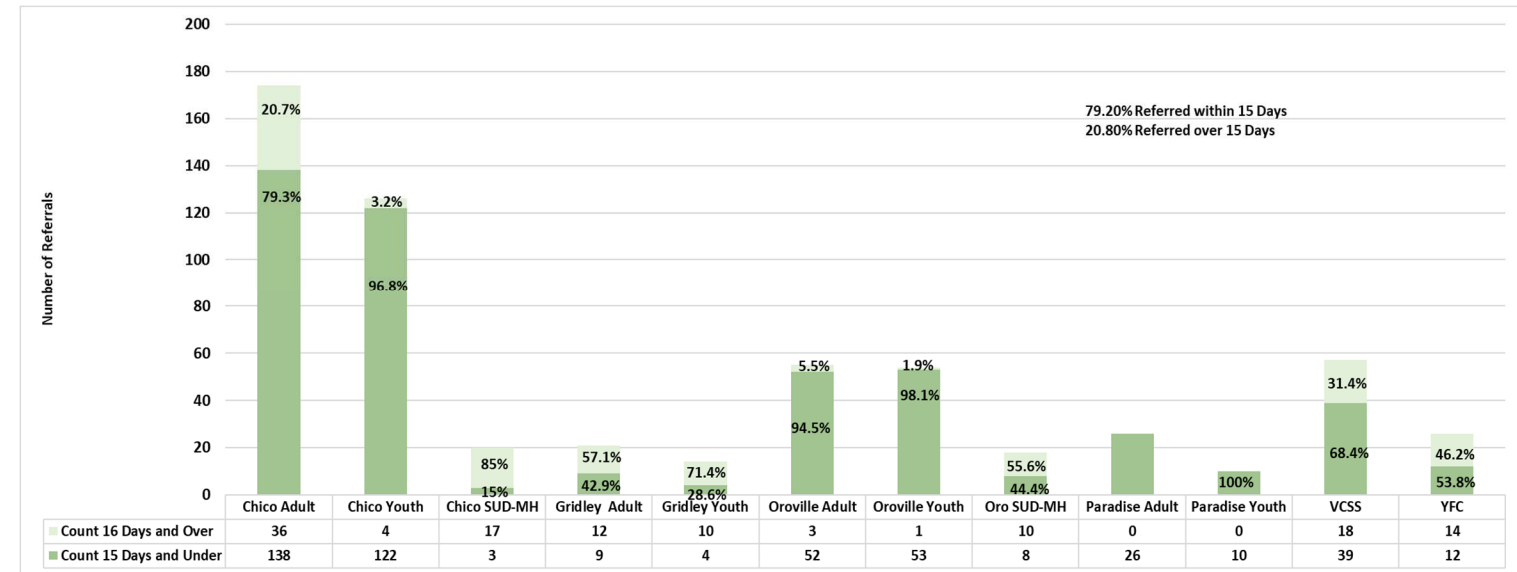
Quarter 1	Quarter 2	Quarter 3	Quarter 4
Pass: 2 Fail: 1	Pass: 2 Fail: 1	Pass: 3 Fail: 0	Pass: 4 Fail: 0

LEGEND

Metrics Goals = Goal Met = Goal NOT Met
BCDBH = Butte County Department of Behavioral Health
HEDIS = Healthcare Effectiveness Data and Information Set
IMD = Institution for Mental Disease
SMHS = Specialty Mental Health Service

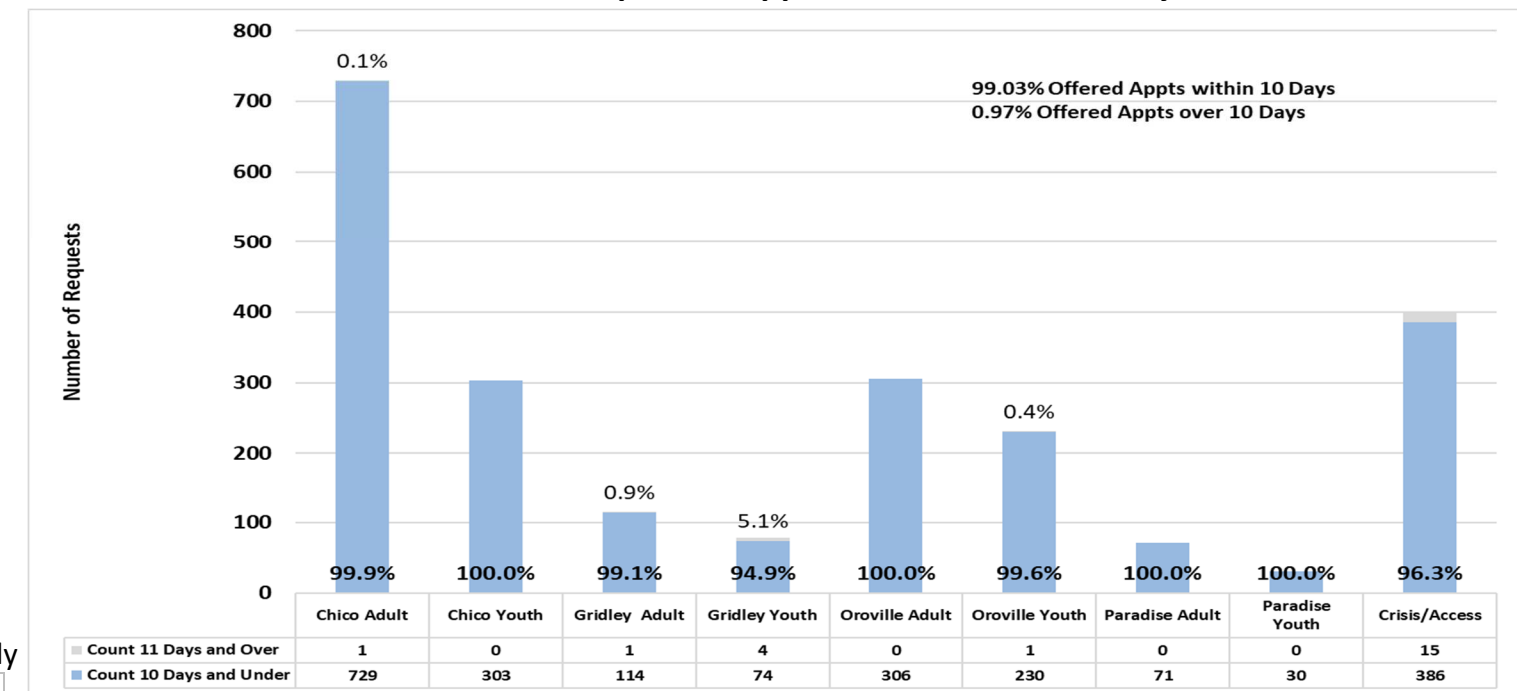
Psychiatry Wait Times (15 business day requirement)

Number of First Offered Psychiatry Appointments Scheduled by Location



Outpatient Wait Times (10 business day requirement)

Number of First Offered Outpatient Appointments Scheduled by Location



Contractor Outpatient Timely Access - 10 Business Days

First Appointment Offered Within 10 Business Days and Under: Yes/No

	COUNSELING SOLUTIONS		YOUTH FOR CHANGE		VICTOR		NVCSS		VALLEY OAKS	
	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
Dec-20	10	0	0	0	6	0	0	0	0	0
Jan-21	0	0	33	2	20	0	5	0	2	0
Feb-21	0	0	52	0	44	0	33	0	0	0
Mar-21	4	0	52	1	48	0	4	0	2	0
Apr-21	2	0	51	0	33	0	5	0	2	0
May-21	2	0	55	0	36	0	26	0	0	0
Jun-21	3	0	52	0	30	0	4	0	0	0

All counts are derived from Contractor Self-Report Tracking Logs