



CITY OF FORT BRAGG

Incorporated August 5, 1889
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February 9, 2020

Mendocino County Board of Supervisors
501 Low Gap Road, Room 1010
Ukiah, CA 95482

Re: Redwood Quality Management Company and Redwood Community Services

Dear Mendocino County Board of Supervisors:

Mendocino County's reliance on Redwood Quality Management Company (RQMC) and Redwood Community Services (RCS) for Behavioral Health and Recovery Services appears to increase each year. As the services that RQMC and RCS provide are expanded, the Fort Bragg City Council would like to see more data on the success of those programs locally, here on the Coast, and countywide. Most, if not all, of the information provided by RQMC focuses on numbers served and not on measuring the improvements in the health and wellbeing of their clients.

Without compromising confidentiality, it would be helpful to know how many clients enter programs with substance abuse or undiagnosed mental health illnesses and are successfully treated. For example, a metric that measures the baseline of clients entering the system and tracks and reports progress over time will provide accountability for County funds and a measurement to gauge ongoing improvement. Although the City Council is not well versed in Behavioral Health and Recovery Services standards and metrics, we have no doubt such assessments exist to guide and evaluate these programs. The City Council feels strongly that we should compare our local programs to others in the region and across the nation, to evaluate success and pursue means to improve our programs, not just the numbers served.

Similarly, we understand that there are limited County resources available for these services and would like to better understand the costs and the impacts to the County. How much do we spend per person? How does this compare to other jurisdictions? How much is saved in other costs such as law enforcement and emergency health care by successfully treating an individual as opposed to a person left suffering from untreated illnesses and diagnoses?

As we all understand, Behavioral Health and Recovery Services are a vital and integral piece of the overall success of our County. As such, the Fort Bragg City Council respectfully requests that the Mendocino County Board of Supervisors require a professional assessment of the services provided by RQMC and all of their subcontractors using an appropriate industry standard. The results of such an assessment can be used countywide to evaluate the quality of services provided and measure success and progress going forward. The County could use these same results to build standard requirements or metrics into their service agreements.

Thank you for your ongoing service to our County.

Sincerely,

William V. Lee
Mayor

Bernie Norvell
Vice Mayor

Teresa K. Albin-Smith
Councilmember

Jessica Morsell-Haye
Councilmember

Lindy Peters
Councilmember