

Lemos, June

From: Norvell, Bernie
Sent: Sunday, February 9, 2020 6:56 AM
To: Lemos, June
Subject: Fwd: Please support the letter about RQMC and RCS

Bernie Norvell Vice Mayor City of Fort Bragg

Begin forwarded message:

From: Anna Shaw <anna_clare_shaw@yahoo.com>
Date: February 9, 2020 at 5:36:47 AM PST
To: "Lee, Will" <Wlee@fortbragg.com>, "Norvell, Bernie" <Bnorvell2@fortbragg.com>, "Albin-Smith, Tess" <Talbinsmith@fortbragg.com>, "Morsell-Haye, Jessica" <Jmorsellhayes@fortbragg.com>, "Peters, Lindy" <LPeters2@fortbragg.com>
Subject: Please support the letter about RQMC and RCS
Reply-To: Anna Shaw <anna_clare_shaw@yahoo.com>

Greetings, I am writing to request that City Council member vote in favor of the following letter which is on the consent calendar for the City Council meeting on 2/10/20. Thank you for your attention.
Anna Shaw

February 9, 2020

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

CITY OF FORT BRAGG

Incorporated August 5, 1889

416 N. Franklin Street

Fort Bragg, CA 95437 Phone: (707) 961-2823 Fax: (707) 961-2802

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

Teresa K. Albin-Smith Councilmember

Bernie Norvell Vice Mayor

Jessica Morsell-Haye Councilmember

Lindy Peters Councilmember

Lemos, June

From: Miller, Tabatha
Sent: Monday, February 10, 2020 1:29 PM
To: Lemos, June
Subject: FW: Letter Mendocino BOS RQMC Assessment
Attachments: Contract Compliance and Audit requirements.pdf; ATT00001.htm; RQMC Definitions and Scope of Work.pdf; ATT00002.htm; Mendocino County Mental Health Plan Overview.pdf; ATT00003.htm

From: Morsell-Haye, Jessica
Sent: Monday, February 10, 2020 11:13 AM
To: Miller, Tabatha <TMiller@fortbragg.com>
Subject: Fwd: Letter Mendocino BOS RQMC Assessment

Jessica Morsell-Haye
FORT BRAGG CITY COUNCIL
Tel: (707)961-2823 x147
jmorsellhay@yahoo.com

Begin forwarded message:

From: "Sarah Walsh" <walshs@rqmc.org>
To: "Lee, Will" <Wlee@fortbragg.com>, "Norvell, Bernie" <Bnorvell2@fortbragg.com>, "Albin-Smith, Tess" <Talbinsmith@fortbragg.com>, "Morsell-Haye, Jessica" <Jmorsellhay@fortbragg.com>, "Peters, Lindy" <LPeters2@fortbragg.com>
Cc: "Camille Schraeder" <camille@rqmc.org>, "Lyndsi Massey" <MasseyL@rqmc.org>
Subject: Re: Letter Mendocino BOS RQMC Assessment

Good Morning Fort Bragg City Counsel Members,

Redwood Quality Management Company has been made aware that Behavioral Health Services and RQMC is an agenda item for today's City Counsel meeting. Attached are the three documents Camille asked that I forward to you. This is a more detailed version of what was presented in Casper for the League of Women Voters.

1. RQMC Definitions and Scope or work
2. Contract Compliance and Audit requirements
3. Mendocino County Mental Health Plan Overview.

We would be happy to meet with you to discuss and answer questions you may have regarding Behavioral Health funding, it can be complicated with federal and states funds as it directly relates to the services provided.

Please expect a FY 19/20 mid year data dashboard in the coming days.

Thank you,

Sarah Walsh

Contracts and Data Analyst

P: 707-472-0350 F:707-462-7435

Redwood Quality Management Company

350 E. Gobbi

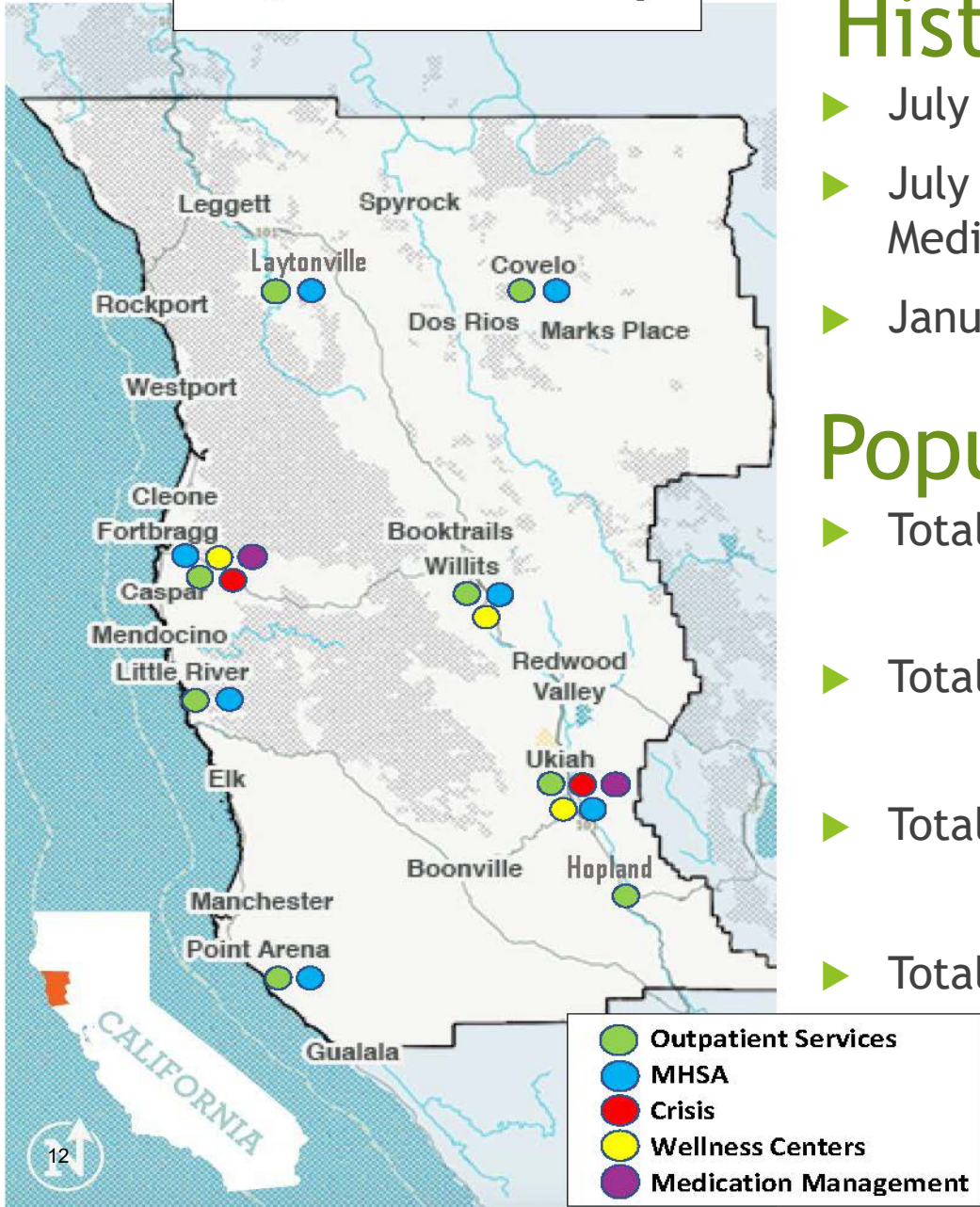
Ukiah, Ca 95482



Redwood Quality Management Company

Camille Schraeder
Chief Program Officer

RQMC Service Map



History

- ▶ July 2013 Children's System of Care
- ▶ July 2016 Adult System of Care and Children's Medication Management
- ▶ January 2018 Adult Medication Management

Population

- ▶ Total population of Mendocino County 87,606
- ▶ Total Medi-Cal Beneficiaries 42,489
48%
- ▶ Total RQMC Beneficiaries Served 3,017
7%
- ▶ Total RQMC Beneficiaries on the Coast 724
24%

Services for Children, Youth and Adults

Children System of Care: Children and Youth under the age of 21 are entitled to a full array of preventive, diagnostic and treatment services under Early and Periodic Screening, Diagnostic and Treatment Services (EPSDT) Section 1905(r) of the Social Security Act and Title 42 Code of Federal Regulations.

Adult System of Care: On January 1, 2014 the Affordable Care Act expanded and strengthened coverage to more adults with a mental health condition by allowing them to be covered by Medi-Cal.

System of Care-Medi-Cal

Mendocino County Behavioral Health and Recovery Services

Redwood Quality Management Company

Children & Youth Medi-Cal Contracts

(24 years and younger)

Medication Management

Mendocino County Youth

Tapestry Family Services

Redwood Community Services

Redwood Community Crisis Center

Adult Medi-Cal Contracts (25 years and older)

Medication Management

Hospitality Services

MCAVHN

Manzanita Services

Redwood Community Services

Redwood Community Crisis Center

System of Care-MHSA

Mendocino County Behavioral Health and Recovery Services

Redwood Quality Management Company

MHSA Contracts

Acton Network

Consolidated Tribal Health Project

RVIHC Family Resource Center

Laytonville Healthy Start FRC

Manzanita Services

MCAVHN

Mendocino Coast Hospitality Center

Mendocino County Youth Project

Nuestra Alianza

Redwood Community Services

Redwood Community Crisis Center

RVIHC Yuki Trails

Tapestry Family Services



Services Can Be Accessed By:

Calling...



- ☐ Redwood Community Services (RCS)
- ☐ Tapestry Family Services (TFS)
- ☐ Mendocino County Youth Project (MCYP)
- ☐ Redwood Community Crisis Center (RC3)
- ☐ Mendocino County Access Line
- ☐ Redwood Quality Management Company (RQMC)
- ☐ Manzanita Services
- ☐ Mendocino Coast Hospitality Center (MCHC)
- ☐ Mendocino County AIDS/Viral Hepatitis Network (MCAVHN)

Walking In To...



- ☐ Redwood Community Services (RCS)
- ☐ Tapestry Family Services (TFS)
- ☐ Mendocino County Youth Project (MCYP)
- ☐ Redwood Community Crisis Center (RC3)
- ☐ Mendocino County Access Line
- ☐ Redwood Quality Management Company (RQMC)
- ☐ Manzanita Services
- ☐ Mendocino Coast Hospitality Center (MCHC)
- ☐ Mendocino County AIDS/Viral Hepatitis Network (MCAVHN)

Third Party...



- ☐ Emergency Room Department
- ☐ Intensive Care Unit
- ☐ Child Welfare/ Social Services
- ☐ Primary Care Physician
- ☐ School
- ☐ Law Enforcement
- ☐ Psychiatry
- ☐ Family Resource Centers
- ☐ And More...

Because it is often difficult to distinguish between a troubling behavior and a serious emotional problem or mental illness, many consumers may not know when they can and should access services. When making a referral, it is important to have the consumer's full name and date of birth, parent/guardian's name and contact information, type of insurance, and primary presenting problem. Once they are screened, and determined eligible, they will receive an assessment and a friendly staff member will work with them to determine what services are best tailored to their individual needs. Possible referrals/services may include:

Therapy	Case Management	Medication Support	Rehabilitation	Therapeutic Behavioral Services	Drop In Centers	Parenting Classes	Crisis Intervention
Collateral	Evidence Based Practices	Psychiatric Services	Emergency Respite	Supported Living Environments	Life Skills Training	Vocational Training	And More!





MACC Providers and Resource Directory

**Redwood Quality Management Company
(RQMC)**

Ukiah: 350 E. Gobbi St, Ukiah CA 95482

Fort Bragg: 544 South Main Street Suite B
Unit 102 **Phone:** (707) 472-0350

Mendocino Coast Hospitality Center

Wellness Center

474 S Franklin Street, Fort Bragg, Ca 9543
Phone (707) 961-0172

Manzanita Services

Ukiah Resource Center

270 N. Pine St, Ukiah, CA 95482.
Phone (707) 463-0405

Willits Resource Center

286 School St., Willits, CA 95490
Phone (707) 456-9020

Mendocino County Youth Project

776 S State St, Ukiah, CA 95482
Phone (707) 463-4915

Tapestry Family Services

290 E. Gobbi St., Ukiah, CA 95482 Phone
(707) 463-3300

Redwood Community Services

Arbor Youth Resource Center

631 S. Orchard Ave, Ukiah, CA 95482
Phone (707) 462-7267

Redwood Community Crisis Center (RC3)

350 E. Gobbi St., Ste A, Ukiah CA 95482
Phone (707) 467-9065
24/7 Hotline 1-855-838-0404

32670 Highway 20, Ste 6, Fort Bragg, CA 95437
Phone (707) 961-0308
24/7 Hotline 1-855-838-0404

Mendocino County AIDS/Viral Hepatitis Network

148 Clara Avenue, Ukiah, CA 95482
Monday, Wednesday to Friday 9:00am-5:00pm
Tuesday 1:00pm-5:00pm

Mendocino Community Health Clinic

333 Laws Avenue, Ukiah, CA 95482
Phone (707) 468-1010

45 Hazel Street, Willits CA 95490
Phone (707) 456-9600

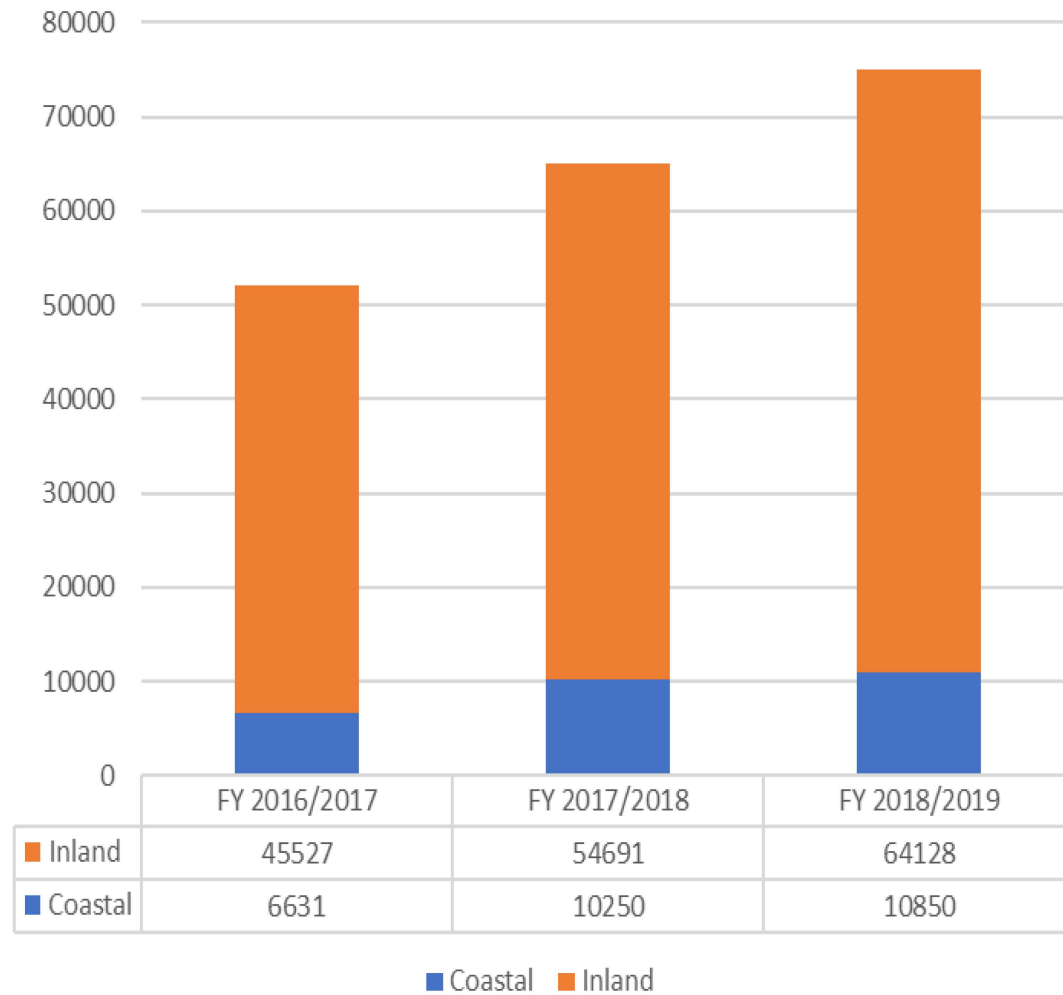
Making a Referral for Mental Health Services

RQMC has a No Wrong Door Policy when it comes to accessing mental health services. Referrals can be made directly to any provider, as well as RQMC.

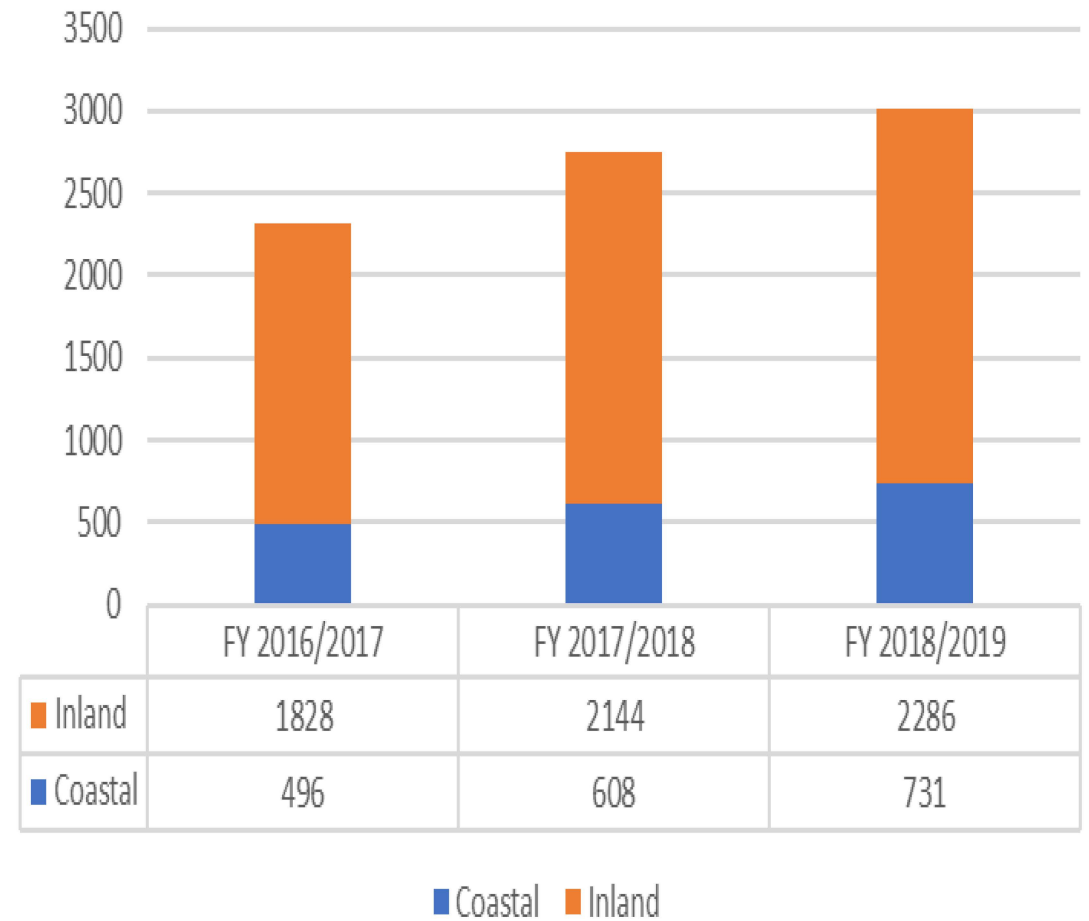
Making a Referral for Crisis Services

If you or a loved one are experiencing a mental health emergency or need additional support. Please contact the crisis team at 1-855-838-0404. Consultations and crisis assessments can be conducted 24 hours a day, 7 days a week.

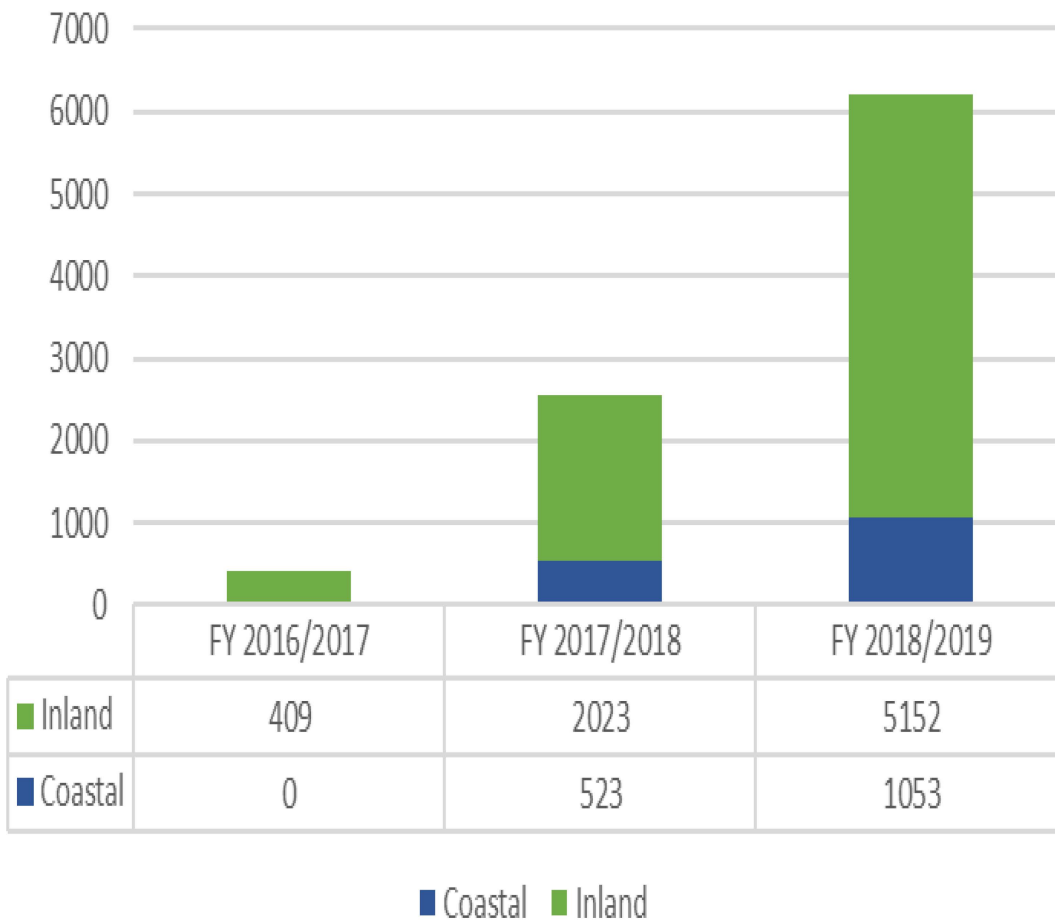
Count of Specialty Mental Health Services



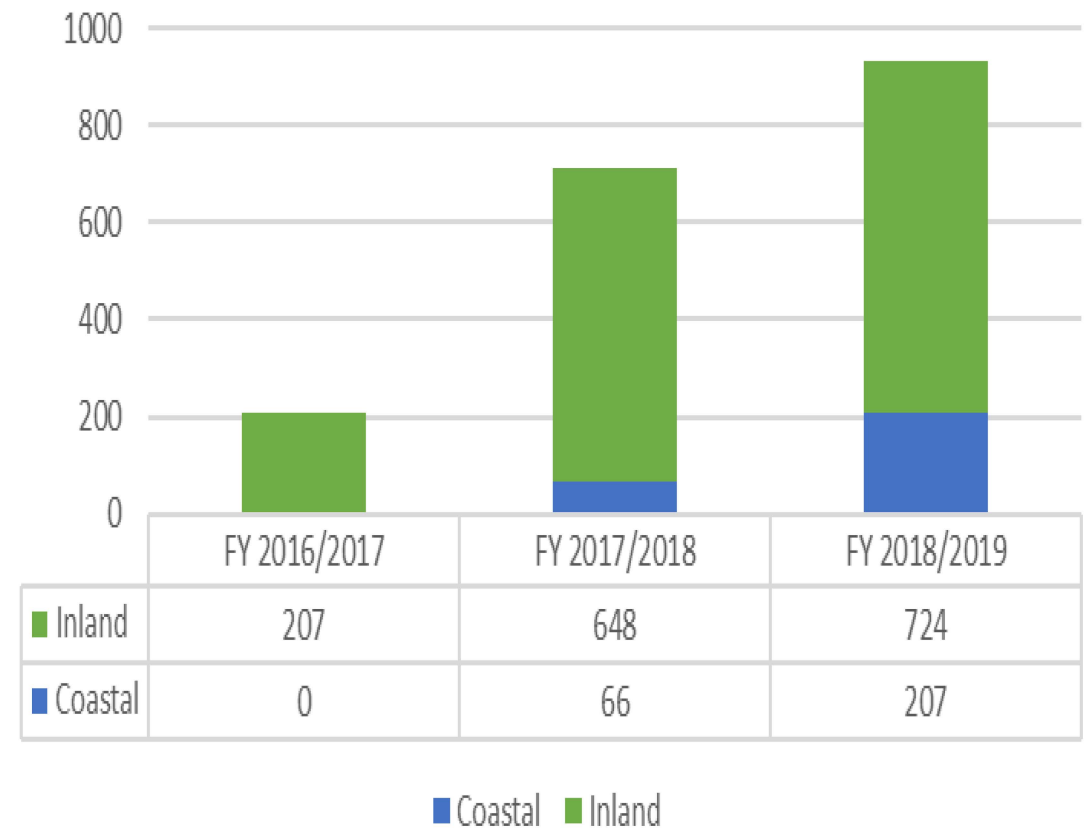
Persons Served in Specialty Mental Health



Count of Medication Management Services



Person Served in Medication Management Services



Psychiatric Scheduled Appointment Days

Monday

- ▶ Dr. Goodwin - Tele-Health Ukiah & Fort Bragg

Tuesday

- ▶ Dr. Goodwin - Ukiah
- ▶ Larry Aguirre P.A. - Ukiah & Fort Bragg
- ▶ Sandra Lopez L.V.N - Ukiah

Wednesday

- ▶ Dr. Goodwin - Fort Bragg
- ▶ Sandra Lopez L.V.N - Fort Bragg

Thursday

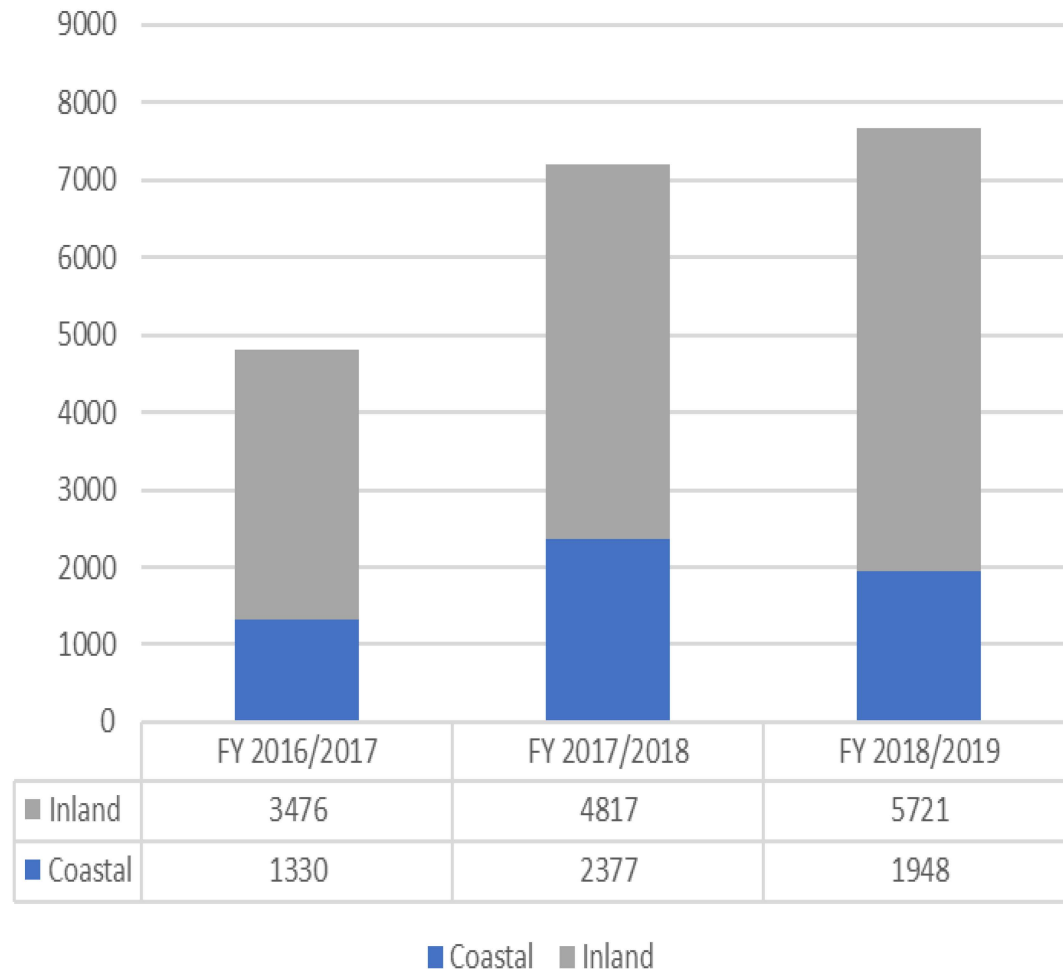
- ▶ Dr. Goodwin - Ukiah
- ▶ Larry Aguirre P.A. - Ukiah
- ▶ Sandra Lopez L.V.N - Ukiah
- ▶ Dr. Garratt - Fort Bragg
- ▶ Cheri Heffel N.P. - Ukiah One day monthly

Friday

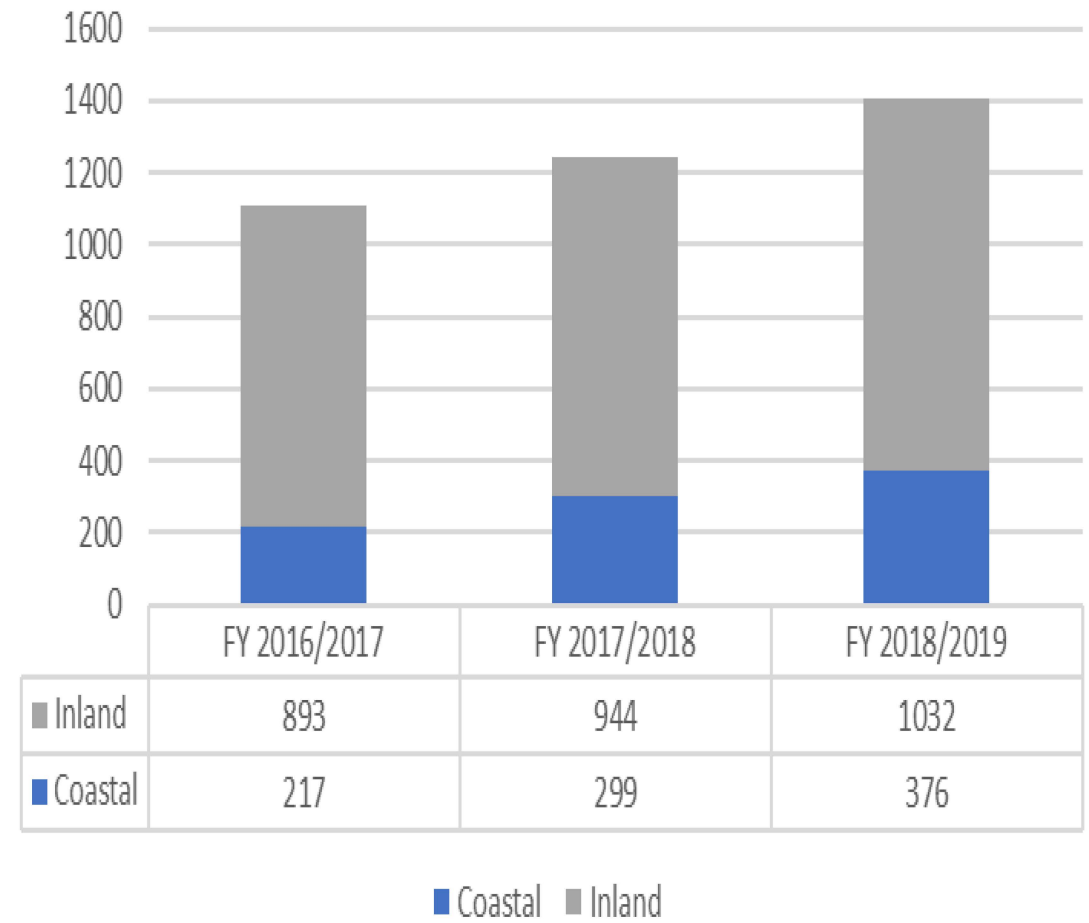
- ▶ Dr. Goodwin - Tele-Health Ukiah & Fort Bragg
- ▶ Dr. Timme - Ukiah & Tele-Health

* Doctors are available as needed for Complex Care Cases & Crisis as needed

Count of Crisis Services



Persons Served in Crisis Services



Crisis Assessments & Hospitalizations

► Assessments

► 16/17:	275-Coast	1420-Inland	1695 Total
► 17/18:	390-Coast	1691-Inland	2081 Total
► 18/19:	555-Coast	1740-Inland	2295 Total

► Hospitalizations

► 1617:	90-Coast	460-Inland	550 Total
► 1718:	125-Coast	520-Inland	645 Total
► 1819:	109-Coast	575-Inland	684 Total

.9% increase in crisis assessments and beneficiaries accessing outpatient Specialty Mental Health Services

Data Dash Board

- ▶ Data Dash Board Reports are Distributed Monthly to:
 - ▶ Board Of Supervisors
 - ▶ Behavioral Health Advisory Board
 - ▶ County Behavioral Health Services
 - ▶ City & County Officials
 - ▶ Clinics



Redwood Quality Management Company (RQMC) is the Administrative Service Organization for Mendocino County-providing management and oversight of specialty mental health, community service and support, and prevention and early intervention services. The following data is reported by age range, along with a total for the system of care (either youth or adult) as well as the overall RQMC total. This will assist in interpreting how different demographics are accessing service, as well as assist in providing an overall picture of access and service by county contract (youth and adult). Our goal is to provide the Behavioral Health Advisory Board with meaningful data that will aid in your decision making and advocacy efforts while still providing a snapshot of the overall systems of care.

AGE OF PERSONS SERVED

Children, Youth, & Young Adult System

Adult & Older Adult System

RQMC

0-11	12-17	18-21	22-24	25-40	41-64	65+	Total
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Persons Admitted to...

Outpatient Services June	25	29	8	2	21	35	3	
Total	64				59			123

Crisis Services June	4	11	9	5	38	41	4	
Total	29				83			112

Unduplicated Persons...

Served in June	261	258	72	46	221	352	55	
Total	637				628			1,265

Unduplicated Persons...

Served Fiscal Year to Date	548	585	232	134	613	746	159	
Total	1,499				1,518			3,017

Identified As (YTD)...

Male	767				787			1,554
Female	717				725			1,442
Non-Binary and Transgender	15				6			21

White	799				1207			2,006
Hispanic	380				101			481
American Indian	123				94			217
Asian	14				15			29
African American	51				29			80
Other/Undisclosed	132				72			204

YTD Persons by location...

Ukiah Area	1636
Willits Area	409
North County	108
Anderson Valley	36
North Coast	655
South Coast	69
OOC/OOS	104



AGE OF PERSONS SERVED

Children, Youth, & Young Adult System

Adult & Older Adult System

RQMC

0-11	12-17	18-21	22-24	25-40	41-64	65+	Total
------	-------	-------	-------	-------	-------	-----	-------

Total Number of...

Crisis Line Contacts June	5	22	21	12	135	129	10	
Total	60				274			334

*There were 56 logged calls where age was not disclosed. Those have been added to the total.

Crisis Line Contacts YTD	100	546	242	198	2041	1908	204	
Total	1,086				4,153			5,239

by reason for call YTD...	
Increase in Symptoms	1326
Phone Support	1463
Information Only	1050
Suicidal ideation/Threat	821
Self-Injurious Behavior	62
Access to Services	341
Aggression towards Others	48
Resources/Linkages	128

June Calls from Law Enforcement to Crisis		
TOTAL: 34		
MCSO: 11	CHP: 0	WPD: 0
FBPD: 4	Jail: 7	UPD: 12

by time of day YTD...	
08:00am-05:00pm	3292
05:00pm-08:00am	1947

YTD Calls from Law Enforcement to Crisis		
TOTAL: 525		
MCSO: 187	CHP: 11	WPD: 38
FBPD: 79	Jail: 97	UPD: 113

Total Number of...

Emergency Crisis Assessments June	5	19	17	10	58	69	10	
Total	51				137			188

Emergency Crisis Assessments YTD	68	364	168	147	667	735	146	
Total	747				1,548			2,295

YTD by location...	
Ukiah Valley Medical Center	891
Crisis Center-Walk Ins	738
Mendocino Coast District Hospital	309
Howard Memorial Hospital	269
Jail	48
Juvenile Hall	22
Schools	7
Community	11
FQHCs	0

YTD by insurance...	
Medi-Cal/Partnership	1598
Private	273
Medi/Medi	240
Medicare	87
Indigent	86
Consolidated	0
Private/Medi-Cal	4
VA	7



AGE OF PERSONS SERVED

Children, Youth, & Young Adult System

Adult & Older Adult System

RQMC

0-11	12-17	18-21	22-24	25-40	41-64	65+	Total
------	-------	-------	-------	-------	-------	-----	-------

Total Number of...

Inpatient Hospitalizations June

0	7	6	3	15	18	2	
Total				16			35
							51

ReHospitalization within 30 days	Youth	Adult	0-2 days in the Hospital	Admits	% of total Admits
June	1	6	June	5	9.80%
YTD	22	49	YTD	55	8%

Days in the ER	0	1	2	3	4	5	Unk
June	3	25	16	3		1	3
YTD	107	360	133	30	10	4	49

Inpatient Hospitalizations YTD

15	115	57	50	220	193	34	
Total				237			447
							684

YTD by location...	
Aurora- Santa Rosa**	104
Restpadd Redding/RedBluff**	224
St. Helena Napa/ Vallejo**	256
Sierra Vista Sacramento**	6
John Muir Walnut Creek**	2
San Jose BH**	10
St Marys San Francisco**	11
Marin General**	6
Heritage Oaks Sacramento**	8
VA: Sacramento / PaloAlto / Fairfield / San Francisco	6
Other**	51

YTD by criteria...	
Danger to Self	340
Gravely Disabled	191
Danger to Others	10
Combination	143

YTD at discharge...	
Discharged to Mendc	538
Had a Post-Hospital S	457
Avg days to Exit Inter	0.63

Total Number of...

Full Service Partners June

Youth	TAY	Adult	BHC	Elder	Outreach	
1	24	82	10	13	37	167

Total Number of...

Full Service Partners YTD

Youth	TAY	Adult	BHC	Elder	Outreach	
4	26	93	11	15	47	196



Services Provided				
Whole System of Care	June	June	YTD	YTD
Count of Services Provided	Youth	Adults	Youth	Adults
*Assessment	181	209	2179	2043
*Case Management	427	943	5617	9341
*Collateral	180	6	2796	40
*Crisis	89	254	1128	2754
*Family Therapy	196	1	2861	18
*TFC	53		90	
*Group Therapy	8		153	
*Group Rehab	391	49	4459	1075
*ICC	357		4682	
*Individual Rehab	511	339	6507	5044
*Individual Therapy	746	299	10114	4170
*IHBS	161		2004	
*Psychiatric Services	72	280	1027	3651
*Plan Development	133	112	1474	1078
*TBS	29		673	
Total	3534	2492	45,764	29,214
No Show Rate	5.80%	10.87%	7.80%	9.60%

Count of Services by Area	June	June	YTD	YTD
	Youth	Adult	Youth	Adult
South Coast	10		190	
North Coast	229	498	3,544	7,296
North County	122		617	
Ukiah	2,645	1,942	36,952	21,486
Willits	528	52	4,461	432

Meds Management	June	June	FY YTD	FY YTD
	Ukiah	FortBragg	Ukiah	Fort Bragg
Adult Unduplicated Clients	193	70	459	166
Adult Services Provided	361	132	3654	1186
Youth Unduplicated Clients	68	8	279	28
Youth Servcies Provided	110	18	1245	120



Contract Usage	Budgeted	YTD
Medi-Cal** (60% FFP)	\$14,000,000.00	\$13,868,660.00
MHSA	\$1,786,450.00	\$1,786,450.00
Indigent	\$811,824.00	\$814,907.00
Medication Management (60% FFP)	\$1,100,000.00	\$898,988.00

***including MHSA used in Medi-cal Services Contracts*

ASO	Budgeted	YTD
ASO	\$1,235,000.00	\$1,166,889.00

Estimated Expected FFP	June	YTD
Expected FFP	\$626,067.00	\$8,860,588.80

MHSA Services July 2018 to June 2019

Community Services and Supports		
Agency	Persons Served***	Services Provided
Hospitality Wellness Center	1184	9943
Manzanita Wellness Center	1340	7067
MCAVHN Wellness Center	275	13600
Consolidated Tribal Health	130	481
Round Valley Indian Heath-Yuki Trail	503	4028
Round Valley Indian Heath-FRC	1379	2417
Tapestry	21	86
Action Network	223	359
RCS Tay Wellness FSP	81	6942
RCS Crisis	364	794
Arbor Youth Resource Center	588	7876
Laytonville Family Resource Center	58	269

***Can be duplicated, reported as unduplicated by quarter

Prevention and Early Intervention		
Agency	Persons Served***	Services Provided
Nuestra Alianza	1150	1417
Mendocin County Youth Project	197	7478

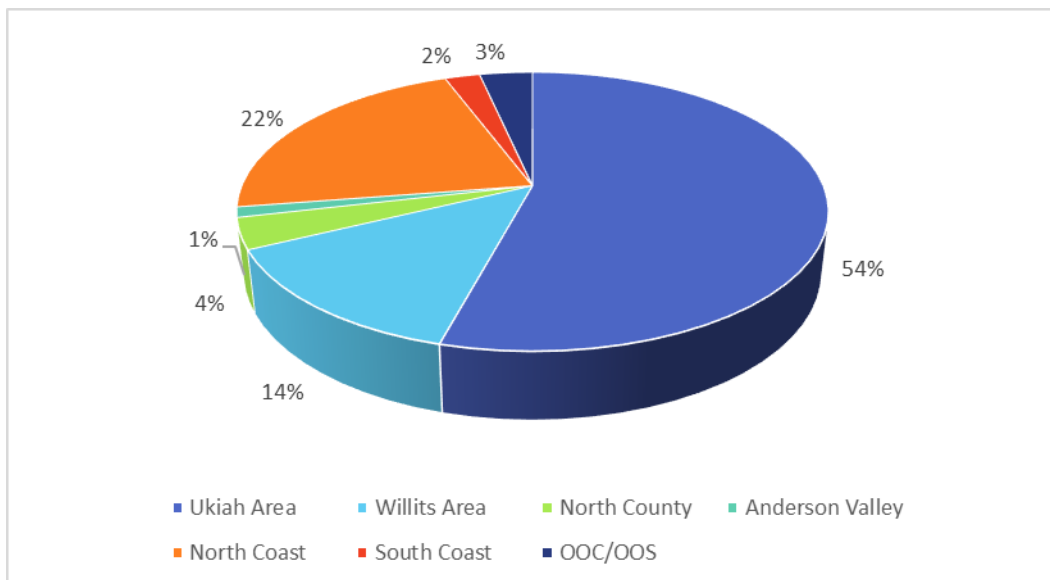
***Can be duplicated, reported as unduplicated by quarter

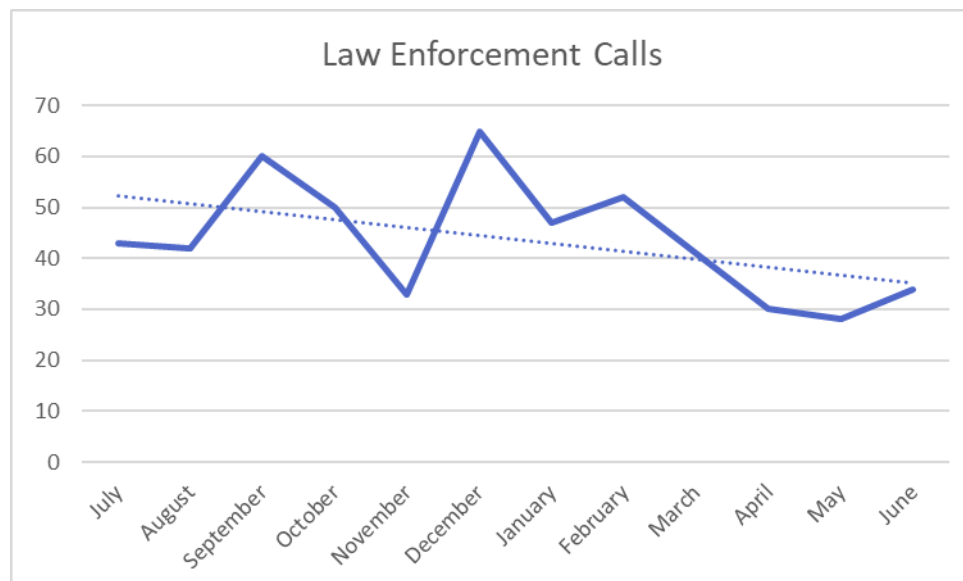
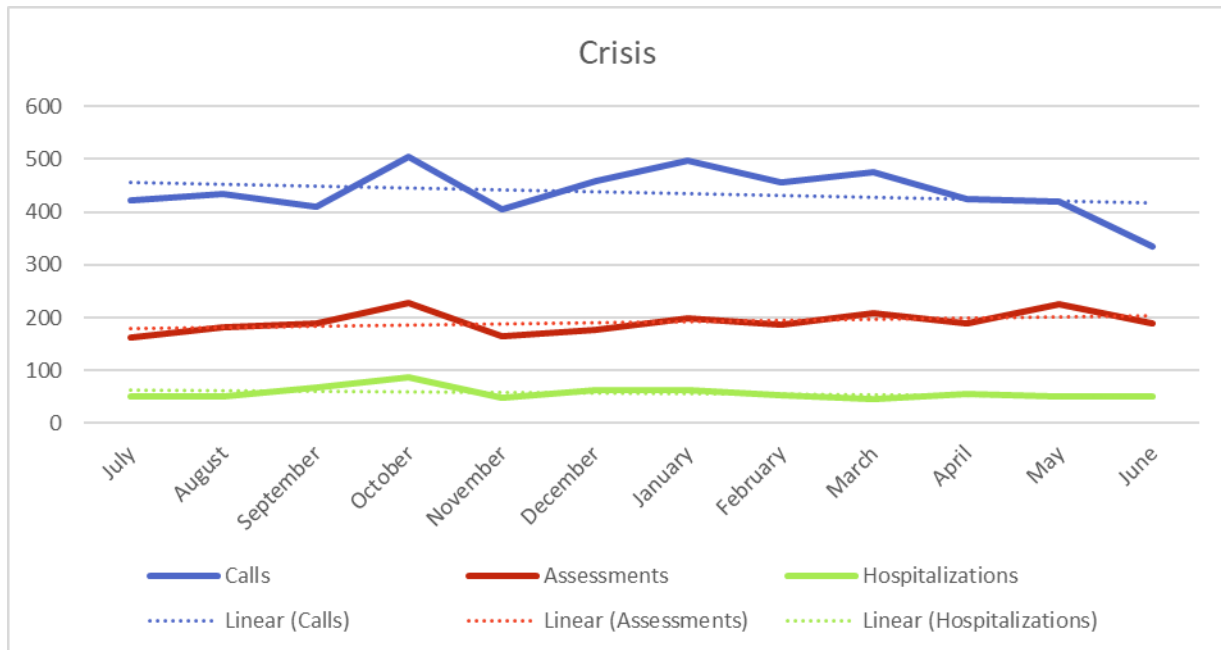
See MHSA Programs 2018/2019 for descriptions of each program

Full Service Partnership (FSP): Intensive collaborative relationship between a Mendocino County beneficiary, provider and when appropriate the beneficiaries family and personal supports. FSPs are designed to provide more intensive services to reduce likelihood of intensive, high cost urgent and emergency mental health services and/or other forms of institutionalization.

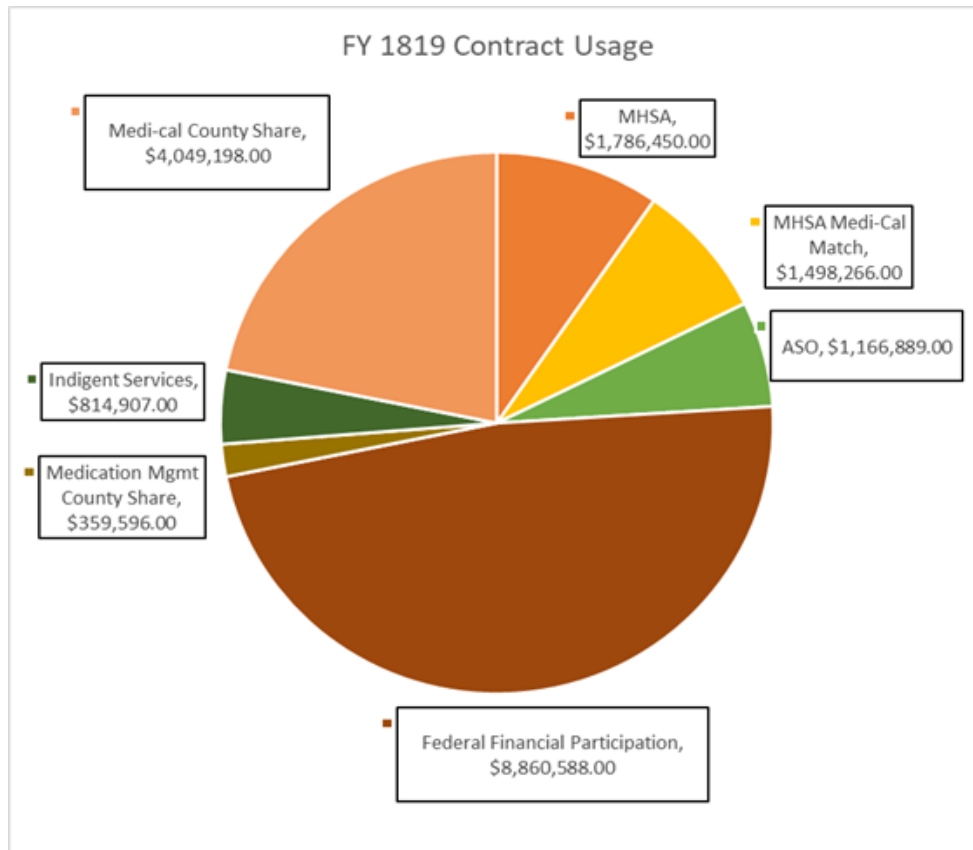
Trends Fiscal Year 2018/2019

YTD Persons by location...	Count	%
Ukiah Area	1636	54%
Willits Area	409	14%
North County	108	4%
Anderson Valley	36	1%
North Coast	655	22%
South Coast	69	2%
OOC/OOS	104	3%





Specific numbers are presented in Data Dashboard



Administrative Services Organization (ASO) Proactive system of oversight, quality monitoring and control, to include compliance, quality improvement, and continuing and ongoing utilization review to support and manage the Mendocino County Mental Health Plan. \$1,235,000 of the \$18,976,941 county contract is categorical reimbursement based, capped allocation. The ASO cannot access the remaining county contract.

Federal Financial Participation (FFP): The Federal Government's share of a States expenditures under the **Medicaid** program. FFP is reimbursed at 50-90% depending on the beneficiary. It is reimbursed after a Medi-Cal service is provided, a claim is approved and submitted to the County, then the State, then Federal Center for Medicare and Medicaid Services. This is the majority funding category and can only be the result of services to a beneficiary based on their level of impairment and Client Plan to ameliorate the effect of the impairment

Mental Health Services Act (MHSA): Prevention, early intervention and service needs and the necessary infrastructure, technology and training elements that will effectively support this system. Reimbursed after a MHSA service to a Mendocino County beneficiary is provided, a claim is approved and submitted to the County.

Medi-Cal County Share: Realignment money from state and county taxes. Reimbursed after a Medi-Cal service is provided, a claim is approved and submitted to the County. 100 percent paid upfront from county share with 60 percent reimbursement from FFP.

Indigent: Mendocino County residence who does not have public or private health coverage and cannot afford to pay for their own care. Reimbursed after a service to an indigent is provided, a claim is approved and submitted to the County.

Medi-Cal and Indigent Services	Agency/Provider Contract #		MHSA Services	Agency/Provider Contract #	
1	RCS	MC-01	1	RCS Crisis	MHSA-01
2	Tapestry	MC-02	2	RCS Stepping Stones	MHSA-02
3	MCYP	MC-03	3	RCS Arbor	MHSA-03
4	Hospitality Center	MC-04	4	Tapestry	MHSA-04
5	Manzanita	MC-05	5	MCYP-PEI	MHSA-05
6	MCAVHN	MC-06	6	Manzanita	MHSA-06
7	Dr Timme	Med-07	7	Hospitality	MHSA-07
8	Hahn, Gretchen	Med-08	8	MCAVHN	MHSA-08
9	Segal Telepsych	Med-09	9	Nuestra Alianza-PEI	MHSA-09
10	Dr Garratt	Med-10	10	Laytonville FRC	MHSA-10
11	Catholic Charities S	MC-11	11	Action Network	MHSA-11
12	Victor Treatment	MC-12	12	Consolidated Tribal He	MHSA-12
13	Remi Vista	MC-13	13	RVIHC FRC	MHSA-13
14	Starview	MC-14	14	RVIHC Yuki Trails	MHSA-14
15	Seneca	MC-15	15		MHSA-15
16	RestPadd Redding	MC-16			
17	RestPadd RedBluff	MC-17			
18	Deborah Moore	RA-01			
19	Jay Holden	RA-02			
20	Dr Timme Lead Psych	RA-03			
21	Canyon Manor	RA-04			
22	Crestwood	RA-05			
23	St Helena Napa	RA-06			
24	St Helena Vallejo	RA-07			
25	Aurora	RA-08			
26	San Jose	RA-09			
27	John Muir	RA-10			
28	Sierra Vista	RA-11			
29	ChL'B LLC	RA-12			
30	Psynergy	RA-13			
31	Cheri Heffel	Meds-18			

Medi-Cal Programs 2018/2019			
Providing Behavioral Health Services throughout Mendocino County			
Agency	Specialty Programs	Ages Served	Location
Mendocino Coast Hospitality Center	*Behavioral Health Services *Case Management and Individual Rehab *Behavioral Health Court/Full Service Partnershi *Whole Person Care *Psychiatric Referrals	18+	Coastal Areas
Manzanita Services Inc	*Behavioral Health Services *Case Management and Individual Rehab *Behavioral Health Court/Full Service Partnershi *Whole Person Care *Psychiatric Referrals	18+	Ukiah / Willits
MCAVHN	*Behavioral Health Services *Case Management and Individual Rehab *Whole Person Care *Behavioral Health Court/Full Service Partnershi *Psychiatric Referrals	18+	Ukiah
Mendocino County Youth Project	*Behavioral Health Services *Case Management Services *Psychiatric Referrals *Katie A Services *Therapeutic Behavioral Services *Parent Child Interaction Therapy	0-24	Inland, Coastal, and North County Areas
Redwood Community Services	*Behavioral Health Services *Case Management Services *Katie A Services *Therapeutic Behavioral Services *Parent Child Interaction Therapy *Whole Person Care *Psychiatric Referrals *Arrowhead Ranch	All Ages	Inland and Coastal Areas
Redwood Community Services Crisis	*De-escalation, Stabilization, and support *Emergency Mental Health Assessments *Psychiatric referrals *Inpatient psychiatric referrals and aftercare	All Ages	Throughout Mendocino County
Redwood Quality Management Co	*Medication Management *Whole Person Care 18+ *Telepsychiatry	All Ages	Ukiah / Coastal
Tapestry Family Services	*Behavioral Health Services *Case Management Services *Psychiatric referrals *Katie A Services *Therapeutic Behavioral Services *Parent Child Interaction Therapy *CARES-Group Rehab	0-24	Ukiah and North County

MHSA Programs 2018/2019

Agency	MHSA Program	Specialty Programs	MHSA Type	Ages Served	Location
Redwood Community Crisis Center	Programs Across the Lifespan; Outreach and Engagement, Full Service Partnership: Provides Community Services and Supports (CSS) funding for services to beneficiaries and their families across the lifespan for inland and coastal areas.	*Emergency Mental Health Assessments *De-escalation, Stabilization, and support *Psychiatric referrals and follow-up *Linkage to resources and long term support *Inpatient psychiatric referrals and aftercare	CSS	All ages	All of Mendocino County
RVIHC Yuki Trails	Programs Across the Lifespan; Dual Diagnosis Program: Provides Community Services and Supports (CSS) SUDT funding for services to youth and adults in the Covelo area	*SUDT *substance abuse crisis response *Individual Counseling, Case Management, and support groups *Outreach and engagement	CSS	All Ages	Covelo Area
Consolidated Tribal Health Project	Programs Across the Lifespan; Dual Diagnosis Program and Therapeutic Services to Tribal Communities: Provides Community Services and Supports (CSS) funding to 8 inland area tribes	*SUDT *Therapeutic Services *Outreach and linkage	CSS	All Ages	Inland Mendocino
Action Network	Programs across the life-span: Provides Community Services and Supports (CSS) to children, youth, young adults and their families with focus on southern coastal areas. Children and Family Services Programs; Parent Partner: Community Services and Supports (CSS) funding for services to children, young adults and their families with focus on southern coastal areas.	*Provide information on community resources *Community Based Family Support at the Family Resource Center *Bilingual/Bicultural Parent Partners	CSS	All Ages	Southern Coastal Area
Tapestry Family Services	Programs Across the life-span; Therapeutic Services to Tribal and Latino Communities: Provides Community Services and Supports (CSS) funding for unserved and underserved Tribal and Latino Children and Families with focus in the Laytonville and Covelo areas.	*Therapeutic Counseling *Outreach and engagement *School based services	CSS	0-24	Laytonville/Covelo
Redwood Community Services	Transitional Age Youth Programs; Youth Resource Center: Provides Community Services and Supports (CSS) funding for unserved and underserved Transitional Aged Youth in the Ukiah Area	*Arbor Youth Resource Center *Peer Support Services *Groups, Classes, workshops *Promote Life Skills	CSS	14-24	Ukiah Area

MHSA Programs 2018/2019

Agency	MHSA Program	Specialty Programs	MHSA Type	Ages Served	Location
Manzanita Services Inc	Programs Across the Life-Span Adult Services Program; Wellness center, Behavioral Health Court, and Full-Service Partnership: Provides Community Services and Supports (CSS) funding for Adults and Older adults in Ukiah Area	*Wellness and Recovery Center *Full Service Partnership *Linkage *Outreach and Engagement *Behavioral Health Court	CSS	18+	Ukiah/Willits
MCAVHN	Programs Across the life-Span Adult Services Program; Wellness center, Behavioral Health Court, and Full Service Partnership: Provides Community Services and Supports (CSS) funding for Adults and Older adults in Ukiah Area	*Wellness and Recovery Center *Full Service Partnership *Linkage *Outreach and Engagement *Behavioral Health Court	CSS	18+	Ukiah

Compliance & Oversight

- ▶ Contract Review and Audit Requirements
 - Requirements and Administrative Scope of Work
- ▶ Audits
 - External Quality Review Organization
 - Triennial Audit
 - Chart Reviews
 - MHSA

RQMC Required Verification Submitted Monthly for Administrative Reimbursement
Reimbursed Quarterly and Not to Exceed \$1,235,000.00

Compliance Area	Requirement Details/ Expectations of Org	Report/Audit Frequency
ASO Quality Assurance and Utilization Review Reimbursement Fiscal audit requirements	SMHS/MHSA/Indigent services invoices Back up documentation including: <ul style="list-style-type: none"> • Several Cost Allocation Worksheets separated by Youth and Adult, and by Medi-Cal, MHSA, Indigent • Detailed GL • Perpetual time studies, Wage Worksheet and Activity Statements • Units of Services worksheet 	Monthly and Quarterly invoicing & reports Annual cost settlement & cost audit

Mendocino County Contracts
Additional Requirements and Admin Scope of Work for RQMC

Compliance Area	Requirement Details/ Expectations of Org	Report/Audit Frequency
Contractor performance & compliance monitoring	Performance monitoring activities throughout operations. These activities shall include, but are not limited to: <ul style="list-style-type: none"> • client system outcomes • utilization management • utilization review • subcontractor appeals • credentialing, and monitoring • assistance in the resolution of client grievances 	Reporting required monthly, quarterly, semi-annual & annual Annual year-end report/ data compliance audit
Yearly EQRO Audit of Compliance for: <ul style="list-style-type: none"> • Timely access • Service delivery in a culturally competent manner • Coordination of care in SMHS delivery • EPSDT POS • Appropriateness • Cost-effectiveness • Access • Quality • Outcomes 	Provide all requested information and data to complete the EQR requirements Data collected/ reported: <ol style="list-style-type: none"> a. Service delivery capacity b. Service delivery system and meaningful clinical issues c. Service accessibility d. Continuity of care and coordination of care e. Beneficiary satisfaction 	Monthly reporting Annual participation in EQRO process
Cultural Competence	Annual cultural competence plan that includes, but is not limited to the following: <ol style="list-style-type: none"> 1. commitment to cultural competence criterion 2. updated assessment of service needs criterion 3. strategies and efforts for reducing racial, ethnic, cultural, and linguistic mental health disparities criterion 4. client/family member/community committee: integration of the committee within the county mental health system criterion 5. culturally competent training activities criterion 	Updated plan – Annually Final report – Annually Annual year-end report/ data compliance audit

	6. commitment to growing a multicultural workforce: hiring and retaining culturally and linguistically competent staff criterion 7. language capacity criterion 8. adaptation of services 8. Implementation of policies and practices that are related to promoting diversity and cultural competence. 9. Collection of client cultural demographic information, including race, ethnicity, primary language, gender and sexual orientation	
Training	<ul style="list-style-type: none"> • Documentation of training for all staff • Evidence of completed training • Training Plan • Training curriculum • Tracking mechanisms (e.g., log) to verify completed training 	Updated plan – Annually Final report – Annually Annual year-end report/ data compliance audit
Quality assurance & compliance monitoring	Develop Quality Assessment Plan/program which defines the structure and operational processes, assigns responsibility to appropriate individuals, and adopts or establishes quantitative measures to assess performance and to identify and prioritize area(s) of improvement.	Updated plan – Annually Final report – Annually Annual year-end report/ data compliance audit
	Track underutilization of services and overutilization of services.	Monthly reports and review of data on the underutilization and overutilization of services. Annual year-end report/ data compliance audit
	Participate in county identified continuous performance improvement projects/meetings	Monthly participation in the following: <ul style="list-style-type: none"> • Quality Improvement/Quality Management • Behavioral Health Advisory Board (BHAB) Utilization Management • ASO Care • Coordination • Quality Improvement Committee/QAPI

	Complete a minimum of two (2) Performance Improvement Projects (PIP) each fiscal year, one (1) clinical and one (1) non-clinical.	Monthly reports and performance data Annual year-end report/ compliance audit
	Complete the Quality Improvement Work Plan and Quality Improvement Work Plan Evaluation	Annual
Compliance Area	Requirement Details/ Expectations of Org	Report/Audit Frequency
Personnel Screening/ Audit Requirements	Verification/screens for the following: <ol style="list-style-type: none"> 1. Office of Inspector General Excluded Individuals List (OIG/LEIE) 2. Medi-Cal Suspended and Ineligible list 3. Excluded Parties List System (EPLS) 4. Social Security Death Master List 5. Verification of licensure without restrictions 6. National plan and subcontractor Enumeration System (NPPEp) 	Ongoing checks and reporting to County for Time of Hire and Monthly thereafter; all employees
Consumer Perception Survey data	Administration/ collection of consumer satisfaction surveys	2x/annually

Mendocino County and State MHSA Contract
Audit and Compliance Requirements for RQMC

Compliance Area	Requirement Details/ Expectations of Org	Reporting/Audit Frequency
FSP data requirements	<p>Completion of any required State instruments, maintenance according to State guidelines, and reporting using State processes. Data collection and reporting requirements can include, but is not to be limited to:</p> <ul style="list-style-type: none"> a. Client satisfaction b. Residential status c. Medical/psychiatric hospitalization d. Incarceration e. Justice System Involvement / legal events f. Emergency Intervention g. Education h. Employment i. Benefits j. Conservatorship/ Payee Status 	<p>Quarterly, semi-annually, and annual reporting</p> <p>Annual year-end report/ data compliance audit</p>
CSS programs data requirements	<p>Quarterly CSS Demographic Reports for all CSS programs.</p> <p>Monthly CSS FSP reports and outcome data</p>	<p>Quarterly reports</p> <p>Annual year-end report/ data compliance audit</p>
PEI programs data requirements	<p>Number of unduplicated clients and/or family members serv demographic information including, but not limited to:</p> <ul style="list-style-type: none"> a. Age b. Race c. Ethnicity d. Gender assigned at birth e. Gender identity f. Primary language used in home g. Sexual orientation h. Veteran's Status i. Disability- which is not a result of severe mental illness, includes physical, communication, health, or mental not limited to a learning, or developmental disability) j. Number of respondents who refuse to answer any of the categories k. Description of culturally responsive considerations. 	<p>Quarterly report</p> <p>Annual year-end report/ data compliance audit</p>

	<ul style="list-style-type: none"> l. Description of any changes made in the program from beginning of year to end. m. Description of any evidence-based practice, Promising Practice, or Community based practices that were used. n. Outcomes and indicators: approaches used to select specific indicators, and changes in outcomes and indicators as attributed to service delivery, including how often the data is collected and analyzed. o. An analysis of the strengths and challenges experienced by meeting prevention goals in the preceding year, which shall include a narrative of anecdotal information, with concrete examples or quotes from participants, peer volunteers, and service providers that may be used to show effectiveness, and/or improve services. 	
Stigma/Reduction programs data requirements	<p>Document/report –</p> <ul style="list-style-type: none"> • the number of individuals reached, • demographic information for individuals served, • which attitudes/beliefs/perceptions they aim to change, • the target population, • strategies and methods used to effect change, • any measurement of change in attitudes/ beliefs/perceptions • Strategies to avoid stigma. • Description of any measured or anecdotal impact on community changes in attitude or behavior. • Description of how the program reduced the negative attitudes, feelings, beliefs, perception, stereotypes, and/or discrimination related to having a mental illness. • Average duration of untreated mental illness measured by the interval between referral and engagement in treatment. • Number of unique services provided to each client and/or family member. • Description of ways the org encouraged access to services and followed through on referrals. • Strategies employed to promote access for the underserved population 	<p>Quarterly report</p> <p>Annual year-end report/ data compliance audit</p>
Financial Compliance & Audit	<p>Maintain books, records, documents, and other evidence, accounting procedures and practices, sufficient to properly support all direct and indirect costs, including any matching costs and expenses</p> <p>Participates in the completion of:</p>	<p>Monthly invoice for all allowable direct and indirect costs</p>

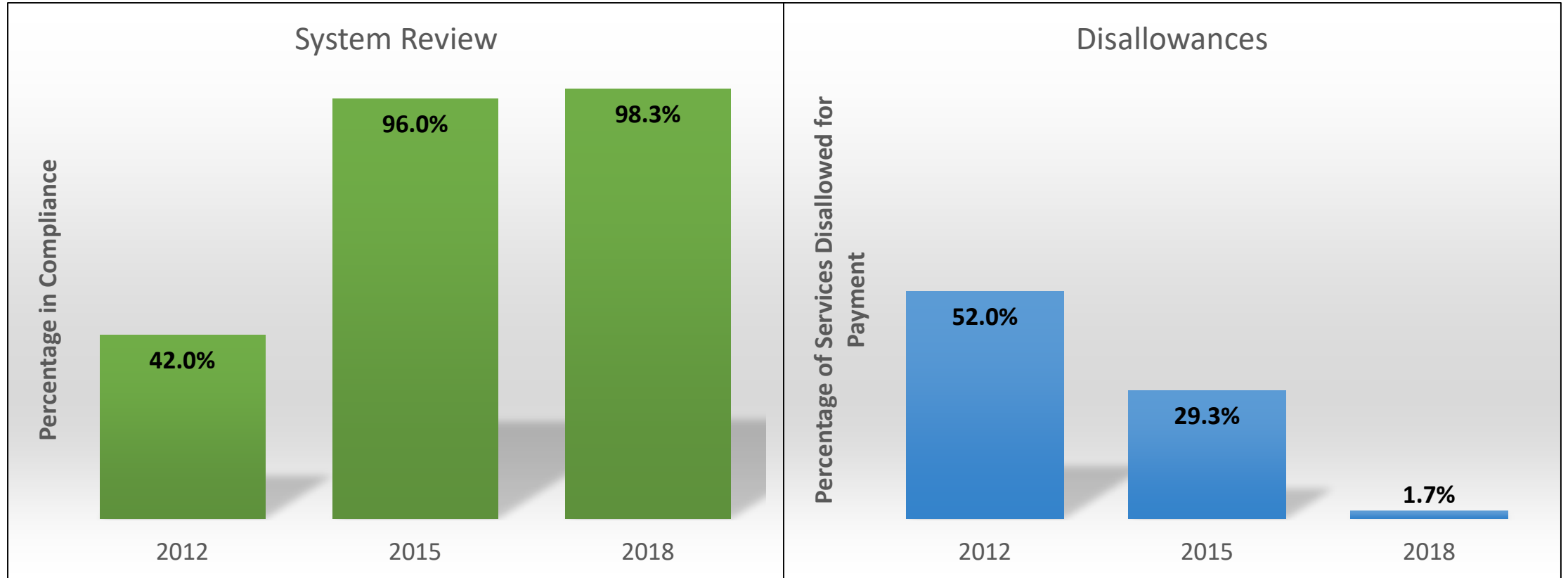
	<ul style="list-style-type: none"> • Revenue and Expenditure Report (RER) • Annual Mental Health Services Act Revenue and Expenditure Report 	<p>Yearly MHSA County financial audit</p> <p>Triennial MHSA State audit, aligned with Medi-cal triennial audit timelines</p>
	<p>Invoice spreadsheet reporting:</p> <ul style="list-style-type: none"> • PEI and CSS expenditures by Provider with services categorized by Adult and Children • MHSA Flex Fund expenditures by Provider with services categorized by Adult and Children. • MHSA Expenditure reports • Final end of year MHSA Expenditures Reports 	<p>Quarterly & End of Year annual report and audit</p>
	<p>Triennial MHSA State audit - comprehensive review of all services, expenditures, outcomes, reports, and back-up data for allocated MHSA funds in alignment with state guidelines and 3-year MHSA county plan</p>	<p>Triennial aligned with Medi-cal triennial audit timelines</p>
MHSA Claims Administration	<p>RQMC reviews providers statements. RQM then cuts a check to the provider and creates a single invoice from the monthly provider statements. RQM then submits the invoice to the county for review and payment</p>	<p>Completed Monthly</p>

State and Mendocino County Contracts with MHPs for Medi-cal Mental Health Services
Audit and Compliance Requirements for RQMC

Compliance Area	Requirement Details/ Expectations of Org	Reporting/Audit Frequency
Utilization Data Collection	Providing data separated by Adult Services (18+), Children's Services (0-17), and Foster Care in the following categories: <ol style="list-style-type: none"> Timeliness of initial request to first offered appointment Timeliness of initial request to first kept appointment Timeliness of service request for urgent appointment to actual encounter Timeliness of follow-up encounters post-psychiatric inpatient discharge Psychiatric readmission rates within 30 days Psychiatrist and clinician no-show rates Access to after-hours care Responsiveness of the crisis number 	Reporting required monthly, quarterly, semi-annual & annual Annual year-end report/ data compliance audit
Utilization Management	Monitoring the number, type, and geographic distribution of mental health services.	Monthly reporting Annual year-end report/ data compliance audit
	Track patterns, trends, outlier data, and monitor post care outcomes to assess effectiveness of care and services	Monthly reporting Annual year-end report/ data compliance audit
	participate in County Utilization Management meetings and provide to all requested information and data for each meeting.	Monthly
	Monitor and measure System Performance on a monthly basis to include, but not be limited to, the following: <ol style="list-style-type: none"> Inpatient hospitalizations Crisis services Timely access to outpatient and psychiatric services No shows Client outcomes Client satisfaction 	Monthly reporting Annual year-end report/ data compliance audit
	Participates in clinical chart audits, treatment authorization audits, and billing audits	Monthly

		Annual year-end report/ compliance audit
Outcome Monitoring/Data	Data/outcome tracking and reporting from all required measures: <ul style="list-style-type: none"> • Adult Needs and Strengths Assessment (ANSA) • Child Assessment of Needs and Strengths 50 (CANS-50) • Pediatric Symptom Checklist (PSC-35) 	Collected at the beginning of treatment, every six months following the first administration, and at the end of treatment Reported monthly, quarterly, semi-annually and annually Annual year-end report/ data compliance audit
Medi-cal Contract – Service Audit Requirements	Participates in Medi-Cal Site certification and System Reviews Ensure compliance with all federal, State and County requirements, including compliance with documentation requirements for Medi-Cal reimbursable services.	Initial and Triennial re - certifications
	Participates in Medi-cal Audit for service compliance and disallowance - comprehensive review of all services, expenditures, outcomes, reports, and back-up data for billed Medi-cal funds in alignment with state guidelines Participates in full client chart audit to ensure all Medi-Cal/Medicaid requirements are met for units of service billed	Monthly Outpatient Chart Reviews Yearly County Medi-cal chart audit Triennial State DHCS audit
Medi-Cal Claims Administration	Reviews contracted provider EDI statement and backup for any issues or discrepancies. RQM issues a check to provider and gets a paid claim cert signed. RQM then creates an invoice from all of the provider EDI statements. RQM submits the invoice along with providers statement, pcc, detailed backup and EDI text file. Those documents are submitted to the county for review and payment	EDI processing and reconciliation completed weekly
Indigent Claims Administration	RQMC reviews providers statements. RQM then cuts a check to the provider and creates a single invoice from the monthly provider statements. RQM then submits the invoice to the county for review and payment	Completed monthly

Specialty Mental Health



Information from Department of Health Care Services Triennial Review



Mendocino County BHRS - Quality Assurance Audit Schedule FY 2019 - 2020

Date of Audit *	Period being audited	Audit Type	Providers	Fiscal List /Notice Due to ASO
7/22/2019	9/1/2018 through 11/30/2018	Medication Chart Audit	RQMC 15 adult, 5 youth	N/A -Mark Yap
10/7/2019	12/1/2019 through 2/30/2019	Medication Chart Audit	RQMC 15 adult, 5 youth	N/A -Mark Yap
12/9/2019	7/1/2019 through 9/30/2019	SUDT Chart Audit	BHRS 3% Open Charts	11/18/2019
1/13/2020	4/1/2019 through 6/30/2019	Medication Chart Audit	RQMC 15 adult, 5 youth	N/A -Mark Yap
1/20/2020	7/1/2019 through 9/30/2019	Crisis Audit	RC3, 5% of Crisis	12/30/2019
2/17/2020	4/1/2019 through 6/30/2019	Outpatient Chart Audit	All Providers 3% Open Charts	1/27/2020
3/30/2020	10/1/2019 through 12/31/2019	SUDT Chart Audit	BHRS 3% Open Charts	3/9/2020
4/13/2019	9/1/2019 through 11/30/2019	Medication Chart Audit	RQMC 15 adult, 5 youth	N/A -Mark Yap
4/20/2019	9/1/2019 through 11/30/2019	Outpatient Chart Audit	All Providers 3% Open Charts	3/30/2020

Medication Chart Audit: Conducted by contracted pharmacist, approximately 5% of medication charts from RQMC will be reviewed each quarter.

FY 19-20 Estimated Numbers: 15 adult charts and 5 youth charts will be reviewed quarterly.

Exym will be used for the Medication audit, and Med Rooms will be visited yearly.

Outpatient Chart Audit: At least 15 business days prior to the audit, 3% of Outpatient chart client numbers will provided to RQMC, twice a year.

FY 19-20 Estimated Numbers: 21 Adult Charts, 6 Children charts per audit, twice a year.

Crisis Audits: At least 15 business days prior to the audit, 5% at Crisis Services over the referenced quarter will be reviewed for the year

FY 19-20 Estimated Numbers: 12 Adult Charts, 6 Children charts per audit, once a year.

SUDT Chart Audits: At least 15 business days prior to the audit, 3% of SUDT chart client numbers will provided to BHRS SUDT, twice a year.

FY 19-20 Estimated Numbers: 10 SUDT Charts per audit, twice a year

***The charts are due at 8am the 1st day of the Audit. (1120 S. Dora St. Ukiah)**