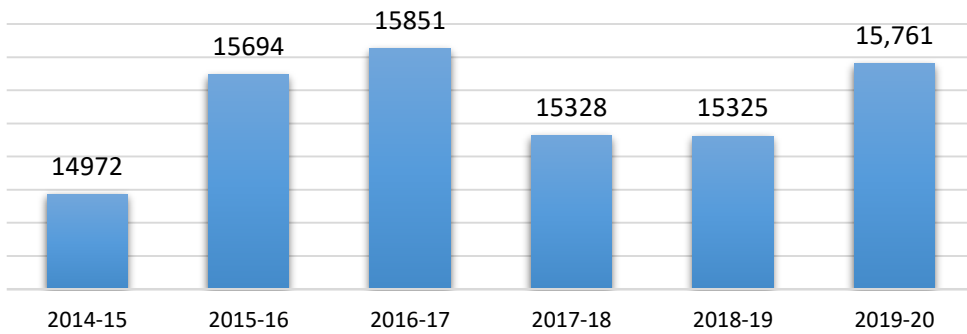


VCBH Consumers Served FY 2019-20

Unduplicated Client Count



Unduplicated Client Count includes clients with Medi-Cal and other payor sources

Race / Ethnicity

- 45% Latino or Hispanic
- 32% White
- 15% Unknown
- 3% African American
- 3% Multiple Race or Filipino



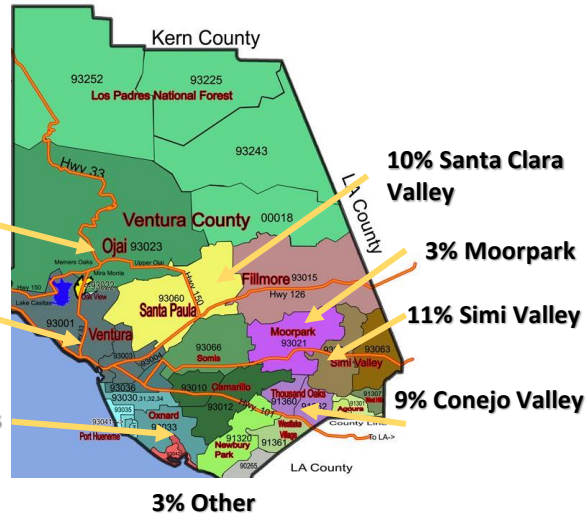
Age

- 0-5 5%
- 6-17 33%
- 18-25 13%
- 25-64 45%
- 65+ 5%

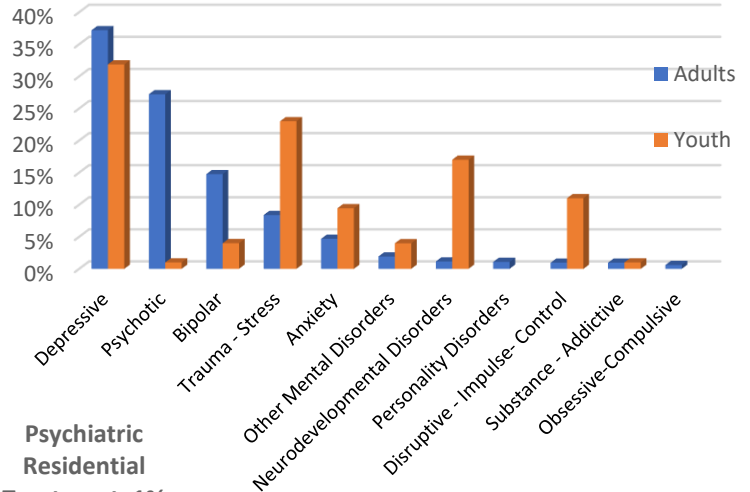


Gender

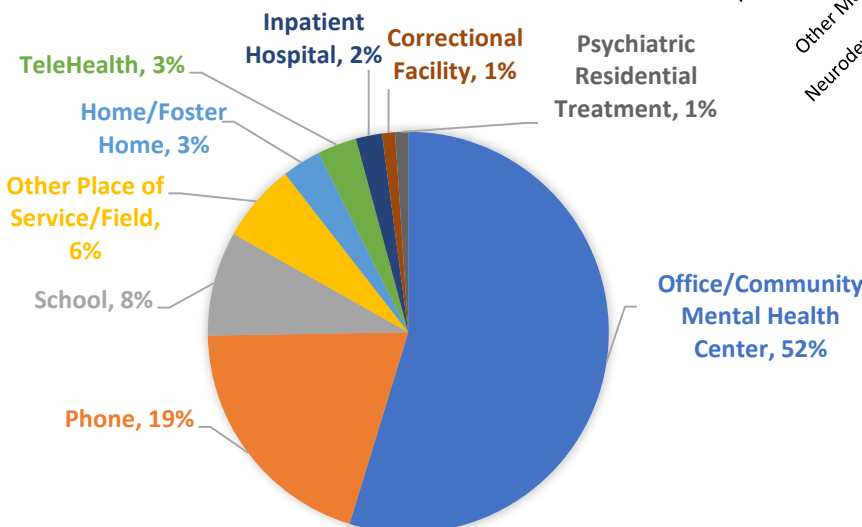
- 51% Female
- 49% Male



Diagnosis



Service Location



Services Provided By

VCBH Adult	45%
VCBH Youth and Family	34%
VCBH STAR	19%
Adult Crisis	19%
Youth & Family Contractors	12%
CSU Adult	5%
IPU	5%
Adult Contractors	4%
No Data	3%

The number of clients served in 19-20 was slightly greater than in the last few years. Still, the client details, as described for 19-20, have remained proportionally similar over the last few years. A key difference this year is the increase in services provided by "phone" as a result of COVID-19.



Data source: VCBH summary of clients served from Electronic Health Record

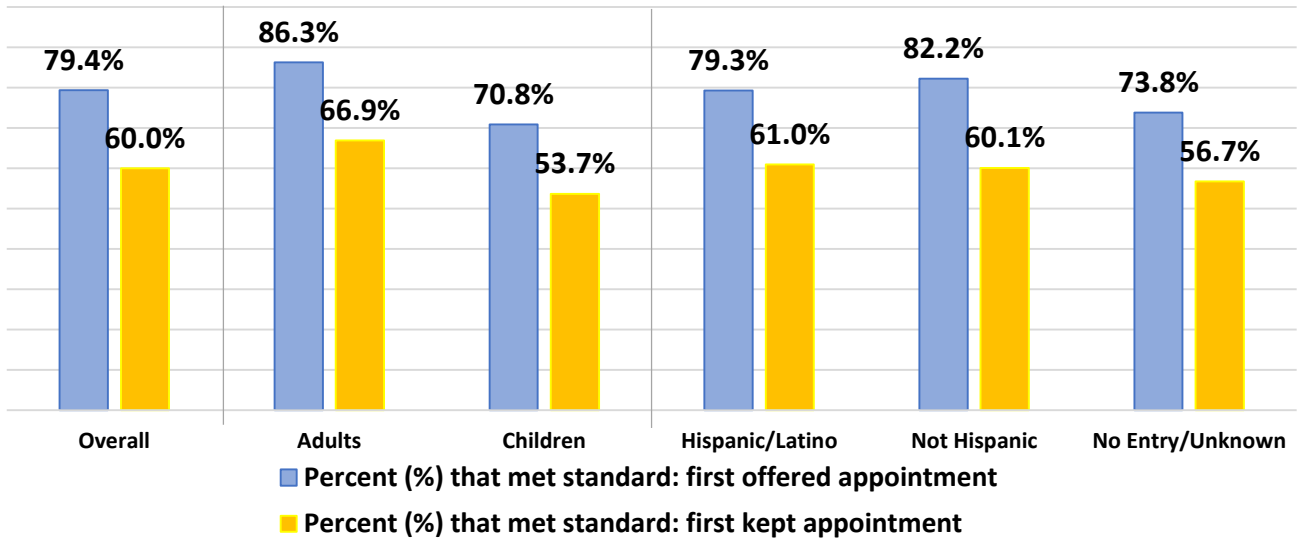
<https://vcbh.org>

VCBH Consumers Served FY 2019-2020: Timely Access

Timely access standards are established by the Department of Health Care Services to ensure mental health services are provided in a timely manner. They are examined yearly during the external review process. Some key timely access measures are highlighted to follow and are presented for *all clients, for adults & children, and by ethnicity*.

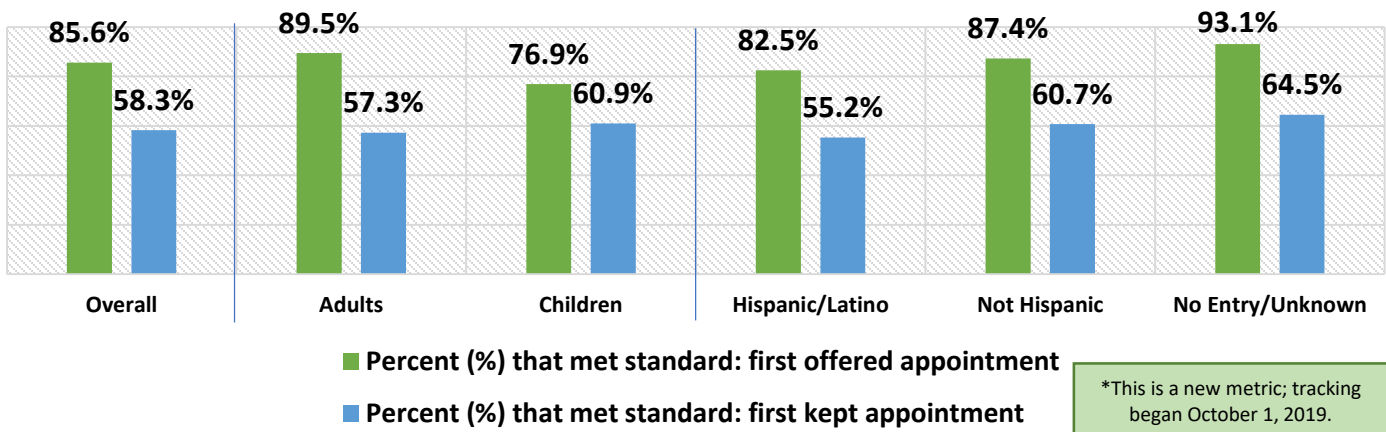
Note: Ethnicity data is self-reported and in some cases is not provided, here shown as no entry/unknown

Time from **initial request to first offered** appointment & **initial request to first kept** appointment. Standard: 10 business days.

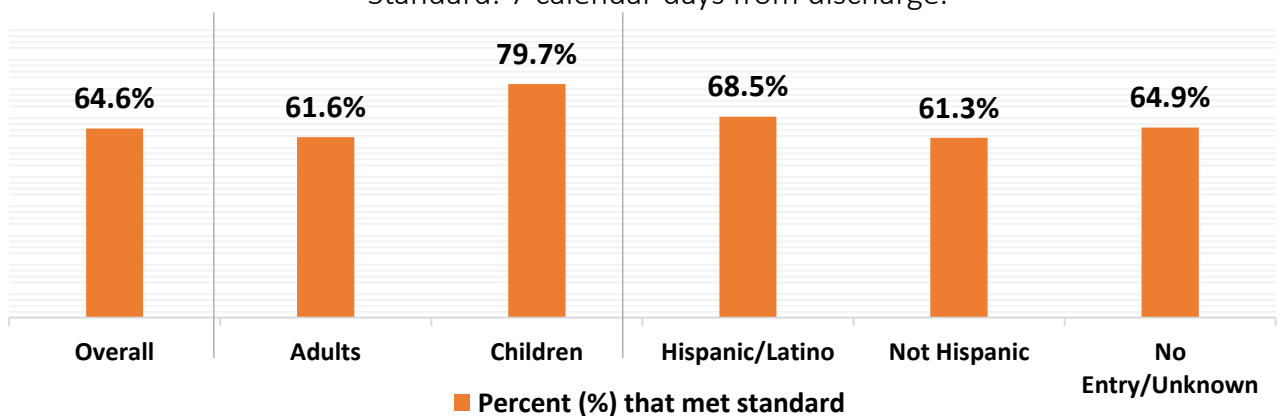


Recent targeted projects have helped to improve these timeliness measures. For comparison, overall in FY 18-19, **57.4%** of requests met the standard for first offered and **42.6%** met it for first actual appointment.

Time from **initial request to first offered psychiatric*** appointment & **initial request to first kept psychiatric** appointment. Standard: 15 business days



Timeliness of **follow-up appointments** post-psychiatric inpatient discharge. Standard: 7 calendar days from discharge.



In FY 18-19, **47%** of appointments met the 7-day follow-up standard. VCBH currently has an improvement project and grant funding to enhance supports for clients in the post-psychiatric inpatient discharge period. The goals are to increase care coordination and reduce re-hospitalization rates, which are currently at 19% overall.