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**BEHAVIORAL HEALTH SERVICES**  
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Report title: AOABH Access Log: January through March 2019  
Report date: May 14, 2019  
Report by: Jonathan Rich, Ph.D.

The AOABH Access Log for the period from January through March contained 3255 entries. Under “Medi-Cal status,” “*Client Does Not Know*” was indicated for 696 clients and “No” was indicated for 578 clients. Those clients reporting that they did not have Medi-Cal benefits or who did not know whether they had Medi-Cal benefits were eliminated from this analysis. This left 1981 Medi-Cal beneficiaries. Sixteen clients were served by AB109 and shown as Medi-Cal clients. Because AB109 does not bill Medi-Cal, these clients were also eliminated, leaving a final count of 1965 clients for this analysis.

The client age ranged from 14 to 89 years. For the 14-year-old, a note indicated, “This writer determined that client was underage and provided information for CYS North Region to the caller.” The next youngest client was 18 years old. The mean age at referral was 40.0 years, standard deviation 14.6 years. Appointments were accepted by 1682 out of the 1965 clients (85.6%).

**Waiting Time for Appointments**

The waiting time was calculated based on the time between the contact/log date and the appointment date offered to the client. The number of emergency, urgent and routine appointments offered within certain periods is shown in the table below:

**Table 1. Time from contact to offered appointment, for emergent, urgent, and routine appointments**

	Within 4 hrs.	5-24 hrs.	2-10 workdays	Over 10 workdays	Total
Emergent	301	0	0	0	301
Urgent	0	56	0	0	56
Routine	0	703	622	0	1325
Total	301	759	622	0	1682

Emergency contacts are to be offered an appointment within 4 hours, urgent contacts within one calendar day, and routine contacts are to be offered an appointment within 10 business days. There were 301 emergency referrals, all seen within the 4-hour limit. There were 56 urgent referrals; all were seen within 24 hours. There were 1325 routine referrals – all were seen within ten workdays.

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Table 2 shows average number of days from referral to offered appointment and from offered appointment to accepted appointment date.

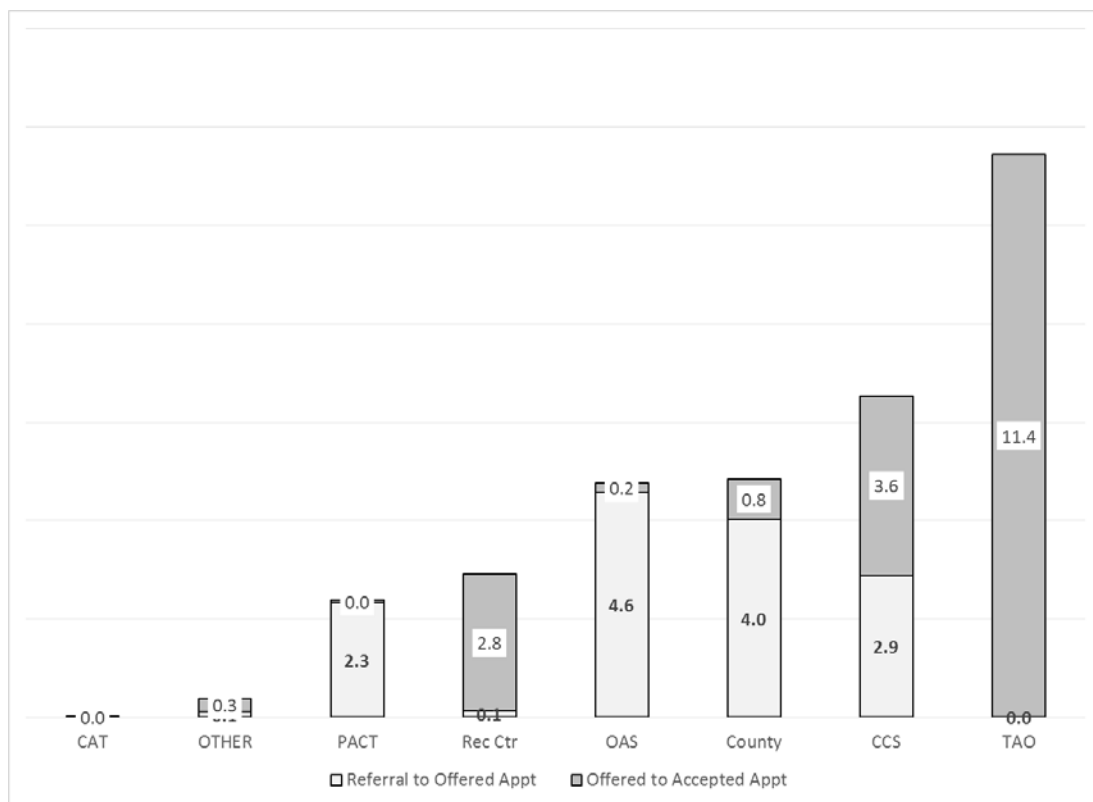
**Table 2. Referral to offered appointment and offered to accepted appointment time**

	N	Minimum	Maximum	Mean	Std. Deviation
Days - referred to offered appt.	1682	0.0	11.0	2.2	2.8
Workdays - referred to offered appt.	1682	0.0	6.0	1.5	1.8
Offered to accepted appt	1682	-6.0	40.0	1.3	3.4

Appointments were accepted on or before the offered date 63.9% of the time.

The days from contact to offered appointment differed by agency, as shown in Figure 1.

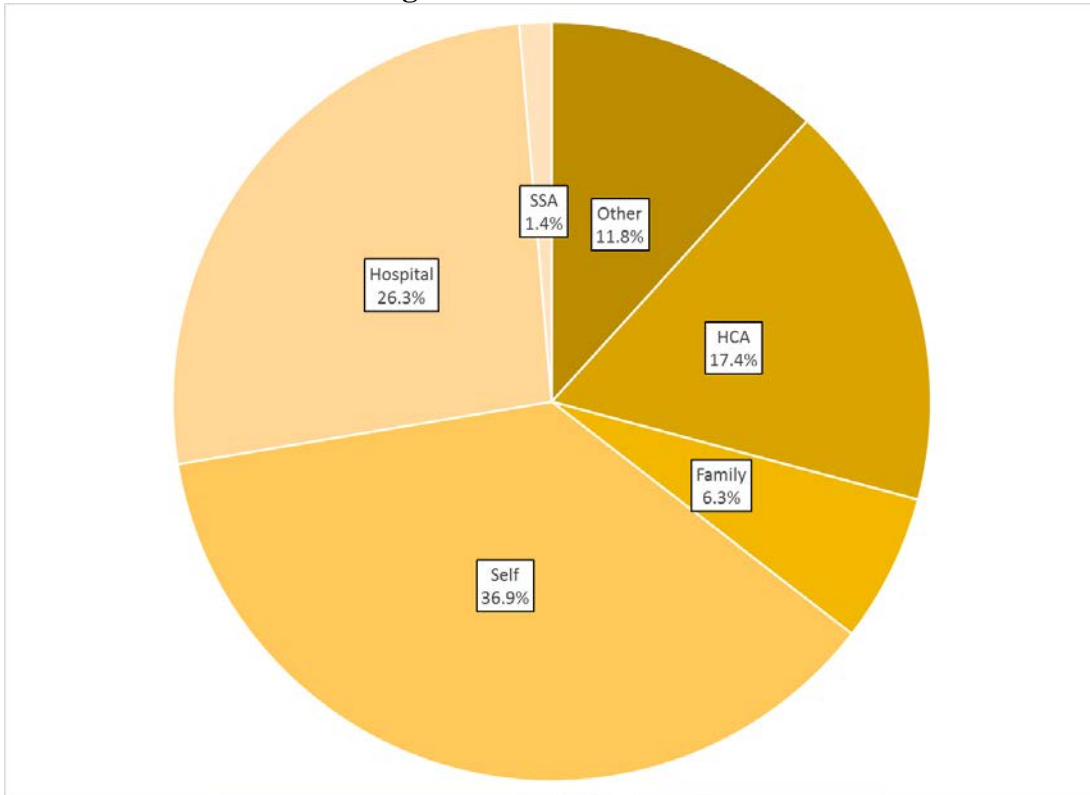
**Figure 1. Mean calendar days, referral to offered appointment and offered to accepted appointment, by agency**



**Referral Sources**

Primary referral sources are shown below:

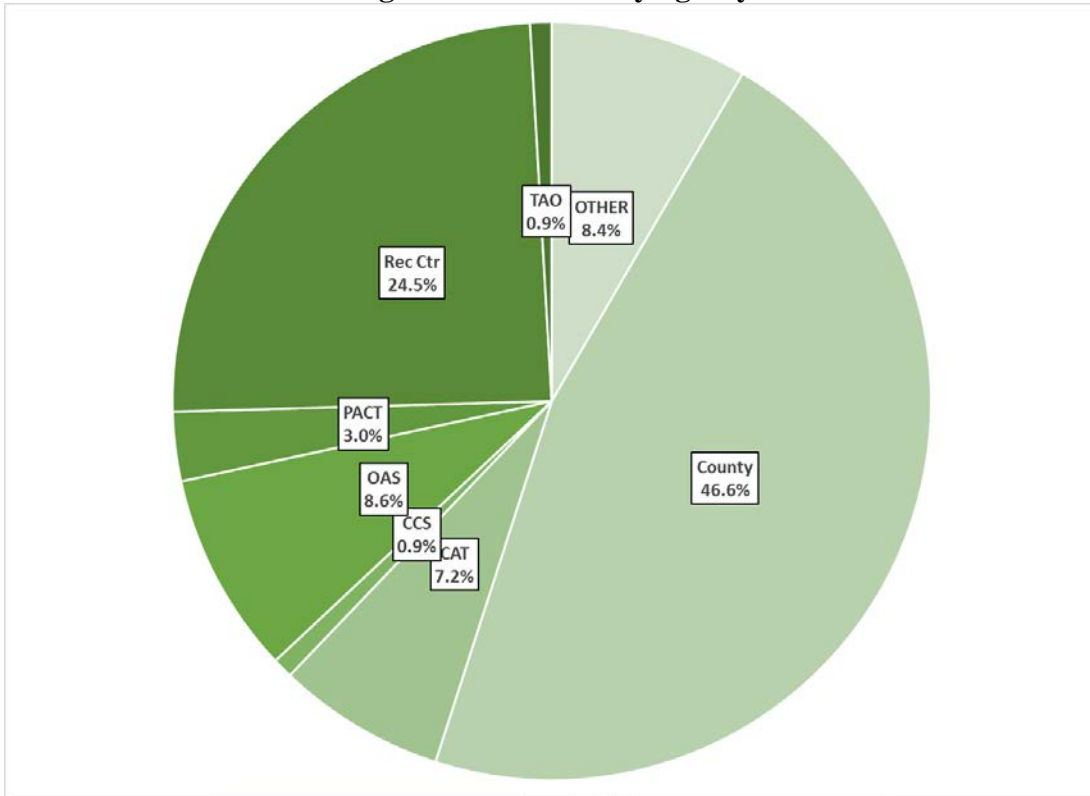
**Figure 2. Referral sources**



Agency

The distribution of referrals by agency is shown below:

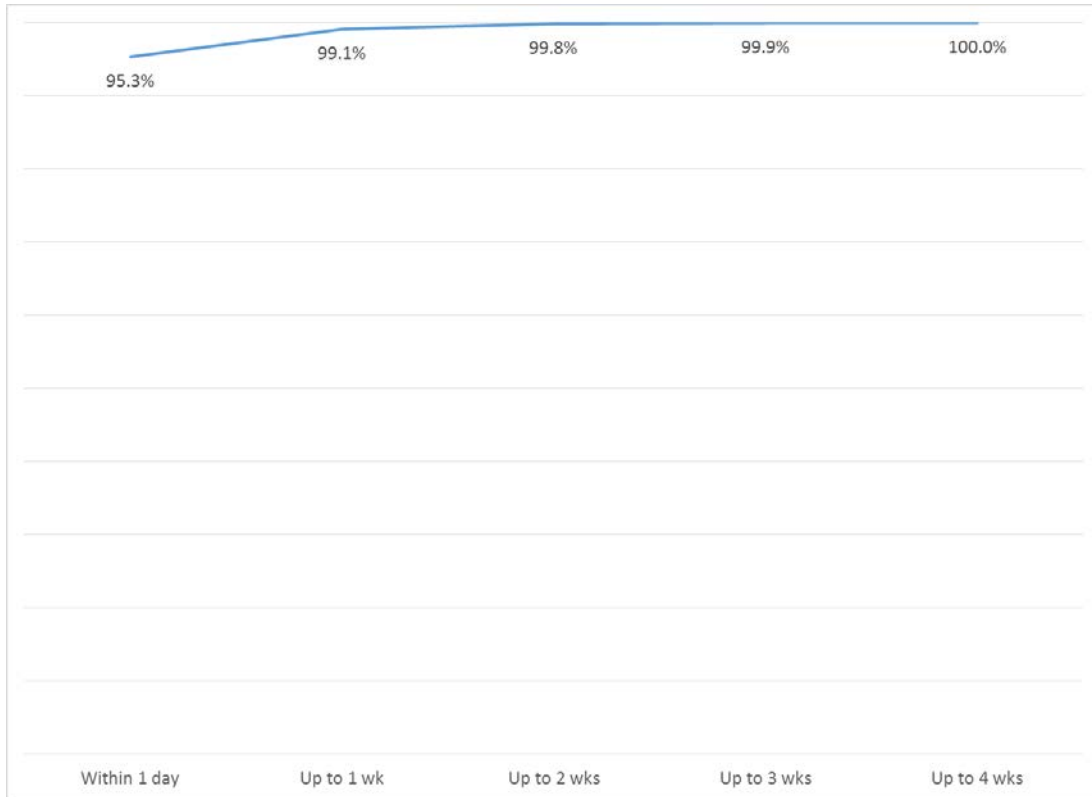
**Figure 3. Referrals by agency**



Time from Referral to Log Entry

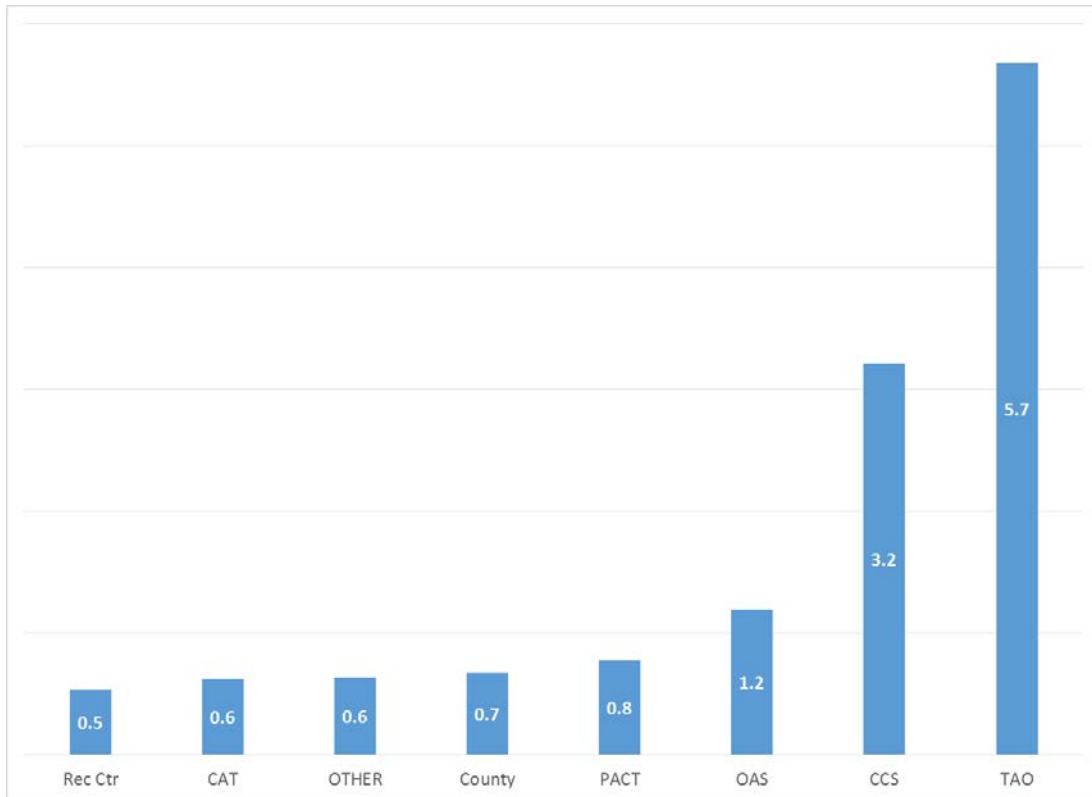
The date logged was available for 1952 out of the 1965 referrals. Out of these 1952 referrals, 1861, or 95.3%, were entered into the log on the same day or by the day after they were received. All but one had been entered within four weeks.

**Figure 4. Time from referral to log entry: Cumulative percent**



The mean number of days from referral to log entry is shown below, by agency. Log entries were fairly prompt, within a day-and-a-half of referral, for all agencies except AB109.

**Figure 5. Days from referral to log entry, by agency**



Client Languages

The table below shows the language distribution of referred clients. Spanish and English were the primary languages of 97.5% of the clients and 93.2% of the families.

**Table 3. Distribution of client and family language**

Language	N		Percent	
	Family	Primary	Family	Primary
Arabic	3	3	0.3%	0.2%
Cambodian	1	0	0.1%	0.0%
Cantonese	1	0	0.1%	0.0%
Dutch	5	0	0.4%	0.0%
English	887	1799	75.6%	91.8%
Farsi	8	4	0.7%	0.2%
Japanese	1	1	0.1%	0.1%
Kiambu	2	0	0.2%	0.0%
Korean	8	5	0.7%	0.3%
Lao	1	0	0.1%	0.0%
Mandarin	1	2	0.1%	0.1%
Persian	1	0	0.1%	0.0%
Romanian	1	0	0.1%	0.0%
Russian	1	1	0.1%	0.1%
Samoan	1	0	0.1%	0.0%
Spanish	195	102	16.6%	5.2%
Tagalog	1	1	0.1%	0.1%
Vietnamese	49	41	4.2%	2.1%
Other	6	1	0.5%	0.1%
Subtotal	1173	1960	100.0%	100.0%
Unk/NA	792	5		
Total	1965	1965		

Family and primary language did not significantly affect the referral to appointment-offered time or the appointment offered to accepted time.

Client Dispositions

The table below shows the disposition of the 1965 referrals, by agency. Of these, 69.9% (1374) were scheduled for an appointment or were opened for MHP services.



**Table 4. Referral disposition, by agency**

<b>Outcome:</b>	-	Client Declined Services	Crisis Svc	Hospital D/C Date Unk	Not Opened - Client Appt Scheduled	Opened for MHP Assessmt/ Services	Referred Inside MHP	Referred Outside MHP	Referred to ADAS	Svcs Denied	Total
OTHER	0	1	157	0	1	6	0	0	0	0	165
County	3	179	5	3	549	154	7	7	1	7	915
CAT	0	4	134	0	1	0	0	0	0	2	141
CCS	0	0	0	0	5	12	0	0	0	0	17
OAS	0	8	0	0	76	79	0	0	0	6	169
PACT	0	23	0	0	8	11	2	10	0	4	58
Rec Ctr	0	14	3	7	447	8	1	2	0	0	482
TAO	0	0	1	0	17	0	0	0	0	0	18
<b>Total</b>	<b>3</b>	<b>229</b>	<b>300</b>	<b>10</b>	<b>1104</b>	<b>270</b>	<b>10</b>	<b>19</b>	<b>1</b>	<b>19</b>	<b>1965</b>

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### Programs reporting

Referrals were reported by 22 programs. The table below shows the programs reporting, and the number of log entries from each.

**Table 4. Referrals by program**

<b>Program</b>	<b>N</b>	<b>Percent</b>
ANAHEIM	490	24.9
CAT ANAHEIM	1	0.1
CAT ETS	1	0.1
CAT FULL	2	0.1
CAT ORANGE	136	6.9
CAT SA	1	0.1
CCS CN RC	17	0.9
CS UNIT	158	8.0
OAS MH REC	101	5.1
OAS SHOPP	54	2.7
OAS START	14	0.7
PACT ANAHEIM	4	0.2
PACT FULL	40	2.0
PACT OAS	4	0.2
PACT SA TS	2	0.1
PACT SOUTH	8	0.4
REC CTR NO	482	24.5
SANTA ANA	202	10.3
SOUTH CLINIC	119	6.1
SUP SURVIVORS	7	0.4
TAO FSP	18	0.9
WEST	104	5.3
Total	1965	100.0