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Report title: CYBH Access Log: January through March 2019
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Report by: Jonathan Rich, Ph.D.

The CYBH Access Log for the period from January through March 2019 contained 1792 entries. Under “Medi-Cal status,” “*Client Does Not Know*” was indicated for 6 clients and “No” was indicated for 16 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 1770 Medi-Cal beneficiaries.

The client age ranged from 21 months to 20.6 years. The mean age at referral was 12.7 years, standard deviation 3.9 years. Appointments were accepted by 1703 out of the 1770 clients (96.2%).

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 emergent, urgent and routine appointments offered within certain periods is shown in the table below:

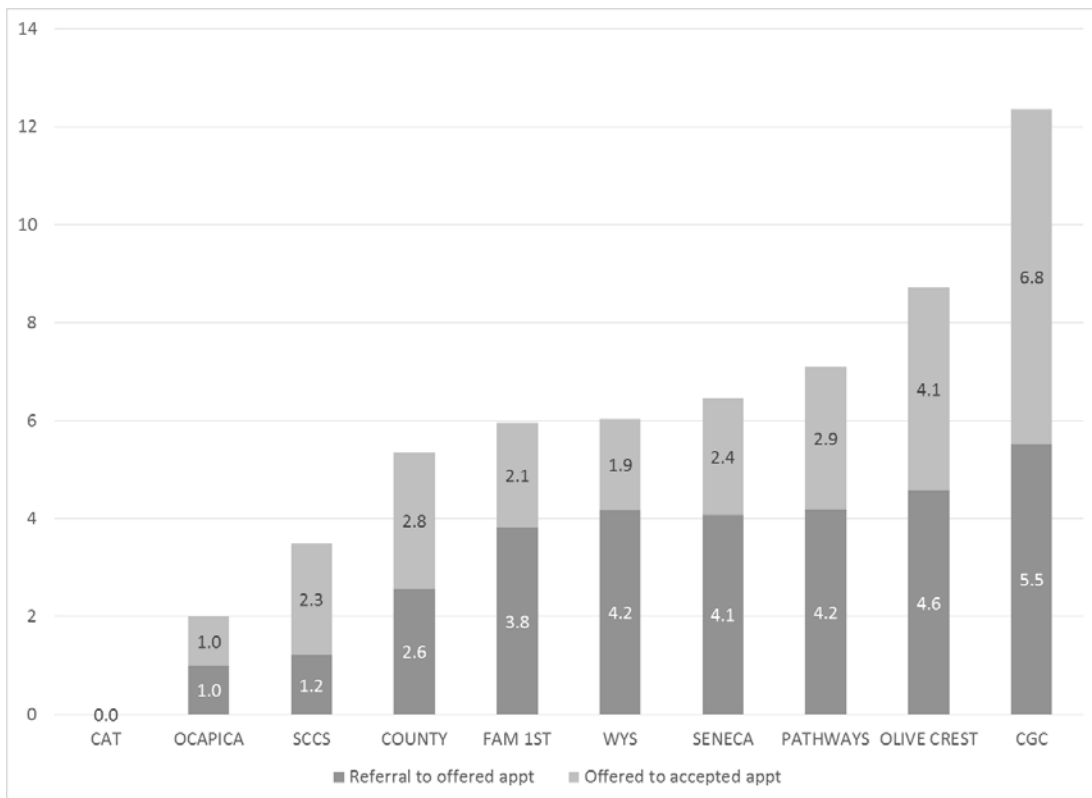
Table 1. Time from contact to offered appointment, for emergent, urgent, and routine appointments

	Within 4 hrs.	5-24 hrs.	2-5 workdays	6-10 workdays	Over 10 workdays	Total
Emergent	31	0	0	0	0	31
Urgent	0	22	0	0	0	22
Routine	0	450	1199	1	0	1650
Total	31	472	1199	1	0	1703

Emergency contacts are to be offered an appointment within 4 hours, urgent contacts within 1 calendar day, and routine contacts are to be offered an appointment within 10 business days. There were 31 emergency referrals and 22 urgent referrals, all of which were seen within time limits. There were 1650 routine referrals; all were offered appointments within 10 workdays of the referral. One appointment, at WYMKRS FAM 1ST, was offered after 6 workdays, exceeding the local, aspirational standard of 5 workdays. On average, appointments were offered within 3.9 calendar days (s = 2.4, range 0 to 11). Days between the offered and accepted appointment averaged 2.6 days (s = 4.1, range -1 to 29). Appointments were accepted on or before the offered date 55.3% of the time.

The days from contact to offered appointment differed by agency, as shown in Figure 1. CGC shows the longest period from referral to accepted appointment, an average of 12 days.

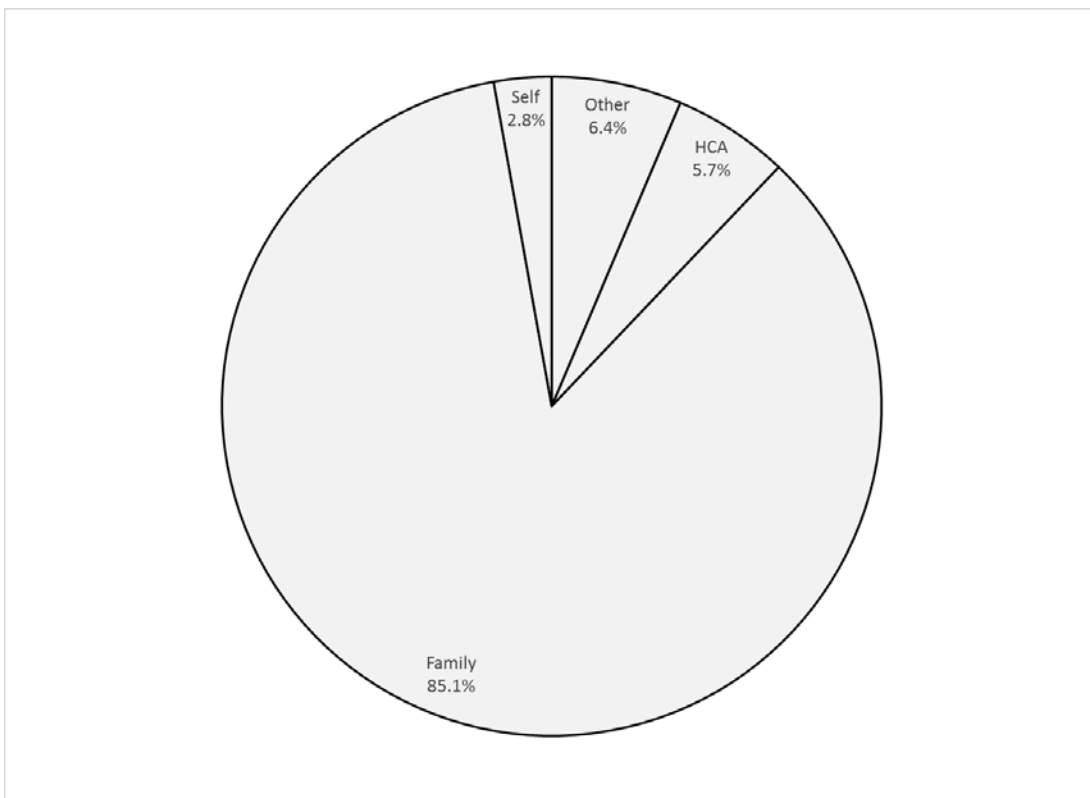
Figure 1. Mean calendar days, referral to offered appointment and offered to accepted appointment, by agency



Referral Sources

Primary referral sources are shown below:

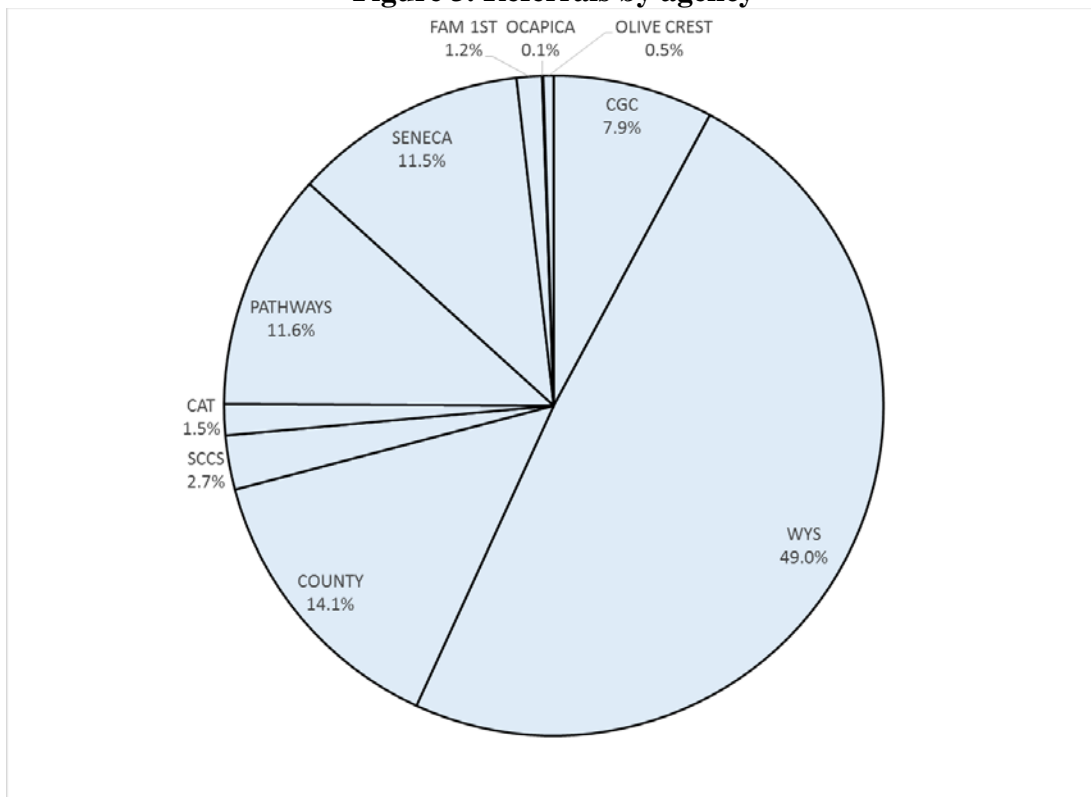
Figure 2. Referral sources



Agency

The distribution of referrals by agency is shown below.

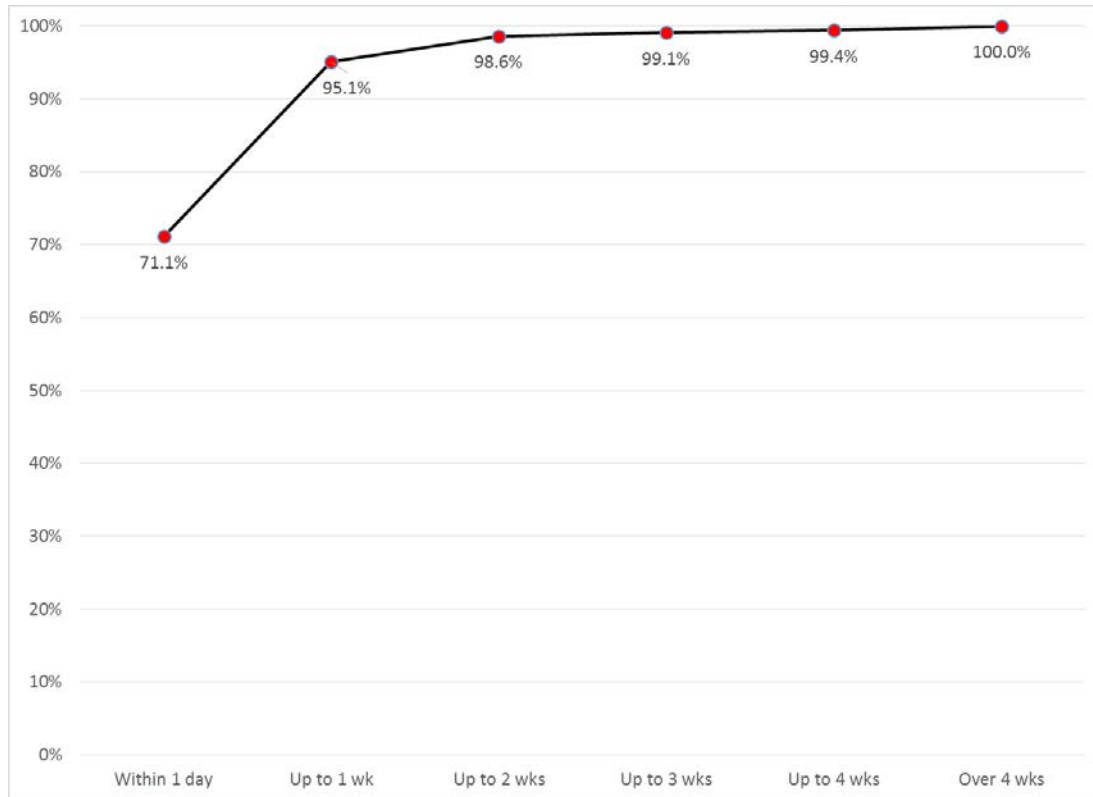
Figure 3. Referrals by agency



Time from Referral to Log Entry

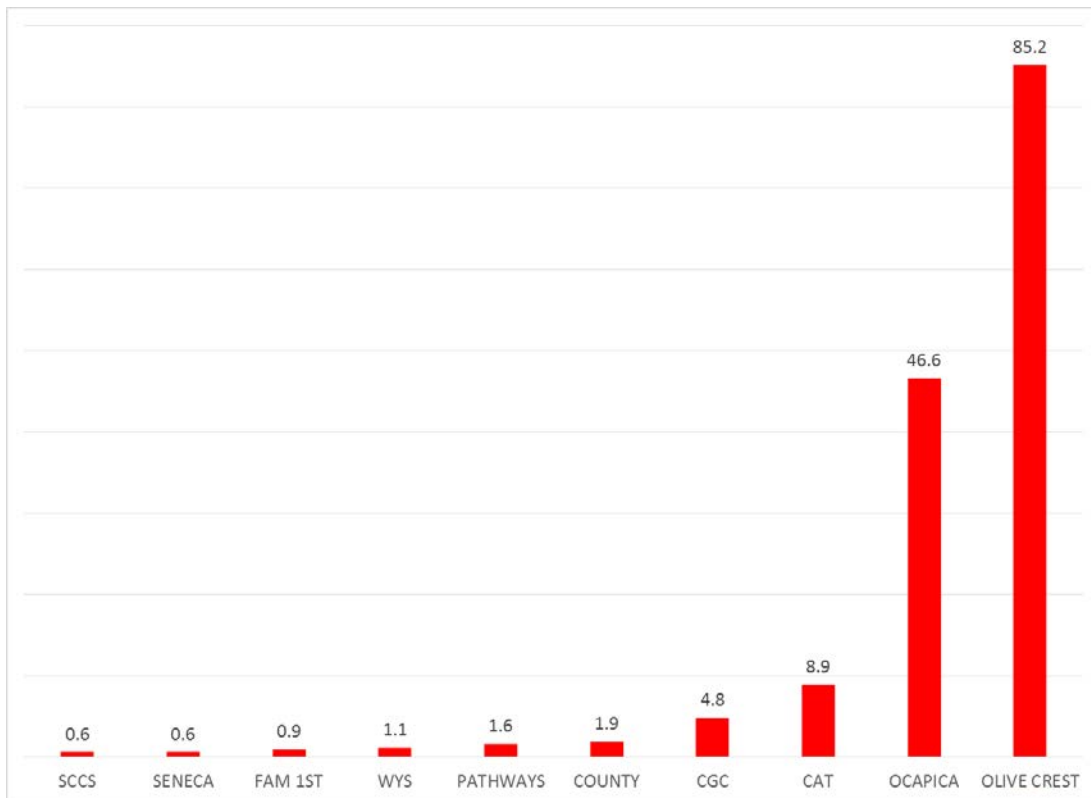
Log date and time were available for 1769 out of 1770 surveys. Out of these 1769 referrals, 1258, or 71.1%, were entered into the log on the same day or by the day after they were received. Ten, or 0.6%, were not entered until at least four weeks had passed.

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



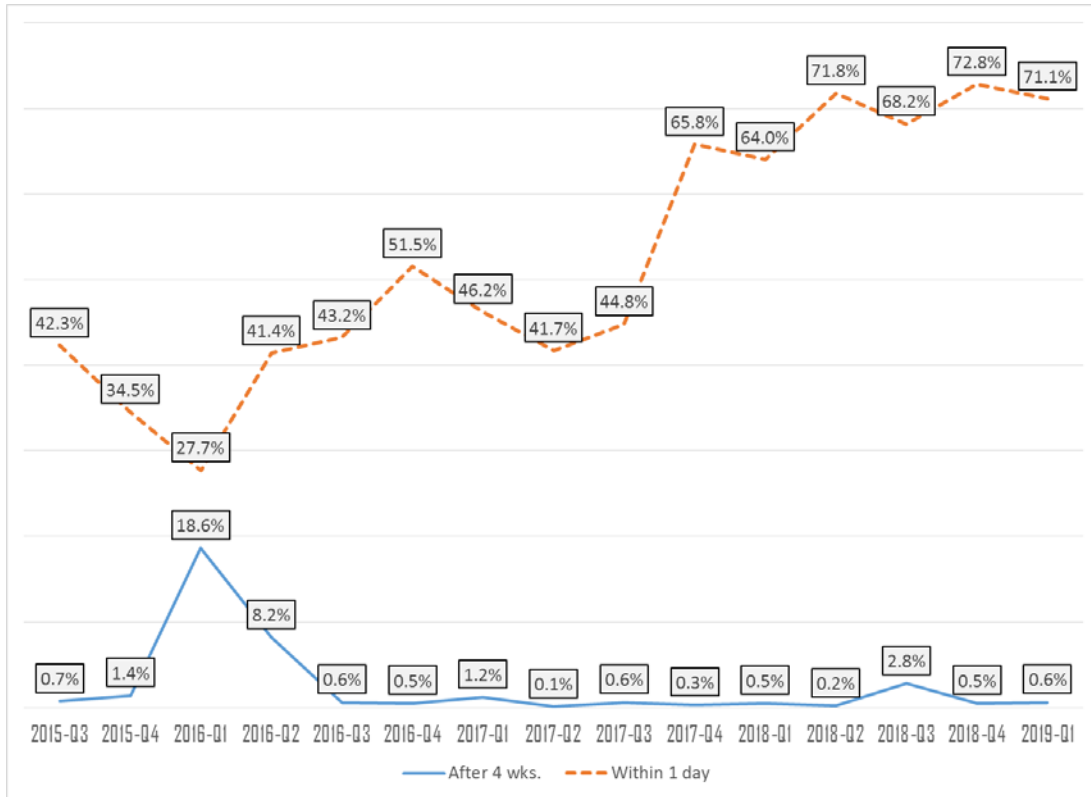
The mean number of days from referral to log entry is shown below, by agency. Olive Crest was most delayed, with entries, on average, almost three months after referral. This delay was due to Olive Crest not being included in IRIS. They did not get built into IRIS until the middle of October 2018 and at that time were directed to start entering from July 2018.

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



The time from referral to log entry is shown in Figure 6 by quarter. Since the third calendar quarter of 2015, entry within one day has occurred for from 27.7% to 72.8% of referrals. Percent entered within one day shows a general improving trend.

Figure 6. Time from referral to log entry, by quarter



Client Languages

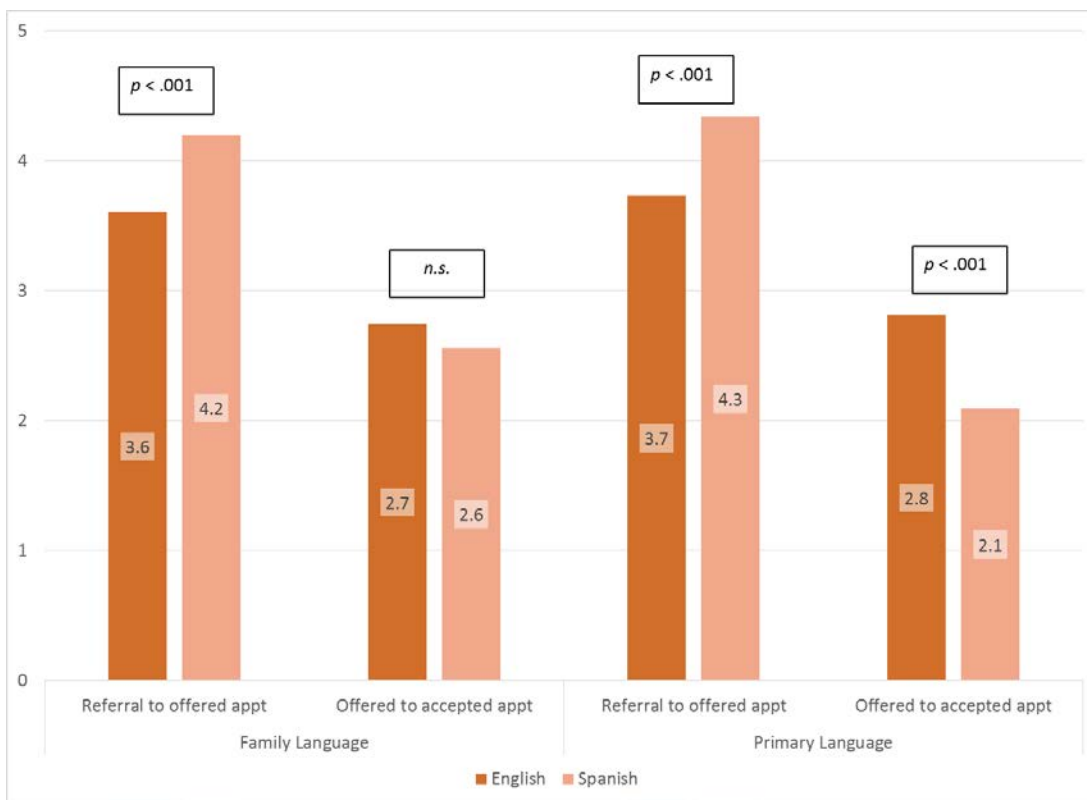
The table below shows the language distribution of referred clients. Spanish and English were the primary languages of 97.9% of the clients and 94.7% of the families.

Table 2. Distribution of client and family language

	N		Percent	
	Family	Primary	Family	Primary
Arabic	5	2	0.3%	0.1%
Cantonese	1	1	0.1%	0.1%
Chinese	1	0	0.1%	0.0%
Danish	1	0	0.1%	0.0%
English	808	1239	47.7%	70.0%
Farsi	14	2	0.8%	0.1%
German	1	0	0.1%	0.0%
Hebrew	1	0	0.1%	0.0%
Japanese	1	0	0.1%	0.0%
Korean	6	0	0.4%	0.0%
Mandarin	1	0	0.1%	0.0%
Persian	4	0	0.2%	0.0%
Portuguese	0	1	0.0%	0.1%
Russian	1	0	0.1%	0.0%
Samoan	7	4	0.4%	0.2%
Spanish	797	493	47.0%	27.9%
Tagalog	2	2	0.1%	0.1%
Vietnamese	44	22	2.6%	1.2%
Other	0	3	0.0%	0.2%
Total known	1695	1769	100.0%	100.0%
Unk/NA	75	1		
Total	1770	1770		

For Spanish-speaking clients, time from referral to offered appointment was slightly longer than it was for English-speaking clients, but time from offered to accepted appointment was slightly shorter. For Spanish-speaking families, time from referral to offered appointment was slightly longer than it was for English-speaking clients; time from offered to accepted appointment did not differ significantly by language.

Figure 7. Days from referral to offered appointment by primary and family language



Client Dispositions

The table below shows the disposition of the 1770 referrals, by agency. Of these, 94.1% (1,666) were scheduled for an appointment or were opened for MHP services.

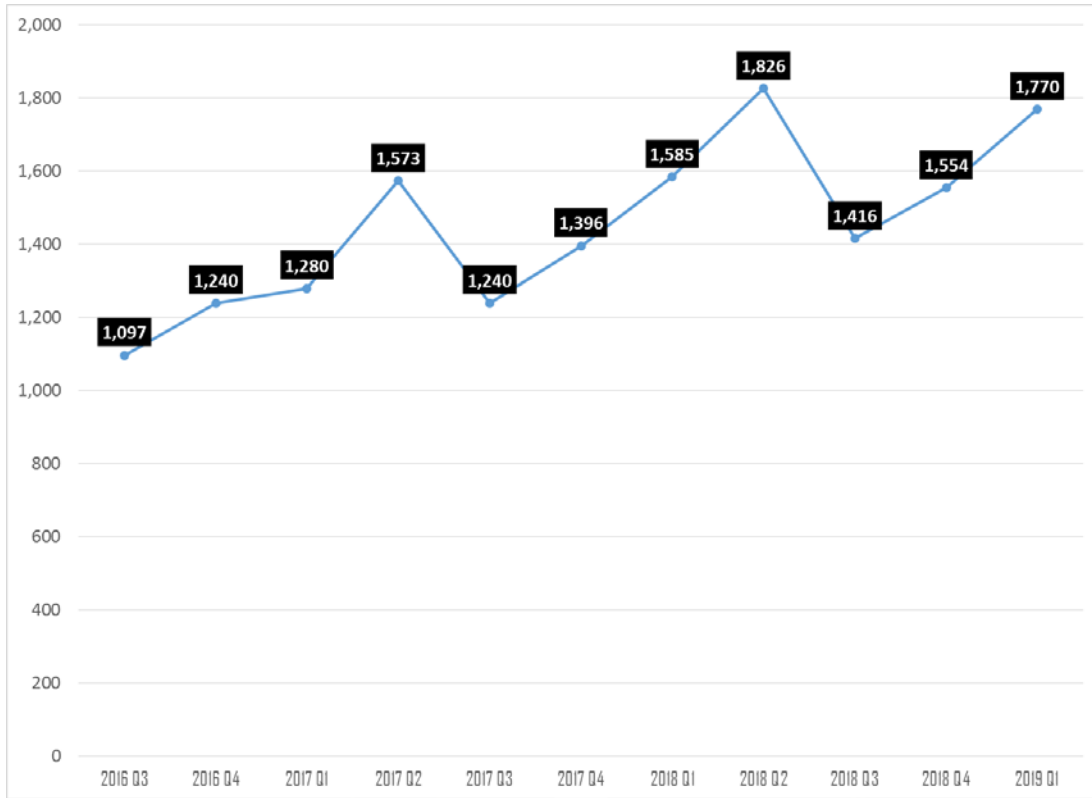
Table 3. Referral disposition, by agency

Agency:	Client Declined Services	Crisis Service	Not Opened - Appt Scheduled	Opened for MHP Services	Referred Inside MHP	Total
CGC	0	1	135	1	2	139
WYS	65	2	798	2	0	867
COUNTY	0	0	191	53	5	249
SCCS	0	0	47	0	0	47
CAT	0	19	0	0	8	27
PATHWAYS	0	0	206	0	0	206
SENECA	0	0	203	0	0	203
FAM 1ST	0	0	15	7	0	22
OCAPICA	0	0	0	1	0	1
OLIVE CREST	2	0	2	5	0	9
Total	67	22	1597	69	15	1770

Referrals by quarter

The figure below shows referrals by quarter for the past 11 quarters. An increasing trend is seen over time, with seasonal variations that peak in second quarter of each calendar year, April through June.

Figure 8. Referrals by quarter, 2016-Q3 through 2019-Q1



Programs reporting

Referrals were reported by 25 programs. The table below shows the programs reporting, and the number of log entries from each.

Table 4. Referrals by program

Program	N	Percent
CAT	27	1.5%
CGC BP	14	0.8%
CGC EAST	51	2.9%
CGC NORTH	74	4.2%
CM	52	2.9%
EAST	53	3.0%
NORTH	53	3.0%
OC BHOS CM	3	0.2%
OC BHOS SA	6	0.3%
OCAPICA	1	0.1%
PATH ANAH	100	5.6%
PATH GG	106	6.0%
S RH DANA	8	0.5%
S WESLEY	19	1.1%
SCCS	47	2.7%
SEN OC OP	87	4.9%
SENECA OC NORTH	60	3.4%
SENECA OC SOUTH	56	3.2%
VIEJO	21	1.2%
WEST	43	2.4%
WYMKRS FAM 1ST	22	1.2%
WYS EAST	373	21.1%
WYS MV	132	7.5%
WYS NORTH	192	10.8%
WYS WEST	170	9.6%
Total	1770	100.0%