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**BEHAVIORAL HEALTH SERVICES
AUTHORITY AND QUALITY IMPROVEMENT SERVICES**

Report title: DMC-ODS Access Log: FY 2018/2019
Report date: October 9, 2019
Report by: Jonathan Rich, Ph.D.

The DMC-ODS Access Log for FY2018/2019 contained 3598 entries. Under “Medi-Cal status,” “*Client Does Not Know*” was indicated for 55 clients and “*No*” was indicated for 395 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 3148 Medi-Cal beneficiaries.

The client age ranged from 12.1 to 78.9 years. The mean age at referral was 34.7 years, standard deviation 12.1 years. Appointments were considered missing if the date was earlier than the referral date or more than 30 days before or after the offer date. Appointments were accepted by 2718 out of the 3148 clients (86.3%).

Waiting Time for Appointments

The waiting time was calculated based on the time between the contact/log date and the appointment date offered to and accepted by the client.

Table 1. Time from contact offered and accepted appointments

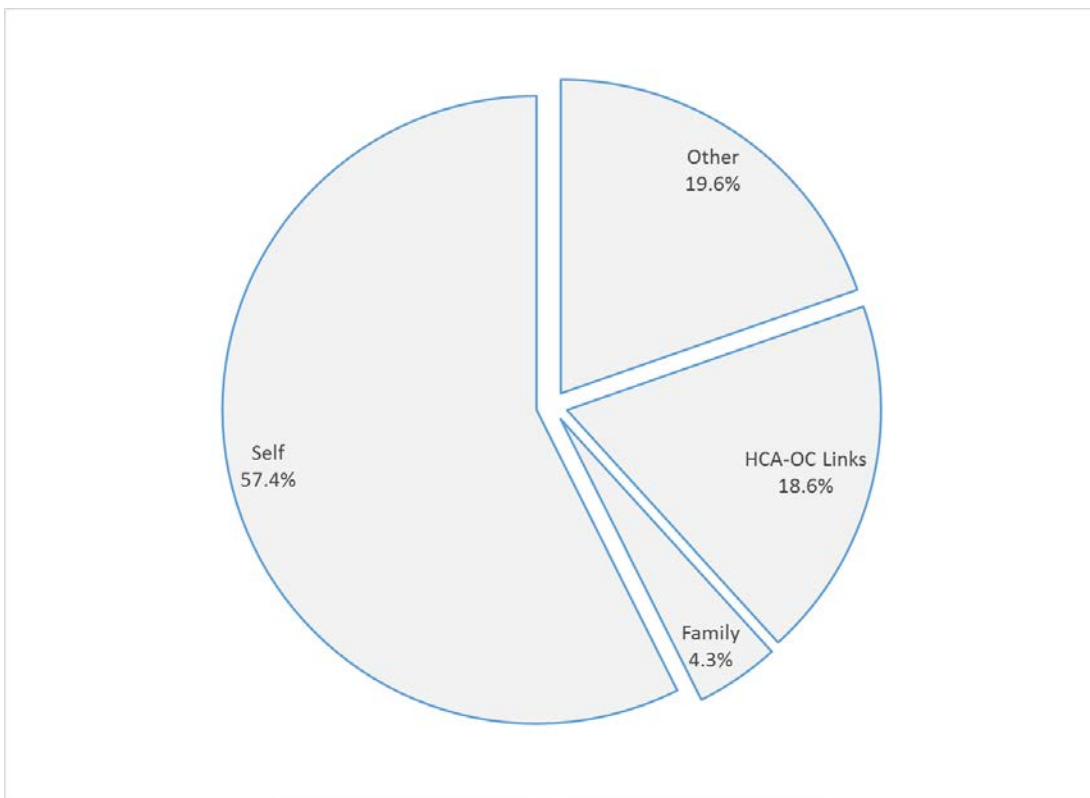
	N	Min	Max	Mean	Std Dev
Referral to offered appt calendar days	2718	0	28	4.50	4.43
Referral to offered appt work days	2718	0	19	3.08	3.01
Offered to accepted appt, calendar days	2712	-17	26	0.14	1.59

Appointments were accepted on or before the offered date 95.4% of the time.

Referral Sources

Primary referral sources are shown below:

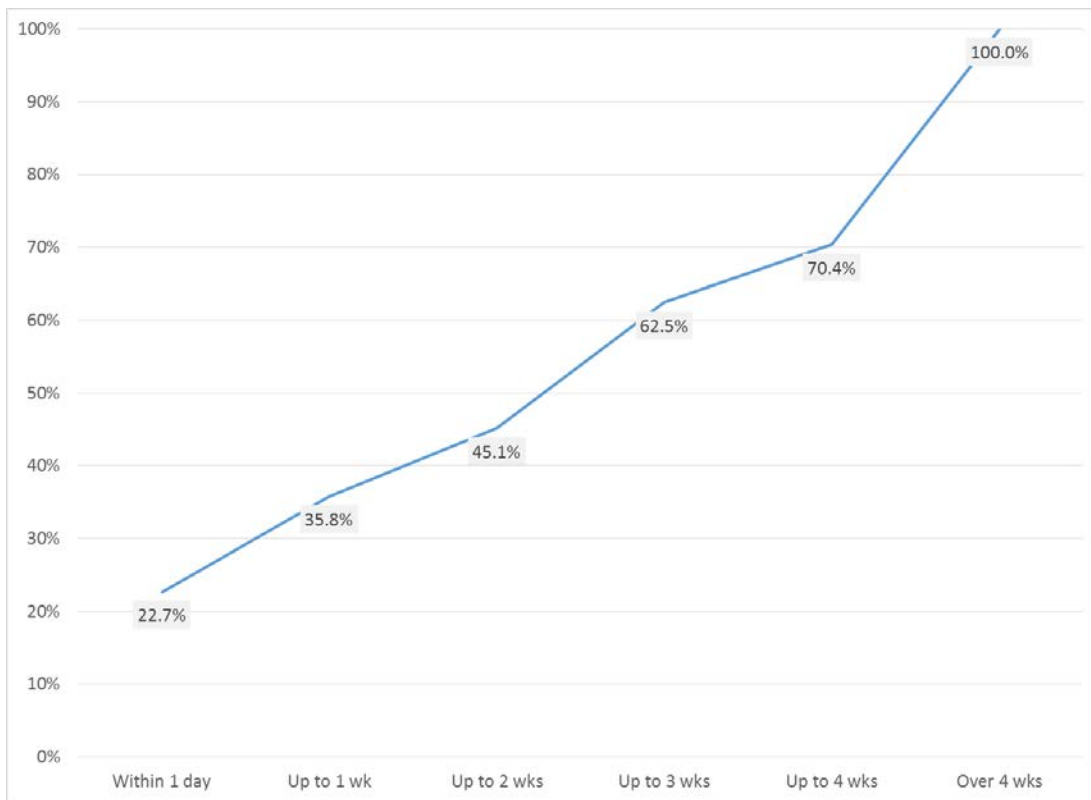
Figure 1. Referral sources (*n* = 392)



Time from Referral to Log Entry

Log date and time were available for 3069 surveys. Out of these 3069 referrals, 696, or 22.7%, were entered into the log on the same day or by the day after they were received. There were 909 referrals, or 29.6%, not entered until at least four weeks had passed.

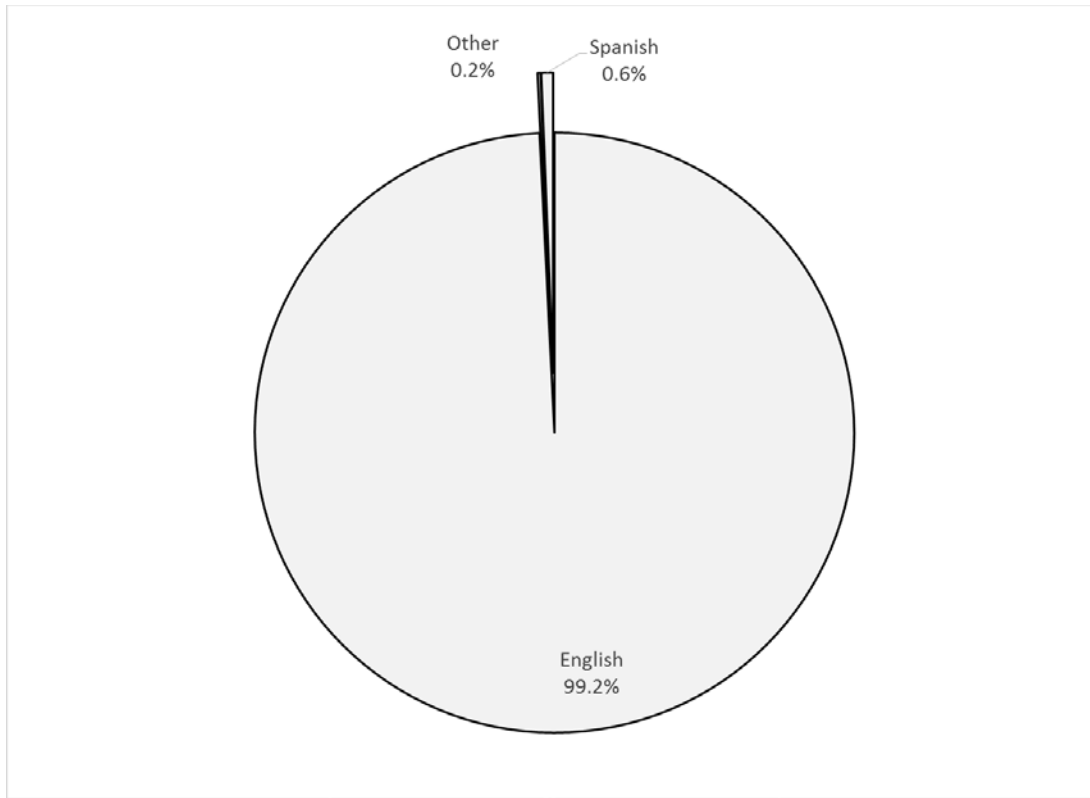
Figure 2. Time from referral to log entry: Cumulative percent



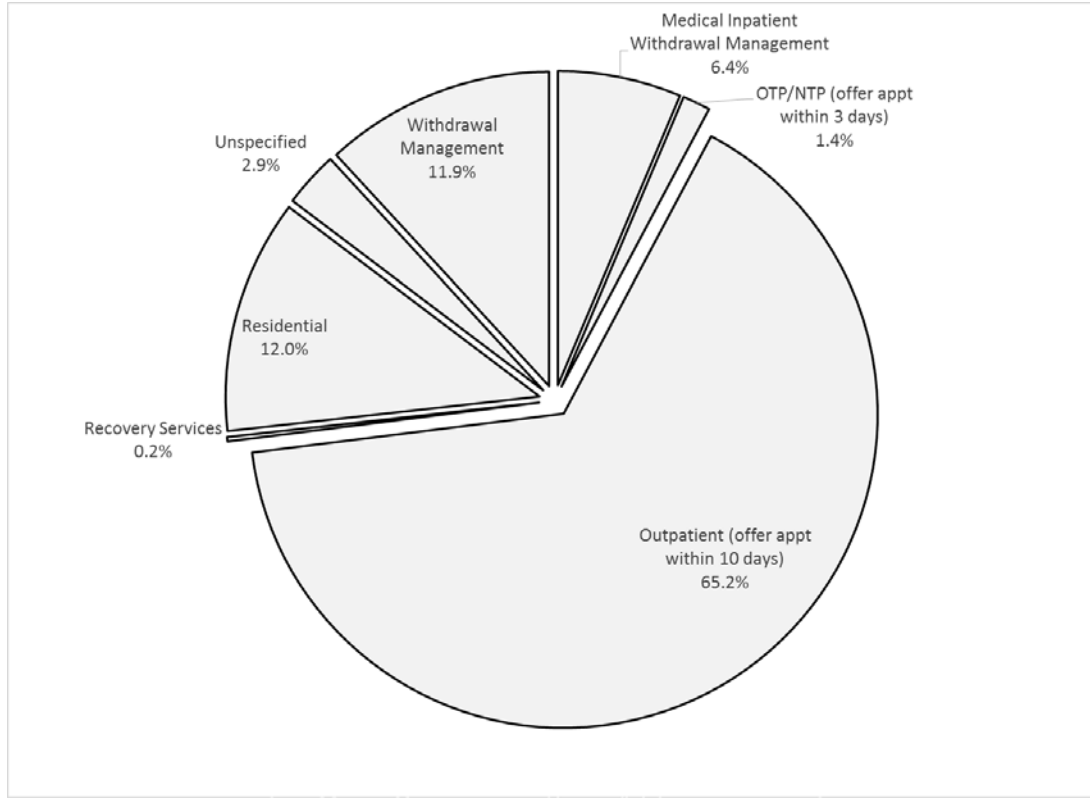
Client Languages

The table below shows the language distribution of referred clients. Services were provided in English to over 99% of clients.

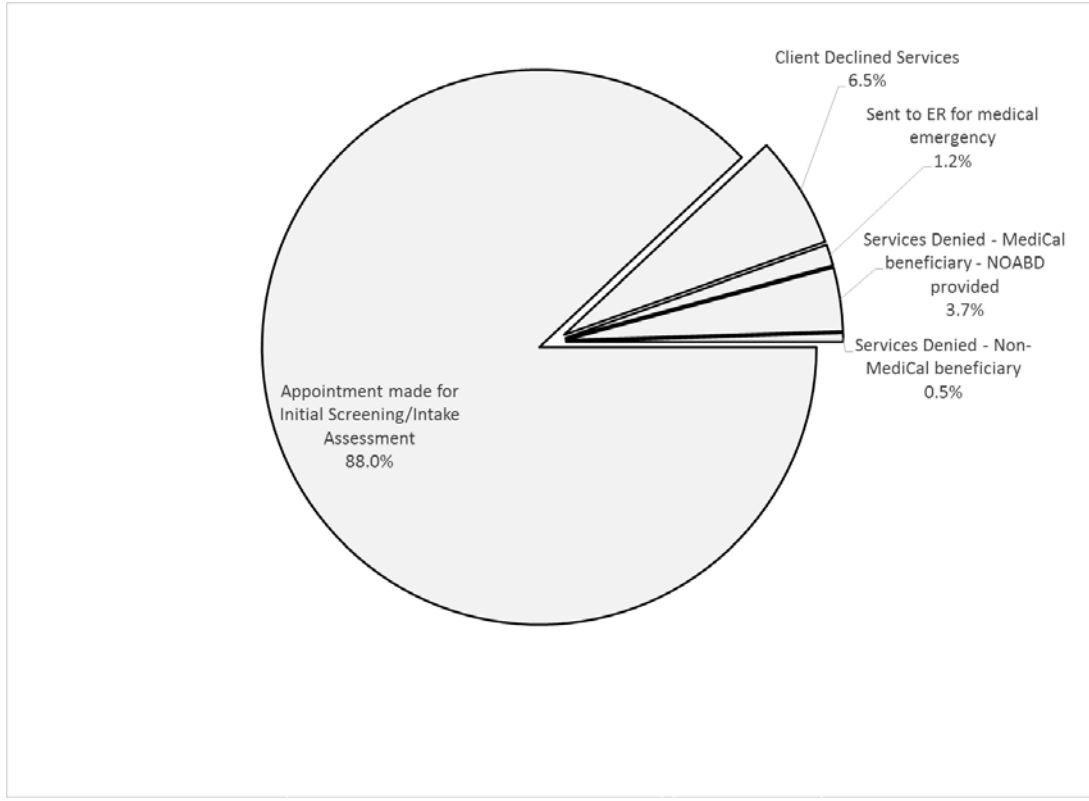
Table 2. Distribution of client and family language



Services Requested



Client Dispositions



Programs reporting

Referrals were reported by 23 programs. The table below shows the programs reporting, and the number of log entries from each.

Table 3. Referrals by program

Program	N	Pct.
Aliso Viejo	120	3.8%
Acadia	7	0.2%
Anaheim	159	5.1%
Gerry House	1	0.0%
Hope House	323	10.3%
KCS Full	19	0.6%
KCS GG	3	0.1%
KCS Irvine	2	0.1%
PES	24	0.8%
Phoenix OP	3	0.1%
Phoenix Res	3	0.1%
Roque Center WM	329	10.5%
Santa Ana	523	16.6%
Touchstones Resi	2	0.1%
Twin LA	407	12.9%
Twin MV	500	15.9%
Twin Orange	642	20.4%
Welmor	3	0.1%
Westminster	68	2.2%
Westpc CM	3	0.1%
Westpc Ful FP	4	0.1%
Westpc Ful NP	1	0.0%
Westpc Stan	2	0.1%
Total	3148	100.0%