



RICHARD SANCHEZ
DIRECTOR

JEFFREY A. NAGEL, Ph.D.
DEPUTY AGENCY DIRECTOR
BEHAVIORAL HEALTH SERVICES

KATHLEEN MURRAY, LMFT, CHC
DIRECTOR
AUTHORITY & QUALITY IMPROVEMENT SERVICES

KELLY K. SABET, LCSW
ADMINISTRATIVE MANAGER II
AUTHORITY & QUALITY IMPROVEMENT SERVICES /
PATIENTS' RIGHTS ADVOCACY SERVICES

MAILING ADDRESS:
405 W. 5th STREET, 4th FLOOR SUITE 408
SANTA ANA, CA 92701

TELEPHONE: (714) 834-5601
FAX: (714) 834-6575

BEHAVIORAL HEALTH SERVICES AUTHORITY AND QUALITY IMPROVEMENT SERVICES

Report title: CYBH Access Log: July through September 2019
Report date: November 26, 2019
Report by: Jonathan Rich, Ph.D.

The CYBH Access Log for the period from July through September 2019 contained 1662 entries. Under “Medi-Cal status,” “*Client Does Not Know*” was indicated for 4 clients and “*No*” was indicated for 21 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 1637 Medi-Cal beneficiaries.

The client age ranged from 12 months to 23.9 years. The mean age at referral was 12.4 years, standard deviation 4.1 years. Appointments were accepted by 1617 out of the 1637 clients (96.6%).

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 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	Total
Emergent	17	0	0	0	17
Urgent	0	10	0	0	10
Routine	0	394	1195	1	1590
Total	17	404	1195	1	1617

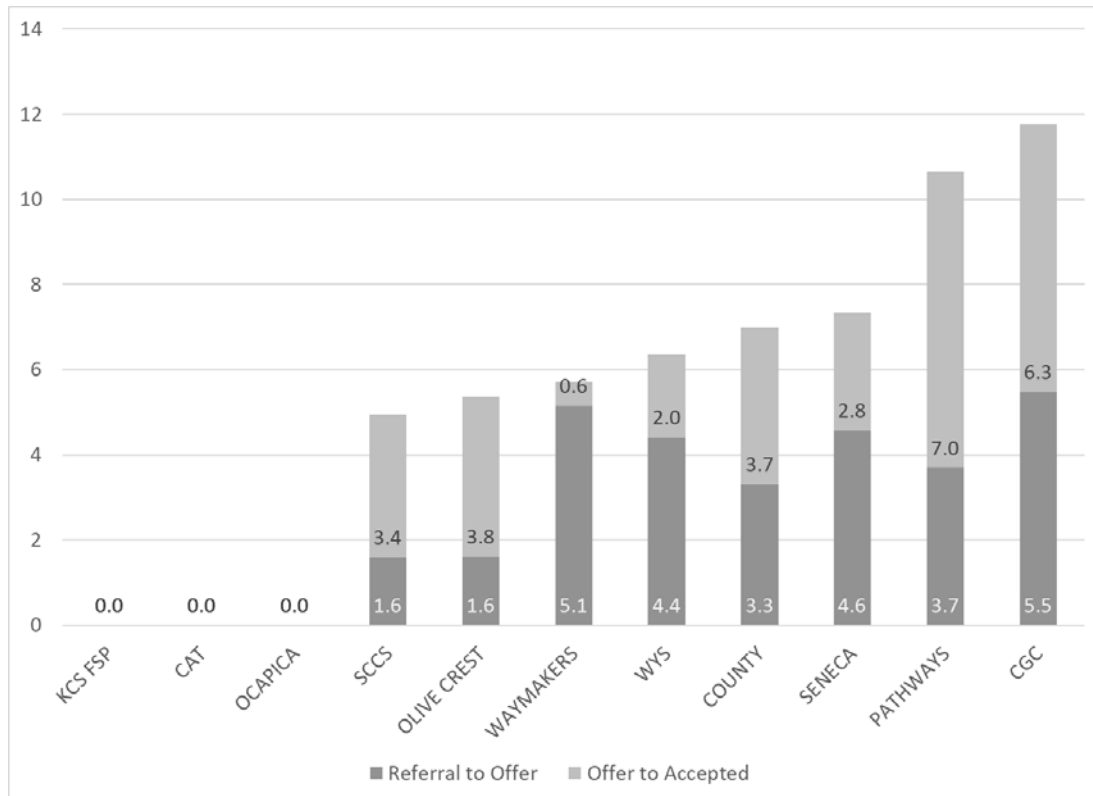
Emergency contacts are to be offered an appointment within 4 hours, urgent contacts within 1 calendar day, and routine contacts are to be offered an appointment within 10 business days. There were 17 emergency referrals and 10 urgent referrals, all of which were seen within time limits. There were 1590 routine referrals; all were offered appointments within 10 workdays of

the referral. One appointment, at WYMKRS FAM 1ST, was offered after 9 workdays, exceeding the local, aspirational standard of 5 workdays.

On average, appointments were offered within 4.1 calendar days (s = 2.5, range 0 to 13). Days between the offered and accepted appointment averaged 3.7 days (s = 5.9, range -6 to 74). Appointments were accepted on or before the offered date 48.6% 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 11.8 days.

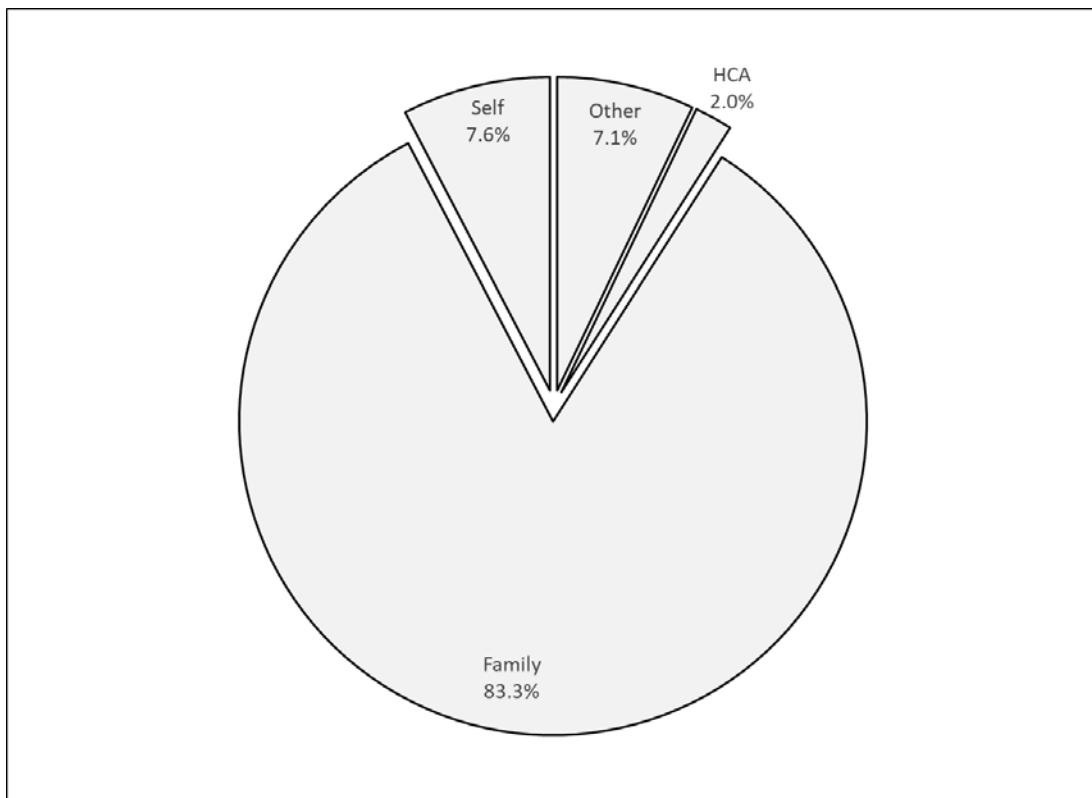
Figure 1. Mean calendar days, referral to offered appointment and offered to accepted appointment, by agency



Referral Sources

Primary referral sources are shown below:

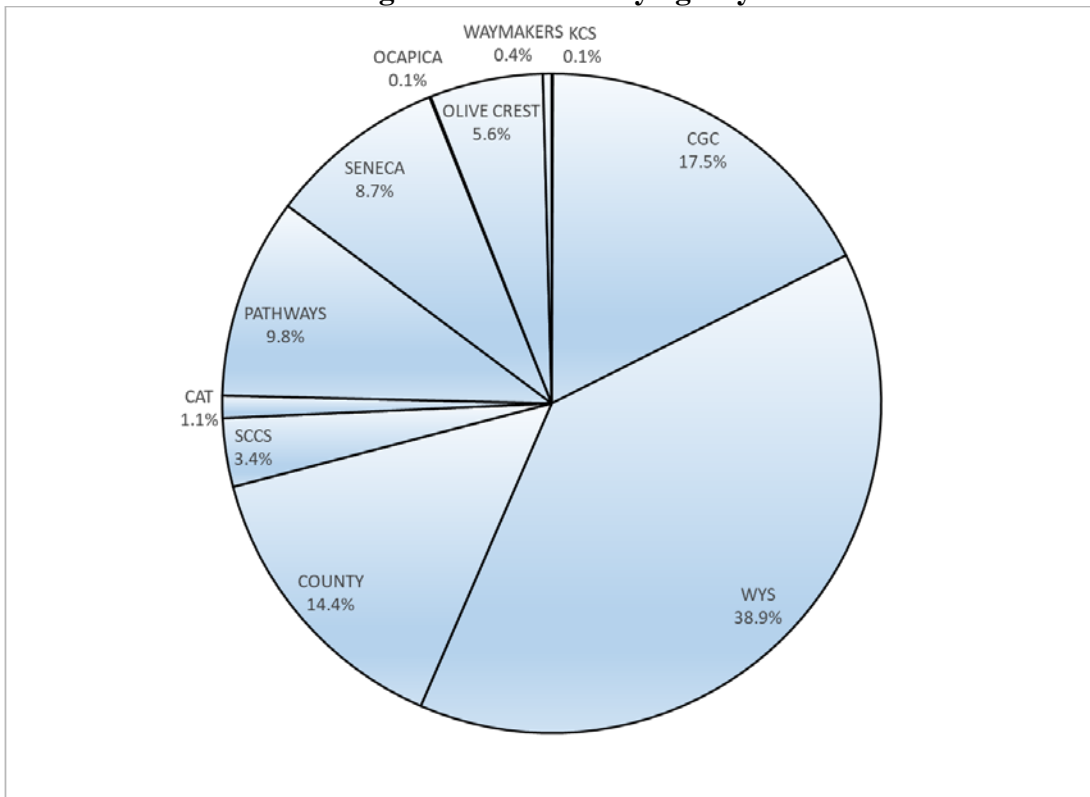
Figure 2. Referral sources



Agency

The distribution of referrals by agency is shown below.

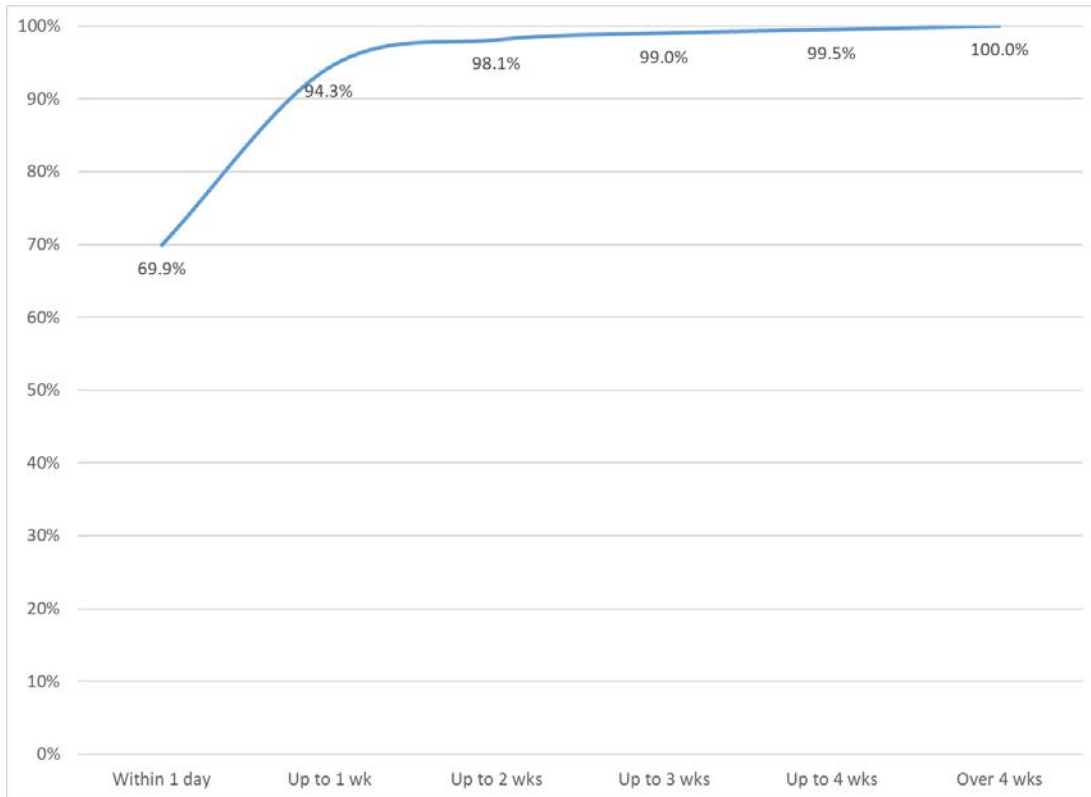
Figure 3. Referrals by agency



Time from Referral to Log Entry

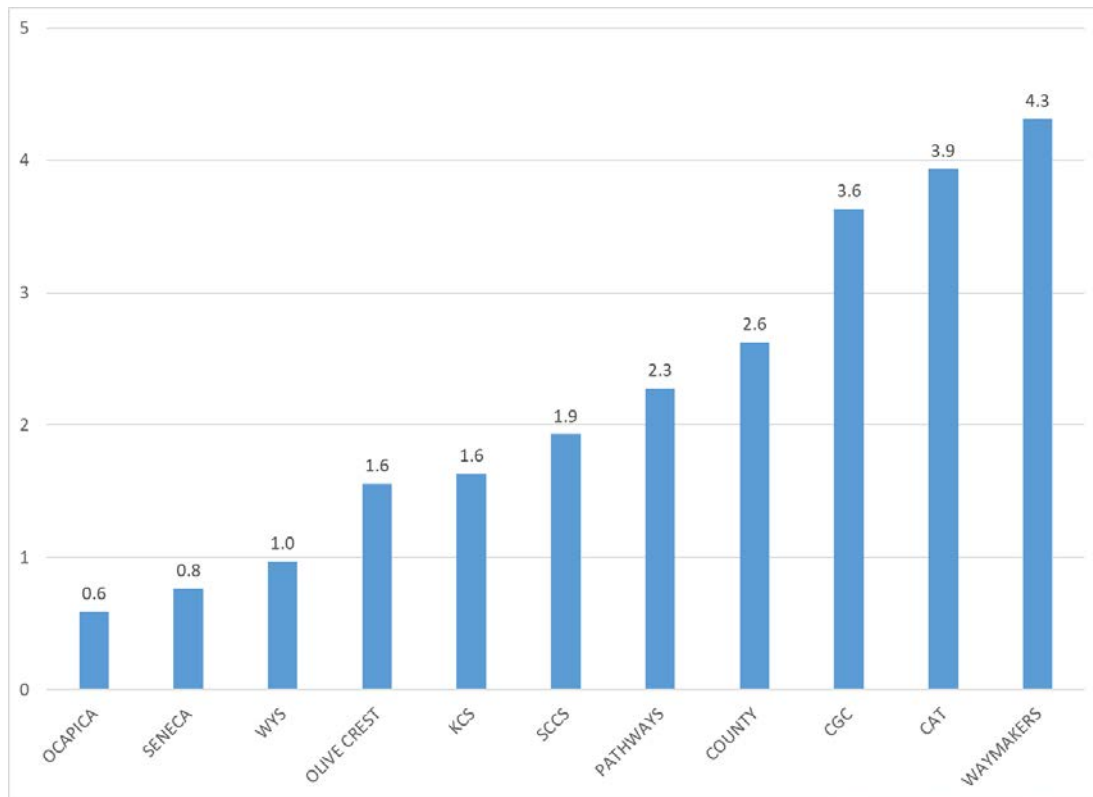
Log date and time were available for 1632 out of 1637 surveys. Out of these 1632 referrals, 1141, or 69.9%, were entered into the log on the same day or by the day after they were received. Eight, or 0.5%, were not entered until at least four weeks had passed.

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.

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 first calendar quarter of 2016, entry within one day has occurred for from 27.7% to 72.8% of referrals. Percent entered within one day showed a general improving trend and has been fairly stable over the past six quarters.

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



Client Languages

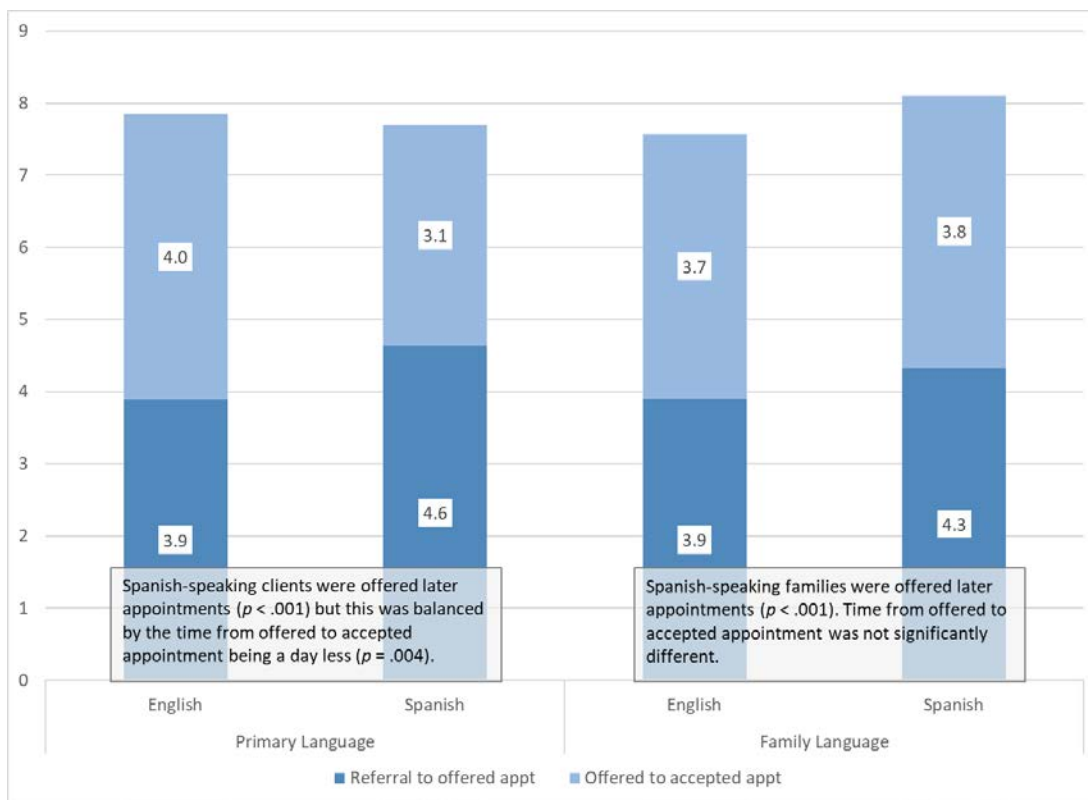
The table below shows the language distribution of referred clients. Spanish and English were the primary languages of 97.5% of the clients and 95.3% of the families.

Table 2. Distribution of client and family language

	N		Percent	
	Family Language	Primary Language	Family Language	Primary Language
ASL	2	0	0.1%	0.0%
Arabic	9	8	0.6%	0.5%
Cantonese	1	0	0.1%	0.0%
Chinese	1	0	0.1%	0.0%
English	771	1143	49.1%	69.8%
Farsi	4	2	0.3%	0.1%
Japanese	1	0	0.1%	0.0%
Korean	8	2	0.5%	0.1%
Mandarin	2	1	0.1%	0.1%
Persian	1	1	0.1%	0.1%
Portuguese	1	1	0.1%	0.1%
Samoan	3	1	0.2%	0.1%
Somali	1	0	0.1%	0.0%
Spanish	726	453	46.2%	27.7%
Thai	1	0	0.1%	0.0%
Turkish	2	1	0.1%	0.1%
Vietnamese	37	24	2.4%	1.5%
Subtotal	1571	1637	100.0%	100.0%
Unk/Missing/Oth	66	0		
Total	1637	1637		

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 1637 referrals, by agency. Of these, 96.8% (1,585) were scheduled for an appointment or were opened for MHP services.

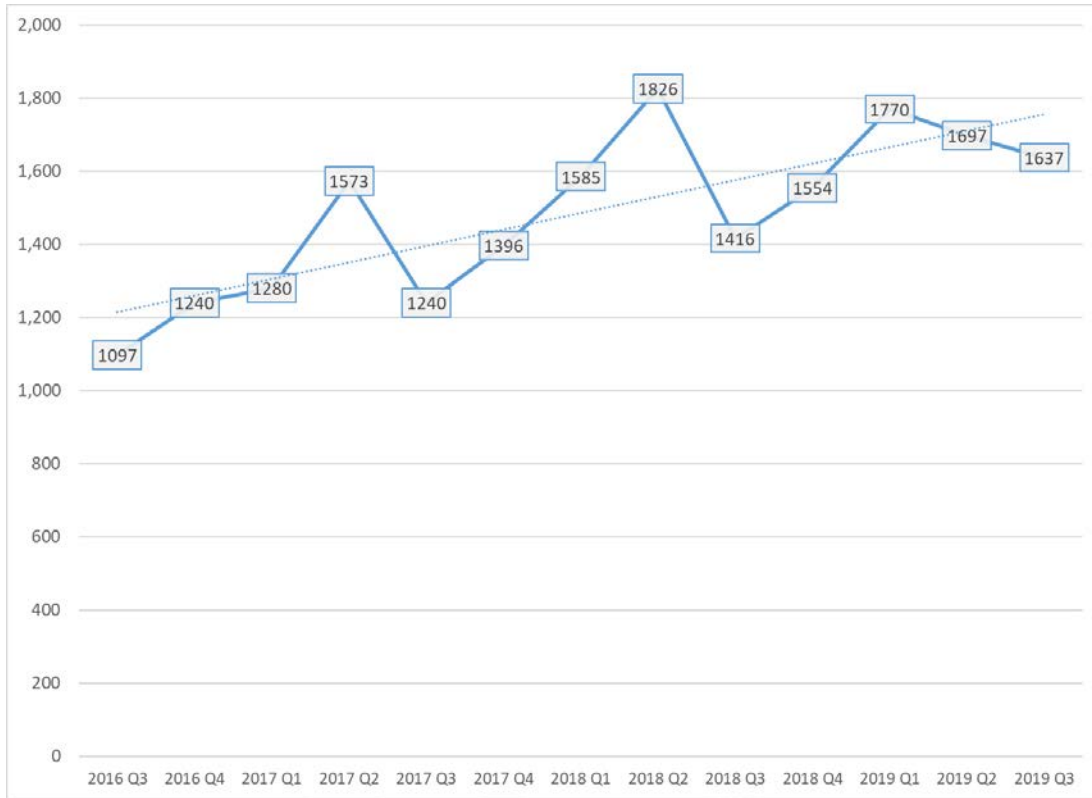
Table 3. Referral disposition, by agency

		OUTCOME					Total	
AGENCY		Client Declined Services	Crisis Service	Not Opened - Client Appt Scheduled	Opened for MHP Assessment/ Services	Referred Inside MHP	Services Denied	
KCS		0	0	0	1	0	0	1
CGC		0	0	282	2	3	0	287
WYS		18	4	612	2	1	0	637
COUNTY		0	1	198	35	1	1	236
SCCS		0	0	55	0	0	0	55
CAT		0	17	0	1	0	0	18
PATHWAYS		1	0	160	0	0	0	161
SENECA		0	1	142	0	0	0	143
OCAPICA		0	0	0	0	1	0	1
OLIVE CREST		0	0	56	32	3	0	91
WAYMAKERS		0	0	7	0	0	0	7
Total		19	23	1512	73	9	1	1637

Referrals by quarter

The figure below shows referrals by quarter for the past 13 quarters. An increasing trend is seen over time, an average increase of roughly 45 referrals per quarter.

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



Programs reporting

Referrals were reported by 28 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	18	1.1%
CGC BP	51	3.1%
CGC EAST	97	5.9%
CGC NORTH	115	7.0%
CGC SOUTH	24	1.5%
CM	59	3.6%
EAST	53	3.2%
KCS FSP	1	0.1%
NORTH	67	4.1%
OC BHOS CM	32	2.0%
OC BHOS SA	59	3.6%
OCAPICA	1	0.1%
PATH ANAH	75	4.6%
PATH GG	86	5.3%
S RH DANA	14	0.9%
S WESLEY	6	0.4%
SCCS	55	3.4%
SEN OC OP	67	4.1%
SENECA OC NORTH	40	2.4%
SENECA OC SOUTH	36	2.2%
VIEJO	14	0.9%
WEST	23	1.4%
WYMKRS FAM 1ST	7	0.4%
WYS E MHSA	21	1.3%
WYS EAST	247	15.1%
WYS MV	82	5.0%
WYS NORTH	160	9.8%
WYS WEST	127	7.8%
Total	1637	100.0%