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BEHAVIORAL HEALTH SERVICES AUTHORITY AND QUALITY IMPROVEMENT SERVICES

Report title: CYBH Access Log: October through December 2019
Report date: February 28, 2020
Report by: Jonathan Rich, Ph.D. & Ewa Borucki, Ph.D.

The CYBH Access Log for the period from October through December 2019 contained 1736 entries. Under “Medi-Cal status,” “*Client Does Not Know*” was indicated for 3 clients and “*No*” was indicated for 20 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 1713 Medi-Cal beneficiaries.

Client ages: 22 months to 20.7 years (mean=12.4 yrs, sd= 4.03 yrs).
Appointments were accepted by 1686 out of the 1713 clients (98.4%).

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	10+ workdays	Total
Emergent	6	0	0	0	0	6
Urgent	0	11	0	0	0	11
Routine	0	412	1234	23	0	1669
Total	6	423	1234	23	0	1686

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 6 emergency referrals, 11 urgent referrals, and 1669 routine referrals, all of which were offered appointments within time limits. On average, appointments were offered within 4.4 calendar days (sd = 2.7, range 0 to 14).

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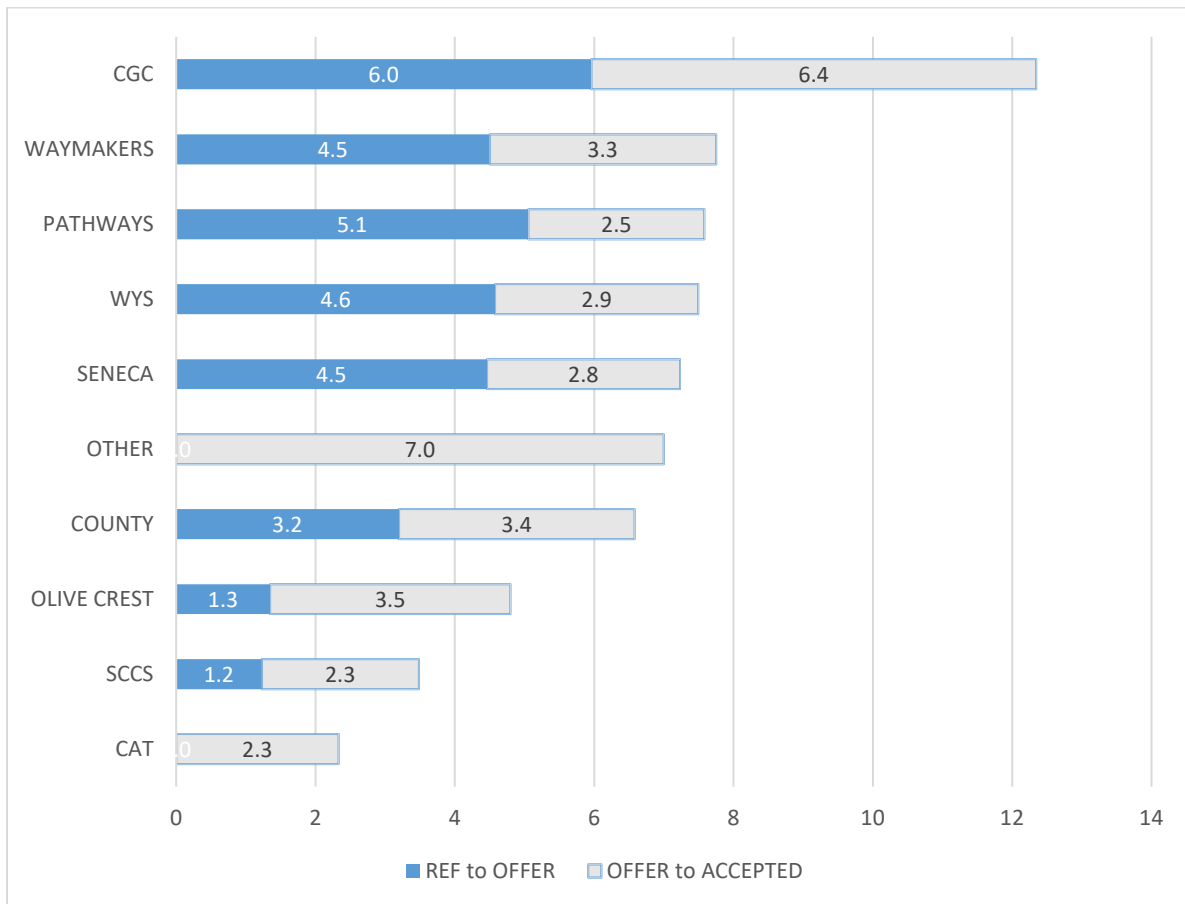
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The time between the offered and accepted appointment averaged 3.5 days (sd = 5.1, range -5 to 34). Appointments were accepted on or before the offered date 47.9% of the time.

The days from contact to accepted appointment differed by agency, as shown in Figure 1. CGC shows the longest period from referral to accepted appointment, an average of 12.4 days.

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



Appointments accepted within state standards (routine= 10 business days; urgent= 48 hrs (2 calendar days))

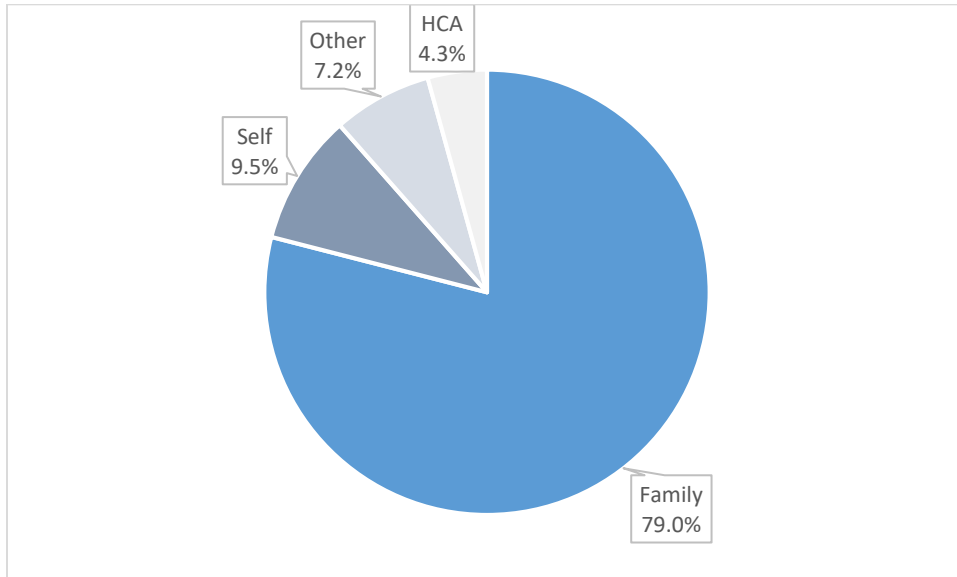
Routine: 1508 of 1669 (90.4%) routine appointments were accepted within 10 business days

Urgent: 8 of 11 (72.7%) appointments were accepted within 2 calendar days.

Referral Sources

Primary referral sources came from family or self-referrals for 88.5% of entries

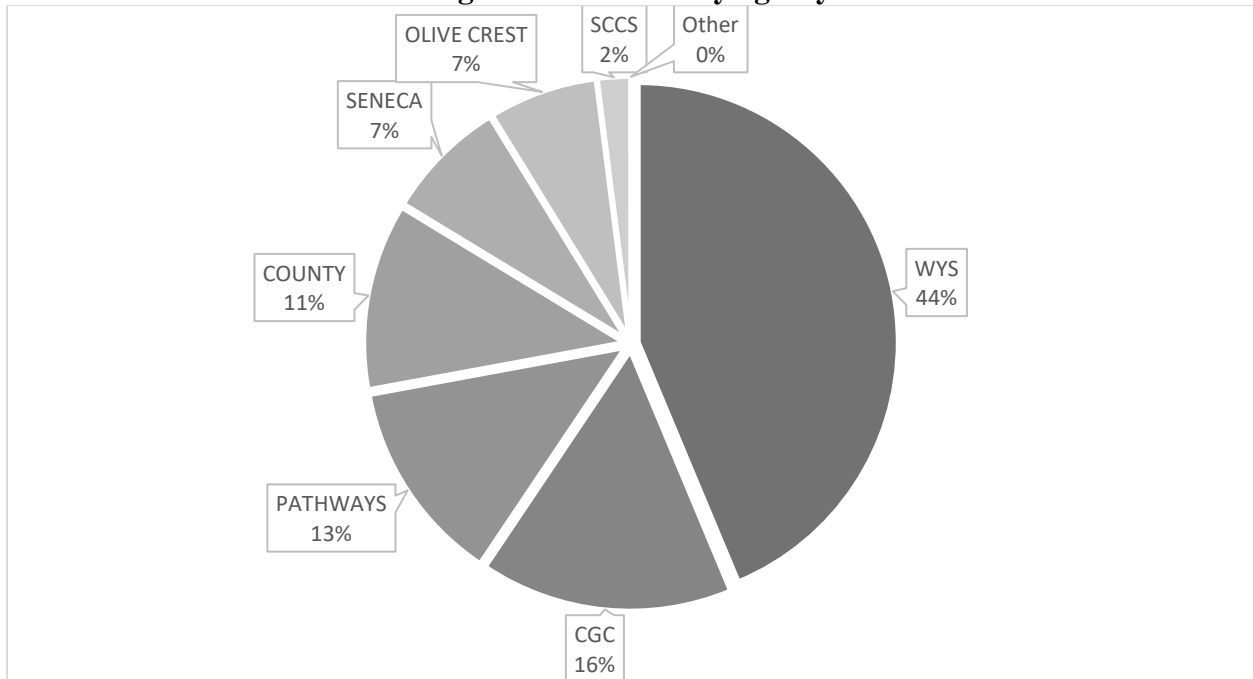
Figure 2. Referral sources



Agency

The distribution of referrals by agency is shown below.

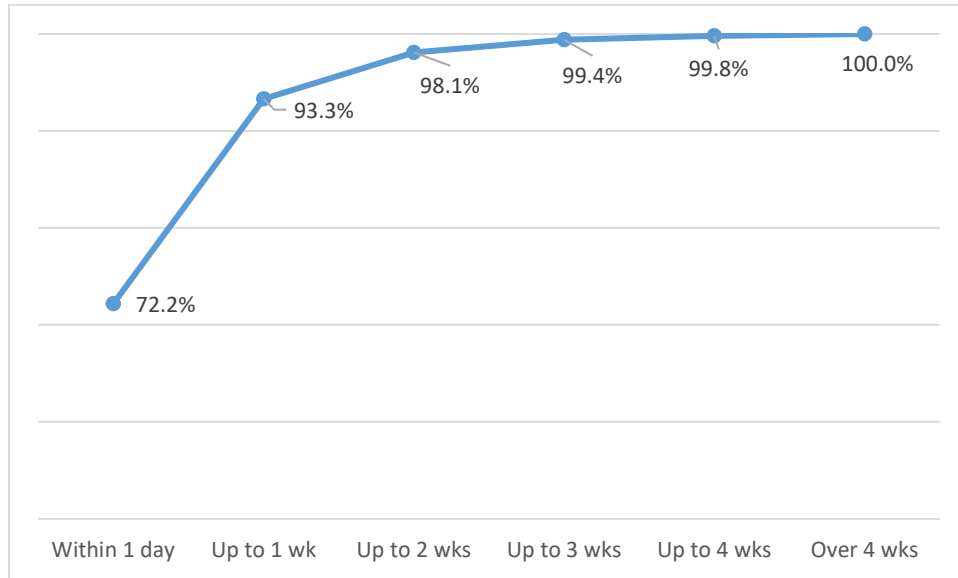
Figure 3. Referrals by agency



Time from Referral to Log Entry

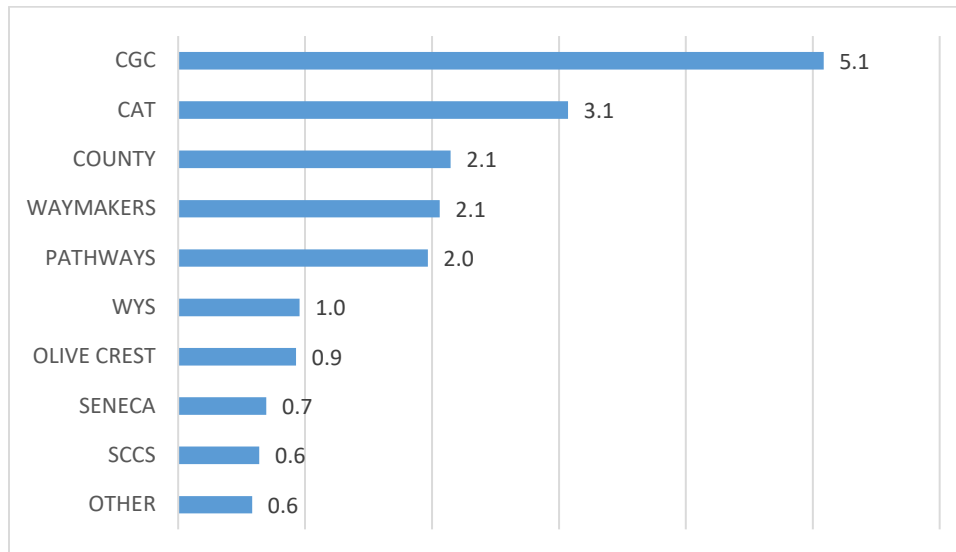
Log date and time were available for 1711 out of 1713 entries. Out of these 1711 referrals, 1235, or 72.2%, were entered into the log on the same day or by the day after they were received. 4 (0.2%), were not entered until at least four weeks had passed.

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



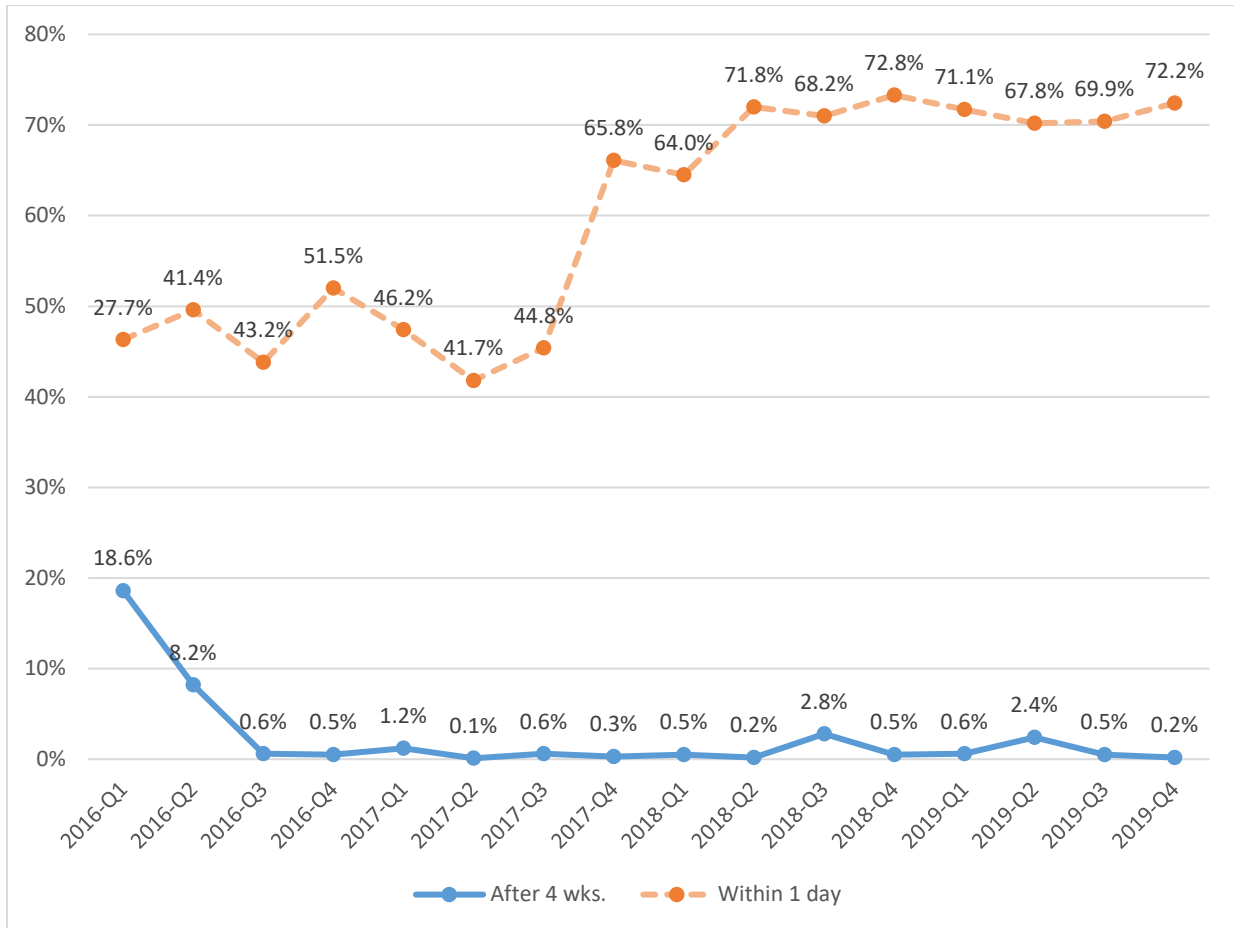
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The time from referral to log entry is shown in Figure 6 by quarter. Since the first calendar quarter of 2016, entry within one day has occurred for from 27.7% to 72.8% of referrals. Percent entered within one day showed a general improving trend and has been fairly stable over the past six quarters.

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



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Client Languages

The table below shows the language distribution of referred clients. Spanish and English were the primary languages of 97.4% of the clients and 95.4% of the families.

Table 2. Distribution of client and family language

	N		Percent	
	Family Language	Primary Language	Family Language	Primary Language
Arabic	4	0	0.2%	0.0%
Cambodian	1	0	0.1%	0.0%
English	775	1162	46.8%	67.9%
Farsi	8	1	0.5%	0.1%
Gaelic	0	1	0.0%	0.1%
Japanese	2	0	0.1%	0.0%
Korean	4	1	0.2%	0.1%
Mandarin	4	4	0.2%	0.2%
Portuguese	5	3	0.3%	0.2%
Russian	1	1	0.1%	0.1%
Samoan	2	3	0.1%	0.2%
Somali	0	1	0.0%	0.1%
Spanish	805	510	48.6%	29.8%
Tagalog	3	2	0.2%	0.1%
Turkish	1	1	0.1%	0.1%
Vietnamese	42	22	2.5%	1.3%
Subtotal	1657	1712	100.0%	100.0%
Unk/Missing/Oth	56	1		
Total	1713	1713		

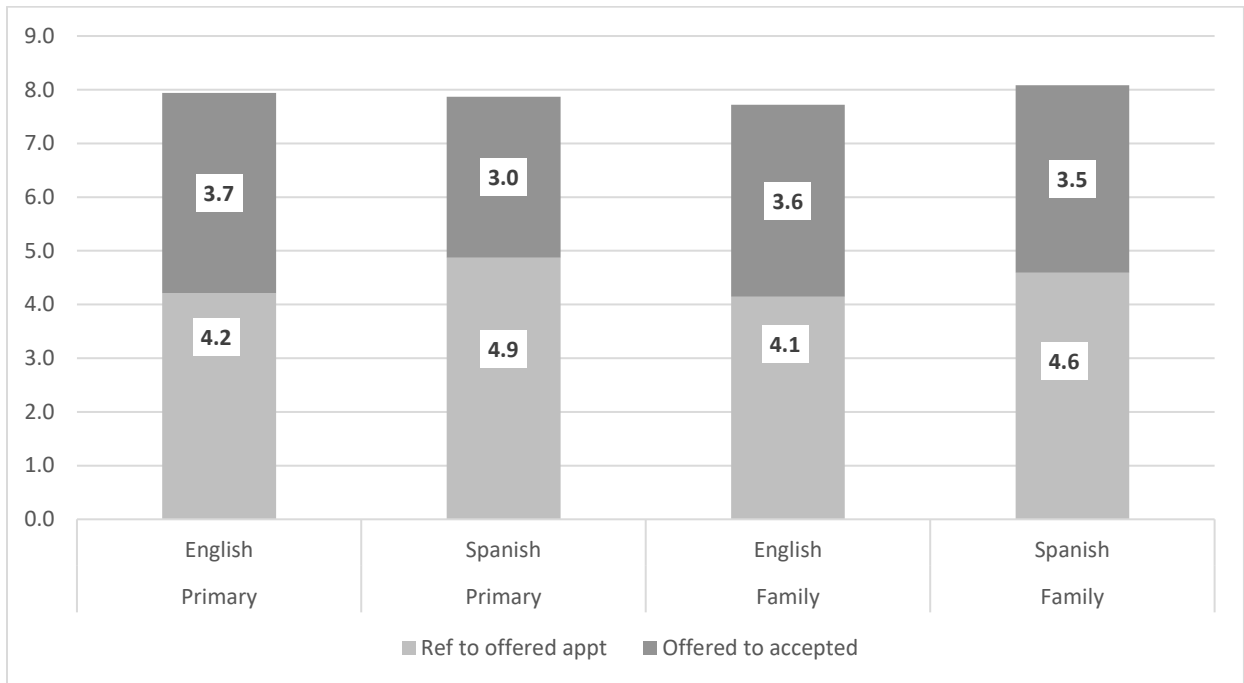
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No significant differences were found for time to offered appointment between English and Spanish speaking clients or families. Time from offered to accepted appointments was slightly higher for English speaking clients ($p < .001$).

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



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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.

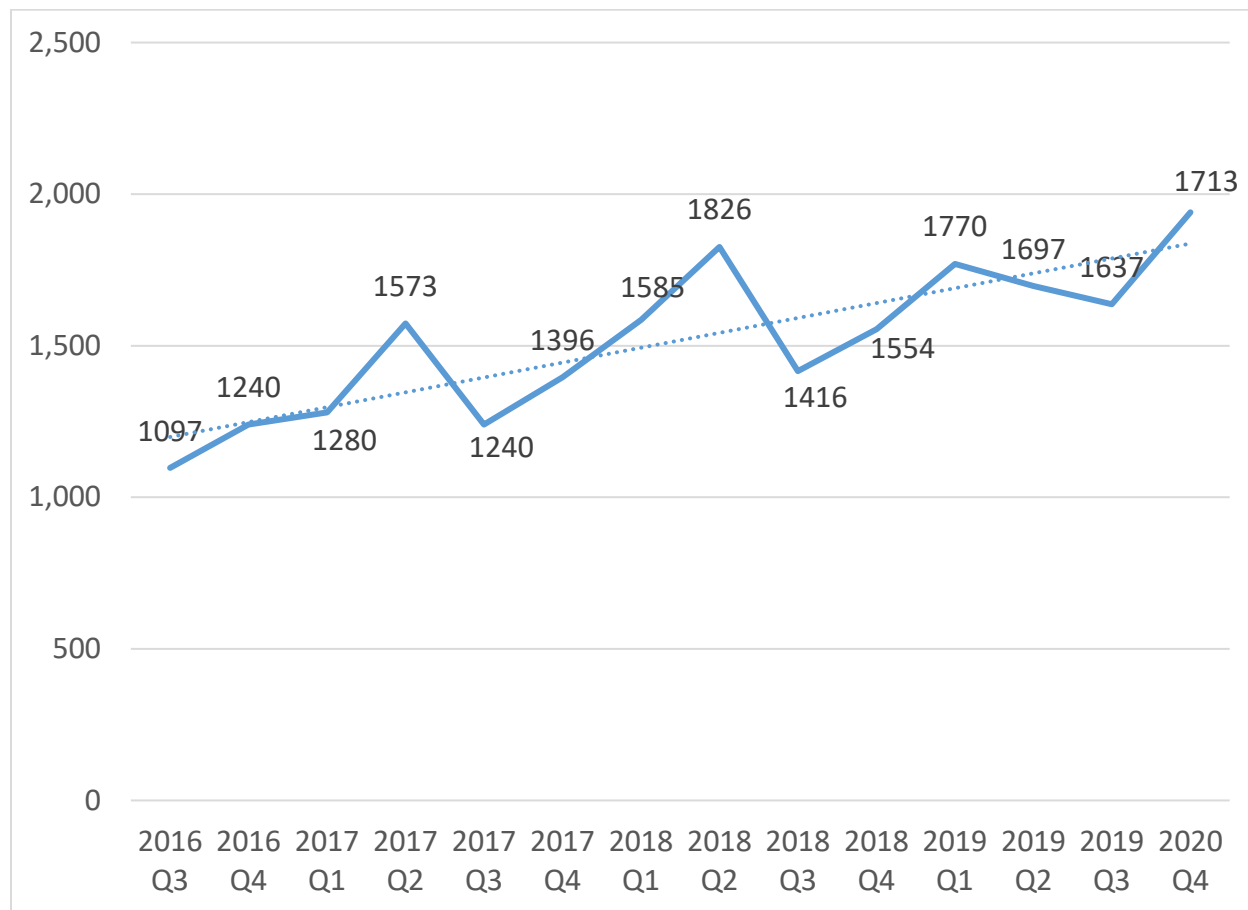
Table 3. Referral disposition, by agency

AGENCY	OTHER	Client Declined Services	Crisis Service	Not Opened - Client Appt Scheduled	Opened for MHP Assessment/ Services	Referred Inside MHP	Total
	OTHER	0	0	0	1	0	1
	CGC	0	0	263	1	3	267
	WYS	27	2	714	1	0	744
	COUNTY	0	0	164	30	3	197
	SCCS	0	0	35	0	0	35
	CAT	0	5	1	0	0	6
	PATHWAYS	0	2	213	0	1	216
	SENECA	0	0	128	0	0	128
	OLIVE CREST	0	0	66	49	0	115
	WAYMAKERS	0	0	4	0	0	4
Total		27	9	1588	82	7	1713

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 43 referrals per quarter.

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



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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

	Frequency	Percent
CYS CAT	6	0.4%
CYS CGC BP	45	2.6%
CYS CGC EAST	72	4.2%
CYS CGC NORTH	130	7.6%
CYS CGC SOUTH	20	1.2%
CYS CM	57	3.3%
CYS EAST	42	2.5%
CYS NORTH	44	2.6%
CYS OC BHOS CM	34	2.0%
CYS OC BHOS SA	81	4.7%
CYS OC MALENA	1	0.1%
CYS PATH ANAH	143	8.3%
CYS PATH GG	73	4.3%
CYS S RH DANA	9	0.5%
CYS S WESLEY	12	0.7%
CYS SCCS	35	2.0%
CYS SEN OC OP	59	3.4%
CYS SENECA OC NORTH	37	2.2%
CYS SENECA OC SOUTH	32	1.9%
CYS WEST	33	1.9%
CYS WYMKRS FAM 1ST	4	0.2%
CYS WYS EAST	320	18.7%
CYS WYS MV	130	7.6%
CYS WYS NORTH	151	8.8%
CYS WYS WEST	143	8.3%
Total	1,713	100.0%