

May 15, 2023

Re: A few questions about City-operated mental health center and delegate agency annual data reports

To: Matthew Richards and Katherine Calderon

Cc: CMHBC

#### City-operated mental health centers

- According to your report displaying the number of people served in 2022 by CDPH funded mental health services, city-operated mental health clinics served 1,782 people. (FY22 MH People Served\_Update\_AN (2).xlsx) Calendar year 2022 monthly mental health center performance reports show 23,102 total clinic encounters. Dividing encounters by the unduplicated count comes to about 12-13 encounters per person in the year 2022. Is this correct?
- It may seem obvious, but CDPH should clarify and define what is counted in the monthly performance management reports. You report encounters, visits, and sessions. Do these terms all refer to the same thing? Is an individual counseling session, for example, counted as a visit? Are visits the same as encounters? It has been assumed that you are reporting visits or encounters and not units of service.
- The measures labeled as visits and sessions in the monthly reports do not add up to the total encounters. For instance, in March, there were 119 encounters not explicitly accounted for by reported measures. It could help to include this remainder as an "other" row to remind the reader that the report doesn't list every type of encounter.
- In March, CDPH served 22 children and adolescents with 67 "services." Are services the same as visits or encounters or are you reporting service units? [Years ago, CDPH reported "activities" and visits.]
- Two years ago— maybe three – you said you would report the same measures about CDPH mental health centers that you are reporting about the delegate agencies. At the very least, we have been asking about the extent of services provided in-office versus by telecommunications. What are your plans to provide this data going forward?

#### The Trauma Informed Centers of Care reports

- Do you plan to produce a report analyzing the delegate agency services data?
- The 2022 calendar year unduplicated count of persons served by delegate "trauma informed" centers is reported to be about 38,508. Total units of service: 136,685. That's a about 3-4 units of service per person per year. Is this correct? Source: CDPH FY22\_TICC Dashboard\_FINAL\_rev 2023.02.08(1).xlsx
- "Units All service units rendered during the month are counted regardless of duration. Each service unit rendered to a client during the month is counted individually." Source: TICC Data Dictionary.

- A unit of service as described by payers such as Medicaid/HFS is not necessarily the same as a visit or encounter. What is your reference or definition of a service unit? Is it possible to receive multiple service units during one clinic encounter?
- Summary data from the MAIN datasheet (services provided sections) from the 2022 TICC spreadsheet data report is extracted and copied in the attached spreadsheet. I added and calculated: Unit per Clients Served; Percent of Total Units; % of unduplicated count served with the service; and Total Units/unduplicated count.
- “Clients Served (Service type, Setting, and Ability to Pay sections)                      Number of clients that received services for the month. A client is only counted once per service type per month. A client can receive multiple services within the month but will only be counted once per service type (in the clients served column).” Source: TICC Data Dictionary.
- The Clients Served definition references unduplicated counts by month (“once per service type per month”). In the services provided sections of the annual report you display data by quarter, not by month, and the total for the year. Are the Clients Served totals for quarter unduplicated counts, too?
- The FY22 Grand Total Clients Served is the sum of the quarter totals. Is this an unduplicated count or a duplicated count? For instance, in the 0-17 age group it shows that 405 clients received a psychiatric evaluation. Can you please confirm whether 405 is the unduplicated number of children served with this service – a psychiatric evaluation - in the year 2022?

Thank you for your attention.  
Judy King