KNOW OUR CLIENTS

BASED ON FY17/18 MCBH DATA
PRESENTED ON 25.10.2018 BH COMMISSION
HOW MANY CLIENTS DID WE SERVE IN FY 17/18?

12714 Clients Served

8783 Medi-Cal Clients

3931 Non Medi-Cal Clients
CLIENTS WHO ARE CURRENTLY OPEN IN OUR SYSTEM
BY THEIR ADMIT YEAR TO MCBH

Total
% Hispanic
TOTAL SERVICE VALUE OF MEDI-CAL ELIGIBLE MCBH CLIENTS IN FY 1718 WAS $69.6 MILLION

Average Service value per Medi-Cal MCBH client FY1718

<table>
<thead>
<tr>
<th>System of Care</th>
<th>Count of Clients</th>
<th>Average Service Value per Client</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td></td>
<td>$7,923</td>
</tr>
<tr>
<td>Adult System of Care</td>
<td></td>
<td>$17,212</td>
</tr>
<tr>
<td>Childrens System of Care</td>
<td></td>
<td>$9,142</td>
</tr>
<tr>
<td>Crisis, Hospital, TAR</td>
<td></td>
<td>$5,057</td>
</tr>
<tr>
<td>Substance Use Disorder</td>
<td></td>
<td>$3,903</td>
</tr>
<tr>
<td>Access to Treatment</td>
<td></td>
<td>$1,912</td>
</tr>
</tbody>
</table>
Total number of clients 1700
Average age: 33 years
The total number of clients hospitalized has remained steady in the last 3 years.
81% had their treatment goals partially/fully reached.
22% of clients were re-hospitalized post discharge from MHU
The top three diagnosis category were Mood disorders, Anxiety disorder, and Schizophrenia
Of the clients served, 44% had substance use disorder.
SUBSTANCE USE DISORDER

• 45% of the Adult Medi-Cal MCBH Clients had a history of Substance Use disorder

• On an average 22% more is spent for clients with substance use disorder

• $500k more is spent on clients who have co-occurring substance use disorder in Crisis Service

• On an average, $1350 more is spent on Adult clients who have co-occurring SUD
Age Distribution of Medi-Cal only MCBH Clients FY 1718

Age group in years

- 0-5: 375 (4.27%)
- 6-15: 1,999 (22.76%)
- 16-25: 1,628 (18.54%)
- 26-59: 4,207 (47.90%)
- 60+: 574 (6.54%)

Number of Clients vs Percentage of Clients
Our analysis on total service value per client showed that as age increases so does the average total cost incurred to the client, arguably due to increase in the number of services. The elderly 60 years or older received approximately 40 percent more services than the younger ones.
GENDER DISTRIBUTION

Gender Distribution of Medi-Cal MCBH Clients FY 1718

- Female: 4,578 clients, 52.12% of the total
- Male: 4,198 clients, 47.80% of the total
- Transgender: 0.01% of the total

Number of Clients: 0, 500, 1,000, 1,500, 2,000, 2,500, 3,000, 3,500, 4,000, 4,500, 5,000
Percentage: 0.00%, 10.00%, 20.00%, 30.00%, 40.00%, 50.00%, 60.00%
The average cost of service per client was $730 less for female clients compared to male clients.
Even though 56 percent of our clients were Hispanic, only 17 percent of clients said they prefer Spanish as their preferred spoken language. And our analysis showed that the average cost of service per client was $3702 less for Spanish speaking clients compared to English speaking clients.
WHERE DID THEY COME FROM?

Regional Distribution of Medi-Cal MCBH Clients FY 2017-2018

<table>
<thead>
<tr>
<th>Region</th>
<th>Number of Clients</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salinas Valley</td>
<td>4,200</td>
<td>48%</td>
</tr>
<tr>
<td>Coastal Region</td>
<td>1,916</td>
<td>22%</td>
</tr>
<tr>
<td>South County</td>
<td>1,660</td>
<td>19%</td>
</tr>
<tr>
<td>North County</td>
<td>804</td>
<td>9%</td>
</tr>
<tr>
<td>Other</td>
<td>203</td>
<td>2%</td>
</tr>
</tbody>
</table>
Compared to Salinas Valley region, the average cost of service per client was approximately $2371 more for clients from Coastal region.

Coastal region is where our White/Caucasian clients are more likely to come from.
RACE/ETHNICITY DISTRIBUTION

Racial Distribution of Medi-Cal MCBH Clients FY 1718

- Hispanic: 4,927 (56.10%)
- White: 1,899 (21.62%)
- Other: 1,198 (13.64%)
- Black: 408 (4.65%)
- Asian / Islander: 290 (3.30%)
- American Indian: 61 (0.69%)

Number of Clients

- 0
- 1,000
- 2,000
- 3,000
- 4,000
- 5,000
- 6,000

Percentage

- 0.00%
- 10.00%
- 20.00%
- 30.00%
- 40.00%
- 50.00%
- 60.00%
Even though most of our clients were Hispanic, we are under-serving the Hispanic population by 19 percentage points. Compared to the White clients, the average cost per client was approx. 4679 dollars less for Hispanic clients. Which means clients utilizing the high cost services were mostly White or Caucasian.
SERVICE VALUE VARIATIONS

• Our analysis on total service value per client showed that as age increases so does the total cost incurred to the client, arguably due to increase in the number of services. The elderly 60 years or older received approximately 40 percent more services than the younger ones.

• The average cost of service per client was 730 dollars less for female clients compared to male clients.

• Even though 56 percent of our clients were Hispanic, only 17 percent of clients said they prefer Spanish as their preferred spoken language. And our analysis showed that the average cost of service per client was 3702 dollars less for Spanish speaking clients compared to English speaking clients.

• Compared to Salinas Valley region, the average cost of service was approximately 2371 dollars more for clients from Coastal region. Coastal region is where our White/Caucasian clients are more likely to come from.

• Even though most of our clients were Hispanic, we are under-serving the Hispanic population by 19 percentage points. Compared to the White clients, the average cost per client was approx. 4679 dollars less for Hispanic clients. Which means clients utilizing the high cost services were mostly White or Caucasian.
WHY FOCUS ON HISPANIC POPULATION?

Hispanic MCBH Beneficiaries vs Hispanic Medi-Cal Enrollees: 5-Year trend

Percentage of Clients

Calendar Year

2013 2014 2015 2016 2017

Hispanic Medi-Cal Enrollees Hispanic Clients

78% 78% 78% 76% 76% 60% 61% 60% 76% 76%
WHY FOCUS ON HISPANIC POPULATION?

Although 56% of medi-Cal eligible MCBH clients are Hispanic,
- the average total service value for Hispanic clients is $2065 lower than Non-Hispanic clients.
- the average total number of services availed by Hispanic Clients is lower by 19 services
- The Hispanic clients had a high rate of discharge irrespective of their clinical outcome
- the average age of Hispanic clients is 9 years lower than Non-Hispanic.
HISPANIC VS NON-HISPANIC SERVICE VALUE

Average Service value per Medi-Cal MCBH client FY1718

Overall
- Hispanic client: $7,016.02
- Non-Hispanic client: $9,081.18

Adult System of Care
- Hispanic client: $13,616.64
- Non-Hispanic client: $24,520.32

Children's System of Care
- Hispanic client: $8,656.37
- Non-Hispanic client: $10,441.63

Crisis, Hospital, TAR
- Hispanic client: $5,274.10
- Non-Hispanic client: $4,775.07

Substance Use disorder
- Hispanic client: $4,246.30
- Non-Hispanic client: $3,552.42

Access to Treatment
- Hispanic client: $2,015.54
- Non-Hispanic client: $1,790.33
AGE DISTRIBUTION OF HISPANIC MCBH BENEFICIARIES FY1718

| Age Group   | Percentage
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>0-5 yrs</td>
<td>68.27%</td>
</tr>
<tr>
<td>5-15 yrs</td>
<td>69.98%</td>
</tr>
<tr>
<td>16-25 yrs</td>
<td>67.57%</td>
</tr>
<tr>
<td>26-59 yrs</td>
<td>47.54%</td>
</tr>
<tr>
<td>60+ yrs</td>
<td>29.97%</td>
</tr>
<tr>
<td>Overall</td>
<td>56.10%</td>
</tr>
</tbody>
</table>

Service Gap:
-3.65%  -16.12%  -12.74%  -24.47%  -23.71%  -18.60%
### REGIONAL DISTRIBUTION OF HISPANIC MCBH
### MEDICAL CAL BENEFICIARIES FY1718

<table>
<thead>
<tr>
<th>Region of Residence</th>
<th>Percentage of Hispanic Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salinas Valley</td>
<td>61%</td>
</tr>
<tr>
<td>South County</td>
<td>79%</td>
</tr>
<tr>
<td>Coastal Region</td>
<td>57%</td>
</tr>
<tr>
<td>North County</td>
<td>26%</td>
</tr>
</tbody>
</table>

**Service Gap**
- 21% (Salinas Valley)
- 10% (South County)
- 19% (Coastal Region)
- 17% (North County)
RESULTS OF ADULT SURVEY FALL 2017

• Primary reason to choose MCBH: 44% came in because MCBH services were recommended, 36% said they came on their own.
• 80% acknowledged that they were given information about their rights
• 87% said they felt free to complain
• 91% acknowledged that staff respected their wishes about confidentiality.
• 88% acknowledged that staff were sensitive to their cultural background.
• 90% felt comfortable asking questions about their treatment and medication
• 90% felt staff believed that they can grow, change and recover.
WHERE CAN WE IMPROVE THROUGH INNOVATIONS

- 60% Adults felt that they were able to get all the services they thought they needed.
- 73% Adults felt the location of services was convenient for them.
- 62% Youth (? Parents) acknowledged they helped choose their services.
- 74% Youth said they were doing better at school.
- 71% Youth said they are able to get along better with friends and other people.
- Total number of Monterey County Adult Medi-Cal enrollees with disability: 9620
- Total number of Adult Medi-Cal MCBH clients with disability: 1714 (18% of Medi-Cal enrollees)
- Hispanic Adult Medi-Cal MCBH clients with disability: 642 (37%)
- Non-Hispanic Adult Medi-Cal MCBH clients with disability: 1072
- The total service value of Adult Medi-Cal MCBH clients with disability: $26,601,036.22
- Adult Medi-Cal MCBH clients with disability had a higher average cost of service per client by approximately $5219 compared to those without disability.
• The average age of Adult MCBH clients with disability in FY 1718 was 47 yrs and that of Monterey County Adult Medi-Cal enrollees with disability was 52 yrs. The mean age difference of 5 yrs between these two groups was statistically significant.

• The Hispanic Adult MCBH Medi-Cal clients with disability (mean: 44yrs, SD: 14yrs) seem to be a younger population than non-Hispanic Adult MCBH Medi-Cal clients with disability (mean: 49yrs, SD: 13yrs).
Age distribution of ADULT Medi-Cal Clients with Disability FY 1718

- Biggest service gap in Adult MCBH Clients with disability was amongst elderly population (negative 18 percentage points).
- As age increases the average service value seemed to decrease.
- Compared to those less than 25 years, the elderly (60+yrs) had a lower average cost of service by $5284.
Regional distribution of ADULT DISABLED Medi-Cal population FY 1718

- Most number of clients enrolled in this eligibility category come from Salinas Valley Region and Coastal Region where the awareness of our services and income levels are higher than south and north county.

- A Hispanic adult enrolling in Medi-Cal due to disability is 1.7 times more likely to be from South County, 25% less likely to be from North County, and 88% less likely to be from Coastal Region compared to Salinas Valley Region.
Average cost of service per client by Region for Adult Medi-Cal MCBH Clients with disability FY 1718

- Salinas Valley: $12,295.78
- South County: $11,381.81
- North County: $12,574.03
- Coastal Region: $15,893.80
As seen across all programs of our MCBH clients, the biggest service gap in Adult MCBH Clients with disability was amongst Hispanic/Latino clients (negative 13 percentage points).
Comparing the average cost of service per client by race for Medi-Cal MCBH Clients with disability FY 17-18:

- Compared to the White/Caucasians, the Hispanic/Latino Adult Medi-Cal MCBH Clients with Disability had a lower cost of service per client by approximately $5,000.
- White/Caucasian Clients received the highest average service value for BH services received in FY 17-18.
- The Female: Male ratio was 1 amongst adult Medi-Cal MCBH clients with disability.

- Compared to less than 25 years’ age-group, the odds of being a female client is 2 times and 3 times more in those less than 60yrs and greater than 60yrs age-group, respectively.

- There is no difference in the gender distribution with respect to race, region or language.
### Adult Medi-Cal Enrollees with disability by Gender FY 1718

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage of Male</th>
<th>Percentage of Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-25</td>
<td>62.7%</td>
<td>37.3%</td>
</tr>
<tr>
<td>26-59</td>
<td>51.7%</td>
<td>48.3%</td>
</tr>
<tr>
<td>60+</td>
<td>42.1%</td>
<td>57.9%</td>
</tr>
<tr>
<td>Total</td>
<td>49.0%</td>
<td>51.0%</td>
</tr>
</tbody>
</table>

### Adult MC MCBH Clients with disability by Gender FY 1718

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Percentage of Male</th>
<th>Percentage of Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-25</td>
<td>66.7%</td>
<td>33.3%</td>
</tr>
<tr>
<td>26-59</td>
<td>51.3%</td>
<td>48.7%</td>
</tr>
<tr>
<td>60+</td>
<td>40.2%</td>
<td>59.8%</td>
</tr>
<tr>
<td>Total</td>
<td>50.3%</td>
<td>49.7%</td>
</tr>
</tbody>
</table>
CONCLUSION:

- We need to explore the reason for health disparities among the following socio-demographic factors in Monterey County Adult Medi-Cal MCBH clients:
  - Hispanic/Latino Clients
  - Females
  - Elderly Clients
  - South and North County
HEALTH-EQUITY FOCUS

HISPANIC POPULATION

ELDERLY CLIENTS

SOUTH AND NORTH COUNTY REGION

SPANISH-SPEAKING CLINICIANS

STIGMA

THANK YOU