

EXHIBIT G.1
Performance Measures 24/7 Access Line and Crisis Line Services

Crisis Navigation		Heritage Oaks Hospital	Connie Williams-Campbell
Program Purpose	Increase access to behavioral health services		
Program Information	Receive calls coming into the 24/7 Behavioral Health (mental health and substance use services) ACCESS Line for Yolo County Health and Human Services (HHSA), providing telephone triage to determine appropriate resolution of both request-for-service and crisis calls.		
PM1: How much did we do?			
	# FTE		
	# of contacts total # of service requests # of Beacon Screenings completed # of ASAM Screenings completed # Crisis/Risk contacts # of clients screened for substance use services		
PM2: How well did we do it?			
2.1	# and % of dropped calls		
2.2	Average wait time from ring to pickup		
2.3	# and % calls successfully picked up before 4 th ring		
2.4	% client satisfaction based on client satisfaction survey at the end of the call		
2.5	% of contacts that resulted in leaving a message		
PM3: Is anyone better off?			
3.1	# and % of contacts referred for specialty mental health services assessment		
3.2	# and % of contacts referred / linked to substance use treatment services		
3.3	# and % of contacts admitted to inpatient psychiatric facility or crisis residential facility		

EXHIBIT G.2
Performance Measures Crisis Navigation

Crisis Navigation		Heritage Oaks Hospital	Connie Williams-Campbell
Program Purpose	Reduce the length of emergency rooms stays for Yolo County Medi-Cal beneficiaries and indigent individuals who are placed on an involuntary psychiatric hold, have been medically cleared, and are awaiting appropriate placement at either an acute psychiatric inpatient hospital or a psychiatric health facility.		
Program Information	To provide afterhours HHSA service eligibility determinations, confirm medical necessity for involuntary psychiatric holds and subsequent acute inpatient psychiatric placement, and secure appropriate placement at either an acute psychiatric inpatient hospital or a psychiatric health facility for eligible individuals in emergency rooms in local hospitals.		
PM1: How much did we do?			
	# FTE		
1.1	# of Access Line requests received annually from out-of-County hospital to provide Short-Doyle authorizations for inpatient psychiatric services for Yolo County Medi-Cal beneficiaries, indigent individuals or HHSA clients.		
1.2	# of Access Line requests received annually from in-County hospitals secure appropriate acute psychiatric inpatient or psychiatric health facility placement for Yolo County Medi-Cal beneficiaries, indigent individuals or HHSA clients.		
PM2: How well did we do it?			
2.1	# and % of requests in which appropriate inpatient placement was secured for a client within the first 24 hours of initial Access Line notification.		
2.2	# and % of requests in which appropriate inpatient placement was secured for a client after 24 hours but before 48 hours has elapsed since initial Access Line notification.		
2.3	# and % of requests in which appropriate inpatient placement was secured for a client after 48 hours but before the initial 72-hour involuntary psychiatric hold elapsed.		
PM3: Is anyone better off?			
3.1	# and % of clients for who appropriate placement at an acute psychiatric treatment settings was secured prior to the initial 72-hour involuntary hold elapsing.		
3.2	Average length of emergency room stay (in hours) for Yolo County eligible and/or clients awaiting appropriate inpatient placement. (HHSA Responsibility)		