

# Access to Care

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LOS ANGELES COUNTY  
**DEPARTMENT OF  
MENTAL HEALTH**  
hope. recovery. wellbeing.

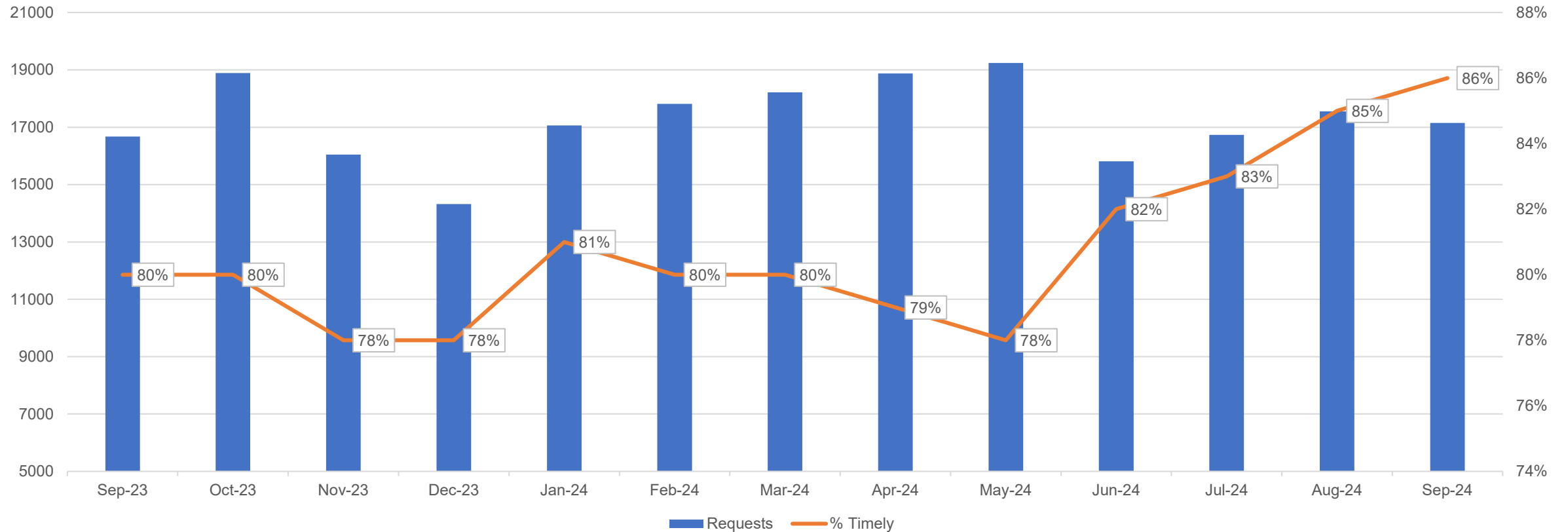
# Access to Care Timeframes

Type of Request	Timeframe
<p><b>Behavioral Health Crisis: Mobile Crisis Services</b> Any event or situation associated with an actual or potential disruption of stability and safety as a result of behavioral health issues or conditions.</p>	Within 60 minutes
<p><b>Emergent: Crisis Evaluation</b> Services for a condition or situation in which a client presents a current danger to self or others or is immediately unable to provide for or utilize food, clothing, or shelter</p>	ASAP, Same Day
<p><b>Urgent</b> Services for a condition or situation that, if not addressed, would be highly likely to result in an immediate emergency condition</p>	48 hours (no pre-authorization) 96 hours (pre-authorization)
<p><b>Discharge/Release</b> Discharged from acute inpatient facility or hold, emergency room for mental health emergency. Release from jail or juvenile justice facility</p>	5 business days from date of discharge/release
<p><b>Routine</b> Non-Psychiatry Specialty Mental Health Service (e.g. MHS, TCM, MSS, ICC, IHBS, TBS)</p>	10 business days
<p><b>Routine</b> Psychiatrist Services</p>	15 business days

# Overview:

## Access to Care Timeliness New requests for services

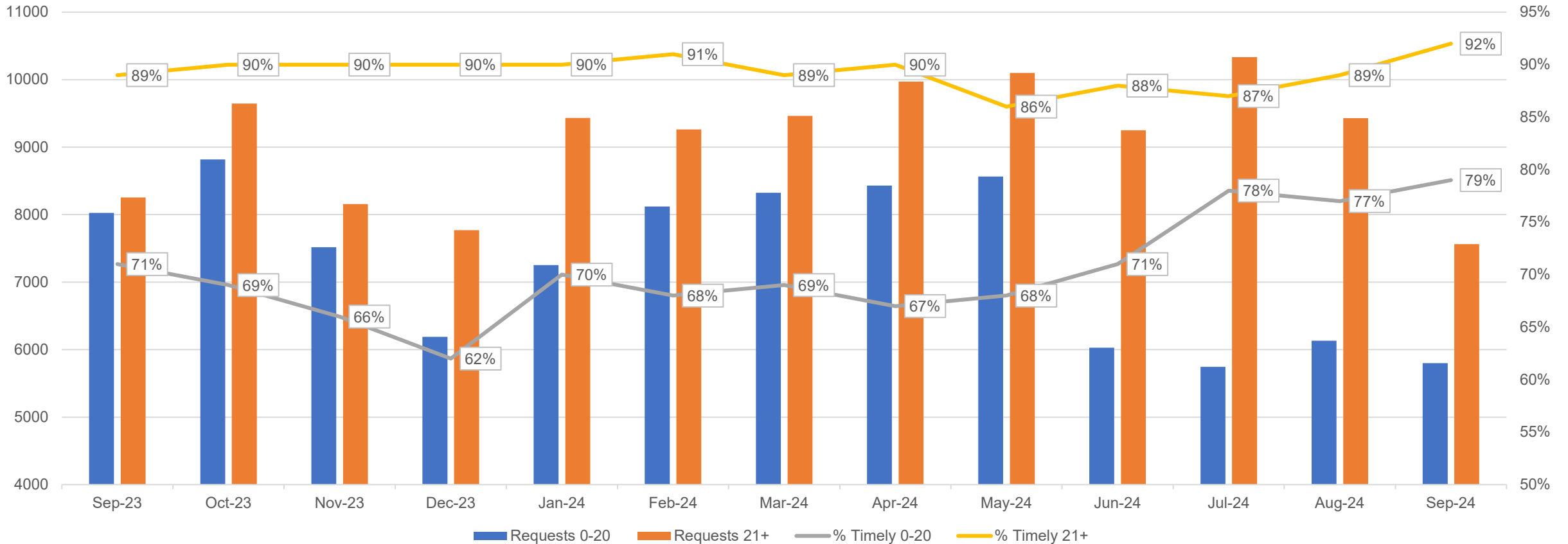
- **Number of New Requests**
  - Receive roughly 14,000 to 18,000 new requests per month
  - On average, 55% of requests result in an appointment
  - Number of requests over the summer and winter holidays is lower
- **Timeliness & Median days to first offered appointment**
  - Timeliness has been on an upward trend from 78% to 86%
  - Median hovered at 4 – 5 days
- **Timeliness & Median Days to first offered appointment for September 2024:**
  - 86% across the system with a median of 4 days



## Overview:

# Access to Care Timeliness New requests for services Ages 0-20 and 21+

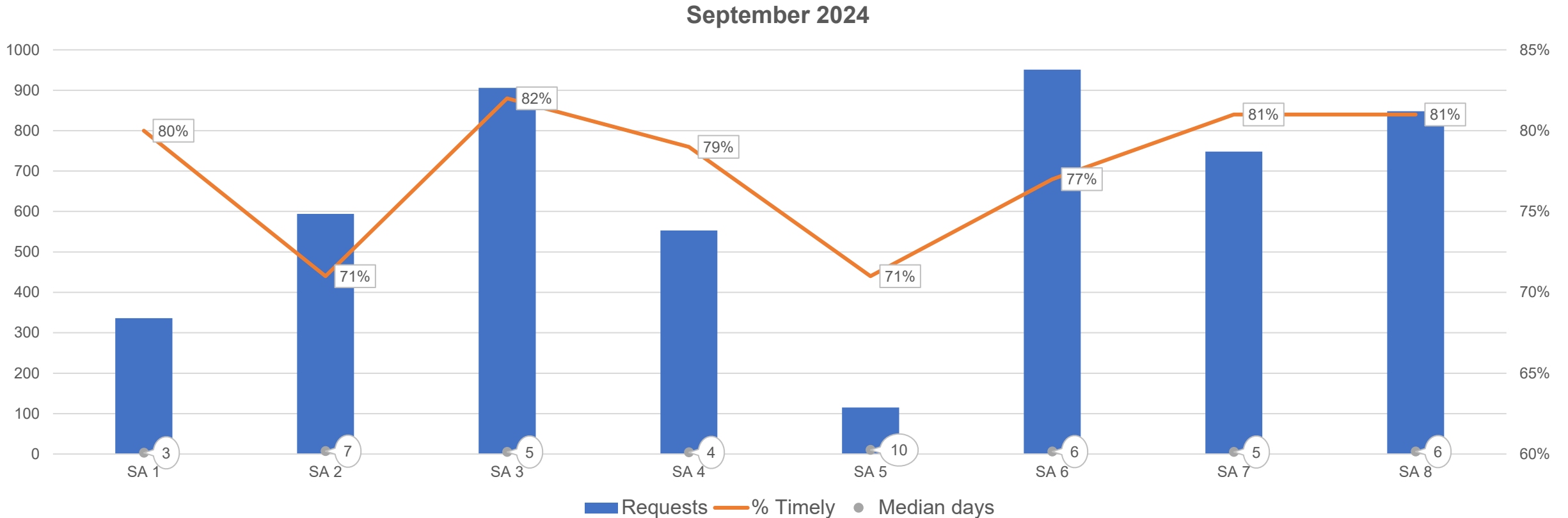
- **Number of Requests**
  - Goes down during the winter holidays
  - For children, requests drop during the summer
- **Timeliness**
  - Tends to be higher for **21+ at 80-90%** than **0 – 20 at 65-79%**
  - For September 2024, **21+ at 92%** and **0 – 20 at 79%**
- **Median days to first offered appointment**
  - **Ages 0-20 at 5 – 7 days; Ages 21+ at 4 - 5 days**



# September 2024

## Access to Care Timeliness by Service Area – Ages 0-20

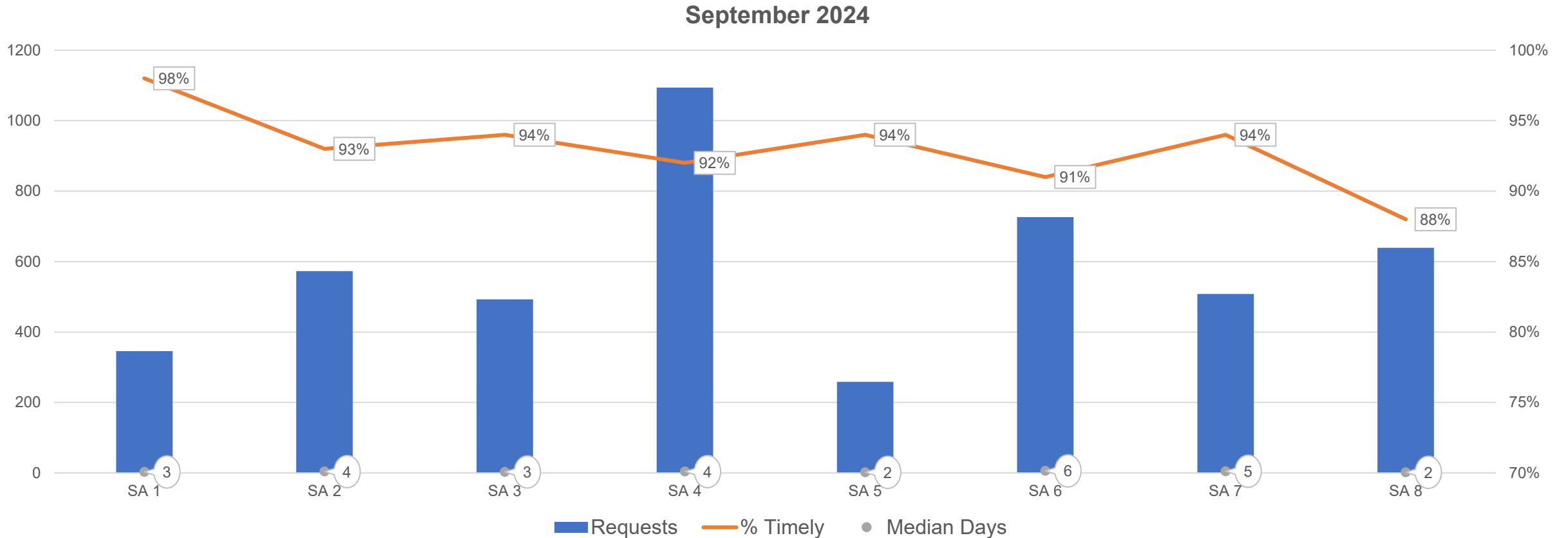
- **Timeliness:**
  - SA 1, 3, 7 and 8: 80% or greater
  - SA 2, 5 and 6: 70 – 79% timeliness
- **Median days to first offered appointment:**
  - All SAs: between 3 – 10 days
  - SAs 1, 3, 4 and 7: between 3 – 5 days



# September 2024

## Access to Care Timeliness by Service Area – Ages 21+

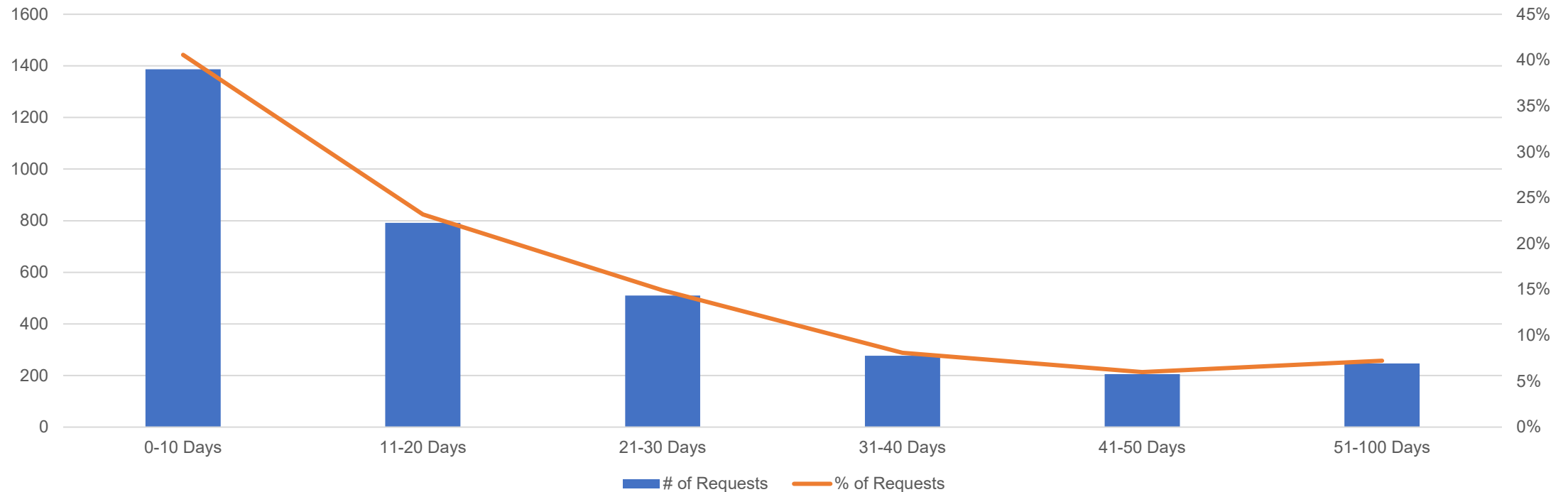
- **Timeliness:**
  - All SAs: between 88% and 98%
  - All SAs except SA8: above 90%
- **Median days to first offered appointment:**
  - All SAs: between 2 – 6 days
  - SAs 1, 3, 5 and 8: between 2 – 3 days



# Access to Care Timeliness for Full Service Partnership (FSP)

- There were 3418 FSP requests in FY23/24
- Time from request to appointment includes outreach and engagement; appointment date is not given until the individual has agreed to FSP services
- Average time from request to appointment is 19 business days
- 41% were given an appointment within 10 business days of the request
- Almost 70% were given an appointment within 30 business days of the request

FY 23/24  
Days: Request to Appointment



# Access to Care Initiatives

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## Universal Entry

A single access point of access for on-line referrals which utilizes a decision-making algorithm to determine the most appropriate program for the referral

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## Centralized Scheduling

Ability to centrally schedule appointments at any Directly Operated or Contracted clinic

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## Monitoring

Identifying gaps in access to care (outliers, child appointments, follow ups, psychiatry) and working with providers to improve access to care





# Questions?

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