



WIDCCC

FY24 Quarter 4 Report

Purpose

- Diversion from unnecessary:
 - involvement in the justice system
 - admission to emergency departments, hospitals, and in-patient behavioral health
- Prevent future crises via referrals to community-based services
- Promote wellbeing, resilience, and self-sufficiency

Services

- Crisis stabilization services for adults
- Stay up to 23 hours and 59 minutes in a single episode of care
- De-escalation, peer support, case management, safety planning, community-based referrals
- Food, water, shower, clean clothes, rest, personal care/hygiene products

Admissions

Client demographics



Census – Client Visits

- Total: 284
- Unduplicated: 142
- Average length of stay: 11.8 hours

Total # of client visits



Demographics



Homeless
233



Male
191



Female
87



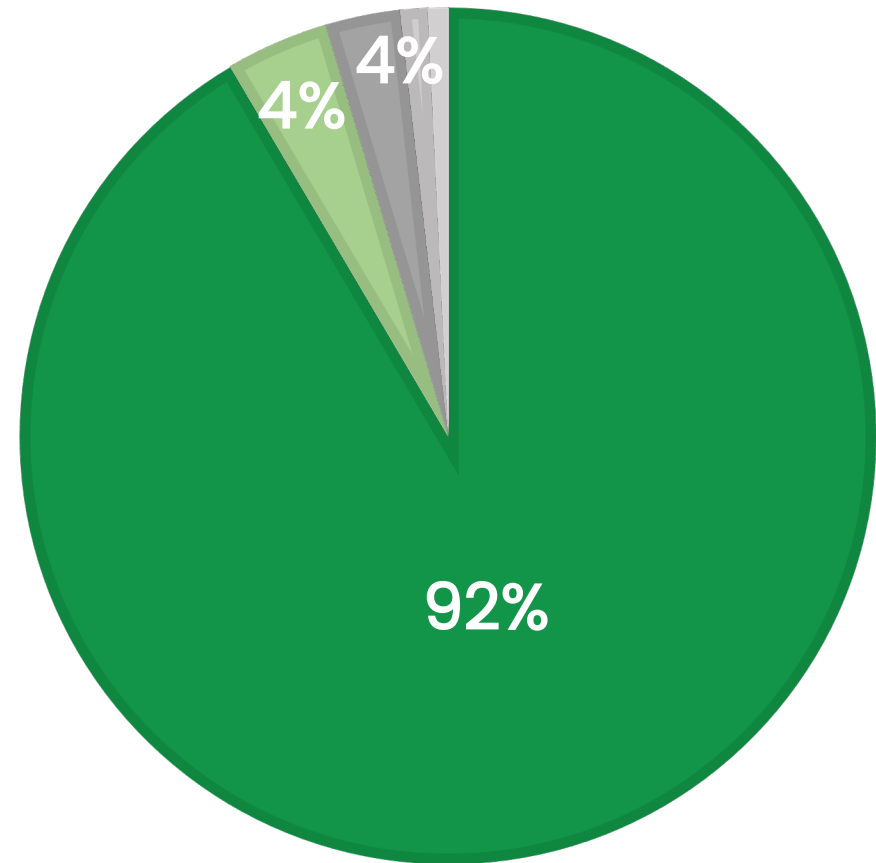
Veterans
7



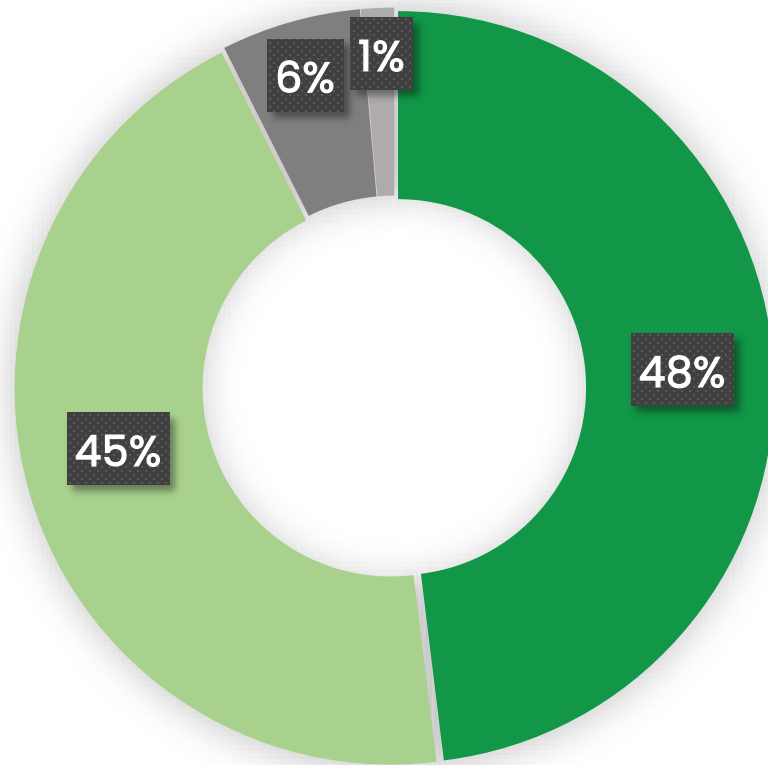
Average Age
43.5

Demographics

- Canyon County
- Other Counties (Outside Region 3)
- Out of State
- Payette County
- Owyhee County



Diagnoses and Presenting Concerns

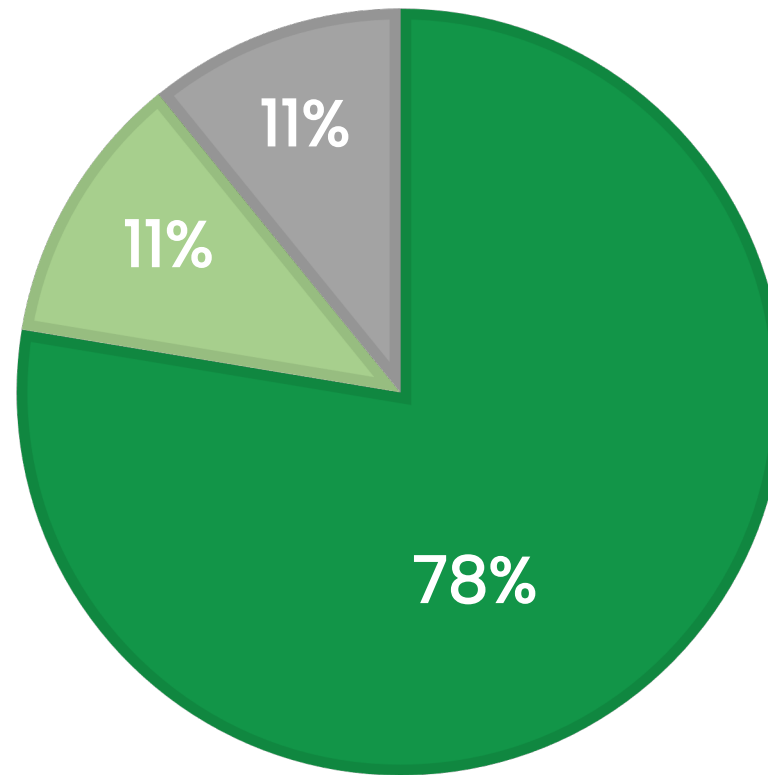


- Mental Health Concerns Only
- Co-occurring Mental Health and Substance Use Concerns
- Substance Use Concerns Only
- No Mental Health and Substance Use Concerns

Main presenting concerns: suicidal thoughts, substance use recovery, general behavioral health resources, and housing

Insurance Information

■ On Medicaid ■ Not Insured ■ Other Insurance

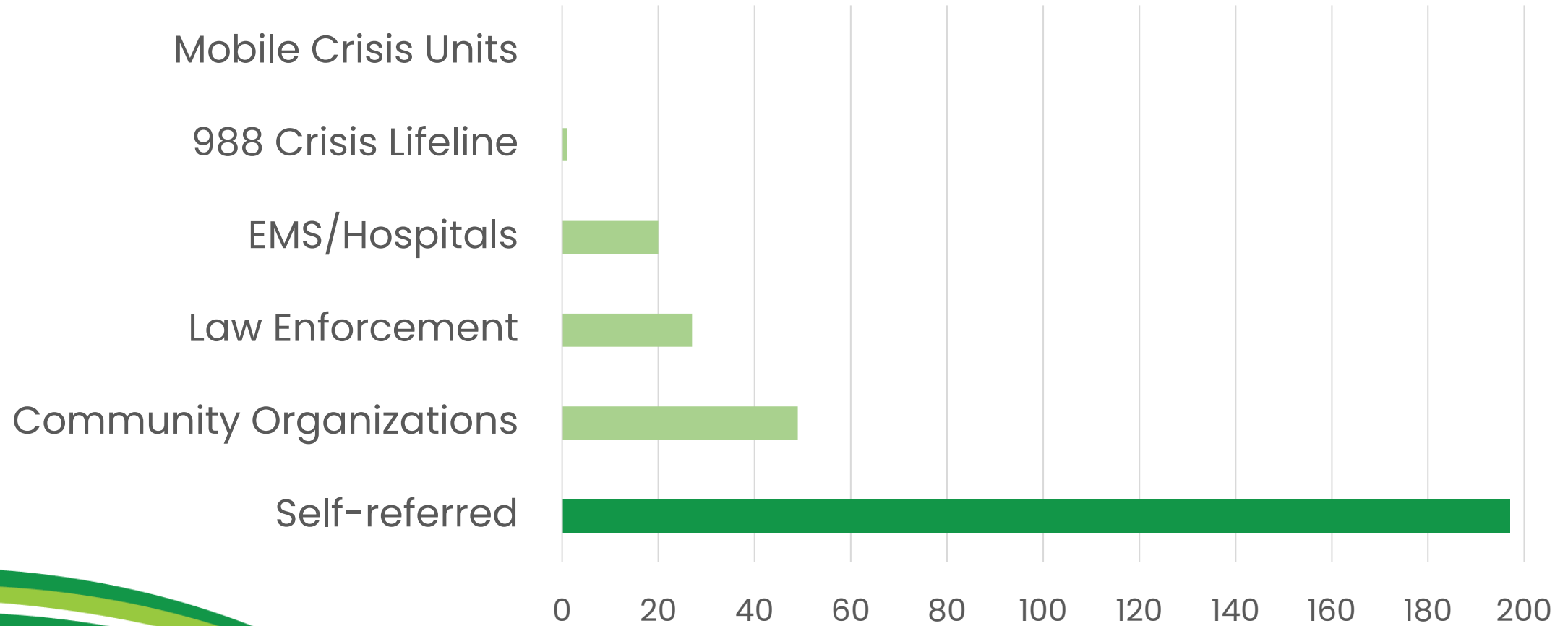


Referrals

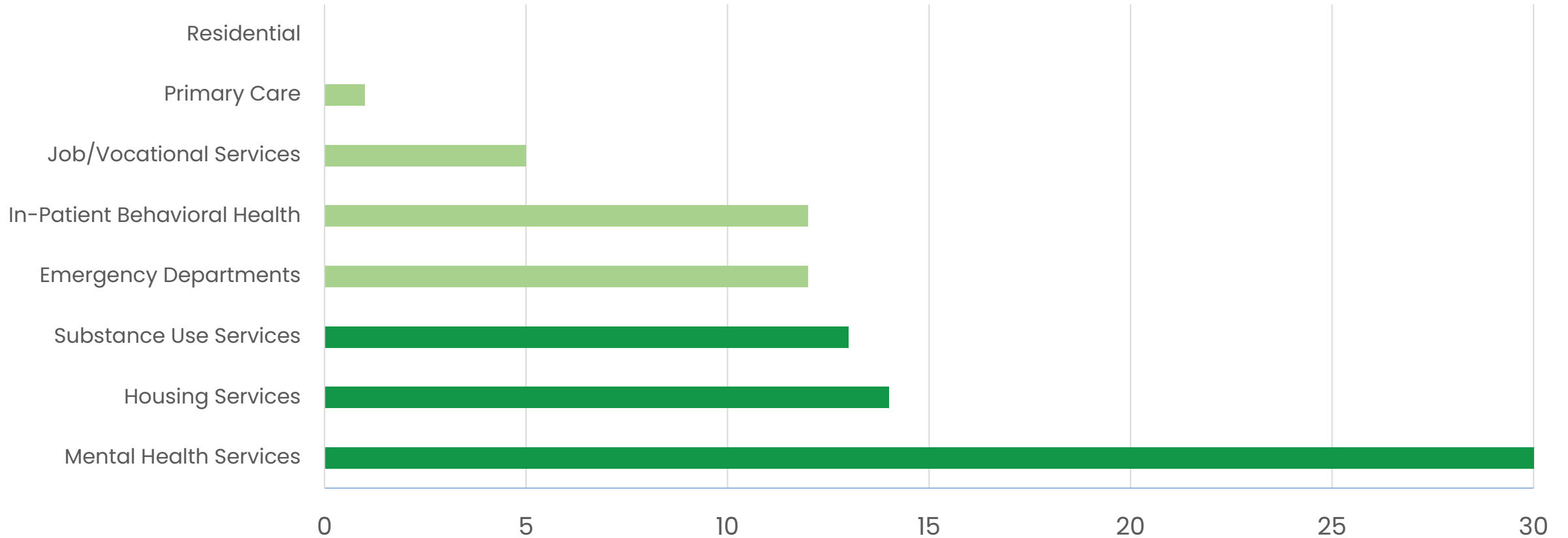
Incoming and Outgoing



Referral Sources - Incoming



Community Referrals - Outgoing



Outcomes

Satisfaction and Prevention



Client Satisfaction

Of the clients who took the client satisfaction survey...

- 100% were happy with the quality of service
- 97% would visit WIDCCC again if needed
- 97% feel their needs were addressed
- 97% feel confident in their wellness plan
- 93% feel their cultural needs were valued

Prevention – Where would clients be instead?

Of the clients who took the client satisfaction survey...

- 13% would be in jail
- 17% would be in the hospital
- 10% would be deceased

Cost Savings

Return on Investment



Diversion – Return on Investment

Diversion Source	# of Diversions	~Cost Per Visit	Total Savings
Hospital	5	\$2,600	\$13,000
Jail	4	\$82/day (15 days average)	\$4,920
Law Enforcement	24	\$1,000	\$24,000
In-Patient BH Hospital	0	\$2,260 (15 days average)	\$0
Total Community Savings:			\$41,920

Additionally, three individual reported they would be deceased (presumably from overdose or suicide) if not for WIDCCC. The average return on investment for preventing death by suicide or overdose is almost \$1.4 million per person.

Successes

Narrative from Pathways



“Quarter 4 has proven to be our highest intake of assisting clients in the community, with a record high in April of 149 total intakes. Training has continued with the staff to develop their skills in how to handle repeat clients as well as those with aggressive behavior. In quarter 3 we increased our in person CPI training for de-escalation which led to more confident staff in quarter 4. And as the state prepared for the switch of MCO to Magellan Health, our management team prepared the centers for the switch of EHR systems for improved capabilities of capturing data related to ROI and how individuals hear about our centers. We are working on bringing on a new Business and Marketing Manager who will be able to utilize this information to enhance our community partners and stakeholders as well as develop new ones.”

-Pathways of Idaho Quarter 4 Report



Questions?

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