



July 15, 2026

Attention:

Mendocino County Board of Supervisors

Mendocino County Behavioral Health Advisory Board

Re: Redwood Community Services Organizational Update

General Update:

Over the past several weeks, we have seen an increase in mobile crisis calls across Mendocino County. While that speaks to the level of need in our community, we are also encouraged to see more people reaching out for support and stronger coordination happening in real time. We continue to appreciate the partnership with law enforcement and community partners as we work together to make sure individuals and families in crisis are met with a timely, compassionate, and coordinated response. That collaboration matters, and we are grateful for the continued willingness to show up together for our community.

As we move into the next fiscal year, RCS is continuing to work closely with BHRS on contract planning and service expectations, especially as the system prepares for the changes connected to BHSA and BH CONNECT. We know there are significant changes ahead for all of us, and we also know that this kind of system shift takes partnership, patience, and a shared commitment. RCS remains committed to working alongside MCBHRS as we adjust to these changes and continue building a system of care that meets the needs of the people we serve. Looking ahead, we are also paying close attention to the certification and implementation expectations for Assertive Community Treatment (ACT) and High-Fidelity Wraparound. These are not unfamiliar populations for RCS. They are the adults, youth, and families we already serve every day. We are eager to continue learning, preparing, and building our capacity so that as these models move forward, we are ready to support them with fidelity and in a way that makes sense for our local system.

On the workforce side, our teams have been working hard on client service hour goals and overall service capacity. We are starting to see progress, including increased caseloads, which is helping improve access and timeliness for clients. This has taken real effort from staff and supervisors, and we will continue to stay focused on supporting our teams while also making sure clients are connected to care as quickly and effectively as possible.

Foster Family Agency | Behavioral Health Services | Family Social Services | Skill Building & Empowerment Services
Crisis Response Services | Transitional Services | Residential Services | Homeless Services | Substance Use Services

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Client Update:

Here are the current breakdowns for client totals. Referral/Eligibility indicates a client in the referral and screening process, Intake/Assessment indicates engaged in active assessment process, and Treatment is active treatment with clinical team, in either outpatient or crisis services.

Definitions:

Mendocino County SMH refers to Outpatient SMH services

Mendocino County Crisis refers to Crisis Services (assessment and aftercare)

Current Fiscal Year:

Mendocino County SMH Clients by Current Status

Total # of Client Statuses	Age Range		
Status	Children	Adults	Total
Active	205	281	486
Referral / Eligibility	10	25	35
Intake / Assessment	12	30	42

Mendocino County Crisis Clients by Current Status

Total # of Client Statuses	Age Range		
Episode Status	Children	Adults	Total
Active	86	463	549

Mendocino County SMH Clients Served by Month Current FY

Distinct Clients Served	FY Month
Age Range	01-Jul
Youth	149
Adult	237

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Mendocino County Crisis Clients Served by Month Current FY

Distinct # of Clients Served	FY Month
Age Range	01-Jul
Youth	13
Adult	75

Mendocino County Clients Served by Region Current FY

Distinct # of Clients by Region	Age Range	
Mendocino County Region	Youth	Adult
Ukiah	106	272
Fort Bragg	29	38
Redwood Valley	2	8

Outcomes:

Progress of Closed Mendocino County Clients at Discharge Current FY

Count of Clients	Progress at Discharge		
FYMonth	Progress towards goal(s) remains unchanged	Completed treatment goal(s)	Deteriorated in level of functioning
01-Jul	1	1	1

Upon discharge our clinician staff complete a discharge note, identifying the level of progress toward goals the client has engaged in. The typical reason you will see these folks have no progress toward goals is the level of engagement and length of treatment. These clients usually come in for assessment and early treatment but discontinue or no show to early appointments and do not engage in treatment to a degree that progress can be made.

Mendocino County Clients Transitioned to Lower Level of Care Last FY

FYMonth	02-Aug	03-Sep	04-Oct	06-Dec	07-Jan	08-Feb	11-May
Transition of Care Tools	1	1	3	1	1	1	2

As a system of care, we are responsible for transitioning clients who no longer need our level of Specialty Mental Health services which are operated by the County Mental Health Plan to mild to moderate levels of care through the Managed Care Plan.

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Phoenix House (CRT):

Phoenix House CRT Clients Served by Month Current FY

FY Month	01-Jul
Clients	

7

Residential Programs:

Residential Program Client Counts

Facility	Clients Placed
Birch House	2
Blue House	11
Building Bridges	15
Cypress House	3
Gibson House	4
Harmony House	6
Haven House	5
Madrone House	7
NEST	3
Phoenix House	7
Tule House	6
Washington Court	8
Xamitin Haven	2

Our shelters (Building Bridges and Xamitin Haven) only track Post Acute

Success Stories

Client A: At just 18 years old, this remarkable young man has overcome challenges that many people never face. After experiencing years of homelessness as both a minor and a young adult, he remained determined to build a brighter future for himself and his growing family. Now a proud young father with another baby on the way, he is working full-time and has reached an incredible milestone this month; he, his partner, and their child moved into their very own apartment. Having a safe and stable place to call home has brought a renewed sense of security, hope, and happiness to their family. We are honored to have supported him along his journey and look forward to seeing all that he continues to accomplish.

Client B: After recently graduating from Assisted Outpatient Treatment (AOT), this client has made remarkable progress toward independence and long-term stability. Throughout the program, he developed a stronger sense of direction and the confidence to advocate for himself. Although he has completed AOT, he has chosen to remain engaged with supportive services, demonstrating his commitment to continued growth and wellness. Today, he is housed, maintaining his sobriety, and building a stable future. Having experienced homelessness for much of his adult life and previously requiring a higher level of care through conservatorship, he is a powerful example of how the right intervention, combined with determination and ongoing support, can lead to meaningful, lasting change. We are proud of all they have accomplished and look forward to seeing their continued success.

