### I. Consumer Demographics (Unduplicated Counts - Face to Face)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Children</th>
<th>Adults</th>
<th>Males</th>
<th>Females</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>519</td>
<td>1940</td>
<td>543</td>
<td>2125</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### II. Summary of All Crisis Contacts

#### a. Total number of telephone contacts.
- **Children**: 4534
- **Adults**: 31103

#### b. Total number of all INITIAL face to face contacts.
- **Children**: 1104
- **Adults**: 4389

#### c. Number in Ill.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER
- **Children**: 67
- **Adults**: 281

#### d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.
- **Children**: 174
- **Adults**: 1126

### III. Initial Crisis Contact Information

#### Realized Crisis Timings
- **CHILDREN**: 581
- **Adults**: 225

### IV. Site of Initial Face to Face Contacts

<table>
<thead>
<tr>
<th>Location</th>
<th>Children</th>
<th>Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Residence (Home)</td>
<td>252</td>
<td>475</td>
</tr>
<tr>
<td>Family/Relative/Other Residence</td>
<td>14</td>
<td>33</td>
</tr>
<tr>
<td>Other Community Setting (Work, School, Police Dept., Public Place)</td>
<td>64</td>
<td>125</td>
</tr>
<tr>
<td>SNF, Nursing Home, Boarding Home</td>
<td>0</td>
<td>34</td>
</tr>
<tr>
<td>Residential Program (Congregate Community Residence, Apartment Program)</td>
<td>22</td>
<td>32</td>
</tr>
<tr>
<td>Homeless Shelter</td>
<td>7</td>
<td>18</td>
</tr>
<tr>
<td>Provider Office</td>
<td>12</td>
<td>94</td>
</tr>
<tr>
<td>Crisis Office</td>
<td>188</td>
<td>856</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>532</td>
<td>2439</td>
</tr>
<tr>
<td>Other Hospital Location</td>
<td>11</td>
<td>179</td>
</tr>
<tr>
<td>Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)</td>
<td>2</td>
<td>104</td>
</tr>
</tbody>
</table>

**NOTE**: Sum of Crisis Resolutions must equal II.b. x Total no. of all INITIAL face-to-face contacts

### V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Children</th>
<th>Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis stabilization with no referral for mental health/substance abuse follow-up</td>
<td>96</td>
<td>137</td>
</tr>
<tr>
<td>Crisis stabilization with referral to new provider for mental health/substance abuse follow-up</td>
<td>155</td>
<td>792</td>
</tr>
<tr>
<td>Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up</td>
<td>448</td>
<td>1364</td>
</tr>
<tr>
<td>Admission to Crisis Stabilization Unit</td>
<td>173</td>
<td>621</td>
</tr>
<tr>
<td>Inpatient Hospitalization-Medical</td>
<td>5</td>
<td>83</td>
</tr>
<tr>
<td>Voluntary Psychiatric Hospitalization</td>
<td>225</td>
<td>893</td>
</tr>
<tr>
<td>Involuntary Psychiatric Hospitalization</td>
<td>2</td>
<td>222</td>
</tr>
<tr>
<td>Admission to Detox Unit</td>
<td>0</td>
<td>97</td>
</tr>
</tbody>
</table>

**NOTE**: Sum of Crisis Resolutions must equal II.b. x Total no. of all INITIAL face-to-face contacts

| Sec. V Total                  | 1104 | 4389 |

RJ Melville 10.22.2010
### ADULTS ONLY

**Adult AMHI CONSENT DECREED FEEDBACK REPORT**

<table>
<thead>
<tr>
<th>No.</th>
<th>Result</th>
<th>STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>IV.35</td>
<td>25%</td>
<td>No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.</td>
</tr>
<tr>
<td>IV.36</td>
<td>33.3</td>
<td>Average Minutes 30</td>
</tr>
<tr>
<td>IV.37</td>
<td>95%</td>
<td>90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.</td>
</tr>
<tr>
<td>IV.38</td>
<td>97%</td>
<td>90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.</td>
</tr>
</tbody>
</table>

**Adult Average Time From Need Determination To Initial Face to Face Contact**

- Average Time: 33.3

![Bar Chart](chart.png)
STATE OF MAINE
Quarterly Crisis Report
SFY 2011
QTR1

ADULTS ONLY

Adult Emergency Room Disposition Within 8 Hours

ER Final Disposition > 8 Hrs., 148, 6%
ER Final Disposition < 8 Hrs., 2291, 94%

Adult Dispositions Within 8 Hours By Site

All Dispositions > 8Hours, 201, 5%
Non-ER Final Disposition <8Hours, 1897, 43%
ER Final Disposition <8Hours, 2291, 52%
Adult Initial Contacts Hospitalized

- Inpatient Medical, 83, 2%
- Voluntary Psychiatric, 893, 20%
- Involuntary Psychiatric, 222, 5%
- No Hospital, 3191, 73%

Children Initial Contacts Hospitalized

- Inpatient Medical, 5, 0.5%
- Voluntary Psychiatric, 225, 20.4%
- Involuntary Psychiatric, 2, 0.2%
- No Hospital, 872, 79.0%
Adult Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis

- Had CSW & CSW Notified: 1149, 97%
- Had CSW & CSW NOT Notified: 40, 3%

Children Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis

- Had CSW & CSW Notified: 420, 95%
- Had CSW & CSW NOT Notified: 20, 5%
Adult Initial Crisis Resolution

- Stabilization w/o MH Referral: 317, 7%
- Stabilization w/new referral: 792, 18%
- Stabilization w/rereferral: 1364, 32%
- Crisis Stabilization Unit: 621, 14%
- Inpt Medical: 83, 2%
- Inpt Voluntary Psychiatric: 893, 20%
- Inpt Involuntary Psychiatric: 222, 5%
- Detox Unit: 97, 2%

Children Initial Crisis Resolution

- Stabilization w/o MH Referral: 96, 8.7%
- Stabilization w/new referral: 155, 14.0%
- Stabilization w/rereferral: 448, 40.6%
- Crisis Stabilization Unit: 173, 15.7%
- Inpt Medical: 5, 0.5%
- Inpt Voluntary Psychiatric: 225, 20.4%
- Inpt Involuntary Psychiatric: 2, 0.2%
- Detox Unit: 0, 0.0%
STATE OF MAINE
Quarterly Crisis Report
SFY 2011
QTR1

Percentage of Adults Served By Payment Source

- MaineCare, 2406, 59%
- Private, 612, 15%
- None, 794, 19%
- Medicare, 281, 7%

Percentage of Children Served By Payment Source

- MaineCare, 809, 76.8%
- Private, 199, 18.9%
- None, 44, 4.2%
- Medicare, 1, 0.1%
Percentage of Adults Served By Age Cohort

- 22-35, 1277, 31%
- 36-60, 2008, 49%
- 61 & Older, 349, 9%
- 18-21, 433, 11%

Percentage of Children Served By Age Cohort

- 15-17, 492, 46%
- 10-14, 416, 40%
- 5-9, 127, 12%
- < 5 y.o., 17, 2%
Plan was Used  Have a CSW

Adult Face to Face Contacts Characteristics

Plan was Used  Have a CSW

Children Face to Face Contacts Characteristics