

## Maine Department of Health and Human Services

### Integrated Quarterly Crisis Report

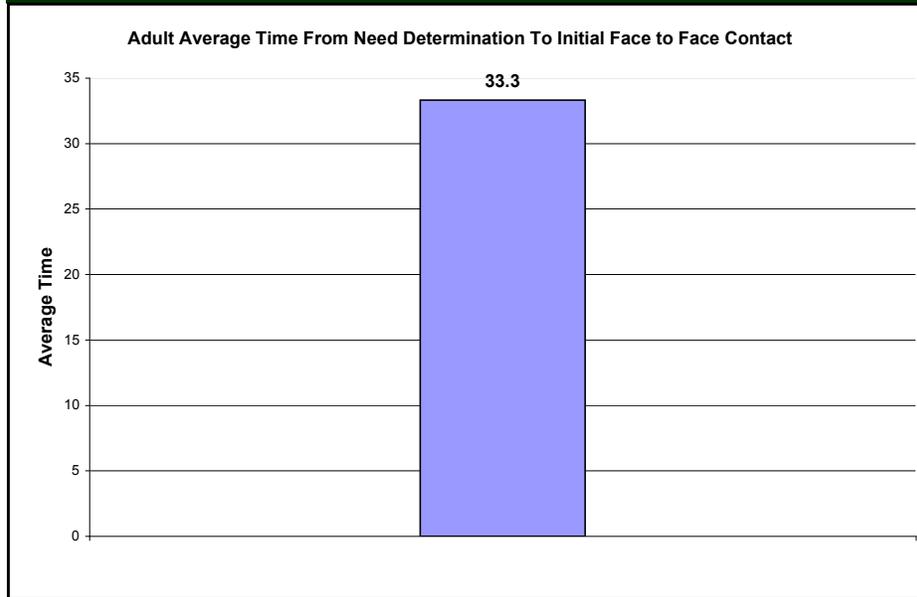
#### STATEWIDE with GRAPHS

Quarter 1 (July, August, September) SFY 2011

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	519	Females	543				
	Adults	Males	1940	Females	2125				
Age Range	Children	<5y.o.	17	5-9	127	10-14	416	15-17	492
	Adults	18-21	433	22-35	1277	36-60	2008	61 & Older	349
Payment Source	Children	MaineCare	809	Private Ins.	199	Uninsured	44	Medicare	1
	Adults	MaineCare	2406	Private Ins.	612	Uninsured	794	Medicare	281
II. Summary of All Crisis Contacts									
						CHILDREN		ADULT	
a. Total number of telephone contacts.						4534		31103	
b. Total number of all <i>INITIAL</i> face to face contacts.						1104		4389	
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER						67			
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.						174		1126	
III. Initial Crisis Contact Information									
						CHILDREN		ADULT	
a. Total number of <i>INITIAL</i> face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.						119	11%	419	9.5%
b. Number of <i>INITIAL</i> face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).						440	40%	1189	27.1%
c. Number of <i>INITIAL</i> face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.						420	95%	1149	96.6%
d. SUM TOTAL time <i>in minutes</i> for all <i>INITIAL</i> face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact.								146236	33.3
e. Number of <i>INITIAL</i> face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.								2291	93.9%
f. Number of <i>INITIAL</i> face to face contacts <i>NOT</i> in Emergency Department with final disposition made within 8 hours of that contact.								1897	97.3%
<b>CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact</b>									
Less than 1 hour	581	1 to 2 hours	244	2 to 4 hours	209	More than 4 hours	40		
	53%		22%		19%		4%		
<b>CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis :</b>									
Less than 3 hours	846	3 to 6 hours	158	6 to 8 hours	18	8 to 14 hours	26	More than 14 hours	20
	77%		14%		2%		2%		2%
IV. Site of Initial Face to Face Contacts									
						CHILDREN		ADULT	
<i>Number of face to face contacts seen in :</i>									
a. Primary Residence (Home)						252	23%	475	10.8%
b. Family/Relative/Other Residence						14	1%	33	0.8%
c. Other Community Setting (Work, School, Police Dept., Public Place)						64	6%	125	2.8%
d. SNF, Nursing Home, Boarding Home						0	0%	34	0.8%
e. Residential Program (Congregate Community Residence, Apartment Program)						22	2%	32	0.7%
f. Homeless Shelter						7	1%	18	0.4%
g. Provider Office						12	1%	94	2.1%
h. Crisis Office						188	17%	856	19.5%
i. Emergency Department						532	48%	2439	55.6%
j. Other Hospital Location						11	1%	179	4.1%
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)						2	0%	104	2.4%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						<b>Sec. IV Total</b>		1104	100%
4389 100%									
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)									
						CHILDREN		ADULT	
<i>Number of face to face contacts that resulted in:</i>									
a. Crisis stabilization with no referral for mental health/substance abuse follow-up						96	9%	317	7.2%
b. Crisis stabilization with <i>referral to new provider</i> for mental health/substance abuse follow-up						155	14%	792	18.0%
c. Crisis stabilization with <i>referral back to current provider</i> for mental health/substance abuse follow-up						448	41%	1364	31.1%
d. Admission to Crisis Stabilization Unit						173	16%	621	14.1%
e. Inpatient Hospitalization-Medical						5	0%	83	1.9%
f. Voluntary Psychiatric Hospitalization						225	20%	893	20.3%
g. Involuntary Psychiatric Hospitalization						2	0%	222	5.1%
h. Admission to Detox Unit						0	0%	97	2.2%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						<b>Sec. V Total</b>		1104	100%
4389 100%									

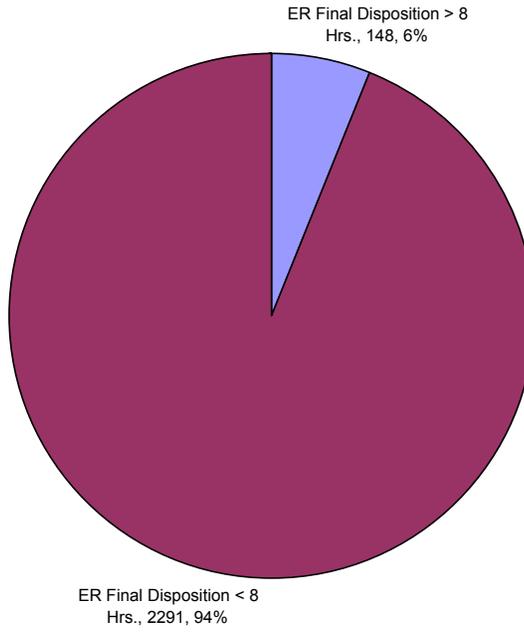
# ADULTS ONLY

Adult AMHI CONSENT DECREE FEEDBACK REPORT		
No.	Result	STANDARD
IV.35	25%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	33.3 Average Minutes	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.
IV.37	95%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	97%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.

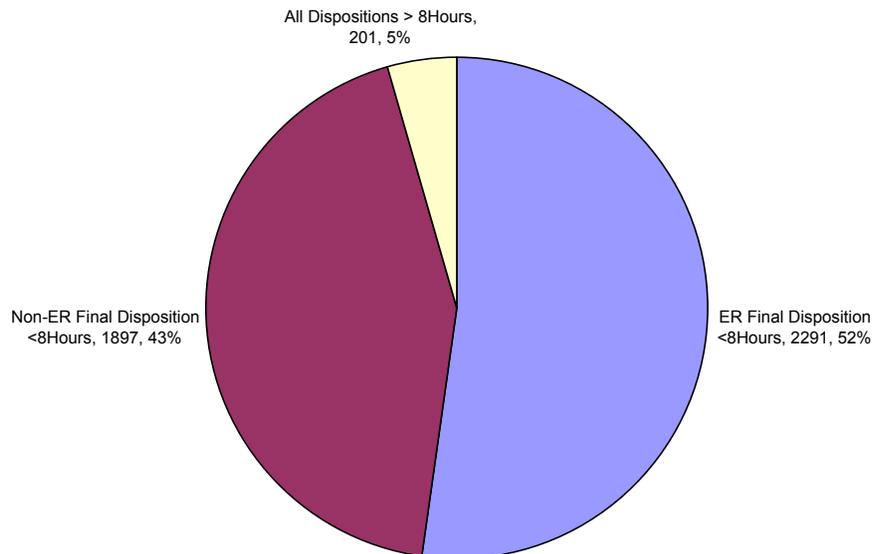


## ADULTS ONLY

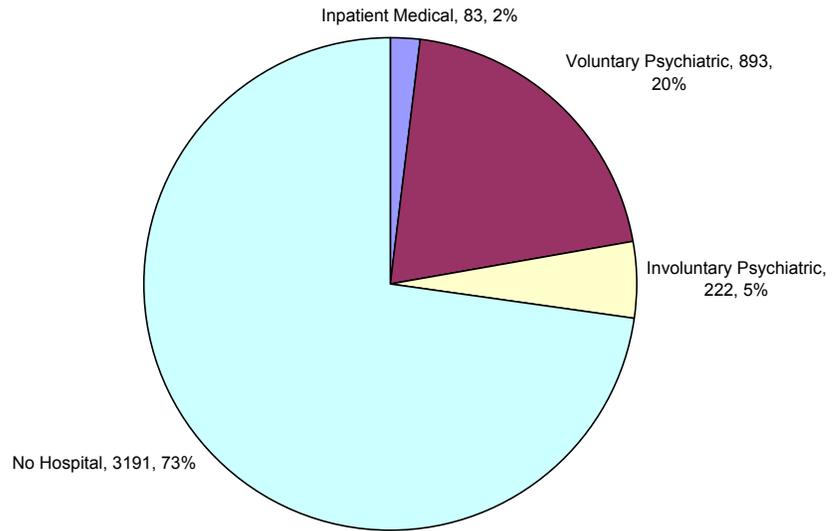
**Adult Emergency Room Disposition Within 8 Hours**



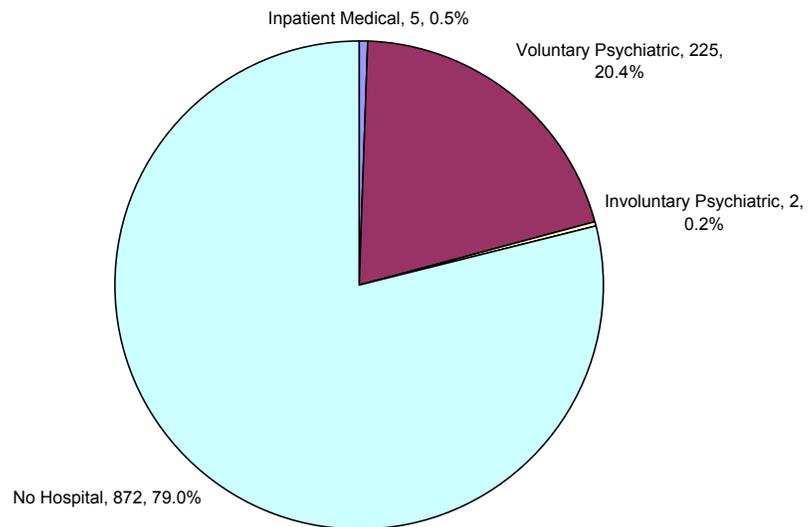
**Adult Dispositions Within 8 Hours By Site**



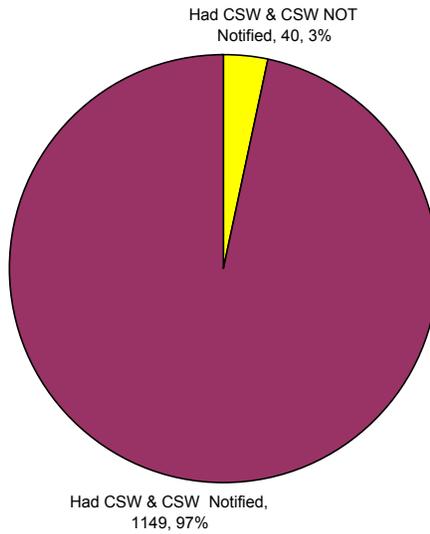
**Adult Initial Contacts Hospitalized**



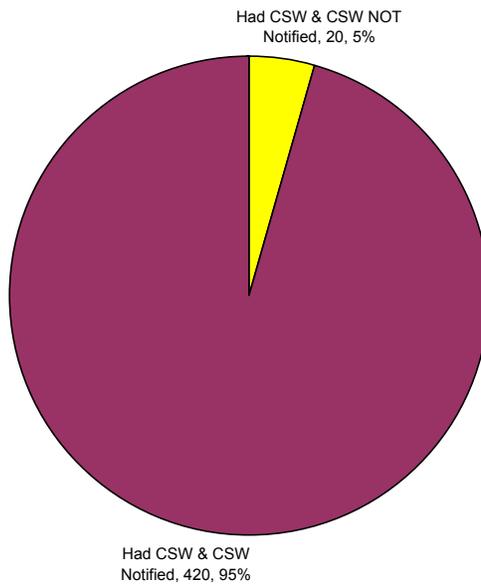
**Children Initial Contacts Hospitalized**



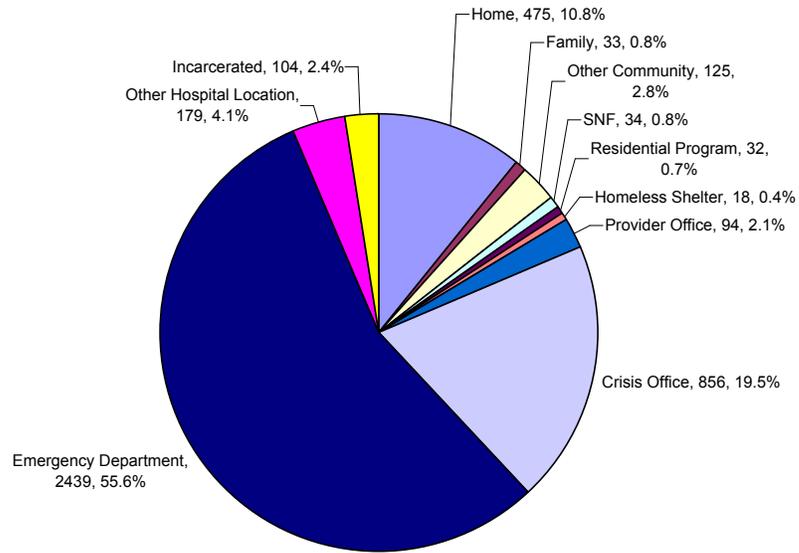
**Adult Initial Face to Face Contacts in Which the Client has a CI Worker  
& The Worker is Notified of the Crisis**



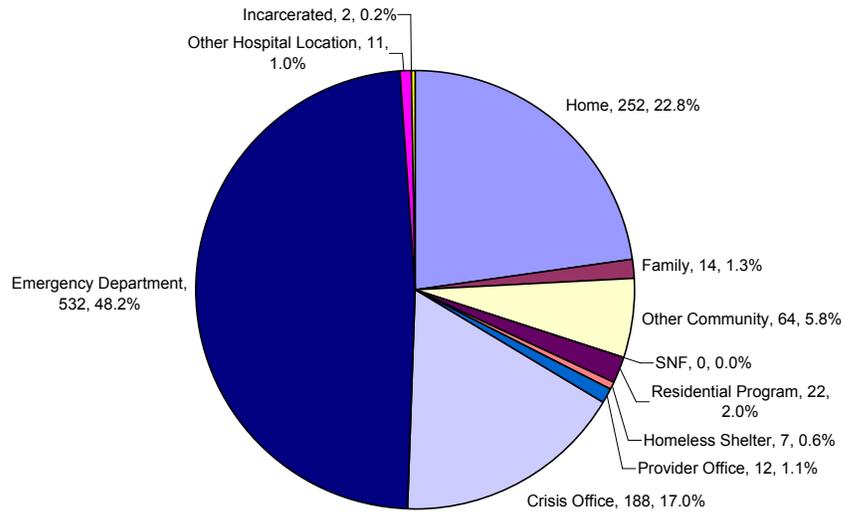
**Children Initial Face to Face Contacts in Which the Client has a CI Worker & The  
Worker is Notified of the Crisis**



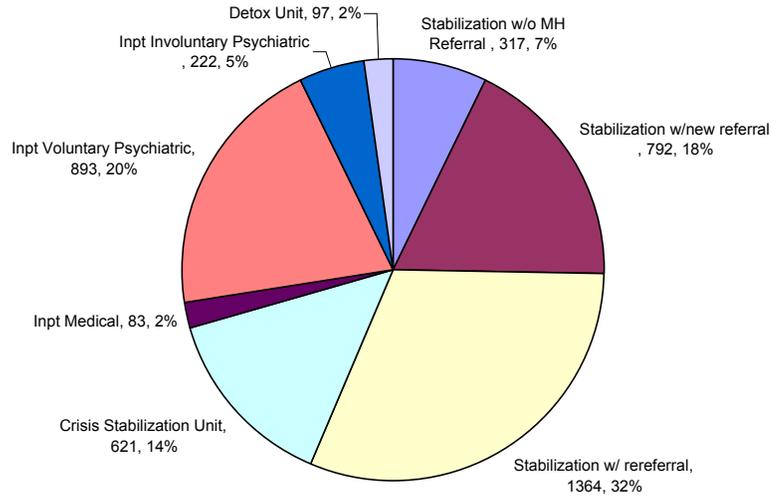
**Adult Site of Initial Face To Face Contact**



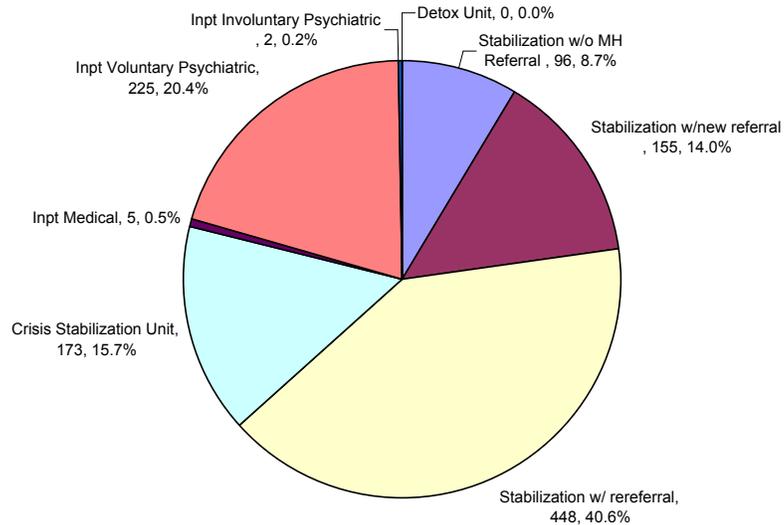
**Children Site of Initial Face To Face Contact**



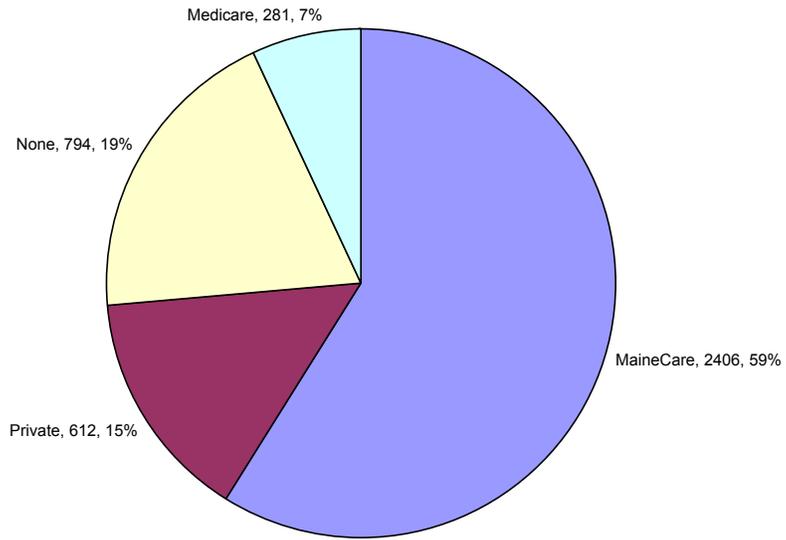
### Adult Initial Crisis Resolution



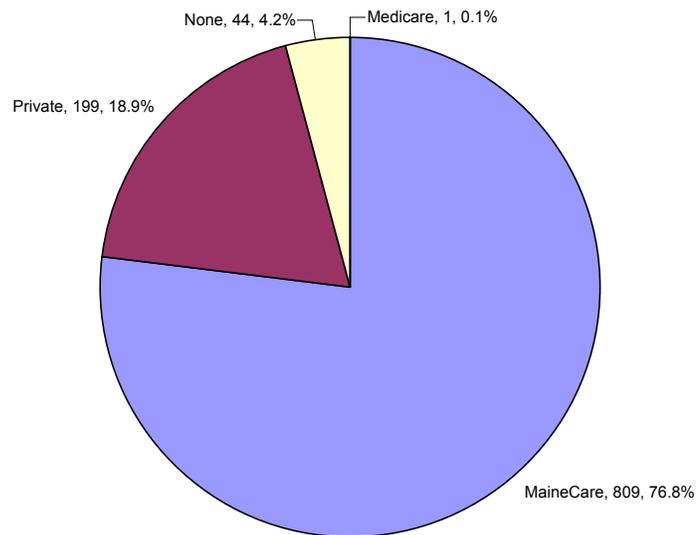
### Children Initial Crisis Resolution



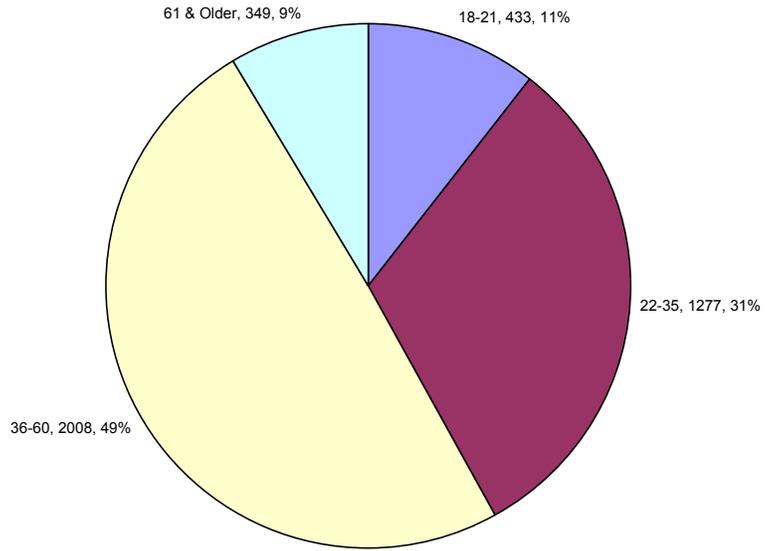
**Percentage of Adults Served By Payment Source**



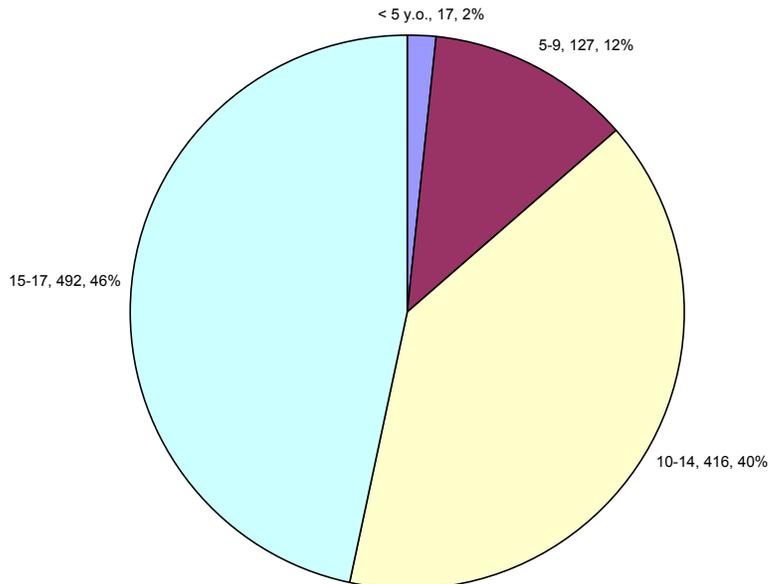
**Percentage of Children Served By Payment Source**



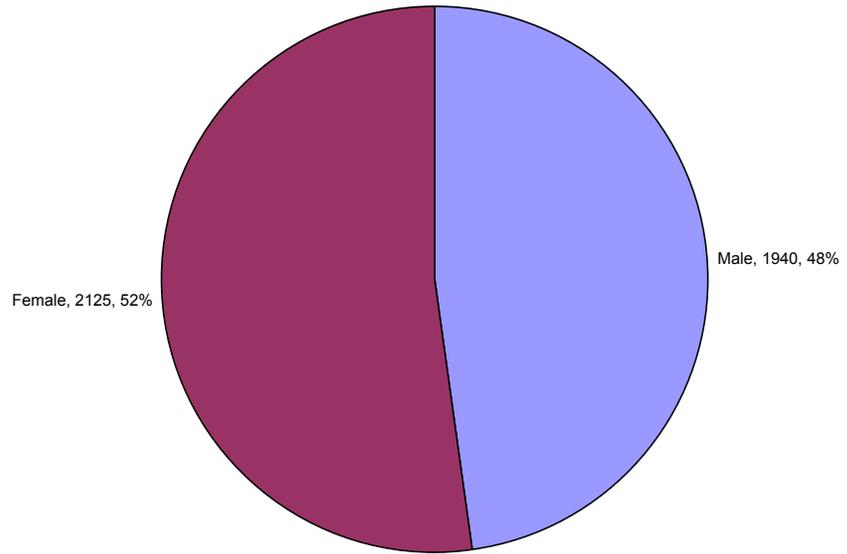
Percentage of Adults Served By Age Cohort



Percentage of Children Served By Age Cohort



**Percentage of Adults Served By Gender**



**Percentage of Children Served By Gender**

