

Maine Department of Health and Human Services Integrated Quarterly Crisis Report

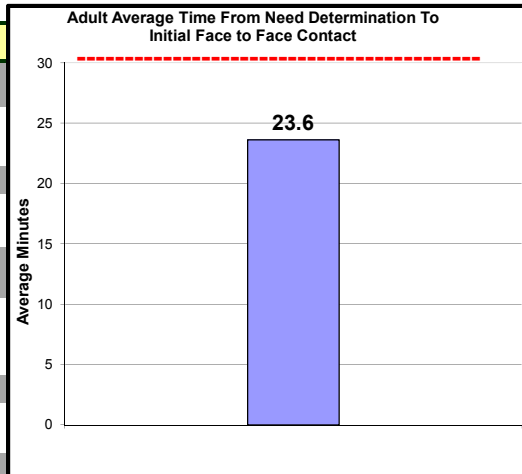


STATEWIDE with GRAPHS
 Quarter 4 (April, May, June) SFY 2013

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	657	Females	748				
	Adults	Males	2067	Females	2093				
Age Range	Children	<5y.o.	7	5-9	157	10-14	656	15-17	586
	Adults	18-21	412	22-35	1298	36-60	1995	61 & Older	405
Payment Source	Children	MaineCare	1001	Private Ins.	362	Uninsured	52	Medicare	3
	Adults	MaineCare	2203	Private Ins.	703	Uninsured	833	Medicare	480
II. Summary of All Crisis Contacts									
						CHILDREN		ADULT	
a. Total number of telephone contacts.						10529		39758	
b. Total number of all INITIAL face to face contacts.						1473		4409	
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER						93			
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.						368		1604	
III. Initial Crisis Contact Information									
						CHILDREN		ADULT	
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.						206	14.0%	470	10.7%
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).						523	35.5%	1219	27.6%
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.						507	96.9%	1165	95.6%
d. SUM TOTAL time in minutes for all INITIAL 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.								104171	23.6
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.								2444	91.3%
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.								1685	97.3%
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									
Less than 1 hour	748	1 to 2 hours	367	2 to 4 hours	223	More than 4 hours	114		
	51%		25%		15%		8%		
CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis :									
Less than 3 hours	1019	3 to 6 hours	276	6 to 8 hours	38	8 to 14 hours	52	More than 14 hours	62
	69%		19%		3%		4%		4%
IV. Site of Initial Face to Face Contacts									
						CHILDREN		ADULT	
Number of face to face contacts seen in :									
a. Primary Residence (Home)						202	13.7%	381	8.6%
b. Family/Relative/Other Residence						18	1.2%	21	0.5%
c. Other Community Setting (Work, School, Police Dept., Public Place)						115	7.8%	117	2.7%
d. SNF, Nursing Home, Boarding Home						0	0.0%	31	0.7%
e. Residential Program (Congregate Community Residence, Apartment Program)						11	0.7%	45	1.0%
f. Homeless Shelter						2	0.1%	20	0.5%
g. Provider Office						13	0.9%	91	2.1%
h. Crisis Office						227	15.4%	811	18.4%
i. Emergency Department						877	59.5%	2677	60.7%
j. Other Hospital Location						7	0.5%	132	3.0%
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)						1	0.1%	83	1.9%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						1473	100%	4409	100%
Sec. IV Total									
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)									
						CHILDREN		ADULT	
Number of face to face contacts that resulted in:									
a. Crisis stabilization with no referral for mental health/substance abuse follow-up						60	4.1%	261	5.9%
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up						308	20.9%	832	18.9%
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up						585	39.7%	1564	35.5%
d. Admission to Crisis Stabilization Unit						217	14.7%	506	11.5%
e. Inpatient Hospitalization-Medical						6	0.4%	101	2.3%
f. Voluntary Psychiatric Hospitalization						294	20.0%	889	20.2%
g. Involuntary Psychiatric Hospitalization						2	0.1%	194	4.4%
h. Admission to Detox Unit						1	0.1%	62	1.4%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						1473	100%	4409	100%
Sec. V Total									

ADULTS ONLY

Adult AMHI CONSENT DECREE FEEDBACK REPORT		
No.	Result	STANDARD
IV.35	24.6%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	23.6 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	93.6%	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	95.6%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.

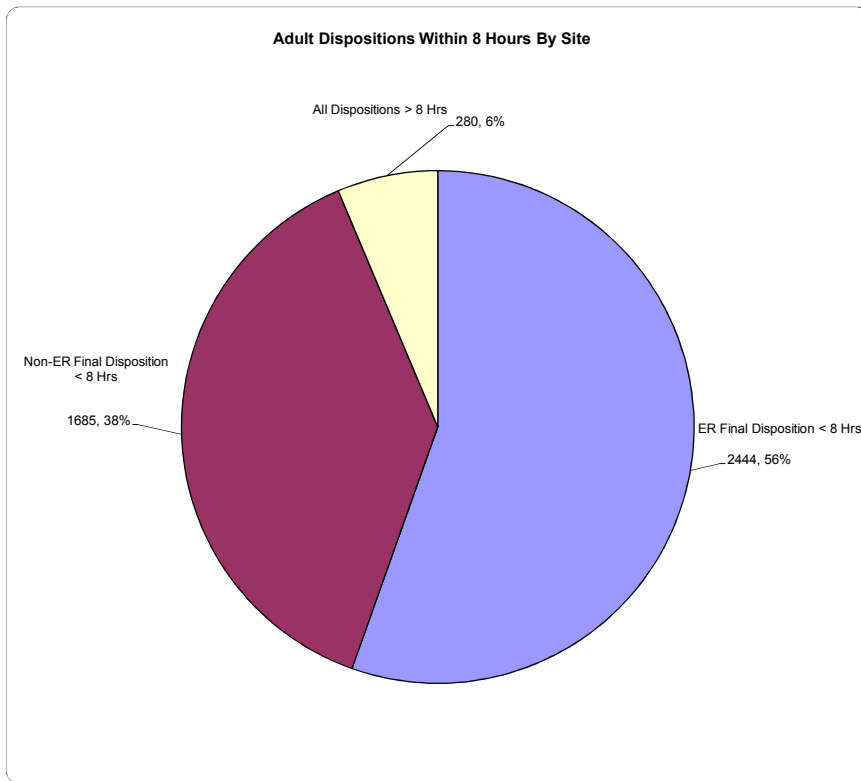
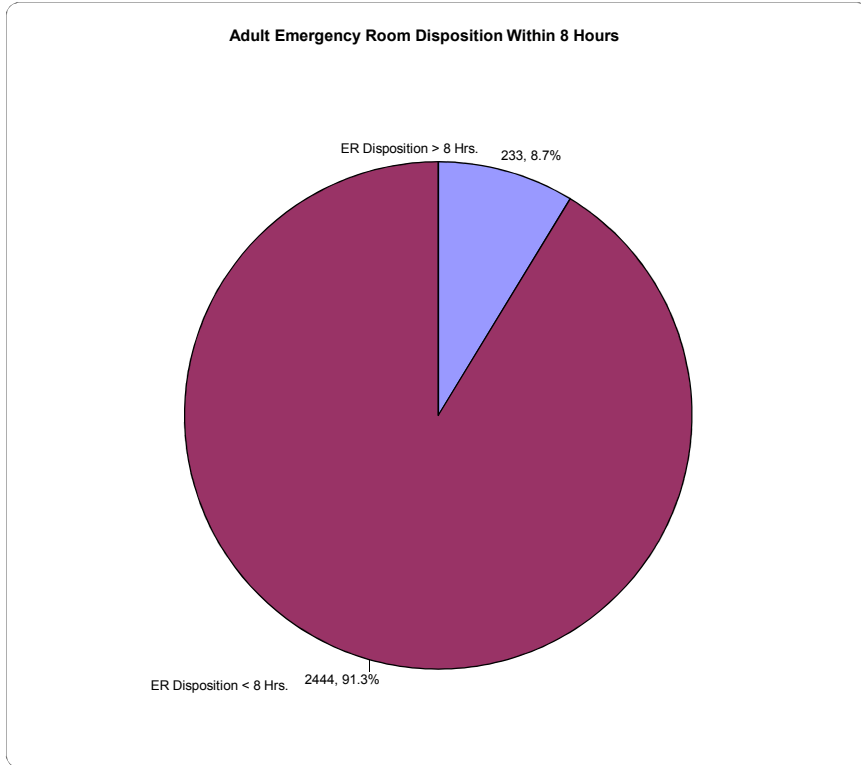


Adult AMHI Consent Decree Standard: No More Than 20-25% of face to face contacts result in Psychiatric hospitalization.
 Actual Percent face to face contacts resulting in Psychiatric Hospitalization.

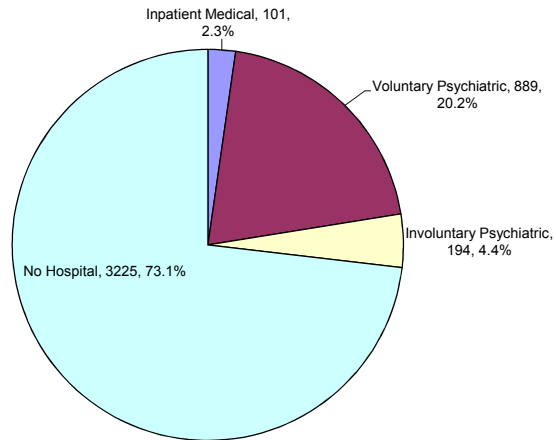
AGENCY	MONTH			
AMHC Aroostook	April	May	June	
	22%	24%	26%	
AMHC Atlantic	April	May	June	
	17%	23%	25%	
CHCS	April	May	June	
	17%	8%	12%	
Crisis & Counseling	April	May	June	
	29%	28%	30%	
CSI	April	May	June	
	36%	44%	39%	
EVERGREEN	April	May	June	
	12%	13%	20%	
MCMH	April	May	June	
	45%	37%	41%	
Opportunity Alliance	April	May	June	
	2%	4%	2%	
OCMH	April	May	June	
	15%	20%	12%	
Sweetser Region 2	April	May	June	
	31%	30%	22%	
Tri County MH	April	May	June	
	30%	30%	33%	

NOTES
 1) Red Bars > 25%
 2) Black lines are trend lines

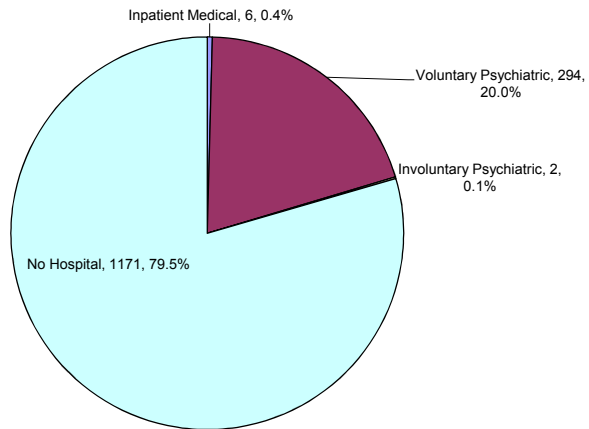
ADULTS ONLY



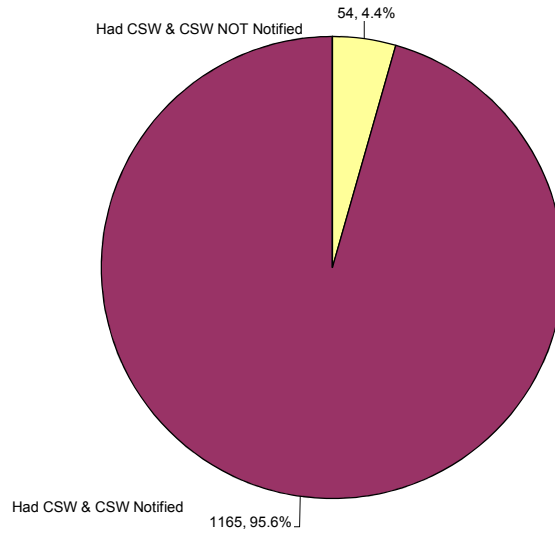
Adult Initial Contacts Hospitalized



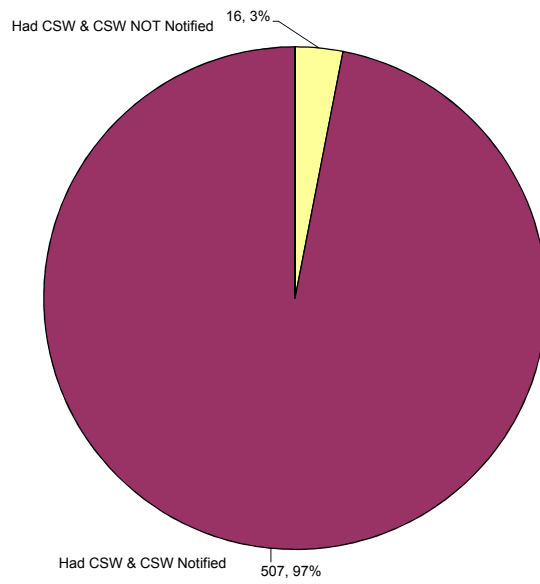
Children Initial Contacts Hospitalized



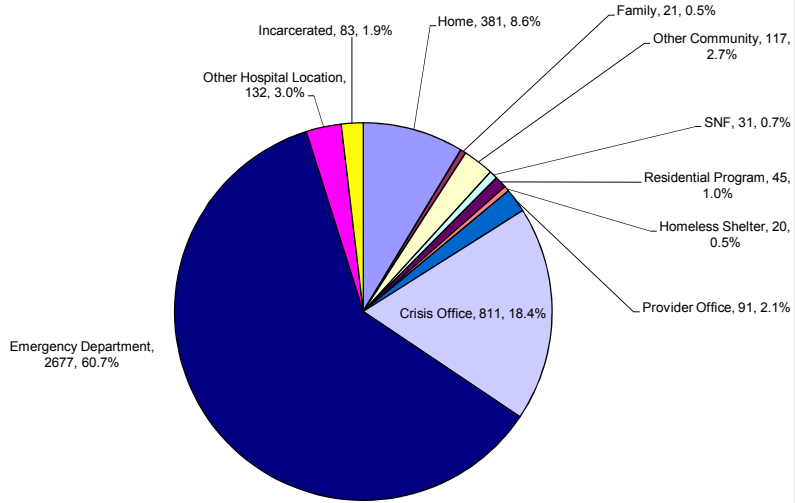
Adult Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



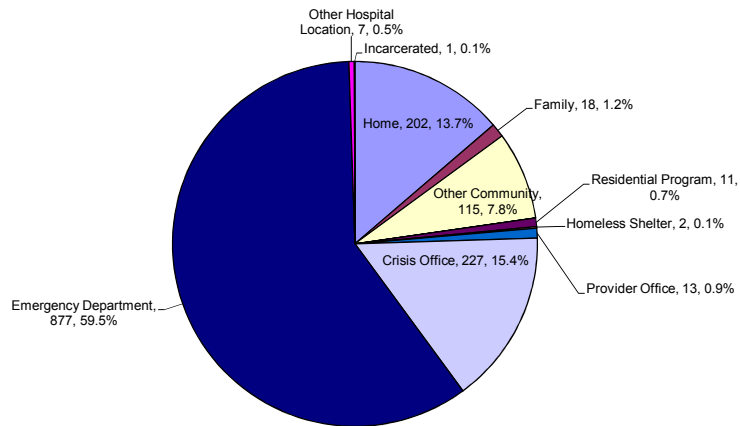
Children Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



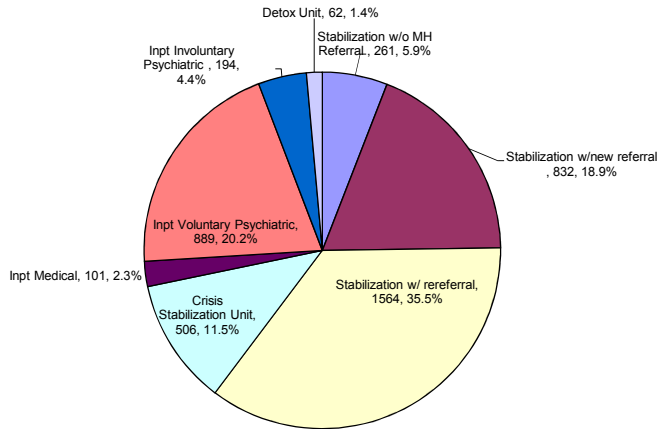
Adult Site of Initial Face To Face Contact



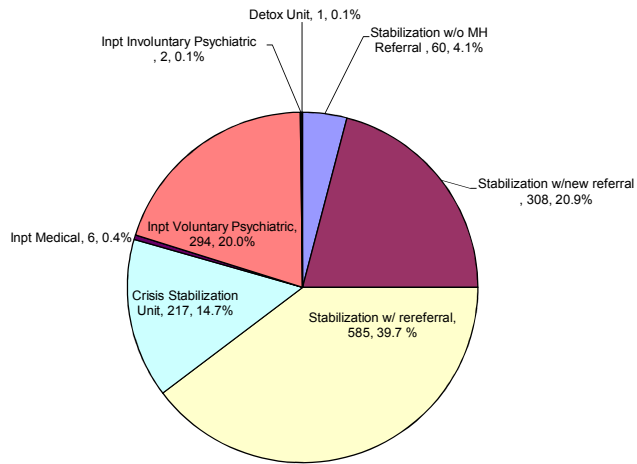
Children Site of Initial Face To Face Contact



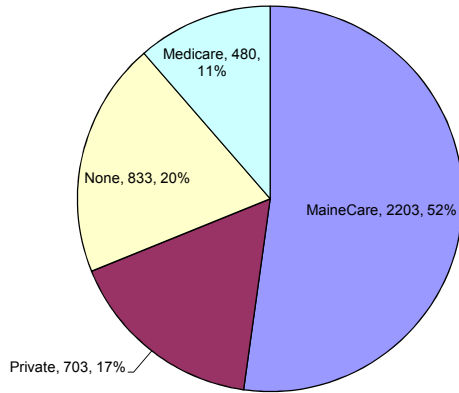
Adult Initial Crisis Resolution



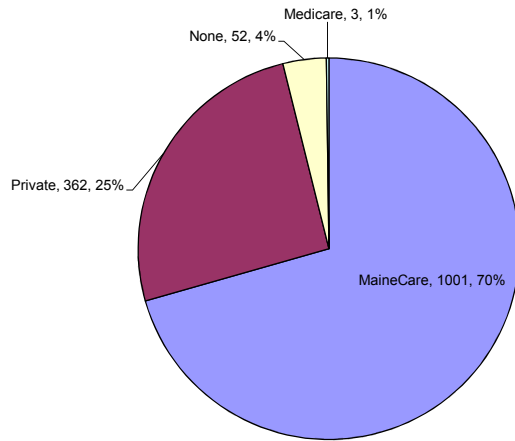
Children Initial Crisis Resolution



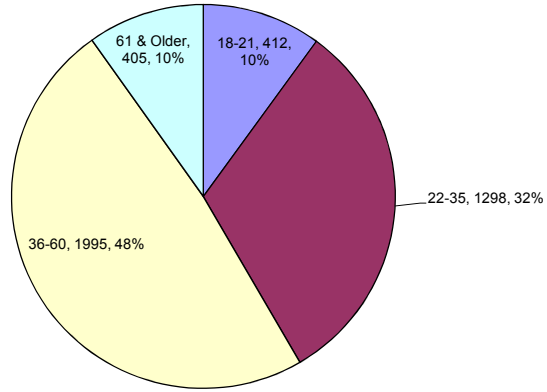
Percentage of Adults Served By Payment Source



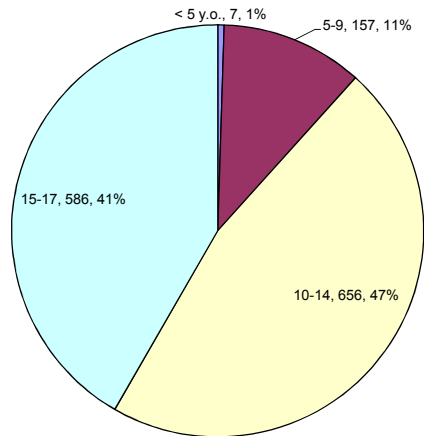
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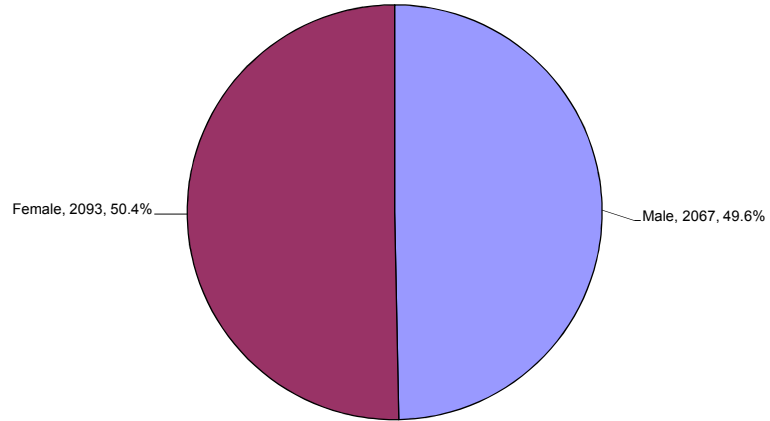
Percentage of Adults Served By Age Cohort



Percentage of Children Served By Age Cohort



Percentage of Adults Served By Gender



Percentage of Children Served By Gender

