



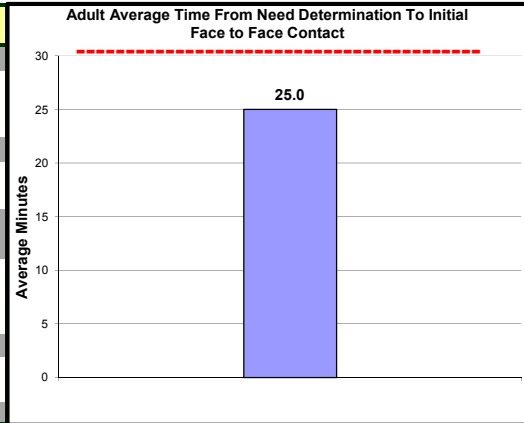
Maine Department of Health and Human Services Integrated Quarterly Crisis Report

STATEWIDE with GRAPHS
 Quarter 2 (October, November, December) SFY 2013

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	644	Females	639				
	Adults	Males	2096	Females	2049				
Age Range	Children	<5y. o.	11	5-9	156	10-14	576	15-17	540
	Adults	18-21	443	22-35	1320	36-60	1965	61 & Older	390
Payment Source	Children	MaineCare	909	Private Ins.	309	Uninsured	80	Medicare	3
	Adults	MaineCare	2249	Private Ins.	727	Uninsured	790	Medicare	466
II. Summary of All Crisis Contacts									
						CHILDREN		ADULT	
a. Total number of telephone contacts.						9353		43394	
b. Total number of all INITIAL face to face contacts.						1324		4386	
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER						85			
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.						280		1557	
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.						173		13.1%	
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).						457		34.5%	
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.						442		96.7%	
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.								109755	
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.								2404	
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.								1731	
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	731	1 to 2 hours	300	2 to 4 hours	206	More than 4 hours	66		
	55%		23%		16%		5%		
CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis :									
Less than 3 hours	930	3 to 6 hours	255	6 to 8 hours	25	8 to 14 hours	30	More than 14 hours	50
	70%		19%		2%		2%		4%
IV. Site of Initial Face to Face Contacts									
						CHILDREN		ADULT	
Number of face to face contacts seen in :									
a. Primary Residence (Home)						251		19.0%	
b. Family/Relative/Other Residence						21		1.6%	
c. Other Community Setting (Work, School, Police Dept., Public Place)						137		10.3%	
d. SNF, Nursing Home, Boarding Home						0		0.0%	
e. Residential Program (Congregate Community Residence, Apartment Program)						4		0.3%	
f. Homeless Shelter						4		0.3%	
g. Provider Office						12		0.9%	
h. Crisis Office						218		16.5%	
i. Emergency Department						659		49.8%	
j. Other Hospital Location						13		1.0%	
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)						5		0.4%	
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						1324		100%	
Sec. IV Total								4386	
								100%	
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						45		3.4%	
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up						275		20.8%	
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up						517		39.0%	
d. Admission to Crisis Stabilization Unit						224		16.9%	
e. Inpatient Hospitalization-Medical						12		0.9%	
f. Voluntary Psychiatric Hospitalization						247		18.7%	
g. Involuntary Psychiatric Hospitalization						4		0.3%	
h. Admission to Detox Unit						0		0.0%	
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						1324		100%	
Sec. V Total								4386	
								100%	

ADULTS ONLY

Adult AMHI CONSENT DECREE FEEDBACK REPORT		
No.	Result	STANDARD
IV.35	23.6%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	25.0 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	94.3%	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	95.1%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.



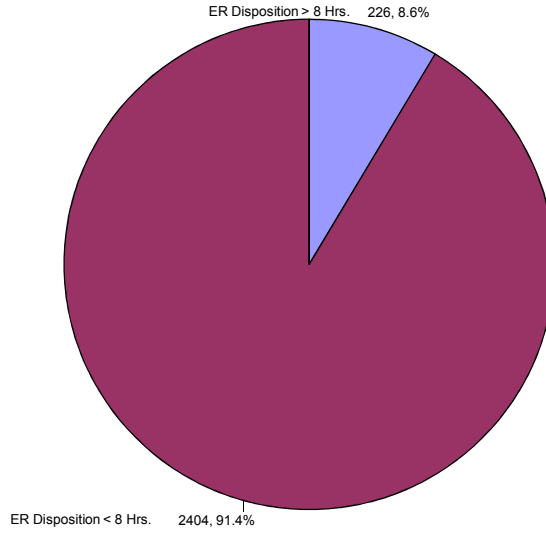
**Adult AMHI Consent Decree Standard: No More Than 20-25% of face to face contacts result in Psychiatric hospitalization.
 Actual Percent face to face contacts resulting in Psychiatric Hospitalization.**

AGENCY	MONTH				
AMHC Aroostook	October	November	December		
	26%	30%	17%		
AMHC Atlantic	October	November	December		
	25%	17%	17%		
CHCS	October	November	December		
	18%	11%	15%		
Crisis & Counseling	October	November	December		
	22%	29%	25%		
CSI	October	November	December		
	37%	35%	31%		
EVERGREEN	October	November	December		
	8%	18%	9%		
MCMH	October	November	December		
	41%	36%	34%		
Opportunity Alliance	October	November	December		
	5%	10%	8%		
OCMH	October	November	December		
	11%	17%	15%		
Sweetser Region 2	October	November	December		
	34%	28%	27%		
Tri County MH	October	November	December		
	39%	25%	21%		

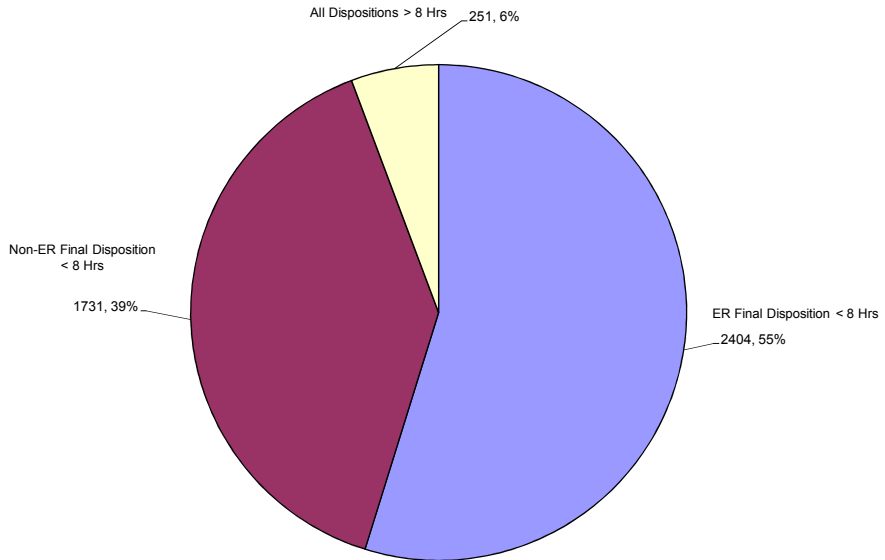
NOTES
 1) Red Bars > 25%
 2) Black lines are trend lines

ADULTS ONLY

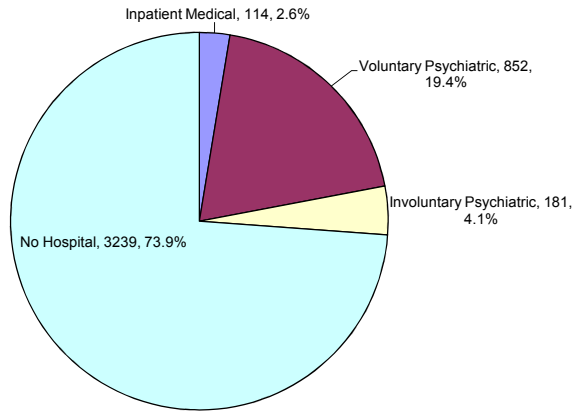
Adult Emergency Room Disposition Within 8 Hours



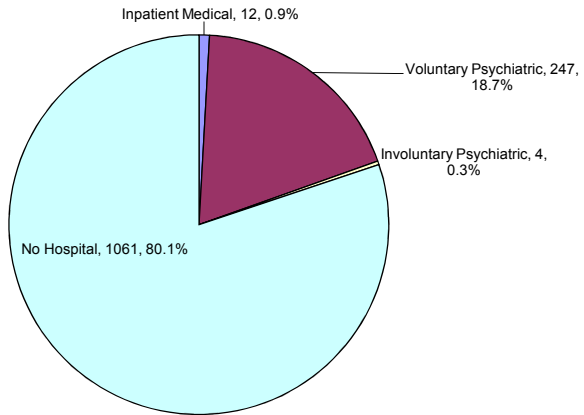
Adult Dispositions Within 8 Hours By Site



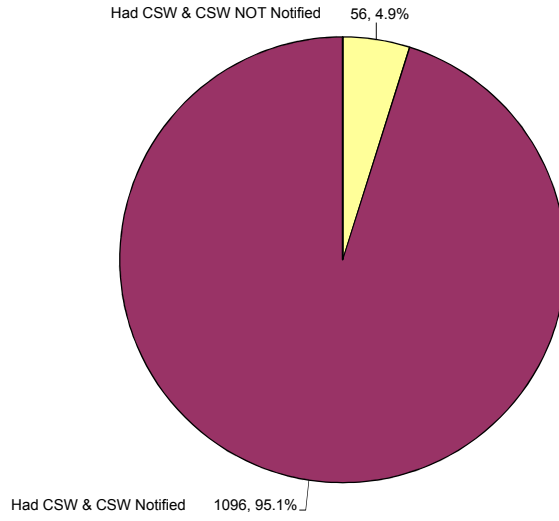
Adult Initial Contacts Hospitalized



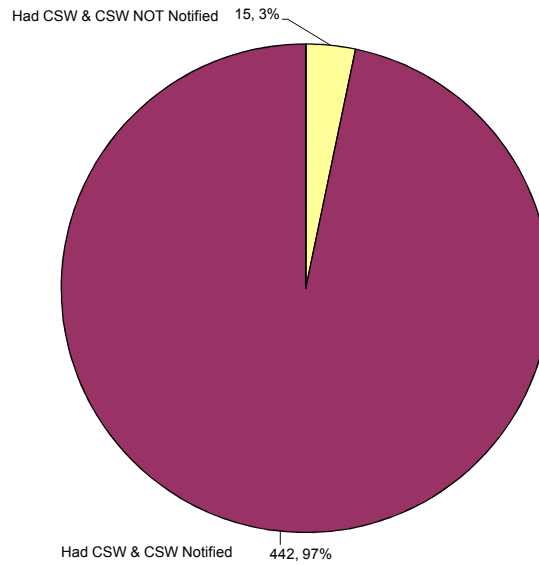
Children Initial Contacts Hospitalized



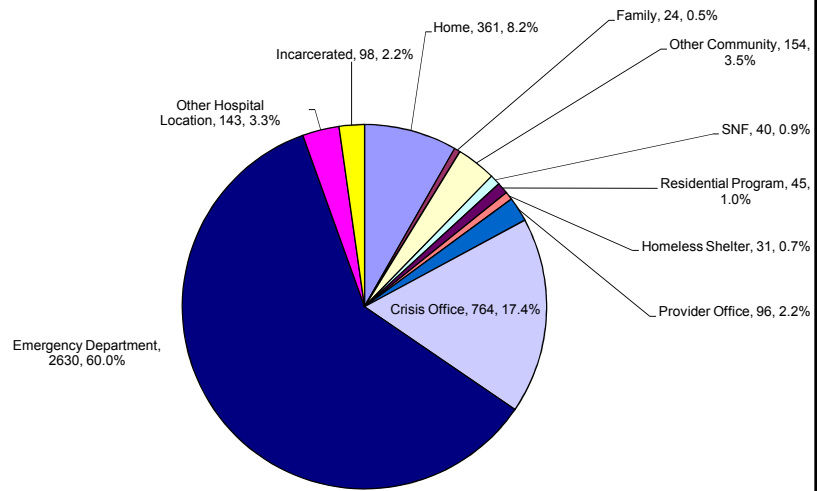
Adult Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



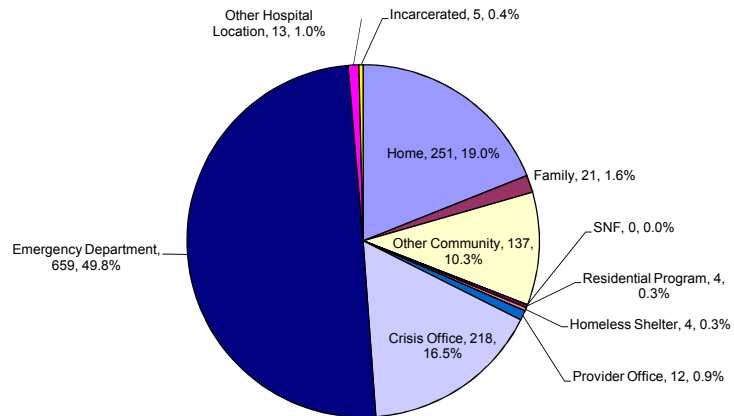
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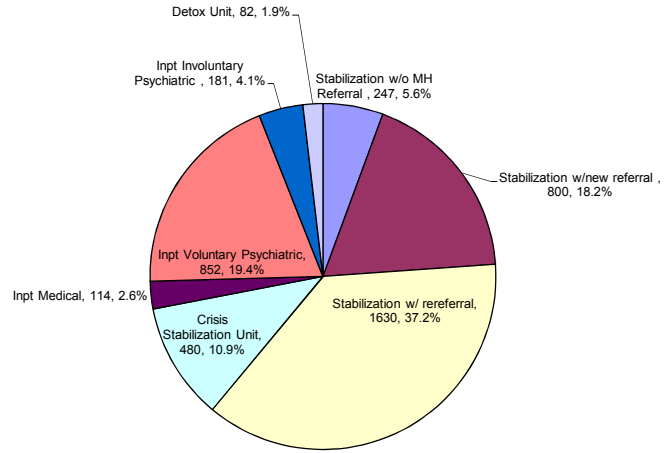
Adult Site of Initial Face To Face Contact



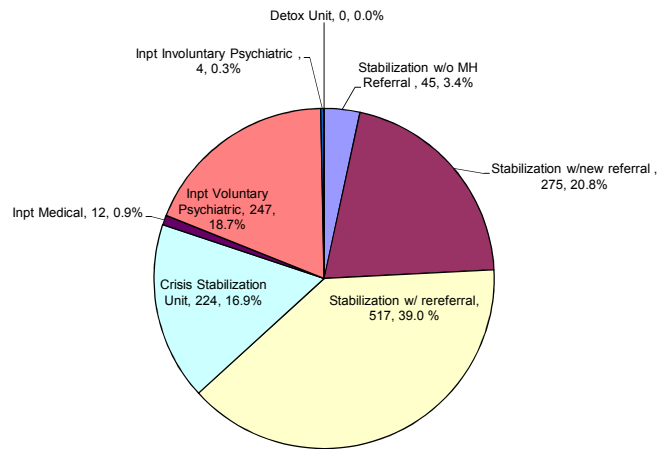
Children Site of Initial Face To Face Contact



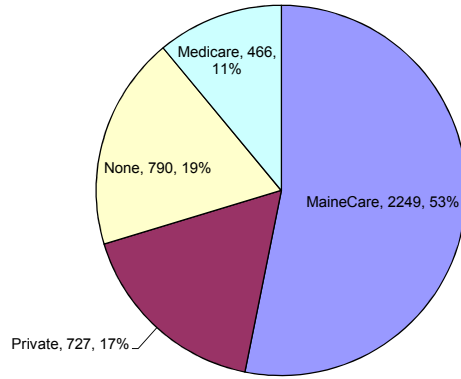
Adult Initial Crisis Resolution



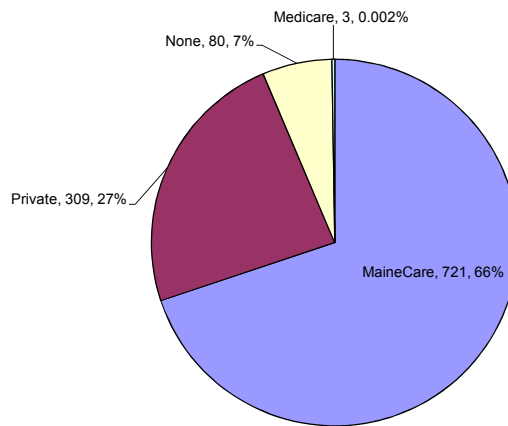
Children Initial Crisis Resolution



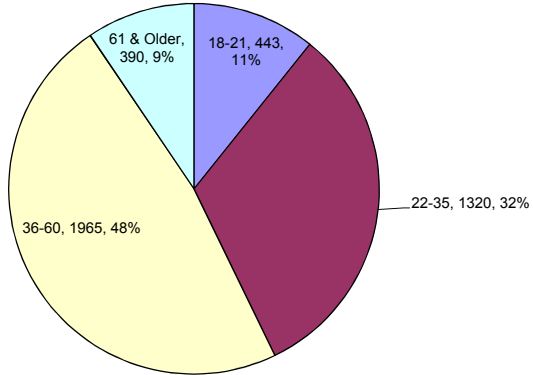
Percentage of Adults Served By Payment Source



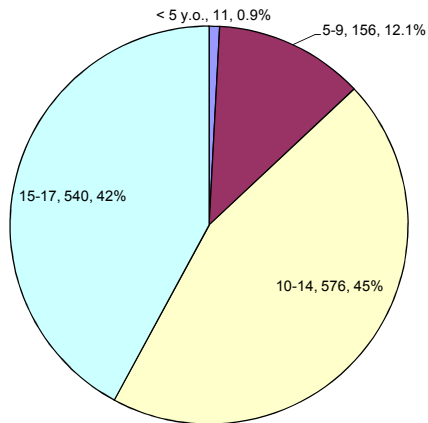
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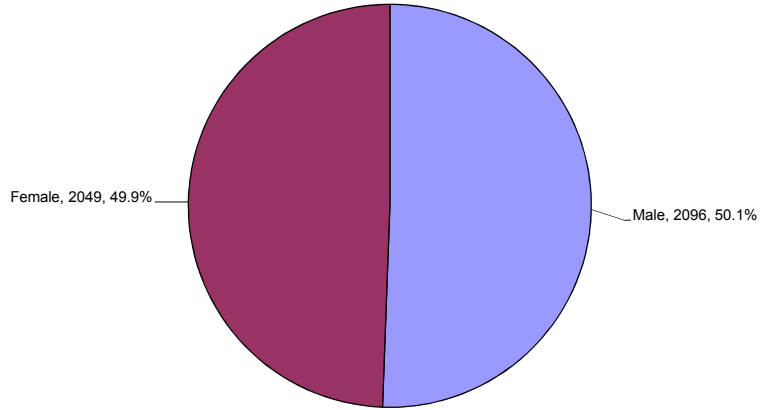
Percentage of Adults Served By Age Cohort



Percentage of Children Served By Age Cohort



Percentage of Adults Served By Gender



Percentage of Children Served By Gender

