STATE OF MAINE Monthly Crisis Report **Contact Person** Month Agency Tri-County June 230 Bartlett St. Laurie Cyr Martel Fiscal Year 2012 Address **Contact Phone Number** Lewiston, ME, 04240 207-783-4695 Consumer Demographics (Unduplicated Counts - Face to Face) Males 28 **Females** Children Gender 53 Adults Males 53 **Females** 5-9 10-14 20 15-17 Children <5y.o. 11 15 Age Range 18-21 22-35 45 36-60 61 & Older 45 Adults 12 4 37 Private Ins. Children MaineCare 10 Uninsured 0 Medicare **Payment** Uninsured Source 9 Medicare Adults MaineCare Private Ins. 13 11 84 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 135 408 Total number of all INITIAL face to face contacts. 47 106 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 8 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 18 **CHILDREN ADULT Initial Crisis Contact Information** 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 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 18 58 14 52 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 2927 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 64 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 38 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 oreak out Less than 1 More than 4 **38** 1 to 2 hours **8** 2 to 4 hours hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 43 3 to 6 hours **0** hours **2** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 11 b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter q. Provider Office h. Crisis Office 17 66 i. Emergency Department 31 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 106 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 10 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 23 23 . Admission to Crisis Stabilization Unit 0 Inpatient Hospitalization-Medical 28 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 106 ITE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		AMHI CONSENT DEC	CREE FEEDBACK REF	PORT
		Tri-County	Jun e	SFY2012
No.	<u>Result</u>		<u>S</u> TANDAF	RD
IV.35	35%	No more than 20-25% of fac	ce to face contacts r	result in Psychiatric Hospitalization.
IV.36	27.6	90% of Crisis Phone Calls Re	equiring Face to Fac	e Assessments are responded to within
	Average Minutes	an average of 30 minutes fi	rom the end of the p	phone call.
		_		
IV. 37	96%	90% of all Face to Face As	sessments Posult in	Resolution for the Consumer Within 8
		Hours of Initiation of the Fa		
IV.38	90%			lient has a Community Support Worker,
		the Worker is notified of th	ne crisis.	
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NOTE:	IF STANDARD I	S MET, THEN RESULT CELL	- WILL BE	
	GREEN ON A T	TURQUOISE BACKGROUND.		
	CILLIA OIA II	Character Brokenound.		
	IF STANDARD	IS NOT MET, THEN RESULT	CELL WILL BE	
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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency AMHC-Aroostook PO Box 1018 Lorraine Chamberlain Fiscal Year 2012 Address **Contact Phone Number** Caribou, ME 04736 207-498-6431 Consumer Demographics (Unduplicated Counts - Face to Face) **Females** Males Children 18 Gender 40 **Females** Adults Males 63 5-9 10-14 9 15-17 Children <5y.o. 3 12 Age Range 18-21 22-35 25 36-60 61 & Older 10 50 Adults 18 21 Children MaineCare Private Ins. 4 Uninsured Medicare Payment **Payment** Uninsured Source Medicare Adults MaineCare 59 Private Ins. 17 27 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 103 1114 Total number of all INITIAL face to face contacts. 27 103 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 61 89 **CHILDREN ADULT Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 10 the individual was used D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 14 24 12 22 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 3014 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 40 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 59 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 oreak out Less than 1 More than 4 **10** 1 to 2 hours **10** 2 to 4 hours 7 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 18 3 to 6 hours **9** 6 to 8 hours hours More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 10 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter 0 q. Provider Office 19 h. Crisis Office 44 i. Emergency Department 14 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 103 27 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 62 13 12 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization 15 Involuntary Psychiatric Hospitalization Admission to Detox Unit 27 103 Sec. V Total TE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

	AMHI CONSENT DECREE FEEDBACK REPORT					
		AMHC-Aroostook	Apr	SFY2012		
No.	<u>Result</u>		STANDA	<u>RD</u>		
IV.35	16%	No more than 20-25% of face	e to face contacts	result in Psychiatric Hospitalization.		
IV.36	29.3	90% of Crisis Phone Calls Re	quiring Face to Fac	e Assessments are responded to within		
	Average Minutes	an average of 30 minutes from	om the end of the p	phone call.		
		_				
IV. 37	96%	000/ of all Face to Face Acc	annonto Docultin	Decelution for the Consumer Within C		
		Hours of Initiation of the Face		n Resolution for the Consumer Within 8 ment.		
IV.38	92%			client has a Community Support Worker,		
		the Worker is notified of the	e crisis.			
NOTE:	IF STANDARD	IS MET, THEN RESULT CELL	WILL BE			
	ODEEN ON A	TUDOUGE DAGKODOUND				
	GREEN ON A	TURQUOISE BACKGROUND.				
	IF STΔNINΔPN	IS NOT MET, THEN RESULT	CELL WILL BE			
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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency AMHC-Atlantic 1 Stackpole Rd **Annette Adams** Fiscal Year 2012 Address **Contact Phone Number** Machias 207-255-0996 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 13 Gender 47 **Females** Adults Males 49 5-9 10-14 9 15-17 Children <5y.o. 5 Age Range 18-21 22-35 20 36-60 59 61 & Older Adults 11 11 5 Children MaineCare Private Ins. Uninsured Medicare 0 **Payment** Source Medicare 19 Adults MaineCare 50 Private Ins. 13 Uninsured 14 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 848 4978 Total number of all INITIAL face to face contacts. 17 96 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 0 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 11 52 **CHILDREN ADULT Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 11 52 the individual was used D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 17 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 13 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. 2387 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 47 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 49 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 oreak out Less than 1 More than 4 **11** 1 to 2 hours **5** 2 to 4 hours hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **10** 3 to 6 hours 1 hours **4** 6 to 8 hours 2 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office 47 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 96 Sec. IV Total 17 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 21 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 29 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 10 15 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 17 96 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DEC	REE FEEDBACK REPO	ORT
		AMHC-Atlantic	Apr	SFY2012
No.	<u>Result</u>		STANDARD	<u> </u>
IV.35	19%	No more than 20-25% of fac	e to face contacts res	sult in Psychiatric Hospitalization.
IV.36	24.9	90% of Crisis Phone Calls Re	equiring Face to Face	Assessments are responded to within
	Average Minutes	an average of 30 minutes fr	om the end of the ph	one call.
		_		
IV. 37	100%	90% of all Face to Face Ass	sessments Result in R	Resolution for the Consumer Within 8
		Hours of Initiation of the Fa		
IV.38	76%	90% of all Face to Face Con the Worker is notified of th		ent has a Community Support Worker,
		the worker is notified of th	e crisis.	
NOTE:	IE STANDADD I	S MET, THEN RESULT CELL	WILL DE	
NOTE.	IF STANDARD	IS WELL, THEN RESOLT CELL	. WILL BE	
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1				
	IF STANDARD	IS NOT MET, THEN RESULT	CELL WILL BE	
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STATE OF MAINE Monthly Crisis Report													
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													y Health & C
Agency	Community Hea	alth & Counseli	ng Services		Cont	act Person		Month	Apr		<u>No.</u>	Result	
	P	O Box 425		Tom Lynn				Fiscal Year	2012		IV.35	13%	No more th
Address	Bangor,	ME 04402-0)425			Phone Numb	er						
				947-0366 ext							IV.36	29.6	90% of Cris
l.	Consumer Demographics (Unduplicated Counts - Face to Face)									Average Minute	within an a		
Gender	Children	Males	15	Females	9								
	Adults	Males	81	Females	63								
Age Range	Children	<5y.o.	0	5-9	5	10-14	10	15-17	9		IV. 37	100%	000/ - (- 1)
Age Kange	Adults	18-21	13	22-35	48	36-60	70	61 & Older	13				90% of all I Hours of In
Payment	Children	MaineCare	18	Private Ins.	2	Uninsured	4	Medicare	0				11001001111
	Adults	MaineCare	89	Private Ins.	52	Uninsured	3	Medicare	0				
II.				Summary of	f All Cris	sis Contacts	s		CHILDREN	ADULT	IV.38	85%	90% of all F
	nber of teleph	one contacts	s						166	1172			Worker, the
	nber of all INI			itacts					24	144			
					RDATION	J/AUTISM/PF	RVASIVE DEVE	ELOPMENTAL DISORDER	1		NOTE:	IF STANDARI) IS MET, THE
				oing support f					0	59		0.712712	
III.				Initial Crisi					CHILDREN	ADULT		GREEN ON A	TURQUOISE
	nher of INITIA	I face to fac	re contact					nced directive plan previously developed					
	ividual was us		o contact	is in willon we	moss pie	uri, crisis più	ii, ioi oi aava	iniced an ective plan previously developed	5	25		IF STANDARI	O IS NOT MET
			tacts who	have a Comn	nunity Su	pport Worke	er (CI, CRS, ICI	M, ACT,TCM).	11	33			ON A GOLD BA
												NED DOED O	THE COLD DI
c. Number o	of INITIAL face	to face con	tacts who	have a Comn	nunity Su	pport Worke	r and whose v	vorker was notified of the crisis.	9	28			
							determination	of need for face to face contact or when					
individual w	as ready and a	able to be se	en to init	ial face to fac	e contac	ct.				4260			
e. Number o	of INITIAL face	to face con	tacts in E	mergency Dep	artment	with final di	isposition mad	de within 8 hours of that contact.		91	<-<- Note:	This cell should be	e no greater than
											NOTE	: This cell should b	o no greater than
f. Number of	f INITIAL face	to face con	tacts NO7	T in Emergenc	y Depart	ment with fi	nal dispositio	n made within 8 hours of that contact.		53	<-< NOTE	: This cell should b	e no greater than
		determination	on of need	for face to fac	e contact	t or when indi	vidual was read	dy and able to be seen to initial face to face					
contact break Less than 1	k out :		1			Mara than 4	<u> </u>						
hour	20	1 to 2 hours	3	2 to 4 hours		More than 4 hours		0					
CHILDREN ON	NLY: Time betw	een completi	ion of initi	al face-to-face	crisis asse	essment conta	act and final di	sposition/resolution of crisis break out:					
Less than 3				1		8 to 14							
hours	22	3 to 6 hours		6 to 8 hours		hours		More than 14 hours	0				
IV.		Si	ite of Ini	tial Face to	Face Co	ntacts			CHILDREN	ADULT			
Number of t	face to face o	ontacts see	n in :										
	a. Primary	Residence (F	Home)						1	11			
		Relative/Oth		ence					3	6			
	c. Other Co	mmunity Se	tting (Wor	rk, School, Poli	ce Dept.,	Public Place)			5	5			
	d. SNF, Nur	sing Home,	Boarding	Home	-				0	0			
	e. Resident	ial Program	(Congrega	te Community	Residence	e, Apartment I	Program)		0	1			
	f. Homeles	s Shelter							0	2			
	g. Provider	Office							0	2			
	h. Crisis Of	fice							2	20			
	i. Emergen	cy Departme	ent						12	91			
	j. Other Ho	spital Locat	ion						1	6			
	k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)				0	0							
NOTE: Sum of (TE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total				24	144	<-<- Note	: This cell should a	ppear to be turqo				
٧.	In	itial Crisis	Resolutio	on (Mutually	Exclusi	ve & Exhau	istive)		CHILDREN	ADULT			
Number of	face to face o					2. 2.7.764	,		CHILDICLIN	ADULT			
					tance ah	use follow u	n		2				
				al health/subs				un.	2	24			
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up						10	48						
d. Admission to Crisis Stabilization Unit						10	29						
	Hospitalizatio								2	11			
	Psychiatric H		n						2	17			
	ry Psychiatric	<u> </u>								2			
	n to Detox Uni	<u> </u>							0	7			
			b.= Total no	o. of all INITIAL fa	ace-to-face	e contacts		Sec. V Total	24	144	<-<- Note	: This cell should a	ppear to be turgo

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Services	Apr	SFY2012
	STAND	ARD
of face to fa	ce contac	ts result in Psychiatric Hospitalization.
		Face Assessments are responded to and of the phone call.
e Assessme		in Resolution for the Consumer Within 8 sment.
e Contacts in notified of		ne client has a Community Support
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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency Crisis & Counseling Centers 10 Caldwell Road Nicole Auclair Fiscal Year 2012 **Address Contact Phone Number** Augusta, ME 04330 207-626-3448 ext. 1155 Consumer Demographics (Unduplicated Counts - Face to Face) Males 37 **Females** Children Gender 150 Adults Males 123 **Females** 5-9 10-14 15-17 Children <5y.o. 3 31 31 Age Range 18-21 22-35 92 36-60 61 & Older 26 23 132 Adults 48 Children MaineCare Private Ins. 16 Uninsured Medicare 0 **Payment** Source Medicare Adults MaineCare 186 Private Ins. 41 Uninsured 38 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 572 2738 Total number of all INITIAL face to face contacts. 65 273 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 38 **CHILDREN ADULT Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 15 the individual was used D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 22 85 22 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 84 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. 4266 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 168 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 104 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 oreak out Less than 1 More than 4 **6** 1 to 2 hours **36** 2 to 4 hours 23 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **65** 3 to 6 hours **0** hours **0** 6 to 8 hours **0** More than 14 hours nours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 20 46 b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office 23 169 i. Emergency Department 29 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 65 273 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 10 40 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 21 112 21 40 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization 13 61 Involuntary Psychiatric Hospitalization Admission to Detox Unit 65 273 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DECRE	E FEEDBACK REPO	ORT
	Crisis	& Counseling Centers	Apr	SFY2012
No.	<u>Result</u>		<u>STANDARI</u>	<u>D</u>
IV.35	25%	No more than 20-25% of face t	o face contacts re	sult in Psychiatric Hospitalization.
IV.36	15.6	90% of Crisis Phone Calls Requ	iring Face to Face	Assessments are responded to within
_	Average Minutes	an average of 30 minutes from	the end of the ph	none call.
IV. 37	100%	90% of all Face to Face Asses	ssments Result in F	Resolution for the Consumer Within 8
		Hours of Initiation of the Face		
IV.38	99%	90% of all Face to Face Contact the Worker is notified of the c		ient has a Community Support Worker,
		the worker is nothled or the c	11313.	
NOTE:	IF STANDARD I	S MET, THEN RESULT CELL W	/III RF	
NOTE.	II STANDARD I	SIMET, THEN NESSET SELE W	TICE DE	
	GREEN ON A 7	URQUOISE BACKGROUND.		
	IF STANDARD	IS NOT MET, THEN RESULT CI	ELL WILL BE	
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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency Counseling Services Inc. PO Box 1010 Jennifer Goodwin Fiscal Year 2012 **Address** Saco, ME 04072 **Contact Phone Number** 207-282-1500 Consumer Demographics (Unduplicated Counts - Face to Face) **Females** Males Children 32 Gender **Females** 108 Adults Males 69 5-9 10-14 30 15-17 Children <5y.o. 24 Age Range 18-21 22-35 50 36-60 90 61 & Older 13 Adults 24 34 22 Children MaineCare Private Ins. Uninsured 6 Medicare 0 **Payment** 7 Source Medicare Adults MaineCare 94 Private Ins. 40 Uninsured 36 **Summary of All Crisis Contacts** CHILDREN **ADULT** . Total number of telephone contacts. 147 570 Total number of all INITIAL face to face contacts. 70 207 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 0 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 10 **CHILDREN ADULT Initial Crisis Contact Information** 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 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 12 13 12 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 13 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. 6248 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 140 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 39 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 oreak out Less than 1 More than 4 **30** 2 to 4 hours 21 hours 18 **1** 1 to 2 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 39 3 to 6 hours **21** 6 to 8 hours 4 hours 4 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office 24 29 39 166 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 70 Sec. IV Total 207 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 29 55 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 16 67 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization 18 61 Involuntary Psychiatric Hospitalization 17 Admission to Detox Unit 70 207 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

	AMHI CONSENT DECREE FEEDBACK REPORT						
	Cou	ınseling Services Inc.	Apr	SFY2012			
No.	<u>Result</u>		<u>STANDAR</u>	<u>RD</u>			
IV.35	38%	No more than 20-25% of face	to face contacts r	esult in Psychiatric Hospitalization.			
IV.36	30.2	90% of Crisis Phone Calls Req	uiring Face to Face	e Assessments are responded to within			
_	Average Minutes	an average of 30 minutes from	m the end of the p	hone call.			
		_					
IV. 37	86%	90% of all Face to Face Asse	essments Result in	Resolution for the Consumer Within 8			
		Hours of Initiation of the Face					
		_					
IV.38	100%	90% of all Face to Face Conta the Worker is notified of the		lient has a Community Support Worker,			
		the worker is nothled or the	CHSIS.				
NOTE:	IE STANDARD I	S MET, THEN RESULT CELL V	MILL RE				
NOTE.	II STANDARD I	S WILL, THEN RESOLT CELL V	WILL DL				
	GREEN ON A 7	URQUOISE BACKGROUND.					
	IF STANDARD	IS NOT MET, THEN RESULT (CELL WILL BE				
	RED BOLD ON	I A GOLD BACKGROUND					

<-<-- NOTE: This cell should be no greater than Sec IV. Total minus IV.i.

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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency **Evergreen Behavioral Services** 131 Franklin Health Commons Ste A Crystal Harting Fiscal Year 2012 **Address Contact Phone Number** Farmington ME 04938 207-779-2843 Consumer Demographics (Unduplicated Counts - Face to Face) **Females** Males Children 8 Gender 26 **Females** Adults Males 17 5-9 10-14 5 15-17 Children <5y.o. Age Range 18-21 22-35 36-60 23 61 & Older Adults 11 Private Ins. 2 Children MaineCare Uninsured Medicare Payment **Payment** Source Medicare Adults MaineCare Private Ins. 13 Uninsured 4 25 **Summary of All Crisis Contacts** CHILDREN **ADULT** . Total number of telephone contacts. 91 218 Total number of all INITIAL face to face contacts. 13 47 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 32 **CHILDREN ADULT Initial Crisis Contact Information** 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 Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 14 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 13 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. 668 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 14 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 30 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 oreak out Less than 1 More than 4 2 2 to 4 hours **11** 1 to 2 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 8 3 to 6 hours **0** hours **4** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter 0 q. Provider Office 25 h. Crisis Office 17 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 47 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 18 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 16 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 0 Voluntary Psychiatric Hospitalization 0 Involuntary Psychiatric Hospitalization Admission to Detox Unit 47 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DECRE	E FEEDBACK REP	ORT		
	Evergr	een Behavioral Services	Apr	SFY2012		
<u>No.</u>	<u>Result</u>		<u>STANDAR</u>	<u>D</u>		
IV.35	15%	No more than 20-25% of face to	o face contacts re	esult in Psychiatric Hospitalization.		
IV.36	14.2	90% of Crisis Phone Calls Requi	ring Face to Face	Assessments are responded to within		
_	Average Minutes	an average of 30 minutes from	the end of the p	hone call.		
		7				
IV. 37	94%	90% of all Face to Face Asses	sments Result in	Resolution for the Consumer Within 8		
		Hours of Initiation of the Face t				
11/ 00	0.004					
IV.38	93%	190% of all Face to Face Contact the Worker is notified of the ci		ient has a Community Support Worker,		
		the worker is nothing of the di	1313.			
NOTE:	IF STANDARD	IS MET, THEN RESULT CELL W	III BF			
	11 017111071110	io mer, men neoder dele m				
•	GREEN ON A	Turquoise Background.				
1						
	IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE					
	RED BOLD OF	N A GOLD BACKGROUND				



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<-<-- Note: This cell should appear to be turqouise with a green font, a red strikethough font indicates an error

STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency Mid-Coast Mental Health Center Patti Isnardi Fiscal Year 2012 Address **Contact Phone Number** 12 Union St., Rockland, ME 04841 701-4476 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 13 Gender 55 **Females** Adults Males 58 5-9 10-14 Children <5y.o. 13 15-17 Age Range 18-21 22-35 38 36-60 52 61 & Older Adults 13 11 Children MaineCare 18 Private Ins. 3 Uninsured 0 Medicare 0 Payment **Payment** Source 21 Medicare Adults MaineCare 39 Private Ins. Uninsured 17 35 **Summary of All Crisis Contacts** CHILDREN **ADULT** . Total number of telephone contacts. 27 175 Total number of all INITIAL face to face contacts. 23 122 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 0 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 36 **CHILDREN ADULT Initial Crisis Contact Information** 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 Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 20 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 18 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. 1768 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 82 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 32 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 oreak out Less than 1 More than 4 **20** 1 to 2 hours **3** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **15** 3 to 6 hours 1 hours **7** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter q. Provider Office h. Crisis Office 18 88 i. Emergency Department 14 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 23 122 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 11 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 13 47 8 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 31 Voluntary Psychiatric Hospitalization 0 Involuntary Psychiatric Hospitalization 21 Admission to Detox Unit 122 DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

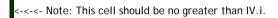
		AMHI CONSENT DECRE	E FEEDBACK RE	PORT
	Mid-Coa	ast Mental Health Center	Apr	SFY2012
No.	<u>Result</u>		STANDA	ARD
IV.35	25%	No more than 20-25% of face to	o face contacts	result in Psychiatric Hospitalization.
IV.36	14.5	90% of Crisis Phone Calls Requi	ring Face to Fa	ce Assessments are responded to within
_	Average Minutes	an average of 30 minutes from	the end of the	phone call.
IV. 37	93%	90% of all Face to Face Asses	sments Result i	n Resolution for the Consumer Within 8
		Hours of Initiation of the Face t		
		1		
IV.38	90%	90% of all Face to Face Contac the Worker is notified of the c		client has a Community Support Worker,
		the worker is nothled of the cl	11313.	
NOTE:	IF STANDARD I	S MET, THEN RESULT CELL W	II I RF	
NOTE.	II STANDARD I	SIMET, THEN RESOLT SELE W	ILL DL	
•	GREEN ON A T	URQUOISE BACKGROUND.		
	IF STANDARD	IS NOT MET, THEN RESULT CE	ELL WILL BE	
	RED BOLD ON	I A GOLD BACKGROUND		
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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency Oxford County Mental Health 150 Congress Street Karen Hodgkins Fiscal Year 2012 **Address Contact Phone Number** Rumford, Maine 04276 207 364-3549 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 5 Gender **Females** 26 Adults Males 21 5-9 10-14 15-17 Children <5y.o. 2 11 Age Range 2 18-21 22-35 20 36-60 23 61 & Older Adults 14 Children MaineCare Private Ins. 3 Uninsured 0 Medicare 0 Payment **Payment** Source 9 Medicare Adults MaineCare 27 Private Ins. Uninsured 6 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 15 77 Total number of all INITIAL face to face contacts. 17 47 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 12 **CHILDREN ADULT Initial Crisis Contact Information** 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 Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 19 19 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 1335 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 25 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 17 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 oreak out Less than 1 More than 4 **15** 1 to 2 hours 2 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **14** 3 to 6 hours **0** hours **3** 6 to 8 hours **0** More than 14 hours nours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter 0 0 q. Provider Office 12 h. Crisis Office 29 i. Emergency Department 10 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 47 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 11 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up . Admission to Crisis Stabilization Unit 11 Inpatient Hospitalization-Medical 14 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 47 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DECRE	E FEEDBACK RE	PORT
	Oxford	d County Mental Health	Apr	SFY2012
No.	<u>Result</u>		<u>STAND</u>	ARD
IV.35	32%	No more than 20-25% of face to	o face contacts	result in Psychiatric Hospitalization.
IV.36	28.4	90% of Crisis Phone Calls Requi	ring Face to Fa	ce Assessments are responded to within
_	Average Minutes	an average of 30 minutes from	the end of the	phone call.
		1		
IV. 37	89%	90% of all Face to Face Asses	sments Result i	n Resolution for the Consumer Within 8
		Hours of Initiation of the Face t		
	1000	1		
IV.38 ■	100%	90% of all Face to Face Contac the Worker is notified of the c		client has a Community Support Worker,
		the worker is notified of the ci	1313.	
NOTE:	IF STANDARD I	S MET, THEN RESULT CELL W	II I BF	
•	GREEN ON A T	URQUOISE BACKGROUND.		
	IF STANDARD	S NOT MET, THEN RESULT CE	LL WILL BE	
	RED BOLD ON	A GOLD BACKGROUND		



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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency Sweetser Beth Delano Fiscal Year 2012 Address **Contact Phone Number** 50 Moody St Saco ME 04072 294-4530 Consumer Demographics (Unduplicated Counts - Face to Face) **Females** Males 41 41 Children Gender **Females** Adults Males 5-9 10-14 38 15-17 Children <5y.o. 11 32 Age Range 18-21 22-35 36-60 61 & Older Adults 29 Uninsured Children MaineCare Private Ins. Medicare **Payment** Source Medicare Adults MaineCare Private Ins. Uninsured **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 364 Total number of all INITIAL face to face contacts. 87 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 14 **ADULT CHILDREN Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 28 the individual was used 47 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 47 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 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 oreak out Less than 1 More than 4 **82** 1 to 2 hours 0 **5** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 44 3 to 6 hours **33** 6 to 8 hours **5** hours 1 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 22 b. Family/Relative/Other Residence 19 c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter q. Provider Office h. Crisis Office i. Emergency Department 39 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 87 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 10 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 51 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 0 16 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 87 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DE	CREE FEEDBACK REP	PORT
		Sweetser	Apr	SFY2012
No.	<u>Result</u>		<u>STANDAR</u>	<u>RD</u>
IV.35		No more than 20-25% of fa	ce to face contacts re	esult in Psychiatric Hospitalization.
IV.36		90% of Crisis Phone Calls R	equiring Face to Face	e Assessments are responded to within
	Average Minutes	an average of 30 minutes f	from the end of the p	hone call.
	_			
IV. 37		000/ of all Face to Face As	accomenta Decult in	Desclution for the Consumer Within 9
		Hours of Initiation of the Fa		Resolution for the Consumer Within 8 ent.
		,		
IV.38				lient has a Community Support Worker,
		the Worker is notified of the	ne crisis.	
		0 MET THEM BEOWN TO SE		
NOTE:	IF STANDARD I	S MET, THEN RESULT CEL	L WILL BE	
•	CDEEN ON A T	URQUOISE BACKGROUND		
	GREEN ON A 1	ONGOOISE DACKGROUND.		
	IF STANDARD	IS NOT MET, THEN RESUL	T CELL WILL BE	
		A GOLD BACKGROUND		



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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency Sweetser 50 Moody St. Saco ME Beth Delano Fiscal Year 2012 **Address Contact Phone Number** 294-4530 Consumer Demographics (Unduplicated Counts - Face to Face) Males 15 **Females** 29 Children Gender **Females** Adults Males 60 82 5-9 10-14 24 15-17 Children <5y.o. 4 16 Age Range 18-21 22-35 52 36-60 59 61 & Older 19 Adults 12 28 Children MaineCare Private Ins. 15 Uninsured Medicare 0 Payment **Payment** Uninsured Source 19 Medicare 0 Adults MaineCare Private Ins. 61 62 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 74 230 Total number of all INITIAL face to face contacts. 46 149 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 11 **ADULT CHILDREN Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 23 the individual was used D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 12 37 12 35 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 3995 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 80 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 47 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 oreak out Less than 1 More than 4 **7** 2 to 4 hours **39** 1 to 2 hours 0 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **0** hours **30** 3 to 6 hours **9** 6 to 8 hours 2 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office 25 h. Crisis Office 14 97 25 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 149 46 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 24 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 10 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 20 46 22 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 39 Voluntary Psychiatric Hospitalization 12 Involuntary Psychiatric Hospitalization Admission to Detox Unit 46 149 DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		amhi consent de	CREE FEEDBACK REP	ORT						
		Sweetser	Apr	SFY2012						
<u>No.</u>	<u>Result</u>		<u>S</u> TANDAR	<u>D</u>						
IV.35	32%	No more than 20-25% of fa	ce to face contacts re	esult in Psychiatric Hospital	ization.					
		1								
IV.36	26.8			Assessments are responded	d to within					
	Average Minutes	an average of 30 minutes f	from the end of the pl	none call.						
IV. 37	OE0/	1								
IV. 37	85%	90% of all Face to Face As	ssessments Result in	Resolution for the Consume	er Within 8					
		Hours of Initiation of the Fa	ace to Face Assessme	ent.						
IV.38	95%	00% of all Face to Face Co		iont has a Community Comm	ant Manka					
10.30	95%	the Worker is notified of the		ient has a Community Supp	ort worke					
NOTE:	IF STANDARD I	S MET, THEN RESULT CEL	L WILL BE							
	GREEN ON A T	GREEN ON A TURQUOISE BACKGROUND.								
		S NOT MET, THEN RESUL	T CELL WILL BE							
	RED BOLD ON	A GOLD BACKGROUND								
<u></u>										



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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency Tri-County 230 Bartlett St. Laurie Cyr Martel Fiscal Year 2012 Address **Contact Phone Number** Lewiston, ME, 04240 207-783-4695 Consumer Demographics (Unduplicated Counts - Face to Face) **Females** Males Children 35 Gender 70 **Females** Adults Males 53 5-9 10-14 33 15-17 Children <5y.o. 15 16 Age Range 18-21 22-35 35 36-60 61 & Older 5 65 Adults 18 58 9 Children MaineCare Private Ins. Uninsured Medicare 0 **Payment** Uninsured Source 7 Medicare Adults MaineCare 95 Private Ins. 17 20 **Summary of All Crisis Contacts** CHILDREN **ADULT** . Total number of telephone contacts. 162 360 Total number of all INITIAL face to face contacts. 64 123 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 10 **CHILDREN ADULT Initial Crisis Contact Information** 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 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 33 48 28 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 43 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. 5760 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 66 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 40 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 oreak out Less than 1 More than 4 **50** 1 to 2 hours **10** 2 to 4 hours 4 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **58** 3 to 6 hours **0** hours **5** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter q. Provider Office h. Crisis Office 17 82 i. Emergency Department 48 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 123 64 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 16 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 13 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 19 21 17 . Admission to Crisis Stabilization Unit 0 Inpatient Hospitalization-Medical 43 Voluntary Psychiatric Hospitalization 8 Involuntary Psychiatric Hospitalization Admission to Detox Unit 64 123 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DEC	REE FEEDBACK REPO	ORT
		Tri-County	Apr	SFY2012
No.	<u>Result</u>		STANDARD	<u>)</u>
IV.35	41%	No more than 20-25% of fac	e to face contacts res	sult in Psychiatric Hospitalization.
IV.36	46.8	90% of Crisis Phone Calls Re	equiring Face to Face	Assessments are responded to within
	Average Minutes	an average of 30 minutes fr	om the end of the ph	none call.
IV. 37	86%	00% of all Face to Face As	cocomonto Pocult in F	Resolution for the Consumer Within 8
		Hours of Initiation of the Fa		
		_		
IV.38	90%			ent has a Community Support Worker,
		the Worker is notified of th	e crisis.	
NOTE	IE CTANDADD	IC MET THEN DECLUT OF H	WILL DE	
NOTE:	IF STANDARD	IS MET, THEN RESULT CELL	. WILL BE	
1	GREEN ON A 7	TURQUOISE BACKGROUND.		
ı	CREEN ON A	TORQUOISE BROKOKOWD.		
	IF STANDARD	IS NOT MET, THEN RESULT	CELL WILL BE	
	RED BOLD ON	I A GOLD BACKGROUND		

<-<-- NOTE: This cell should be no greater than Sec IV. Total minus IV.i.

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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Apr Agency ΥI 50 Lydia Lane Veronica Ross Fiscal Year 2012 Address South Portland, Me 04106 **Contact Phone Number** 207-523-5068 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 2 Gender 97 **Females** Adults Males 78 5-9 10-14 15-17 Children <5y.o. 0 Age Range 18-21 22-35 47 36-60 61 & Older 88 Adults 18 Children MaineCare Private Ins. 0 Uninsured Medicare 0 Payment **Payment** Source 21 Medicare Adults MaineCare 72 Private Ins. Uninsured 37 45 **Summary of All Crisis Contacts** CHILDREN **ADULT** . Total number of telephone contacts. 1310 Total number of all INITIAL face to face contacts. 192 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 240 **CHILDREN ADULT Initial Crisis Contact Information** 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 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 75 70 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 4928 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 187 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 oreak out Less than 1 More than 4 **2** 1 to 2 hours **0** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **0** 3 to 6 hours **0** hours **0** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 30 b. Family/Relative/Other Residence 0 16 c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 8 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter 14 q. Provider Office h. Crisis Office 118 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 192 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 43 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 108 23 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 0 Voluntary Psychiatric Hospitalization 0 Involuntary Psychiatric Hospitalization Admission to Detox Unit 192 ITE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		AMHI CONSENT D	ECREE FEEDBACK REI	PORT
		ΥΙ	Apr	SFY2012
No.	<u>Result</u>		<u>S</u> TANDAI	<u>RD</u>
IV.35	3%	No more than 20-25% of f	ace to face contacts r	result in Psychiatric Hospitalization.
		_		
IV.36	25.7	90% of Crisis Phone Calls	Requiring Face to Fac	e Assessments are responded to within
	Average Minutes	an average of 30 minutes	from the end of the $\ensuremath{\mu}$	phone call.
IV. 37	100%	90% of all Face to Face A	seeesements Result in	Resolution for the Consumer Within 8
		Hours of Initiation of the F		
		1		
IV.38 ■	93%	90% of all Face to Face Co		client has a Community Support Worker,
		the worker is nothled of	the crisis.	
NOTE:	IE STANDADD I	S MET, THEN RESULT CE	II WIII RE	
NOTE.	II STANDARD I	S WET, THEN RESOLT CE	LE VVILL DE	
	GREEN ON A T	URQUOISE BACKGROUNE).	
	IF STANDARD	IS NOT MET, THEN RESUL	T CELL WILL BE	
	RED BOLD ON	I A GOLD BACKGROUND		

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Maine Department of Health and Human Services Integrated Monthly Crisis Report

Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up

Crisis stabilization with no referral for mental health/substance abuse follow-up

OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up

STATEWIDE April 2012



Consumer Demographics (Unduplicated Counts - Face to Face) Males 234 **Females** 205 Children Gender Adults Males 764 672 Females 5-9 Children <5y.o. 56 10-14 213 15-17 166 Age Range 22-35 Adults 18-21 154 438 36-60 711 61 & Older 122 0 306 Private Ins. 106 Uninsured 30 Medicare **Payment** Children MaineCare Source Adults MaineCare 798 Private Ins. 260 Uninsured 253 Medicare 144 **CHILDREN Summary of All Crisis Contacts ADULT** Total number of telephone contacts. 2569 12942 o. Total number of all INITIAL face to face contacts. 455 1503 . Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 24 d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 112 589 CHILDREN **ADULT Initial Crisis Contact Information** 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 61 13% 9.7% 146 177 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM) 39% 385 25.6% 93% 164 358 c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 93.0% 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. 38629 25.7 e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 758 90.8% Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 657 98.4% contact More than 4 ess than 1 267 1 to 2 hours 113 2 to 4 hours 57 hours 18 nour 25% 59% 13% 4% CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis Less than 3 8 to 14 323 9 3 to 6 hours 97 6 to 8 hours hours More than 14 hours 11 13 hours 71% 21% 2% 2% 3% Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : 131 a. Primary Residence (Home) 64 14% 8.7% b. Family/Relative/Other Residence 2% 0.5% 11% 48 3.2% c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 15 1.0% e. Residential Program (Congregate Community Residence, Apartment Program) 13 0.9% f. Homeless Shelter 0% 0.3% g. Provider Office 1% 38 2.5% h. Crisis Office 87 19% 314 20.9% i. Emergency Department 240 53% 835 55.6% j. Other Hospital Location 1% 60 4.0% 0% 37 2.5% k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) OTE: Sum of Crisis Resolutions must equal II.b. = Total no. of all INITIAL face-to-face contacts 455 100% 1503 100% Sec. IV Total

Sec. V Total

RJ Melville 5.17.2012

Admission to Detox Unit

Number of face to face contacts that resulted in:

Admission to Crisis Stabilization Unit

Voluntary Psychiatric Hospitalization

Involuntary Psychiatric Hospitalization

Inpatient Hospitalization-Medical

1

ADULT

5.5%

17.5%

37.3%

11.3%

2.3%

20.5%

3.3%

2.4%

100%

82

263

560

170

35

308

49

36

1503

CHILDREN

5%

20%

39%

13%

0%

0%

100%

22%

24

91

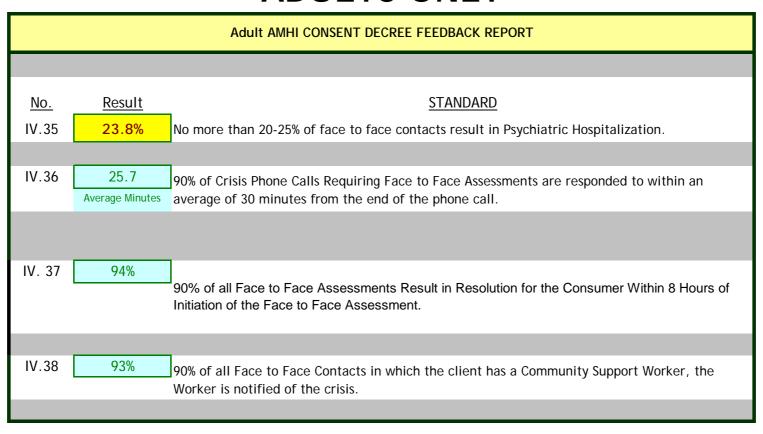
177

60

100

455

ADULTS ONLY



STATE OF MAINE Monthly Crisis Report May **Contact Person** Month Agency AMHC-Aroostook PO Box 1018 Lorraine Chamberlain Fiscal Year 2012 Address **Contact Phone Number** Caribou, ME 04736 207-498-6431 Consumer Demographics (Unduplicated Counts - Face to Face) **Females** Males Children 4 Gender 47 **Females** Adults Males 66 5-9 10-14 8 15-17 Children <5y.o. 12 Age Range 18-21 22-35 43 36-60 61 & Older Adults 10 56 Children MaineCare 26 Private Ins. 0 Uninsured 6 Medicare **Payment** Source 17 Medicare Adults MaineCare 59 Private Ins. Uninsured 27 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 108 932 Total number of all INITIAL face to face contacts. 32 113 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 70 90 **CHILDREN ADULT Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 12 15 the individual was used D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 17 34 15 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 31 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. 2599 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 54 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 48 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 oreak out Less than 1 More than 4 **8** 1 to 2 hours **14** 2 to 4 hours 7 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **14** 3 to 6 hours **8** 6 to 8 hours hours 2 More than 14 hours nours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter q. Provider Office 25 h. Crisis Office 58 i. Emergency Department 17 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 32 113 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 14 62 13 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 21 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 32 113 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DEC	REE FEEDBACK REPO	ORT
		AMHC-Aroostook	May	SFY2012
No.	<u>Result</u>		STANDARI	<u>D</u>
IV.35	23%	No more than 20-25% of fac	e to face contacts re	esult in Psychiatric Hospitalization.
IV.36	23.0	90% of Crisis Phone Calls Re	quiring Face to Face	Assessments are responded to within
	Average Minutes	an average of 30 minutes from	om the end of the ph	none call.
IV. 37	90%	90% of all Face to Face Ass	eesements Result in F	Resolution for the Consumer Within 8
		Hours of Initiation of the Fac		
IV.38	91%			ient has a Community Support Worker,
		the Worker is notified of the	e crisis.	
NOTE:	IE CTANDADD	IS MET, THEN RESULT CELL	WILL DE	
NOTE:	IF STANDARD	IS WEI, THEN RESULT CELL	WILL DE	
	GREEN ON A	TURQUOISE BACKGROUND.		
	IF STANDARD	IS NOT MET, THEN RESULT	CELL WILL BE	
	RED BOLD O	N A GOLD BACKGROUND		

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STATE OF MAINE Monthly Crisis Report **Contact Person** May Month Agency AMHC-Atlantic 1 Stackpole Rd **Annette Adams** Fiscal Year 2012 Address **Contact Phone Number** Machias 207-255-0996 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 13 Gender 38 **Females** Adults Males 59 5-9 10-14 8 15-17 Children <5y.o. 5 9 Age Range 18-21 22-35 30 36-60 61 & Older 51 Adults 5 Children MaineCare 15 Private Ins. Uninsured Medicare **Payment** Source Medicare Adults MaineCare 42 Private Ins. 18 Uninsured 20 17 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 889 4696 Total number of all INITIAL face to face contacts. 22 98 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 11 60 **CHILDREN ADULT Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 11 the individual was used 60 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 10 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 2115 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 50 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 47 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 oreak out Less than 1 More than 4 **5** 1 to 2 hours **13** 2 to 4 hours 2 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **19** 3 to 6 hours **0** hours **2** 6 to 8 hours 1 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office 17 50 i. Emergency Department 13 J. Other Hospital Location 10 k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 98 22 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 36 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 27 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 17 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 98 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DEC	CREE FEEDBACK REP	PORT
		AMHC-Atlantic	May	SFY2012
No.	<u>Result</u>		<u>STANDAR</u>	<u>RD</u>
IV.35	19%	No more than 20-25% of fac	ce to face contacts re	esult in Psychiatric Hospitalization.
IV.36	21.6	90% of Crisis Phone Calls Re	equiring Face to Face	e Assessments are responded to within
	Average Minutes	an average of 30 minutes fi	rom the end of the p	phone call.
		_		
IV. 37	99%	00% of all Face to Face As	sassmants Pasult in	Resolution for the Consumer Within 8
		Hours of Initiation of the Fa		
		1		
IV.38	90%			lient has a Community Support Worker,
		the Worker is notified of th	ne crisis.	
NOTE:	IE CTANDADD	C MET THEN DECLUT OF H	WILL DE	
NOTE:	IF STANDARD	IS MET, THEN RESULT CELL	_ WILL BE	
	GREEN ON A	TURQUOISE BACKGROUND.		
I	CILLIA OIL II	TOTAL DITION ON THE PROPERTY OF THE PROPERTY O		
	IF STANDARD	IS NOT MET, THEN RESULT	CELL WILL BE	
	RED BOLD ON	A GOLD BACKGROUND		

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					STAT	E OF MAIN	IE Monthly	Crisis Report						
													Community	AMH
Aganav				Contact Person		Month		Movi		No		Health & C		
Agency	Community Hea		ng Services		Cont	act Person		Month		May		<u>No.</u>	Result	.
A d d mana		O Box 425	2405	Tom Lynn		DI N I		Fiscal Year		2012		IV.35	8%	No more th
Address Bangor, ME 04402-0425)425			Phone Numb	er	_				IV.36	22.2	
947-0366 ext. 344 Consumer Demographics (Unduplicated Counts - Face to Face)									10.30	22.3 Average Minutes	90% of Cris			
1.	01.11.1					cated count	is - Tace to	i ace)					7Wordge Williates	within an a
Gender	Children	Males Males	18	Females Females	<u> 17</u> 74	-								
	Adults Children	<5y.o.	0	5-9	2	10-14	18	15-17		15		IV. 37	100%	
Age Range	Adults	18-21	8	22-35	40	36-60		61 & Older		15		10.37	100%	90% of all I
Daymont	Children	MaineCare		Private Ins.	6	Uninsured	1	Medicare		0				Hours of In
Payment Source	Adults	MaineCare		Private Ins.	49	Uninsured		Medicare		·				
II	Addits	Manicoarc	00	Summary of				Medicale		CHILDREN	ADULT	IV.38	89%	90% of all F
n. Total pun	nber of teleph	one contact	c	Summary O	All CIT	sis Contacts	5					10.30	09%	Worker, the
	nber of all <i>INI</i>			ntacts						276 35	1177 134			
					RDATION	J/AHTISM/PF	RVASIVE DEV	ELOPMENTAL DISORDER		33	134	NOTE:	IF STANDARD	IS MET THE
				oing support fo				ELOT MEITTAL DISONDER		11	60	11012.	II OTTINDANO	IO WIET, THE
III.				Initial Crisi	s Conta	ct Informat	ion			CHILDREN	ADULT		GREEN ON A	TURQUOISE
	nber of INITIA	L face to fac	ce contact					anced directive plan previously d	developed					
	ividual was us					,	,	,		6	34		IF STANDARD	IS NOT MET
b. Number o	of INITIAL face	to face con	itacts who	have a Comm	nunity Su	ipport Worke	r (CI, CRS, IC	M, ACT,TCM).		14	36		RED BOLD O	N A GOLD B
c. Number o	of INITIAL face	to face con	tacts who	have a Comm	nunity Su	pport Worke	r and whose	worker was notified of the crisis.		13	32			
								n of need for face to face contact						
				tial face to face				To freed for face to face contac	CO WINCH		2985			
	,						sposition ma	de within 8 hours of that contact	+			<-<-< Note:	This cell should be	no greater than
e. Number c	I INTIAL TACE	to race con	itacts III L	mergency bep	artment	with final u	sposition ma	de within 6 hours of that contact	ι.		03			Ü
f. Number o	f INITIAL face	to face con	tacts NO7	Γ in Emergenc	y Depart	ment with fi	nal dispositio	on made within 8 hours of that co	ontact.		51	<-<-< NOTE:	This cell should be	e no greater than
CHILDREN OI	NLY: Time from	determination	on of need	for face to fac	e contact	t or when indiv	vidual was rea	dy and able to be seen to initial fac	ce to face					
contact brea	k out :	_	1											
Less than 1 hour	25	1 to 2 hours	6	2 to 4 hours	4	More than 4 hours		0						
CHILDREN OI	NLY: Time betw	veen complet -	ion of initi	al face-to-face	crisis ass	essment conta -	act and final d	isposition/resolution of crisis break	cout:					
Less than 3	24	3 to 6 hours	1	6 to 8 hours	0	8 to 14 hours		0 More than 14 hours						
hours	34							Viviole than 14 hours		0				
IV.				tial Face to I	-ace co	ntacts				CHILDREN	ADULT			
Number of	face to face o													
		Residence (F								9	7			
		Relative/Oth			na Dant	Dublic Disco)				5	1			
		rsing Home,		rk, School, Polic	е рерг.,	Public Place)				1	0			
				te Community I	Residence	Apartment F	Program)			0	3			
	f. Homeles		(Jong. Jga	ito community	1001401100	o _f ripartment				0	2			
	g. Provider	Office								0	1			
h. Crisis Office								24						
	i. Emergen	cy Departme	ent							14	83			
	j. Other Hospital Location								5					
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)								1						
NOTE: Sum of Crisis Resolutions must equal II.b. = Total no. of all INITIAL face-to-face contacts Sec. IV Total Note: This cell should appear to be turgether to be tu														
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive) CHILDREN ADULT														
Number of	Number of face to face contacts that resulted in:													
a. Crisis stabilization with no referral for mental health/substance abuse follow-up							11							
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up						9	21							
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up						11	41							
d. Admission to Crisis Stabilization Unit							33							
e. Inpatient Hospitalization-Medical 0							11							
	Psychiatric H	<u>'</u>								3	11			
	ry Psychiatric	<u> </u>	1011							1	0			
h. Admission to Detox Unit NOTE: Sum of Crisis Pesolutions must equal II b - Total no. of all INITIAL face-to-face contacts. Sec. V Total							0 35	134	A A Motor	This call should ar	poor to be turge			

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Face to Face e Worker is

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Sec IV. Total ı

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DECREE FE	EDBACK R	EPORT				
Services	May	SFY2012				
	STANDA	ARD				
of face to fa	ce contac	ts result in Psychiatric Hospitalization.				
		Face Assessments are responded to and of the phone call.				
	e Assessments Result in Resolution for the Consumer Within the Face to Face Assessment.					
e Contacts in notified of		e client has a Community Support				
CELL WILL	BE					
JND.						
SULT CELL	WILL BE					
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minus IV.i.

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en font, a red strikethough font indicates an error

STATE OF MAINE Monthly Crisis Report May **Contact Person** Month Agency Crisis & Counseling Centers 10 Caldwell Road Nicole Auclair Fiscal Year 2012 **Address Contact Phone Number** Augusta, ME 04330 207-213-4535 Direct Line Consumer Demographics (Unduplicated Counts - Face to Face) Males 53 **Females** Children Gender **Females** 178 Adults Males 153 5-9 10-14 59 15-17 Children <5y.o. 3 42 Age Range 18-21 22-35 103 36-60 61 & Older 30 29 169 Adults Children MaineCare 88 Private Ins. 14 Uninsured Medicare 0 **Payment** Uninsured Source 225 Medicare Adults MaineCare Private Ins. 58 38 10 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 800 3658 Total number of all INITIAL face to face contacts. 104 331 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 56 **ADULT CHILDREN Initial Crisis Contact Information** 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 17 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 39 89 37 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 88 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. 5698 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 219 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 110 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 oreak out Less than 1 More than 4 **9** 1 to 2 hours **66** 2 to 4 hours 29 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **102** 3 to 6 hours **0** hours **2** 6 to 8 hours **0** More than 14 hours nours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 36 59 b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter q. Provider Office h. Crisis Office 34 220 i. Emergency Department 45 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 331 104 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 17 54 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 43 124 34 43 . Admission to Crisis Stabilization Unit 0 Inpatient Hospitalization-Medical 65 Voluntary Psychiatric Hospitalization 20 Involuntary Psychiatric Hospitalization Admission to Detox Unit 104 331 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

	Crisi	s & Counseling Centers	EE FEEDBACK REPO May	SFY2012
No.	Result	3 & Oddisening Centers	STANDARD	
IV.35	26%	No more than 20-25% of face		ult in Psychiatric Hospitalization.
				,
IV.36	17.2	90% of Crisis Phone Calls Requ	uiring Face to Face A	Assessments are responded to withi
	Average Minutes	an average of 30 minutes from	n the end of the pho	one call.
IV 27	00%			
IV. 37	99%			esolution for the Consumer Within
		Hours of Initiation of the Face	to Face Assessmer	nt.
IV.38	99%	90% of all Face to Face Conta	cts in which the clie	ent has a Community Support Work
		the Worker is notified of the	crisis.	
NOTE	IE CTANDADD	IC MET. THEN DECLIET OF L. M	WIL DE	
NOTE:	IF STANDARD	IS MET, THEN RESULT CELL W	VILL BE	
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		IS NOT MET, THEN RESULT C	ELL WILL BE	
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STATE OF MAINE Monthly Crisis Report May **Contact Person** Month Agency Counseling Services Inc. PO Box 1010 Jennifer Goodwin Fiscal Year 2012 **Address** Saco, ME 04072 **Contact Phone Number** 207-282-1500 Consumer Demographics (Unduplicated Counts - Face to Face) Males 30 **Females** Children Gender **Females** Adults Males 101 116 5-9 10-14 30 15-17 Children <5y.o. 6 33 Age Range 18-21 22-35 62 36-60 104 61 & Older 24 Adults 28 25 Children MaineCare 39 Private Ins. Uninsured Medicare 0 **Payment** Source Medicare Adults MaineCare 95 Private Ins. Uninsured 70 46 **Summary of All Crisis Contacts** CHILDREN **ADULT** . Total number of telephone contacts. 134 618 Total number of all INITIAL face to face contacts. 82 255 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 20 **CHILDREN ADULT Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 35 the individual was used D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 58 58 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 8112 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 171 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 51 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 oreak out Less than 1 More than 4 **18** 2 to 4 hours 41 hours 23 **0** 1 to 2 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 41 3 to 6 hours **34** 6 to 8 hours 3 hours 3 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) 10 d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office 36 28 199 i. Emergency Department 46 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 82 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total 255 Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 34 103 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 21 54 . Admission to Crisis Stabilization Unit 10 Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization 16 62 Involuntary Psychiatric Hospitalization 22 Admission to Detox Unit 82 255 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DECR	EE FEEDBACK REP	ORT
	Cou	ınseling Services Inc.	May	SFY2012
No.	<u>Result</u>		STANDAR	<u>D</u>
IV.35	33%	No more than 20-25% of face	to face contacts re	esult in Psychiatric Hospitalization.
IV.36	31.8	90% of Crisis Phone Calls Req	uiring Face to Face	Assessments are responded to within
	Average Minutes	an average of 30 minutes from	m the end of the ph	hone call.
		_		
IV. 37	87%	90% of all Face to Face Asse	seements Result in l	Resolution for the Consumer Within 8
		Hours of Initiation of the Face		
IV.38	100%			ient has a Community Support Worker,
		the Worker is notified of the	Crisis.	
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STATE OF MAINE Monthly Crisis Report May **Contact Person** Month Agency **Evergreen Behavioral Services** 131 Franklin Health Commons Ste A Crystal Harting Fiscal Year 2012 **Address Contact Phone Number** Farmington ME 04938 207-779-2843 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 5 Gender 22 **Females** Adults Males 22 5-9 10-14 7 15-17 Children <5y.o. Age Range 18-21 22-35 21 36-60 61 & Older 15 Adults 12 2 Children MaineCare Private Ins. Uninsured 0 Medicare Payment **Payment** Source 2 Medicare Adults MaineCare 33 Private Ins. Uninsured 4 **Summary of All Crisis Contacts** CHILDREN **ADULT** . Total number of telephone contacts. 63 209 Total number of all INITIAL face to face contacts. 14 46 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 0 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 11 **CHILDREN ADULT Initial Crisis Contact Information** 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 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 16 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 16 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. 908 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 8 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 28 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 oreak out Less than 1 More than 4 **13** 1 to 2 hours **0** 2 to 4 hours hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **14** 3 to 6 hours **0** hours **0** 6 to 8 hours **0** More than 14 hours nours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter q. Provider Office 19 h. Crisis Office 13 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 46 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 12 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 16 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization 0 Admission to Detox Unit 46 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DECREE	FEEDBACK RE	PORT
	Evergr	een Behavioral Services	May	SFY2012
No.	<u>Result</u>		STANDA	<u>RD</u>
IV.35	17%	No more than 20-25% of face to	face contacts	result in Psychiatric Hospitalization.
IV.36	19.7	90% of Crisis Phone Calls Requir	ring Face to Fac	ce Assessments are responded to within
	Average Minutes	an average of 30 minutes from	the end of the	phone call.
IV. 37	78%	00% of all Face to Face Assess	emonte Bocult in	n Resolution for the Consumer Within 8
		Hours of Initiation of the Face to		
IV.38	100%			client has a Community Support Worker,
		the Worker is notified of the cr	ISIS.	
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STATE OF MAINE Monthly Crisis Report May Mid-Coast Mental Health Center **Contact Person** Month Agency Patti Isnardi Fiscal Year 2012 Address **Contact Phone Number** 12 Union St., Rockland, ME 04841 701-4476 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 12 16 Gender 58 **Females** Adults Males 74 5-9 10-14 Children <5y.o. 16 15-17 Age Range 18-21 22-35 49 36-60 55 61 & Older 20 Adults Children MaineCare 20 Private Ins. 8 Uninsured 0 Medicare **Payment** Source Medicare Adults MaineCare 47 Private Ins. 30 Uninsured 25 **Summary of All Crisis Contacts** CHILDREN **ADULT** . Total number of telephone contacts. 24 159 Total number of all INITIAL face to face contacts. 27 152 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 32 **CHILDREN ADULT Initial Crisis Contact Information** 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 11 Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 21 11 20 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 2277 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 108 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 37 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 oreak out Less than 1 More than 4 **26** 1 to 2 hours **1** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **19** 3 to 6 hours **6** 6 to 8 hours hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter 0 q. Provider Office 17 h. Crisis Office i. Emergency Department 18 114 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 152 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 16 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 15 52 10 . Admission to Crisis Stabilization Unit 0 Inpatient Hospitalization-Medical 39 Voluntary Psychiatric Hospitalization 8 Involuntary Psychiatric Hospitalization 23 Admission to Detox Unit 27 152 DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		AMHI CONSENT DECREE	FEEDBACK RE	PORT
	Mid-Co	ast Mental Health Center	May	SFY2012
No.	<u>Result</u>		STANDA	<u>RD</u>
IV.35	31%	No more than 20-25% of face to	face contacts	result in Psychiatric Hospitalization.
IV.36	15.0	90% of Crisis Phone Calls Requir	ing Face to Fac	ce Assessments are responded to within
	Average Minutes	an average of 30 minutes from t	the end of the p	phone call.
IV. 37	95%	90% of all Face to Face Assess	mante Racult in	n Resolution for the Consumer Within 8
		Hours of Initiation of the Face to		
IV.38	95%			client has a Community Support Worker,
		the Worker is notified of the cri	ISIS.	
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NOTE:	IF STANDARD	S MET, THEN RESULT CELL WIL	LL DE	
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	IF STANDARD	IS NOT MET, THEN RESULT CEL	L WILL BE	
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STATE OF MAINE Monthly Crisis Report May **Contact Person** Month Agency Oxford County Mental Health 150 Congress Street Karen Hodgkins Fiscal Year 2012 **Address Contact Phone Number** Rumford, Maine 04276 207 364-3549 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 14 Gender <u>27</u> **Females** Adults Males 30 5-9 10-14 15-17 Children <5y.o. 11 9 Age Range 18-21 22-35 36-60 61 & Older 16 31 Adults 4 7 Children MaineCare 16 Private Ins. Uninsured 0 Medicare **Payment** Source 9 Medicare Adults MaineCare 35 Private Ins. 8 Uninsured **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 34 130 Total number of all INITIAL face to face contacts. 23 57 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 20 **CHILDREN ADULT Initial Crisis Contact Information** 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 10 Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 23 10 23 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 2286 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 34 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 17 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 oreak out Less than 1 More than 4 **18** 1 to 2 hours **3** 2 to 4 hours hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **17** 3 to 6 hours **0** hours **5** 6 to 8 hours **0** More than 14 hours nours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter 0 0 q. Provider Office 11 h. Crisis Office 37 i. Emergency Department 13 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 23 57 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 14 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 16 16 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 57 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

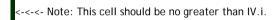
		AMHI CONSENT DECREE	FEEDBACK REI	PORT
	Oxfor	d County Mental Health	May	SFY2012
No.	<u>Result</u>		<u>S</u> TANDAI	<u>RD</u>
IV.35	14%	No more than 20-25% of face to	face contacts i	result in Psychiatric Hospitalization.
IV.36	40.1	90% of Crisis Phone Calls Requi	ring Face to Fac	e Assessments are responded to within
	Average Minutes	an average of 30 minutes from	the end of the p	ohone call.
IV. 37	89%	00% of all Face to Face Assess	smonte Bocult in	Resolution for the Consumer Within 8
		Hours of Initiation of the Face to		
IV.38	100%			client has a Community Support Worker,
		the Worker is notified of the cr	TSIS.	
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NOTE:	IF STANDARD	IS MET, THEN RESULT CELL WI	LL BE	
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	IF STANDARD	IS NOT MET, THEN RESULT CE	LL WILL BE	
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STATE OF MAINE Monthly Crisis Report May **Contact Person** Month Agency Sweetser Beth Delano Fiscal Year 2012 Address **Contact Phone Number** 50 Moody St Saco ME 04072 294-4530 Consumer Demographics (Unduplicated Counts - Face to Face) Males 56 **Females** 36 Children Gender **Females** Adults Males 5-9 10-14 15-17 Children <5y.o. 13 41 38 Age Range 18-21 22-35 36-60 61 & Older Adults 32 Uninsured Children MaineCare 52 Private Ins. Medicare Payment **Payment** Source Medicare Adults MaineCare Private Ins. Uninsured **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 398 Total number of all INITIAL face to face contacts. 94 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 15 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 12 **ADULT CHILDREN Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 27 the individual was used 48 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 47 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 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 oreak out Less than 1 More than 4 **91** 1 to 2 hours 0 **3** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 4 hours **56** 3 to 6 hours **31** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 29 b. Family/Relative/Other Residence 25 c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office i. Emergency Department 29 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 94 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 10 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 60 . Admission to Crisis Stabilization Unit 11 Inpatient Hospitalization-Medical 11 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization 0 Admission to Detox Unit 94 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DE	CREE FEEDBACK RE	EPORT
		Sweetser	May	SFY2012
No.	<u>Result</u>		STANDA	<u>ARD</u>
IV.35		No more than 20-25% of fa	ce to face contacts	result in Psychiatric Hospitalization.
IV.36		90% of Crisis Phone Calls R	Requiring Face to Face	ce Assessments are responded to within
_	Average Minutes	an average of 30 minutes	from the end of the	phone call.
		,		
IV. 37		90% of all Face to Face A	ecocemonte Pocult i	in Resolution for the Consumer Within 8
		Hours of Initiation of the Fa		
		1		
IV.38				client has a Community Support Worker,
		the Worker is notified of t	ne crisis.	
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NOTE:	IF STANDARD I	S MET, THEN RESULT CEL	L WILL BE	
•	CDEEN ON A T	URQUOISE BACKGROUND		
	GREEN ON A T	OKCOOISE BACKGROOND		
	IF STANDARD I	S NOT MET, THEN RESUL	T CELL WILL BE	
	RED BOLD ON	A GOLD BACKGROUND		



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STATE OF MAINE Monthly Crisis Report **Contact Person** May Month Agency Sweetser 50 Moody St. Saco ME Beth Delano Fiscal Year 2012 **Address Contact Phone Number** 294-4530 Consumer Demographics (Unduplicated Counts - Face to Face) Males 16 **Females** 15 Children Gender 71 **Females** Adults Males 62 5-9 10-14 15-17 Children <5y.o. 4 15 12 Age Range 18-21 22-35 36 36-60 55 61 & Older 14 Adults 28 Children MaineCare 16 Private Ins. 14 Uninsured Medicare 0 **Payment** Uninsured Source 25 Medicare 0 Adults MaineCare 57 Private Ins. 51 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 44 249 Total number of all INITIAL face to face contacts. 31 137 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 6 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 11 **ADULT CHILDREN Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 13 the individual was used D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 11 20 11 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 18 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. 4290 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 76 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 38 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 oreak out Less than 1 More than 4 27 1 to 2 hours **3** 2 to 4 hours hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **19** 3 to 6 hours 1 hours **5** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter 0 q. Provider Office h. Crisis Office 19 91 i. Emergency Department 21 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 31 137 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 19 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 12 39 26 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization 38 10 Involuntary Psychiatric Hospitalization Admission to Detox Unit 31 137 DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		AMHI CONSENT DE	CREE FEEDBACK REP	PORT
		Sweetser	May	SFY2012
No.	<u>Result</u>		<u>S</u> TANDAR	<u>RD</u>
IV.35	35%	No more than 20-25% of fa	ce to face contacts r	esult in Psychiatric Hospitalization.
IV.36	31.3	90% of Crisis Phone Calls R	equiring Face to Face	e Assessments are responded to within
	Average Minutes	an average of 30 minutes f	rom the end of the p	phone call.
IV. 37	83%	00% of all Face to Face As	ecocomonte Pocult in	Resolution for the Consumer Within 8
		Hours of Initiation of the Fa		
IV.38	90%			lient has a Community Support Worker,
		the Worker is notified of the	ne crisis.	
NOTE	IE CTANDADD I	C MET. THEN DECLUT OF	L WILL DE	
NOTE:	IF STANDARD I	S MET, THEN RESULT CEL	L WILL BE	
	GREEN ON A T	URQUOISE BACKGROUND		
	CILLIV OIV A I	CRECOIDE DI TORGROUND.		
	IF STANDARD	IS NOT MET, THEN RESUL	Γ CELL WILL BE	
		A GOLD BACKGROUND		

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STATE OF MAINE Monthly Crisis Report May **Contact Person** Month Agency Tri-County 230 Bartlett St. Laurie Cyr Martel Fiscal Year 2012 Address **Contact Phone Number** Lewiston, ME, 04240 207-783-4695 Consumer Demographics (Unduplicated Counts - Face to Face) Males 37 **Females** Children Gender **Females** Adults Males 64 60 5-9 10-14 15-17 Children <5y.o. 17 37 10 Age Range 18-21 22-35 40 36-60 61 & Older 12 60 Adults 12 54 Children MaineCare Private Ins. 11 Uninsured 0 Medicare 0 **Payment** Source Medicare Adults MaineCare 90 Private Ins. 16 Uninsured 15 15 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 144 345 Total number of all INITIAL face to face contacts. 64 124 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 16 **CHILDREN ADULT Initial Crisis Contact Information** 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 29 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 34 25 32 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 6330 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 81 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 26 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 oreak out Less than 1 More than 4 **41** 1 to 2 hours **18** 2 to 4 hours **5** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **57** 3 to 6 hours **0** hours **6** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office 14 87 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 64 124 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 12 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 11 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 14 27 18 . Admission to Crisis Stabilization Unit 12 Inpatient Hospitalization-Medical 0 36 Voluntary Psychiatric Hospitalization 20 Involuntary Psychiatric Hospitalization Admission to Detox Unit 64 124 DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		AMHI CONSENT DEC	CREE FEEDBACK REP	ORT
		Tri-County	May	SFY2012
No.	<u>Result</u>		<u>STANDAR</u>	<u>D</u>
IV.35	31%	No more than 20-25% of fac	ce to face contacts re	esult in Psychiatric Hospitalization.
IV.36	51.0	90% of Crisis Phone Calls Re	equiring Face to Face	Assessments are responded to within
_	Average Minutes	an average of 30 minutes fr	rom the end of the ph	hone call.
IV. 37	86%	000/ / 115 / 5	. 5	
		-90% of all Face to Face As Hours of Initiation of the Fa		Resolution for the Consumer Within 8 ent.
		_		
IV.38	94%	90% of all Face to Face Cor	tacts in which the cl	ient has a Community Support Worker,
		the Worker is notified of th	e crisis.	
NOTE:	IF STANDARD I	S MET, THEN RESULT CELL	. WILL BE	
I	000000000000000000000000000000000000000			
	GREEN ON A	TURQUOISE BACKGROUND.		
	IE STANDADD	IS NOT MET, THEN RESULT	CELL WILL BE	
		I A GOLD BACKGROUND	OLLE WILL DE	
	KED DOLD OF	TA GOLD DACKOROOND		

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STATE OF MAINE Monthly Crisis Report May **Contact Person** Month Agency ΥI 50 Lydia Lane Veronica Ross Fiscal Year 2012 Address South Portland, Me 04106 **Contact Phone Number** 207-523-5068 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 2 Gender **Females** Adults Males 100 113 5-9 10-14 15-17 Children <5y.o. 1 Age Range 18-21 22-35 36-60 61 & Older 119 18 Adults 11 66 Children MaineCare 0 Private Ins. 0 Uninsured Medicare 0 Payment **Payment** Source Medicare Adults MaineCare 80 Private Ins. 31 Uninsured 55 57 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 1302 Total number of all INITIAL face to face contacts. 223 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 0 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 272 **CHILDREN ADULT Initial Crisis Contact Information** 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 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 67 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 64 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. 5952 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 21 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 202 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 oreak out Less than 1 More than 4 **1** 1 to 2 hours **0** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **0** 3 to 6 hours **0** hours **0** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 41 b. Family/Relative/Other Residence 0 17 c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 13 e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter 14 q. Provider Office h. Crisis Office 112 21 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 223 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 26 52 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 115 23 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 0 Voluntary Psychiatric Hospitalization 0 Involuntary Psychiatric Hospitalization Admission to Detox Unit 223 ITE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		AMHI CONSENT D	ECREE FEEDBACK REP	ORT
		ΥI	May	SFY2012
No.	<u>Result</u>		STANDAR	<u>D</u>
IV.35	3%	No more than 20-25% of f	face to face contacts re	esult in Psychiatric Hospitalization.
IV.36	26.7	90% of Crisis Phone Calls	Requiring Face to Face	Assessments are responded to within
_	Average Minutes	an average of 30 minutes		•
IV. 37	100%	2004 6 11 5 4 5		
		−90% of all Face to Face <i>F</i> Hours of Initiation of the F		Resolution for the Consumer Within 8 ent.
		_		
IV.38	96%			ient has a Community Support Worker,
		the Worker is notified of	the crisis.	
NOTE:	IF STANDARD I	S MET, THEN RESULT CE	LL WILL BE	
I	ODEEN ON A 3	TUDOUGUE DAGUADOUAU		
	GREEN ON A	TURQUOISE BACKGROUNI	J.	
	IF STANDARD	IS NOT MET, THEN RESU	LT CELL WILL BE	
		I A GOLD BACKGROUND		

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Maine Department of Health and Human Services Integrated Monthly Crisis Report

STATEWIDE



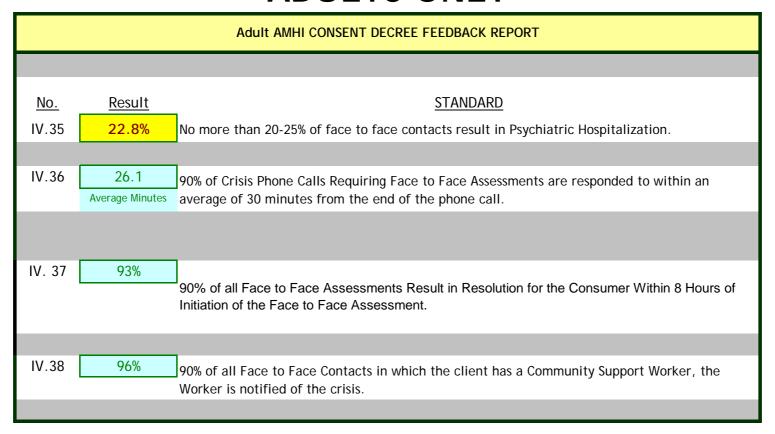
							SIAIEWII	JE	P Vine (C)	Depo	artment of He	ealth	and Humar	Services
							May 201	2	2 12 12 0		w	C 4		
l.		Consu	ımer Dei	mographics (Undupli	cated Coun	its - Face to	Face)	Paul R. LePage, Go	vernor	Mary	C. N	layhew, Co	mmissioner
0 1	Children	Males	256	Females	262									
Gender	Adults	Males	791	Females	804									
Ago Dongo	Children	<5y.o.	1	5-9	68	10-14	251	15-17		196				
Age Range	Adults	18-21	164	22-35	506	36-60	786	61 & Older		143				
Payment	Children	MaineCare	366	Private Ins.	124	Uninsured	29	Medicare		0				
Source	Adults	MaineCare	843	Private Ins.	300	Uninsured	319	Medicare		122				
II.				Summary o	f All Cri	sis Contacts	S			CHIL	DREN	Н	ADI	JLT
a. Total nur	mber of telep	hone contacts	S.	-						2915		H	13475	
b. Total nur	mber of all <i>IN</i>	IITIAL face to	face con	itacts.						530			1670	
								LOPMENTAL DISORDER		36		Н		
d. Number o	of face to fac	e contacts tha	it are ong	oing support f	or crisis r	esolution/sta	abilization.			145			648	
III.				Initial Crisis	Contac	t Information	on			CHIL	DREN		ADI	JLT
			e contac	ts in which we	Ilness pla	an, crisis plar	n, ISP or adva	nced directive plan pre	viously developed			Н		
	dividual was u						(2) 222 121			67	13%		181	10.89
				have a Comn				•		199	38%		408	24.49
								orker was notified of t		187	94%		391	95.8%
							letermination	of need for face to fac	e contact or				42552	24 1
				to initial face								H	43552	26.1
e. Number o	of INITIAL fac	ce to face con	tacts in E	mergency Dep	artment	with final di	sposition mad	e within 8 hours of tha	t contact.				905	93.0%
c N	CINUTIAL C			.	ъ.		1 12 111							
	of INITIAL fac	e to face conf	tacts NO	I in Emergenc	y Depart	ment with fir	nal disposition	made within 8 hours o	of that contact.			Н	655	94.0%
contact Less than 1				T	1	More than 4								
hour	264	1 to 2 hours	145	2 to 4 hours	91	hours	29					Н		
								-				H		
	50%		27%		17%		5%							
CHILDREN O	NLY: Time be	tween completi	on of initi	al face-to-face	crisis asse	essment contac	ct and final dis	position/resolution of cris	sis:			Н		
Less than 3						8 to 14								
hours	392	3 to 6 hours	100	6 to 8 hours	8	hours	6	More than 14 hours		14				
	740/		400/		20/		40/			20/		Н		
	74%		19%		2%		1%			3%				
IV.		S	ite of In	itial Face to	Face Co	ontacts				CHIL	DREN		ADI	JLT
Number of	face to face	contacts see	en in :									Н		
114111201 01		/ Residence (H								101	19%		145	8.7%
		/Relative/Oth		nce						11	2%	H	7	0.4%
				k, School, Polic	e Dept., I	Public Place)				45	8%		49	2.9%
		ursing Home, I			1 -	,				0	0%		7	0.4%
				te Community F	Residence	, Apartment P	rogram)			6	1%	•	18	1.1%
	f. Homele	ss Shelter								1	0%		7	0.4%
	g. Provide									3	1%		34	2.0%
	h. Crisis C									89	17%		328	19.6%
		ncy Departme								272	51%		973	58.3%
		lospital Locati		Subsect 1	0	- F- UU V				1	0%		69	4.1%
NOTE: Sum of				Prison, Juvenile o. of all INITIAL fa				Sec. IV Total		530	0% 100%		33 1670	2.0%
IVOTE. Suiti UI	CHAIS RESUIUTIO	ns must equal if.t	J 10(d) 1)(o. Or all INITIAL TO	ce-to-race	COIRACIS		Jec. IV Total		530	100%		1070	100%
V.		Initial Crisis	Resoluti	ion (Mutually	Exclus	ve & Exhau	ustive)			CHII	DREN	H	ADI	JI Т
		contacts tha								OTTIL			AD(
					tance ah	use follow-ur)			20	4%		114	6.8%
 a. Crisis stabilization with no referral for mental health/substance abuse follow-up b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 								106		_	339	20.3%		
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up								216			573	34.3%		
d. Admissio	n to Crisis Sta	abilization Uni	it							95	18%		194	11.6%
	t Hospitalizat									2	0%		30	1.8%
	, ,	Hospitalizatio								90			308	18.4%
		c Hospitalizat	ion							1	0%		73	4.4%
h. Admissio	. Admission to Detox Unit									0	0%		39	2.3%

Sec. V Total

RJ Melville 6.21.2012

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

ADULTS ONLY



STATE OF MAINE Monthly Crisis Report **Contact Person** Month Agency AMHC-Aroostook June PO Box 1018 Lorraine Chamberlain Fiscal Year 2012 Address **Contact Phone Number** Caribou, ME 04736 207-498-6431 Consumer Demographics (Unduplicated Counts - Face to Face) **Females** Males Children 11 Gender 43 **Females** Adults Males 57 5-9 10-14 2 15-17 Children <5y.o. 14 Age Range 18-21 22-35 40 36-60 37 61 & Older 19 Adults 11 Children MaineCare Private Ins. Uninsured Medicare Payment **Payment** Source Uninsured 29 Medicare Adults MaineCare Private Ins. 7 64 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 84 1017 Total number of all INITIAL face to face contacts. 16 100 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 28 74 **CHILDREN ADULT Initial Crisis Contact Information** 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 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 11 26 10 24 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 2549 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 47 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 44 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 oreak out Less than 1 More than 4 **5** 1 to 2 hours **5** 2 to 4 hours 4 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 4 3 to 6 hours 6 hours **4** 6 to 8 hours 2 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter 0 0 q. Provider Office 11 h. Crisis Office 54 i. Emergency Department J. Other Hospital Location 11 k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 16 100 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 57 8 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 13 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 16 100 Sec. V Total TE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DEC	REE FEEDBACK REP	PORT
		AMHC-Aroostook	June	SFY2012
No.	<u>Result</u>		<u>S</u> TANDAR	RD
IV.35	20%	No more than 20-25% of fac	e to face contacts r	esult in Psychiatric Hospitalization.
IV.36	25.5	90% of Crisis Phone Calls Re	quiring Face to Face	e Assessments are responded to within
_	Average Minutes	an average of 30 minutes from	om the end of the p	phone call.
IV. 37	91%	200/ / 115 / 5 /	. 5	
		—90% of all Face to Face Ass Hours of Initiation of the Face		Resolution for the Consumer Within 8 nent.
		_		
IV.38	92%	90% of all Face to Face Con	tacts in which the c	lient has a Community Support Worker,
		the Worker is notified of the	e crisis.	
NOTE:	IF STANDARD	IS MET, THEN RESULT CELL	WILL BE	
	ODEEN ON A	TUDOLIOISE DAOMODOLIND		
	GREEN ON A	TURQUOISE BACKGROUND.		
	IF STANDARD	IS NOT MET, THEN RESULT	CELL WILL BE	
		N A GOLD BACKGROUND		

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STATE OF MAINE Monthly Crisis Report **Contact Person** Month June Agency AMHC-Atlantic 1 Stackpole Rd **Annette Adams** Fiscal Year 2012 Address **Contact Phone Number** Machias 207-255-0996 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 8 Gender 53 **Females** Adults Males 43 5-9 10-14 15-17 Children <5y.o. 4 9 Age Range 9 18-21 22-35 20 36-60 55 61 & Older 12 Adults 11 Children MaineCare Private Ins. 4 Uninsured Medicare **Payment** Source Medicare Adults MaineCare 40 Private Ins. 11 Uninsured 31 14 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 729 5685 Total number of all INITIAL face to face contacts. 17 96 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 678 **ADULT CHILDREN Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 78 the individual was used D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 12 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 10 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. 2505 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 44 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 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 oreak out Less than 1 More than 4 **6** 1 to 2 hours **8** 2 to 4 hours 3 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **11** 3 to 6 hours 1 hours **4** 6 to 8 hours 1 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office i. Emergency Department 44 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 96 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total 17 Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 13 17 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 22 6 . Admission to Crisis Stabilization Unit 17 Inpatient Hospitalization-Medical 14 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 17 96 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DE	CREE FEEDBACK RE	PORT
		AMHC-Atlantic	June	SFY2012
No.	<u>Result</u>		STANDA	ARD_
IV.35	21%	No more than 20-25% of fa	ce to face contacts	result in Psychiatric Hospitalization.
IV.36	26.1 Average Minutes	90% of Crisis Phone Calls R an average of 30 minutes f	. •	ce Assessments are responded to within
		un avolugo en eo minutes i		priorite dati.
IV. 37	100%	90% of all Face to Face As Hours of Initiation of the Fa		n Resolution for the Consumer Within 8 ment.
IV.38	83%	90% of all Face to Face Co the Worker is notified of th		client has a Community Support Worker,
NOTE:	IF STANDARD I	S MET, THEN RESULT CEL	L WILL BE	
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					STATI	E OF MAIN	E Monthly	Crisis Report					
												Community	AMH
Δ	ency Community Health & Counseling Services Contact Person Month					Tomas .		NI-	Community	Health & C			
Agency	ļ		ng Services		Cont	act Person		Month	June		No.	Result	
		O Box 425		Tom Lynn				Fiscal Year	2012		IV.35	9%	No more th
Address	Bangor	, ME 04402-0	0425			Phone Numb	er						
		0	Dan	947-0366 ext				[]			IV.36	17.7	90% of Cris
I.				nographics (l		cated Count	is - Face to	Face)				Average Minutes	within an a
Gender	Children	Males	9	Females	13								
	Adults	Males	74	Females	71								
Age Range	Children	<5y.o.	0	5-9	2	10-14	10	15-17	10		IV. 37	100%	90% of all I
	Adults	18-21	12	22-35	52	36-60	65	61 & Older	16				Hours of In
Payment	Children	MaineCare	17	Private Ins.	2	Uninsured	3	Medicare	0				
Source	Adults	MaineCare	90	Private Ins.	51	Uninsured	4	Medicare	0				_
II.				Summary of	All Cris	sis Contacts	;		CHILDREN	ADULT	IV.38	84%	90% of all F
a. Total nur	nber of teleph	none contact	S.						168	1035			Worker, the
b. Total nur	mber of all <i>INI</i>	TIAL face to	face con	itacts.					22	145			
c. Number i	n II.b. who are	e children/yo	outh with	MENTAL RETA	RDATION	I/AUTISM/PE	RVASIVE DEVI	ELOPMENTAL DISORDER	3		NOTE:	IF STANDARD	IS MET, THE
<mark>d. Number d</mark>	of face to face	contacts that	at are ong	oing support fo	or crisis r	esolution/sta	bilization.		3	49			
III.				Initial Crisi	s Contac	ct Informati	ion		CHILDREN	ADULT		GREEN ON A	TURQUOISE
	nber of INITIA	L face to fac	ce contact					anced directive plan previously developed					
	lividual was us					,	.,		4	23		IF STANDARD	IS NOT MET
b. Number o	of INITIAL face	e to face con	itacts who	have a Comm	nunity Su	pport Worke	r (CI, CRS, IC	M, ACT,TCM).	9	45		RED BOLD O	N A GOLD B
a Number	of INITIAL food	to food oon	toots who	have a Comm	unity Cu	nnart Warka	c and whasa i	worker was natified of the origin	0	20			
								worker was notified of the crisis.	0	38			
							letermination	of need for face to face contact or when					
individual w	as ready and	able to be se	en to init	ial face to fac	e contac	:t.				2565			
e. Number d	of INITIAL face	e to face con	itacts in E	mergency Dep	artment	with final di	sposition mad	de within 8 hours of that contact.		85	<-<- Note:	This cell should be	no greater than
											<-< NOTE	: This cell should be	no greater than
f. Number o	of INITIAL face	e to face con	tacts <i>NO</i> 7	「in Emergenc	y Depart	ment with fir	nal dispositio	n made within 8 hours of that contact.		60	V-V-V-NOTE	. This cell should be	, no greater than
		n determination	on of need	for face to fac	e contact	or when indiv	vidual was read	dy and able to be seen to initial face to face					
contact brea Less than 1	K out:	<u> </u>	1			More than 4							
hour	19	1 to 2 hours	3	2 to 4 hours		hours		0					
CHILDREN O	NLY: Time betw	ween complet	ion of initi	al face-to-face	crisis asse	essment conta	ct and final di	sposition/resolution of crisis break out:					
Less than 3						8 to 14							
hours	21	3 to 6 hours	0	6 to 8 hours	0	hours		1 More than 14 hours	0				
IV.		Si	ite of Ini	tial Face to I	ace Co	ntacts			CHILDREN	ADULT			
Number of	face to face o	contacts see	en in :										
	a. Primary	Residence (I	Home)						1	9			
		Relative/Oth		ence					5	5			
				rk, School, Polic	e Dept.,	Public Place)			1	8			
		rsing Home,			•				0	1			
				te Community I	Residence	e, Apartment F	Program)		0	1			
	f. Homeles								1	3			
	g. Provide	r Office							1	3			
	h. Crisis Ot	ffice							3	24			
	i. Emergen	icy Departme	ent						10	85			
	j. Other Ho	ospital Locat	ion						0	6			
	k. Incarcer	ated (Local J	ail, State I	Prison, Juvenile	Correction	on Facility)			0	0			
NOTE: Sum of	Crisis Resolutions	s must equal II.	b.= Total no	o. of all INITIAL fa	ce-to-face	contacts		Sec. IV Total	22	145	<-<- Note	: This cell should ap	pear to be turqo
V	In	itial Crisis	Resolution	on (Mutually	Exclusi	VA & Evhaus	stive)		CHIII DDENI	ADIUT			
No seed to the					LACIUSI	VC & EXHAU	July C)		CHILDREN	ADULT			
	face to face					6 !!							
				al health/subs					1	17			
			<u> </u>	rider for ment				·	4	16			
	c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up					11	58						
	d. Admission to Crisis Stabilization Unit						4	24					
-	e. Inpatient Hospitalization-Medical						0	14					
f. Voluntary Psychiatric Hospitalization g. Involuntary Psychiatric Hospitalization						2	13						
			IOU						0	0			
	n to Detox Uni			6.11				Con Without	0	3			
NOTE: Sum of	Crisis Resolutions	s must equal II.	b.= Total no	o. of all INITIAL fa	ce-to-face	contacts		Sec. V Total	22	145	<-<- Note	: This cell should ap	pear to be turqo

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Services	June	SFY2012
	STANDA	ARD
of face to fac	ce contac	ts result in Psychiatric Hospitalization.
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e Assessmer ne Face to Fa		in Resolution for the Consumer Within 8 sment.
e Contacts in notified of t		e client has a Community Support
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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Agency Crisis & Counseling Centers June 10 Caldwell Road Nicole Auclair Fiscal Year 2012 **Address Contact Phone Number** Augusta, ME 04330 207-213-4535 Direct Line Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 32 Gender **Females** Adults Males 148 134 5-9 10-14 15-17 Children <5y.o. 2 4 19 34 Age Range 18-21 22-35 82 36-60 61 & Older 29 145 Adults 26 47 Children MaineCare Private Ins. Uninsured 3 Medicare 0 **Payment** Source 29 Medicare Adults MaineCare 191 Private Ins. 55 Uninsured **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 468 3243 Total number of all INITIAL face to face contacts. 59 282 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 49 **CHILDREN ADULT Initial Crisis Contact Information** 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 17 27 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 92 27 89 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. 3319 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 195 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 85 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 oreak out Less than 1 More than 4 20 hours **36** 2 to 4 hours **2** 1 to 2 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **58** 3 to 6 hours **0** hours **1** 6 to 8 hours **0** More than 14 hours nours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 13 45 b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office 24 h. Crisis Office 196 i. Emergency Department 30 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 59 282 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 13 33 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 11 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 24 126 35 13 . Admission to Crisis Stabilization Unit 0 Inpatient Hospitalization-Medical 61 10 Voluntary Psychiatric Hospitalization 12 Involuntary Psychiatric Hospitalization Admission to Detox Unit 282 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DECRE	EE FEEDBACK RE	PORT				
	Crisis	& Counseling Centers	June	SFY2012				
No.	<u>Result</u>		STANDA	<u>IRD</u>				
IV.35	26%	No more than 20-25% of face	to face contacts	result in Psychiatric Hospitalization.				
IV.36	11.8	90% of Crisis Phone Calls Requ	uiring Face to Fac	ce Assessments are responded to within				
	Average Minutes	an average of 30 minutes fron	n the end of the	phone call.				
IV. 37	99% 90% of all Face to Face Assessments Result in Resolution for the Consumer Within							
		Hours of Initiation of the Face to Face Assessment.						
IV.38	97%			client has a Community Support Worker,				
		the Worker is notified of the o	Crisis.					
NOTE:	IE STANDADD I	S MET, THEN RESULT CELL W	/III DE					
NOTE:	IF STANDARD I	S WEI, INEN RESULT CELL W	VILL DE					
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	IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE							
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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Agency Counseling Services Inc. June PO Box 1010 Jennifer Goodwin Fiscal Year 2012 **Address** Saco, ME 04072 **Contact Phone Number** 207-282-1500 Consumer Demographics (Unduplicated Counts - Face to Face) **Females** Males Children 22 Gender **Females** Adults Males 67 101 5-9 10-14 15-17 Children <5y.o. 4 21 26 Age Range 18-21 22-35 49 36-60 61 & Older 17 82 Adults 20 31 Children MaineCare Private Ins. 18 Uninsured 3 Medicare **Payment** Source Medicare Adults MaineCare 79 Private Ins. 35 Uninsured 49 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 484 105 Total number of all INITIAL face to face contacts. 62 207 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 17 **ADULT CHILDREN Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 15 the individual was used 17 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 13 64 13 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 64 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. 5401 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 134 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 42 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 oreak out Less than 1 More than 4 **17 21** 2 to 4 hours **1** 1 to 2 hours 23 hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **31** 3 to 6 hours **16** 6 to 8 hours 7 hours 4 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office 20 37 158 i. Emergency Department 34 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total 62 207 Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 20 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 61 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 25 62 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization 54 13 25 Involuntary Psychiatric Hospitalization Admission to Detox Unit 62 207 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

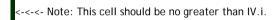
		AMHI CONSENT DECR	EE FEEDBACK RE	PORT			
	Cou	ınseling Services Inc.	June	SFY2012			
No.	<u>Result</u>		<u>STANDA</u>	<u>IRD</u>			
IV.35	38%	No more than 20-25% of face	to face contacts	result in Psychiatric Hospitalization.			
IV.36	26.1	90% of Crisis Phone Calls Req	uiring Face to Fac	ce Assessments are responded to within			
	Average Minutes	an average of 30 minutes from	m the end of the	phone call.			
		_					
IV. 37	85%	90% of all Face to Face Asse	seemente Recult ii	n Resolution for the Consumer Within 8			
		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	100%			client has a Community Support Worker,			
		the Worker is notified of the	CHSIS.				
NOTE:	IE STANDADD I	C MET THEN DECLUT CELL V	MILL DE				
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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Agency **Evergreen Behavioral Services** June 131 Franklin Health Commons Ste A Crystal Harting Fiscal Year 2012 **Address Contact Phone Number** Farmington ME 04938 207-779-2843 Consumer Demographics (Unduplicated Counts - Face to Face) **Females** Males Children 3 Gender 29 **Females** Adults Males 18 5-9 10-14 2 15-17 Children <5y.o. Age Range 18-21 22-35 19 36-60 61 & Older 18 Adults Children MaineCare Private Ins. Uninsured 0 Medicare 0 Payment **Payment** Source Medicare Adults MaineCare 28 Private Ins. Uninsured 9 6 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 35 283 Total number of all INITIAL face to face contacts. 51 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. **CHILDREN ADULT Initial Crisis Contact Information** 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 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 14 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 14 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. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 15 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 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 oreak out Less than 1 More than 4 **6** 1 to 2 hours **1** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **6** 3 to 6 hours **0** hours **1** 6 to 8 hours **0** More than 14 hours nours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter q. Provider Office h. Crisis Office 16 22 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 51 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 14 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 21 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 51 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

		AMHI CONSENT DECREI	E FEEDBACK RE	PORT			
	Evergr	een Behavioral Services	June	SFY2012			
No.	<u>Result</u>		STANDA	ARD_			
IV.35	12%	No more than 20-25% of face to	o face contacts	result in Psychiatric Hospitalization.			
IV.36	0.0	90% of Crisis Phone Calls Requi	ring Face to Fa	ce Assessments are responded to within			
	Average Minutes	an average of 30 minutes from	the end of the	phone call.			
IV. 37	33%	00% of all Face to Face Assess	emonte Pocult i	n Resolution for the Consumer Within 8			
	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	100%			client has a Community Support Worker,			
		the Worker is notified of the cr	TSIS.				
NOTE	IE CTANDADD	C MET THEN DECLUT OF LIVE	UL DE				
NOTE:	IF STANDARD	S MET, THEN RESULT CELL WI	ILL BE				
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	IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE						
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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Agency Mid-Coast Mental Health Center June Patti Isnardi Fiscal Year 2012 Address **Contact Phone Number** 12 Union St., Rockland, ME 04841 701-4476 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 14 Gender Adults Males 52 **Females** 65 5-9 10-14 Children <5y.o. 4 12 15-17 Age Range 18-21 22-35 35 36-60 57 61 & Older 15 Adults 10 16 Children MaineCare Private Ins. Uninsured Medicare 0 **Payment** Source Medicare Adults MaineCare 38 Private Ins. Uninsured 19 43 18 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 24 118 Total number of all INITIAL face to face contacts. 23 124 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 16 **CHILDREN ADULT Initial Crisis Contact Information** 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 Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 18 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 17 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. 1770 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 92 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 27 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 oreak out Less than 1 More than 4 **20** 1 to 2 hours 2 2 to 4 hours hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **15** 3 to 6 hours **0** hours **8** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 0 e. Residential Program (Congregate Community Residence, Apartment Program) 0 f. Homeless Shelter 0 q. Provider Office 11 h. Crisis Office 96 i. Emergency Department 14 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 23 124 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 8 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 11 42 8 . Admission to Crisis Stabilization Unit 0 Inpatient Hospitalization-Medical 36 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization 26 Admission to Detox Unit 124 DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		AMHI CONSENT DECRE	E FEEDBACK RE	EPORT				
	Mid-Coa	ast Mental Health Center	June	SFY2012				
No.	Result <u>STANDARD</u>							
IV.35	31%	No more than 20-25% of face to	o face contacts	result in Psychiatric Hospitalization.				
IV.36	14.3	90% of Crisis Phone Calls Requi	ring Face to Fa	ce Assessments are responded to within				
_	Average Minutes	an average of 30 minutes from	the end of the	phone call.				
		_						
IV. 37	96% 90% of all Face to Face Assessments Result in Resolution for the Consumer Within							
		Hours of Initiation of the Face to Face Assessment.						
IV.38	94%	90% of all Face to Face Contact the Worker is notified of the cr		client has a Community Support Worker,				
		the worker is nothled of the ci	1515.					
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	GREEN ON A TURQUOISE BACKGROUND.							
	IF STANDARD	IS NOT MET, THEN RESULT CE	LL WILL BE					
	RED BOLD ON	I A GOLD BACKGROUND						

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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Agency Oxford County Mental Health June 150 Congress Street Karen Hodgkins Fiscal Year 2012 **Address Contact Phone Number** Rumford, Maine 04276 207 364-3549 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 6 Gender 21 **Females** Adults Males 25 5-9 10-14 5 15-17 Children <5y.o. 6 Age Range 3 18-21 22-35 36-60 21 61 & Older 16 Adults 3 Children MaineCare Private Ins. Uninsured 0 Medicare 0 Payment **Payment** Source 5 Medicare Adults MaineCare 29 Private Ins. Uninsured 6 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. Total number of all INITIAL face to face contacts. 11 46 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 0 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 16 **CHILDREN ADULT Initial Crisis Contact Information** 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 Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 17 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 17 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. 1041 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 26 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 18 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 oreak out Less than 1 More than 4 **10** 1 to 2 hours **0** 2 to 4 hours hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 8 3 to 6 hours **0** hours **2** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter 0 q. Provider Office h. Crisis Office i. Emergency Department 28 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 46 OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 14 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 10 14 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 0 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 46 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

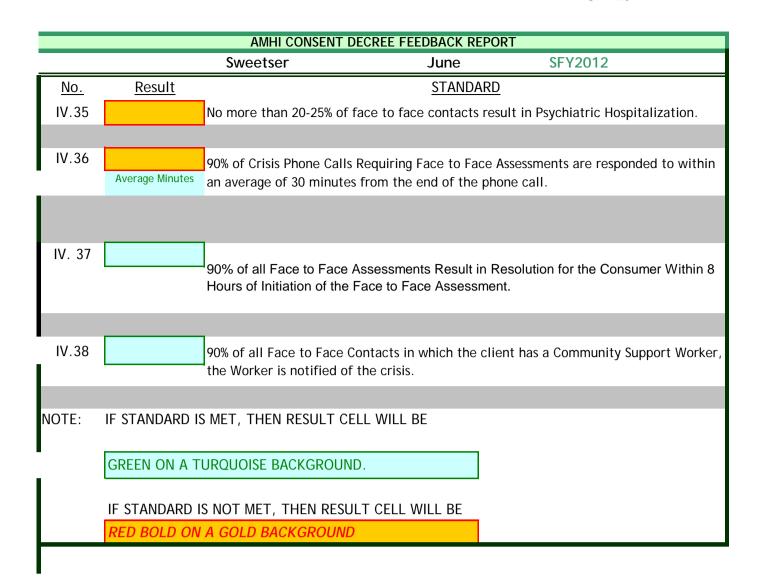
		AMHI CONSENT DECRE	E FEEDBACK RE	PORT
	Oxfor	d County Mental Health	June	SFY2012
No.	<u>Result</u>		STANDA	<u>RD</u>
IV.35	15%	No more than 20-25% of face to	o face contacts	result in Psychiatric Hospitalization.
IV.36	22.6	90% of Crisis Phone Calls Requi	iring Face to Fac	ce Assessments are responded to within
	Average Minutes	an average of 30 minutes from	the end of the	phone call.
		_		
IV. 37	96%	90% of all Face to Face Asses	sments Result in	n Resolution for the Consumer Within 8
		Hours of Initiation of the Face		
IV.38	100%			client has a Community Support Worker,
		the Worker is notified of the c	risis.	
NOTE:	IE CTANDADD I	S MET, THEN RESULT CELL W	II I DE	
NOTE:	IF STANDARD	S WET, THEN RESULT CELL W	ILL DE	
	GRFFN ON A 1	TURQUOISE BACKGROUND.		
	IF STANDARD	IS NOT MET, THEN RESULT CE	ELL WILL BE	
	RED BOLD ON	I A GOLD BACKGROUND		

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STATE OF MAINE Monthly Crisis Report **Contact Person** Month June Agency Sweetser Beth Delano Fiscal Year 2012 Address **Contact Phone Number** 50 Moody St Saco ME 04072 294-4530 Consumer Demographics (Unduplicated Counts - Face to Face) Males 25 **Females** Children Gender **Females** Adults Males 5-9 10-14 28 15-17 Children <5y.o. 5 22 Age Range 18-21 22-35 36-60 61 & Older Adults Uninsured Children MaineCare Private Ins. 17 Medicare Payment **Payment** Source Medicare Adults MaineCare Private Ins. Uninsured **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 241 Total number of all INITIAL face to face contacts. 57 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 10 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. **ADULT CHILDREN Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 10 the individual was used 33 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 32 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 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. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 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 oreak out Less than 1 More than 4 0 **53** 1 to 2 hours **4** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **0** hours **31** 3 to 6 hours **24** 6 to 8 hours 1 More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 14 b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office h. Crisis Office i. Emergency Department 30 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 57 DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 6 Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 31 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 57 Sec. V Total DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts





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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Agency Sweetser June 50 Moody St. Saco ME Beth Delano Fiscal Year 2012 **Address Contact Phone Number** 294-4530 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** 11 Children 8 Gender 75 **Females** Adults Males 54 5-9 10-14 9 15-17 Children <5y.o. 2 Age Range 18-21 22-35 29 36-60 61 & Older 21 Adults 12 67 14 Children MaineCare Private Ins. Uninsured Medicare Payment **Payment** Uninsured Source 22 40 Medicare 0 Adults MaineCare Private Ins. 67 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 39 278 Total number of all INITIAL face to face contacts. 20 132 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 20 **ADULT CHILDREN Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with 18 the individual was used D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 31 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 31 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. 4630 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 76 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 38 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 oreak out Less than 1 More than 4 **16** 1 to 2 hours **4** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **0** hours **16** 3 to 6 hours **2** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) b. Family/Relative/Other Residence c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter q. Provider Office 0 15 h. Crisis Office 91 i. Emergency Department 14 J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 132 20 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 25 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 11 40 22 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical 31 Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 20 132 DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		AMHI CONSENT DI	ECREE FEEDBACK RE	PORT							
		Sweetser	June	SFY2012							
<u>No.</u>	<u>Result</u>		STANDA	<u>RD</u>							
IV.35	27%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.									
IV.36	35.1	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within									
	Average Minutes	an average of 30 minutes from the end of the phone call.									
	- 101										
IV. 37	86%	90% of all Face to Face A	ssessments Result in	Resolution for the Consu	mer Within 8						
		Hours of Initiation of the F	ace to Face Assessm	nent.							
IV.38	100%	00% of all Face to Face Co	outooto iu vahioh the c	liant has a Community Cu	nnant Markan						
IV.36	100%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.									
NOTE:	IF STANDARD I	S MET, THEN RESULT CEI	L WILL BE								
_	GREEN ON A T	URQUOISE BACKGROUND).								
	IF STANDARD IS NOT MET, THEN RESULT CELL WILL BE										
	RED BOLD ON	A GOLD BACKGROUND									



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STATE OF MAINE Monthly Crisis Report **Contact Person** Month Agency ΥI June 50 Lydia Lane Veronica Ross Fiscal Year 2012 Address South Portland, Me 04106 **Contact Phone Number** 207-523-5068 Consumer Demographics (Unduplicated Counts - Face to Face) Males **Females** Children 0 Gender 94 **Females** Adults Males 90 5-9 10-14 15-17 Children <5y.o. 0 Age Range 18-21 22-35 54 36-60 61 & Older 22 82 Adults 17 Children MaineCare 0 Private Ins. 0 Uninsured 0 Medicare 0 Payment **Payment** 29 Source Medicare Adults MaineCare Private Ins. Uninsured 43 54 58 **Summary of All Crisis Contacts CHILDREN ADULT** . Total number of telephone contacts. 1130 Total number of all INITIAL face to face contacts. 0 198 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 0 . Number of face to face contacts that are ongoing support for crisis resolution/stabilization. 214 **CHILDREN ADULT Initial Crisis Contact Information** 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 D. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 68 Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 63 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. 5118 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 23 Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 175 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 oreak out Less than 1 More than 4 **0** 1 to 2 hours **0** 2 to 4 hours **0** hours CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis break out: Less than 3 8 to 14 **0** 3 to 6 hours **0** hours **0** 6 to 8 hours **0** More than 14 hours hours IV. Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 39 b. Family/Relative/Other Residence 0 14 c. Other Community Setting (Work, School, Police Dept., Public Place) d. SNF, Nursing Home, Boarding Home 0 8 e. Residential Program (Congregate Community Residence, Apartment Program) f. Homeless Shelter 10 q. Provider Office 96 h. Crisis Office 23 i. Emergency Department J. Other Hospital Location k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) 198 Sec. IV Total OTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 41 Crisis stabilization with referral to new provider for mental health/substance abuse follow-up Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up 125 23 . Admission to Crisis Stabilization Unit Inpatient Hospitalization-Medical Voluntary Psychiatric Hospitalization Involuntary Psychiatric Hospitalization Admission to Detox Unit 198 ITE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total

		AMHI CONSENT D	ECREE FEEDBACK RE	PORT
		ΥI	June	SFY2012
No.	<u>Result</u>		<u>S</u> TANDA	ARD_
IV.35	3%	No more than 20-25% of	face to face contacts	result in Psychiatric Hospitalization.
IV.36	25.8	90% of Crisis Phone Calls	Requiring Face to Face	ce Assessments are responded to within
	Average Minutes	an average of 30 minutes	s from the end of the	phone call.
		_		
IV. 37	100%	90% of all Face to Face	Assassments Result in	n Resolution for the Consumer Within 8
		Hours of Initiation of the		
IV.38	93%	90% of all Face to Face C the Worker is notified of		client has a Community Support Worker,
		the worker is nothled or	the crisis.	
NOTE:	IE STANDARD I	S MET, THEN RESULT CE	III WIII RE	
NOTE.	II STANDARD I	S WET, THEN RESOLT CE	LL WILL DL	
	GREEN ON A T	URQUOISE BACKGROUN	D.	
1				
	IF STANDARD	IS NOT MET, THEN RESU	LT CELL WILL BE	
	RED BOLD ON	I A GOLD BACKGROUND)	

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Maine Department of Health and Human Services Integrated Monthly Crisis Report

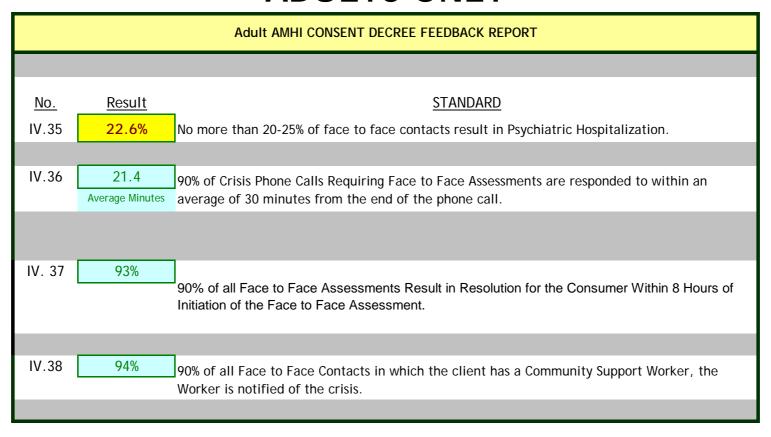
STATEWIDE



							June 201	2		Depo	artment of He	alth d	and Human	Services
		Consu	ımer Der	mographics ('Hndunli	cated Cour	nts - Face to		Paul R. LePage, Go	overnor	Mary (C. M	ayhew, Co	mmissioner
	Children	Males	166	Females	160	Cated Cour	113 - 1 acc to	i dee)						
Gender	Adults	Males	681	Females	739									
. 5	Children	<5y.o.	5	5-9	38	10-14	132	15-17		151	1			
Age Range	Adults	18-21	146	22-35	441	36-60	674	61 & Older		150				
Payment	Children	MaineCare	234	Private Ins.	76	Uninsured	17	Medicare		2				
Source	Adults	MaineCare	768	Private Ins.	248	Uninsured	272	Medicare		144	1			
II.				Summary o	f All Cri	sis Contacts	S			CHII	DREN	_	ADI	JLT
a. Total nur	mber of teleph	one contacts	S.							2407			13302	
b. Total number of all <i>INITIAL</i> face to face contacts.							341	1 [1487				
								OPMENTAL DISORDER		33		-	_	
	of face to face	contacts tha								70			1163	
III.				Initial Crisis	Contac	t Information	on			CHIL	_DREN	4	ADI	JLI
			e contact	s in which we	Ilness pla	an, crisis plai	n, ISP or advar	iced directive plan prev	viously developed		450/		400	
	dividual was us		tooto who	hava a Caman	aumitu Cu	nnart Marka	~ (CL_CDC_ICM	ACT TOM		50 134		_	182	12.2%
							r (CI, CRS, ICM				 	_	445	29.9%
								orker was notified of the		126	94%		419	94.2%
	IAL time <i>in mi</i> idual was read						uetermination	of need for face to fac	e contact of				31825	21.4
							angaitian mad	o within O hours of that	· comtoot			_		
e. Number (UL INITIAL TACE	e to race con	iacis in E	mergency Dep	pariment	with final di	sposition made	e within 8 hours of that	contact.				801	92.8%
f Number (of INITIAL face	to face cont	tacts NOT	in Emergenc	v Denart	mont with fi	nal disnosition	made within 8 hours o	f that contact				581	93.1%
contact	or intrine race	to face com	iacis NOT	III Efficigenc	у Берагі	ment with m	nai disposition	made within 6 floars 6	i that contact.	1		=	361	73.17
Less than 1				Π		More than 4				ı		4		
hour	176	1 to 2 hours	92	2 to 4 hours	53	hours	20					-		
	52%		27%		16%		6%					7		
CHILDREN O		veen completi		al face-to-face		ssment conta		oosition/resolution of cris	is:		1			
Less than 3		Toon complete		1 1400 10 1400	1010 4000	8 to 14	l and mar disp	The second control of		Г		-		
hours	244	3 to 6 hours	64	6 to 8 hours	14	hours	9	More than 14 hours		10				
	700/		400/		40/		20/			004	1	4		
	72%		19%		4%		3%			3%		7		
IV.		S	ite of In	itial Face to	Face Co	ontacts				CHII	LDREN		ADI	JLT
Number of	face to face											4		
		Residence (H	-							55			144	9.7%
		Relative/Oth								6	2%		7	0.5%
				k, School, Polic	ce Dept., I	Public Place)				28		_	36	2.4%
		rsing Home, E		te Community F	Posidonco	Anartmont D	(rogram)			2	0% 1%		10 14	0.7%
	f. Homeles		(Corigi egat	le community i	<u>vesiderice</u>	, Apartinent r	Togram)			2	1%	-	11	0.7%
g. Provider Office							2	1%		24	1.6%			
h. Crisis Office							53			265	17.8%			
i. Emergency Department							191	56%		863	58.0%			
j. Other Hospital Location								1	0%		68	4.6%		
NOTE O S		•		rison, Juvenile				C W.T.L.I		0	0%	=	45	3.0%
NOTE: Sum of	Crisis Resolutions	s must equal II.k	o.= Total no	. of all INITIAL fa	ace-to-face	contacts		Sec. IV Total		341	100%		1487	100%
V.	lı	nitial Crisis	Resoluti	on (Mutually	/ Exclusi	ve & Exhai	ıstive)			CHII	DREN	4	ADI	ΗТ
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive) Number of face to face contacts that resulted in:								CHIL	DILLIN		ADI	, L 1		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up							18	5%		79	5.3%			
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up							63			238	16.0%			
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up						144			586	39.4%				
d. Admission to Crisis Stabilization Unit						46	13%		170	11.4%				
e. Inpatient Hospitalization-Medical						0			40	2.7%				
f. Voluntary Psychiatric Hospitalization							69			263	17.7%			
g. Involuntary Psychiatric Hospitalization							1	0%		73	4.9%			
	on to Detox Uni		Total	of all INITIAL C	nco to f	contacts		Soc V Total		241	0% 100%		38 1497	2.6%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts Sec. V Total									341	100%		1487	100%	

RJ Melville 7.20.2012

ADULTS ONLY



Maine Department of Health and Human Services Integrated Quarterly Crisis Report



2.4%

100%

113

4660

0.1%

100%

1326

STATEWIDE with GRAPHS Quarter 4 (April, May, June) SFY 2012

Consumer Demographics (Unduplicated Counts - Face to Face) Males Females 627 Children 656 Gender 2307 Adults Males 2144 Females 5-9 10-14 15-17 10 162 596 513 Children <5y.o. Age Range Adults 18-21 22-35 61 & Older 1385 36-60 464 2171 415 Uninsured Medicare 2 MaineCare 906 Private Ins. 306 76 Children Payment **Payment** Source Adults Medicare 410 MaineCare 2409 Private Ins. 808 Uninsured 844 **Summary of All Crisis Contacts** CHILDREN **ADULT** Total number of telephone contacts. 7891 39719 1326 Total number of all INITIAL face to face contacts. 4660 Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER 93 Number of face to face contacts that are ongoing support for crisis resolution/stabilization 327 2400 **CHILDREN ADULT Initial Crisis Contact Information** a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed 178 13.4% 509 10.9% with the individual was used. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT, TCM). 510 38.5% 1238 26.6% 477 93.5% Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. 1168 94.3% 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 ndividual was ready and able to be seen to initial face to face contact. 114006 24.5 Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. 2464 92.3% . Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. 1893 95.2% 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 More than 4 hour 707 1 to 2 hours 350 2 to 4 hours 201 hours 67 26% 15% 5% CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis Less than 3 8 to 14 959 6 to 8 hours 24 3 to 6 hours 261 33 37 hours hours More than 14 hours 72% 20% 2% 2% Site of Initial Face to Face Contacts **CHILDREN ADULT** Number of face to face contacts seen in : a. Primary Residence (Home) 220 16.6% 420 9.0% 1.8% b. Family/Relative/Other Residence 24 22 0.5% 133 2.9% 122 9.2% c. Other Community Setting (Work, School, Police Dept., Public Place) 0.1% 32 d. SNF, Nursing Home, Boarding Home 0.7% 45 e. Residential Program (Congregate Community Residence, Apartment Program) 0.6% 1.0% f. Homeless Shelter 0.2% 22 0.5% g. Provider Office 0.7% 96 2.1% 229 907 h. Crisis Office 17.3% 19.5% 57.3% i. Emergency Department 703 53.0% 2671 j. Other Hospital Location 0.4% 197 4.2% 2.5% 0.2% 115 k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility) DTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts 1326 100% 4660 100% ec. IV Total Initial Crisis Resolution (Mutually Exclusive & Exhaustive) **CHILDREN ADULT** Number of face to face contacts that resulted in: Crisis stabilization with no referral for mental health/substance abuse follow-up 62 4.7% 275 5.9% 260 19.6% Crisis stabilization with referral to new provider for mental health/substance abuse follow-up 840 18.0% 537 40% 1719 36.9% Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up Admission to Crisis Stabilization Unit 201 15.2% 534 11.5% 0.3% 105 2.3% Inpatient Hospitalization-Medical 259 Voluntary Psychiatric Hospitalization 19.5% 879 18.9% 0.2% 195 4.2% Involuntary Psychiatric Hospitalization

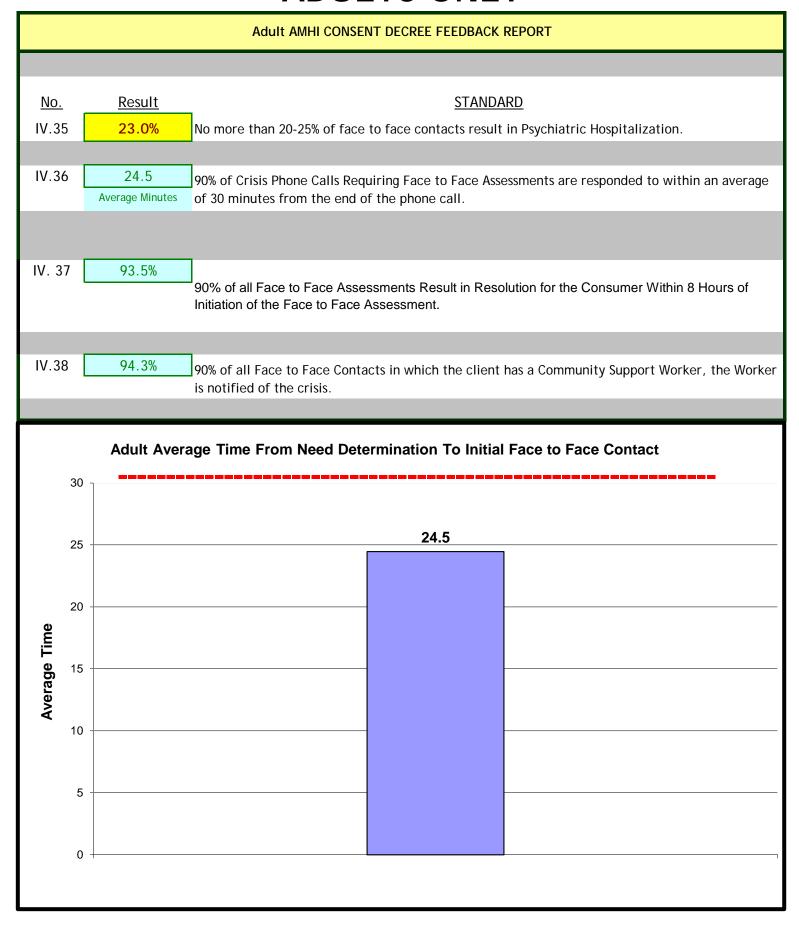
ec. V Total

RJ Melville MSW MPA 7.24.2012

TE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts

Admission to Detox Unit

ADULTS ONLY



ADULTS ONLY

