

Maine Department of Health and Human Services Integrated Quarterly Crisis Report

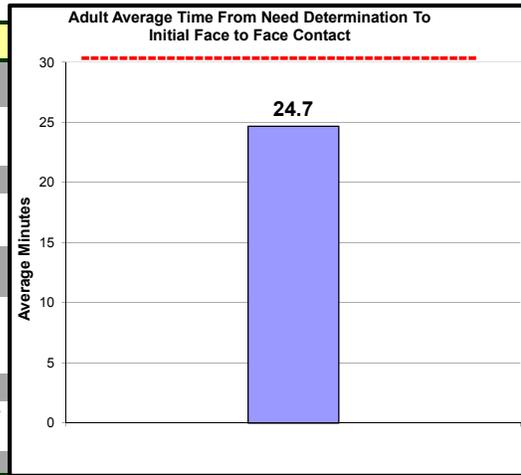


STATEWIDE with GRAPHS SFY 2013 Year End

I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Children	Males	2523	Females	2558				
	Adults	Males	8267	Females	8423				
Age Range	Children	<5y.o.	57	5-9	593	10-14	2281	15-17	2170
	Adults	18-21	1749	22-35	5146	36-60	8010	61 & Older	1591
Payment Source	Children	MaineCare	3592	Private Ins.	1264	Uninsured	249	Medicare	13
	Adults	MaineCare	8953	Private Ins.	2917	Uninsured	3330	Medicare	1843
II. Summary of All Crisis Contacts									
						CHILDREN		ADULT	
a. Total number of telephone contacts.						36048		165132	
b. Total number of all INITIAL face to face contacts.						5266		17649	
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER						353			
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.						1183		6630	
III. Initial Crisis Contact Information									
						CHILDREN		ADULT	
a. Total number of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.						673		1872	
						12.8%		10.6%	
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).						1854		4721	
						35.2%		26.7%	
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.						1791		4488	
						96.6%		95.1%	
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.								435779	
								24.7	
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.								9766	
								91.8%	
f. Number of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.								6845	
								97.7%	
CHILDREN ONLY: Time from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact									
Less than 1 hour	2764	1 to 2 hours	1321	2 to 4 hours	783	More than 4 hours	343		
	52%		25%		15%		7%		
CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis :									
Less than 3 hours	3733	3 to 6 hours	996	6 to 8 hours	111	8 to 14 hours	150	More than 14 hours	204
	71%		19%		2%		3%		4%
IV. Site of Initial Face to Face Contacts									
						CHILDREN		ADULT	
Number of face to face contacts seen in :									
a. Primary Residence (Home)						886		1479	
						16.8%		8.4%	
b. Family/Relative/Other Residence						62		69	
						1.2%		0.4%	
c. Other Community Setting (Work, School, Police Dept., Public Place)						432		517	
						8.2%		2.9%	
d. SNF, Nursing Home, Boarding Home						0		137	
						0.0%		0.8%	
e. Residential Program (Congregate Community Residence, Apartment Program)						25		186	
						0.5%		1.1%	
f. Homeless Shelter						16		85	
						0.3%		0.5%	
g. Provider Office						56		377	
						1.1%		2.1%	
h. Crisis Office						831		3197	
						15.8%		18.1%	
i. Emergency Department						2908		10642	
						55.2%		60.3%	
j. Other Hospital Location						38		600	
						0.7%		3.4%	
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)						12		360	
						0.2%		2.0%	
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						5266		17649	
Sec. IV Total						100%		100%	
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)									
						CHILDREN		ADULT	
Number of face to face contacts that resulted in:									
a. Crisis stabilization with no referral for mental health/substance abuse follow-up						220		1022	
						4.2%		5.8%	
b. Crisis stabilization with referral to new provider for mental health/substance abuse follow-up						1112		3236	
						21.1%		18.3%	
c. Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up						1963		6452	
						37.3%		36.6%	
d. Admission to Crisis Stabilization Unit						869		1975	
						16.5%		11.2%	
e. Inpatient Hospitalization-Medical						32		433	
						0.6%		2.5%	
f. Voluntary Psychiatric Hospitalization						1059		3491	
						20.1%		19.8%	
g. Involuntary Psychiatric Hospitalization						9		719	
						0.2%		4.1%	
h. Admission to Detox Unit						2		321	
						0.0%		1.8%	
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts						5266		17649	
Sec. V Total						100%		100%	

ADULTS ONLY

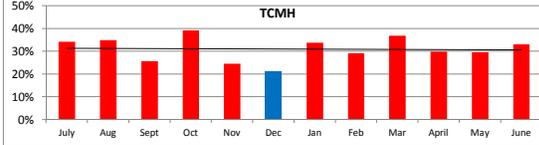
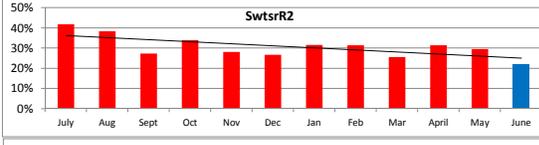
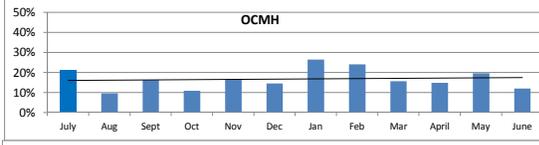
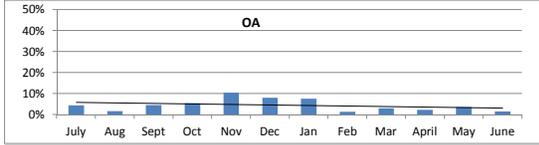
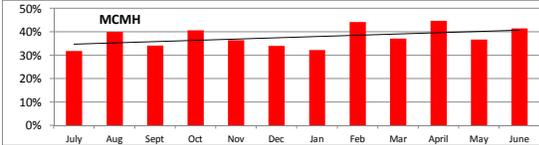
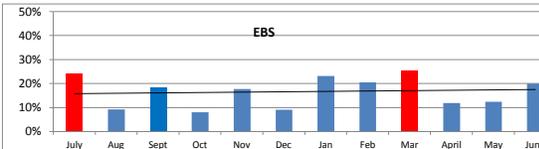
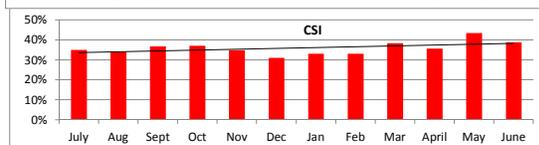
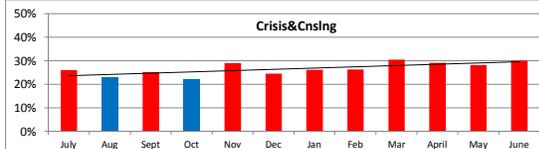
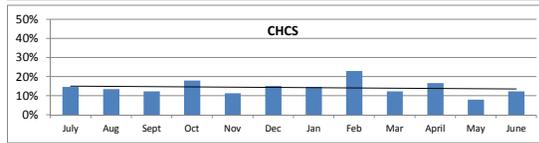
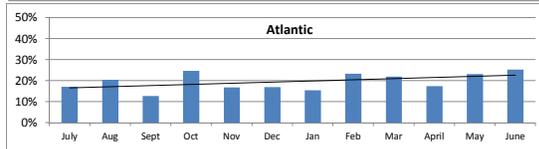
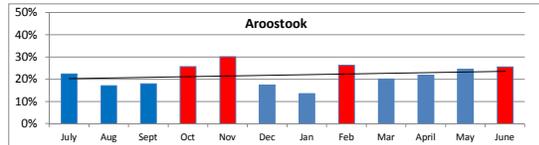
Adult AMHI CONSENT DECREE FEEDBACK REPORT		
No.	Result	STANDARD
IV.35	23.9%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	24.7 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV. 37	94.1%	90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.
IV.38	95.1%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.



ADULTS ONLY

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

AGENCY	MONTH											
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June
AMHC Aroostook	22%	17%	18%	26%	30%	17%	14%	26%	20%	22%	24%	26%
AMHC Atlantic	17%	20%	13%	25%	17%	17%	15%	23%	22%	17%	23%	25%
CHCS	15%	13%	12%	18%	11%	15%	15%	23%	12%	17%	8%	12%
Crisis & Counseling	26%	23%	25%	22%	29%	25%	26%	26%	30%	29%	28%	30%
CSI	35%	34%	37%	37%	35%	31%	33%	33%	38%	36%	44%	39%
EVERGREEN	24%	9%	18%	8%	18%	9%	23%	21%	26%	12%	13%	20%
MCMH	32%	40%	34%	41%	36%	34%	32%	44%	37%	45%	37%	41%
Opportunity Alliance	4%	2%	5%	5%	10%	8%	8%	1%	3%	2%	4%	2%
OCMH	21%	10%	16%	11%	17%	15%	26%	24%	16%	15%	20%	12%
Sweetser Region 2	42%	38%	27%	34%	28%	27%	32%	31%	26%	31%	30%	22%
Tri County MH	34%	35%	26%	39%	25%	21%	34%	29%	37%	30%	30%	33%

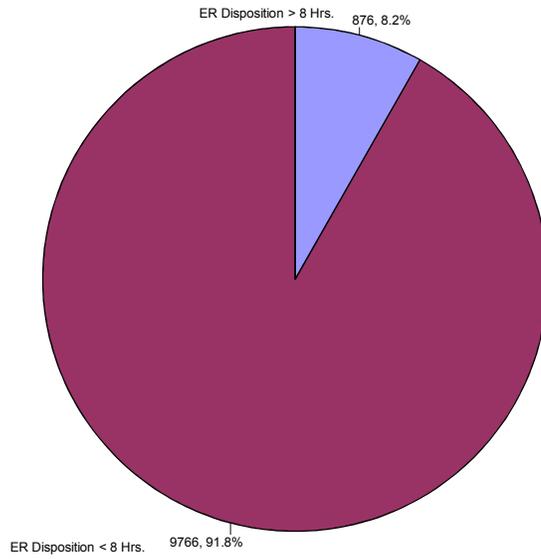


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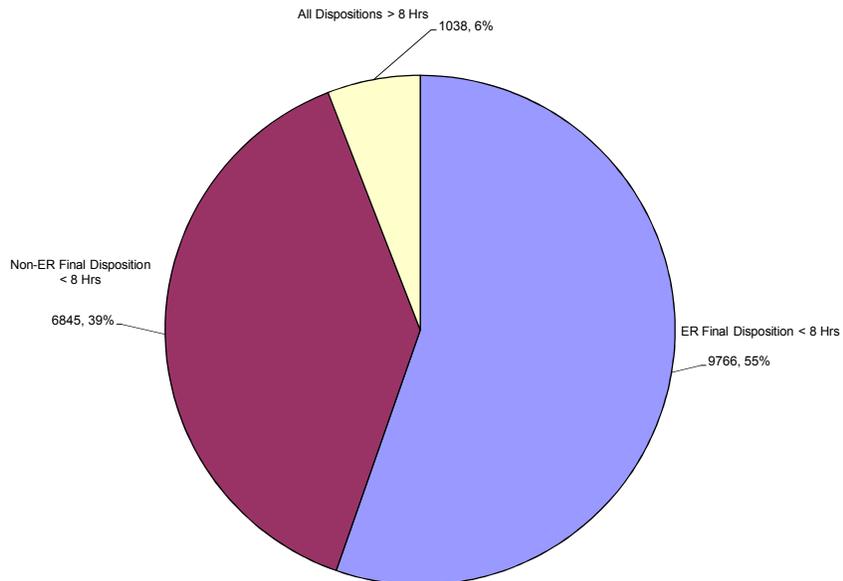
- 1) Red Bars > 25%
- 2) Black lines are trend lines

ADULTS ONLY

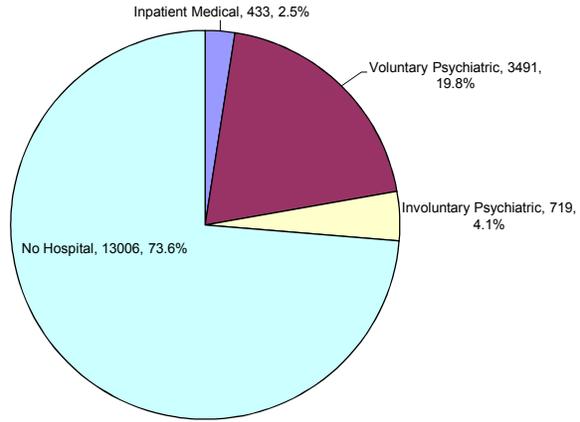
Adult Emergency Room Disposition Within 8 Hours



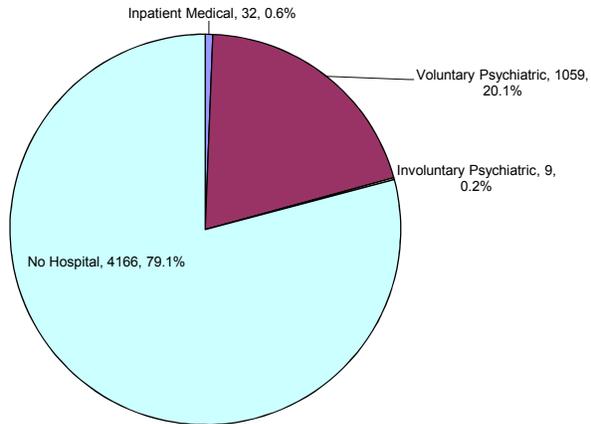
Adult Dispositions Within 8 Hours By Site



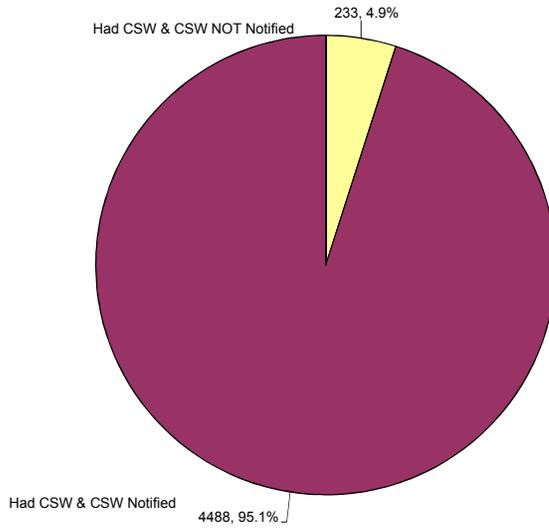
Adult Initial Contacts Hospitalized



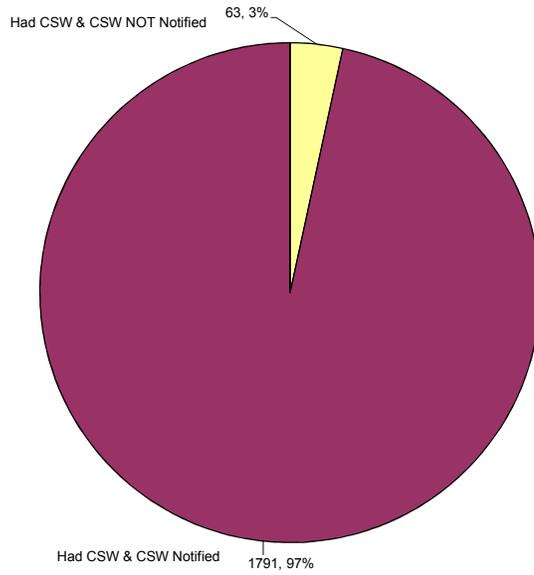
Children Initial Contacts Hospitalized



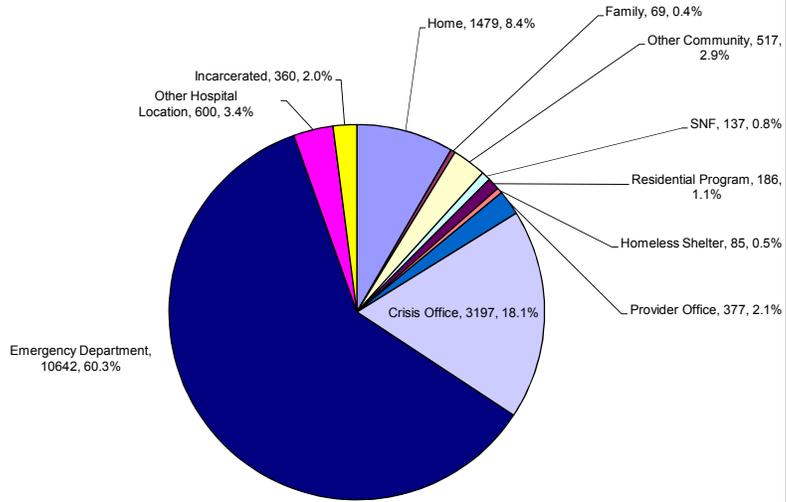
Adult Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



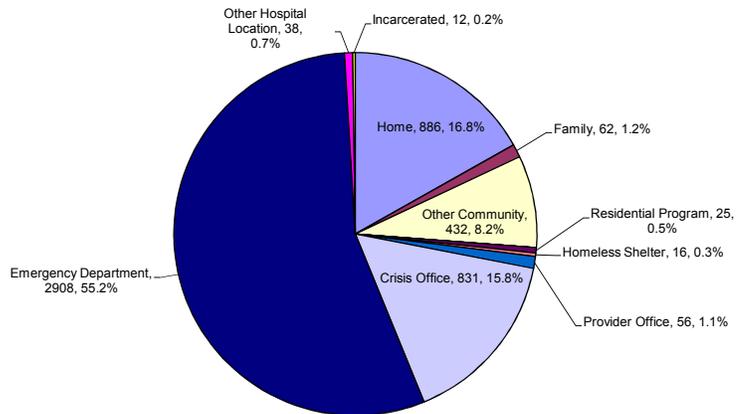
Children Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



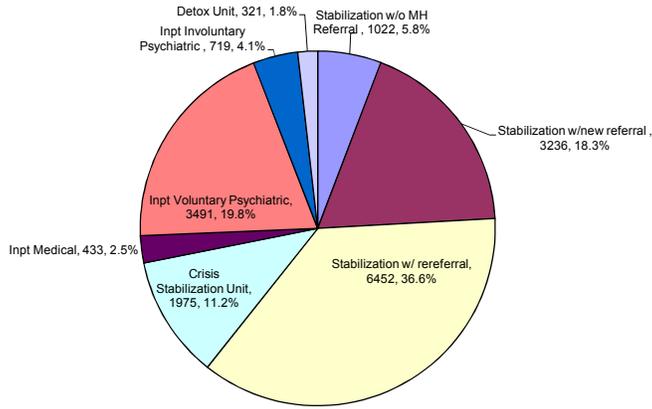
Adult Site of Initial Face To Face Contact



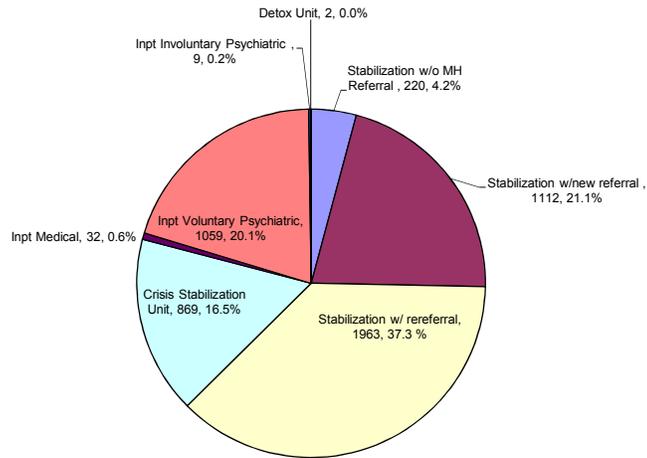
Children Site of Initial Face To Face Contact



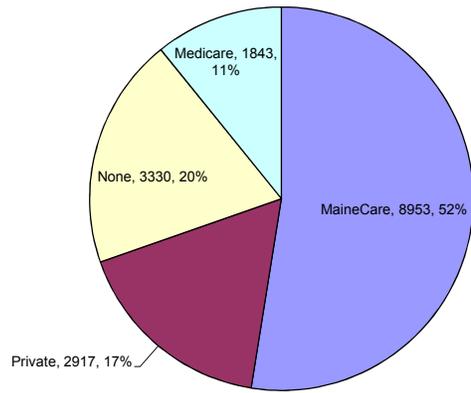
Adult Initial Crisis Resolution



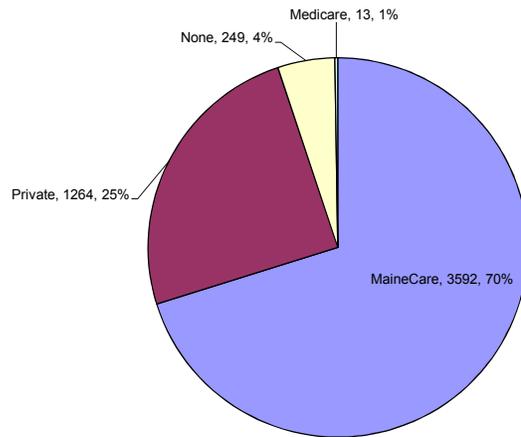
Children Initial Crisis Resolution



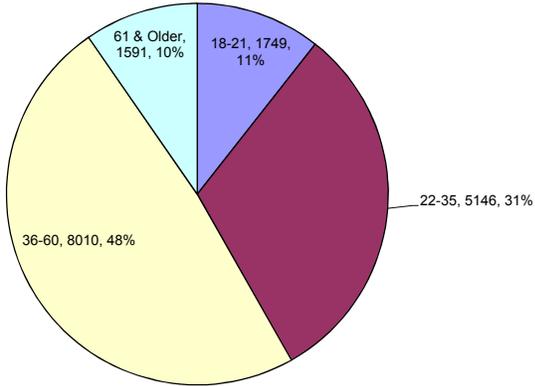
Percentage of Adults Served By Payment Source



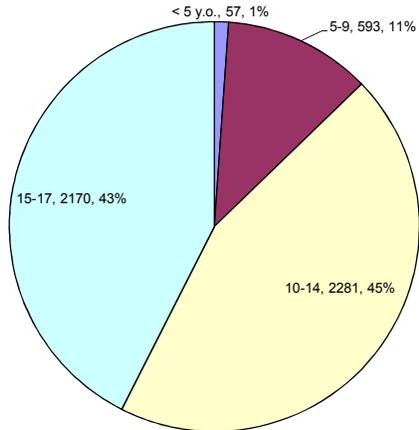
Percentage of Children Served By Payment Source



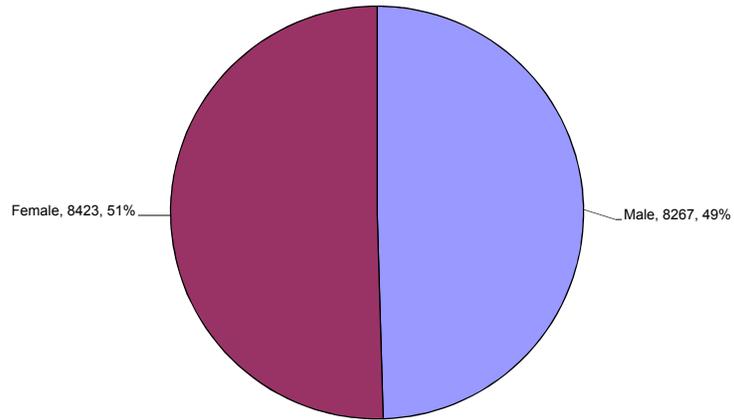
Percentage of Adults Served By Age Cohort



Percentage of Children Served By Age Cohort



Percentage of Adults Served By Gender



Percentage of Children Served By Gender

