

Adult Mental Health Quarterly Crisis Report

MAINE STATEWIDE SUMMARY

Fourth Quarter, State Fiscal Year 2008

Consumer Demographics (Total Unduplicated Within Months Counts - Face to Face)

TOTAL 4469

Gender	Males	2140	Females	2329				
Age Range	18-21	432	22-35	1472	36-60	2155	Above 60	487
Payment Source	MaineCare	2520	Private	859	None	750	Other	352
Guardianship Status	Public/DHHS Guardian			53	Private Guardian			71



Crisis Contact Information

Total number of telephone contacts.	25,062
Total number of face to face Contacts	5,481
Total number of face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.	636
Number of face to face contacts who have a Community Support Worker (CI, ICI, ICM, ACT).	1,486
Number of face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	1,375
Number of face to face contacts that are ongoing support for crisis resolution/stabilization.*	1,798
Number of face to face contacts seen within 30 minutes (or predetermined meeting time) of determination of need for face to face contact or when individual is ready and available to be seen.	3,327
Number of face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.	2,555
Number of face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact.	2,738

*Final Disposition - Outcome has been determined and implementation is in process.

Site of Face to Face Contacts

Number of face to face contacts seen in:			
Primary Residence (Home)	474	Crisis Office	1,656
Family/Relative/Other Residence	60	Provider Office	100
SNF, Nursing Home or Boarding Home	47	(Congregate Apartment)	160
Homeless Shelter	8	Local Jail, State Prison	
Emergency Department	2,602	Police Department	146
Other Hospital Location	188		

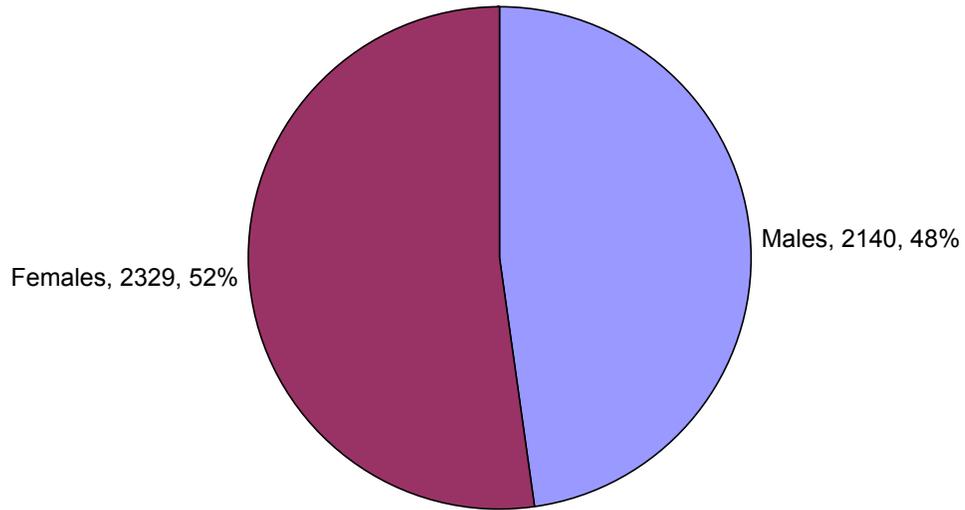
NOTE: Sum of Site of Face to Face Contacts does not equal Total Number of Face to Face Contacts in previous section

Crisis Resolution

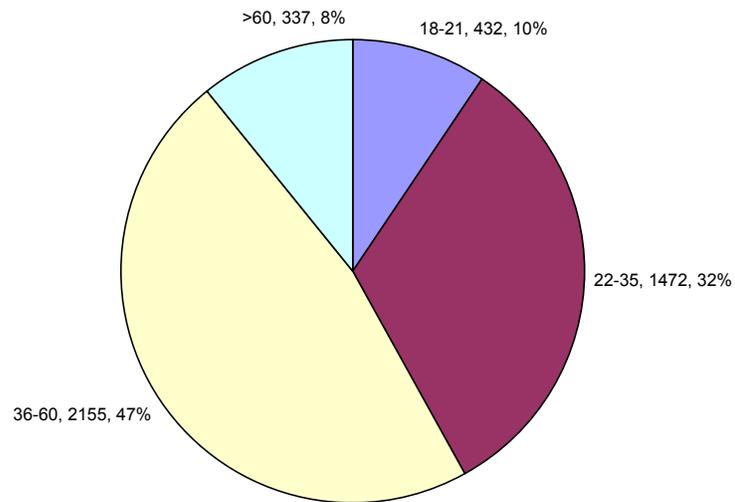
Number of face to face contacts that resulted in:	
Crisis stabilization with no referral for mental health/substance abuse follow-up	582
Crisis stabilization with referral for mental health/substance abuse follow-up	2,238
Admission to Crisis Stabilization Unit	660
Voluntary Psychiatric Hospitalization	1,064
Involuntary Psychiatric Hospitalization	276
Inpatient Hospitalization-Medical	122
Jail/Incarceration	151
Admission to Detox Unit	44
Admission to Shelter	23
Other	321

NOTE: Sum of Crisis Resolution categories are > 100% as some individuals were recorded in more than one category

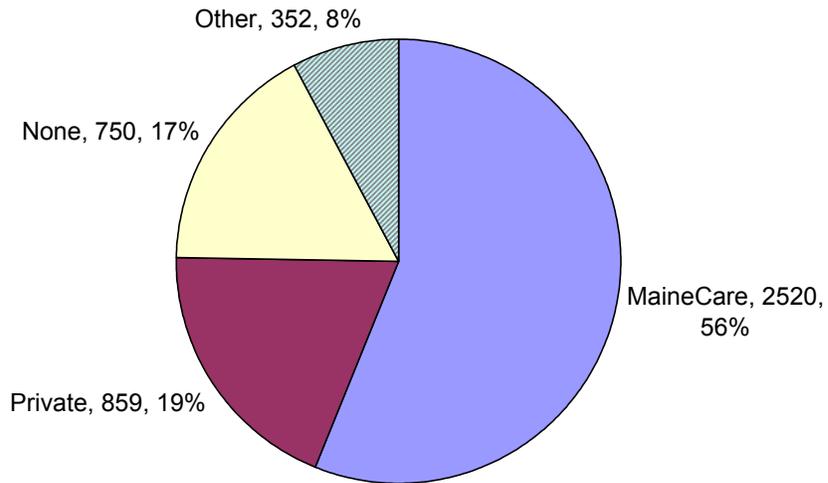
Total Number of Adults Served (by Gender)



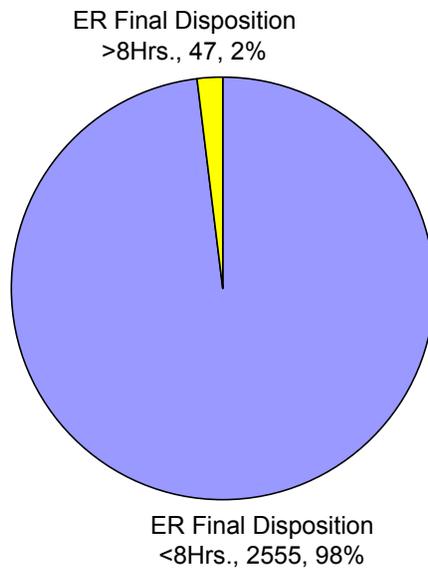
Percentage of Adults Served (by Age Range)



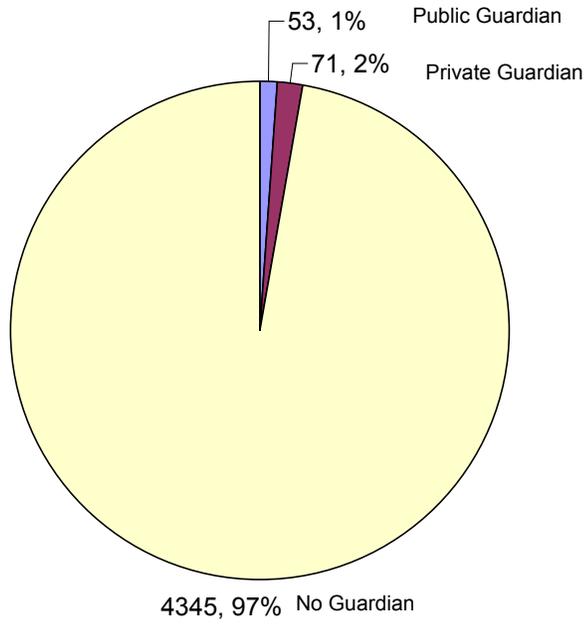
Percentage of Adults Served (by Payment Source)



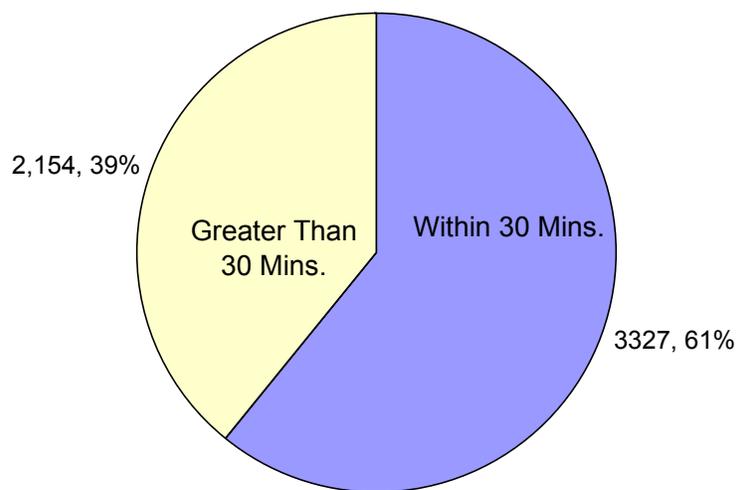
Emergency Room Disposition Within 8 Hours



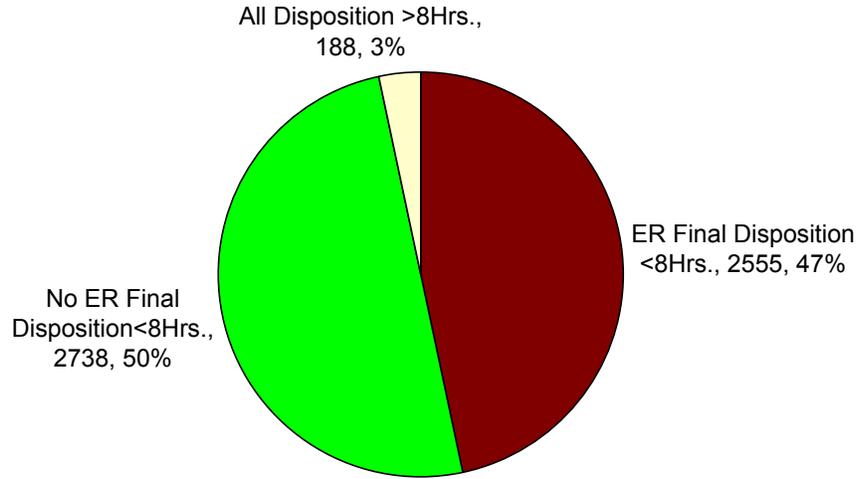
Percentage of Adults Served (by Guardianship Status)



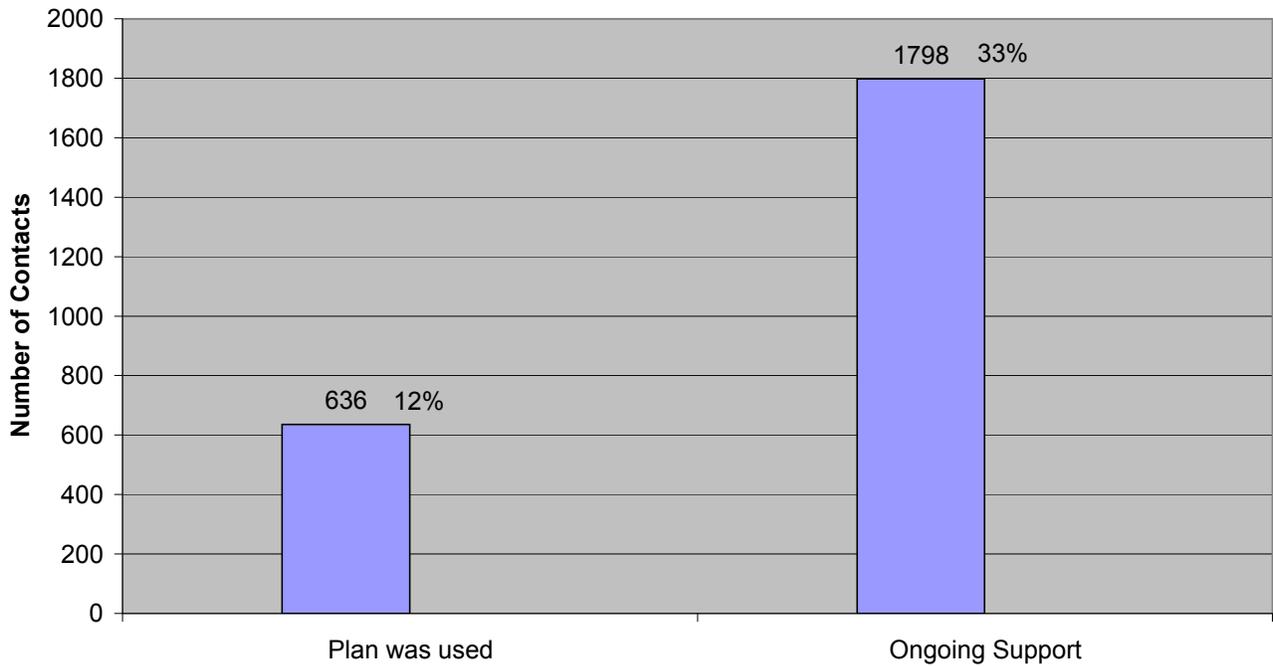
Face to Face Contacts Seen Within 30 Minutes

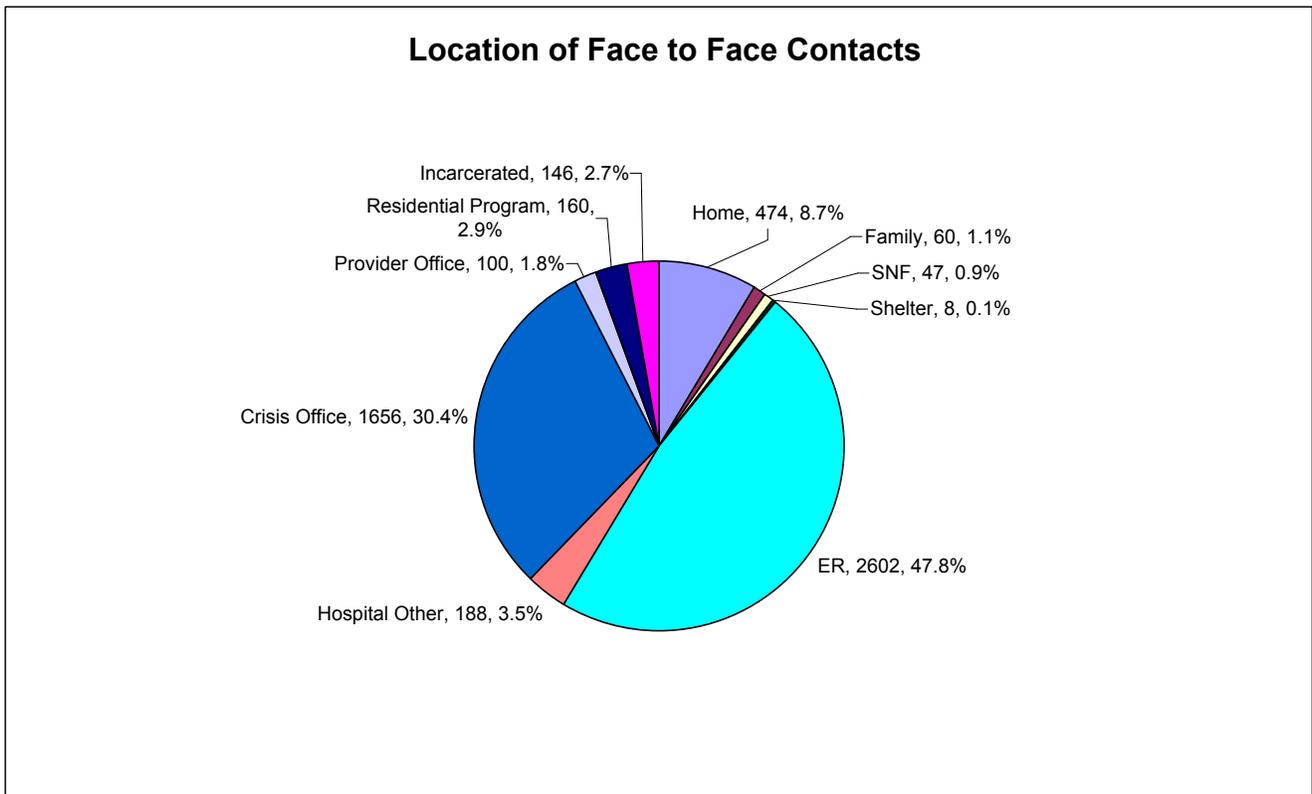
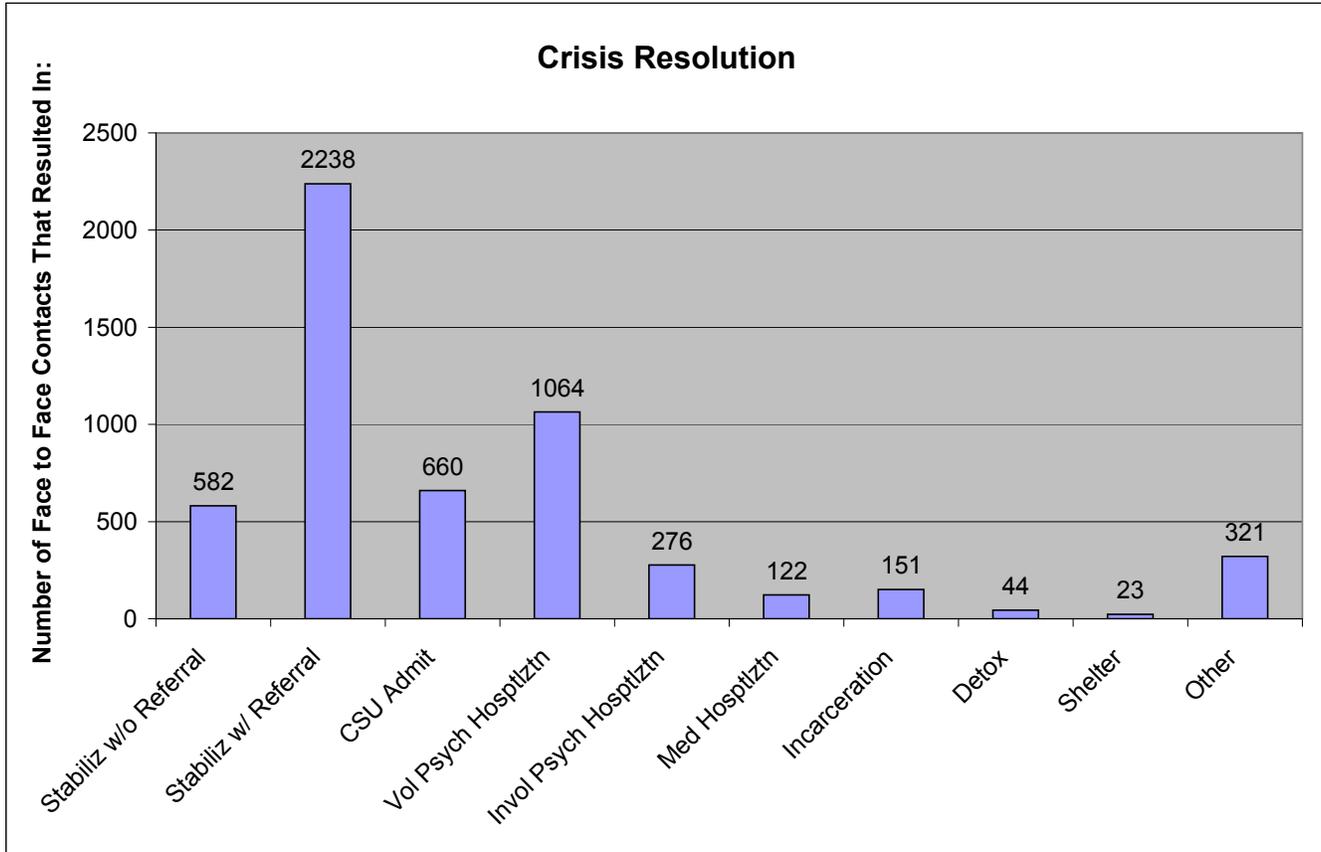


Dispositions Within 8 Hours By Site



Face to Face Contacts Characteristics





State Fiscal Year 2008				
Community Compliance Plan Standards July 1, 2008				
Standard	Quarter 1	Quarter 2	Quarter 3	Quarter 4
IV.35 No More than 20-25% of Face to Face Crisis Contacts Result in Hospitalization - <i>must be met for 3 out of 4 quarters</i>		25%	24%	24%
IV.36 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 - <i>must be met for 3 out of 4 quarters</i>		51%	58%	61%
IV.37 90% of All Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment - <i>must be met for 3 out of 4 quarters</i>		95%	95%	97%
IV.38 90% of All Face to Face Contacts in Which the Client has a CI Worker, the Worker is Notified of the Crisis - <i>must be met for 3 out of 4 quarters</i>		89%	89%	93%

NOTE: MEDICAL HOSPITALIZATIONS HAVE BEEN REMOVED FROM CALCULATION OF STANDARD IV.35

Revised 7/1/08

Face to Face Contacts Which Client Has a CI Worker & The Worker is Notified of the Crisis

