

**Adult Mental Health Quarterly Crisis Report**

**MAINE STATEWIDE SUMMARY**

**Third Quarter, State Fiscal Year 2008**

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

TOTAL 4672

Gender	Males	2218	Females	2454				
Age Range	18-21	446	22-35	1484	36-60	2361	Above 60	369
Payment Source	MaineCare	2609	Private	867	None	684	Other	503
Guardianship Status	Public/DHHS Guardian			63	Private Guardian			41



**Crisis Contact Information**

Total number of telephone contacts.	27,039
Total number of face to face Contacts	5,670
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.	592
Number of face to face contacts who have a Community Support Worker (CI, ICI, ICM, ACT).	1504
Number of face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.	1343
Number of face to face contacts that are ongoing support for crisis resolution/stabilization.*	2099
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.	3272
Number of face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.	2459
Number of face to face contacts <b>NOT</b> in Emergency Department with final disposition made within 8 hours of that contact.	2925

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

**Site of Face to Face Contacts**

<b>Number of face to face contacts seen in:</b>			
Primary Residence (Home)	517	Crisis Office	1654
Family/Relative/Other Residence	26	Provider Office	121
SNF, Nursing Home or Boarding Home	38	(Congregate Apartment)	109
Homeless Shelter	11	Local Jail, State Prison	
Emergency Department	2622	Police Department	231
Other Hospital Location	192		

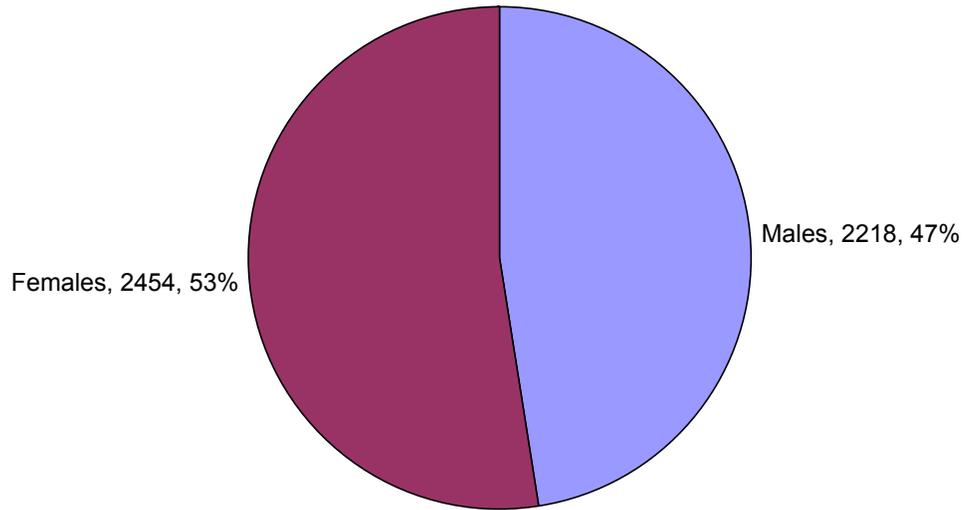
NOTE: Sum of Site of Face to Face Contacts does not equal Total Number of Face to Face Contacts in previous section

**Crisis Resolution**

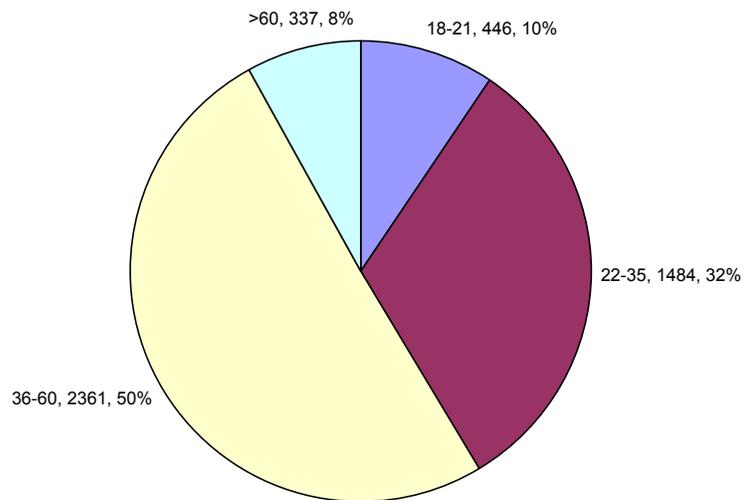
<b>Number of face to face contacts that resulted in:</b>	
Crisis stabilization with no referral for mental health/substance abuse follow-up	430
Crisis stabilization with referral for mental health/substance abuse follow-up	2958
Admission to Crisis Stabilization Unit	598
Voluntary Psychiatric Hospitalization	1115
Involuntary Psychiatric Hospitalization	261
Inpatient Hospitalization-Medical	94
Jail/Incarceration	193
Admission to Detox Unit	41
Admission to Shelter	30
Remain at primary residence with mental health/subsance abuse follow-up	1018
Other	265

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

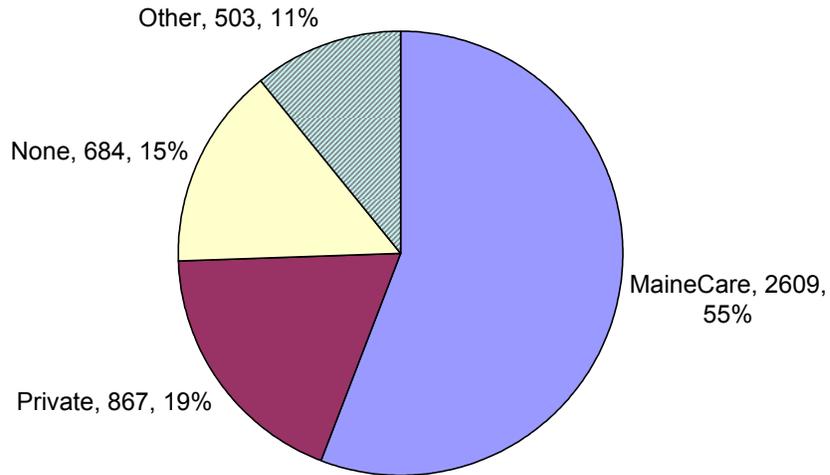
### Total Number of Adults Served (by Gender)



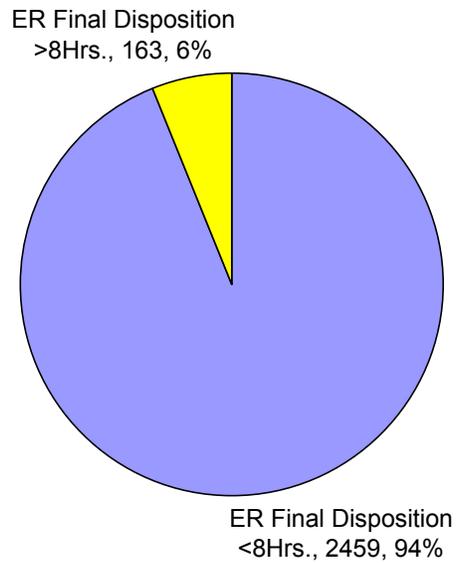
### Percentage of Adults Served (by Age Range)



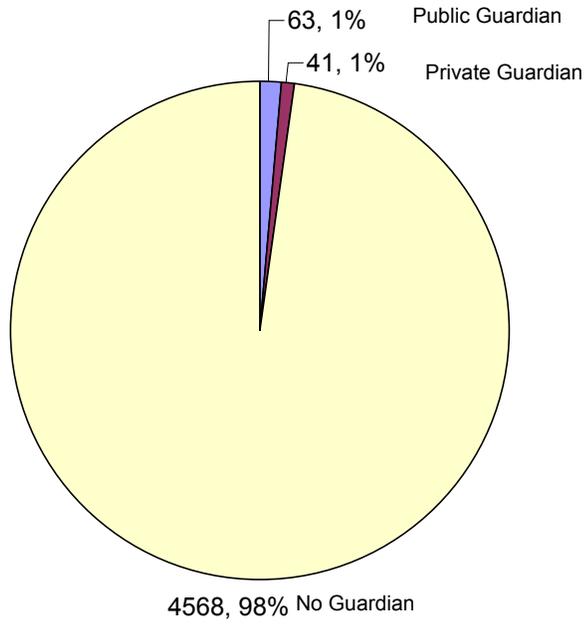
### Percentage of Adults Served (by Payment Source)



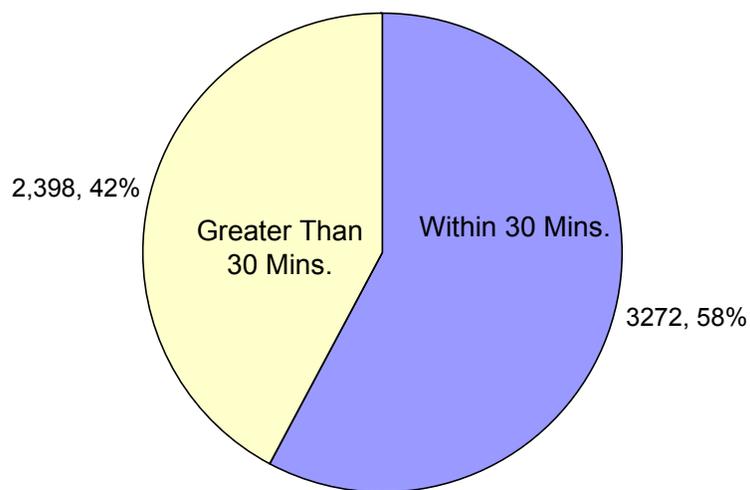
### Emergency Room Disposition Within 8 Hours



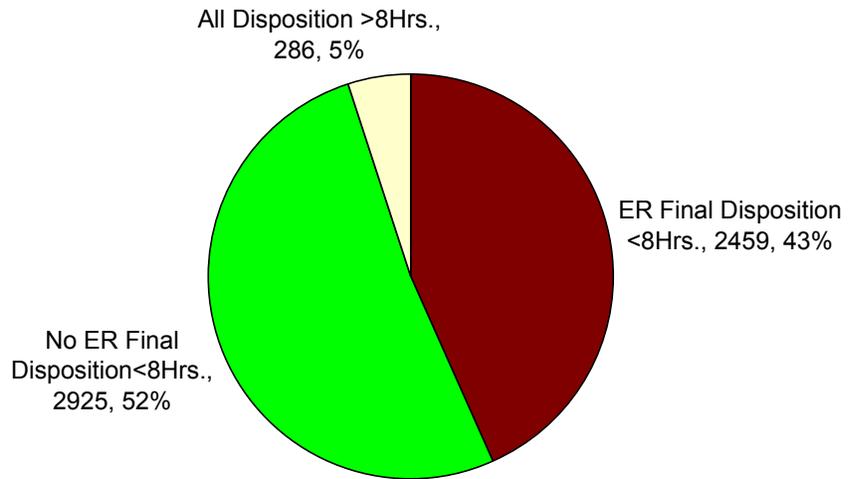
### Percentage of Adults Served (by Guardianship Status)



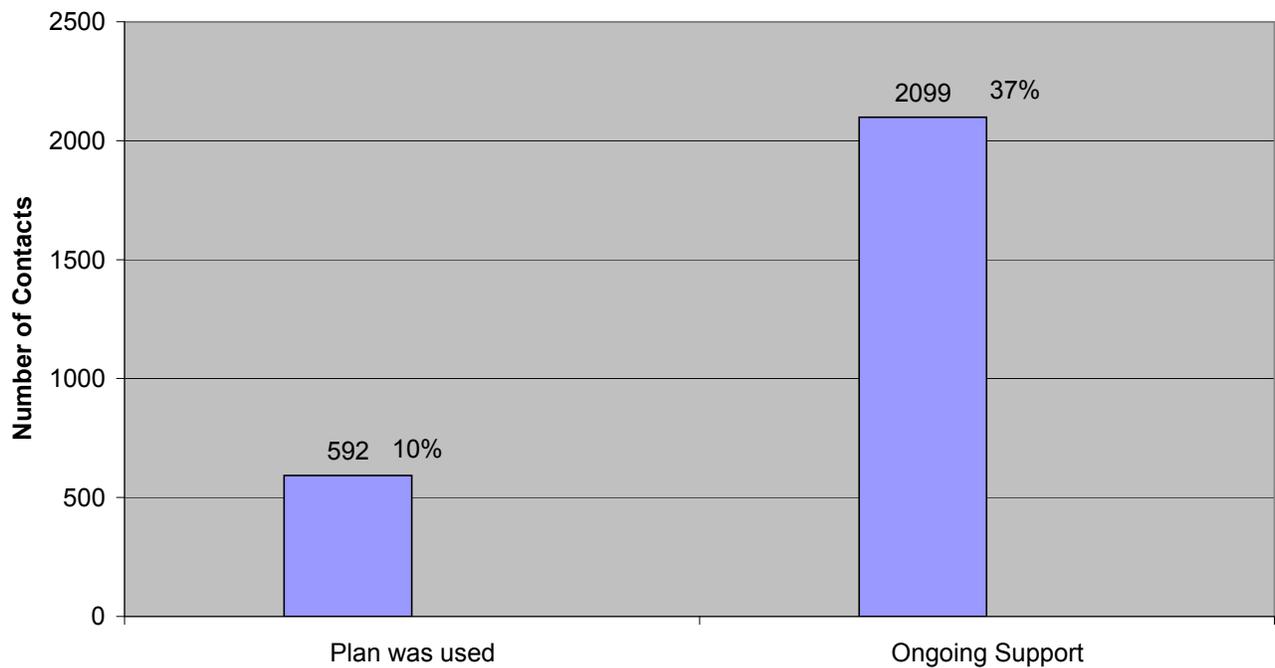
### Face to Face Contacts Seen Within 30 Minutes

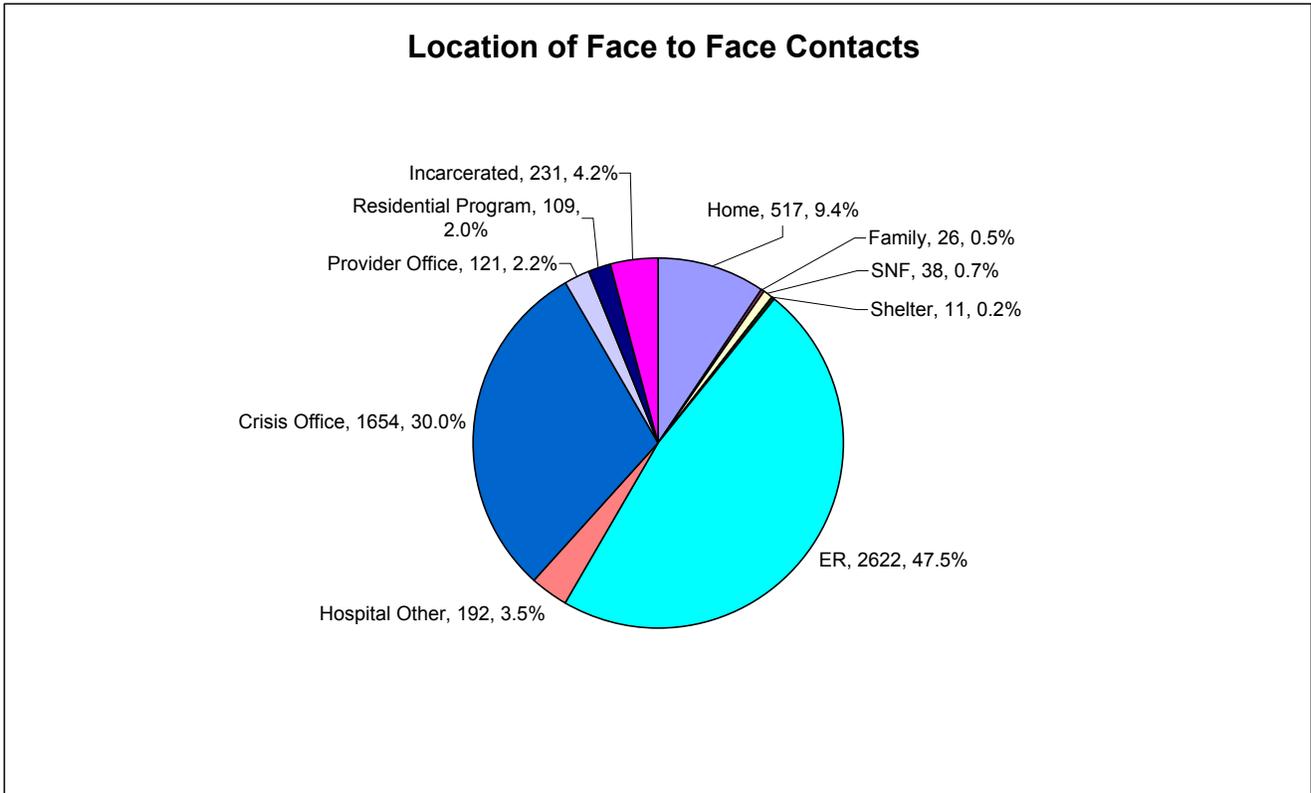
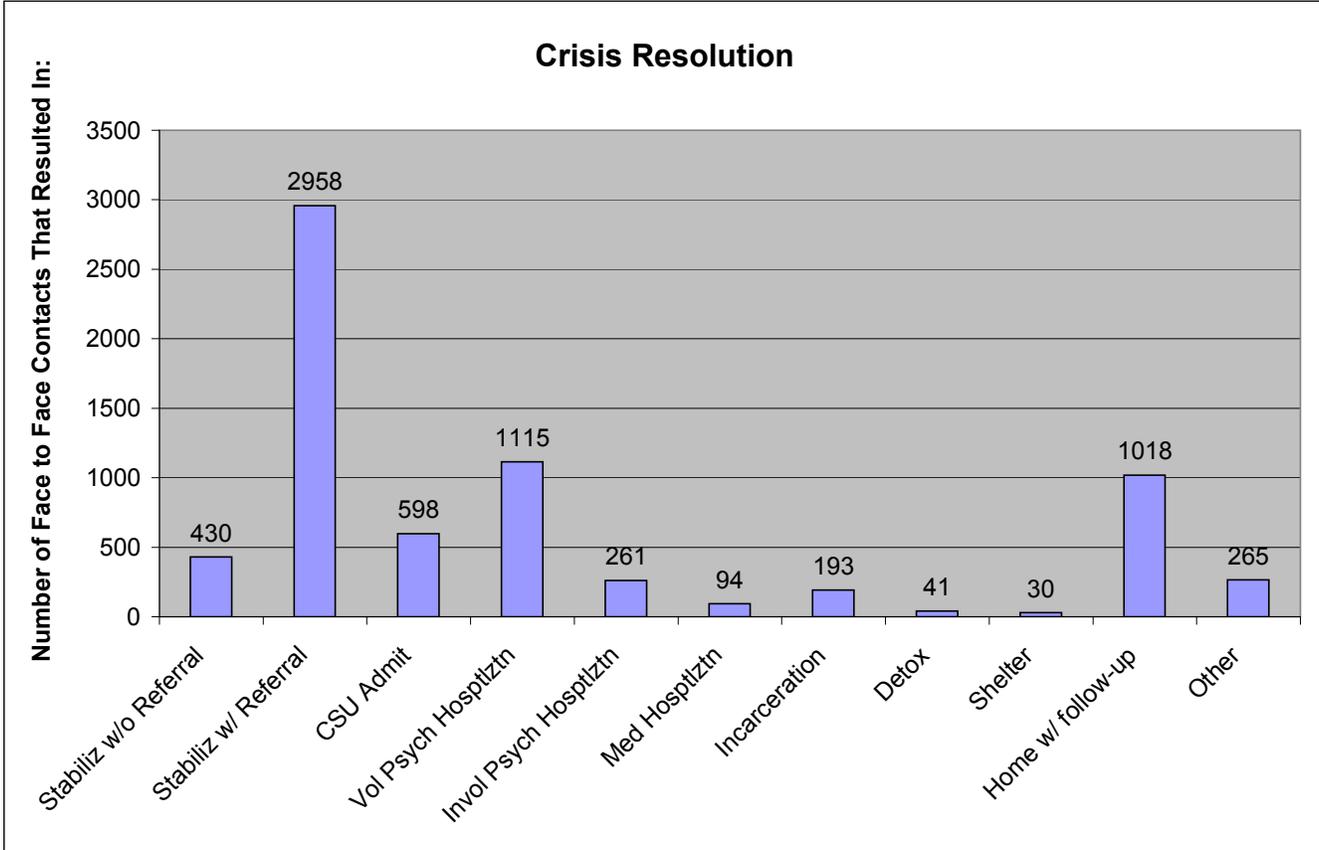


### Dispositions Within 8 Hours By Site



### Face to Face Contacts Characteristics





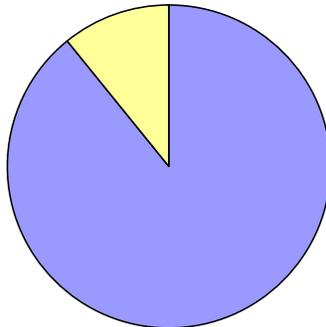
State Fiscal Year 2008				
Community Compliance Plan Standards May1, 2008				
Standard	Quarter 1	Quarter 2	Quarter 3	Quarter 4
IV.35 No More than 20-25% of Face to Face Crisis Contacts Result in Hospitalization - <i>must be met for 3 out of 4 quarters</i>		25%	24%	
IV.36 90% of Crisis Phone Calls Requiring 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%	
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%	
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%	

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**

Had CSW & CSW  
 NOT Notified, 161,  
 11%



Had CSW & CSW  
 Notified, 1343, 89%