

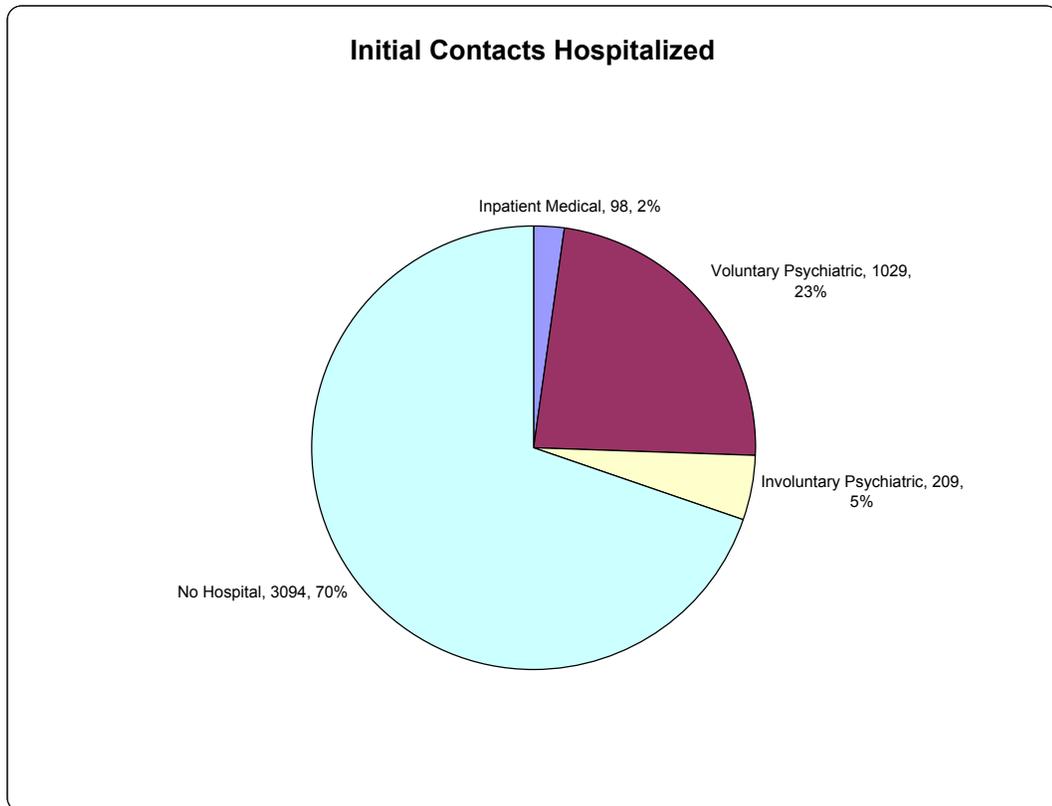
**Maine Department of Health and Human Services
Office of Adult Mental Health
Monthly Crisis Report**

**STATEWIDE
THIRD QUARTER SFY2009**

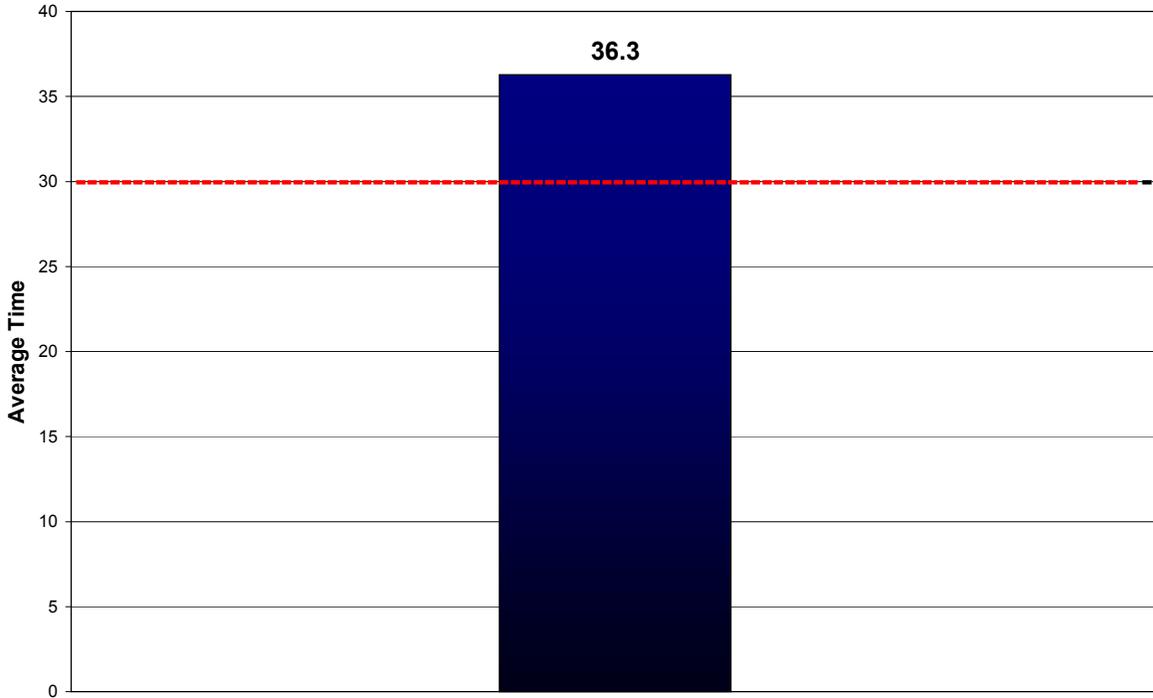
I. Consumer Demographics (Unduplicated Counts - Face to Face)									
Gender	Males	1970	Females	2177					
Age Range	18-21	403	22-35	1388	36-60	2023	61 & Older	330	
Payment Source	MaineCare	2482	Private	679	None	612	Other	395	
Guardianship Status	Public/DHHS Guardian			81	Private Guardian			82	
II. Summary of All Crisis Contacts									
a. Total number of telephone contacts.									33747
b. Total number of all <i>INITIAL</i> face to face contacts.									4430
c. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.									1487
III. Initial Crisis Contact Information									
a. Total number/percentage of <i>INITIAL</i> face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used.									376 8%
b. Number/percentage of <i>INITIAL</i> face to face contacts who have a Community Support Worker (CI, ICI, ICM, ACT).									1266 29%
c. Number/percentage of <i>INITIAL</i> face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.									1202 95%
d. SUM TOTAL/Average time in minutes for all <i>INITIAL</i> 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.									160677 36.3
e. Number/percentage of <i>INITIAL</i> face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.									2457 97%
f. Number/percentage of <i>INITIAL</i> face to face contacts <i>NOT</i> in Emergency Department with final disposition made within 8 hours of that contact.									1868 98%
IV. Site of Initial Face to Face Contacts									
Number / percentage of face to face contacts seen in :									
a. Primary Residence (Home)									451 10%
b. Family/Relative/Other Residence									12 0%
c. Other Community Setting (Work, School, Police Dept., Public Place)									119 3%
d. SNF, Nursing Home, Boarding Home									27 1%
e. Residential Program (Congregate Community Residence, Apartment Program)									20 0%
f. Homeless Shelter									23 1%
g. Provider Office									101 2%
h. Crisis Office									846 19%
i. Emergency Department									2533 57%
j. Other Hospital Location									187 4%
k. Incarcerated (Local Jail, State Prison)									111 3%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)							Sec. IV Total	4430	100%
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)									
Number / percentage of face to face contacts that resulted in:									
a. Crisis stabilization with no referral for mental health/substance abuse follow-up									296 7%
b. Crisis stabilization with <i>referral to new provider</i> for mental health/substance abuse follow-up									1061 24%
c. Crisis stabilization with <i>referral back to current provider</i> for mental health/substance abuse follow-up									1002 23%
d. Admission to Crisis Stabilization Unit									689 16%
e. Inpatient Hospitalization-Medical									98 2%
f. Voluntary Psychiatric Hospitalization									1029 23%
g. Involuntary Psychiatric Hospitalization									209 5%
h. Admission to Detox Unit									46 1%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)							Sec. V Total	4430	100%

5/29/2009 prepared by R. Jerrold Melville, LMSW, MPA

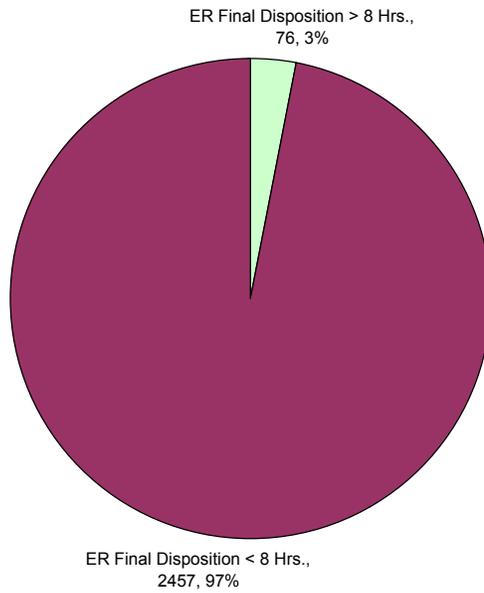
AMHI CONSENT DECREE REPORT		
IV.35	28%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	36.3 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV.37	98%	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%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.



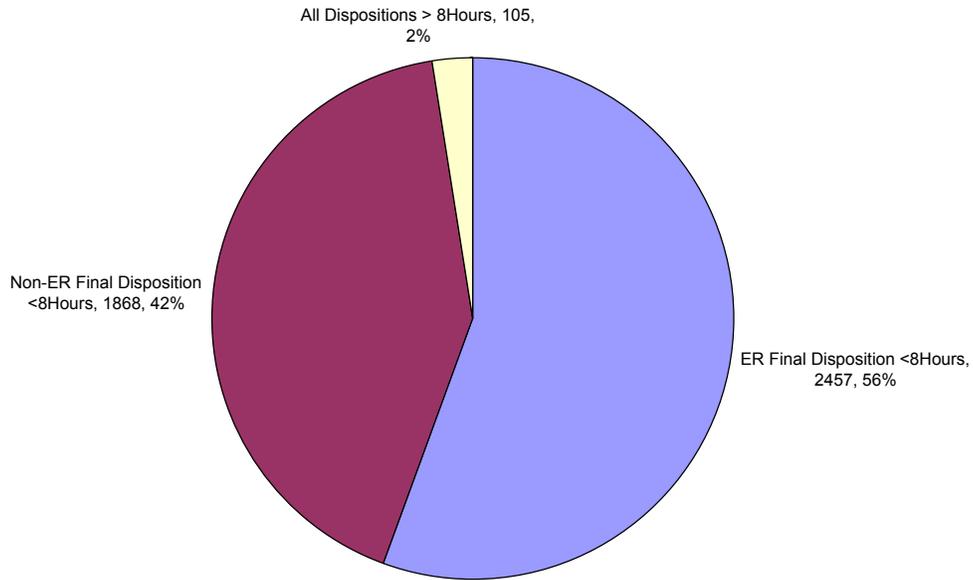
Average Time From Need Determination To Initial Face to Face Contact



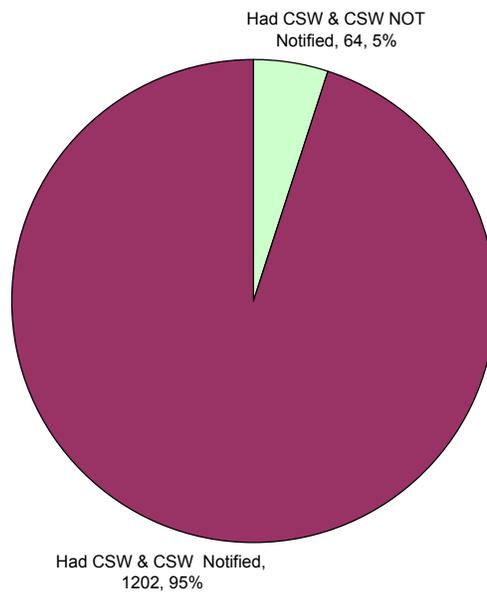
Emergency Room Disposition Within 8 Hours



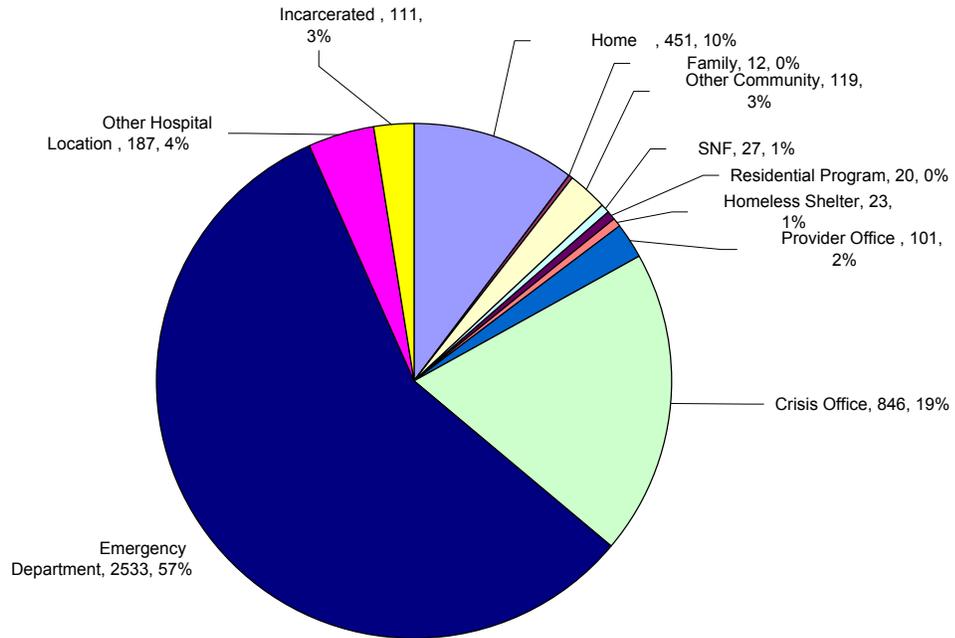
Dispositions Within 8 Hours By Site



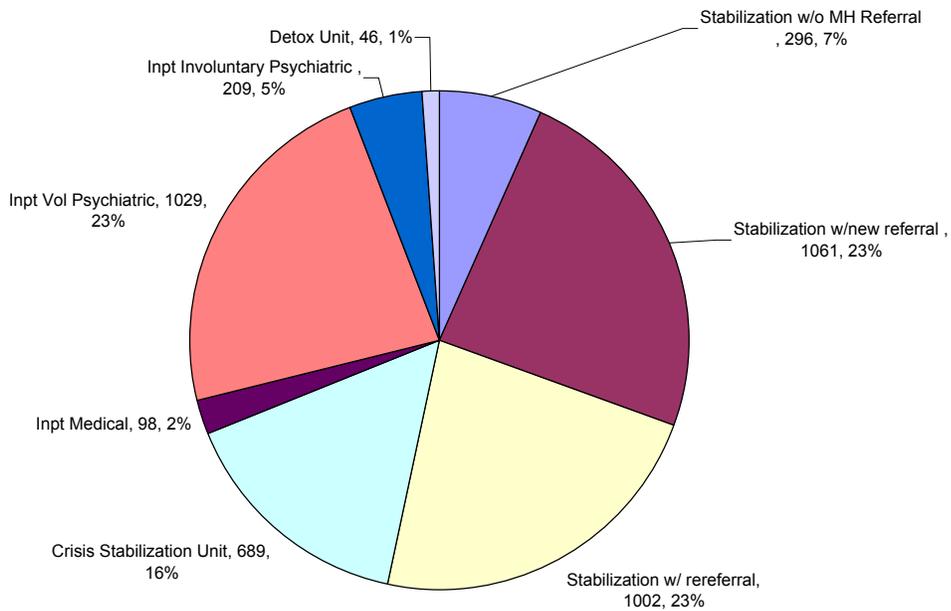
Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



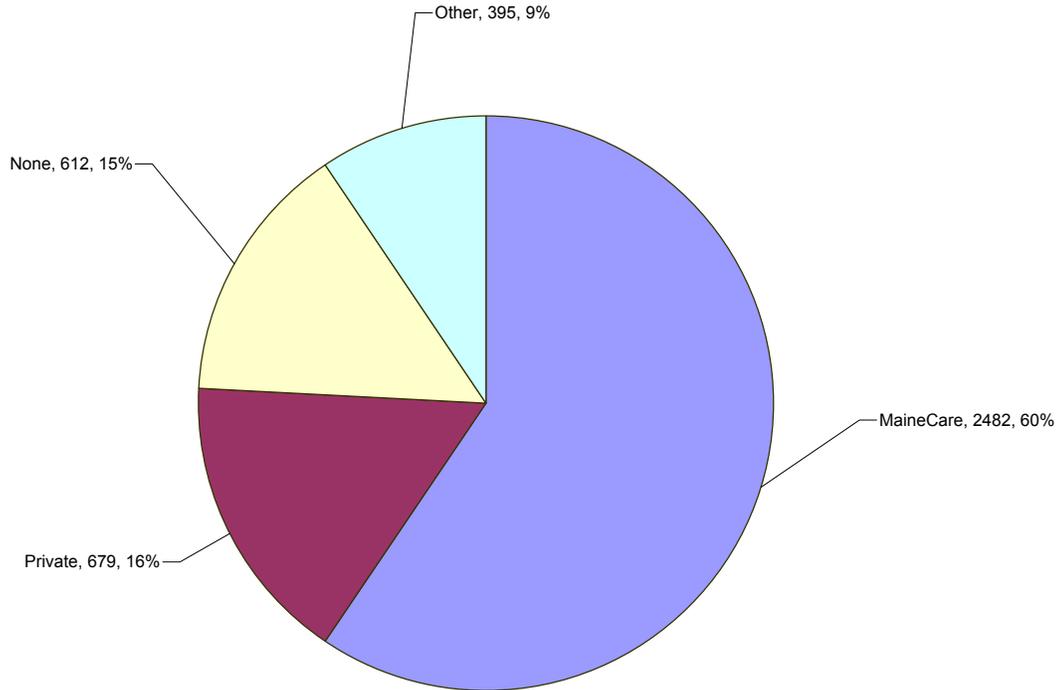
Site of Initial Face To Face Contact



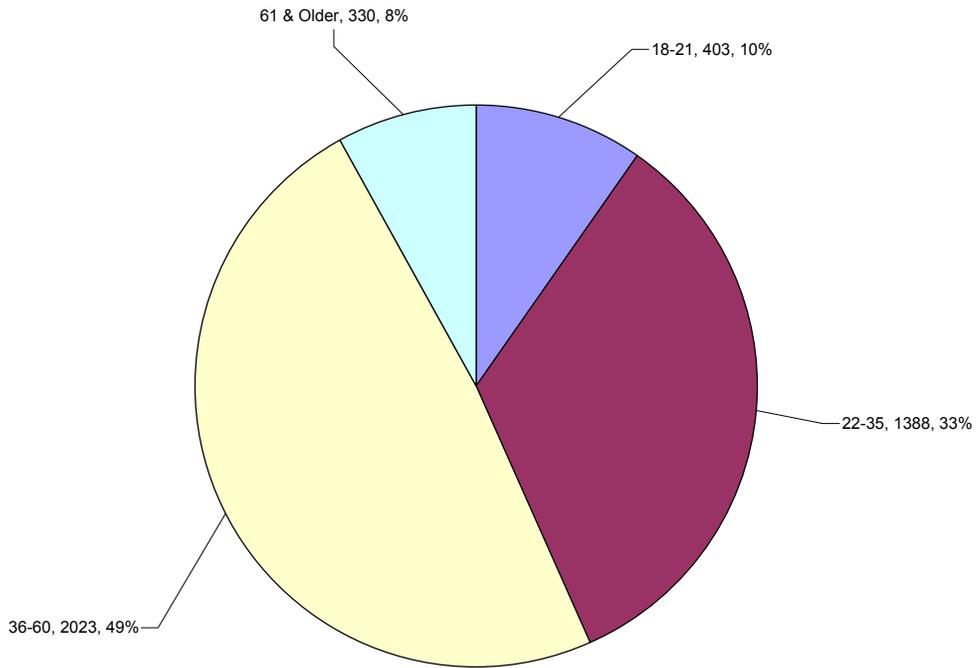
Initial Crisis Resolution



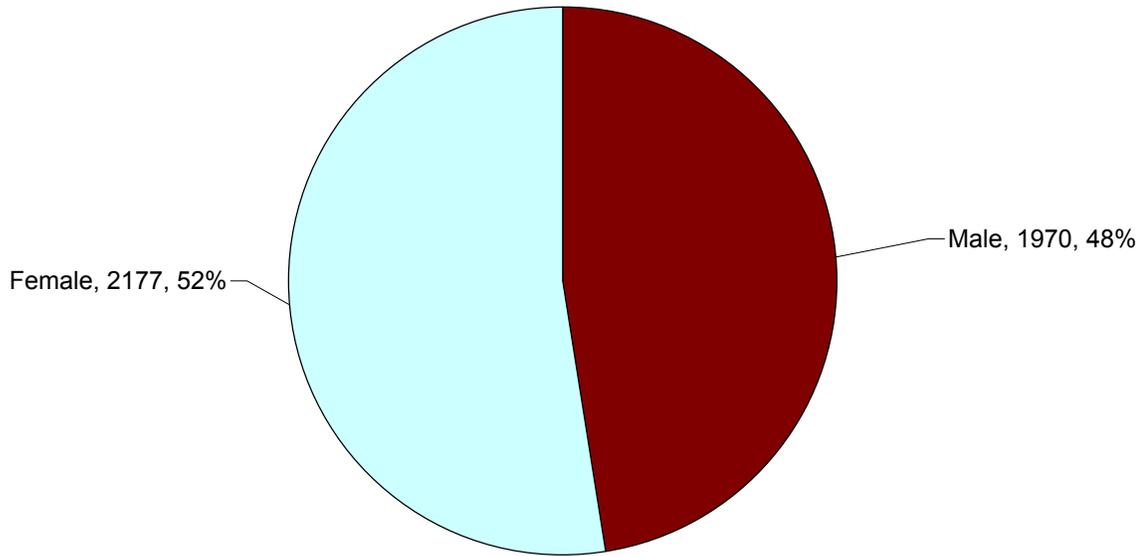
Percentage of Adults Served By Payment Source



Percentage of Adults Served By Age Cohort



Percentage of Adults Served By Gender



Face to Face Contacts Characteristics

