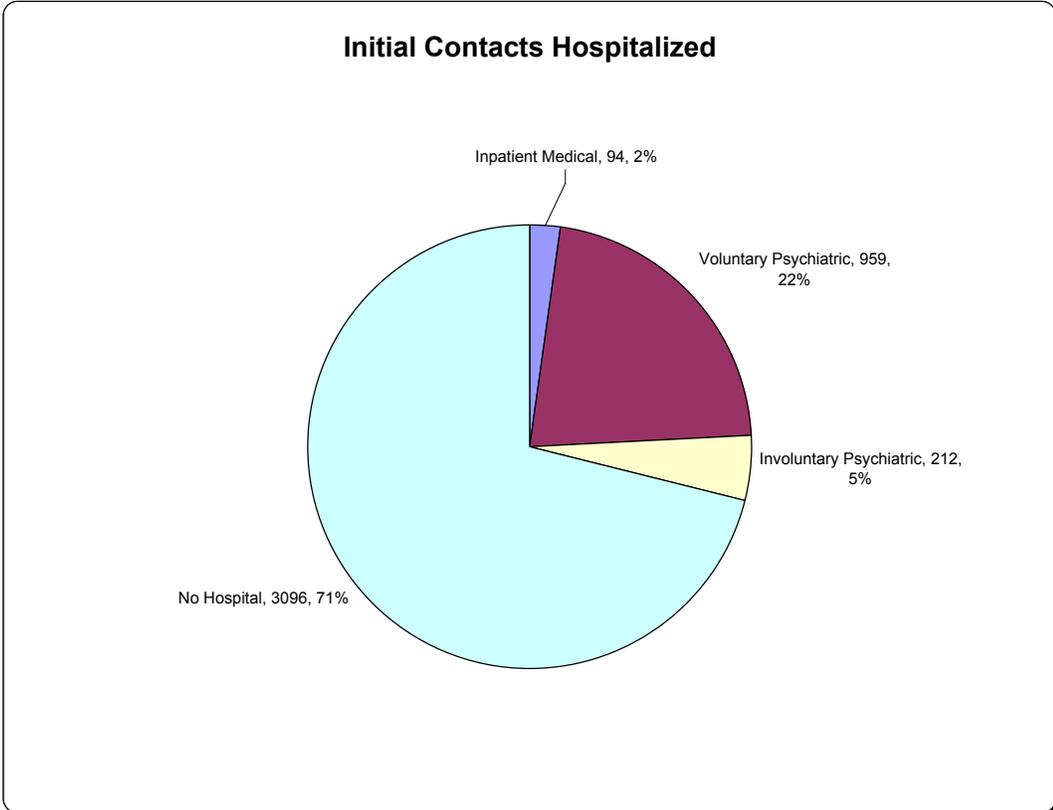


**Maine Department of Health and Human Services
 Office of Adult Mental Health
 Monthly Crisis Report**

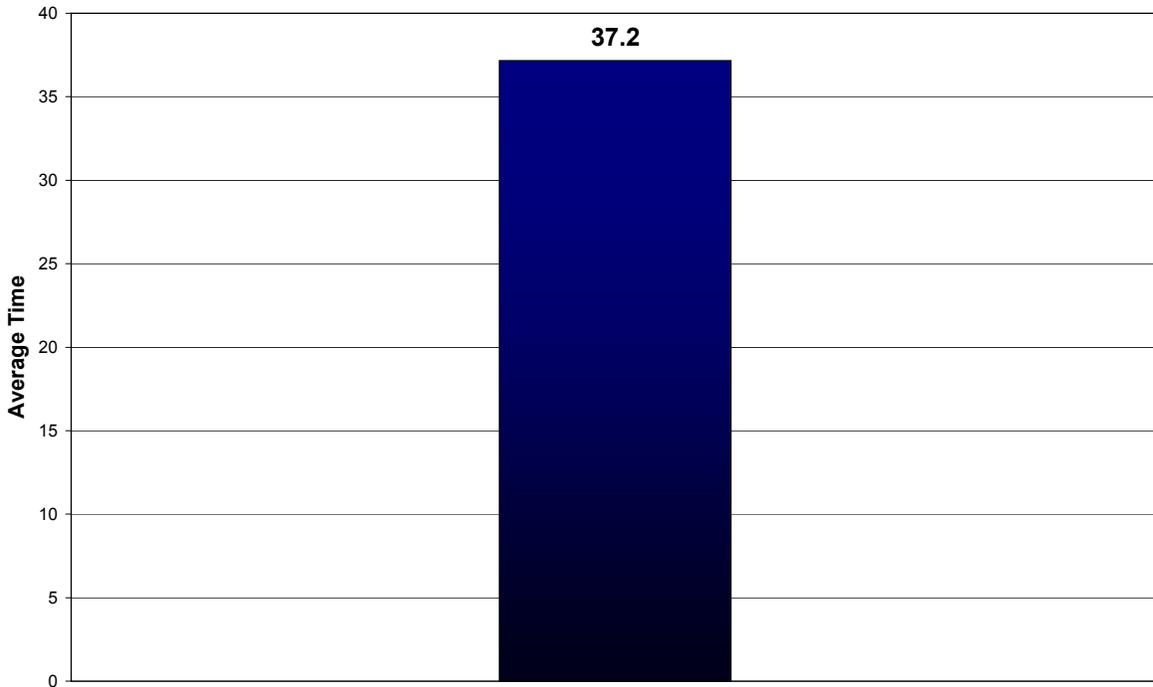
**STATEWIDE
 Second Quarter State Fiscal Year 2009
 (October, November, December 2008)**

| I. Consumer Demographics (Unduplicated Counts - Face to Face) | | | | | | | | |
|---|----------------------|------|---------|------|----------------------|-------------|-------------------|----|
| Gender | Males | 2012 | Females | 2065 | | | | |
| Age Range | 18-21 | 427 | 22-35 | 1405 | 36-60 | 1755 | 61 & Older 346 | |
| Payment Source | MaineCare | 2277 | Private | 631 | None | 768 | Other 324 | |
| Guardianship Status | Public/DHHS Guardian | | | 51 | Private Guardian | | | 58 |
| II. Summary of All Crisis Contacts | | | | | | | | |
| a. Total number of telephone contacts. | | | | | | | 32545 | |
| b. Total number of all <i>INITIAL</i> face to face contacts. | | | | | | | 4361 | |
| c. Number of face to face contacts that are ongoing support for crisis resolution/stabilization. | | | | | | | 1282 | |
| 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. | | | | | | | 333 8% | |
| b. Number/percentage of <i>INITIAL</i> face to face contacts who have a Community Support Worker (CI, ICI, ICM, ACT). | | | | | | | 1092 25% | |
| 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. | | | | | | | 1025 94% | |
| 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. | | | | | | | 162016 37.2 | |
| e. Number/percentage of <i>INITIAL</i> face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. | | | | | | | 2402 98% | |
| 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. | | | | | | | 1858 97% | |
| IV. Site of Initial Face to Face Contacts | | | | | | | | |
| Number / percentage of face to face contacts seen in : | | | | | | | | |
| a. Primary Residence (Home) | | | | | | | 428 10% | |
| b. Family/Relative/Other Residence | | | | | | | 21 0% | |
| c. Other Community Setting (Work, School, Police Dept., Public Place) | | | | | | | 122 3% | |
| d. SNF, Nursing Home, Boarding Home | | | | | | | 27 1% | |
| e. Residential Program (Congregate Community Residence, Apartment Program) | | | | | | | 12 0% | |
| f. Homeless Shelter | | | | | | | 12 0% | |
| g. Provider Office | | | | | | | 78 2% | |
| h. Crisis Office | | | | | | | 928 21% | |
| i. Emergency Department | | | | | | | 2450 56% | |
| j. Other Hospital Location | | | | | | | 154 4% | |
| k. Incarcerated (Local Jail, State Prison) | | | | | | | 129 3% | |
| NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts) | | | | | Sec. IV Total | 4361 | 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 | | | | | | | 327 7% | |
| b. Crisis stabilization with <i>referral to new provider</i> for mental health/substance abuse follow-up | | | | | | | 836 19% | |
| c. Crisis stabilization with <i>referral back to current provider</i> for mental health/substance abuse follow-up | | | | | | | 1246 29% | |
| d. Admission to Crisis Stabilization Unit | | | | | | | 642 15% | |
| e. Inpatient Hospitalization-Medical | | | | | | | 94 2% | |
| f. Voluntary Psychiatric Hospitalization | | | | | | | 959 22% | |
| g. Involuntary Psychiatric Hospitalization | | | | | | | 212 5% | |
| h. Admission to Detox Unit | | | | | | | 45 1% | |
| NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts) | | | | | Sec. V Total | 4361 | 100% | |

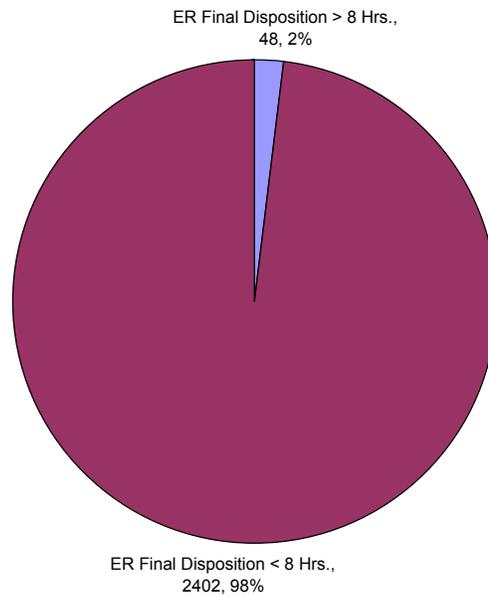
| AMHI CONSENT DECREE REPORT | | |
|----------------------------|-------------------------|---|
| IV.35 | 27% | No more than 20-25% of face to face contacts result in Psychiatric Hospitalization. |
| IV.36 | 37.2 Average Minutes | 90% of Crisis Phone Calls Requiring Face to Face Assessments are responded 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 | 94% | 90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis. |



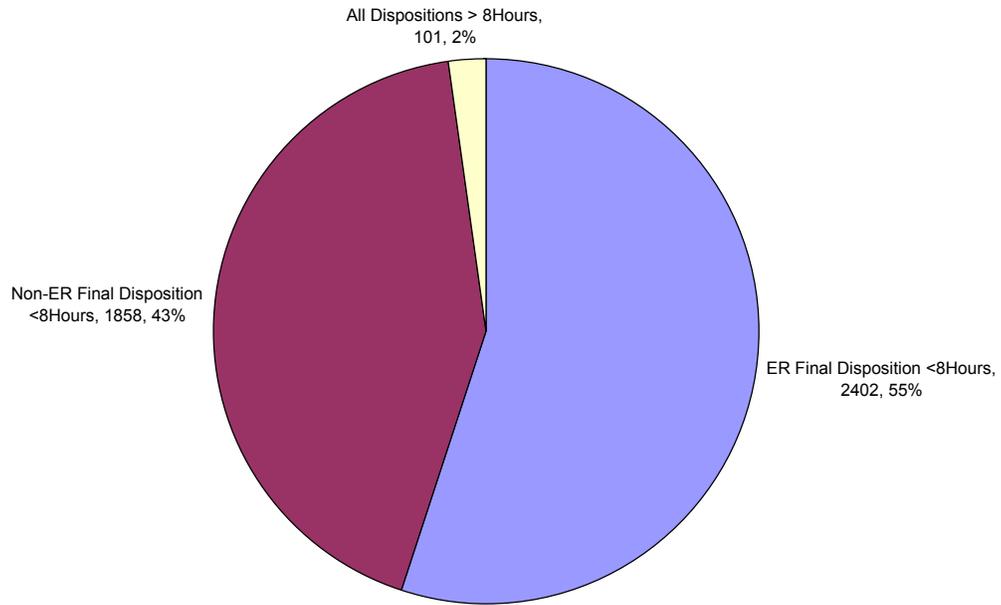
Average Time From Need Determination To Initial Face to Face Contact



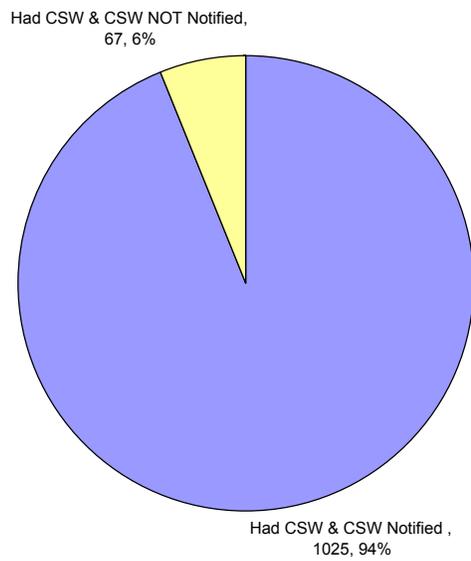
Emergency Room Disposition Within 8 Hours



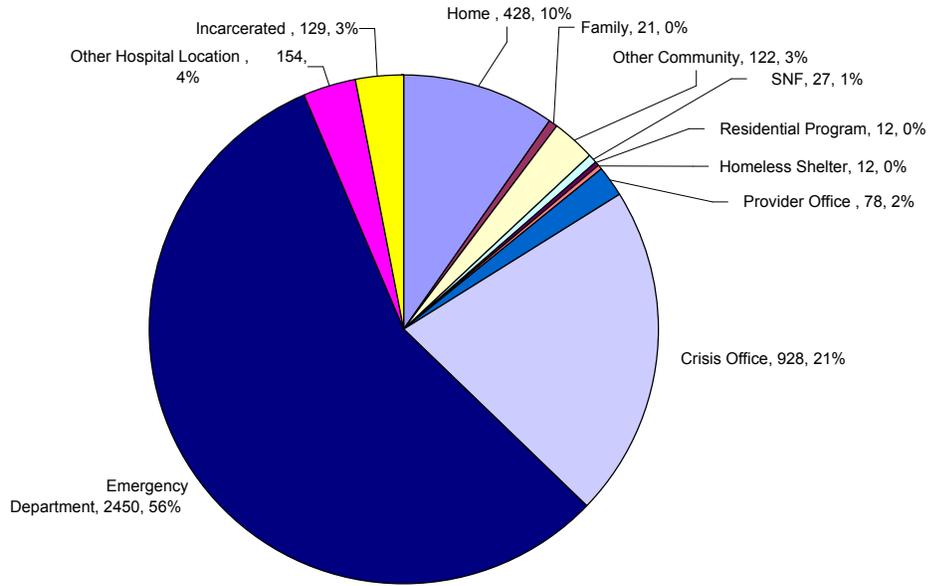
Dispositions Within 8 Hours By Site



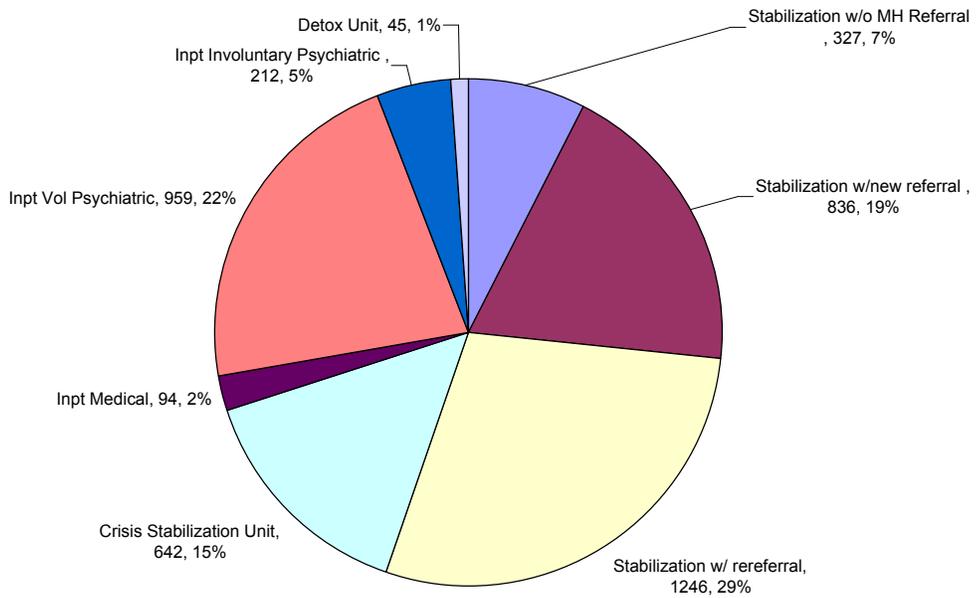
Initial Face to Face Contacts in Which the Client has a CSW & The Worker is Notified of the Crisis



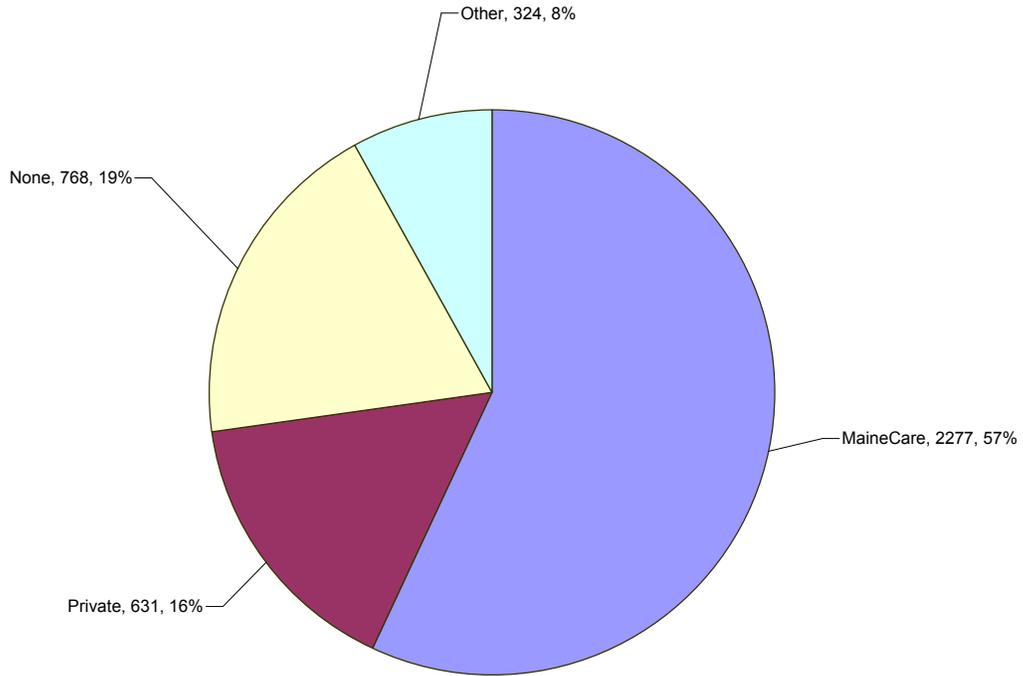
Site of Initial Face To Face Contact



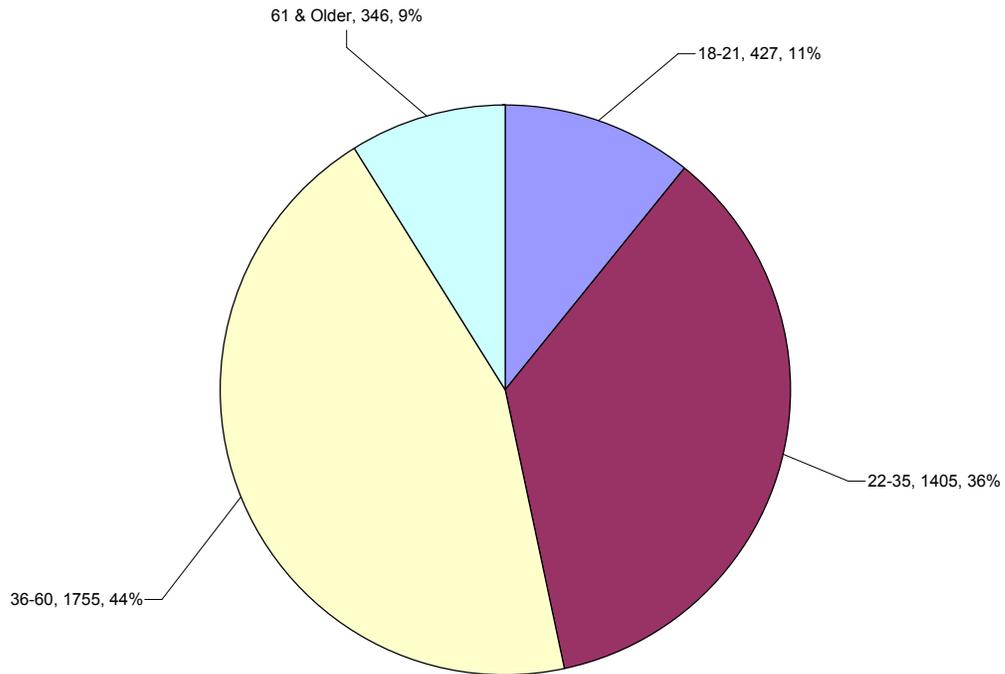
Initial Crisis Resolution



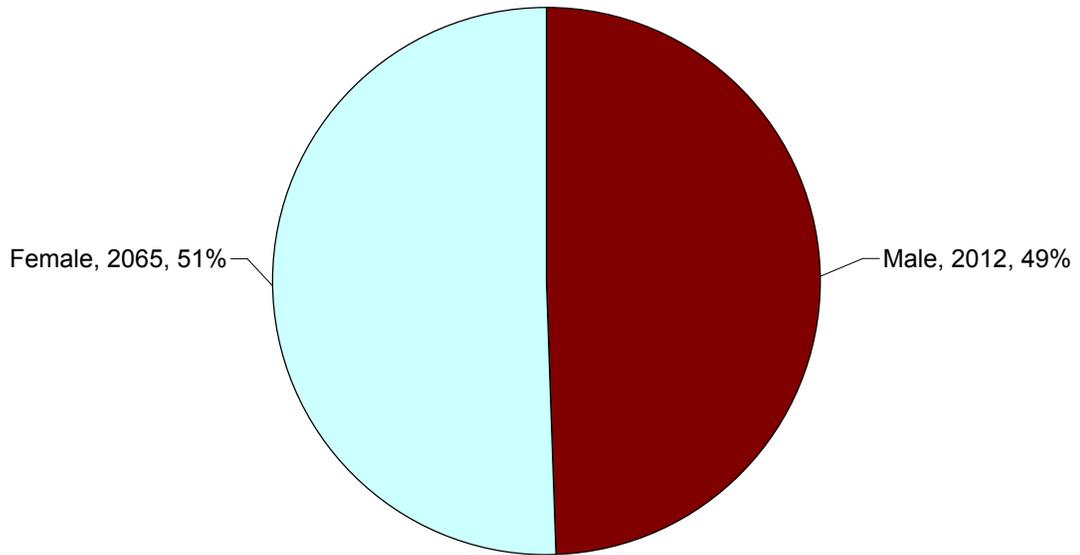
Percentage of Adults Served By Payment Source



Percentage of Adults Served By Age Cohort



Percentage of Adults Served By Gender



Face to Face Contacts Characteristics

