

Maine Department of Health and Human Services

Integrated Quarterly Crisis Report

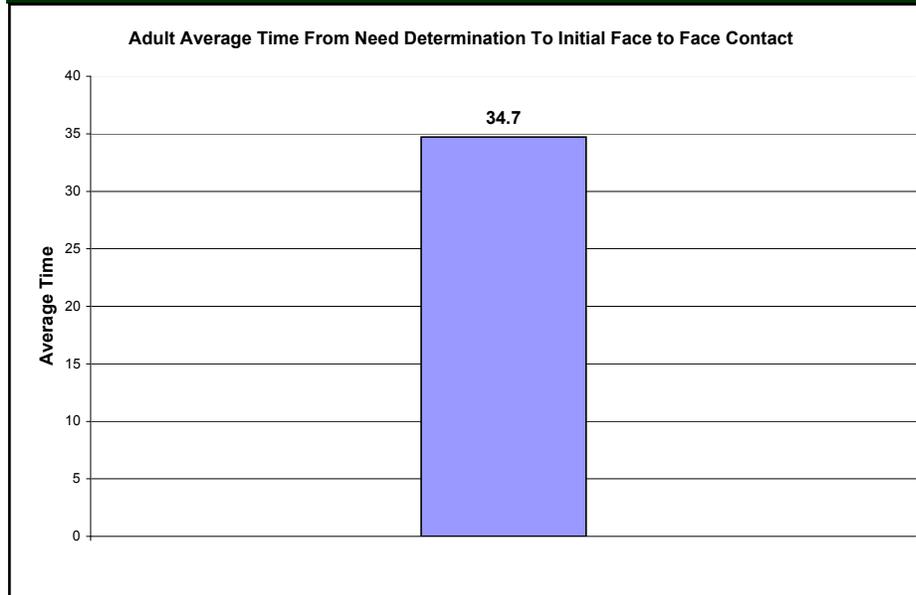
STATEWIDE with GRAPHS

Quarter 4 (April, May, June) SFY 2011

I. Consumer Demographics (Unduplicated Counts - Face to Face)													
Gender	Children	Males	675	Females	648								
	Adults	Males	2036	Females	2190								
Age Range	Children	<5y.o.	8	5-9	139	10-14	571	15-17	606				
	Adults	18-21	449	22-35	1297	36-60	2078	61 & Older	384				
Payment Source	Children	MaineCare	960	Private Ins.	342	Uninsured	62	Medicare	4				
	Adults	MaineCare	2350	Private Ins.	709	Uninsured	730	Medicare	450				
II. Summary of All Crisis Contacts													
a. Total number of telephone contacts.										8207	CHILDREN	35754	ADULT
b. Total number of all <i>INITIAL</i> face to face contacts.										1458		4503	
c. Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER										112			
d. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.										311		1453	
III. Initial Crisis Contact Information													
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.										207	14%	556	12.3%
b. Number of INITIAL face to face contacts who have a Community Support Worker (CI, CRS, ICM, ACT,TCM).										522	36%	1216	27.0%
c. Number of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis.										514	98%	1155	95.0%
d. SUM TOTAL time <i>in minutes</i> 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.												156351	34.7
e. Number of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.												2384	91.4%
f. Number of INITIAL face to face contacts <i>NOT</i> in Emergency Department with final disposition made within 8 hours of that contact.												1842	97.3%
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	757	1 to 2 hours	340	2 to 4 hours	246	More than 4 hours	116						
	52%		23%		17%		8%						
CHILDREN ONLY: Time between completion of initial face-to-face crisis assessment contact and final disposition/resolution of crisis :													
Less than 3 hours	1120	3 to 6 hours	267	6 to 8 hours	42	8 to 14 hours	36	More than 14 hours	41				
	77%		18%		3%		2%		3%				
IV. Site of Initial Face to Face Contacts													
Number of face to face contacts seen in :										CHILDREN	ADULT		
a. Primary Residence (Home)										274	19%	405	9.0%
b. Family/Relative/Other Residence										13	1%	13	0.3%
c. Other Community Setting (Work, School, Police Dept., Public Place)										122	8%	94	2.1%
d. SNF, Nursing Home, Boarding Home										0	0%	25	0.6%
e. Residential Program (Congregate Community Residence, Apartment Program)										8	1%	49	1.1%
f. Homeless Shelter										2	0%	30	0.7%
g. Provider Office										27	2%	118	2.6%
h. Crisis Office										261	18%	877	19.5%
i. Emergency Department										735	50%	2609	57.9%
j. Other Hospital Location										12	1%	197	4.4%
k. Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)										4	0%	86	1.9%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										1458	100%	4503	100%
V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive)													
Number of face to face contacts that resulted in:										CHILDREN	ADULT		
a. Crisis stabilization with no referral for mental health/substance abuse follow-up										69	5%	232	5.2%
b. Crisis stabilization with <i>referral to new provider</i> for mental health/substance abuse follow-up										300	21%	759	16.9%
c. Crisis stabilization with <i>referral back to current provider</i> for mental health/substance abuse follow-up										559	38%	1529	34.0%
d. Admission to Crisis Stabilization Unit										234	16%	607	13.5%
e. Inpatient Hospitalization-Medical										9	1%	115	2.6%
f. Voluntary Psychiatric Hospitalization										277	19%	972	21.6%
g. Involuntary Psychiatric Hospitalization										10	1%	215	4.8%
h. Admission to Detox Unit										0	0%	74	1.6%
NOTE: Sum of Crisis Resolutions must equal II.b.= Total no. of all INITIAL face-to-face contacts										1458	100%	4503	100%

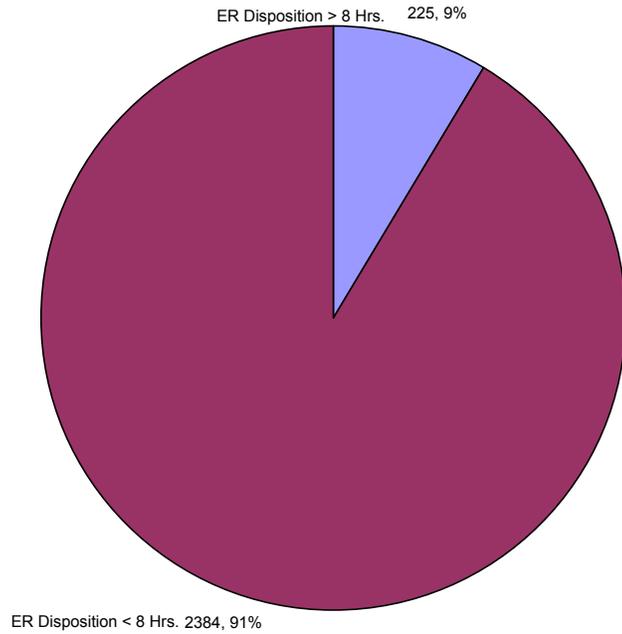
ADULTS ONLY

Adult AMHI CONSENT DECREE FEEDBACK REPORT		
No.	Result	STANDARD
IV.35	26%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	34.7 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%	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.

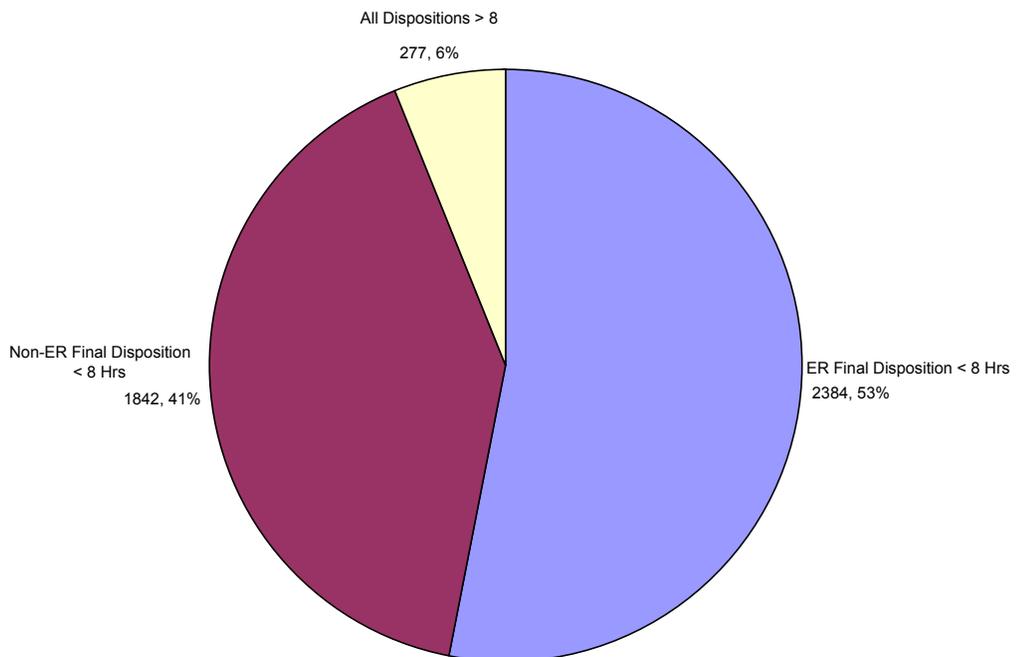


ADULTS ONLY

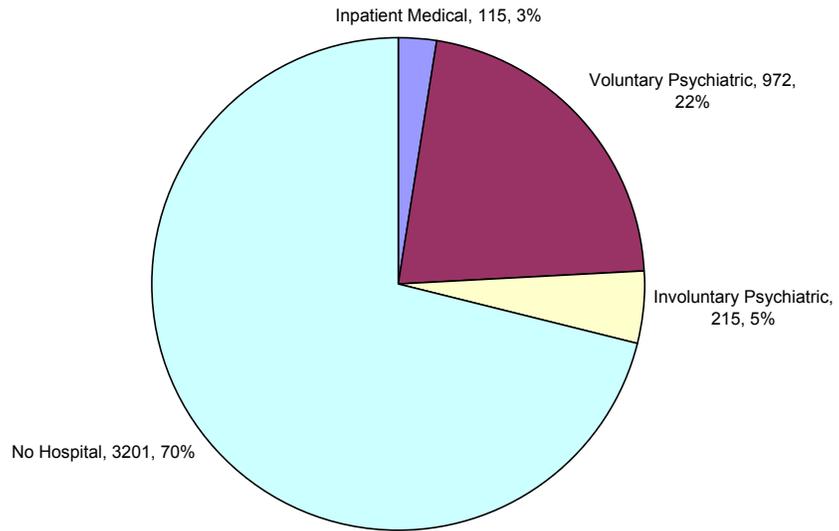
Adult Emergency Room Disposition Within 8 Hours By Site



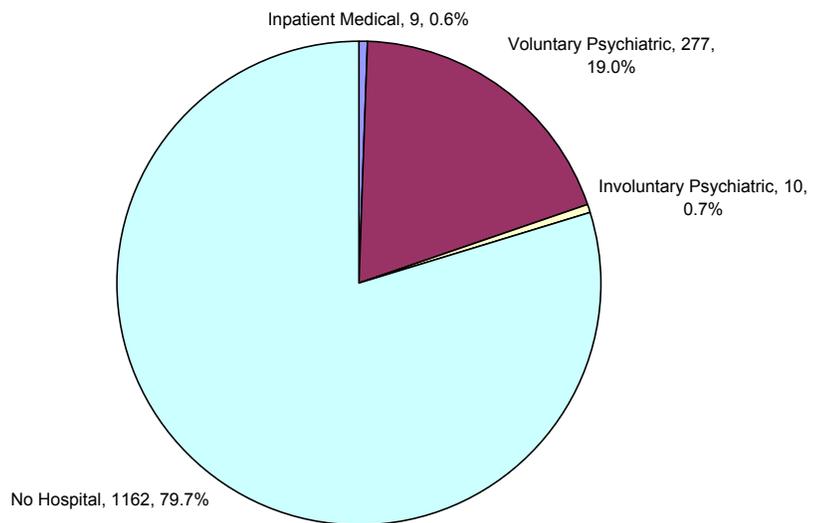
Adult Dispositions Within 8 Hours By Site



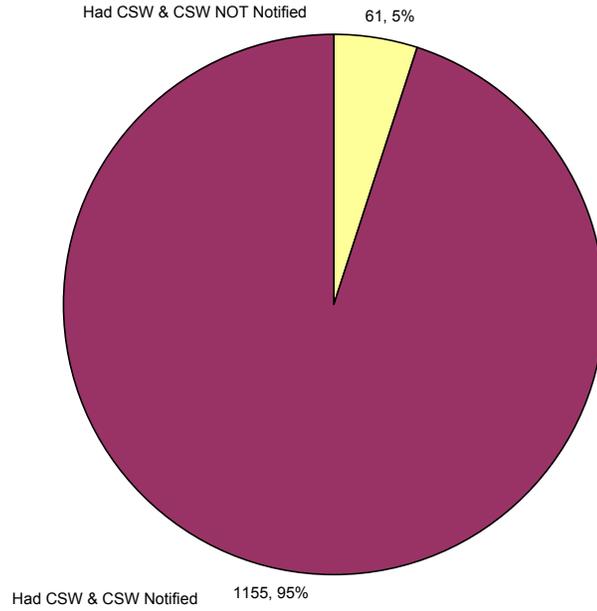
Adult Initial Contacts Hospitalized



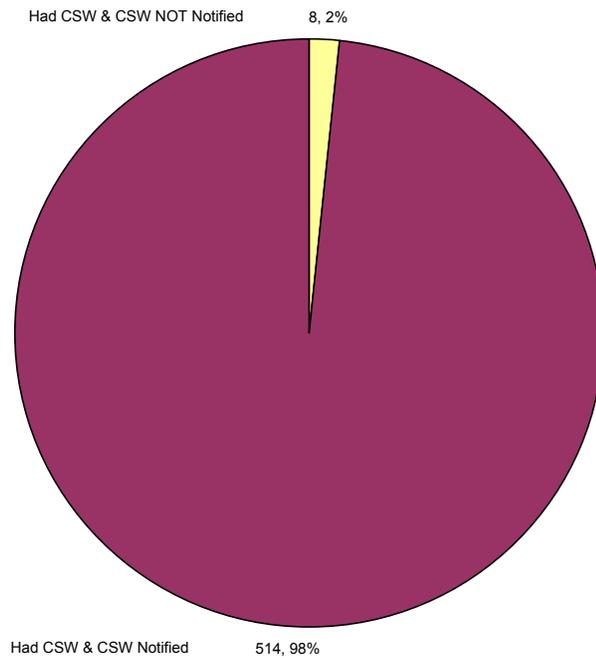
Children Initial Contacts Hospitalized



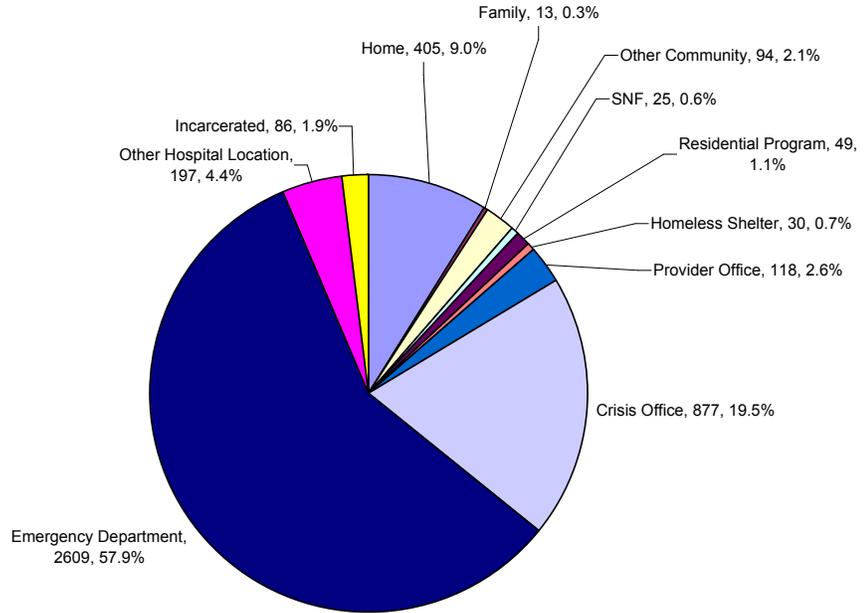
Adult Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



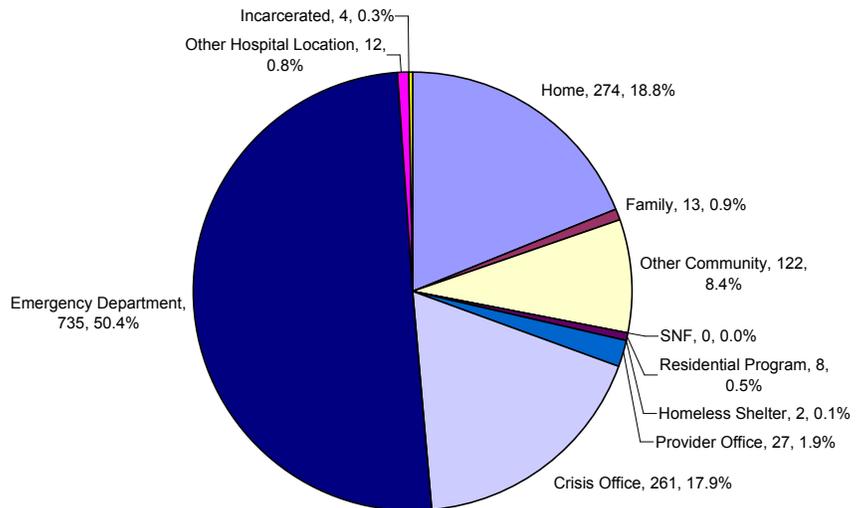
Children Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



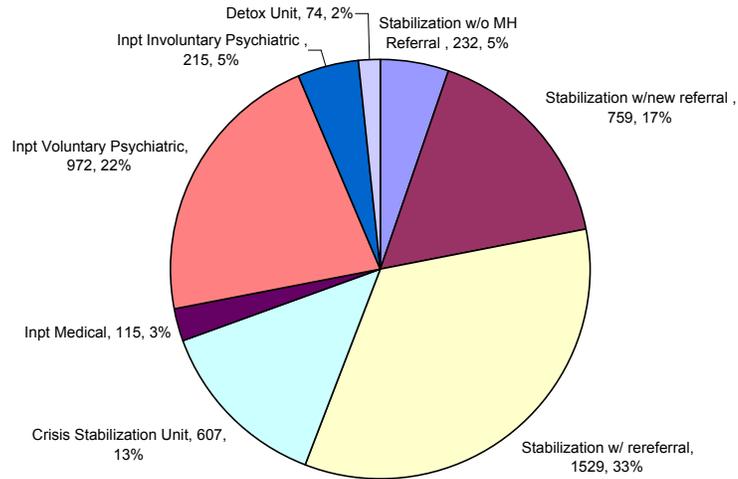
Adult Site of Initial Face To Face Contact



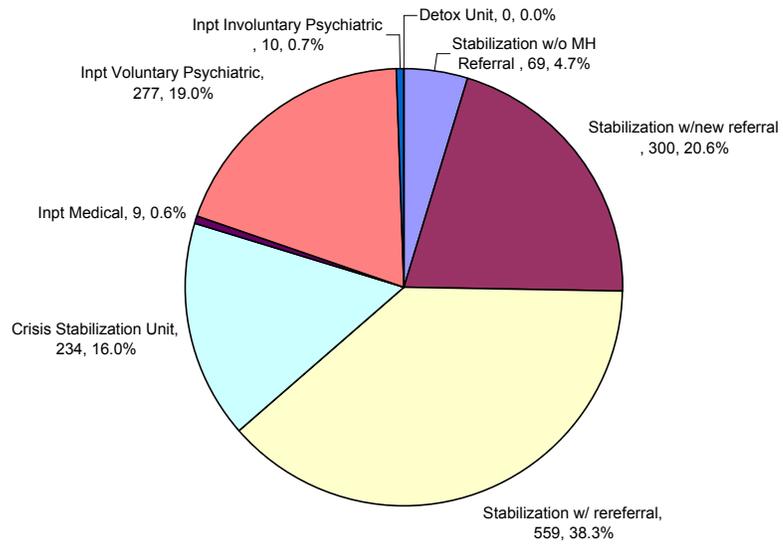
Children Site of Initial Face To Face Contact



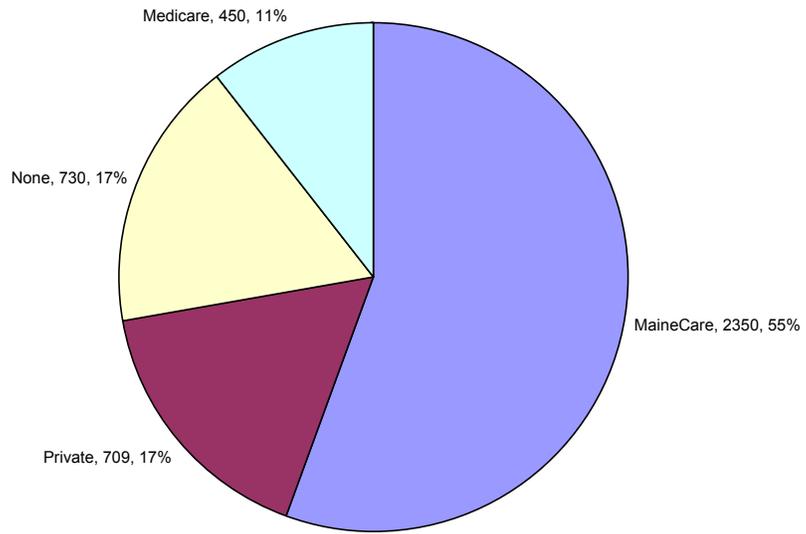
Adult Initial Crisis Resolution



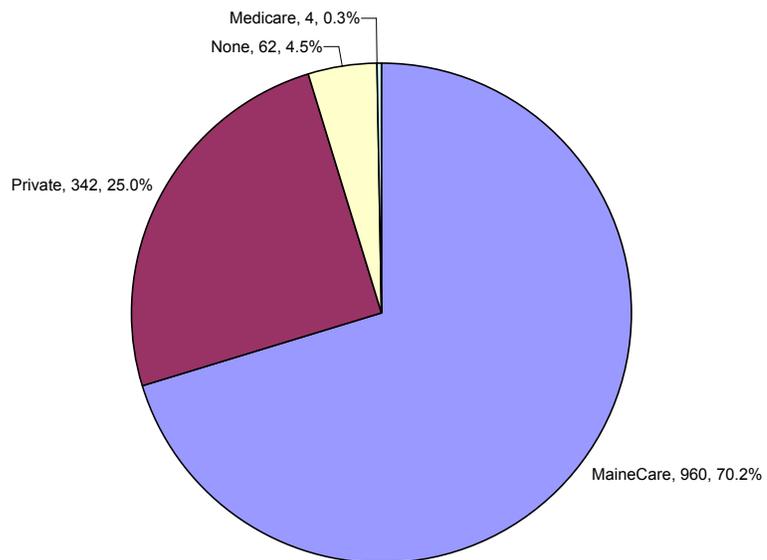
Children Initial Crisis Resolution



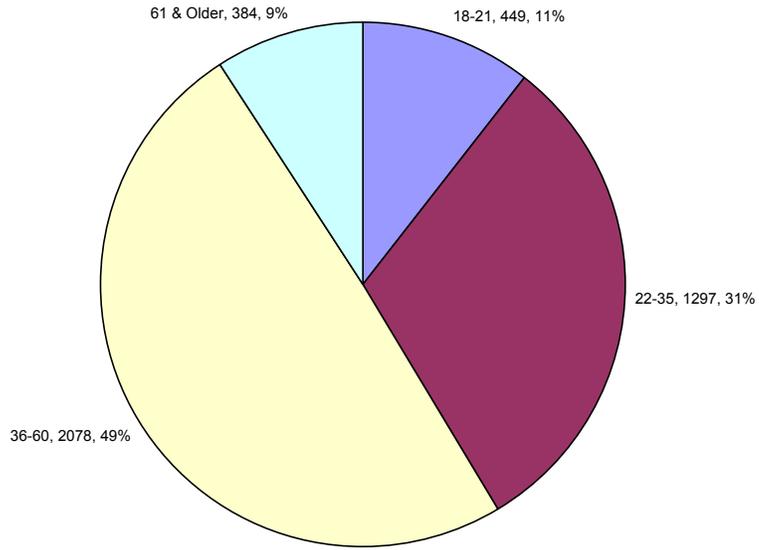
Percentage of Adults Served By Payment Source



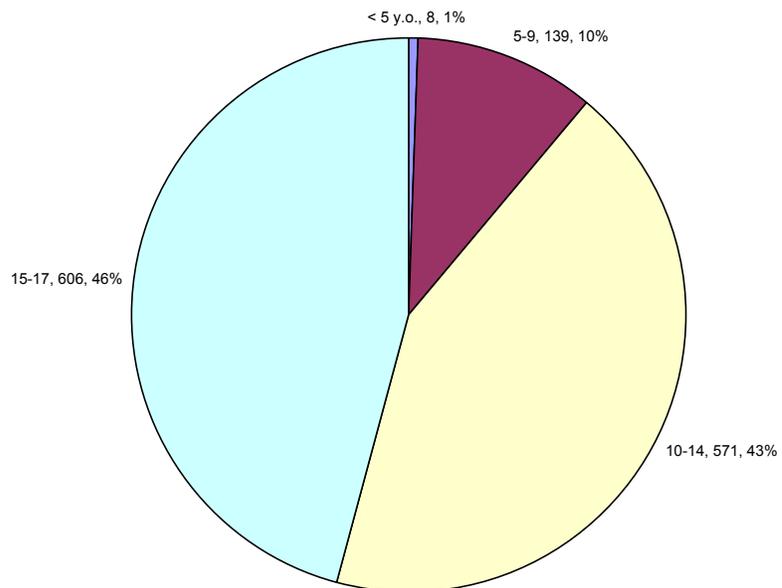
Percentage of Children Served By Payment Source



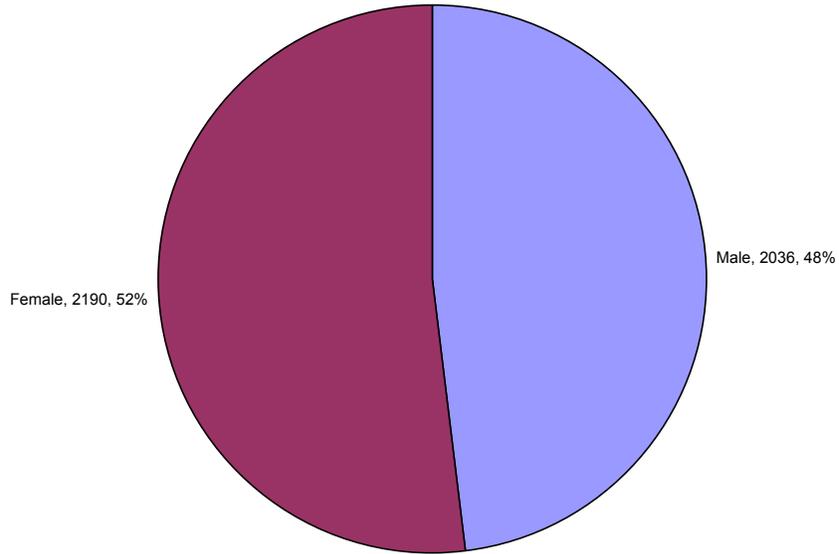
Percentage of Adults Served By Age Cohort



Percentage of Children Served By Age Cohort



Percentage of Adults Served By Gender



Percentage of Children Served By Gender

