### Consumer Demographics (Unduplicated Counts - Face to Face)

<table>
<thead>
<tr>
<th>Gender</th>
<th>Children</th>
<th>Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Males</td>
<td>Females</td>
</tr>
<tr>
<td></td>
<td>666</td>
<td>432</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Range</th>
<th>Children</th>
<th>Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;5y.o.</td>
<td>955</td>
<td>328</td>
</tr>
<tr>
<td>5-9</td>
<td>298</td>
<td>123</td>
</tr>
<tr>
<td>10-14</td>
<td>609</td>
<td>244</td>
</tr>
<tr>
<td>15-17</td>
<td>40</td>
<td>1</td>
</tr>
<tr>
<td>18 &amp; Older</td>
<td>1355</td>
<td>3977</td>
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</table>

<table>
<thead>
<tr>
<th>Payment Source</th>
<th>Children</th>
<th>Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>MaineCare</td>
<td>2372</td>
<td>129</td>
</tr>
<tr>
<td>Private Ins.</td>
<td>540</td>
<td>139</td>
</tr>
<tr>
<td>Uninsured</td>
<td>666</td>
<td>175</td>
</tr>
<tr>
<td>Medicare</td>
<td>1</td>
<td>1000</td>
</tr>
</tbody>
</table>

### Summary of All Crisis Contacts

- **Total number of telephone contacts**: 6834
- **Total number of all INITIAL face to face contacts**: 28242
- **Number in II.b. who are children/youth with MENTAL RETARDATION/AUTISM/PERVASIVE DEVELOPMENTAL DISORDER**: 87
- **Number of face to face contacts that are ongoing support for crisis resolution/stabilization**: 238

### Initial Crisis Contact Information

- **Less than 1 hour**: 714 (53%)
- **1 to 2 hours**: 317 (23%)
- **2 to 4 hours**: 234 (17%)
- **More than 4 hours**: 82 (6%)

- **Less than 3 hours**: 1059 (78%)
- **3 to 6 hours**: 217 (16%)
- **6 to 8 hours**: 26 (2%)
- **8 to 14 hours**: 22 (2%)
- **More than 14 hours**: 20 (1%)

### Site of Initial Face to Face Contacts

- **Primary Residence (Home)**: 256 (19%)
- **Family/Relative/Other Residence**: 40 (30%)
- **Other Community Setting (Work, School, Police Dept., Public Place)**: 129 (10%)
- **SNF, Nursing Home, Boarding Home**: 2 (0.8%)
- **Residential Program (Congregate Community Residence, Apartment Program)**: 11 (0.7%)
- **Homeless Shelter**: 11 (0.7%)
- **Provider Office**: 19 (1.4%)
- **Crisis Office**: 290 (21.6%)
- **Emergency Department**: 625 (46.8%)
- **Other Hospital Location**: 8 (0.6%)
- **Incarcerated (Local Jail, State Prison, Juvenile Correction Facility)**: 2 (0.1%)

### Initial Crisis Resolution (Mutually Exclusive & Exhaustive)

- **Crisis stabilization with no referral for mental health/substance abuse follow-up**: 95 (7%)
- **Crisis stabilization with referral to new provider for mental health/substance abuse follow-up**: 258 (19%)
- **Crisis stabilization with referral back to current provider for mental health/substance abuse follow-up**: 540 (40%)
- **Admission to Crisis Stabilization Unit**: 208 (15%)
- **Inpatient Hospitalization-Medical**: 7 (0.5%)
- **Voluntary Psychiatric Hospitalization**: 244 (18.8%)
- **Involuntary Psychiatric Hospitalization**: 3 (0.2%)
- **Admission to Detox Unit**: 0 (0%)

**NOTE**: Sum of Crisis Resolutions must equal II.b. = Total no. of all INITIAL face-to-face contacts

**Sec. V Total**: 1355 (100%)
ADULTS ONLY

Adult AMHI CONSENT DECREED FEEDBACK REPORT

<table>
<thead>
<tr>
<th>No.</th>
<th>Result</th>
<th>STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>IV.35</td>
<td>26%</td>
<td>No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.</td>
</tr>
<tr>
<td>IV.36</td>
<td>30.6</td>
<td>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.</td>
</tr>
<tr>
<td>IV.37</td>
<td>96%</td>
<td>90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment.</td>
</tr>
<tr>
<td>IV.38</td>
<td>94%</td>
<td>90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.</td>
</tr>
</tbody>
</table>

Adult Average Time From Need Determination To Initial Face to Face Contact

Average Time

0 5 10 15 20 25 30 35

30.6
ADULTS ONLY

Adult Emergency Room Disposition Within 8 Hours

- ER Final Disposition > 8 Hrs., 141, 7%
- ER Final Disposition < 8 Hrs., 2009, 93%

Adult Dispositions Within 8 Hours By Site

- ER Final Disposition < 8 Hrs., 2009, 51%
- Non-ER Final Disposition < 8 Hrs., 1806, 45%
- All Dispositions >8 Hours, 162, 4%
**STATE OF MAINE**
Quarterly Crisis Report
SFY 2011
QTR2

**Adult Initial Contacts Hospitalized**

- Inpatient Medical, 84, 2%
- Voluntary Psychiatric, 804, 20%
- Involuntary Psychiatric, 215, 5%
- No Hospital, 2874, 73%

**Children Initial Contacts Hospitalized**

- Inpatient Medical, 7, 0.5%
- Voluntary Psychiatric, 244, 18.0%
- Involuntary Psychiatric, 3, 0.2%
- No Hospital, 1101, 81.3%
Adult Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis

- Had CSW & CSW Notified, 1036, 94%
- Had CSW & CSW NOT Notified, 66, 6%

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

- Had CSW & CSW Notified, 441, 97%
- Had CSW & CSW NOT Notified, 15, 3%
Adult Initial Crisis Resolution

- Stabilization w/o MH Referral, 261 (7%)
- Stabilization w/new referral, 706 (18%)
- Stabilization w/referal, 1184 (30%)
- Inpt Medical, 84 (2%)
- Inpt Voluntary Psychiatric, 804 (20%)
- Inpt Involuntary Psychiatric, 215 (5%)
- Detox Unit, 80 (2%)
- Crisis Stabilization Unit, 643 (16%)

Children Initial Crisis Resolution

- Stabilization w/o MH Referral, 95 (7%)
- Stabilization w/new referral, 258 (19%)
- Stabilization w/referal, 540 (40%)
- Inpt Medical, 7 (1%)
- Inpt Voluntary Psychiatric, 244 (18%)
- Inpt Involuntary Psychiatric, 3 (0%)
- Detox Unit, 0 (0%)
- Crisis Stabilization Unit, 208 (15%)
Percentage of Adults Served By Payment Source

- MaineCare, 2172, 57%
- Private, 609, 16%
- None, 666, 17%
- Medicare, 391, 10%

Percentage of Children Served By Payment Source

- MaineCare, 955, 74%
- Private, 298, 23%
- None, 40, 3%
- Medicare, 1, 0%
Percentage of Adults Served By Age Cohort

- 18-21, 11%, 432
- 22-35, 31%, 1190
- 36-60, 49%, 1828
- 61 & Older, 9%, 341

Percentage of Children Served By Age Cohort

- < 5 y.o., 0%, 9
- 5-8, 41%, 793
- 10-14, 29%, 559
- 15-17, 30%, 575
**Percentage of Adults Served By Gender**

- Male, 1806, 47%
- Female, 2009, 53%

**Percentage of Children Served By Gender**

- Male, 666, 51%
- Female, 632, 49%
Adult Face to Face Contacts Characteristics

Children Face to Face Contacts Characteristics