

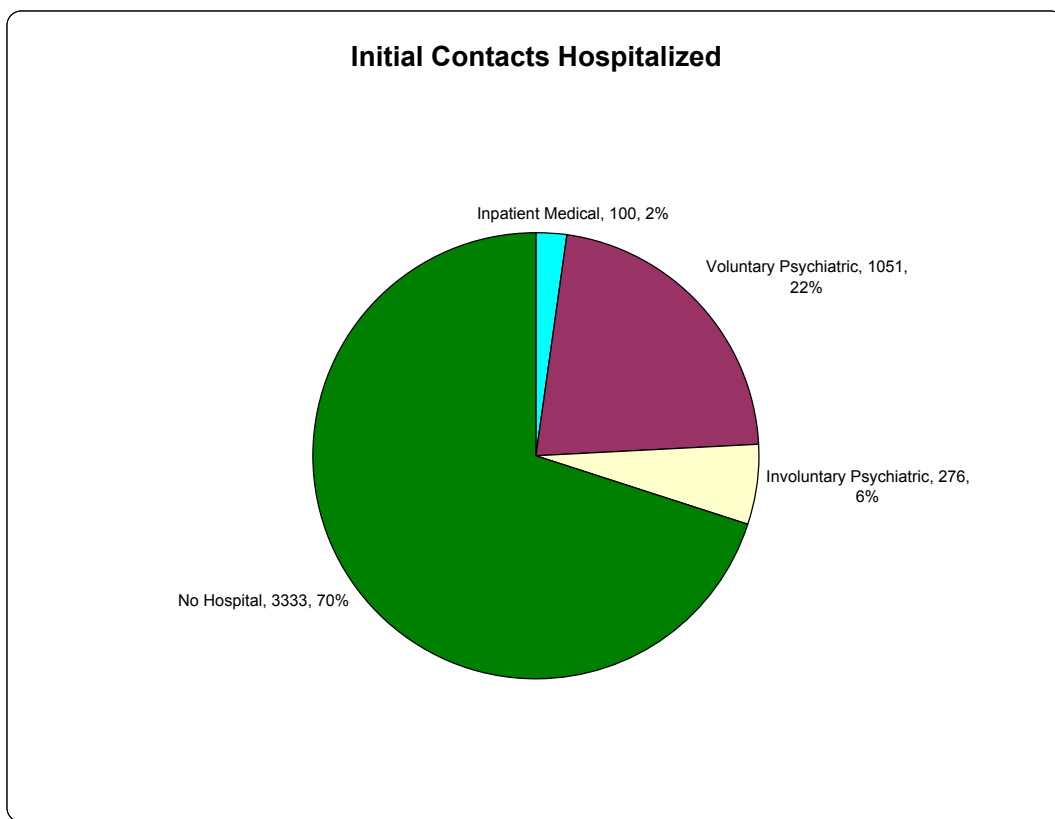
**Maine Department of Health and Human Services
Office of Adult Mental Health
Quarterly Crisis Report**

**STATEWIDE
First Quarter SFY2009
(July08, August08, September08)**

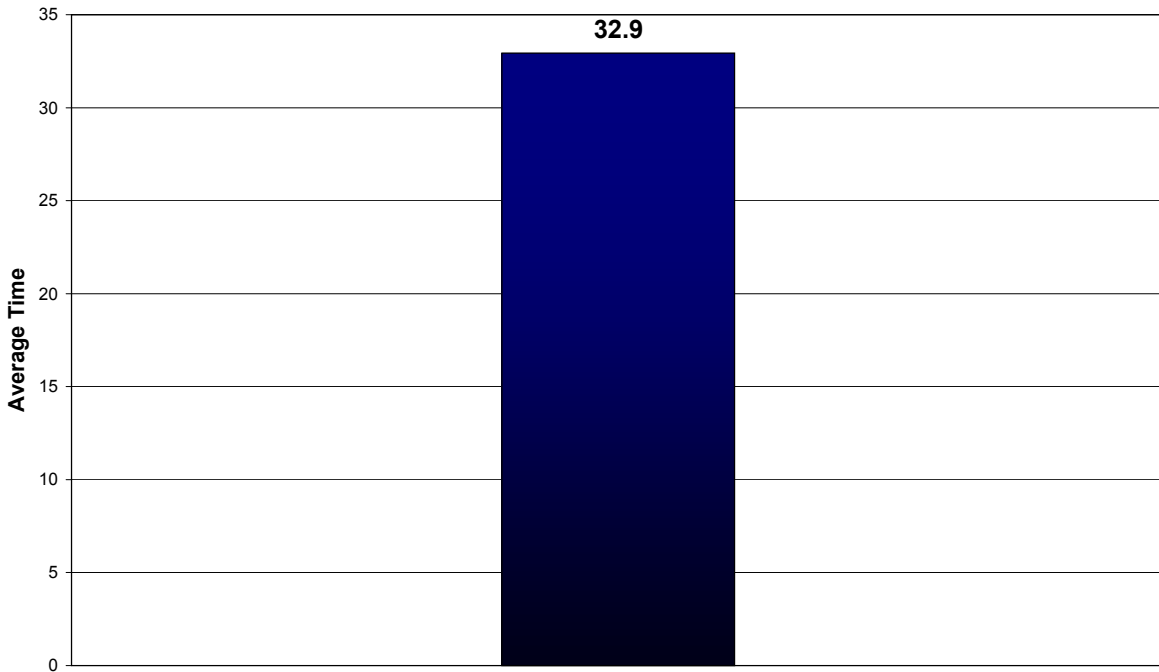
I. Consumer Demographics (Unduplicated Counts - Face to Face)					
Gender	Males	2152	Females	2351	
Age Range	18-21	447	22-35	1426	
	36-60	2043	61 & Older	411	
Payment Source	MaineCare	2712	Private	714	
	None	743	Other	307	
Guardianship Status	Public/DHHS Guardian		75	Private Guardian	
				120	
II. Summary of All Crisis Contacts					
a. Total number of telephone contacts.				32912	
b. Total number of all <i>INITIAL</i> face to face contacts.				4760	
c. Number of face to face contacts that are ongoing support for crisis resolution/stabilization.				1451	
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.				433	9%
b. Number/percentage of <i>INITIAL</i> face to face contacts who have a Community Support Worker (CI, ICI, ICM, ACT).				1254	26%
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.				1137	91%
d. SUM TOTAL/Average time <i>in minutes</i> 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.				156740	32.9
e. Number/percentage of <i>INITIAL</i> face to face contacts in Emergency Department with final disposition made within 8 hours of that contact.				2558	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.				2063	98%
IV. Site of Initial Face to Face Contacts					
Number / percentage of face to face contacts seen in :					
a. Primary Residence (Home)				509	11%
b. Family/Relative/Other Residence				50	1%
c. Other Community Setting (Work, School, Police Dept., Public Place)				130	3%
d. SNF, Nursing Home, Boarding Home				31	1%
e. Residential Program (Congregate Community Residence, Apartment Program)				18	0%
f. Homeless Shelter				9	0%
g. Provider Office				90	2%
h. Crisis Office				965	20%
i. Emergency Department				2646	56%
j. Other Hospital Location				191	4%
k. Incarcerated (Local Jail, State Prison)				121	3%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)				Sec. IV Total	4760 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				393	8%
b. Crisis stabilization with <i>referral to new provider</i> for mental health/substance abuse follow-up				732	15%
c. Crisis stabilization with <i>referral back to current provider</i> for mental health/substance abuse follow-up				1498	31%
d. Admission to Crisis Stabilization Unit				656	14%
e. Inpatient Hospitalization-Medical				100	2%
f. Voluntary Psychiatric Hospitalization				1051	22%
g. Involuntary Psychiatric Hospitalization				276	6%
h. Admission to Detox Unit				54	1%
NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts)				Sec. V Total	4760 100%

11/13/08 prepared by R. Jerrold Melville, LMSW, MPA

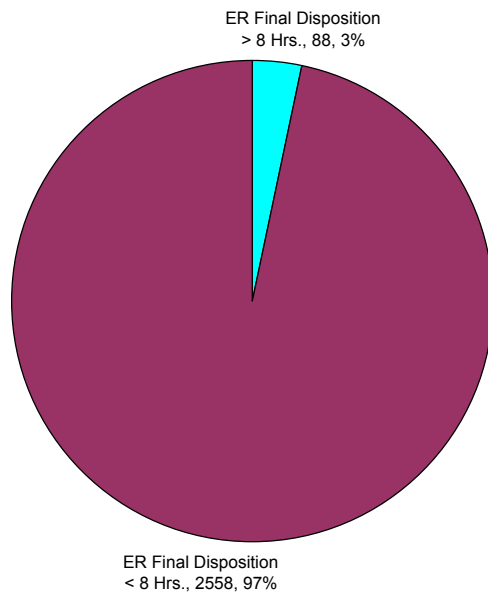
AMHI CONSENT DECREE REPORT		
IV.35	28%	No more than 20-25% of face to face contacts result in Psychiatric Hospitalization.
IV.36	32.9 Average Minutes	90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call.
IV.37	97%	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	91%	90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis.



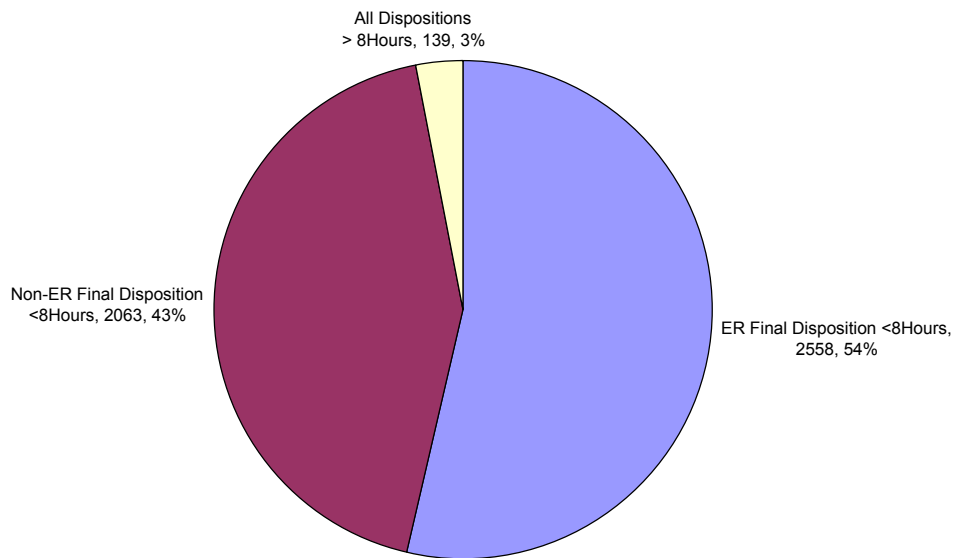
Average Time From Need Determination To Initial Face to Face Contact



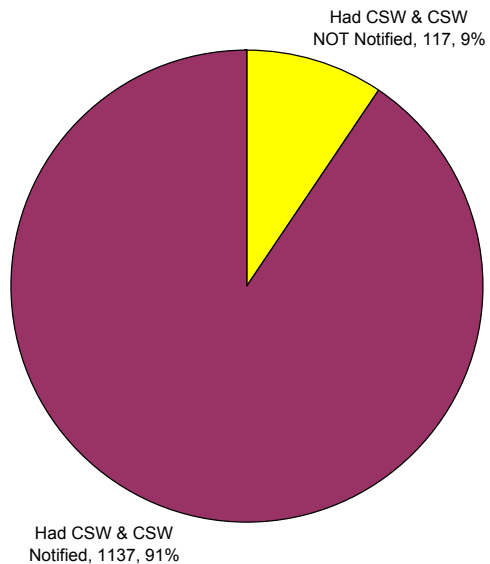
Emergency Room Disposition Within 8 Hours



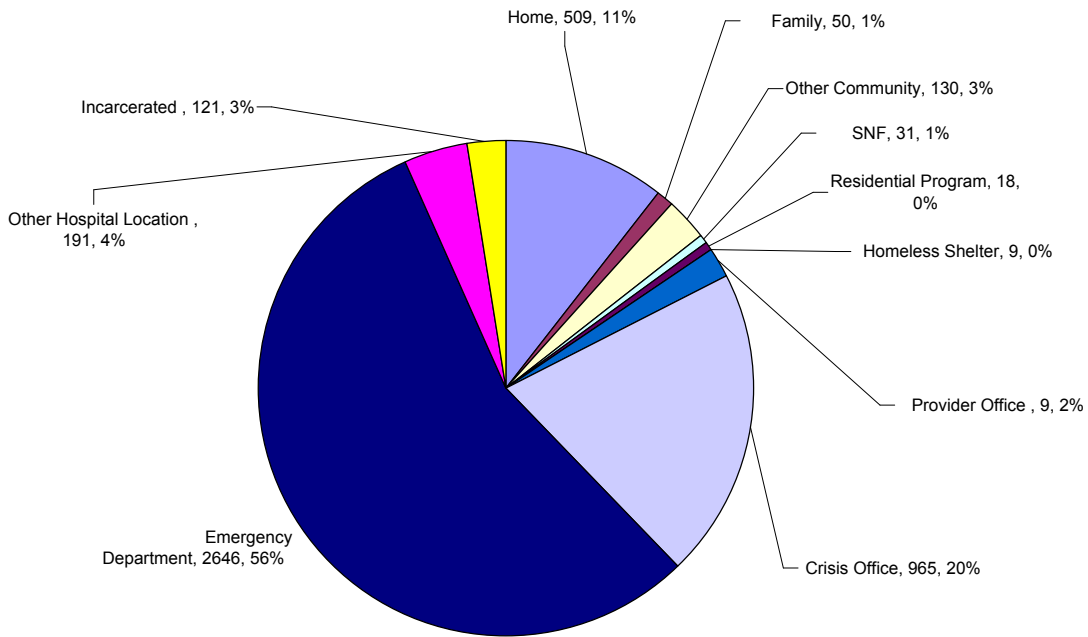
Dispositions Within 8 Hours By Site



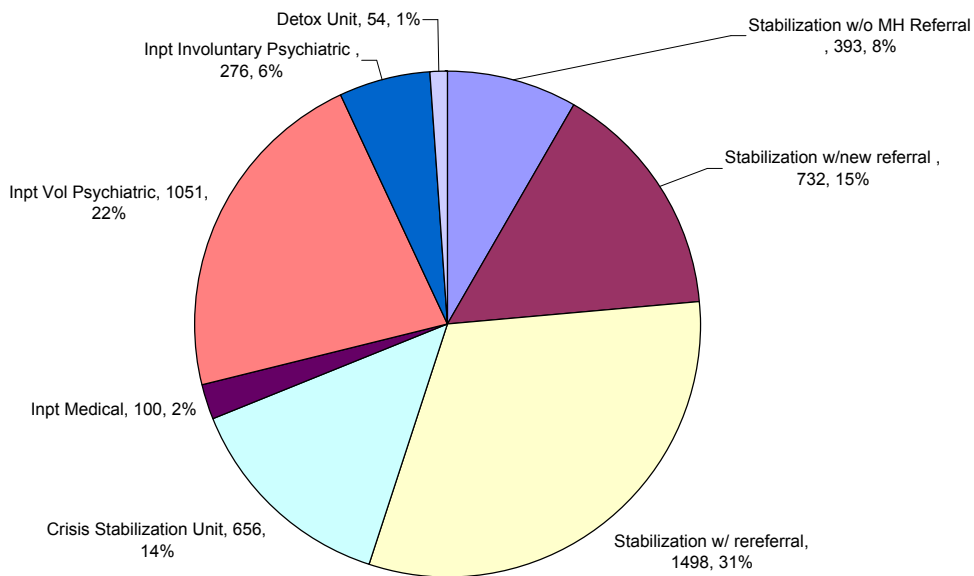
Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



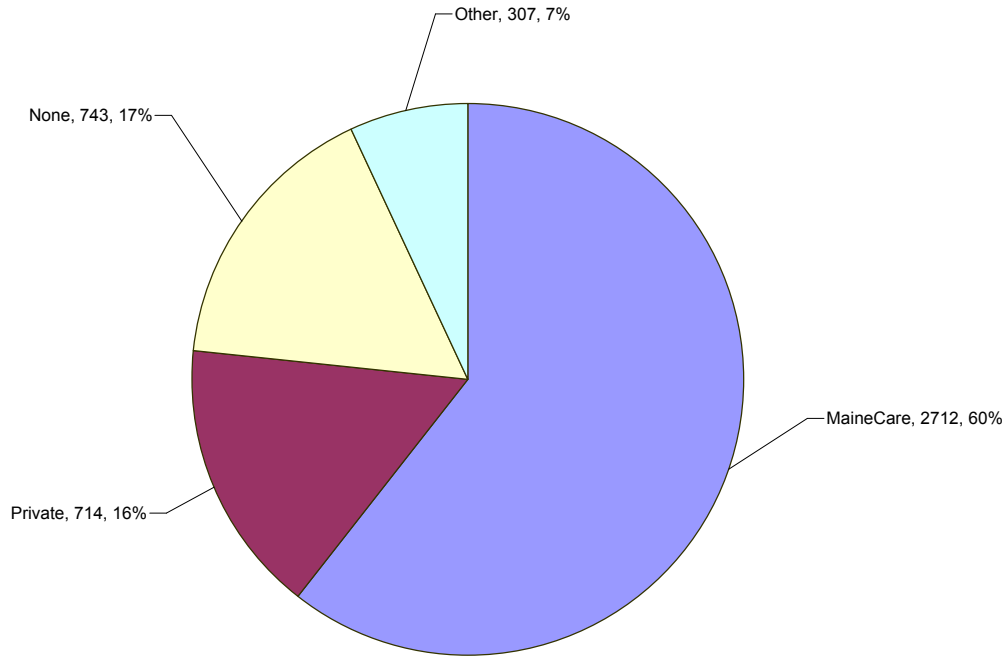
Site of Initial Face To Face Contact



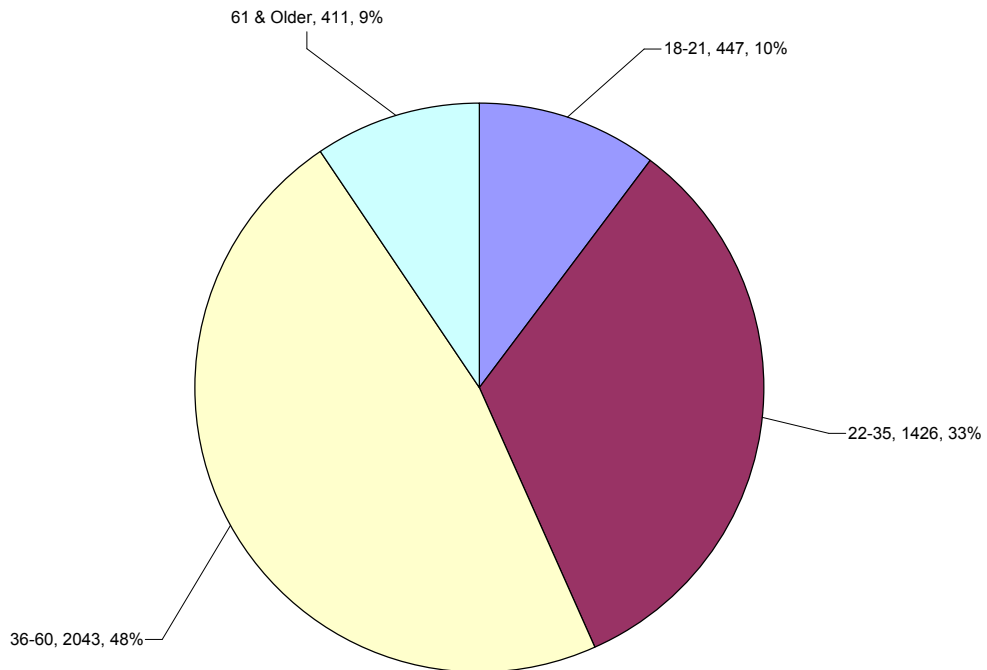
Initial Crisis Resolution



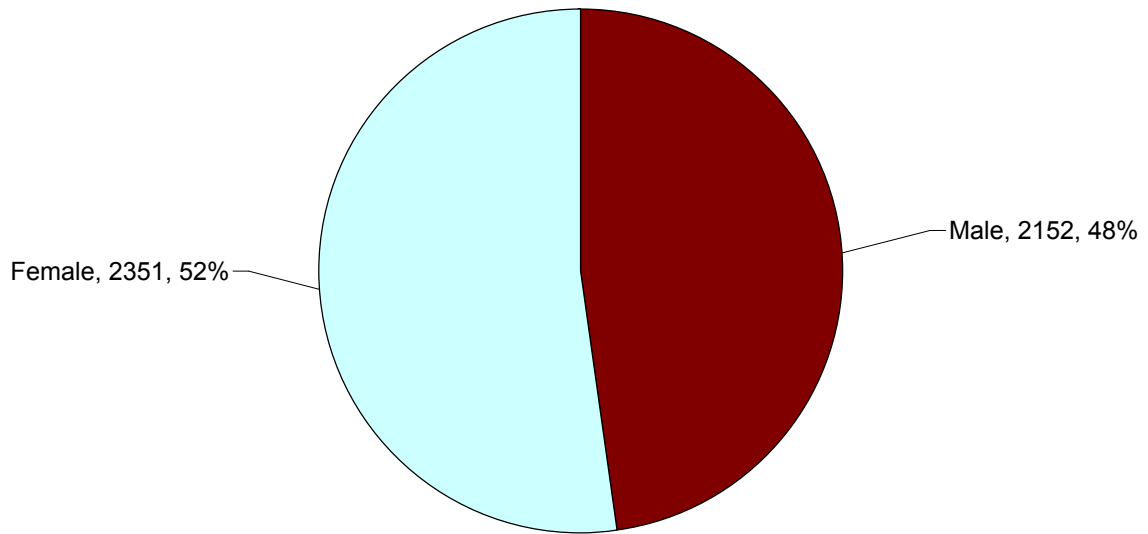
Percentage of Adults Served By Payment Source



Percentage of Adults Served By Age Cohort



Percentage of Adults Served By Gender



Face to Face Contacts Characteristics

