

DRAFT
AMPM Policy 590, Crisis Services
Attachment A, Crisis Services Report

| Category | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | |
|---|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|
| Telephone Crisis Call Metrics | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | |
| Total Crisis Call Volume (Inbound and Outbound) | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Inbound Crisis Calls | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Title XIX/XXI Callers | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Non-Title XIX/XXI Callers | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Calls from 911/Police/Fire Department | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Unique Crisis Episodes/Callers | | | | | | | | | | | | | | | | | | | | | | | | |
| Unique Crisis Callers age 18 and over | | | | | | | | | | | | | | | | | | | | | | | | |
| Unique Crisis Callers under age 18 | | | | | | | | | | | | | | | | | | | | | | | | |
| Unique SMI Callers | | | | | | | | | | | | | | | | | | | | | | | | |
| Unique SMI Title XIX/XXI Callers | | | | | | | | | | | | | | | | | | | | | | | | |
| Unique SMI Non-Title XIX/XXI Callers | | | | | | | | | | | | | | | | | | | | | | | | |
| Total calls from Veteran/Service members | | | | | | | | | | | | | | | | | | | | | | | | |
| Total calls from American Indian/Alaskan Native individuals | | | | | | | | | | | | | | | | | | | | | | | | |
| Average Call Handle Time | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of Calls Placed on Hold | | | | | | | | | | | | | | | | | | | | | | | | |
| Average Length of Time on Hold | | | | | | | | | | | | | | | | | | | | | | | | |
| Average Speed of Answer | | | | | | | | | | | | | | | | | | | | | | | | |
| Average Call Abandonment Rate | | | | | | | | | | | | | | | | | | | | | | | | |
| Average Service Level | | | | | | | | | | | | | | | | | | | | | | | | |
| Total Outbound Calls (follow up to Crisis) | | | | | | | | | | | | | | | | | | | | | | | | |
| Disposition of Crisis Calls | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Resolved by Phone | | | | | | | | | | | | | | | | | | | | | | | | |
| Provided Information and Referral | | | | | | | | | | | | | | | | | | | | | | | | |
| Triage to Nurse Line | | | | | | | | | | | | | | | | | | | | | | | | |
| Arranged Transportation | | | | | | | | | | | | | | | | | | | | | | | | |
| Transferred to Warm Line | | | | | | | | | | | | | | | | | | | | | | | | |
| Referred to Community Resource | | | | | | | | | | | | | | | | | | | | | | | | |
| Transferred to 911/Police/Fire/EMS | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatched | | | | | | | | | | | | | | | | | | | | | | | | |
| 911/Police/Fire/EMS Dispatched | | | | | | | | | | | | | | | | | | | | | | | | |
| Police/Fire/EMS and Mobile Team Dispatched | | | | | | | | | | | | | | | | | | | | | | | | |
| Lost Call (Caller hung up or disconnected) | | | | | | | | | | | | | | | | | | | | | | | | |
| Other* | | | | | | | | | | | | | | | | | | | | | | | | |
| Reasons for Calls | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Aggression/Danger To Others | | | | | | | | | | | | | | | | | | | | | | | | |
| Anxiety | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordination of Care | | | | | | | | | | | | | | | | | | | | | | | | |
| Depression | | | | | | | | | | | | | | | | | | | | | | | | |
| Domestic Violence | | | | | | | | | | | | | | | | | | | | | | | | |
| Follow-Up | | | | | | | | | | | | | | | | | | | | | | | | |
| Housing Problems | | | | | | | | | | | | | | | | | | | | | | | | |
| Medical | | | | | | | | | | | | | | | | | | | | | | | | |
| Medications | | | | | | | | | | | | | | | | | | | | | | | | |
| Psychosis | | | | | | | | | | | | | | | | | | | | | | | | |
| Self-Harm/Suicidal | | | | | | | | | | | | | | | | | | | | | | | | |
| Social Concerns | | | | | | | | | | | | | | | | | | | | | | | | |
| Substance Use/Abuse | | | | | | | | | | | | | | | | | | | | | | | | |
| Other* | | | | | | | | | | | | | | | | | | | | | | | | |

DRAFT
AMPM Policy 590, Crisis Services
Attachment A, Crisis Services Report
all Report

Contractor _____

Reporting Period (mm/dd/yy) _____

| Category | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | MM-YY | |
|---|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|
| Mobile Team Metrics | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | Count | |
| Total Number of Mobile Teams Dispatched | | | | | | | | | | | | | | | | | | | | | | | | |
| Average Time from Dispatch to Arrival | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of Mobile Team Dispatched with Police | | | | | | | | | | | | | | | | | | | | | | | | |
| Average Time from Dispatch to arrival (Police Only) | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatches for Title XIX/XXI Individuals | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatches for Non-Title XIX/XXI Individuals | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatches for Individuals 18 and over | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatches for Individuals under 18 | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatches for SMI Title XIX/XXI Individuals | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatches for SMI Non-Title XIX/XXI Individuals | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatched to Community | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatched to Hospital, Outpatient Facility or Skilled Nursing Facility | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatched to Behavioral Health Residential Facility | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Dispatched to DDD Group home | | | | | | | | | | | | | | | | | | | | | | | | |
| Disposition of Mobile Team | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Resolved on Scene | | | | | | | | | | | | | | | | | | | | | | | | |
| Member taken to Jail | | | | | | | | | | | | | | | | | | | | | | | | |
| Transported to Crisis Stabilization Unit/Facility | | | | | | | | | | | | | | | | | | | | | | | | |
| Transported to other Facility | | | | | | | | | | | | | | | | | | | | | | | | |
| COE Petition Initiated | | | | | | | | | | | | | | | | | | | | | | | | |
| Coordinated with First Responders | | | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team Cancelled | | | | | | | | | | | | | | | | | | | | | | | | |
| Follow Up | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | | | | | | | | | | | | | | | | | | | | | | | | |

DRAFT
AMPM Policy 590, Crisis Services
Attachment A, Crisis Services Report

Contractor _____

Reporting Period (mm/dd/yy) _____

| Category | MM-YY | | MM-YY | | MM-YY | | MM-YY | | MM-YY | | MM-YY | | MM-YY | | MM-YY | | MM-YY | | MM-YY | | MM-YY | |
|---|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|-------|---------|
| Crisis Stabilization Facility Metrics | Count | | Count | | Count | | Count | | Count | | Count | | Count | | Count | | Count | | Count | | Count | |
| Total Number of Individuals Presented | | | | | | | | | | | | | | | | | | | | | | |
| Number of Title XIX/XXI Individuals | | | | | | | | | | | | | | | | | | | | | | |
| Number of Non-Title XIX/XXI Individuals | | | | | | | | | | | | | | | | | | | | | | |
| Number of SMI Individuals Presented | | | | | | | | | | | | | | | | | | | | | | |
| Number of GMH/SU Individuals Presented | | | | | | | | | | | | | | | | | | | | | | |
| Number of Individuals under 18 Presented | | | | | | | | | | | | | | | | | | | | | | |
| Number of Referrals By: | | | | | | | | | | | | | | | | | | | | | | |
| Law Enforcement/First Responders | | | | | | | | | | | | | | | | | | | | | | |
| Mobile Team | | | | | | | | | | | | | | | | | | | | | | |
| Walk-ins | | | | | | | | | | | | | | | | | | | | | | |
| Clinical teams | | | | | | | | | | | | | | | | | | | | | | |
| Hospitals | | | | | | | | | | | | | | | | | | | | | | |
| Disposition | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent | Count | Percent |
| Discharged to Community | | | | | | | | | | | | | | | | | | | | | | |
| Discharged to Emergency Department | | | | | | | | | | | | | | | | | | | | | | |
| Discharged to Other Inpatient Setting | | | | | | | | | | | | | | | | | | | | | | |
| Admitted to Crisis Facility for Stabilization | | | | | | | | | | | | | | | | | | | | | | |
| Readmission | Count | | Count | | Count | | Count | | Count | | Count | | Count | | Count | | Count | | Count | | Count | |
| Unique Count of Individuals readmitted within 30 days | | | | | | | | | | | | | | | | | | | | | | |
| Unique Count of Individuals readmitted within 60 days | | | | | | | | | | | | | | | | | | | | | | |
| Unique Count of Individuals readmitted within 90 days | | | | | | | | | | | | | | | | | | | | | | |