

Vermont Mental Health Performance Indicator Project

Agency of Human Services, Department of Mental Health
26 Terrace Street, Montpelier, Vermont 05609

TO: Vermont Mental Health Performance Indicator Project
Advisory Group and Interested Parties

FROM: John Pandiani and Emma Harrigan

DATE: September 14, 2012

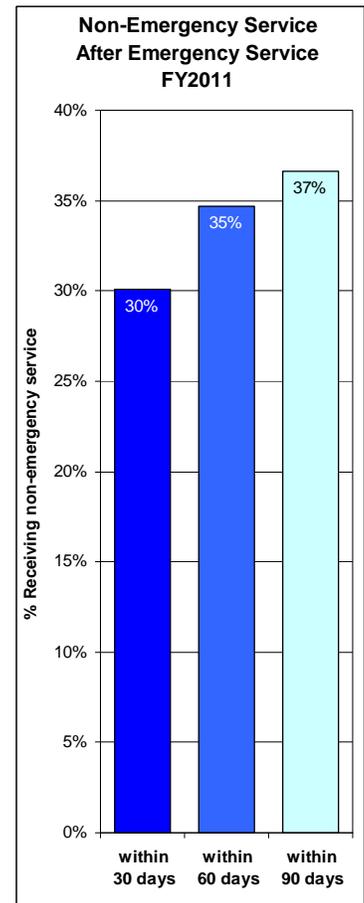
RE: Non-Emergency Services after Emergency Services
Provided by DMH Designated Agencies

This week's brief report provides information regarding the rates at which adults who received an emergency service from a Department of Mental Health (DMH) designated community agency (DA) subsequently received services from a non-emergency treatment program at the same DA during the same fiscal year. This analysis was conducted in relation to a request for information from the Vermont Agency of Human Services.

The subjects of this analysis are all adults who received an emergency service from a DA during July – December 2011. The analysis focuses on the proportion of emergency service recipients who received a non-emergency service within 90 days after their first emergency service during the study period, and the number of days between their first emergency service and their first non-emergency service.

The results reported here are based on analysis of monthly service report (MSR) data submitted to DMH by each of its ten DAs for FY2011. Findings are based on analysis of date of service and program of service.

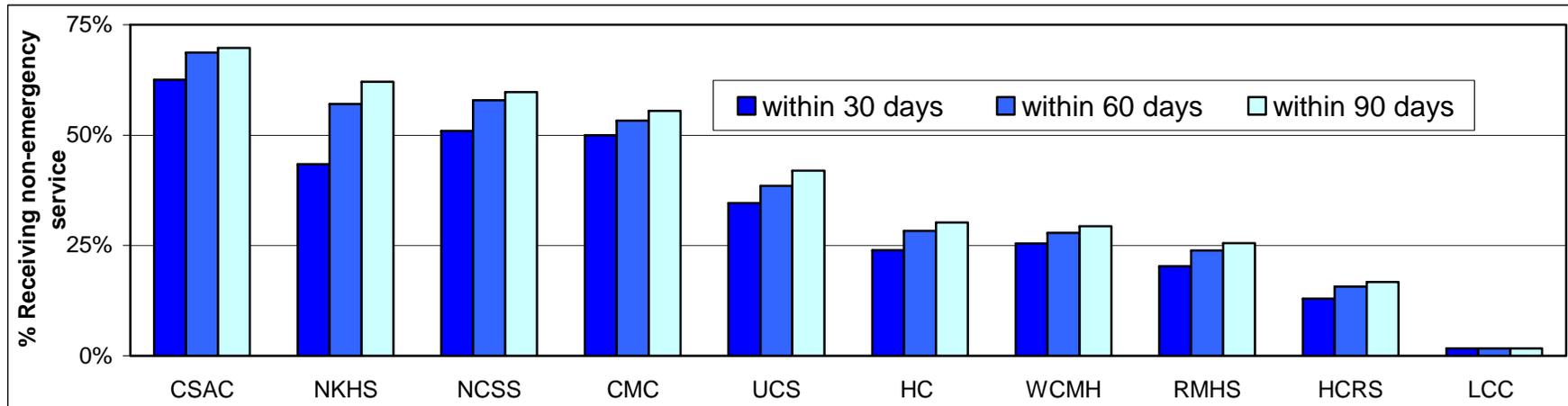
As you will see, 2,945 adults received at least one emergency service during the study period. Of these, a total of 1,258 emergency service recipients (43%) received at least one non-emergency service from the same DA agency during FY2011 following their first emergency service. Of these, 18% had received a non-emergency service within one week; 30% had received a non-emergency service within 30 days; 35% had received a non-emergency service within 60 days, and 37% had received a non-emergency service within 90 days.



There were, however, some substantial differences among DAs in the proportion of emergency service recipients who received non-emergency services after an emergency service. Three Agencies (Addison, Northwest, and Orange) provided non-emergency services to 50% or more of their emergency service recipients within 30 days of their first emergency service, while four agencies (Lamoille, Southeast, Rutland, and Chittenden) provided non-emergency services fewer than 25% of their emergency service recipients within 30 days of their first emergency service.

As always, we look forward to your interpretation of these findings, questions, comments, and requests for further analyses. We can be reached at 802-828-1703 or pip@state.vt.us.

Non-Emergency Services after Emergency Services Adults Served by Designated Agencies FY2011



| Designated Agency | Adults with emergency services | Served by non-emergency program | | | | | | | | Total served by non-emergency program | |
|-------------------|--------------------------------|---------------------------------|------------|----------------|------------|----------------|------------|----------------|------------|---------------------------------------|-------------|
| | | within 1 week | | within 30 days | | within 60 days | | within 90 days | | # | % |
| | | # | % | # | % | # | % | # | % | | |
| CSAC (Addison) | 195 | 83 | 43% | 122 | 63% | 134 | 69% | 136 | 70% | 143 | 73% |
| NKHS (Northeast) | 198 | 36 | 18% | 86 | 43% | 113 | 57% | 123 | 62% | 132 | 67% |
| NCSS (Northwest) | 261 | 88 | 34% | 133 | 51% | 151 | 58% | 156 | 60% | 170 | 65% |
| CMC (Orange) | 182 | 52 | 29% | 91 | 50% | 97 | 53% | 101 | 55% | 111 | 61% |
| UCS (Bennington) | 205 | 34 | 17% | 71 | 35% | 79 | 39% | 86 | 42% | 94 | 46% |
| HC (Chittenden) | 586 | 94 | 16% | 140 | 24% | 166 | 28% | 177 | 30% | 222 | 38% |
| WCMH (Washington) | 330 | 48 | 15% | 84 | 25% | 92 | 28% | 97 | 29% | 122 | 37% |
| RMHS (Rutland) | 528 | 74 | 14% | 107 | 20% | 126 | 24% | 135 | 26% | 172 | 33% |
| HCRS (Southeast) | 401 | 34 | 8% | 52 | 13% | 63 | 16% | 67 | 17% | 88 | 22% |
| LCC (Lamoille) | 59 | 1 | 2% | 1 | 2% | 1 | 2% | 1 | 2% | 4 | 7% |
| Total | 2,945 | 544 | 18% | 887 | 30% | 1,022 | 35% | 1,079 | 37% | 1,258 | 117% |

Findings based on analysis of the Monthly Service Report (MSR) submitted by designated community agencies to the Vermont Department of Mental Health for adults (18+) served by emergency services during July to December of FY 2011. Time between services reflects the time between a client's first emergency service and a clients first non-emergency service within their assigned clinic.