# Data Sources Used for Evaluation

| Data Source | Data Provided |
|---|---|
| **Turning Point** | <ul><li>Self-reported CIP consumer demographics</li><li>CIP request and encounter information</li><ul><li>Characteristics of CIP requests</li><li>Type of services provided</li><li>Post-crisis follow-up</li></ul><li>Disposition of CIP encounter (e.g., hospital, ED, remained in community, arrest, crisis)</li><li>Consumer satisfaction with the CIP program</li></ul> |
| **HHSA** | <ul><li>HHSA mental health service connectedness</li><li>Psychiatric hospitalization history of CIP consumers</li></ul> |
| **Law Enforcement Agencies** | <ul><li>Number of mental health-related calls received by each LEA</li></ul> |

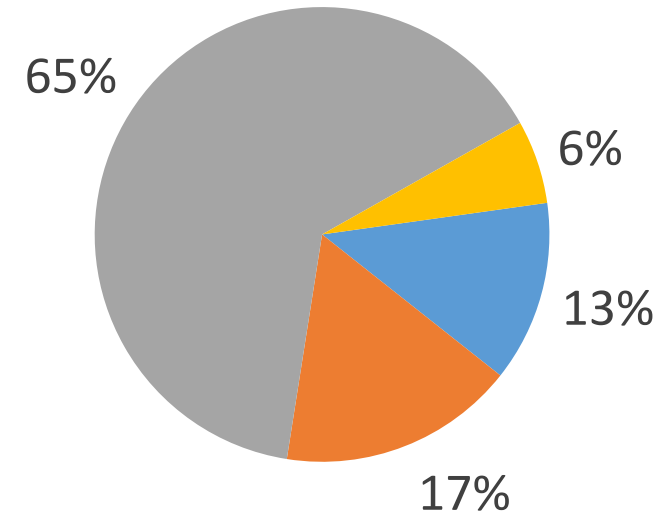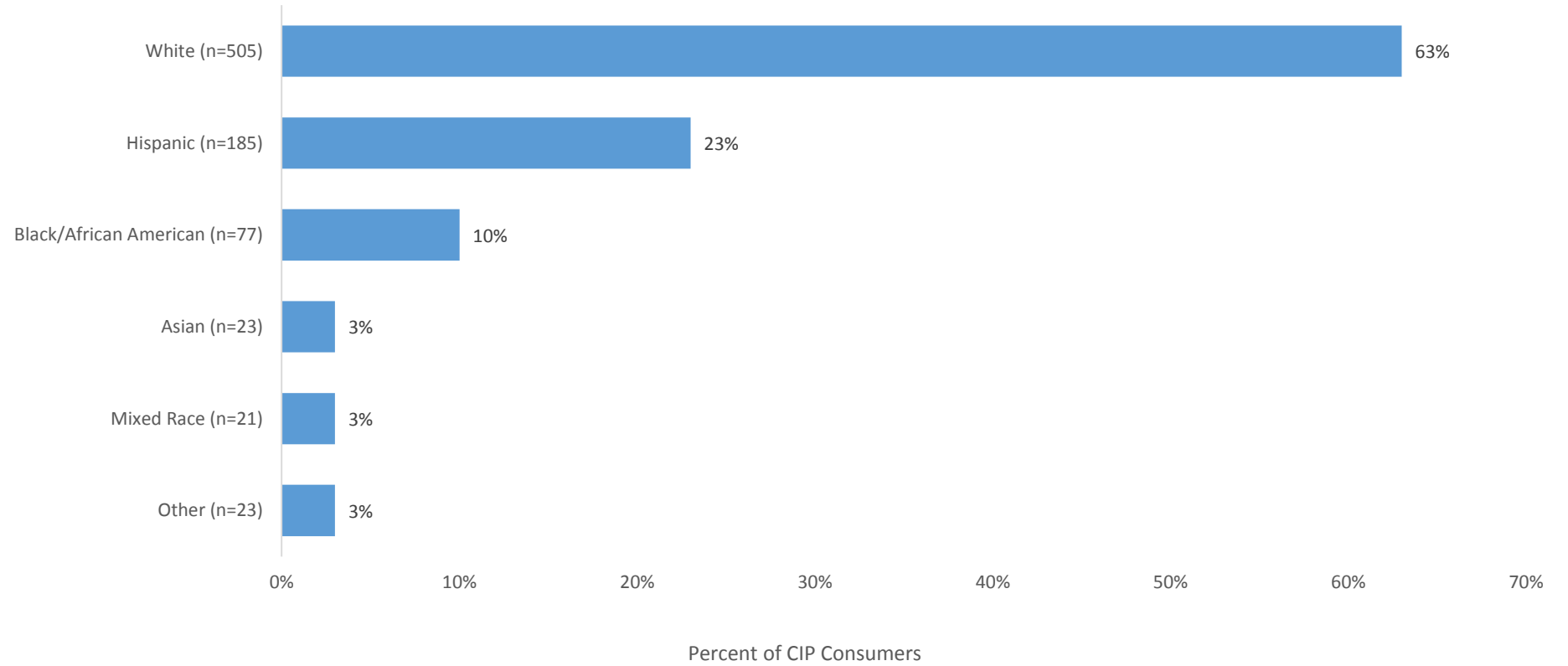# Number of MH related calls vs. CIP Encounters
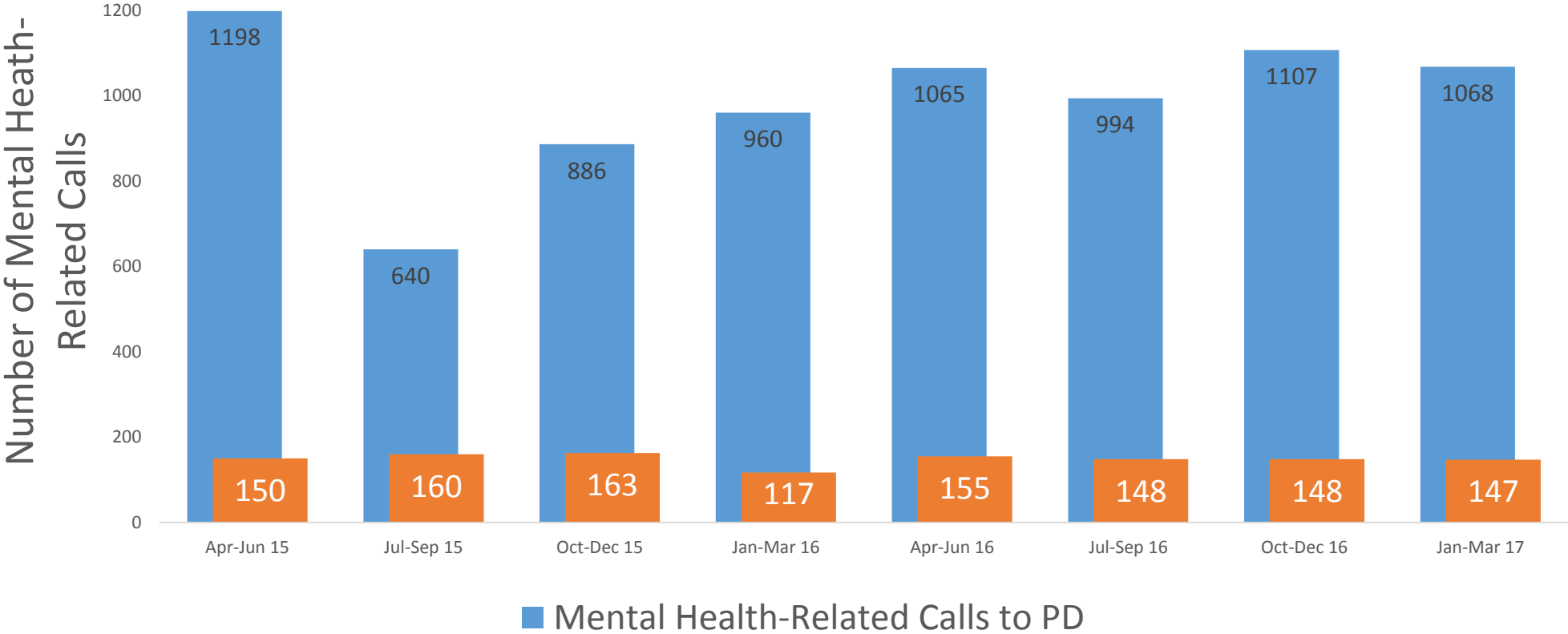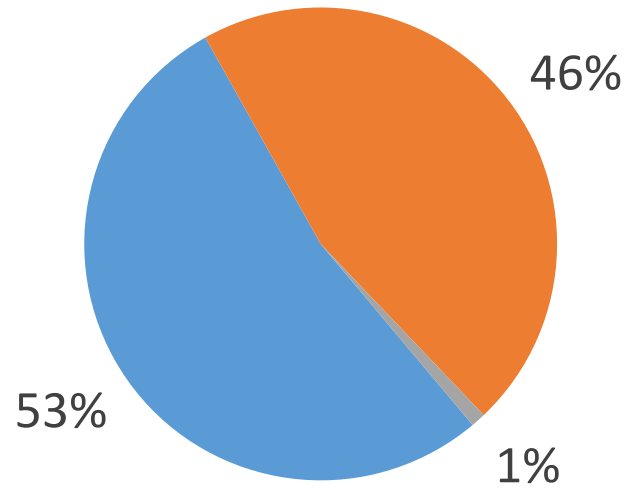
# Race & Ethnicity of CIP Consumers

Frequency of CIP Encounters Among Consumers
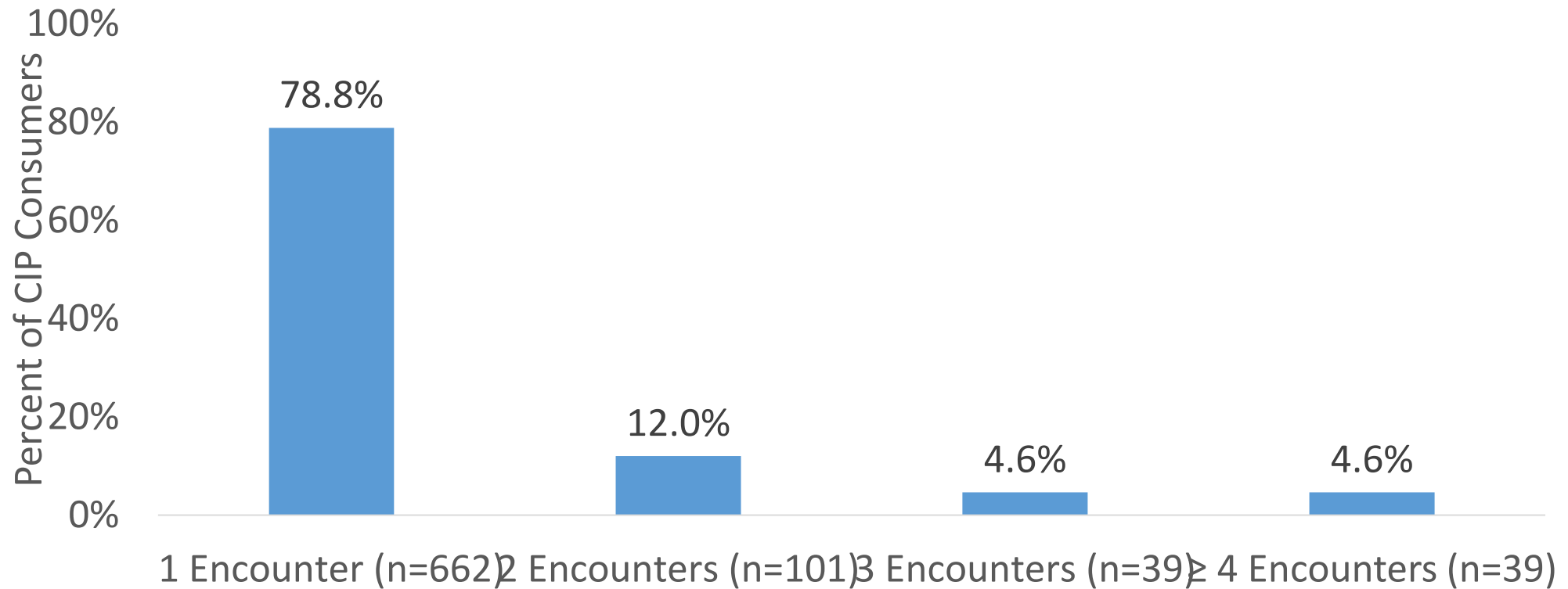
# Self Reported Criminal Justice & Mental Health Service History

| Self-Reported Information | Consumers with One CIP Encounter (N=662) | Consumers with Multiple CIP Encounters (N=179) |
|---|---|---|
| **Criminal Justice Involvement** | | |
| **Known to Law Enforcement** | 183 (28%) | 135 (75%) |
| **Prior Arrests** | 172 (26%) | 71 (40%) |
| **Mental Health Service History** | | |
| **Prior HHSA Mental Health Services** | 92 (14%) | 80 (45%) |
| **Prior Psychiatric Hospitalization** | 236 (36%) | 133 (74%) |

# Outpatient Mental Health Service Connectedness



Outpatient Clinic Services
- One CIP Encounter: 93%
- Multiple CIP Encounters: 97%

General System Development Services
- One CIP Encounter: 8%
- Multiple CIP Encounters: 7%

Full Service Partnership Program
- One CIP Encounter: 21%
- Multiple CIP Encounters: 35%

Assertive Community Treatment Program
- One CIP Encounter: 8%
- Multiple CIP Encounters: 18%

Percent of CIP Consumers

■ One CIP Encounter (n=86)  ■ Multiple CIP Encounters (n=74)
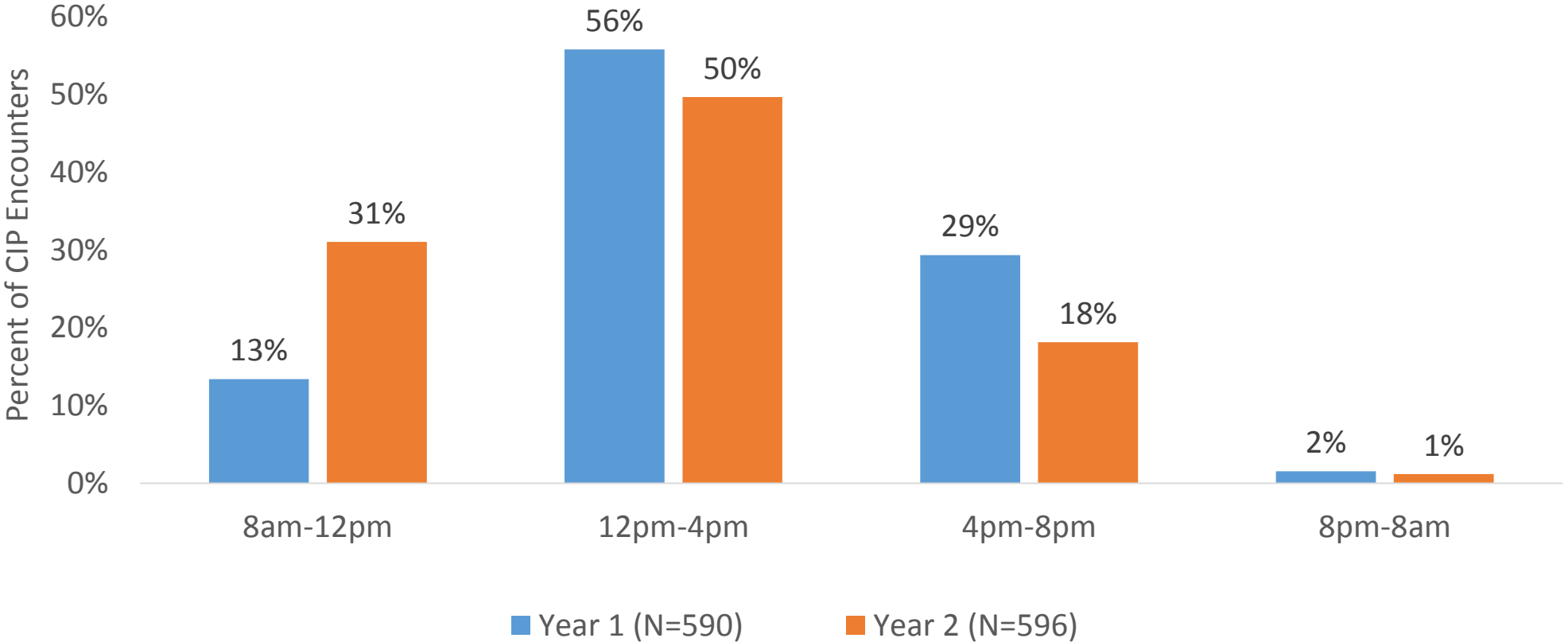
# Number of CIP Encounters
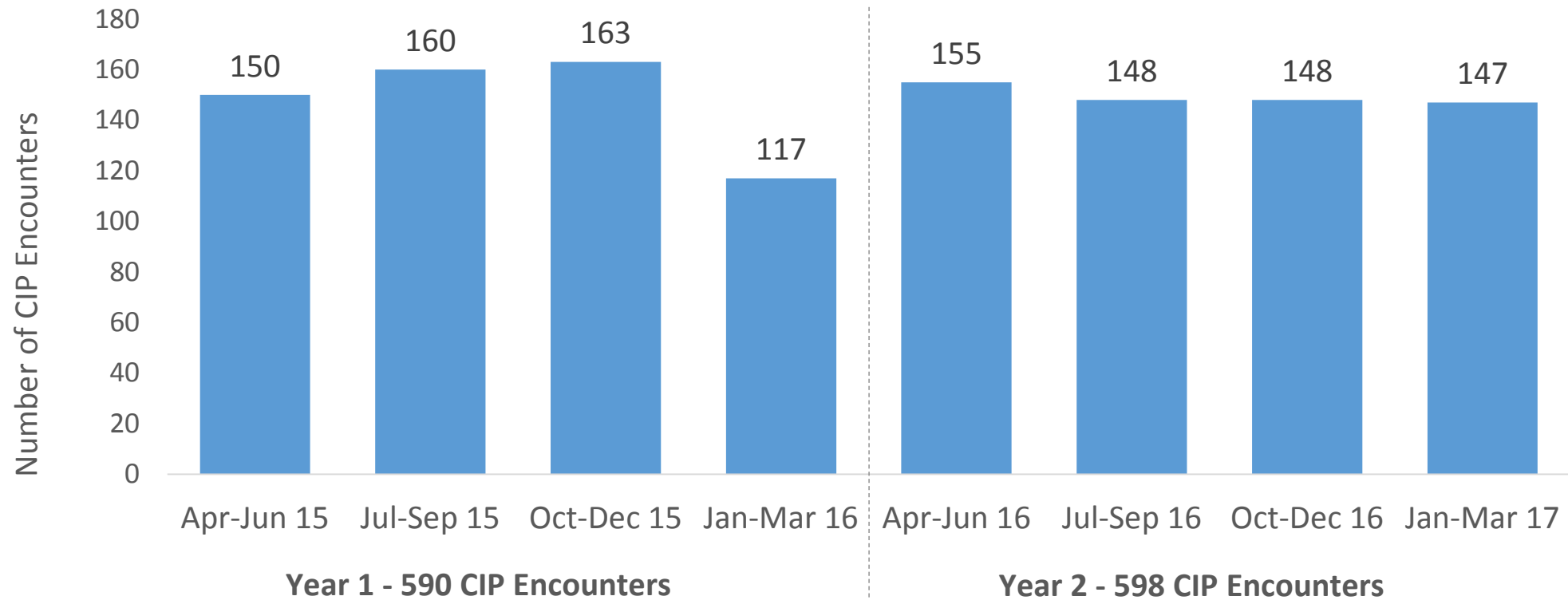
# Percentage of CIP Encounters by Jurisdiction

# Time of CIP Requests



Percent of CIP Encounters

| Time | Year 1 (N=590) | Year 2 (N=596) |
|------|---------------|---------------|
| 8am-12pm | 13% | 31% |
| 12pm-4pm | 56% | 50% |
| 4pm-8pm | 29% | 18% |
| 8pm-8am | 2% | 1% |

■ Year 1 (N=590)  ■ Year 2 (N=596)
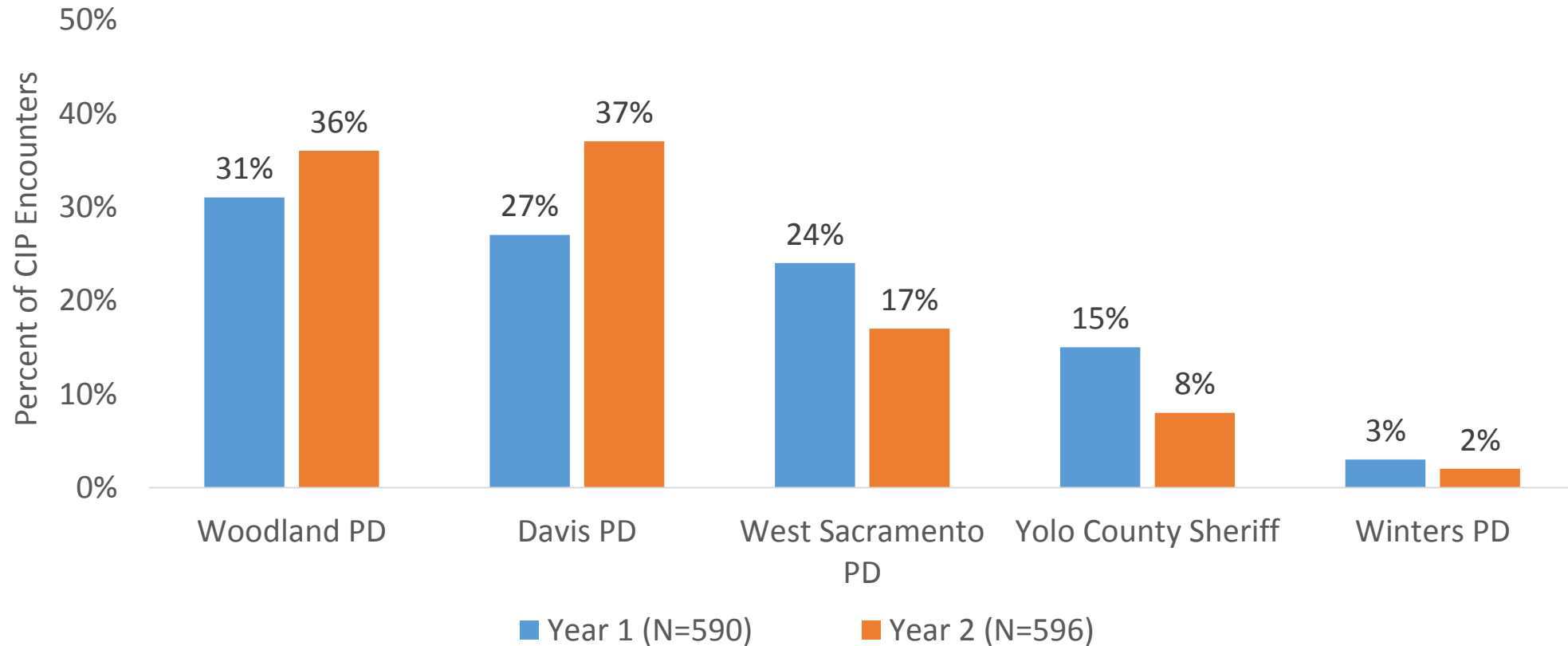
# Source of CIP Requests
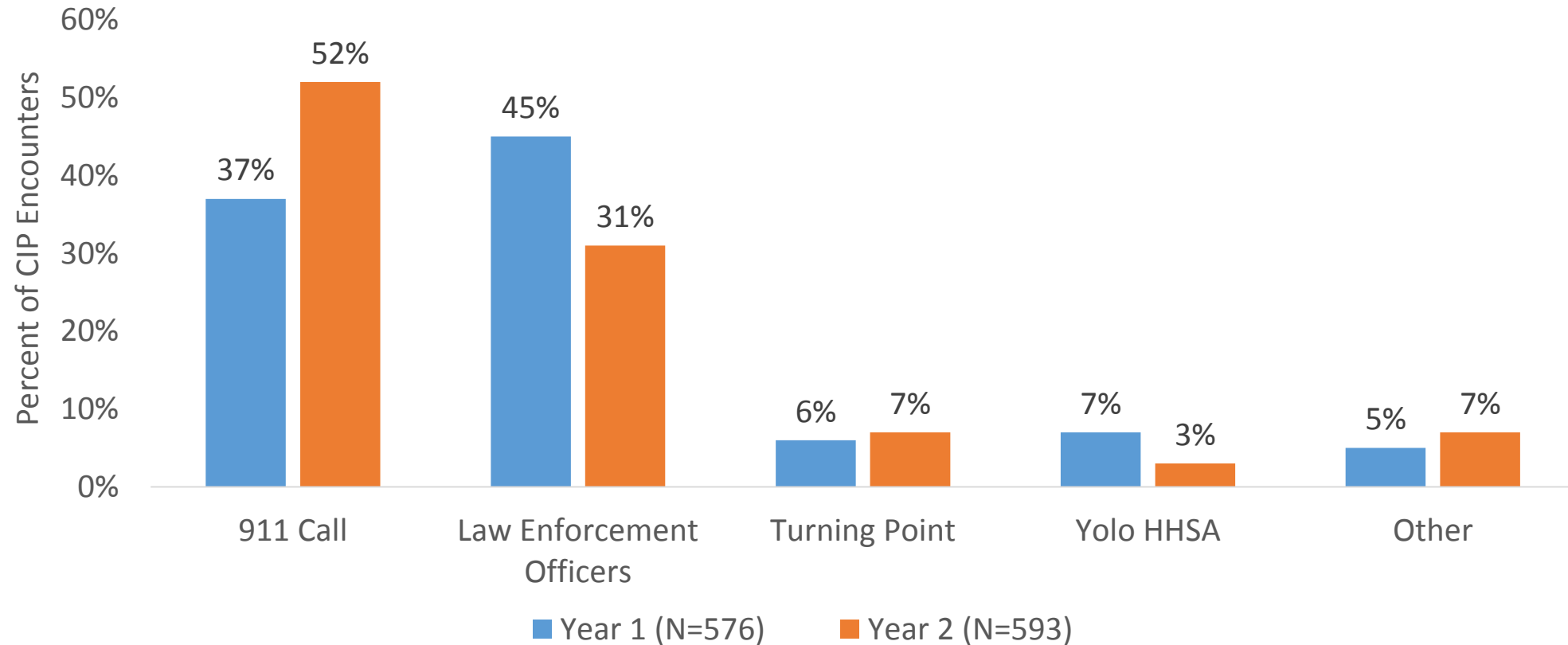
Reason for CIP Request

# Disposition of CIP Encounters

Percent of CIP Encounters

| | 70% | |
| | 60% | |

- Remained in the Community: 68% (Year 1), 56% (Year 2)
- Hospitalized: 23% (Year 1), 35% (Year 2)
- Emergency Department: 6% (Year 1), 8% (Year 2)
- Arrested: 2% (Year 1), 1% (Year 2)
- Crisis Residential Treatment: 1% (Year 1), 0% (Year 2)

■ Year 1 (N=590)    ■ Year 2 (N=598)
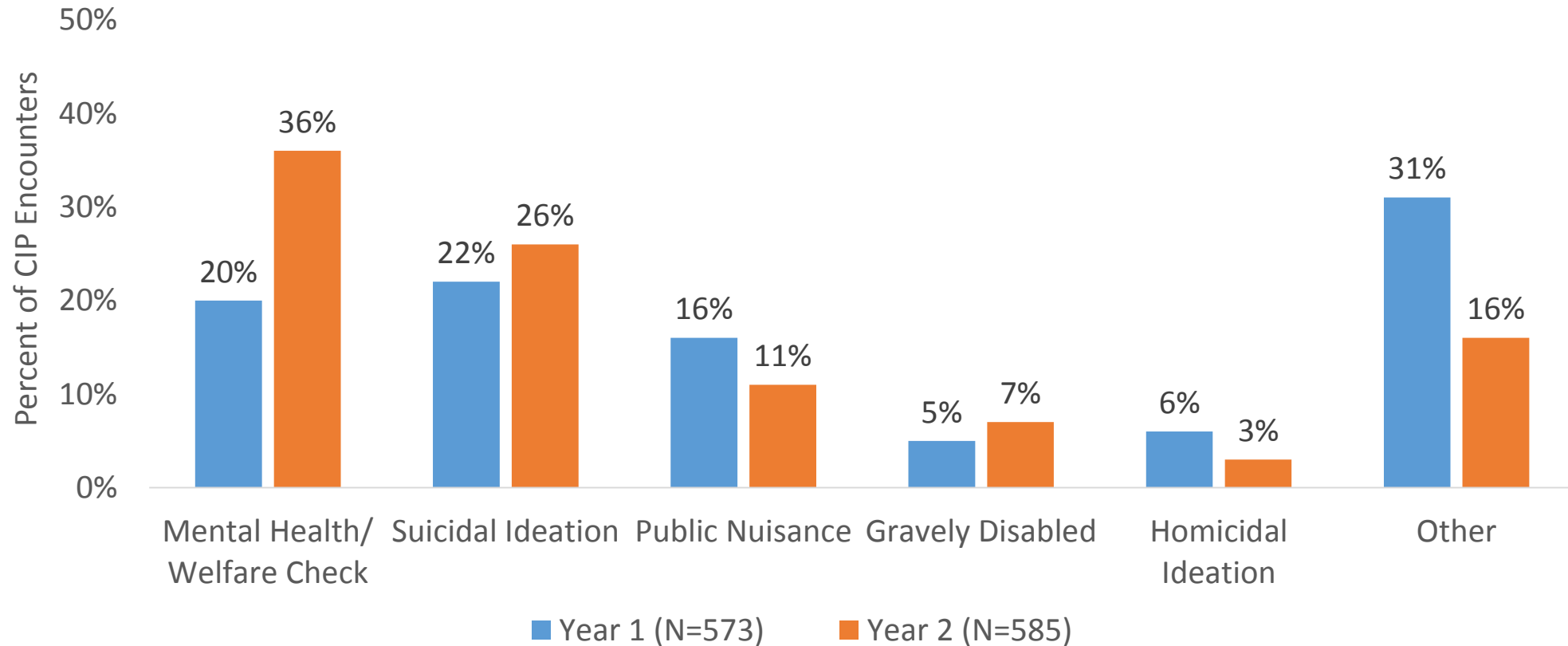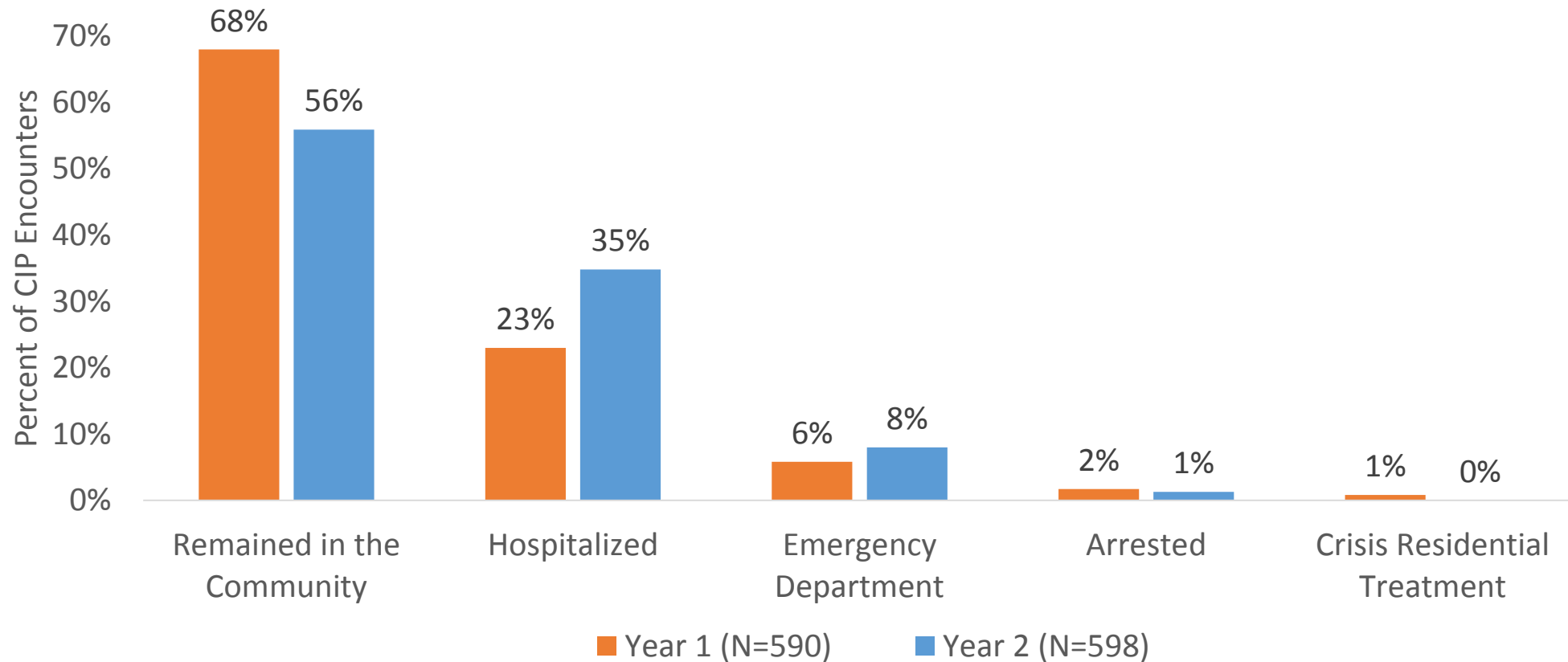
# Clinic Connectedness Post CIP
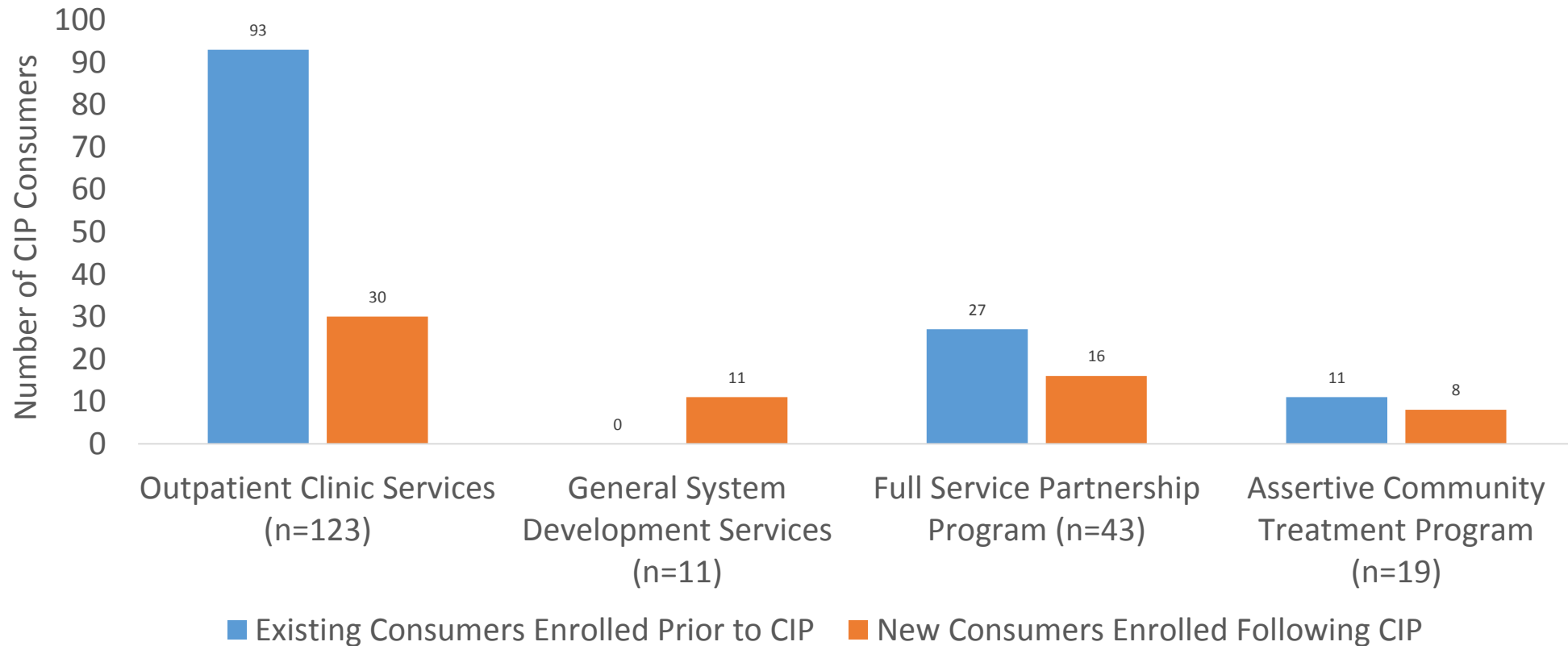
# Services Received Post CIP

| Outpatient Treatment Services | Number of Consumers | Percent of Total |
|---|---|---|
| Targeted Case Management | 121 | 84% |
| Medication Support | 110 | 76% |
| Evaluation and Monitoring | 105 | 73% |
| Assessment | 89 | 62% |
| Rehabilitation and Activities of Daily Living | 76 | 53% |
| Plan Development | 74 | 51% |
| Collateral Services | 59 | 41% |
| Group Rehabilitation | 34 | 24% |
| Therapy | 32 | 22% |
| Katie A Services | 3 | 2% |

# Consumer Satisfaction



| Statement | Disagree | Neutral | Agree |
|---|---|---|---|
| The CIP staff treated me with respect. | 3% | 3% | 95% |
| I am satisfied with the CIP services I received. | 9% | 4% | 87% |
| CIP helped me during a mental health crisis. | 9% | 6% | 84% |
| The CIP peer provider helped me connect with the services I need. | 11% | 12% | 78% |
| CIP services can help me prevent future crisis. | 13% | 16% | 71% |
| The CIP peer provider reached out to me within 1 business day. | 21% | 23% | 56% |
| CIP services taught me skills and tools to help prevent a future crisis. | 20% | 27% | 53% |
| The CIP clinician helped me avoid going to the hospital or jail. | 25% | 27% | 48% |

Percent of CIP Consumers

Disagree    Neutral    Agree