

IMPACT STATEMENT FY 2022

Program Overview: The Hospital Community Linkages (HCL) Emergency Room Enhancement (ERE) project focuses on enhancing supports for adult high utilizers of ER and hospital settings, with the primary goal of reducing preventable hospital contacts across the region, fostering engagement in supports through intensive outreach, and improving client outcomes through connection to community care for a myriad of concerns. Referrals are made by participating hospitals and Community Mental Health Liaisons. Community Mental Health Centers (CMHCs) and Substance Use Treatment Providers staff the ERE outreach team.

802 clients were referred to ERE in FY22.



5,374 clients have been referred since program inception in October 2013.

86% (392) of clients engaged and not reconnected after referral were admitted into services.



Of those not admitted, 38% were on the reconnection path and 3% were transferred to Disease Management (DM).

75% (603) of referrals resulted in a Positive Action.

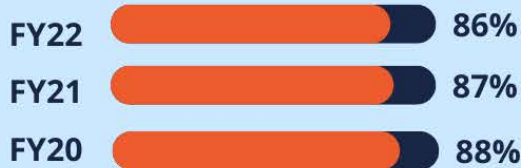


457 participated with the ERE team, 132 were reconnected to CMHC, and 14 were transferred to Disease Management (DM).

Outreach Engagement

86% (392) of clients engaged in initial services with outreach team.

Engagement Rates by Fiscal Year



Treatment Paths

- 250** New Intake/Admission Path
- 149** Reconnection Path
- 10** Transfer to DM Path

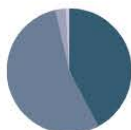
As of October 2020, ERE classifies clients into three treatment path types. Clients on the reconnection path and DM (Disease Management) path are referred to ERE and are already an active case with a CMHC or DM program. ERE staff help re-establish services with the client. New intake/admission path clients with ERE complete admission with a CMHC or SU provider and engage in services.

Who We Served

49%
Homeless or
Housing Unstable



42% Black or African
American
54% White



29% Uninsured
68% Medicaid or
Medicare



34% Female
65% Male



Initial Assessment

Eligibility for ERE is a minimum of 3 hospital or police encounters in 3 months or 6 in 12 months.



Clients had average of **2 hospitalizations** in the prior 3 months



Clients had an average of **5 emergency room visits** in the prior 3 months.



Clients had an average of **less than 1 Law Enforcement** contact in the prior 3 months.

Key Impacts at 6 month Assessment



Emergency Room Visits
55% Decrease



Hospitalizations
53% Decrease



Law Enforcement Contacts
50% Decrease



Daily Functioning Score
18% Increase



Homelessness
56% Decrease



Unemployment
100% Decrease