

# COVID-19 Response



Image Credit: Rutland Herald, 6/1/20

## HERE TO HELP

- Agencies set up COVID warmlines to support client and community needs
- Agencies outreached at regional food drops to provide information about mental health supports
- Starting in mid-March, Emergency Services Programs worked closely with their Emergency Departments to adjust practices for an expected influx of COVID-19 patients, ensuring that Vermonters maintained access to crisis mental health services.

As a result, during COVID-19:

- Only 6% of crisis and clinical assessments took place in EDs, compared to 23% in the previous four months.
- 547 Vermonters received 801 telehealth assessments, up from one telehealth service in the previous four months.

# Emergency Services for Vermonters Experiencing a Mental Health Crisis

## 24/7 RESPONSE

VCP network agencies provide around-the-clock crisis response for people who are experiencing a mental health crisis. Our agencies respond regardless of diagnosis, disability, age, or ability to pay.

Crisis clinicians meet with Vermonters in their homes, in the community, in schools, in Emergency Departments, by phone, and by telehealth. Staff work closely with health care, social service, education, and law enforcement partners to help Vermonters access the best care as quickly as possible in the least restrictive and most supportive environment.

## MEETING THE NEED FOR SUICIDE PREVENTION

- 72,758 hours of crisis services and supports to 8,372 Vermonters in FY20
- Seven out of 10 agencies actively worked to implement Zero Suicide
- 60% of Vermonters who received a crisis service received a non-emergency follow-up at the designated agency within seven days
- 84% of consumers of Emergency Services Programs reported that they received the services they needed
- 79% said the services they received made a difference, and 75% reported it improved their quality of life

## SUPERIOR COMMUNITY-BASED CARE

Network agency services supported Vermont's system of care in its continued excellence as compared to other states:

- Half the 30-day readmission rate for adults in involuntary inpatient treatment compared to the national average
- Half the psychiatric inpatient utilization compared to the national average
- Overall length of stay average is 17 days, versus 30 days nationally

