

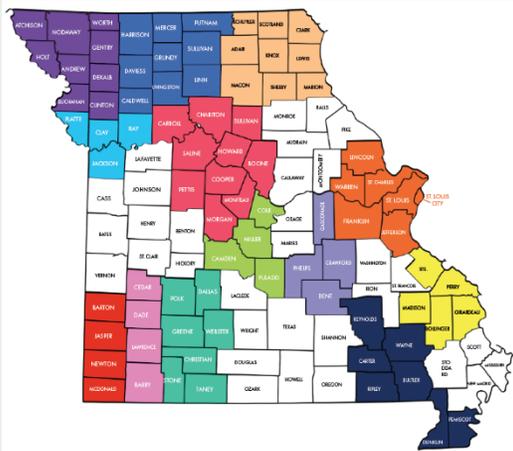
EMERGENCY ROOM ENHANCEMENT

- ERE NEWS: COLLABORATOR SURVEY AND FOCUS GROUPS
- ERE CLIENT OUTCOMES AND SUCCESSES
- ERE ENGAGEMENT BY THE NUMBERS
- HOW ERE WORKS
- PARTICIPANT DEMOGRAPHICS / WHAT CLIENTS SAY

ERE News

COLLABORATOR SURVEY AND FOCUS GROUPS

ERE Service Areas by County and Region



The Missouri Institute of Mental Health annually conducts process evaluation of the ERE project including focus groups with clients and an online collaboration survey with providers and stakeholders. These activities provide quantitative and qualitative data regarding the experiences of consumers, agency leadership, and the staff who implement services.

In Spring 2020, focus groups will be held in St. Louis, Poplar Bluff, Columbia, Rolla, and Springfield where evaluators will ask clients to provide insight into program quality, participant outcomes, and which facets of treatment are most helpful in meeting their goals.

The collaboration survey will be sent to providers and community collaborators that partner with the thirteen ERE implementation regions. Participants will be asked about their impressions of the program and their collaborations with regional partners. The survey focuses on areas including providers services and responsibilities, project communication, interagency collaboration and working relationships, program implementation, and the impact of ERE on providers and clients.



DID YOU KNOW? ERE services are available in **82 of 114 Missouri counties**, accounting for **87%** of Missouri's population.

ERE ENGAGEMENT



18,724

(FY2020 2,142)

Referred

12,335

(FY2020 1,424)

Eligible

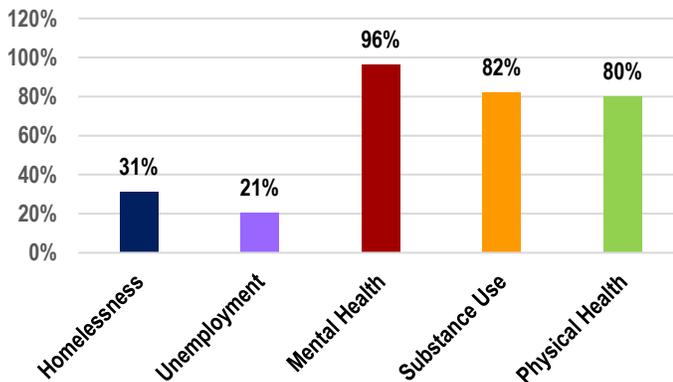
10,179

(FY2020 1,073)

Total Engaged

OVERALL ERE CLIENT OUTCOMES

CLIENT CONCERNS AT PROGRAM INTAKE



PROJECT SUCCESSES, BASELINE – 6 MONTHS



Coordinated, wrap-around care



Reduced homelessness by 82%



Reduced ER visits (70%) and hospitalizations (70%)



Reduced unemployment by 77%

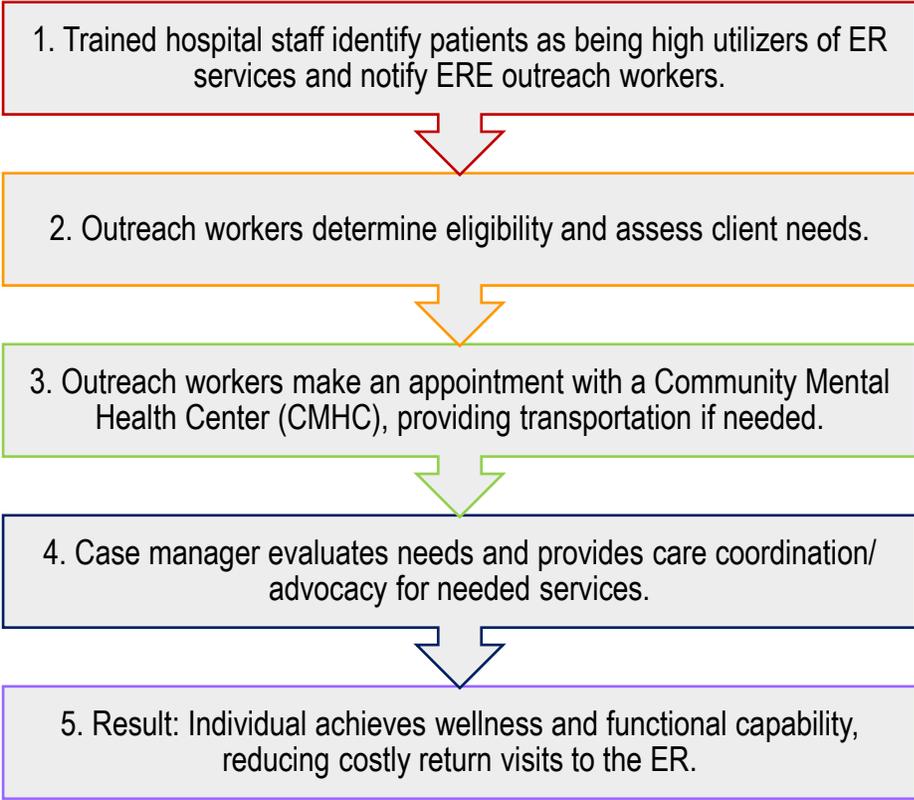


Reduced law enforcement contact by 50%



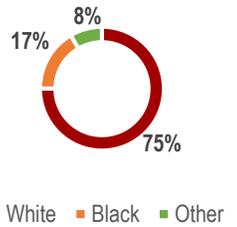
HOW ERE WORKS

The success of the ERE program is due to teamwork, partnership, and collaboration among multiple **agencies, hospitals, law enforcement, outreach workers, case managers and researchers**. This **holistic, wrap-around care model** improves the health and well-being of individuals in the program, while **reducing ER visits**. Here's how it works:

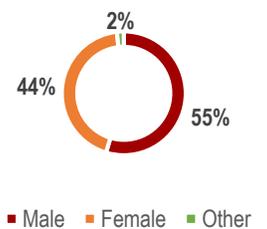


PARTICIPANT DEMOGRAPHICS

Racial Identity



Sex



Median Age = 40.7 years



WHAT DO ERE CLIENTS SAY ABOUT THE PROGRAM?

"Since I've had services, I feel like I've become more stable and functional...it's really helped my relationship and having a job again, things like that. ...I just lost interest in all of my hobbies and anything that brought me joy, and they have a women's group here on I think it's Wednesdays. They do crafty things and so that was kind of neat ...I would come and would make stuff and so even that was cool."

"The case workers get you in there to change the thing that's depressing you."

"They understand the situations when other people don't."

"It's been an amazing program. Without it I probably wouldn't be sitting here. I'd probably be six feet under if you want me to be honest."