



**EMERGENCY MOBILE
PSYCHIATRIC SERVICES**

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in partnership with the United Way of Connecticut 2-1-1.



2-1-1



EMPS Crisis Intervention Services Performance Improvement Center (PIC)

Quarter 4: Fiscal Year 2012
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The Emergency Mobile Psychiatric Services Performance Improvement Center
is housed at the Child Health and Development Institute's
Connecticut Center for Effective Practice



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Executive Summary

Call and Episode Volume: In the fourth quarter of fiscal year 2012(FY12), **211 received 3,761 calls** including 2,829 calls (75%) routed to EMPS providers and 932 calls (25%) handled by 211 (e.g. calls for other information or resources, calls transferred to 911). This quarter represents nearly an 8% increase in call volume compared to the same quarter in FY2011.

Among the **2,829 episodes of care** generated in Q4 FY12, episode volume ranged from 365 episodes (Eastern service area) to 789 episodes (Hartford service area). Relative to the population of children in each service area, the statewide average service reach rate per 1,000 children this quarter was 3.47, with service area rates ranging from 2.78 (Western) to 5.0 (Hartford). Additionally, the number of episodes generated relative to the number of children in poverty in each service area yielded a statewide average poverty service reach rate of 6.61 per 1,000 children in poverty, with service area rates ranging from 5.29 (New Haven) to 9.95 (Eastern).

Each quarter, every EMPS site is required to achieve an overall service reach rate of 2.0 episodes per 1,000 children. This quarter 12 of 15 providers met the benchmark. Provider sites service reach rates per 1,000 children ranged from 1.39 (Wellmore-Danbury) to 5.84 (Wheeler-Hartford).

Demographics: Across the state, the gender of youth referred to EMPS was almost equally distributed between boys (50.2%) and girls (49.8%). Approximately **36.1% of youth served were 13-15 years old**, 29.4% were 16-18 years old, 22.4% were 9-12 years old, and 9.3% were 6-8 years old. A total of **29.7% of youth served were of Hispanic ethnicity**. The **majority of the children served were Caucasian (57.9%)**, 20.0% were African-American or Black, 1.2% were Asian, 0.9% were American Indian/Alaska Native, 0.3% were Native Hawaiian/Pacific Islander, and 15.9% self-identified their racial background as "Other".

Clinical Functioning: The **most commonly reported primary presenting problems for clients** statewide include: Harm/Risk of Harm to Self (28%), Disruptive Behavior (26%), Depression (14%), Harm/Risk of Harm to Others (8%), Family Conflict (6%), and Anxiety (5%). The **top client Axis I primary diagnoses at intake** this quarter were: Adjustment Disorders (17.6%), Depressive Disorder, NOS (15.7%), and Mood Disorder, NOS (13.1%). This quarter, **75% of EMPS clients statewide met the definition for Serious Emotional Disturbance (SED; see Appendix A for definition)**. Approximately 21% of EMPS clients this quarter were involved with the Department of Children and Families (DCF). More than half (56.1%) reported having Husky A insurance (in addition, 3.0% of clients were enrolled in Husky B and 1.0% were enrolled in non-Husky Medicaid).

The **statewide percentage of children with trauma exposure reported at intake was 61%**, with service areas ranging from 43% (Central) to 71% (New Haven). The **types of trauma exposure reported at intake statewide include:** disrupted attachment/multiple placements (25%), witnessing violence (25%), victim of violence (18%), sexual victimization (12%), and recent arrest of a caregiver (0.6%).

Statewide, **22% of children referred to EMPS this quarter had experienced an inpatient admission in their lifetime**. The inpatient admission rate in the six months prior to EMPS referral was 12% statewide and 5% were admitted to an inpatient unit during the EMPS episode of care.

Referral Sources: Statewide, **44.4% of all referrals were received from parents, families, and youth and 33.4% were received from schools**. Emergency Departments (EDs) accounted for about 11.0% of all EMPS referrals. The remaining 11.2% of referrals came from other sources.

ED utilization of EMPS varies widely among hospitals in Connecticut. This quarter, a total of **311 EMPS referrals were received from EDs**, including 152 referrals for inpatient diversion and 159 referrals for routine follow-up. Regionally, the highest rate of ED responses, as a percentage of total responses, was observed in the Western service area (22%) and the lowest was in the Southwestern service area (4%).

Mobility: The average **statewide mobility this quarter was 91.7% with four of the six service areas reaching the 90% goal**. The other two service areas were very close to the benchmark, at 89%. This quarter mobility was slightly higher (+0.2%) than the same

Quarter in FY2011. The range in mobility percentages among individual providers was from 82% (Wellmore-Torrington) to 96% (UCFS-Norwich and CFGC-Norwalk).

Response Time: Statewide, in Q4 of FY12, **83% of mobile episodes received a face-to-face response in 45 minutes or less.**

Performance on this indicator ranged from 73% (Western) to 94% (Eastern). In addition, the statewide median response time this quarter was 30 minutes, with all six service areas demonstrating a median response time of 33 minutes or less. These data strongly suggest that EMPS service providers are offering timely responses to crises in the community.

Length of Stay: Statewide, among discharged episodes, 9% (current reporting period) and 9% (cumulative) of Phone Only episodes exceeded one day, 30% (current reporting period) and 27% (cumulative) of discharged Face-to-face episodes exceeded five days, and **7% (current reporting period) and 6% (cumulative) of discharged Plus Stabilization Follow-up episodes exceeded 45 days.**

Statewide, the median Length of Stay (LOS) for open episodes of care with a Crisis Response of Phone Only was 31 days (n=7) and ranged from 13 days (New Haven) to 56.5 days (Western). Statewide, the median LOS for open episodes with a Face-to-face response was 23 days (n=79) and ranged from 14.5 days (Hartford) to 44 days (New Haven). For Plus Stabilization Follow-up, the statewide median LOS for open episodes was 22 days (n=138) with a range from 9 days (Eastern) to 30 days (Western). This tells us that families remain open for services beyond the benchmarks for each crisis response category. Recent efforts to clean PSDCRS data to include discharge dates for closed cases has resulted in significant decreases in the LOS of open cases marked as "Plus Stabilization Follow-up." However, some open episodes continue to remain open for services beyond the benchmarks for their service category. Cases that remain open for services for long periods of time can impact responsiveness as call volume continues to increase, and can compromise accurate and timely data entry practices.

Discharge Information: The **majority of clients lived in a private residence at discharge from EMPS (95.8%).** Statewide, the **top six reasons for client discharge** were: Met Treatment Goals (67.6%), Family Discontinued (20.3%), Client Hospitalized: Psychiatrically (8.0%), Agency Discontinued: Clinical (1.7%), Agency Discontinued: Administrative (0.8%), Child Requires Other Out of Home Care (0.6%), and Other reasons (1.1%).

Statewide, clients were most likely to be **referred to Outpatient Services at discharge (43%).** Other care referrals at discharge included: Other: Community-Based (9.9%), Inpatient Hospital (7.9%), Intensive In-home Services (7.4%), Partial Hospital Program (4.0%), Intensive Outpatient Program (3.6%), Extended Day Treatment (1.9%), Care Coordination (1.1%), Group Home (1.1%), Other: Out of Home (0.8%), and Residential Treatment (0.3%). An additional **19.1% of clients were not referred to any type of care at discharge;** however this often includes youth referred back to an existing provider.

Across the state, Ohio Scales showed overall improvements of 3.3 points on parent-rated functioning and 3.5 points on worker-rated functioning. Decreases were also reported in problem scores, including 4.2 points on parent-ratings and 5.2 points on worker-ratings were reported. Statewide, the pre-test to post-test change was statically significant for all four Ohio Scales measures.

Satisfaction: This quarter, 131 clients/families and 64 other referrers responded to the satisfaction survey; both groups gave excellent ratings to 211 and EMPS services. On a 5-point scale, **clients' average ratings of 211 and EMPS services were 4.88 and 4.82, respectively.** Among **other referrers (e.g. schools, hospitals, DCF, etc.), the average ratings of 211 and EMPS were 4.96 and 4.95, respectively.** Although overall ratings were quite high, examples of positive and negative feedback are provided in section IX.

Training Attendance: **Fifty six percent of full-time staff (n=91) statewide have completed all nine required training modules as of this quarter.** The percentage of all active staff (full time, part time, per diem) that completed all nine modules is 36%. Another training module, Assessing and Managing Suicide Risk (AMSR), was added at the end of FY11 only for EMPS clinicians with a Master's degree or above. This module has been completed by 66% of all eligible staff.

Section I: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type (Current Quarter)

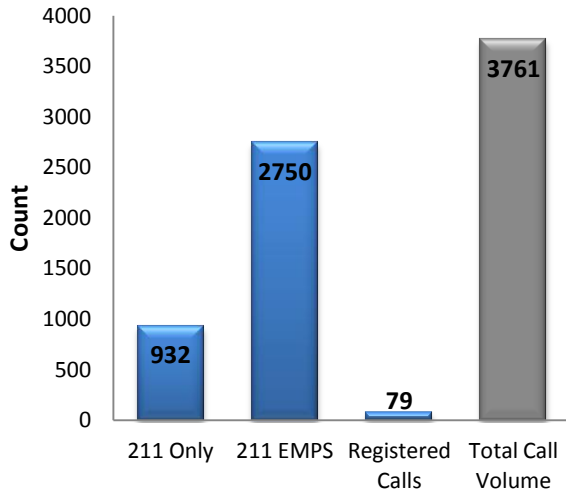


Figure 2. Total Call Volume per Quarter by Call Type

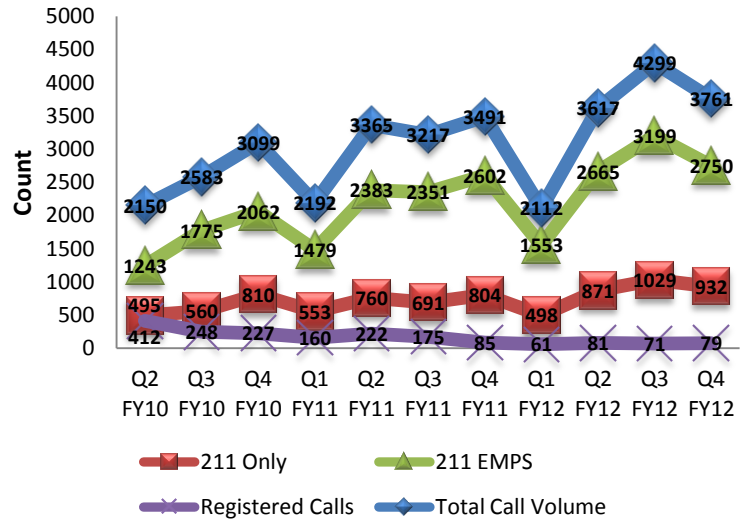


Figure 3. EMPS Episodes by Service Area (Current Quarter Total Episodes=2829)

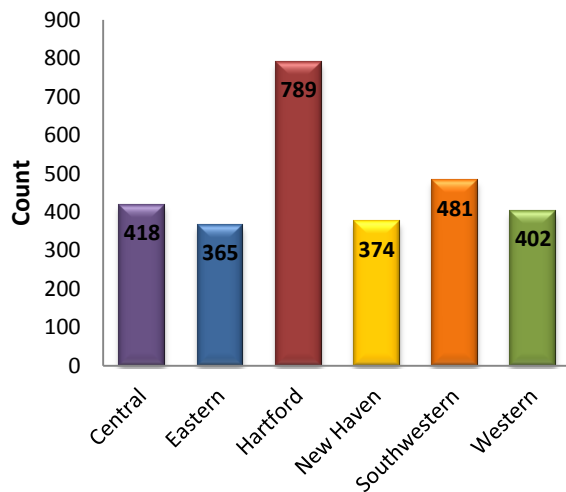


Figure 4. EMPS Episodes per Quarter by Service Area

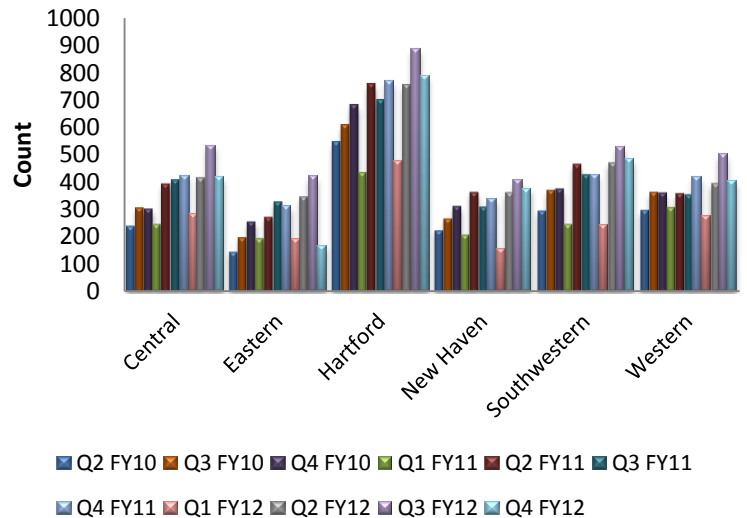


Figure 5. Number Served per 1,000 Children (Current Quarter)

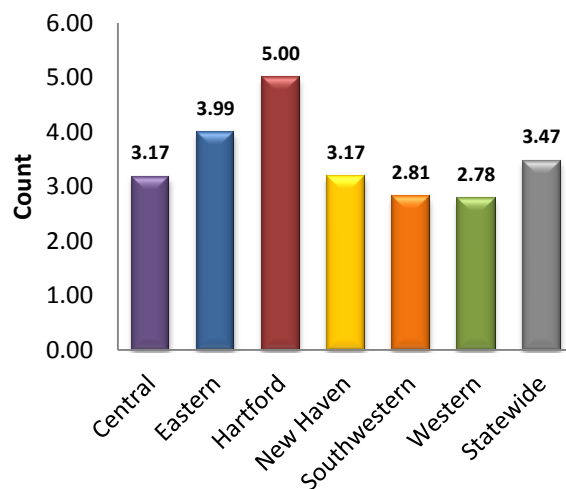


Figure 6. Number Served per 1,000 Children per Quarter by Service Area

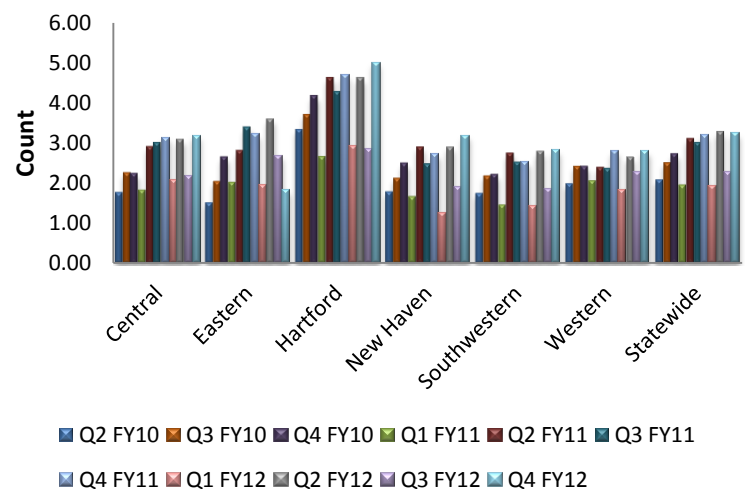


Figure 7. Number Served per 1,000 Children in Poverty (Current Quarter)

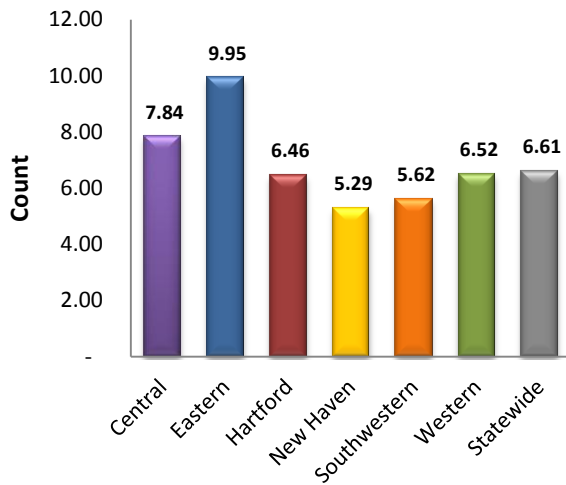


Figure 8. Number Served per 1,000 Children in Poverty per Quarter by Service Area

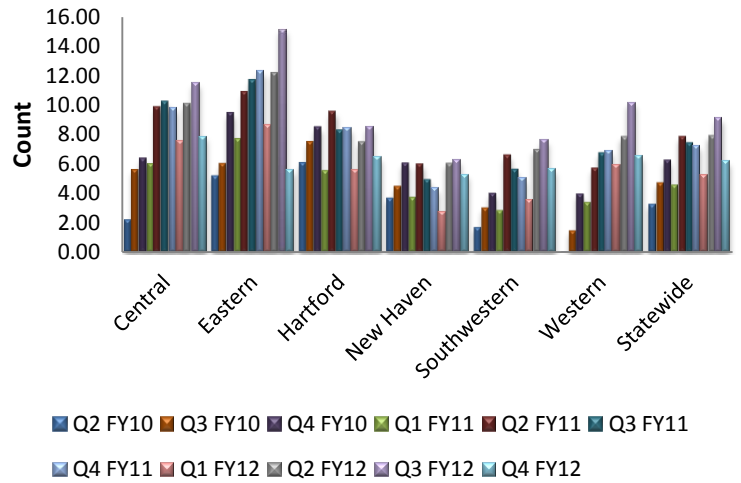


Figure 9. Mobile Response (Mobile & Deferred Mobile) by Service Area (Current Quarter)

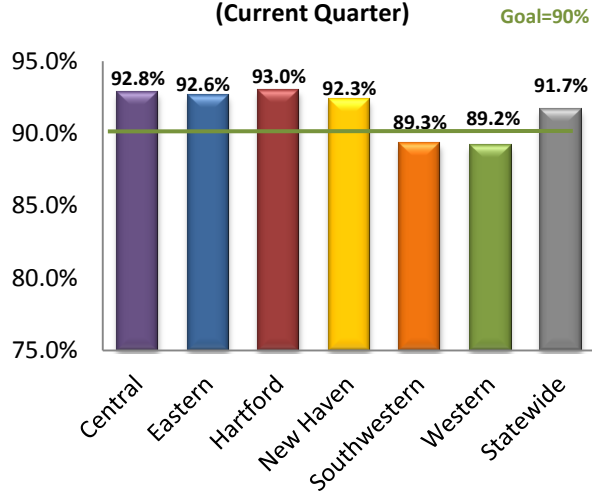


Figure 10. Mobile Response (Mobile & Deferred Mobile) per Quarter by Service Area

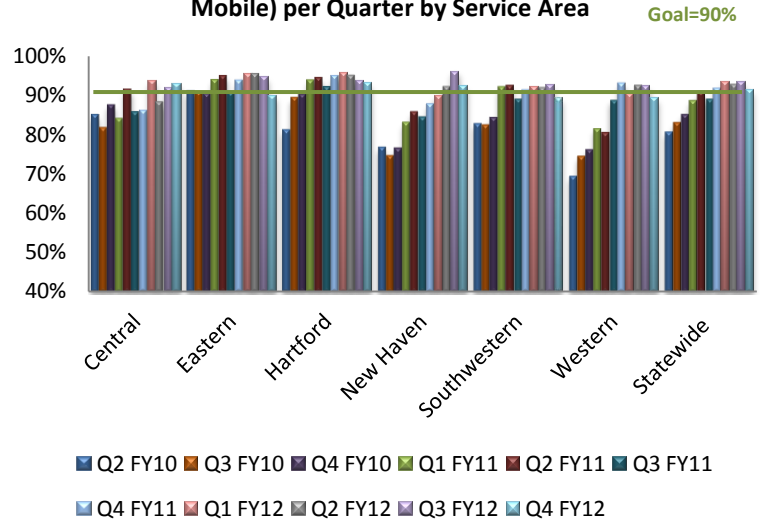
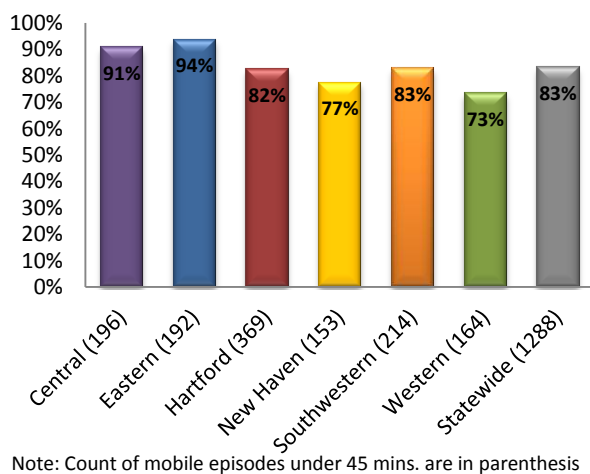
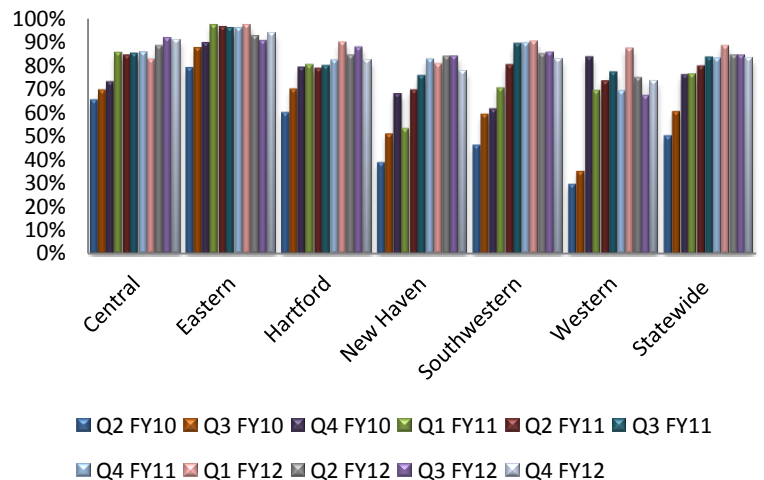


Figure 11. Total Mobile Episodes with Response Time Under 45 Minutes (Current Quarter)



Note: Count of mobile episodes under 45 mins. are in parenthesis

Figure 12. Total Mobile Episodes with Response Time Under 45 Minutes per Quarter by Service Area



Section II: Episode Volume

Figure 13. Total Call Volume by Call Type

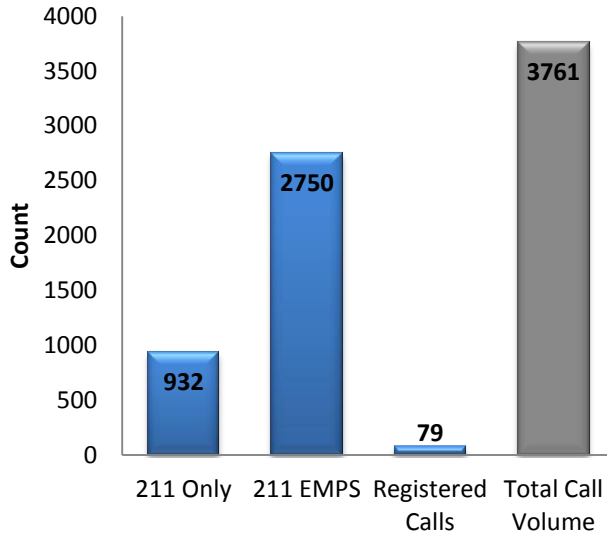


Figure 14. Statewide 211 Disposition Frequency

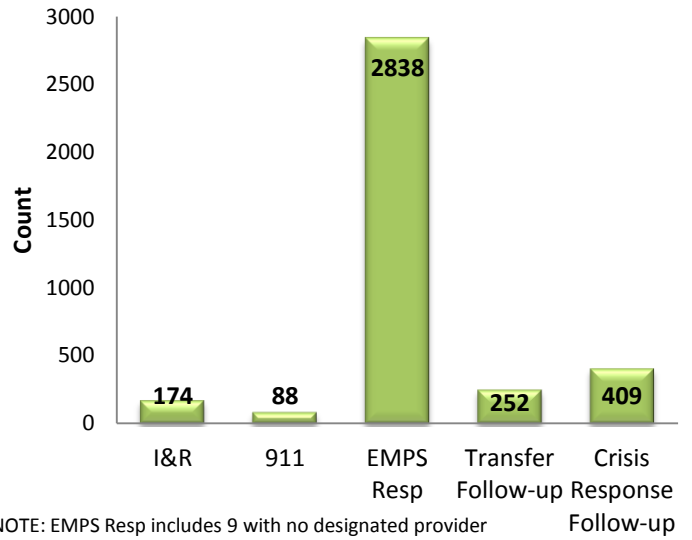


Figure 15. EMPS Response Episodes by Provider (Total Episodes=2829)

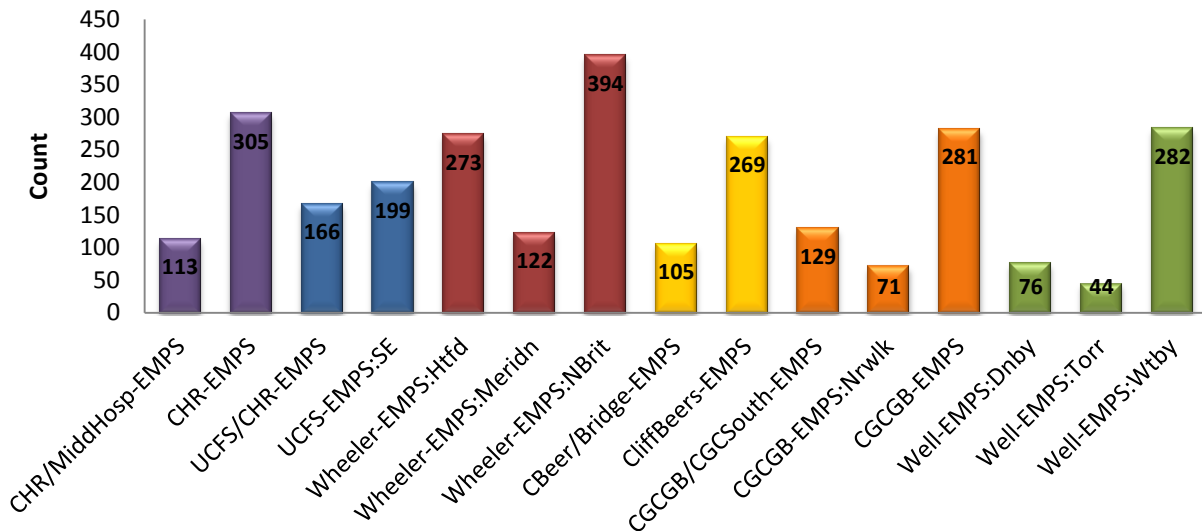


Figure 16. Number Served Per 1,000 Children by Provider (Current Quarter)

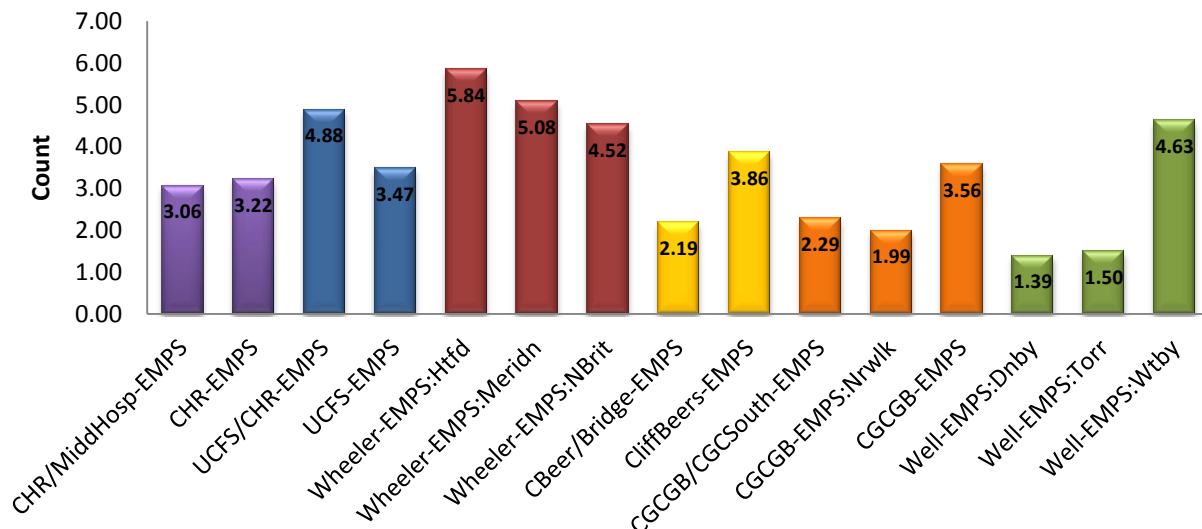


Figure 17. Episode Intervention Crisis Response Types by Service Area

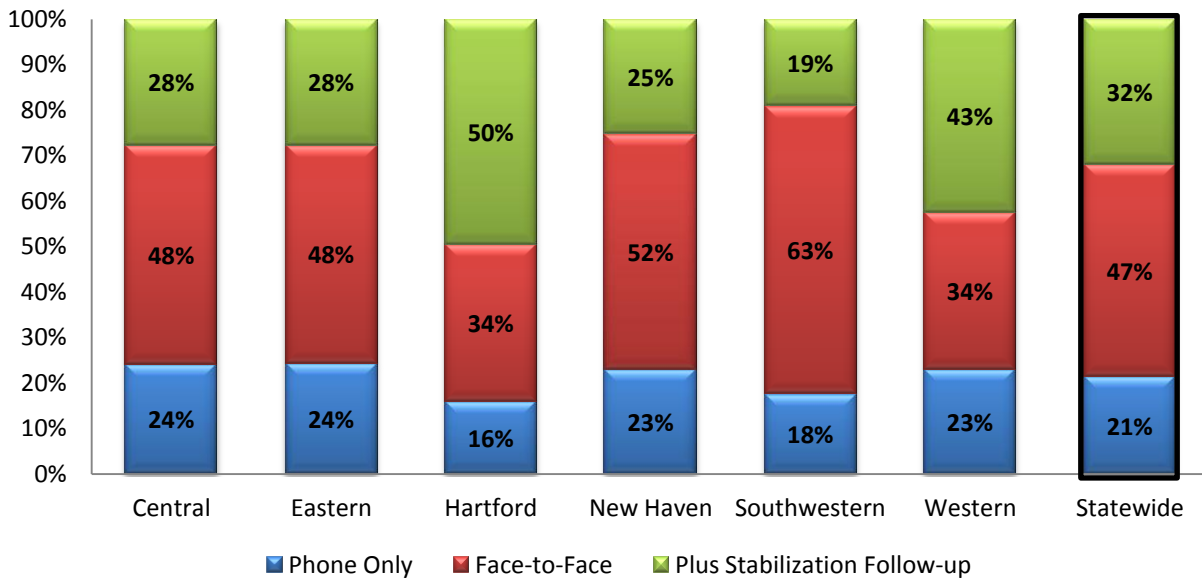
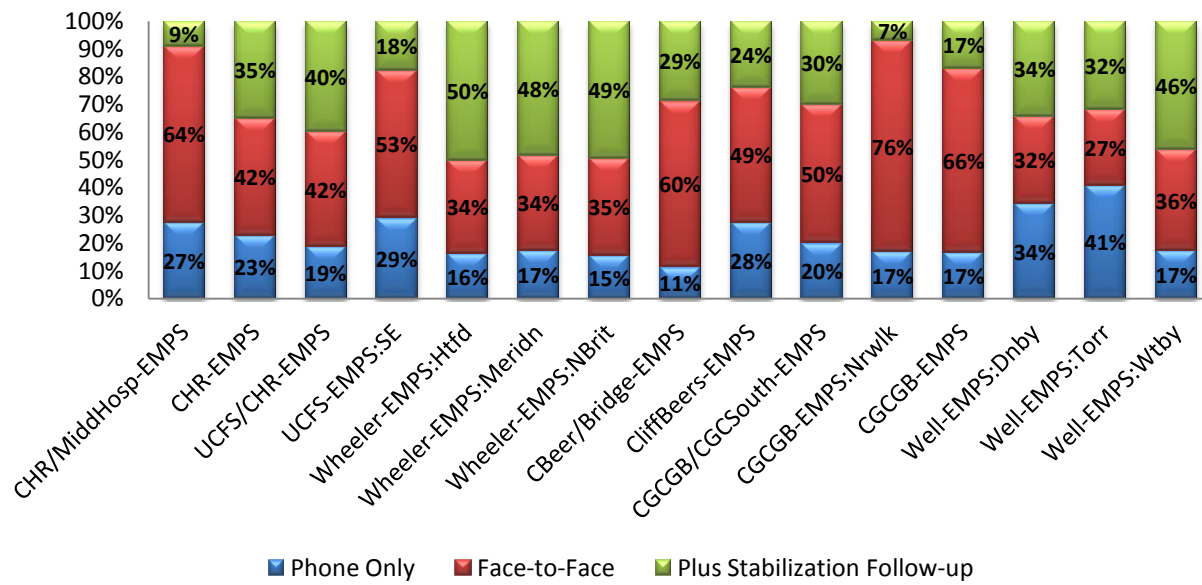


Figure 18. Episode Intervention Crisis Response Types by Provider



Section III: Demographics

Figure 19. Gender of Children Served Statewide

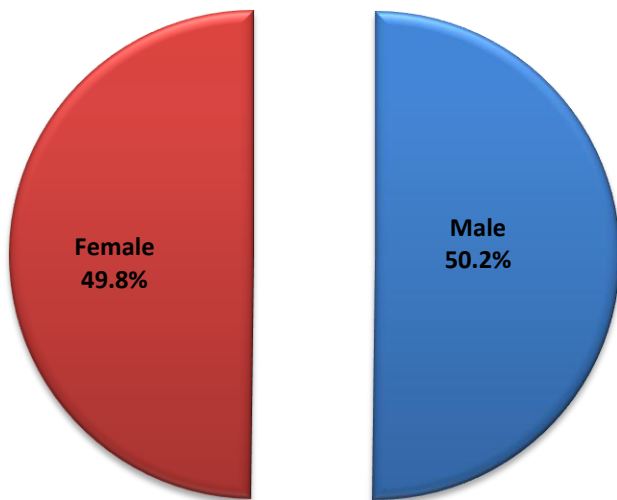


Figure 20. Age Groups of Children Served Statewide (N=2829)

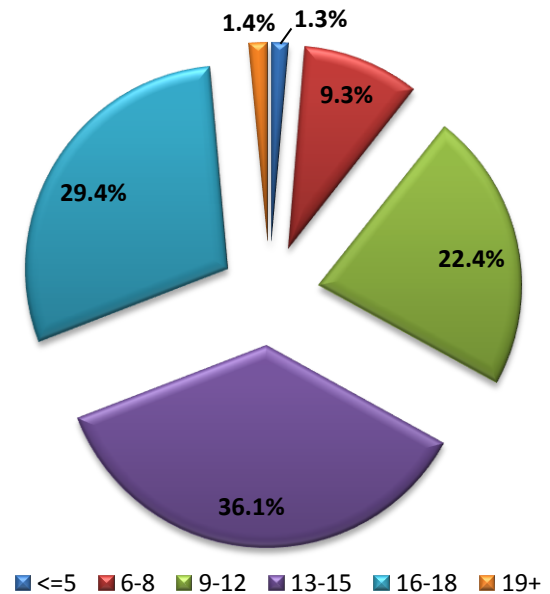


Figure 21. Ethnic Background of Children Served Statewide (N=2562)

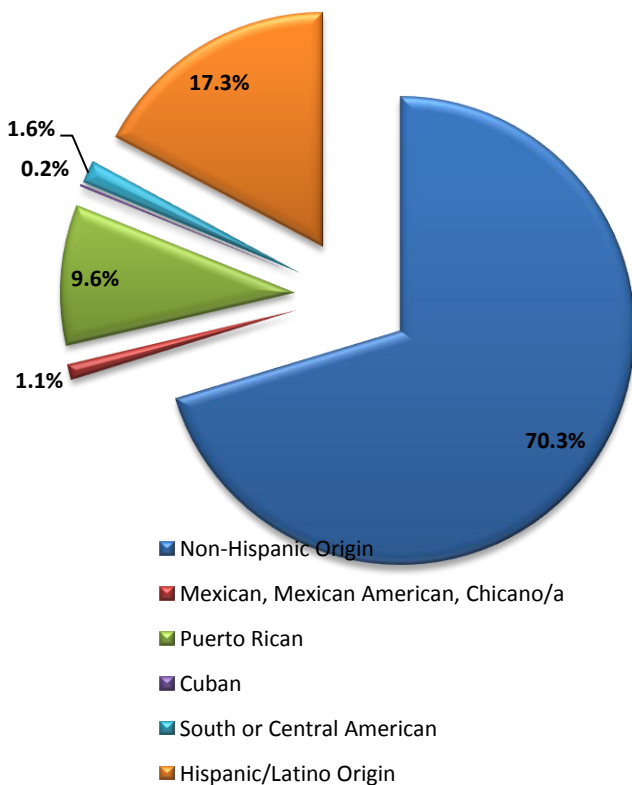
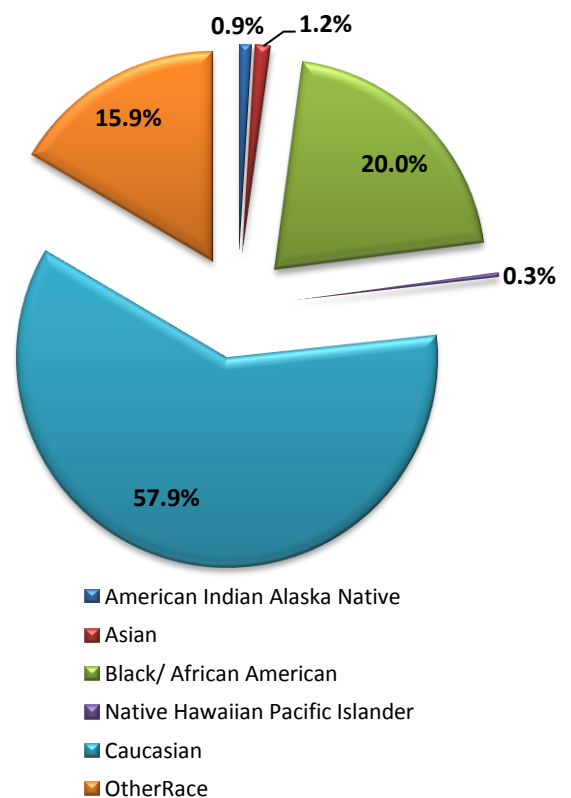


Figure 22. Race of Children Served Statewide (N=2682)



Note: According to the U.S. Census Bureau, "[P]eople who identify their origin as Spanish, Hispanic, or Latino may be of any race...[R]ace is considered a separate concept from Hispanic origin (ethnicity) and, wherever possible, separate questions should be asked on each concept."

Figure 23. Client's Type of Health Insurance at Intake Statewide

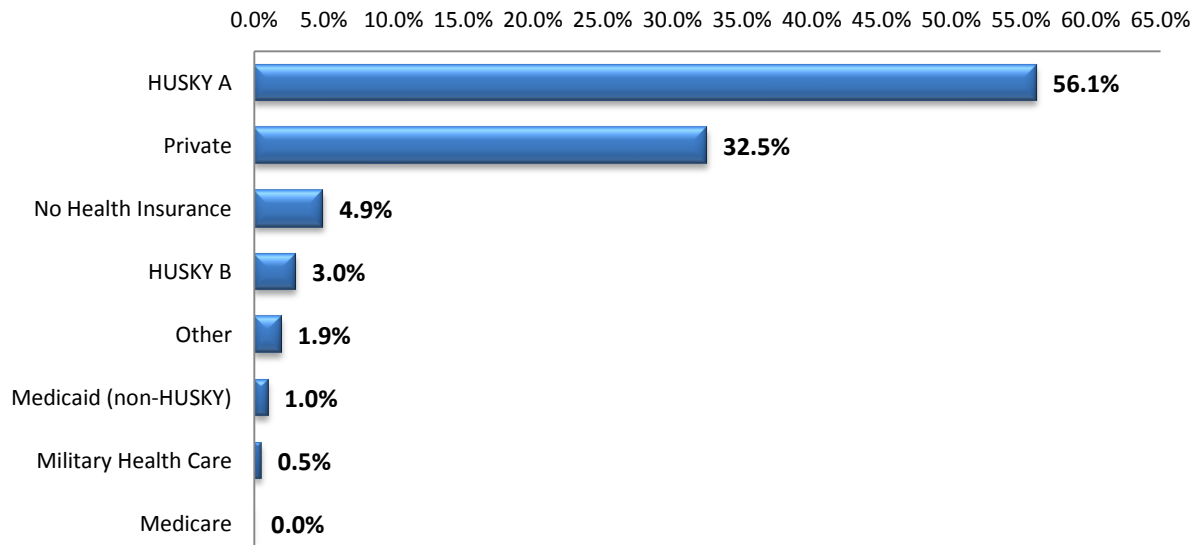
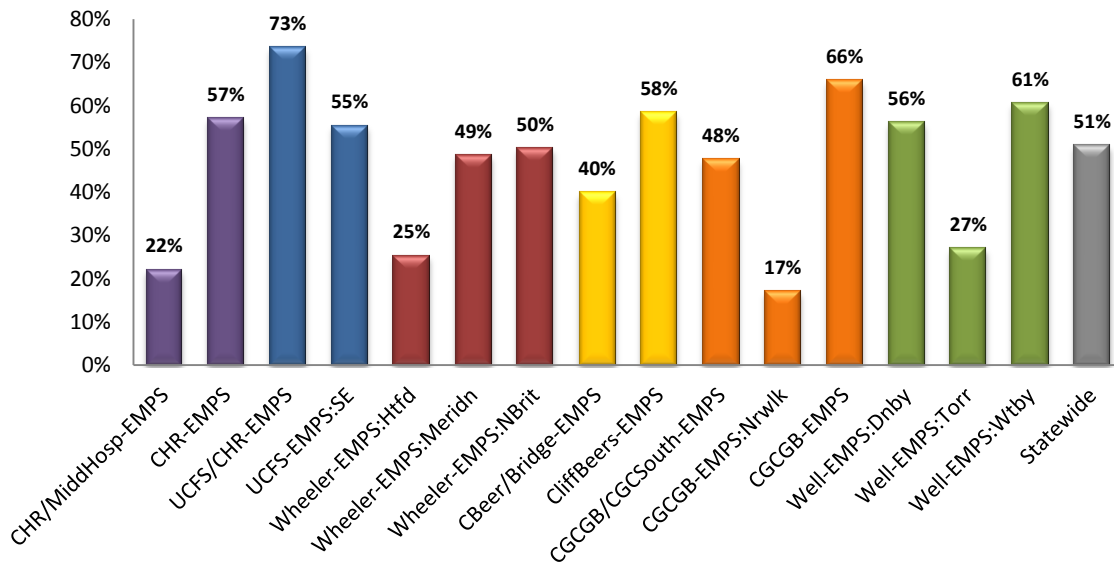
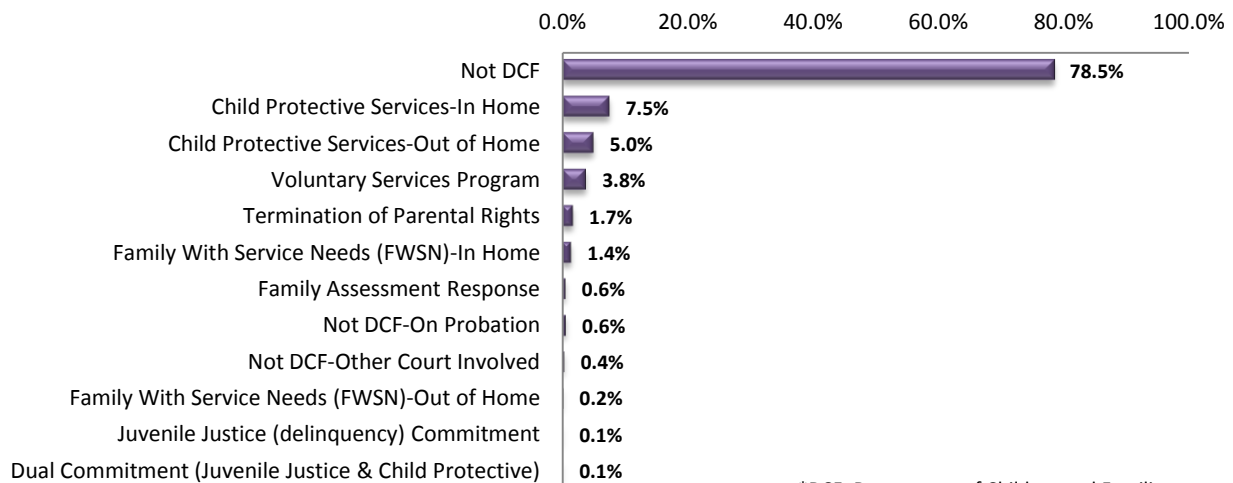


Figure 24. Families that Answered "Yes" TANF* Eligible by Provider



* TANF=Temporary Assistance for Needy Families

Figure 25. Client DCF* Status at Intake Statewide



*DCF=Department of Children and Families

Section IV: Clinical Functioning

Figure 26. Top Six Client Primary Presenting Problems by Service Area

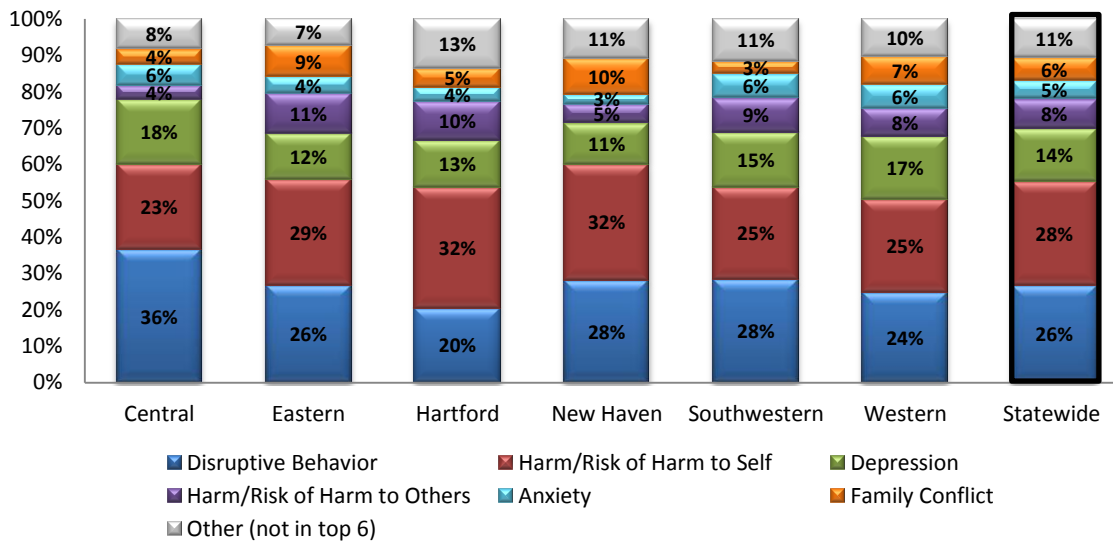
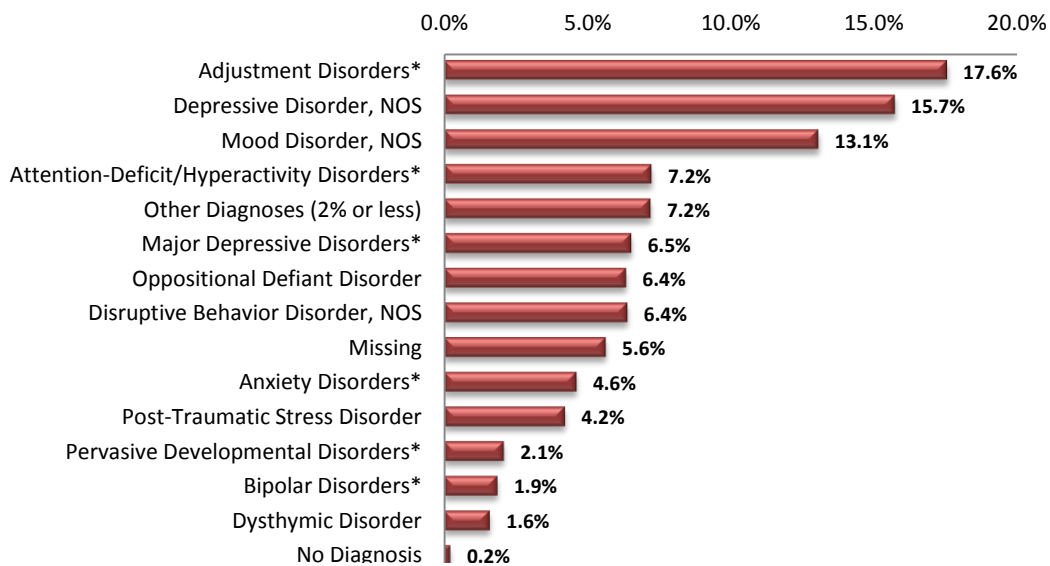
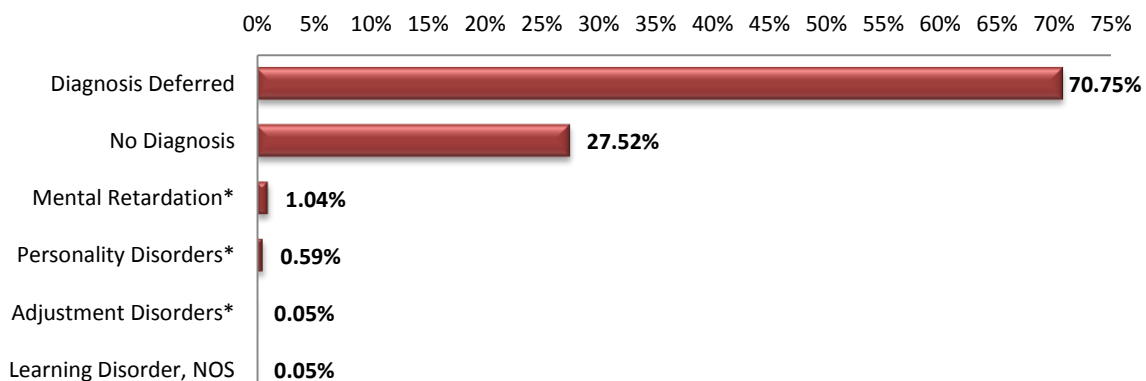


Figure 27. Distribution of Client Axis I Primary Diagnosis at Intake Statewide



*multiple diagnostic codes combined within category (see "Appendix B" for list)

Figure 28. Distribution of Client Axis II Primary Diagnosis at Intake Statewide



*multiple diagnostic codes combined within category (see "Appendix B" for list)

Figure 29. Distribution of Client Axis III Diagnosis at Intake Statewide

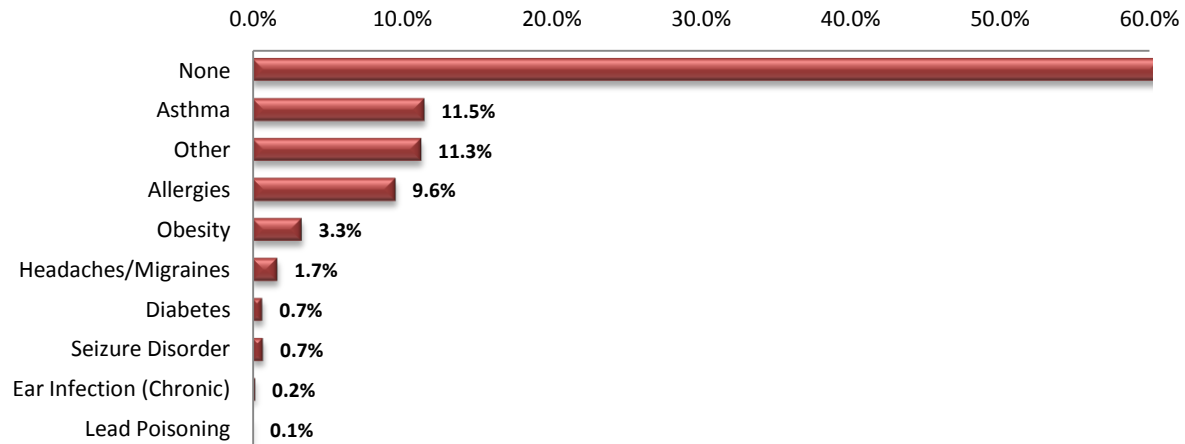


Figure 30. Distribution of Client Axis IV Diagnosis at Intake Statewide

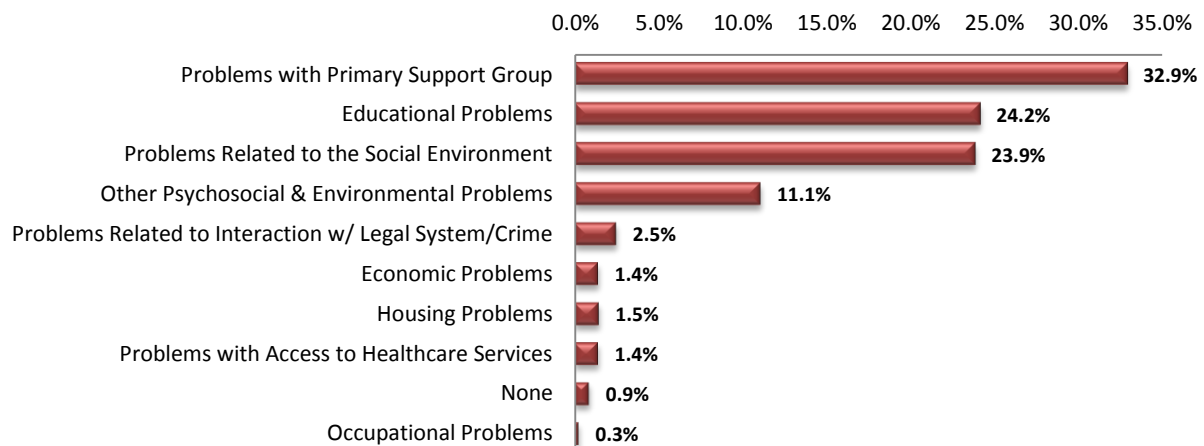
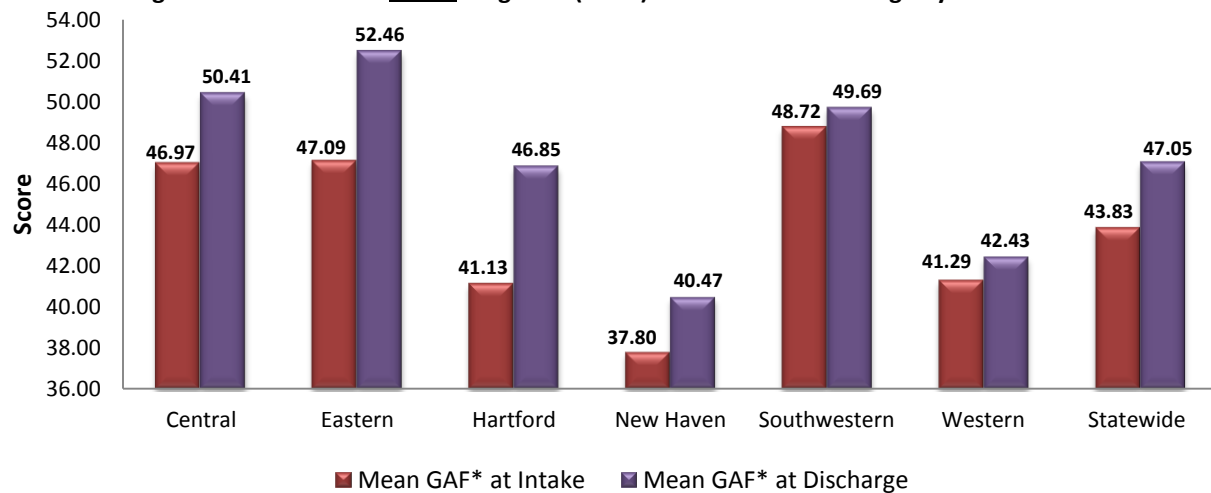
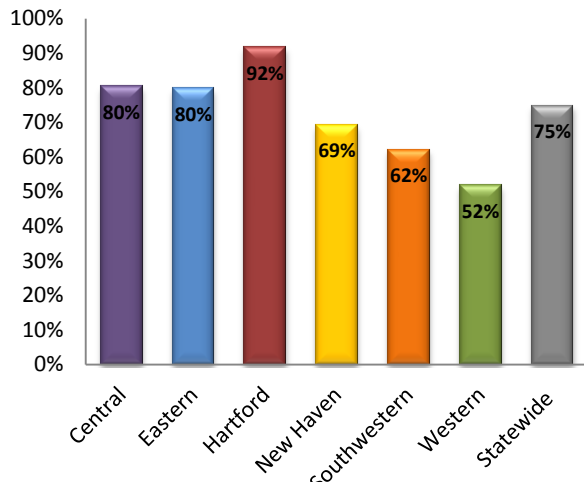


Figure 31. Mean Client Axis V Diagnosis (GAF*) at Intake and Discharge by Service Area



* GAF=Global Assessment of Functioning

Figure 32. Children Meeting SED* Criteria by Service Area



*SED= Serious Emotional Disturbance for definition see Appendix A

Figure 33. Children with Trauma Exposure Reported at Intake by Service Area

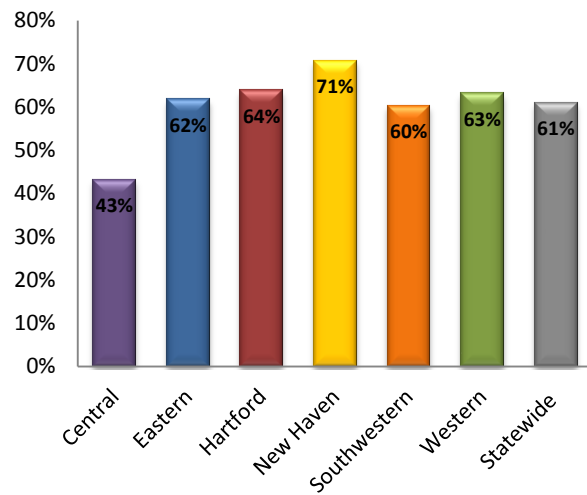


Figure 34. Type of Trauma Reported at Intake by Service Area

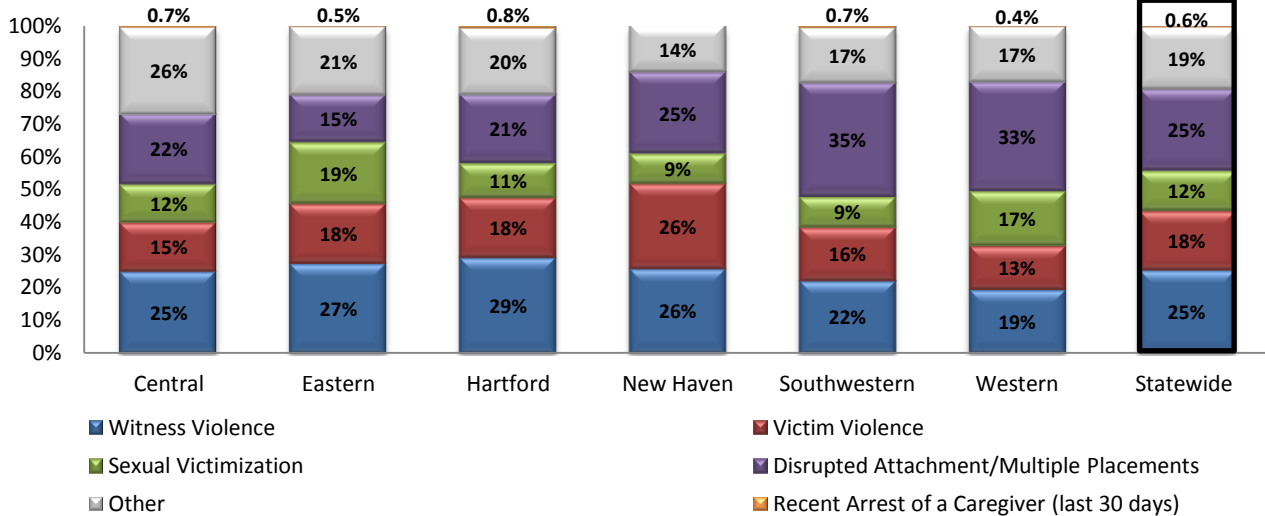


Figure 35. Clients Evaluated in an Emergency Dept. One or More Times in the Six Months Prior and During an Episode of Care

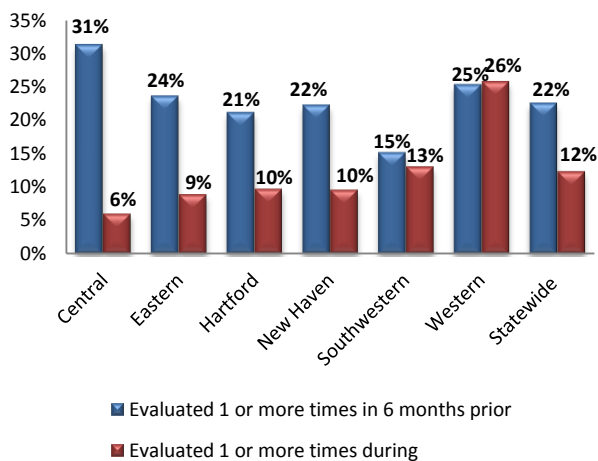
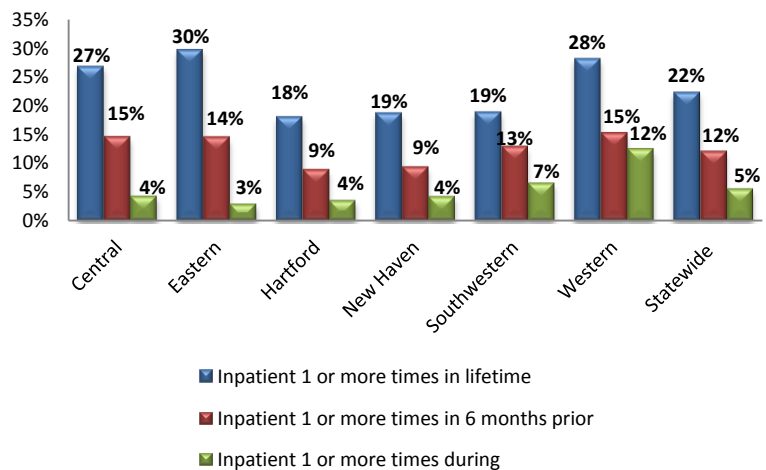


Figure 36. Clients Admitted to a Hospital (Inpatient) for Psychiatric or Behavioral Health Reasons One or More Times in His/Her Lifetime, in Six Months Prior and During the Episode of Care



Section V: Referral Sources

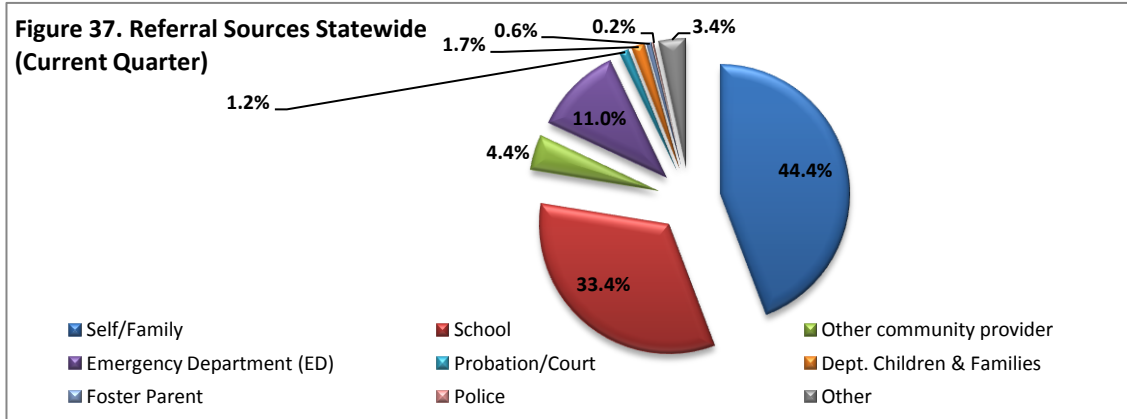
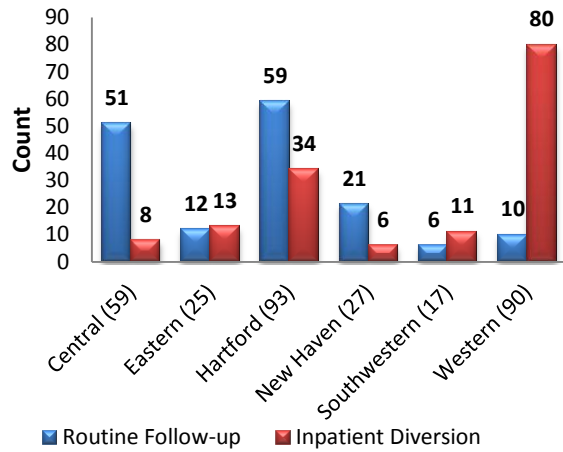


Table 1. Referral Sources (Current Quarter)

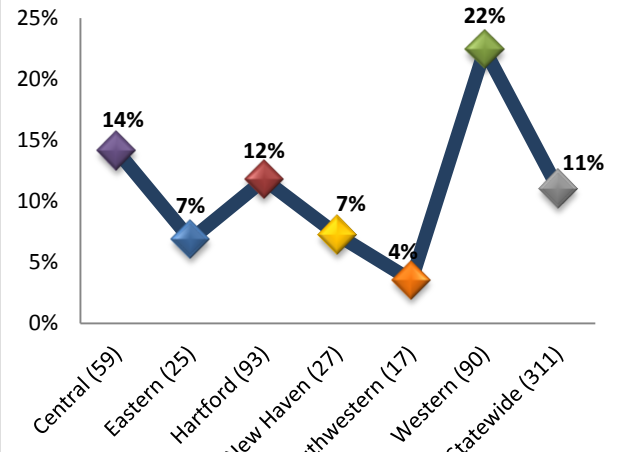
	Self/Family	Department School	Emergency (ED)	Community Provider	Dept. of Children & Families (DCF) Other	Probation/Court	Foster Parent	Physician	Congregate Facility	Other within Agency Care	Psychiatric Hospital	Info-Line (211)	Police	Family Advocate	Other State Agency	Natural Support	Community
STATEWIDE	44.4%	33.4%	11.0%	4.4%	1.7%	1.2%	0.6%	0.7%	0.3%	0.8%	0.8%	0.1%	0.2%	0.3%	0.04%	0.0%	
CENTRAL	46.7%	28.7%	14.1%	3.8%	1.7%	0.7%	0.0%	1.0%	0.2%	1.4%	1.0%	0.0%	0.5%	0.2%	0.0%	0.0%	
CHR/MiddHosp-EMPS	49.6%	28.3%	12.4%	6.2%	0.9%	1.8%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
CHR-EMPS	45.6%	28.9%	14.8%	3.0%	2.0%	0.3%	0.0%	1.0%	0.3%	2.0%	1.3%	0.0%	0.7%	0.3%	0.0%	0.0%	
EASTERN	51.2%	30.1%	6.8%	5.5%	1.1%	0.3%	0.8%	1.4%	0.3%	1.1%	1.1%	0.0%	0.0%	0.3%	0.0%	0.0%	
UCFS/CHR-EMPS	49.4%	28.3%	4.8%	9.6%	1.2%	0.6%	0.6%	1.2%	0.6%	2.4%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	
UCFS-EMPS	52.8%	31.7%	8.5%	2.0%	1.0%	0.0%	1.0%	1.5%	0.0%	0.0%	1.0%	0.0%	0.0%	0.5%	0.0%	0.0%	
HARTFORD	43.6%	35.9%	11.8%	3.4%	1.1%	1.6%	0.6%	0.1%	0.1%	0.5%	1.0%	0.0%	0.0%	0.1%	0.0%	0.0%	
Wheeler-EMPS:Htfd	35.5%	44.7%	11.4%	4.4%	0.7%	1.1%	0.4%	0.0%	0.0%	0.7%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	
Wheeler-EMPS:Meridn	41.0%	43.4%	9.0%	3.3%	0.8%	0.8%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	
Wheeler-EMPS:NBrit	50.0%	27.4%	12.9%	2.8%	1.5%	2.3%	0.8%	0.3%	0.3%	0.5%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	
NEW HAVEN	47.3%	33.2%	7.2%	5.9%	1.3%	0.3%	2.1%	0.3%	0.0%	0.8%	0.8%	0.0%	0.0%	0.8%	0.0%	0.0%	
CBeer/Bridge-EMPS	42.9%	34.3%	5.7%	11.4%	1.0%	1.0%	1.0%	0.0%	0.0%	1.9%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
CliffBeers-EMPS	49.1%	32.7%	7.8%	3.7%	1.5%	0.0%	2.6%	0.4%	0.0%	0.4%	0.7%	0.0%	0.0%	1.1%	0.0%	0.0%	
SOUTHWESTERN	43.5%	40.3%	3.5%	4.6%	3.3%	1.5%	0.0%	0.8%	0.0%	0.8%	0.6%	0.4%	0.4%	0.2%	0.0%	0.0%	
CGCGB/CGCSouth-EMPS	43.4%	45.0%	0.0%	3.9%	0.8%	0.0%	0.0%	0.8%	0.0%	2.3%	1.6%	1.6%	0.8%	0.0%	0.0%	0.0%	
CGCGB-EMPS:Nrwlk	47.9%	39.4%	0.0%	5.6%	1.4%	1.4%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	1.4%	1.4%	0.0%	0.0%	
CGCGB-EMPS	42.3%	38.4%	6.0%	4.6%	5.0%	2.1%	0.0%	0.7%	0.0%	0.4%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	
WESTERN	35.8%	28.6%	22.4%	4.2%	1.5%	2.2%	0.5%	1.5%	1.2%	0.2%	0.2%	0.0%	0.5%	0.5%	0.2%	0.2%	
Well-EMPS:Dnby	57.9%	26.3%	0.0%	2.6%	1.3%	7.9%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	
Well-EMPS:Torr	50.0%	22.7%	4.5%	6.8%	2.3%	2.3%	2.3%	0.0%	4.5%	0.0%	0.0%	0.0%	2.3%	2.3%	0.0%	0.0%	
Well-EMPS:Wtby	27.7%	30.1%	31.2%	4.3%	1.4%	0.7%	0.4%	1.4%	1.1%	0.4%	0.4%	0.0%	0.0%	0.4%	0.4%	0.4%	

Figure 38. Type of Emergency Dept. Referral (n=311)



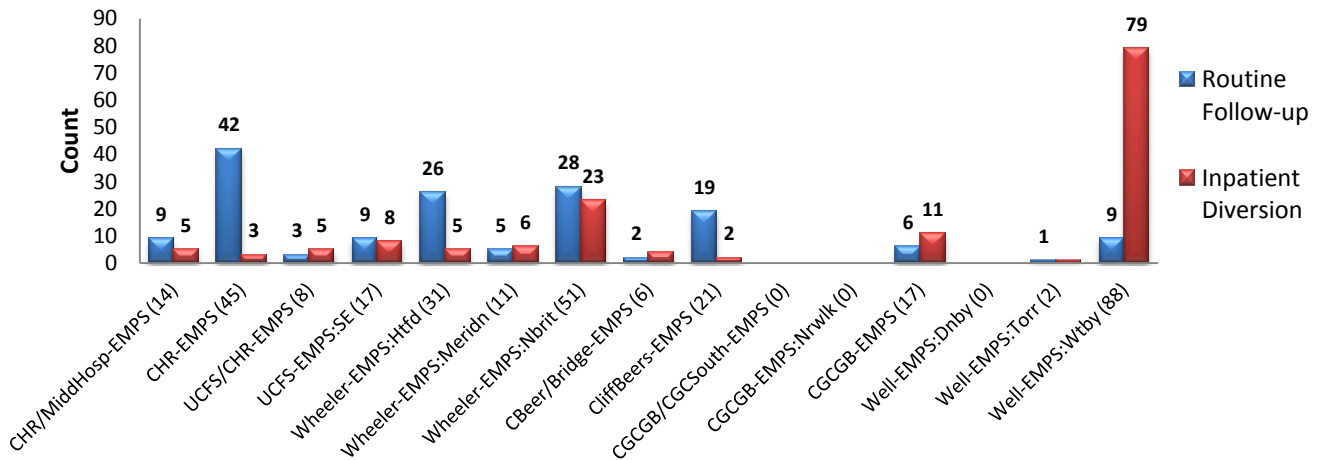
Note: Count total ED referrals are in parenthesis

Figure 39. Emergency Dept. Referral (% of Total EMPS Episodes)



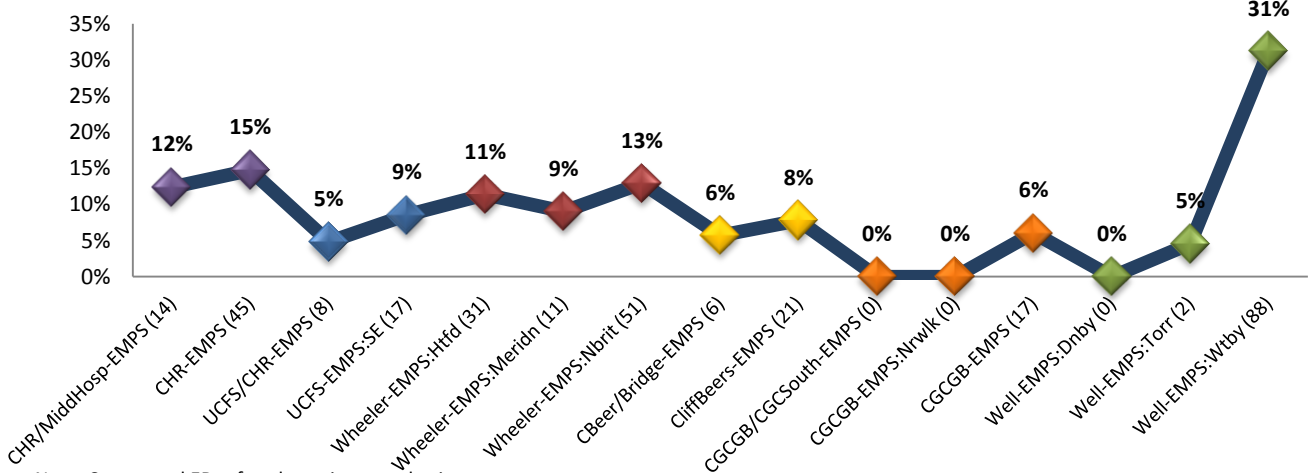
Note: Count total ED referrals are in parenthesis

Figure 40. Type of Emergency Dept. Referral by Provider



Note: Count total ED referrals are in parenthesis

Figure 41. Emergency Dept. Referral (% of Total EMPS Episodes) by Provider



Note: Count total ED referrals are in parenthesis

Section VI: 211 Recommendations and EMPS Response

Figure 42. 211 Recommended Initial Response

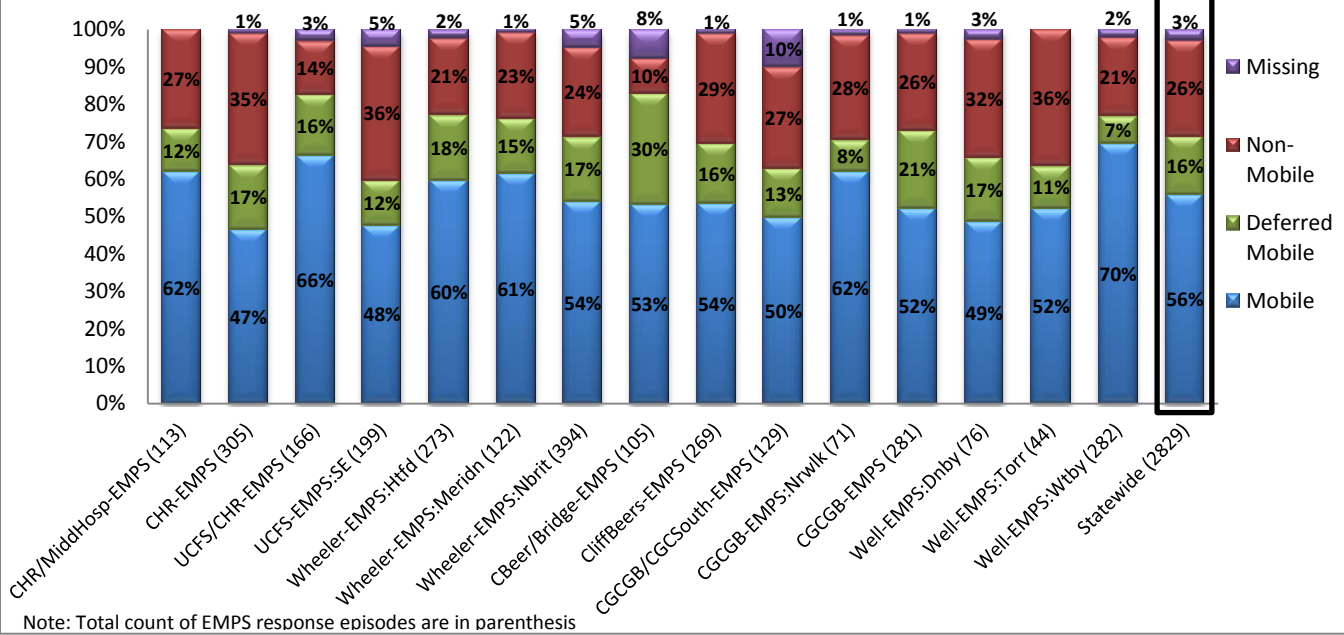


Figure 43. Actual Initial EMPS Provider Response

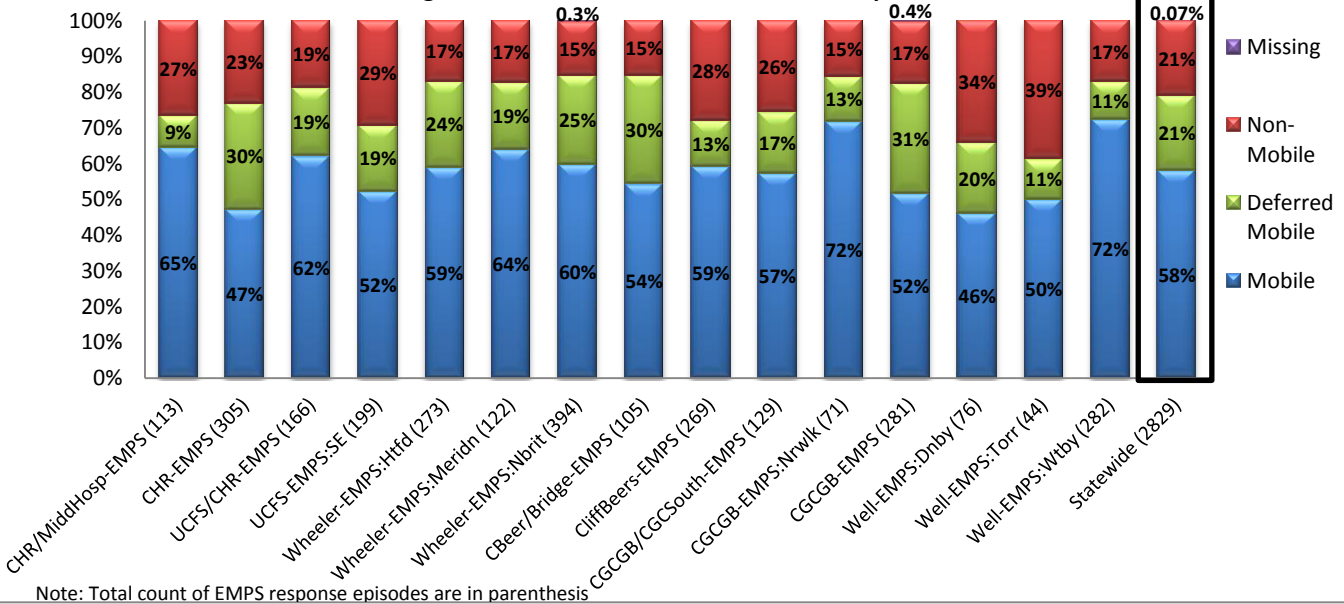


Figure 44. 211 Recommended Mobile Response Where Actual EMPS Response was Non-Mobile or Deferred Mobile

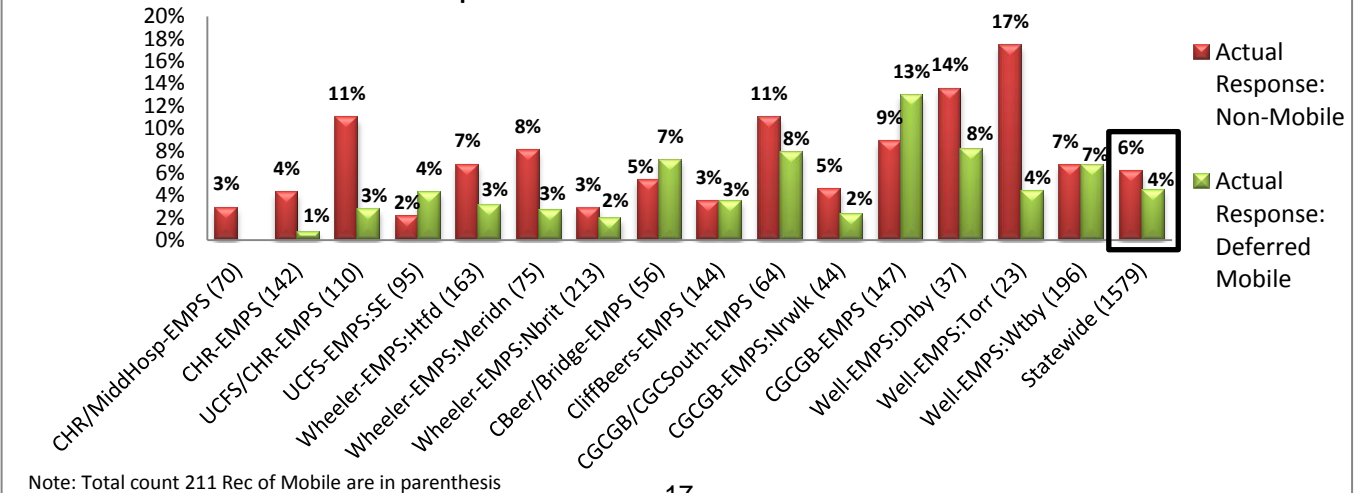


Figure 45. 211 Recommended Non-Mobile Response Where Actual EMPS Response was Mobile or Deferred Mobile

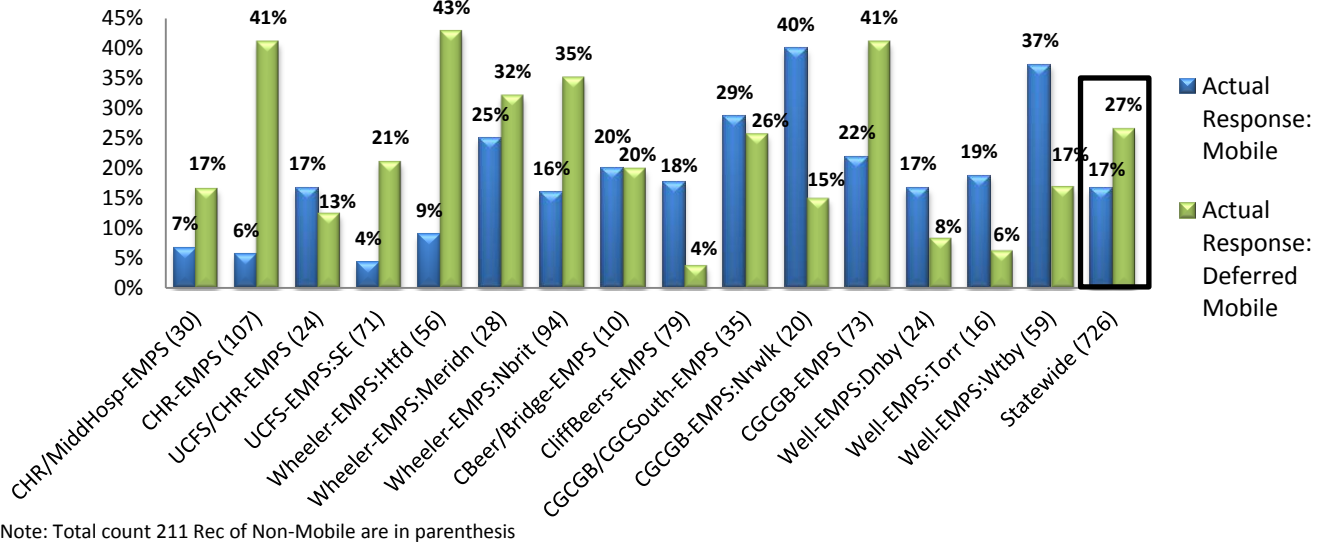


Figure 46. Mobile Response (Mobile & Deferred Mobile) by Service Area

Goal=90%

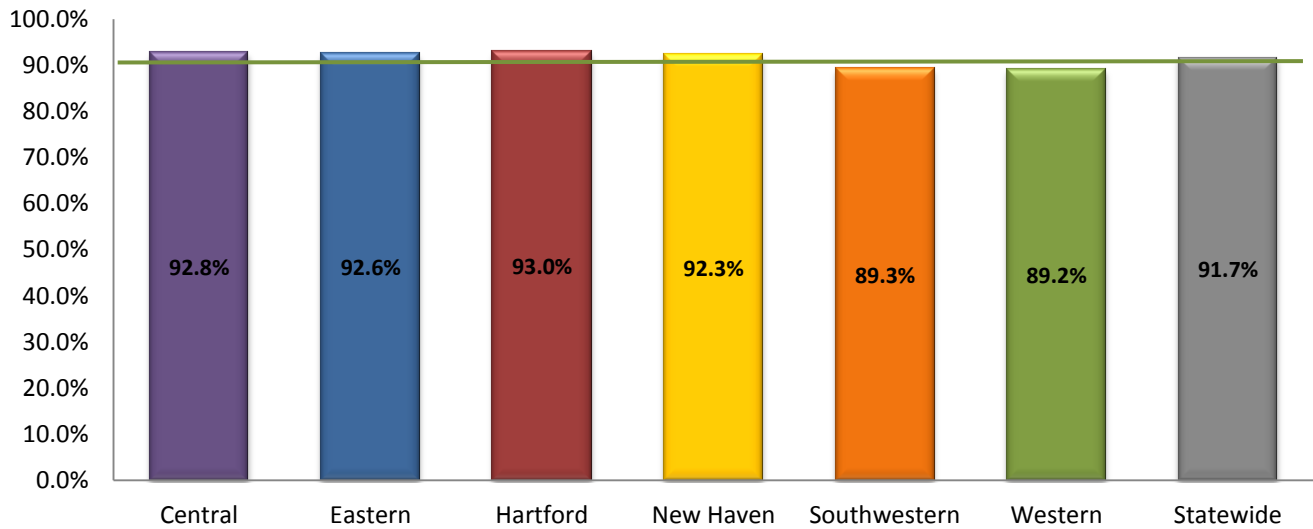
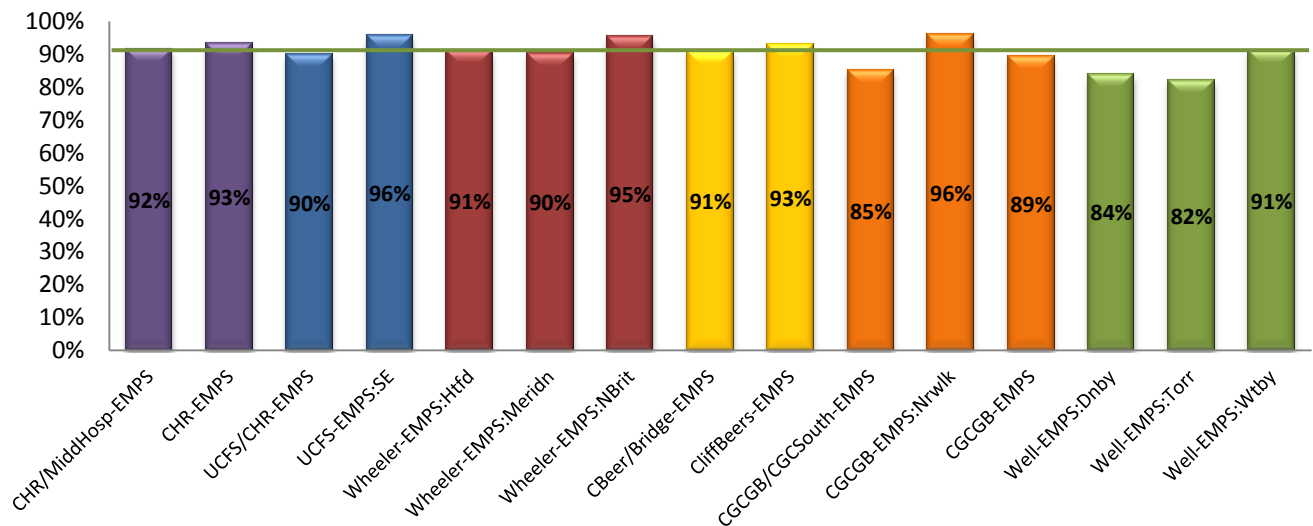


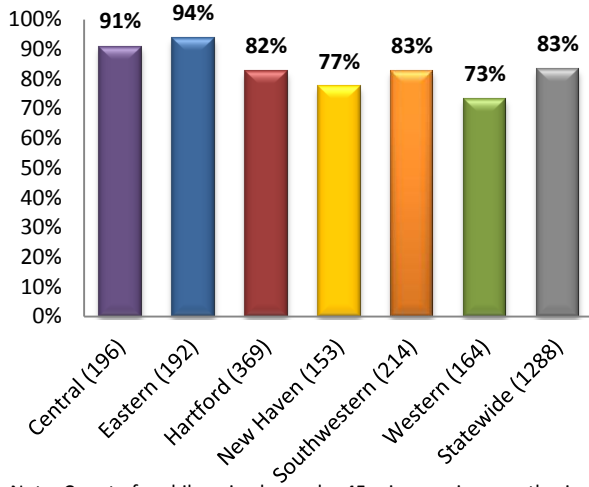
Figure 47. Mobile Response (Mobile & Deferred Mobile) by Provider

Goal=90%



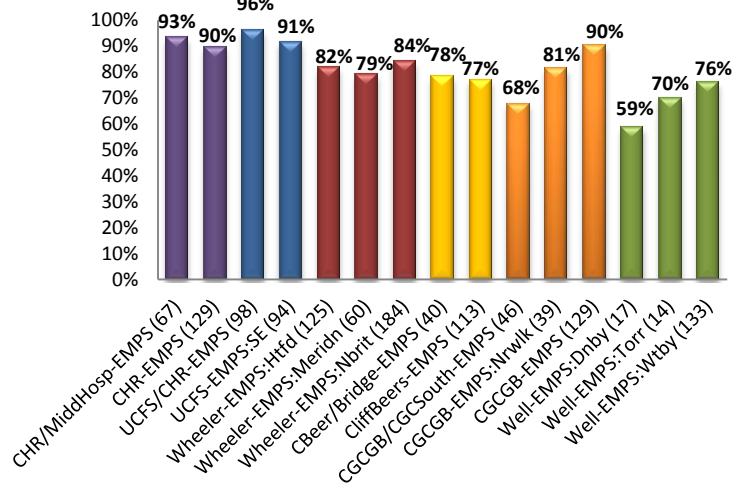
Section VII: Response Time

Figure 48. Total Mobile Episodes with Response Time Under 45 Minutes



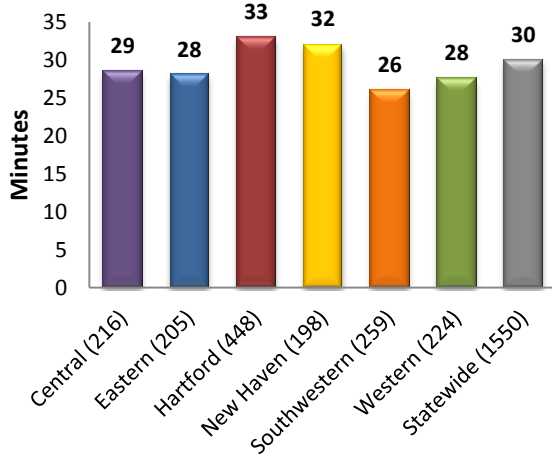
Note: Count of mobile episodes under 45 mins. are in parenthesis

Figure 49. Total Mobile Episodes with Response Time Under 45 Minutes by Provider



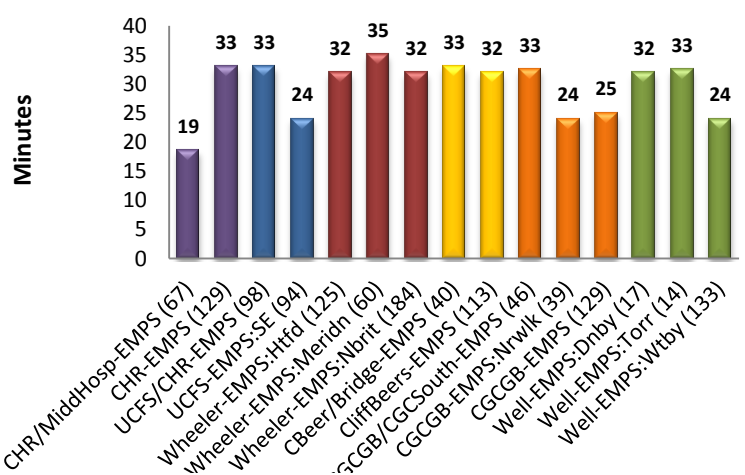
Note: Count of mobile episodes under 45 mins. are in parenthesis

Figure 50. Median Mobile Response Time by Service Area in Minutes



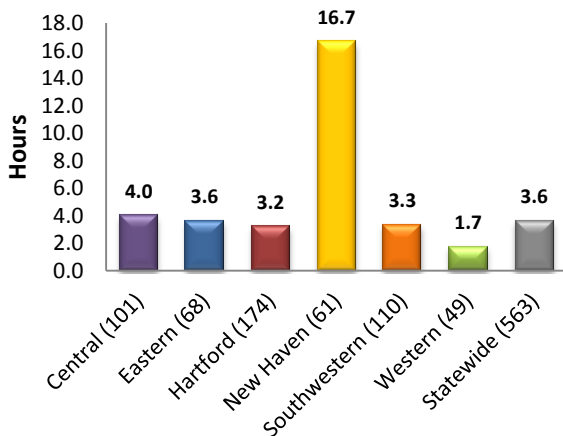
Note: Count of mobile EMPS response episodes are in parenthesis.

Figure 51. Median Mobile Response Time by Provider in Minutes



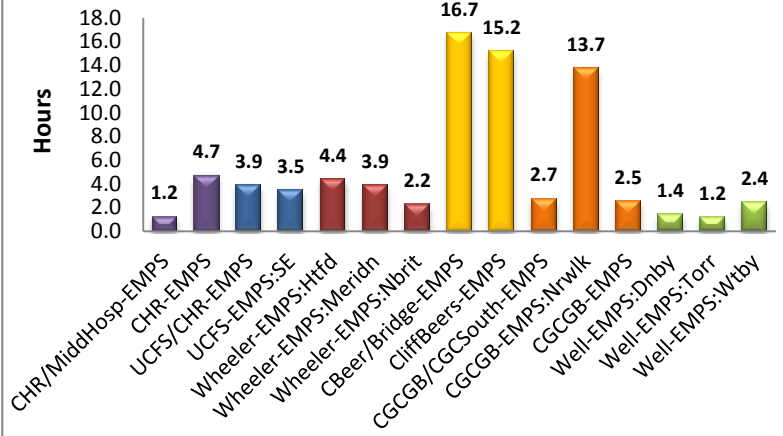
Note: Count of mobile episodes under 45 mins. are in parenthesis

Figure 52. Median Deferred Mobile Response Time by Service Area in Hours



Note: Count of deferred mobile EMPS response episodes are in parenthesis.

Figure 53. Median Deferred Mobile Response Time by Provider in Hours



Section VIII: Length of Stay and Discharge Information

Table 2. Length of Stay for Discharged Episodes of Care in Days

		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
		<i>Discharged Episodes for Current Reporting Period</i>									<i>Cumulative Discharged Episodes*</i>								
		Mean			Median			Percent			Mean			Median			Percent		
		LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45
1	STATEWIDE	0.8	6.8	22.7	0.0	2.0	19.0	9%	30%	7%	0.8	6.0	22.1	0.0	2.0	20.0	9%	27%	6%
2	Central	0.9	11.5	26.9	0.0	5.0	26.0	16%	45%	11%	0.9	9.4	22.4	0.0	5.0	21.0	15%	46%	5%
3	CHR/MiddHosp-EMPS	2.3	0.0	11.7	1.0	3.0	10.0	44%	27%	0%	2.0	3.9	13.5	1.0	3.0	12.0	35%	26%	0%
4	CHR-EMPS	0.2	16.0	28.4	0.0	7.0	28.0	3%	56%	12%	0.4	12.8	23.0	0.0	7.0	22.0	6%	59%	5%
5	Eastern	0.1	1.4	22.5	0.0	1.0	22.0	1%	1%	2%	0.1	1.5	22.4	0.0	1.0	21.0	1%	1%	1%
6	UCFS/CHR-EMPS	0.1	1.1	23.0	0.0	0.0	24.0	3%	1%	2%	0.1	1.2	22.3	0.0	0.0	20.5	1%	1%	1%
7	UCFS-EMPS	0.1	1.6	21.6	0.0	1.0	20.5	0%	1%	0%	0.1	1.6	22.7	0.0	1.0	21.0	0%	1%	1%
8	Hartford	0.5	4.3	21.1	0.0	2.0	18.0	8%	21%	4%	0.8	4.3	20.9	0.0	2.0	18.0	11%	19%	5%
9	Wheeler-EMPS:Htfd	1.0	5.3	24.3	0.0	1.0	22.0	11%	24%	7%	1.4	5.6	24.0	0.0	2.0	22.0	17%	28%	9%
10	Wheeler-EMPS:Meridn	0.5	4.1	17.3	0.0	1.0	14.0	19%	23%	3%	0.7	3.7	16.9	0.0	1.0	14.0	17%	15%	2%
11	Wheeler-EMPS:NBrit	0.2	3.7	20.1	0.0	2.0	18.0	2%	18%	3%	0.3	3.3	20.1	0.0	2.0	17.0	4%	13%	3%
12	New Haven	1.7	7.6	24.3	0.0	3.0	22.0	13%	41%	8%	1.1	8.1	27.2	0.0	2.0	26.0	12%	38%	10%
13	CBeer/Bridge-EMPS	2.8	3.5	19.1	0.0	0.0	10.5	8%	21%	13%	1.2	3.3	21.5	0.0	0.0	17.0	7%	19%	5%
14	CliffBeers-EMPS	1.5	9.7	26.6	0.0	6.0	27.0	14%	51%	6%	1.1	10.2	31.1	0.0	4.5	30.0	12%	46%	14%
15	Southwestern	1.0	10.3	27.2	0.0	4.0	27.0	10%	46%	7%	0.9	9.0	28.4	0.0	3.0	29.0	9%	41%	8%
16	CFG/CGCSouth-EMPS	0.0	4.3	29.1	0.0	0.0	27.0	0%	9%	23%	0.0	3.0	34.3	0.0	0.0	36.0	0%	8%	22%
17	CFG-Nrwlk	1.3	11.3	34.4	1.0	6.0	35.0	33%	60%	10%	1.3	8.8	24.1	1.0	6.0	21.0	29%	53%	6%
18	CFG-Brdgprt	1.4	11.7	25.3	0.0	7.0	27.0	10%	53%	0%	1.4	10.7	26.4	0.0	5.0	28.0	12%	48%	1%
19	Western	0.8	3.2	20.0	0.0	0.0	15.0	8%	16%	11%	0.7	2.5	17.1	0.0	0.0	14.0	6%	12%	6%
20	Well-EMPS:Dnby	0.9	1.5	17.7	0.0	0.0	14.0	4%	13%	4%	0.8	2.6	16.2	0.0	0.0	14.0	6%	15%	3%
21	Well-EMPS:Torr	0.3	3.9	19.4	0.0	1.0	14.0	11%	18%	11%	0.2	3.8	18.2	0.0	1.0	16.0	6%	20%	6%
22	Well-EMPS:Wtby	0.9	3.5	20.5	0.0	0.0	15.0	9%	16%	12%	0.8	2.3	17.0	0.0	0.0	12.0	6%	10%	7%

* Discharged episodes with end dates from July 1, 2011 to the end of the current reporting period.

Note: Blank cells indicate no data was available for that particular inclusion criteria

Definitions:

LOS: Phone

Length of Stay in Days for Phone Only

LOS: FTF

Length of Stay in Days for Face To Face Only

LOS: Stab.

Length of Stay in Days for Stabilization Plus Follow-up Only

Phone > 1

Percent of episodes that are phone only that are greater than 1 day

FTF > 5

Percent of episodes that are face to face that are greater than 5 days

Stab. > 45

Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Table 3. Number of Episodes for Discharged Episodes of Care

		A	B	C	D	E	F	G	H	I	J	K	L
		<i>Discharged Episodes for Current Reporting Period</i>						<i>Cumulative Discharged Episodes*</i>					
		N used Mean/Median			N used for Percent			N used Mean/Median			N used for Percent		
		LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45
1	STATEWIDE	578	1267	1067	54	384	70	2107	4466	3677	195	1222	205
2	Central	101	202	131	16	91	14	408	740	450	61	340	21
3	CHR/MiddHosp-EMPS	32	75	12	14	20	0	122	286	29	43	74	0
4	CHR-EMPS	69	127	119	2	71	14	286	454	421	18	266	21
5	Eastern	89	177	132	1	2	2	292	611	416	2	5	3
6	UCFS/CHR-EMPS	31	70	88	1	1	2	74	186	292	1	2	2
7	UCFS-EMPS	58	107	44	0	1	0	218	425	124	1	3	1
8	Hartford	125	275	427	10	58	19	494	970	1398	53	189	72
9	Wheeler-EMPS:Htfd	44	94	139	5	23	10	204	410	453	35	114	43
10	Wheeler-EMPS:Meridn	21	44	67	4	10	2	54	133	228	9	20	4
11	Wheeler-EMPS:NBrit	60	137	221	1	25	7	236	427	717	9	55	25
12	New Haven	86	183	95	11	75	8	285	603	355	33	229	36
13	CBeer/Bridge-EMPS	13	62	30	1	13	4	43	183	145	3	34	7
14	CliffBeers-EMPS	73	121	65	10	62	4	242	420	210	30	195	29
15	Southwestern	86	295	107	9	137	8	281	962	438	26	392	33
16	CFGC/CGCSouth-EMPS	26	54	31	0	5	7	99	185	126	0	14	28
17	CFGC-Nrwlk	12	52	10	4	31	1	24	143	53	7	76	3
18	CFGC-Brdgprt	48	189	66	5	101	0	158	634	259	19	302	2
19	Western	91	135	175	7	21	19	347	580	620	20	67	40
20	Well-EMPS:Dnby	26	24	23	1	3	1	78	74	78	5	11	2
21	Well-EMPS:Torr	18	11	18	2	2	2	69	56	96	4	11	6
22	Well-EMPS:Wtby	47	100	134	4	16	16	200	450	446	11	45	32

* Discharged episodes with end dates from July 1, 2011 to the end of the current reporting period.

Note: Blank cells indicate no data was available for that particular inclusion criteria

Definitions:

LOS: Phone

Length of Stay in Days for Phone Only

LOS: FTF

Length of Stay in Days for Face To Face Only

LOS: Stab.

Length of Stay in Days for Stabilization Plus Follow-up Only

Phone > 1

Percent of episodes that are phone only that are greater than 1 day

FTF > 5

Percent of episodes that are face to face that are greater than 5 days

Stab. > 45

Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Table 4. Length of Stay for Open Episodes of Care in Days

		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
		<i>Episodes Still in Care*</i>									<i>N of Episodes Still in Care*</i>					
		Mean			Median			Percent			N used Mean/Median			N used for Percent		
		LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45
1	STATEWIDE	31.9	28.2	23.0	31.0	23.0	22.0	100%	91%	14%	7	79	138	7	72	19
2	Central	32.0	24.2	23.4	32.0	24.0	24.5	100%	100%	13%	1	23	24	1	23	3
3	CHR/MiddHosp-EMPS										0	0	0	0	0	0
4	CHR-EMPS	32.0	24.2	23.4	32.0	24.0	24.5	100%	100%	13%	1	23	24	1	23	3
5	Eastern			9.0			9.0			0%	0	0	2	0	0	0
6	UCFS/CHR-EMPS										0	0	0	0	0	0
7	UCFS-EMPS			9.0			9.0			0%	0	0	2	0	0	0
8	Hartford	26.0	15.5	17.6	26.0	14.5	17.5	100%	83%	0%	2	6	46	2	5	0
9	Wheeler-EMPS:Htfd		26.0	19.5		26.0	22.5		100%	0%	0	2	28	0	2	0
10	Wheeler-EMPS:Meridn	2.0		13.0	2.0		17.0	100%		0%	1	0	3	1	0	0
11	Wheeler-EMPS:NBrit	50.0	10.3	15.1	50.0	10.0	16.0	100%	75%	0%	1	4	15	1	3	0
12	New Haven	13.0	40.8	26.5	13.0	44.0	19.0	100%	95%	27%	2	19	30	2	18	8
13	CBeer/Bridge-EMPS		22.5	30.8		14.0	25.0		100%	31%	0	4	13	0	4	4
14	CliffBeers-EMPS	13.0	45.7	23.2	13.0	50.0	17.0	100%	93%	24%	2	15	17	2	14	4
15	Southwestern		26.7	27.3		22.0	27.0		82%	25%	0	28	20	0	23	5
16	CFG/CGCSouth-EMPS		38.4	32.8		37.0	29.0		100%	31%	0	14	16	0	14	5
17	CFG-Nrwk		17.6			18.0			80%		0	5	0	0	4	0
18	CFG-Brdgprt		13.7	5.3		16.0	4.0		56%	0%	0	9	4	0	5	0
19	Western	56.5	18.3	28.0	56.5	23.0	30.0	100%	100%	19%	2	3	16	2	3	3
20	Well-EMPS:Dnby			29.8			32.5			25%	0	0	4	0	0	1
21	Well-EMPS:Torr		6.0	31.0		6.0	31.0		100%	0%	0	1	1	0	1	0
22	Well-EMPS:Wtby	56.5	24.5	27.1	56.5	24.5	23.0	100%	100%	18%	2	2	11	2	2	2

* Data includes episodes still in care with referral dates from July 1, 2011 to end of current reporting period.

Note: Blank cells indicate no data was available for that particular inclusion criteria

Definitions:

LOS: Phone

Length of Stay in Days for Phone Only

LOS: FTF

Length of Stay in Days for Face To Face Only

LOS: Stab.

Length of Stay in Days for Stabilization Plus Follow-up Only

Phone > 1

Percent of episodes that are phone only that are greater than 1 day

FTF > 5

Percent of episodes that are face to face that are greater than 5 days

Stab. > 45

Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Figure 54. Top Six Reasons for Client Discharge Statewide

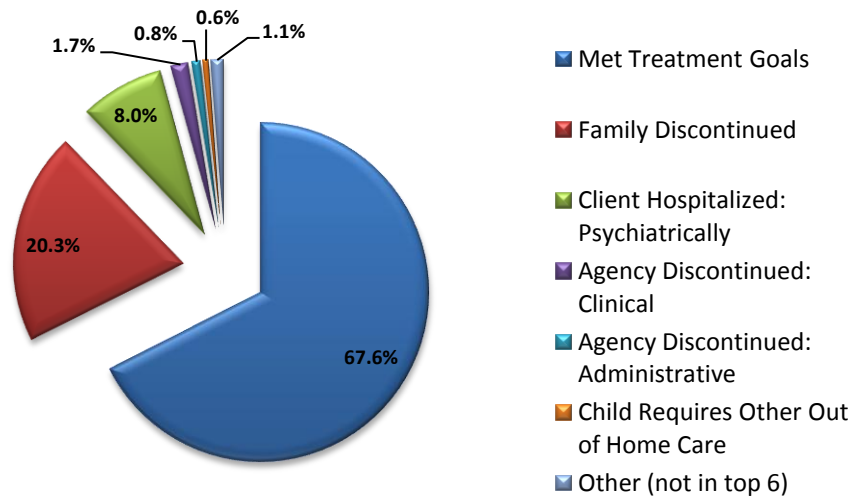


Figure 55. Top Six Places Clients Live at Discharge Statewide

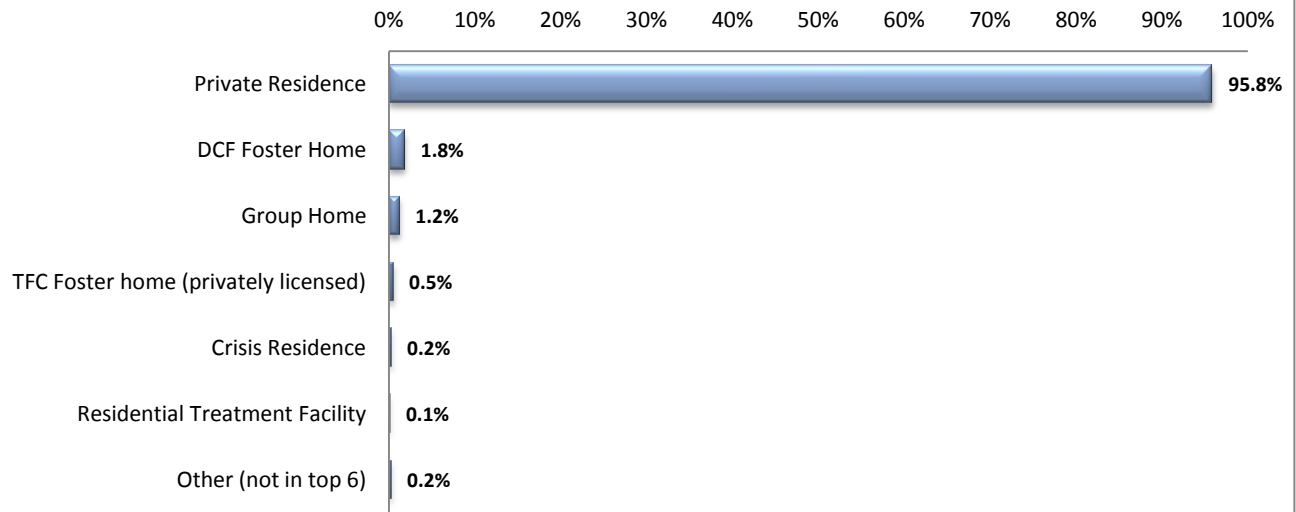
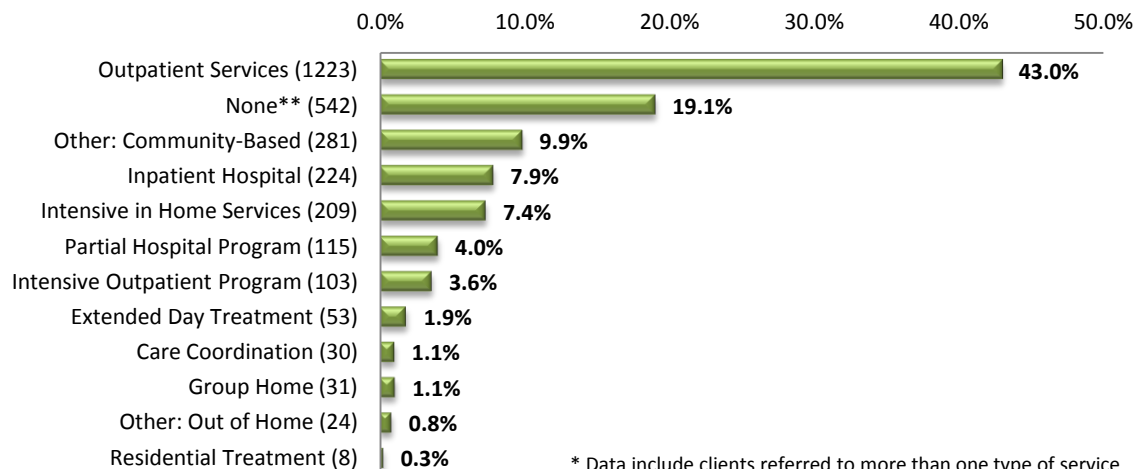


Figure 56. Type of Services Client Referred* to at Discharge Statewide (N=2843)



Note: Count for each type of service referral is in parenthesis

* Data include clients referred to more than one type of service

** May include referrals back to existing providers

Table 5. Ohio Scales Scores by Service Area

Service Area	<i>N (paired' intake & discharge)</i>	<i>Mean (paired' intake)</i>	<i>Mean (paired' discharge)</i>	<i>Mean Difference (paired' cases)</i>	<i>t-score</i>	<i>Sig.</i>
STATEWIDE						
Parent Functioning Score	168	41.71	44.98	3.27	4.46	**
Worker Functioning Score	658	42.50	45.99	3.49	11.63	**
Parent Problem Score	173	28.57	24.37	-4.2	-5.31	**
Worker Problem Score	658	30.32	25.10	-5.22	-14.57	**
Central						
Parent Functioning Score	12	37.00	37.75	0.75	0.89	
Worker Functioning Score	118	40.86	44.12	3.26	6.73	**
Parent Problem Score	12	32.75	35.42	2.67	0.90	
Worker Problem Score	118	32.35	28.00	-4.35	-6.68	**
Eastern						
Parent Functioning Score	55	44.65	48.87	4.22	3.19	**
Worker Functioning Score	98	42.03	45.88	3.85	4.99	**
Parent Problem Score	57	24.96	20.96	-4	-2.80	**
Worker Problem Score	98	32.34	25.70	-6.64	-5.92	**
Hartford						
Parent Functioning Score	45	38.36	39.09	0.73	0.83	
Worker Functioning Score	82	42.51	46.78	4.27	4.42	**
Parent Problem Score	47	32.68	31.38	-1.3	-1.97	†
Worker Problem Score	82	28.18	22.18	-6.00	-5.49	**
New Haven						
Parent Functioning Score	21	42.05	49.95	7.9	3.02	**
Worker Functioning Score	41	43.41	45.88	2.47	2.31	*
Parent Problem Score	21	28.19	16.90	-11.29	-4.88	**
Worker Problem Score	41	28.54	21.34	-7.2	-5.62	**
Southwestern						
Parent Functioning Score	5	50.20	54.40	4.2	1.91	
Worker Functioning Score	58	44.66	48.64	3.98	3.70	**
Parent Problem Score	5	13.20	14.00	0.8	0.59	
Worker Problem Score	58	29.66	23.95	-5.71	-3.85	**
Western						
Parent Functioning Score	30	41.57	44.50	2.93	1.31	
Worker Functioning Score	261	42.79	46.06	3.27	6.35	**
Parent Problem Score	31	30.10	22.45	-7.65	-3.22	**
Worker Problem Score	261	29.75	25.33	-4.42	-8.33	**

paired' = Number of cases with both intake and discharge scores

† .05-.10,

* P < .05,

**P < .01

Section IX: Client & Referral Source Satisfaction

Table 6. Client and Referrer Satisfaction for 211 and EMPS (Current Quarter)*

211 Items	Clients (n=131)	Referrers (n=64)
The 211 staff answered my call in a timely manner	4.90	4.94
The 211 staff was courteous	4.89	4.98
The 211 staff was knowledgeable	4.89	4.95
My phone call was quickly transferred to the EMPS provider	4.86	4.95
Sub-Total Mean: 211	4.88	4.96
EMPS Items		
EMPS responded to the crisis in a timely manner	4.87	5.00
The EMPS staff was respectful	4.88	5.00
The EMPS staff was knowledgeable	4.87	5.00
The EMPS staff spoke to me in a way that I understood	4.87	X
EMPS helped my child/family get the services needed or made contact with my current service provider (if you had one at the time you called EMPS)	4.72	X
The services or resources my child and/or family received were right for us	4.76	X
The child/family I referred to EMPS was connected with appropriate services or resources upon discharge from EMPS	X	4.84
Overall, I am very satisfied with the way that EMPS responded to the crisis	4.78	4.91
Sub-Total Mean: EMPS	4.82	4.95
Overall Mean Score	4.84	4.95

* All items collected by 211, in collaboration with the PIC and DCF; measured on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree)

Client Comments:

- Extremely pleased with the services and with the follow up they have provided so far.
- Superior service across the board.
- Both 211 and EMPS staff very professional.
- Very satisfied-thank you for the service.

- Very unhappy with service--the EMPS staff only spoke to my son and never to me when they arrived.
- I feel that the clinician I spoke with assumed I knew what services I needed; however, that was why I was calling. I felt that I did not receive much, if any, assistance from her.
- Overall, the services were good, but EMPS told me I needed to get permission from my child's therapist before they would come out. My therapist was the one who told me to call, so I don't understand why that was said.
- I was not happy at all with their services-I feel that I didn't get any help from anyone and I will never use the service again (caller then disconnected).

Referrer Comments:

- I use them all the time and am always very pleased with their response.
- They went above and beyond! Thank you!
- Great service-wish they were mobile a bit earlier in the morning.
- I was more than satisfied with the service of both 211 and EMPS.

- I felt that I literally had to spell everything out to the 211 staffperson.
- I had to call 211 twice-the first time, the phone just rang and rang and it disconnected. I called back and got someone right away.
- The EMPS ended up telling me to call 911 since it was a medical issue. However, all of the child's providers did not understand why EMPS did not come out. I was not satisfied with their service.

Section X: Training Attendance

Table 7. Trainings Completed for All Active* Staff

	Crisis Wrap	Crisis API	Str Based	Suicide	Trauma	Violence	C&L Care	Safety	Emerg. Certificate	All 9 Trainings Completed	All 9 Completed for Full-Time Staff Only
Statewide (153)*	64%	69%	65%	68%	68%	69%	64%	71%	55%	36%	56%
CHR/MiddHosp-EMPS (6)*	83%	100%	67%	100%	100%	100%	83%	100%	100%	67%	100%
CHR-EMPS (11)*	82%	100%	91%	82%	73%	91%	82%	91%	73%	64%	100%
UCFS/CHR-EMPS (5)*	80%	100%	80%	100%	80%	100%	80%	100%	40%	40%	50%
UCFS-EMPS (11)*	82%	82%	82%	73%	82%	82%	82%	82%	45%	45%	83%
Wheeler-EMPS:Htfd (20)*	65%	80%	75%	75%	80%	75%	60%	75%	55%	25%	45%
Wheeler-EMPS:Meridn (11)*	82%	73%	91%	73%	82%	91%	73%	82%	82%	55%	86%
Wheeler-EMPS:Nbrit (14)*	79%	93%	93%	100%	86%	93%	86%	93%	86%	71%	90%
CBeer/Bridge-EMPS (6)*	67%	67%	67%	67%	67%	67%	67%	67%	67%	67%	67%
CliffBeers-EMPS (14)*	43%	50%	50%	71%	57%	57%	57%	43%	14%	0%	0%
CFGF/Stmfrd(6)*	50%	33%	17%	67%	50%	67%	33%	67%	0%	0%	0%
CFGF-Nrwlk (3)*	100%	100%	67%	67%	100%	100%	67%	67%	67%	67%	67%
CFGF-Brdgprt (14)*	64%	64%	64%	64%	64%	79%	64%	79%	36%	29%	100%
Well-EMPS:Dnby (1)*	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Well-EMPS:Torr (2)*	50%	50%	50%	50%	50%	50%	100%	100%	50%	50%	50%
Well-EMPS:Wtby (29)*	41%	66%	62%	55%	69%	52%	69%	76%	79%	31%	69%
Full-Time Staff Only (91)	77%	79%	79%	80%	84%	82%	82%	87%	67%	54%	

Note: Count of active staff for each provider or category is in parenthesis

* Includes all active full-time, part-time and per diem staff

Training Title Abbreviations:

Crisis Wrap = Crisis Wraparound

Crisis API = Crisis Assessment, Planning and Intervention

Str Based = Strengths-Based Assessment and Utilizing the System of Care

Suicide = Assessing and Intervening with Suicidal and Self-Injurious Youth

Trauma = Traumatic Stress and Trauma Informed Care

Violence = Violence Assessment and Prevention

C&L Care = Culturally and Linguistically Competent Care

Safety = Worker Safety and Self Care

Emerg. Certificate=Emergency Certificate

Section XI: Data Quality Monitoring

Figure 57. Ohio Scales Collected at Intake by Provider

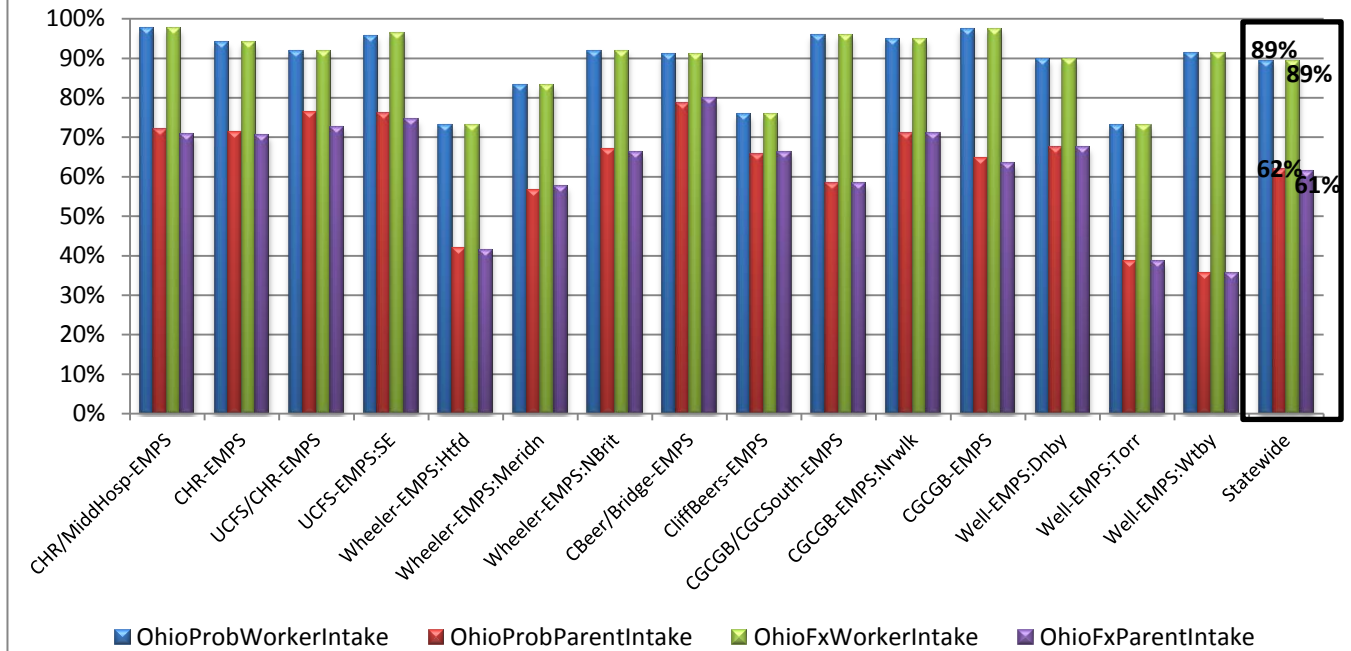
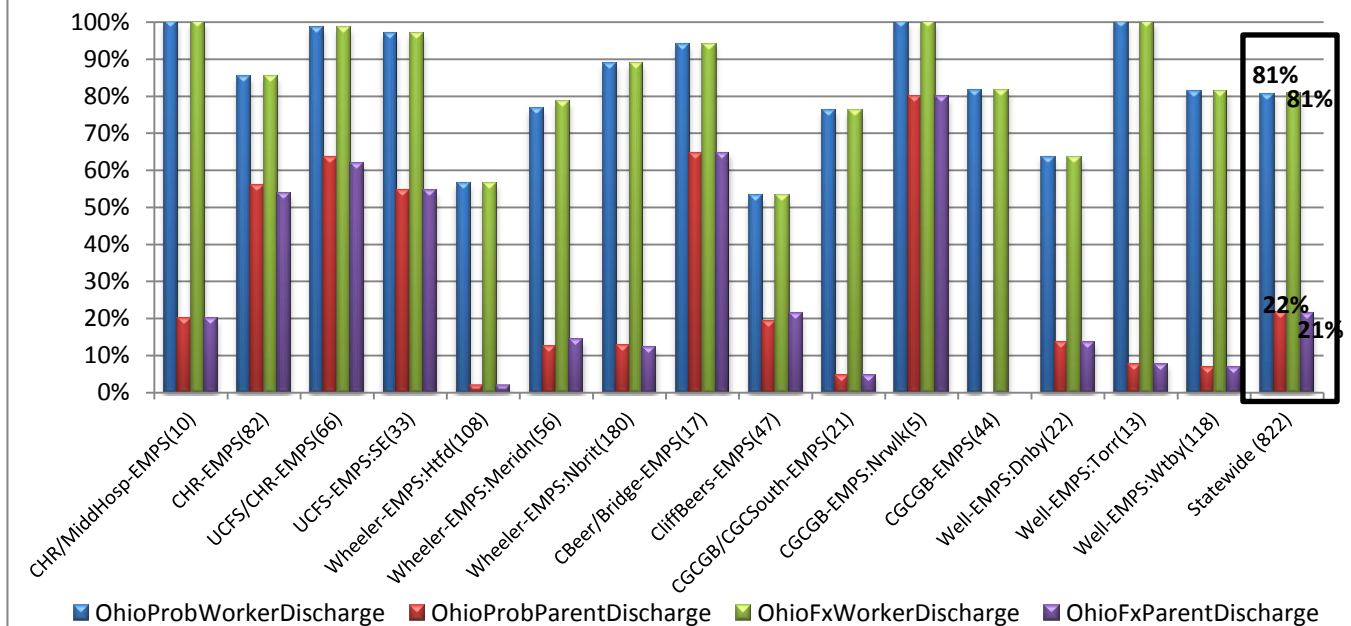
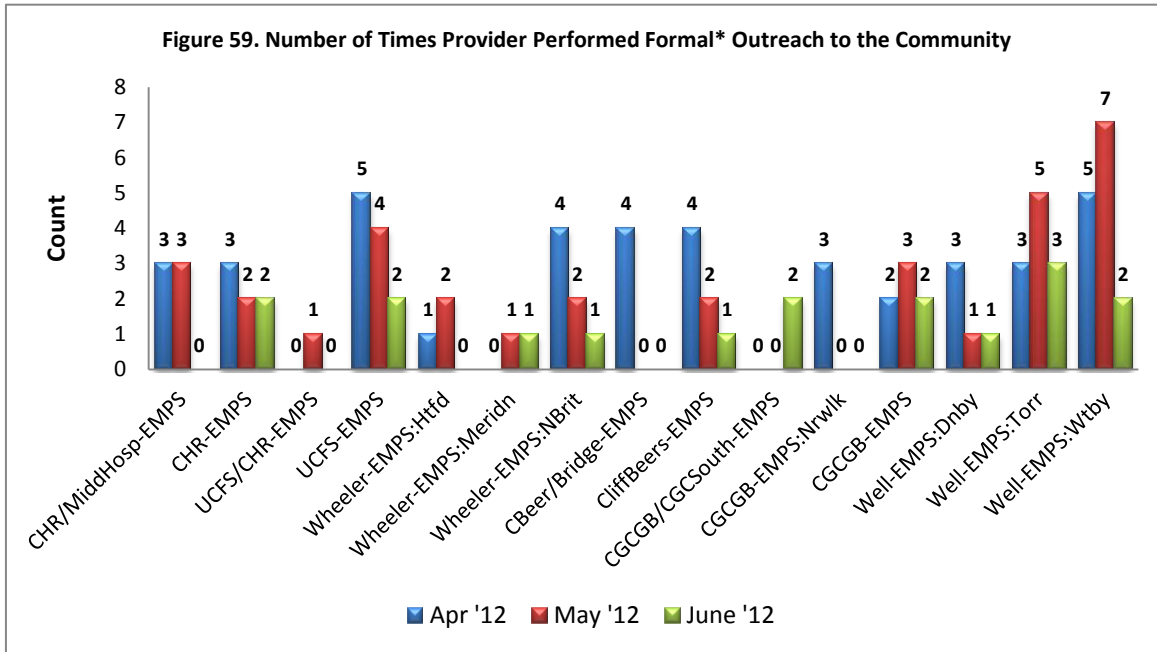


Figure 58. Ohio Scales Collected at Discharge by Provider



Note: Count number of expected Ohio Scales completed at discharge in parenthesis

Section XII: Provider Community Outreach



* Formal outreach refers to: 1) In person presentations lasting 30 minutes or more, using the EMPS PowerPoint slides and including distribution to attendees of marketing materials and other EMPS resources; 2) Outreach presentations that are in person that include workshops, conferences, or similar gatherings in which EMPS is discussed for at least an hour or more; 3) Outreach presentations that are not in person which may include workshops, conferences, or similar gatherings in which the EMPS marketing video, banner, and table skirt are set up for at least 2 hours with marketing materials made available to those who would like them; 4) The EMPS PIC considers other outreaches for inclusion on a case-by-case basis, as requested by EMPS providers.