



Emergency Mobile Psychiatric Services (EMPS) Performance Improvement Center (PIC)

Monthly Report: November 2010



Report produced by the Emergency Mobile Psychiatric Services (EMPS) Performance Improvement Center (PIC). The PIC team includes: Jeffrey Vanderploeg, Ph.D.; Jason Lang, Ph.D.; Kristin Adomeit, B.S.; Joann Wright Mawasha, M.A. and Lori Schon

Table of Contents

<i>Executive Summary</i>	3
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Section I: Primary EMPS Performance Indicators

Figure 1. Total Call Volume by Call Type	4
Figure 2. EMPS Episodes by Service Area	4
Figure 3. Number Served Per 1,000 Children	4
Figure 4. Number Served Per 1,000 Children in Poverty	4
Figure 5. Percent Mobile Response by Service Area	4
Figure 6. Percent Total Mobile Episodes with Response Time Under 45 Mins. by Service Area	4

Section II: Episode Volume

Figure 7. Total Call Volume by Call Type	5
Figure 8. Statewide 211 Disposition Frequency	5
Figure 9. EMPS Response Episodes by Provider	5
Figure 10. Number Served Per 1,000 Children by Provider	5
Figure 11. Episode Intervention Types by Service Area	6
Figure 12. Episode Intervention Types by Provider	6

Section III: 211 Recommendations and EMPS Response

Figure 13. Percent 211 Recommended Response by Provider	7
Figure 14. Percent Actual EMPS Response by Provider	7
Figure 15. Percent Mobile Response (Mobile & Deferred Mobile) by Service Area	7
Figure 16. Percent Mobile Response (Mobile & Deferred Mobile) by Provider	8
Figure 17. Percent of 211 Recommended Mobile Episodes Where Actual EMPS Response was Non-Mobile or Deferred Mobile	8
Figure 18. Percent of 211 Recommended Non-Mobile Episodes Where Actual EMPS Response was Mobile or Deferred Mobile	8

Section IV: Response Time

Figure 19. Percent Total Mobile Episodes with Response Time Under 45 Mins. by Service Area	9
Figure 20. Percent Total Mobile Episodes with Response Time Under 45 Minutes by Provider	9
Figure 21. Median Mobile Response Time by Service Area in Minutes	9
Figure 22. Median Mobile Response Time by Provider in Minutes	9
Figure 23. Median Deferred Mobile Response Time by Service Area in Hours	9
Figure 24. Median Deferred Mobile Response Time by Provider in Hours	9

Section V: Emergency Department Referral Type

Figure 25. Count Type of ED Referral by Service Area	10
Figure 26. Percent ED Referral by Service Area	10
Figure 27. Count Type of ED Referral by Provider	10
Figure 28. Percent ED Referral by Provider	10

Section VI: Length of Stay

Table 1. Length of Stay for Discharged Episodes of Care in Days	11
Table 2. Number of Episodes for Discharged Episodes of Care	12
Table 3. Length of Stay for Open Episodes of Care in Days	13

Section VII: Data Quality Monitoring

Figure 29. Percent Collected Ohio Scales at Intake by Provider	14
Figure 30. Percent Collected Ohio Scales at Discharge by Provider	14

Section VIII: Provider Community Outreach

Figure 31. Number of Times Providers Performed Formal Outreach to the Community	15
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Appendix

Appendix A: Description of Calculations	16
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Executive Summary

Call and Episode Volume: In November 2010, 211 received 1,155 calls including 877 calls (76%) routed to EMPS providers and 278 calls (24%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). Total call volume increased 60% from November of 2009 (+461 calls).

Among the 877 episodes of care generated in November, episode volume ranged from 247 episodes (Hartford service area) to 103 episodes (Eastern service area). Relative to the population of children, the statewide average service reach per 1,000 children this month was 1.04, with service area rates ranging from 0.80 (Western) to 1.51 (Hartford) relative to their specific child populations. 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 of 2.62 per 1,000 children in poverty, with service area rates ranging from 1.85 (New Haven) to 4.20 (Eastern).

Mobility: Statewide mobility continued to trend upward this month, with a statewide average of 92.4%. This is the third consecutive month the statewide mobility percentage has been above the 90% goal (90.4% in September and 90.6% in October). Furthermore, the lowest mobility percentage was 87% (Western) and the highest was 95.5% (Eastern). There was wider variability in mobility percentages among individual providers within most service areas (69% to 100%).

Response Time: Statewide, in November, 83% of mobile episodes received a face to face response in 45 minutes or less. Performance on this indicator ranged from 72% (Western) to 95% (Eastern). In addition, the statewide median response time this month was 28 minutes, with all six service areas demonstrating a median response time of 31 minutes or less. These data strongly suggest that EMPS service providers are increasingly offering timely responses to crises in the community.

Length of Stay: Statewide, among **discharged episodes**, 5% (current month) and 8.0% (cumulative) of **Phone Only** episodes exceeded one day, 27% (current month) and 28.5% (cumulative) of **Face-to-face** episodes exceeded five days, and 3% (current month) and 13.5% (cumulative) of **Plus Stabilization Follow-up** episodes exceeded 45 days. For all three Crisis Response types, there was improvement this month compared to the cumulative record.

Statewide, the median LOS for **open episodes** of care with a Crisis Response of **Phone Only** was 40.5 days and ranged from 19 days (Hartford) to 260.0 days (Western). The Eastern service area had no open "Phone Only" episodes of care. Statewide, the median LOS for a Crisis Response of **Face-to-face** was 25.0 days and ranged from 4.0 days (Eastern) to 41.0 days (New Haven). For the **Plus Stabilization Follow-up** Crisis Response, the statewide median LOS was 15.0 days with a range from 7.0 days (Eastern) to 31.0 days (Southwestern). This tells us that families remain open for services well beyond the benchmarks for each crisis response category, but particularly among cases initially coded as phone only. Cases that remain open for services for long periods of time can impact responsiveness as call volume continues to increase.

Data Quality Monitoring: The Worker version of the Ohio Scales was completed more consistently than the Parent version. This month statewide completion rates for **intake** Ohio Scales were: Worker Problem Scale (92%), Parent Problem Scale (68%), Worker Functioning Scale (91%), and Parent Functioning Scale (67%). The statewide completion rate for **discharge** Ohio Scales this month were: Worker Problem Scale (97%), Parent Problem Scale (43%), Worker Functioning Scale (97%), and Parent Functioning Scale (43%). All intake Ohio Scales completion percentages were lower this month than last, as were the Parent versions at discharge.

Community Outreach: Formal provider outreach to the community varied this month with a range of 0 (Clifford Beers) to 8 (Wellpath-Waterbury) total outreaches.

Section I: Primary EMPS Performance Indicators

Figure 1. Total Call Volume by Call Type

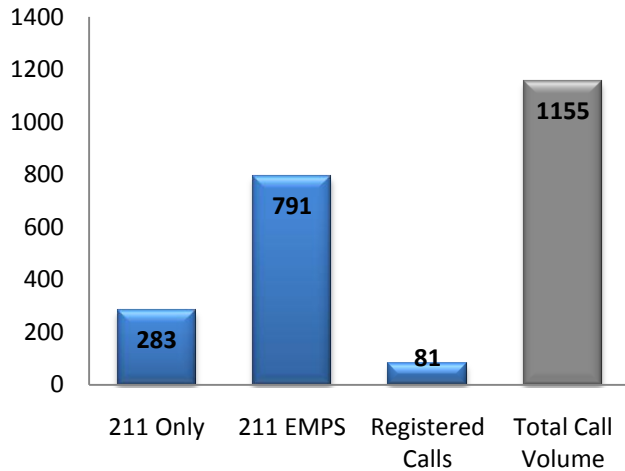


Figure 2. EMPS Episodes by Service Area
(Total Episodes=872)

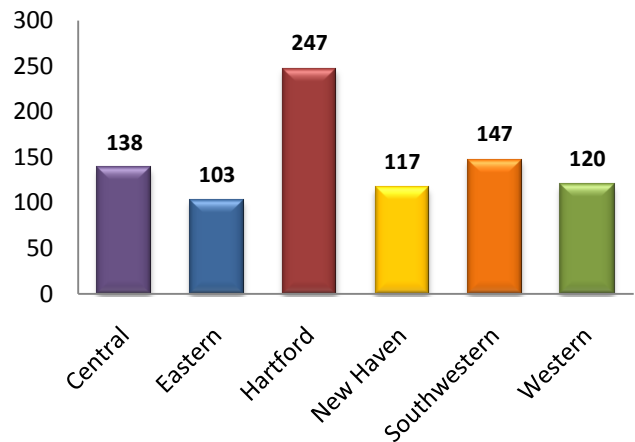


Figure 3. Number Served Per 1,000 Children

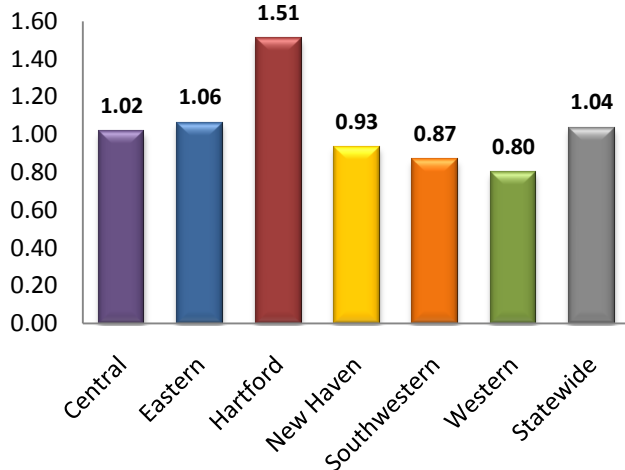


Figure 4. Number Served Per 1,000 Children in Poverty

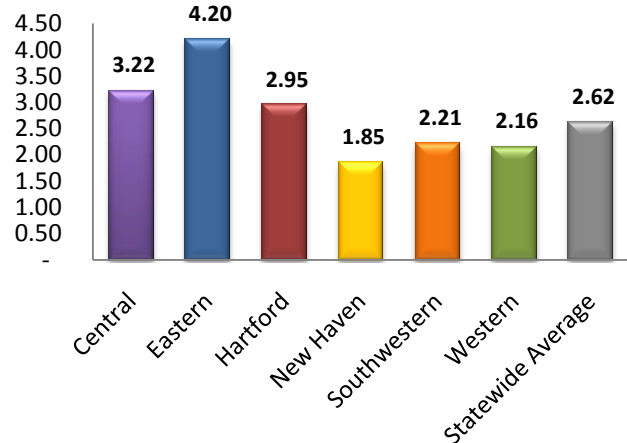


Figure 5. Percent Mobile Response
(Mobile & Deferred Mobile)

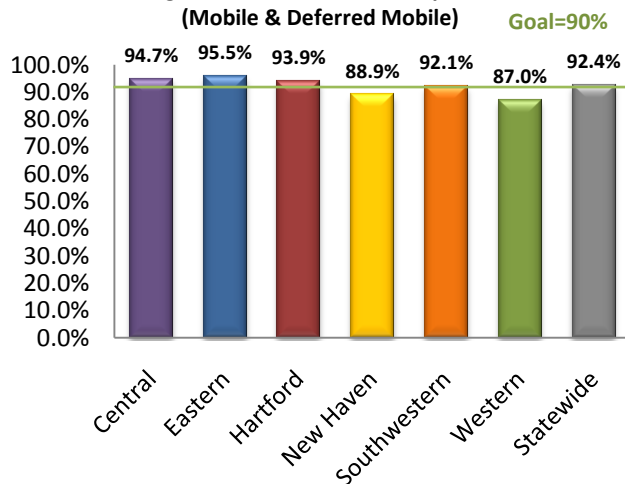
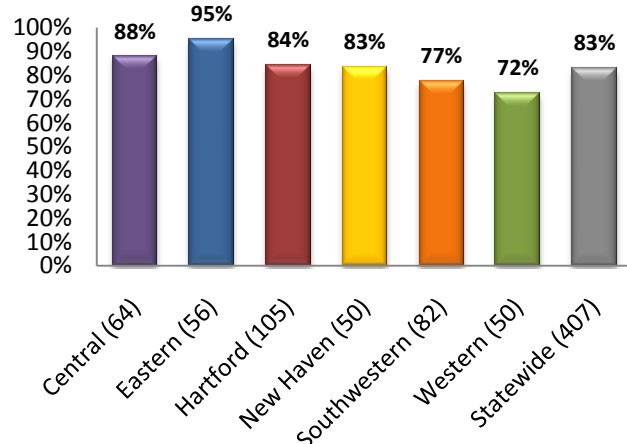


Figure 6. Percent Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Episode Volume

Figure 7. Total Call Volume by Call Type

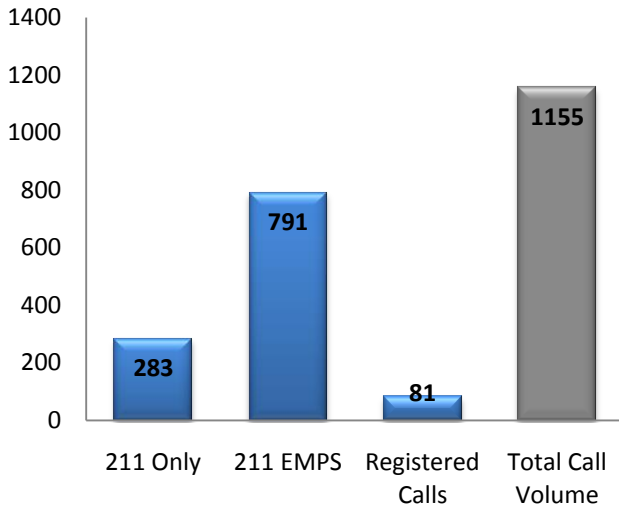
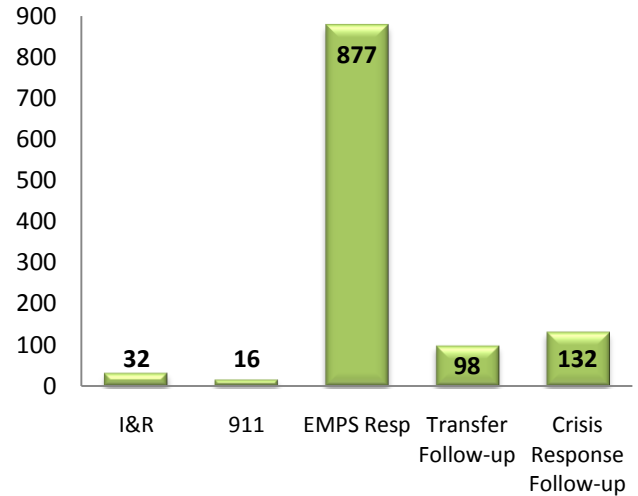


Figure 8. Statewide 211 Disposition Frequency



Note: EMPS Resp includes 5 with no designated provider

Figure 9. EMPS Response Episodes by Provider (Total Episodes=872)

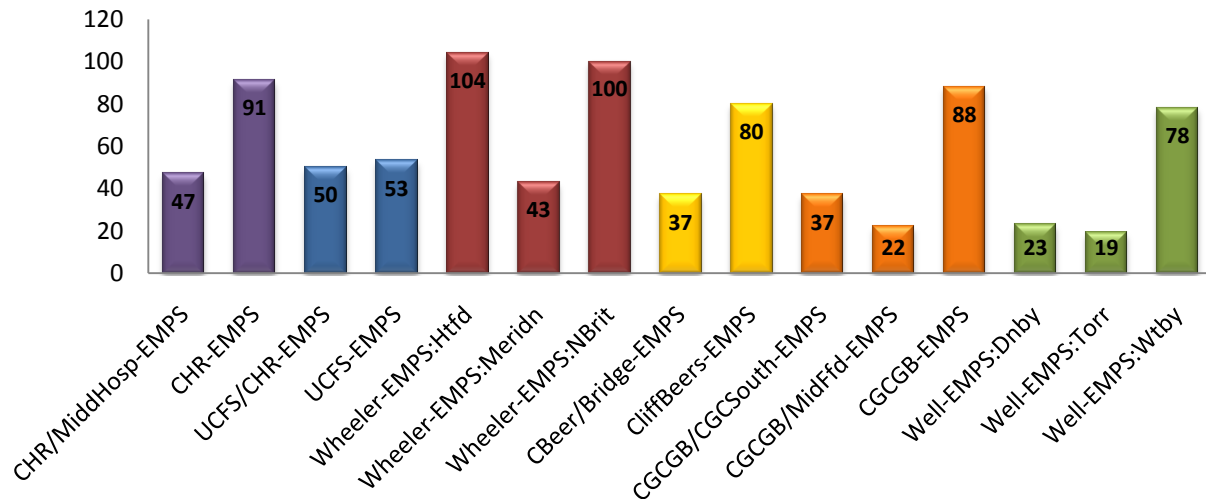


Figure 10. Number Served Per 1,000 Children by Provider

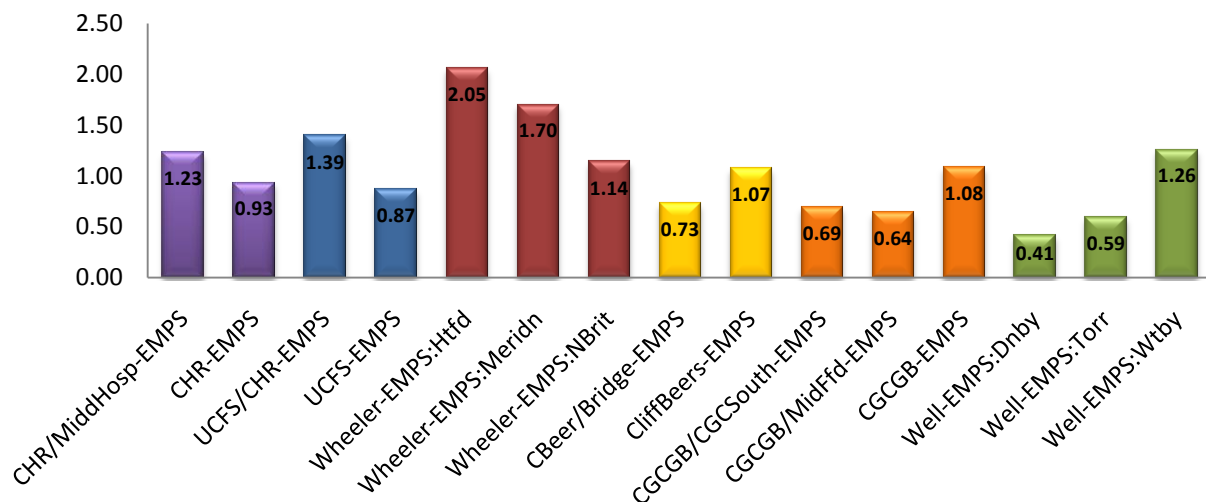


Figure 11. Episode Intervention Types by Service Area

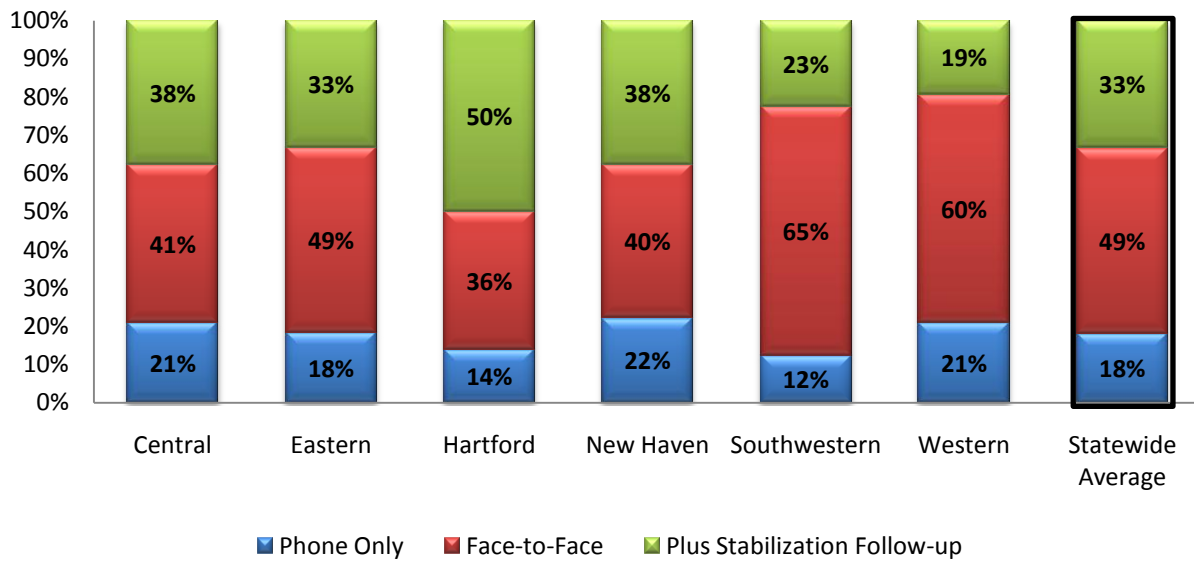
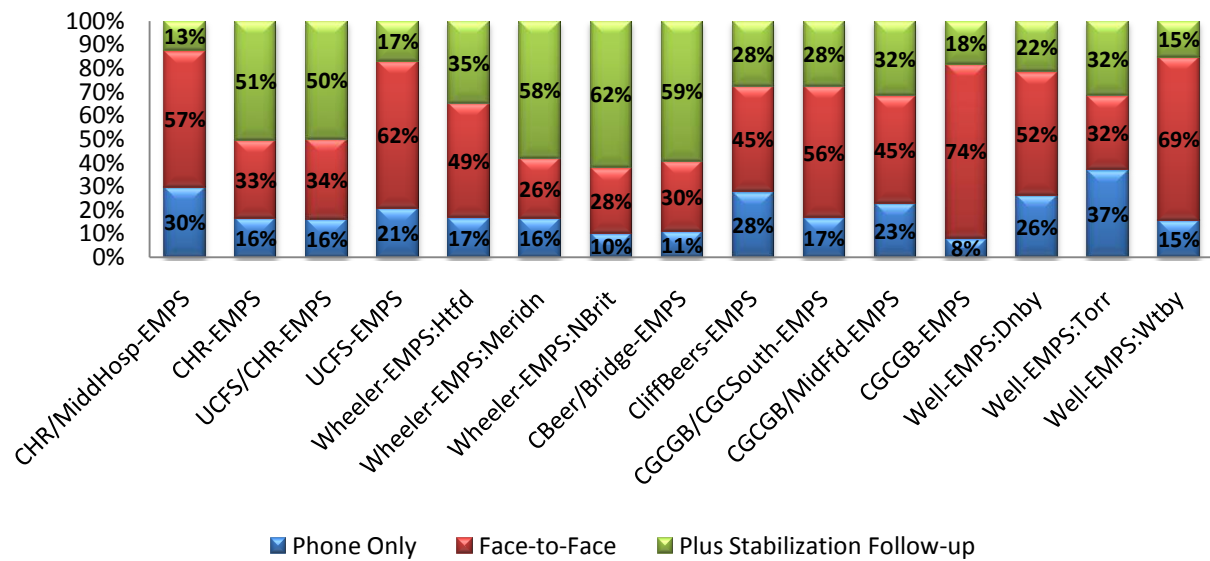


Figure 12. Episode Intervention Types by Provider



Section III: 211 Recommendations and EMPS Response

Figure 13. Percent 211 Recommended Response by Provider

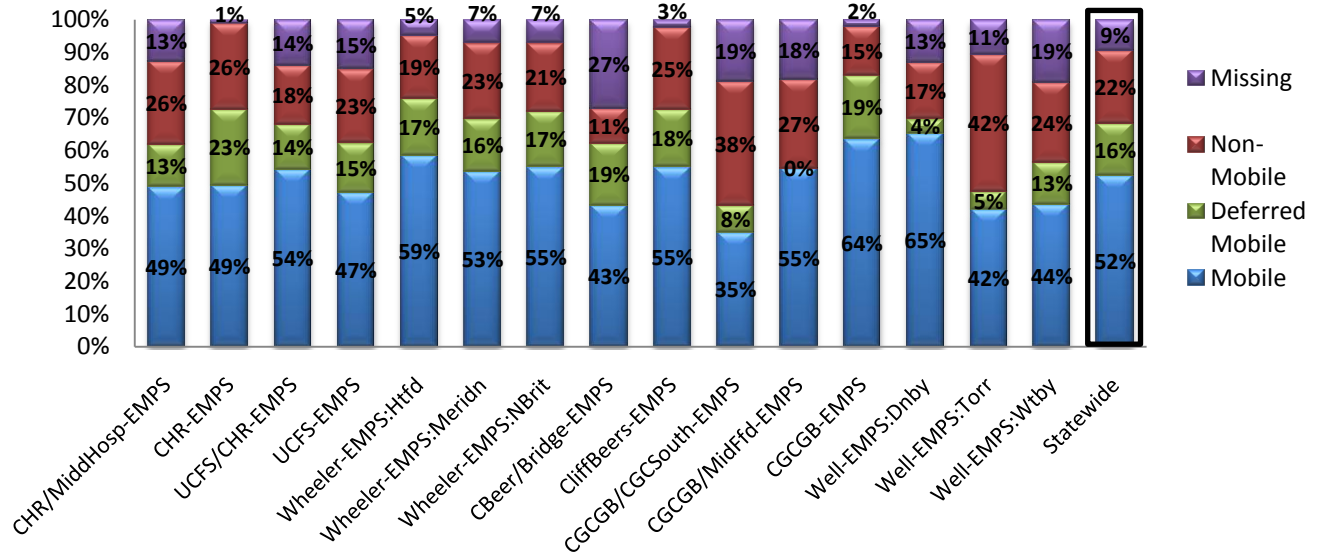


Figure 14. Percent Actual EMPS Response by Provider

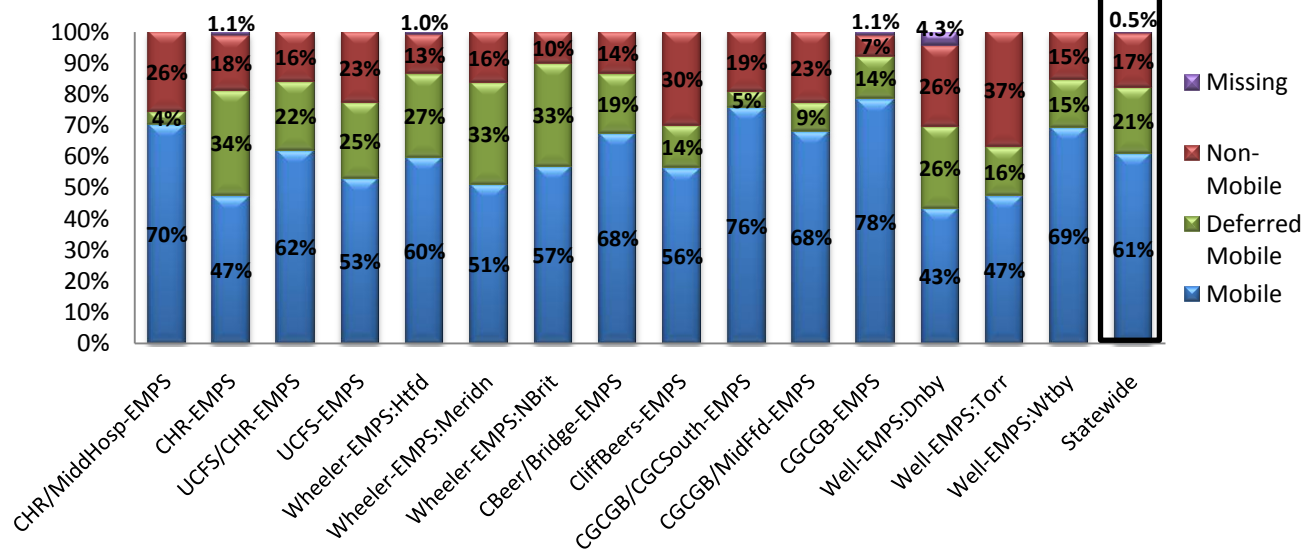


Figure 15. Percent Mobile Response (Mobile & Deferred Mobile)

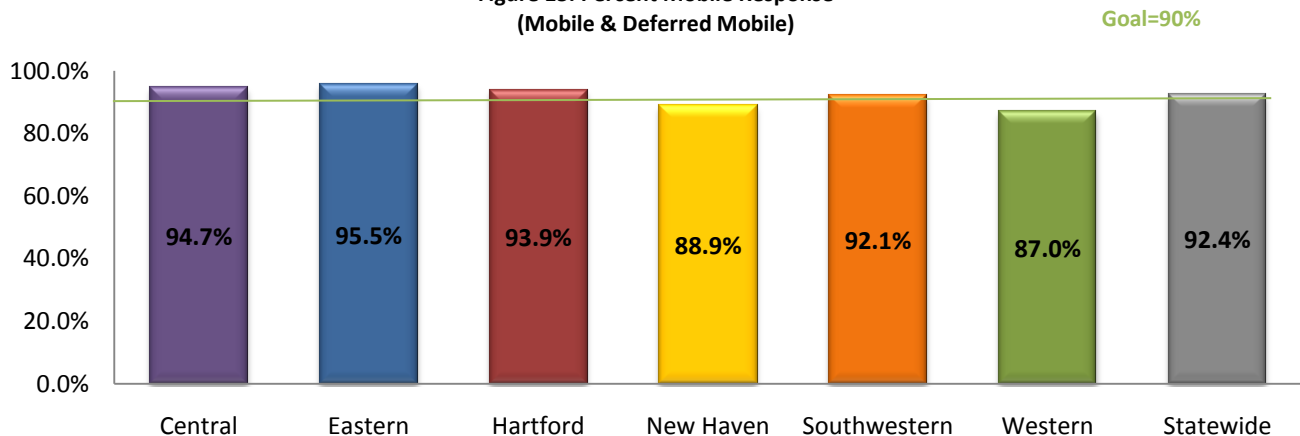


Figure 16. Percent Mobile Response (Mobile and Deferred Mobile) by Provider

Goal=90%

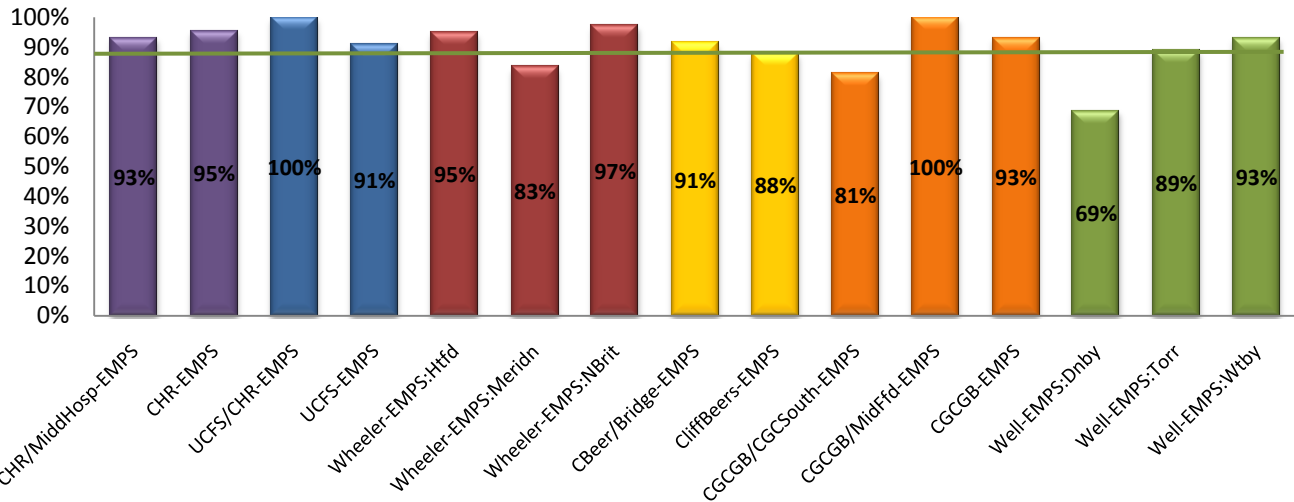
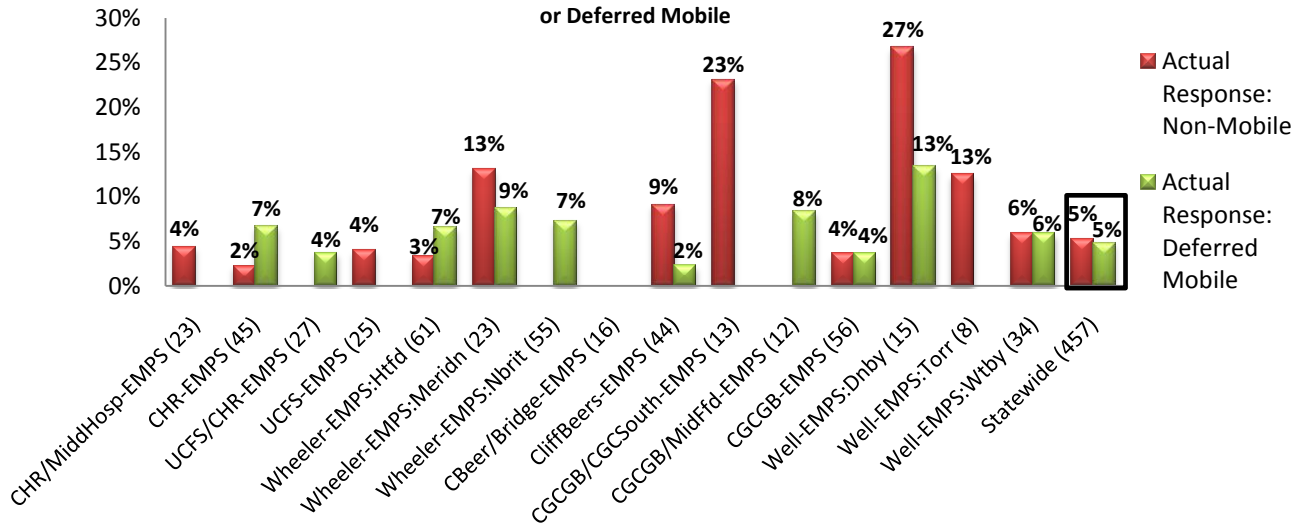
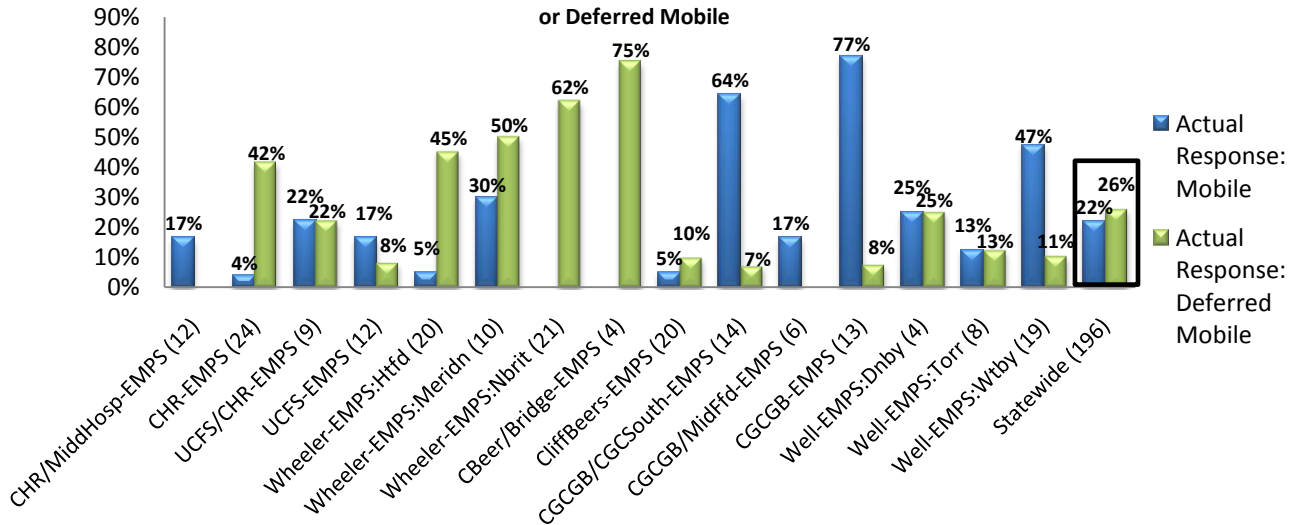


Figure 17. Percent of 211 Recommended Mobile Episodes Where Actual EMPS Response was Non-Mobile or Deferred Mobile



Note: Total count 211 Rec of Mobile are in parenthesis

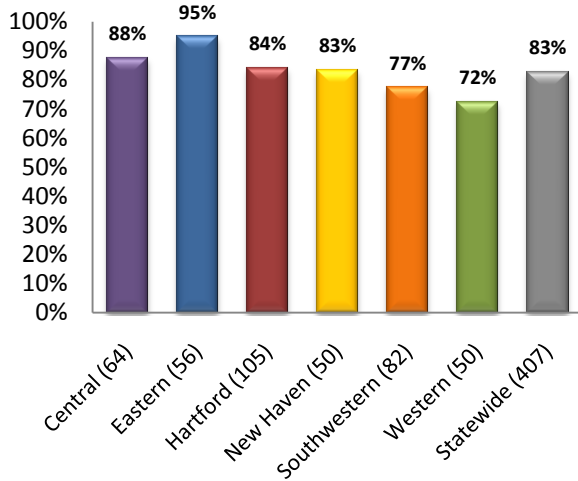
Figure 18. Percent of 211 Recommended Non-Mobile Episodes Where Actual EMPS Response was Mobile or Deferred Mobile



Note: Total count 211 Rec of Non-Mobile are in parenthesis

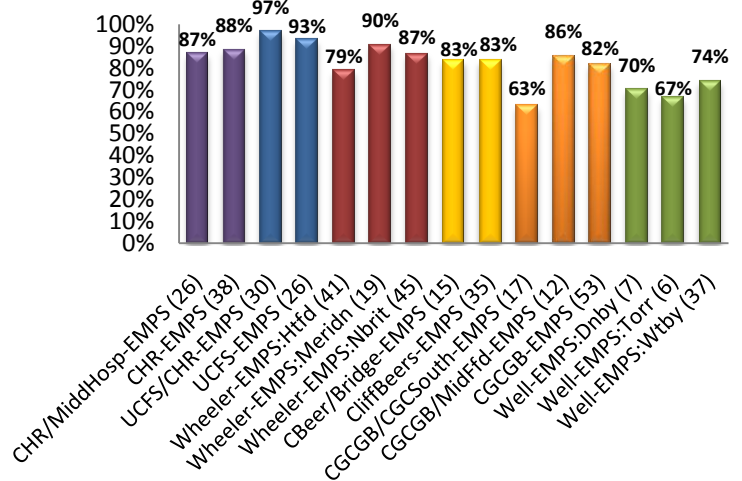
Section IV: Response Time

Figure 19. Percent Total Mobile Episodes with Response Time Under 45 Minutes



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

Figure 20. Percent Total Mobile Episodes with Response Time Under 45 Minutes by Provider



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

Figure 21. Median Mobile Response Time in Minutes

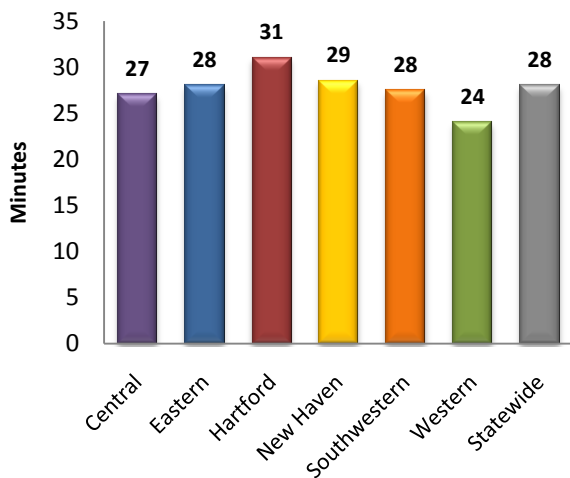


Figure 22. Median Mobile Response Time by Provider in Minutes

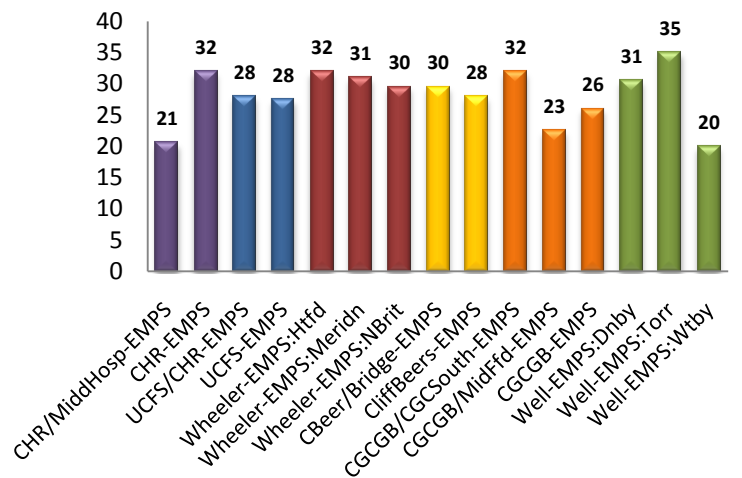


Figure 23. Median Deferred Mobile Response Time in Hours

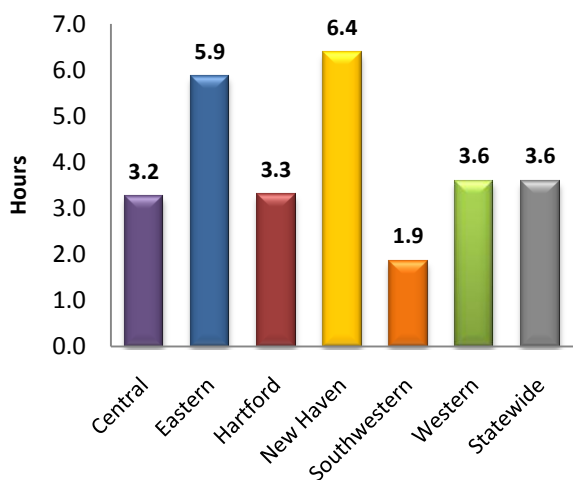
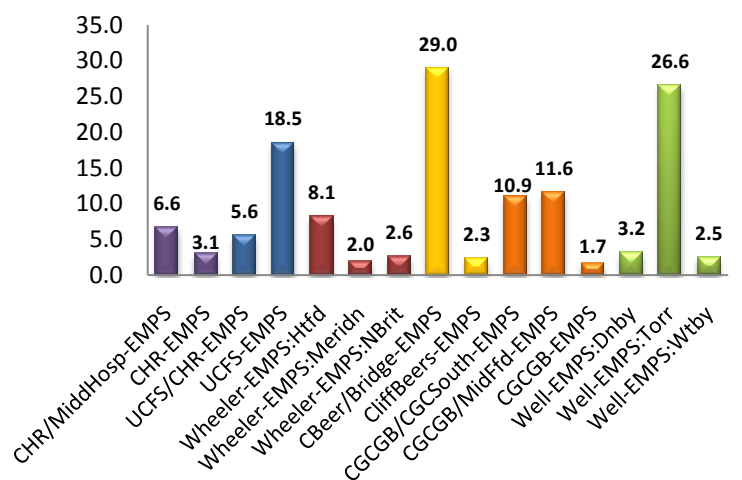
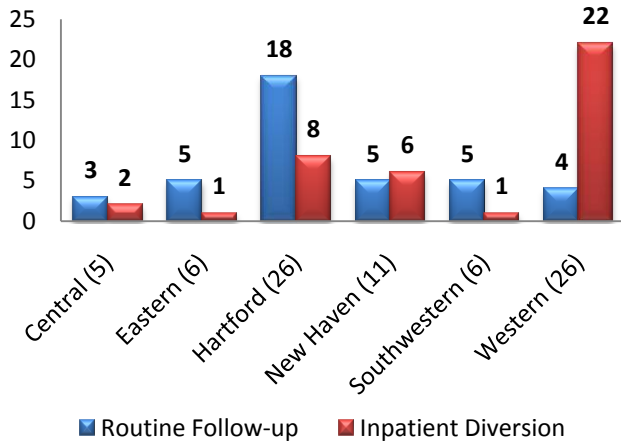


Figure 24. Median Deferred Mobile Response Time by Provider in Hours



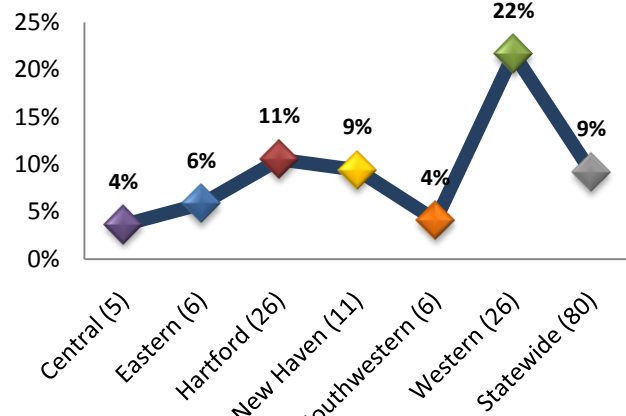
Section V: Emergency Department Referral Type

Figure 25. Count Type of ED Referral (n=80)



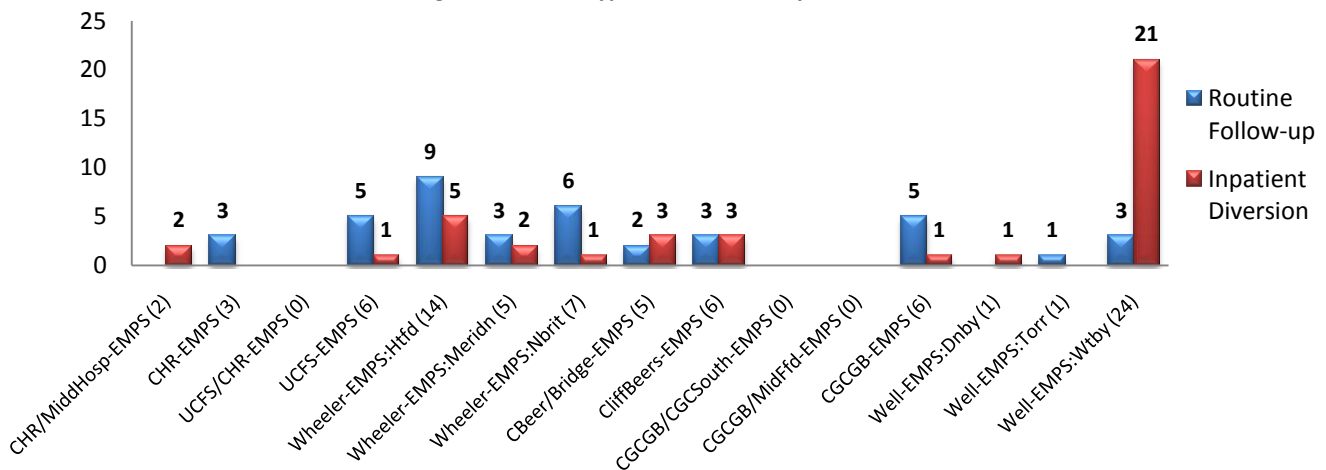
Note: Count total ED referrals are in parenthesis

Figure 26. Percent ED Referral (% Total EMPS Episodes)



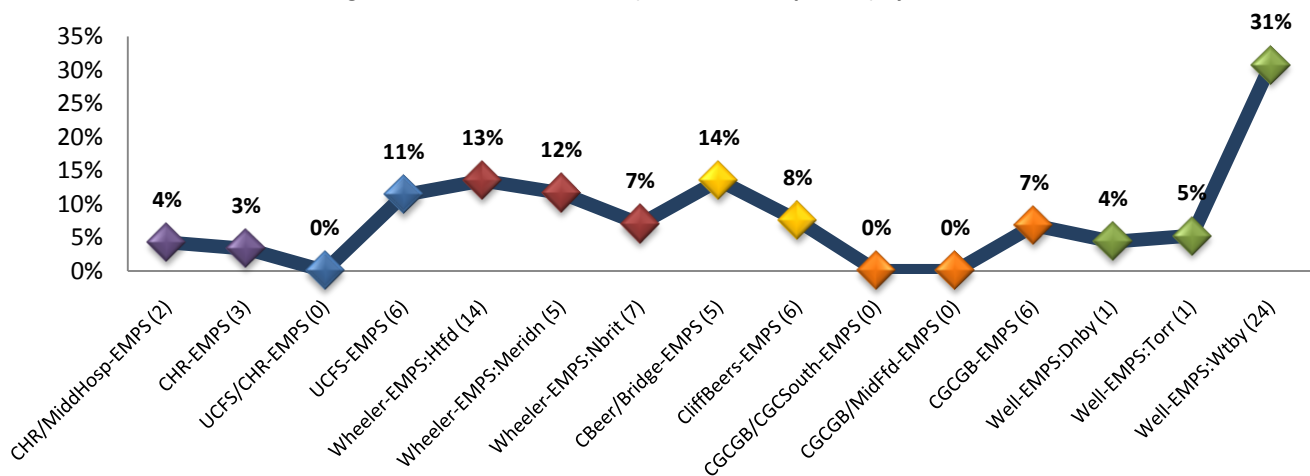
Note: Count total ED referrals are in parenthesis

Figure 27. Count Type of ED Referral by Provider



Note: Count total ED referrals are in parenthesis

Figure 28. Percent ED Referral (% Total EMPS Episodes) by Provider



Note: Count total ED referrals are in parenthesis

Section VI: Length of Stay

Table 1. 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	0.3	5.6	22.2	0.0	2.0	19.0	5%	27%	3%	0.80	6.52	28.6	0.0	2.0	24.0	8.0%	28.5%	13.5%
2	Central	0.2	9.7	27.8	0.0	3.0	27.5	4%	41%	7%	0.98	9.62	37.3	0.0	2.0	26.0	8.4%	33.7%	26.4%
3	CHR/MiddHosp-EMPS	0.3	0.0	15.0	0.0	2.0	12.0	0%	33%	0%	1.51	2.00	6.2	0.0	1.0	4.0	12.2%	10.8%	2.0%
4	CHR-EMPS	0.2	11.8	29.1	0.0	3.0	28.0	4%	44%	8%	0.64	18.99	41.1	0.0	8.0	28.5	6.0%	61.8%	29.4%
5	Eastern	0.1	5.0	16.2	0.0	0.5	14.0	0%	30%	0%	0.21	2.77	22.6	0.0	2.0	21.0	3.7%	4.8%	1.9%
6	UCFS/CHR-EMPS		5.7	19.3		1.0	18.0		27%	0%	0.00	2.91	23.3	0.0	0.0	22.0	0.0%	9.4%	3.1%
7	UCFS-EMPS	0.1	4.5	11.4	0.0	0.0	10.0	0%	32%	0%	0.29	2.70	21.5	0.0	3.0	20.0	5.1%	2.5%	0.0%
8	Hartford	0.1	5.7	21.5	0.0	2.0	20.0	3%	27%	0%	0.84	6.16	28.5	0.0	3.0	24.0	12.0%	31.2%	15.5%
9	Wheeler-EMPS:Htfd	0.0	5.0	21.5	0.0	2.0	21.0	0%	27%	0%	1.39	5.44	24.2	0.0	4.0	21.0	17.3%	30.5%	7.0%
10	Wheeler-EMPS:Meridn	0.0	7.9	20.7	0.0	3.0	18.5	0%	40%	0%	0.64	4.44	26.3	0.0	3.0	21.0	10.9%	26.7%	11.8%
11	Wheeler-EMPS:NBrit	0.2	6.0	21.8	0.0	2.0	21.0	6%	25%	0%	0.28	7.42	31.6	0.0	3.0	27.0	6.4%	33.0%	21.3%
12	New Haven	0.8	5.3	17.2	0.0	1.0	15.0	11%	27%	0%	1.10	7.13	24.9	0.0	4.0	22.5	7.1%	40.3%	4.7%
13	CBeer/Bridge-EMPS	0.4	3.5	19.8	0.0	0.0	18.5	14%	18%	0%	5.04	4.37	24.9	0.0	0.0	26.0	22.2%	17.1%	1.2%
14	CliffBeers-EMPS	1.1	6.5	16.6	0.0	1.5	15.0	9%	33%	0%	0.63	8.38	24.8	0.0	6.0	20.0	5.3%	50.9%	9.1%
15	Southwestern	0.2	3.5	24.7	0.0	1.0	23.5	4%	16%	8%	0.90	8.01	29.9	0.0	1.0	30.0	11.4%	30.0%	13.3%
16	CGCGB/CGCSouth-EMPS	0.1	3.3	27.3	0.0	1.5	27.5	0%	14%	8%	0.53	7.75	40.9	0.0	0.0	40.5	4.1%	16.3%	36.7%
17	CGCGB/MidFfd-EMPS	0.0	1.9	12.0	0.0	0.5	12.0	0%	7%	0%	0.71	2.27	21.3	0.0	1.0	17.0	16.7%	11.7%	10.8%
18	CGCGB-EMPS	0.3	4.3	24.4	0.0	1.0	21.5	7%	21%	8%	1.50	9.15	28.2	0.0	2.0	30.0	16.1%	37.6%	3.7%
19	Western	0.2	4.0	17.7	0.0	2.0	15.0	7%	20%	0%	0.62	5.55	23.2	0.0	1.0	22.0	4.2%	26.7%	6.7%
20	Well-EMPS:Dnby	1.0	2.9	20.0	1.0	3.0	20.0	50%	14%	0%	0.50	5.78	12.9	0.0	0.0	8.5	2.6%	26.0%	0.0%
21	Well-EMPS:Torr	1.0	4.4	11.0	1.0	4.0	8.0	0%	13%	0%	0.24	8.30	20.3	0.0	6.5	20.5	5.7%	54.7%	1.7%
22	Well-EMPS:Wtby	0.1	4.1	18.3	0	1.0	15.0	4%	24%	0%	0.82	5.21	26.5	0.0	1.0	27.0	4.3%	23.8%	10.3%

* Includes discharged episodes from January 1, 2010 to the end of the current reporting period.

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

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

Table 2. Number of Episodes for Discharged Episodes of Care

		A	B	C	D	E	F	G	H	I	J	K	L
		<u>Discharged Episodes for Current Reporting</u>						<u>Cumulative Discharged Episodes*</u>					
		<u>Period</u>						<u>Period</u>					
		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	144	376	256	7	100	7	1535	3276	2791	123	935	377
2	Central	27	58	54	1	24	4	249	368	447	21	124	118
3	CHR/MiddHosp-EMPS	4	15	5	0	5	0	98	203	49	12	22	1
4	CHR-EMPS	23	43	49	1	19	4	151	165	398	9	102	117
5	Eastern	10	30	13	0	9	0	161	353	315	6	17	6
6	UCFS/CHR-EMPS	0	11	8	0	3	0	44	117	191	0	11	6
7	UCFS-EMPS	10	19	5	0	6	0	117	236	124	6	6	0
8	Hartford	33	126	95	1	34	0	358	770	1105	43	240	171
9	Wheeler-EMPS:Htfd	11	56	28	0	15	0	162	377	327	28	115	23
10	Wheeler-EMPS:Meridn	5	10	18	0	4	0	55	75	186	6	20	22
11	Wheeler-EMPS:NBrit	17	60	49	1	15	0	141	318	592	9	105	126
12	New Haven	18	41	23	2	11	0	253	414	316	18	167	15
13	CBeer/Bridge-EMPS	7	17	4	1	3	0	27	129	173	6	22	2
14	CliffBeers-EMPS	11	24	19	1	8	0	226	285	143	12	145	13
15	Southwestern	26	62	40	1	10	3	184	626	400	21	188	53
16	CGCGB/CGCSouth-EMPS	7	14	12	0	2	1	74	129	98	3	21	36
17	CGCGB/MidFfd-EMPS	4	14	2	0	1	0	48	77	83	8	9	9
18	CGCGB-EMPS	15	34	26	1	7	2	62	420	219	10	158	8
19	Western	30	59	31	2	12	0	330	745	208	14	199	14
20	Well-EMPS:Dnby	2	7	1	1	1	0	76	100	24	2	26	0
21	Well-EMPS:Torr	1	15	3	0	2	0	70	64	58	4	35	1
22	Well-EMPS:Wtby	27	37	27	1	9	0	184	581	126	8	138	13

* Includes discharged episodes from January 1, 2010 to the end of the current reporting period.

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

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

Table 3. 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	114.9	40.5	25.0	40.5	25.0	15.0	100%	91%	13%	20	117	206	20	107	27
2	Central	25.0	35.1	15.4	35.0	31.5	13.5	100%	90%	3%	3	42	36	3	38	1
3	CHR/MiddHosp-EMPS	38.0	120.5		38.0	120.5		100%	100%		1	2	0	1	2	0
4	CHR-EMPS	18.5	30.9	15.4	18.5	31.5	13.5	100%	90%	3%	2	40	36	2	36	1
5	Eastern		4.0	13.6		4.0	7.0		0%	8%	0	1	13	0	0	1
6	UCFS/CHR-EMPS			14.1			6.0			9%	0	0	11	0	0	1
7	UCFS-EMPS		4.0	11.0		4.0	11.0		0%	0%	0	1	2	0	0	0
8	Hartford	19.0	21.0	17.7	19.0	22.0	18.0	100%	89%	5%	1	9	62	1	8	3
9	Wheeler-EMPS:Htfd	19.0	17.2	22.1	19.0	22.0	19.0	100%	80%	10%	1	5	29	1	4	3
10	Wheeler-EMPS:Meridn		34.5	5.0		34.5	6.0		100%	0%	0	2	7	0	2	0
11	Wheeler-EMPS:NBrit		17.0	16.2		17.0	15.0		100%	0%	0	2	26	0	2	0
12	New Haven	141.6	64.0	25.0	167.0	41.0	16.5	100%	88%	16%	11	17	38	11	15	6
13	CBeer/Bridge-EMPS	182.9	137.0	27.7	220.5	121.0	18.0	100%	100%	19%	8	6	21	8	6	4
14	CliffBeers-EMPS	31.7	24.2	21.8	28.0	21.0	14.0	100%	82%	12%	3	11	17	3	9	2
15	Southwestern	96.3	34.6	47.1	41.0	22.0	31.0	100%	95%	33%	4	39	48	4	37	16
16	CGCGB/CGCSouth-EMPS	278.0	60.7	71.2	278.0	48.0	55.0	100%	100%	56%	1	14	25	1	14	14
17	CGCGB/MidFfd-EMPS		4.5	16.9		4.5	8.0		50%	14%	0	2	7	0	1	1
18	CGCGB-EMPS	35.7	21.3	22.8	39.0	21.0	23.0	100%	96%	6%	3	23	16	3	22	1
19	Western	260.0	70.8	10.9	260.0	21.0	11.0	100%	100%	0%	1	9	9	1	9	0
20	Well-EMPS:Dnby		43.0	8.5		43.0	8.5		100%	0%	0	2	2	0	2	0
21	Well-EMPS:Torr			13.0			13.0			0%	0	0	2	0	0	0
22	Well-EMPS:Wtby	260.0	78.7	11.0	260.0	15.0	12.0	100%	100%	0%	1	7	5	1	7	0

NOTE: Data includes episodes still in care from January 1, 2010 to end of current reporting period.

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

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

Section VII: Data Quality Monitoring

Figure 29. Percent Collected Ohio Scales at Intake by Provider

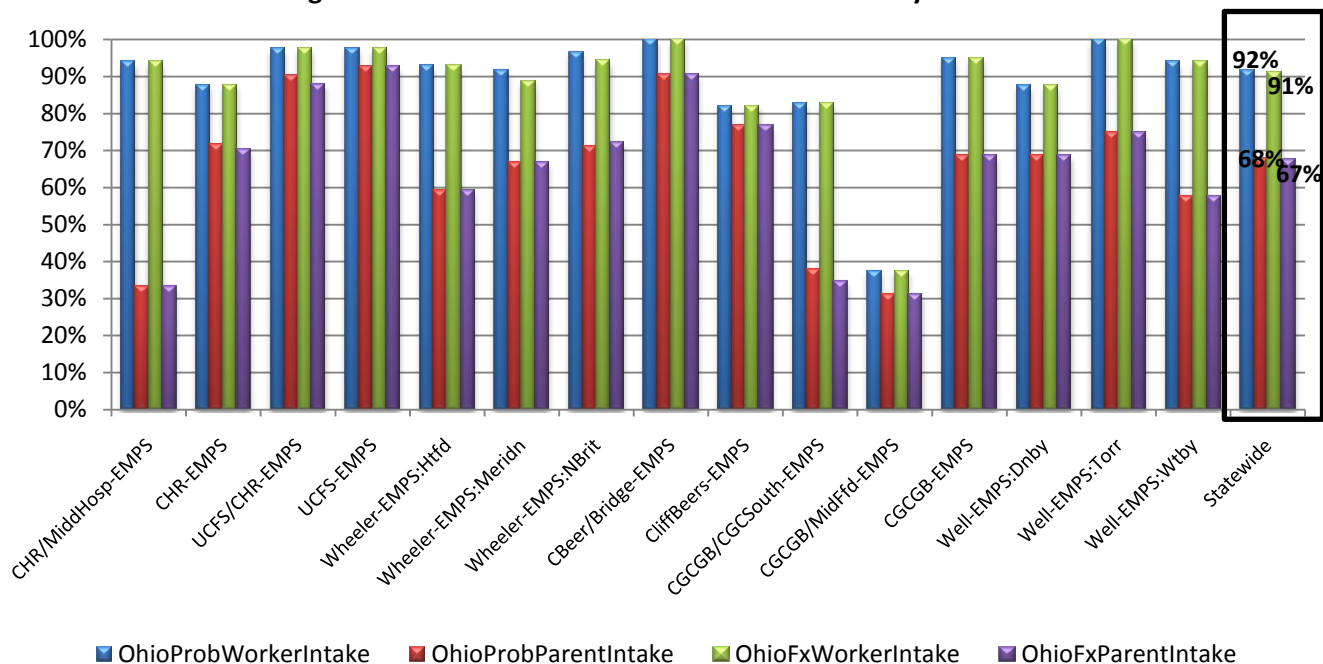
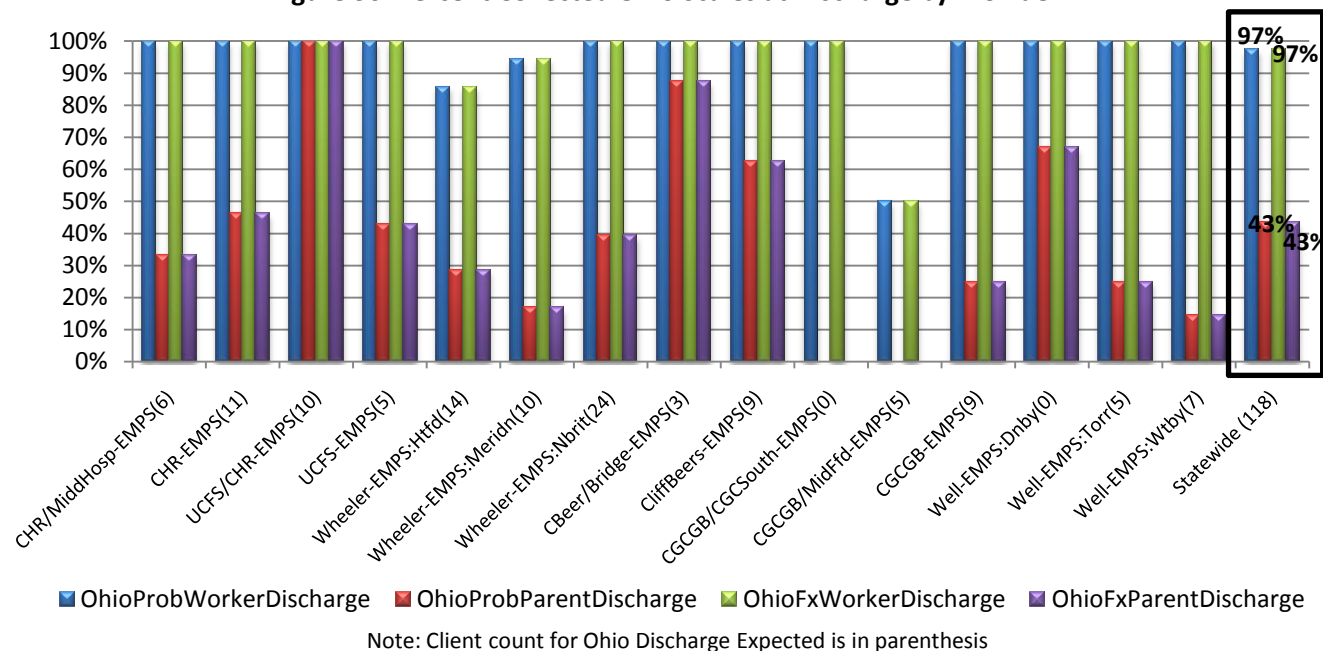
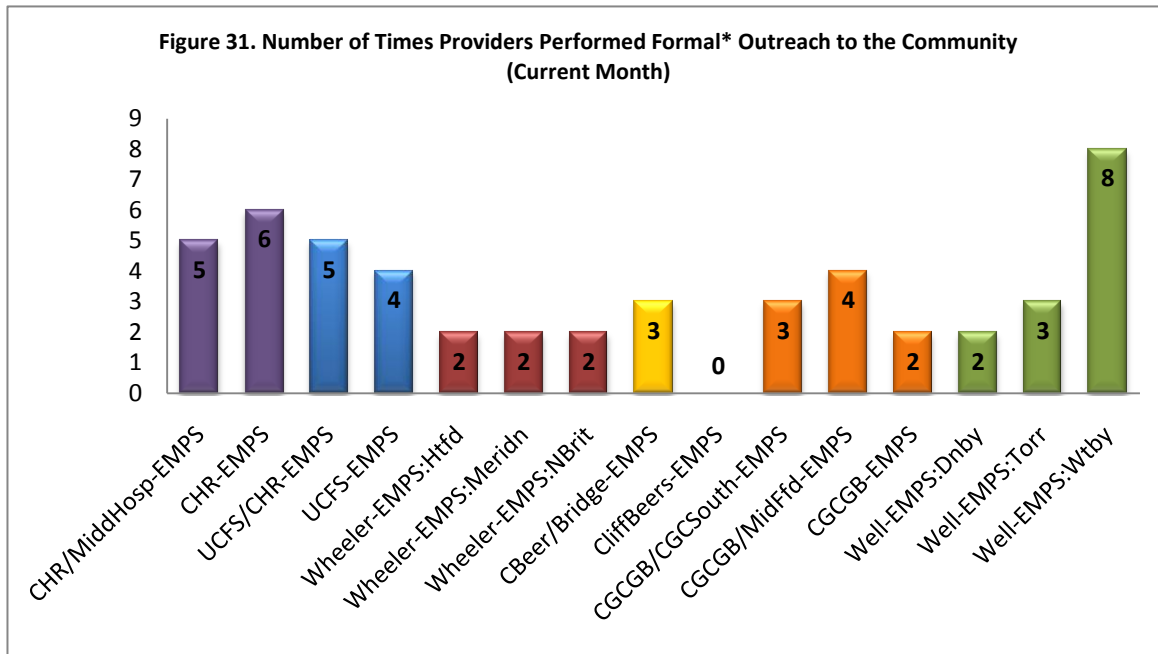


Figure 30. Percent Collected Ohio Scales at Discharge by Provider



Section VIII: Community Outreach Efforts



* Formal outreach refers to: 1) In person presentations lasting 30 minutes, preferably 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.

Appendix A: Description of Calculations

Section I: Primary EMPS Performance Indicators

- Figure 1 tabulates the total number of calls by service area by 211-only, 211-EMPS, or registered calls.
- Figure 2 calculates the total number of EMPS episodes for the specified time frame for the designated service area.
- Figure 3 shows the number of children served by EMPS per 1,000 children. This is calculated by summing the total number of episodes for the specified service area multiplied by 1,000; this result is then divided by the total number of youth in that particular service area as reported by U.S. Census data.
- Figure 4 determines the number of children served by EMPS that are TANF eligible out of the total number of children in that service area that are eligible for free or reduced lunch¹. This is calculated by selecting only those episodes that are coded as face-to-face or crisis response stabilization plus follow-up divided by the total number of youth receiving free or reduced lunch¹ in that service area.
- Figure 5 isolates the total number of episodes that 211 recommended as mobile or deferred mobile. This number of episodes is then divided by the total number of episodes where the actual EMPS response was either mobile or deferred mobile. Multiply that result by 100 to get the percentage.
- Figure 6 isolates the total number of episodes with an actual EMPS response of mobile and a response time less than 45 minutes divided by the total number of episodes with an actual EMPS response of mobile (response time is calculated by subtracting the First Contact Date Time from the Call Date Time. In this calculation, 10 minutes is subtracted from the original response time to account for the average 211 call).

Section II: Episode Volume

- Figure 7 tabulates the total number of calls by service area by 211-Only, 211-EMPS or Registered Calls.
- Figure 8 shows the 211 disposition of all calls received.
- Figure 9 shows the 211 disposition of EMPS response categorized by provider.
- Figure 10 shows the number served per 1,000 children by provider, calculated the same as Figure 3.
- Figure 11 is a stacked bar chart that represents the percent of episodes that are coded as either a phone only, face-to-face, or plus stabilization follow-up crisis response. Each percentage is calculated by counting the number of episodes in the respective category (i.e., phone only) divided by the total number of episodes coded as crisis response for that specified service area.

Section III: 211 Recommendations and EMPS Response

- Figure 13 shows the percentage of the 211 recommended responses (i.e. mobile, deferred mobile, non-mobile) for all EMPS Responses by provider. Calculated by taking the count of the 211 Recommended Response Mode (i.e. mobile, deferred mobile, non-mobile) divided by the total count of episodes with a 211 disposition of EMPS Response then multiply that by 100 to get the percentage.
- Figure 14 shows a percentage of the actual EMPS response mode (i.e., mobile, deferred mobile, non-mobile) for the total EMPS Response episodes by provider. Calculated by taking the count of the actual EMPS Response Mode (i.e. mobile, deferred mobile, non-mobile) divided by the total count of episodes with a 211 disposition of EMPS Response then multiply that by 100 to get the percentage.
- Figure 15 is the same graph as Figure 5.
- Figure 16 uses the same calculation as Figure 5.
- Calculation for Figure 17: Count 211 recommended mobile where actual response was non-mobile (separately for deferred mobile) divided by total count of 211 recommended mobile, multiply that number by 100 to get the percentage.
- Calculation for Figure 18: Count 211 recommended non-mobile where actual response was mobile (separately for deferred mobile) divided by total count of 211 recommended non-mobile, multiply that number by 100 to get the percentage.

¹ United States Department of Agriculture, Food and Nutrition Service, "Eligibility Manual for School Meals, January 2008", <http://www.fns.usda.gov/cnd/Lunch/>.

Section IV: Response Time

- Figure 19 is the same graph as shown in Figure 6.
- Figure 20 uses the same calculation as Figures 6 & 19 and is shown by provider.
- Figure 21 arranges response times for episodes coded as EMPS response mode-mobile in ascending order by service area and shows the response time in the middle.
- Figure 22 uses the same calculation as Figure 21 and is categorized by provider.
- Figure 23 arranges response times for episodes coded as EMPS response mode-deferred mobile in ascending order by service area and shows the response time in the middle.
- Figure 24 uses the same calculation as Figure 23 and is categorized by provider.

Section V: Emergency Department Referral Type

- Figure 25 shows the number of ED referrals (i.e. routine follow-up or in-patient diversion) by service area.
- Figure 26 is calculated by taking the count of ED referrals for the specified service area divided by total number of EMPS response episodes for that service area and multiplying that number by 100 to get the percentage.
- Figures 27 and 28 use the same calculations as Figures 25 and 26 respectively, and are shown by provider.

Section VI: Length of Stay

- Table 1 shows the mean, median, and percentage of episodes exceeding the LOS benchmarks, statewide, by service area, and by provider. Discharged episodes are broken into the various Crisis Response categories (Phone Only, Face-to-face and Plus Stabilization Follow-up) for two separate periods of time: 1) the current reporting period and 2) cumulatively since January 1, 2010.
- Table 2 shows the total number of episodes used to calculate the mean, median and percent in Table 1.
- Table 3 shows the same Crisis Response categories for episodes still in care as of January 1, 2010 to the end of current reporting period. To calculate length of stay data, an episode end date is needed. The episodes still in care do not have episode end dates at the time the data is download. Therefore, an episode end date equal to the last day of the current reporting period was used to calculate length of stay.

Section VII: Data Quality Monitoring

- Figure 29 calculates the percent of Ohio intake scales by dividing actual over expected. The numerator is calculated by counting the number of Ohio intake scales for those episodes coded as crisis response face-to-face OR plus stabilization follow-up AND an actual EMPS response of mobile OR deferred mobile. This is divided by the total number of expected Ohio intake scales which is calculated by counting the total number of episodes coded as crisis response face-to-face OR plus stabilization follow-up AND episodes coded with an actual EMPS response of mobile OR deferred mobile.
- Figure 30 calculates the percent of Ohio discharge scales by dividing actual over expected. The numerator is calculated by counting the number of Ohio discharge scales for those episodes coded as crisis response plus stabilization follow-up AND an actual EMPS response mode of mobile OR deferred mobile AND has an episode end date. This is divided by the total number of expected Ohio discharge scales which is calculated by counting the total number of episodes that are coded as crisis response plus stabilization follow-up AND

Section VIII: Provider Community Outreach

- Figure 31 shows a count of the number of times a provider performed formal community outreach during the current month.