



**EMERGENCY MOBILE  
PSYCHIATRIC SERVICES**

EMPS is a program funded by the State of Connecticut  
in partnership with the United Way of Connecticut 2-1-1.



**2-1-1**



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

---

## **Monthly Report: April 2011**

---

This report was prepared by the  
**Emergency Mobile Psychiatric Services (EMPS)**  
**Performance Improvement Center (PIC):**

Jeffrey Vanderploeg, Ph.D., Director

Kristin Adomeit, B.S., Quality Improvement Coordinator

Jason Lang, Ph.D., Training Coordinator

Joann Wright Mawasha, M.A., Research Assistant

Lori Schon, Office Manager

The Emergency Mobile Psychiatric Services Performance Improvement Center  
is housed at the Child Health and Development Institute's  
Connecticut Center for Effective Practice



# **Table of Contents**

<i>Executive Summary</i>	3
--------------------------	---

## ***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 Crisis Response Types by Service Area	6
Figure 12. Episode Intervention Crisis Response Types by Provider	6

## ***Section III: 211 Recommendations and EMPS Response***

---

Figure 13. Percent 211 Recommended Initial Response by Provider	7
Figure 14. Percent Actual Initial EMPS Response by Provider	7
Figure 15. Percent of 211 Recommended Mobile Episodes Where Actual EMPS Response was Non-Mobile or Deferred Mobile	7
Figure 16. Percent of 211 Recommended Non-Mobile Episodes Where Actual EMPS Response was Mobile or Deferred Mobile	8
Figure 17. Percent Mobile Response (Mobile & Deferred Mobile) by Service Area	8
Figure 18. Percent Mobile Response (Mobile & Deferred Mobile) by Provider	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 Emergency Dept. Referral by Service Area	10
Figure 26. Percent Emergency Dept. Referral by Service Area	10
Figure 27. Count Type of Emergency Dept. Referral by Provider	10
Figure 28. Percent Emergency Dept. 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. Percentage of Ohio Scales Collected at Intake by Provider	14
Figure 30. Percentage of Ohio Scales Collected at Discharge by Provider	14

## *Section VIII: Provider Community Outreach*

---

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

## *Appendix*

---

Appendix A: Description of Calculations	16
---	----

## Executive Summary

**Call and Episode Volume:** In April 2011, **211 received 1161 calls** including 888 calls (77%) routed to EMPS providers and 273 calls (23%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). The percent distribution of calls routed to EMPS providers and those handled by 211 remains fairly consistent from month to month.

Among the **888 episodes of care** generated in April, episode volume ranged from 96 episodes (Eastern service area) to 274 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.06, with service area rates ranging from 0.81 (New Haven) to 1.67 (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 rate of 2.53 per 1,000 children in poverty, with service area rates ranging from 1.31 (New Haven) to 4.06 (Eastern).

**Mobility:** **Statewide mobility was 91.2% this month**, compared to 92% (March '11), 89.9% (February '11) and 85.7% (January '11). The lowest mobility percentage was 85% (Central) and the highest was 96.3% (Western). There was some variability in mobility percentages among individual providers (71% to 100%).

**Response Time:** Statewide, this month **85% of mobile episodes received a Face-to-face response in 45 minutes or less**, which is 14% higher than it was a year ago in April of 2010 (71%). Performance on this indicator ranged from 73% (Western) to 97% (Eastern). In addition, the statewide median mobile response time this month was 29 minutes, with all six service areas demonstrating a median mobile response time of 32 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, 11% (current month) and 9% (cumulative) of Phone Only episodes exceeded one day, 25% (current month) and 29% (cumulative) of Face-to-face episodes exceeded five days, and **5% (current month) and 11% (cumulative) of Plus Stabilization Follow-up episodes exceeded 45 days**.

Statewide, the median LOS for open episodes of care with a Crisis Response of Phone Only was 64 days (n=14) and ranged from 21 days (Hartford) to 137 days (Southwestern). Statewide, the median LOS for a Crisis Response of Face-to-face was 36 days (n=62) and ranged from 31 days (Southwestern) to 101 days (New Haven). For the Plus Stabilization Follow-up Crisis Response, the statewide median LOS was 32 days (n=35) with a range from 22 days (Eastern) to 45.5 days (Southwestern). This tells us that families remain open for services beyond the benchmarks for some crisis response categories, 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, and can compromise accurate and timely data entry practices.

**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 (91%), Parent Problem Scale (64%), Worker Functioning Scale (90%), and Parent Functioning Scale (64%). The statewide completion rate for discharge Ohio Scales this month were: Worker Problem Scale (84%), Parent Problem Scale (20%), Worker Functioning Scale (84%), and Parent Functioning Scale (20%). Completion of the parent Ohio Scales at discharge was significantly lower than in previous months and will be an area for improvement in the future.

**Community Outreach:** At the end of Q3 FY11, three of the fifteen EMPS providers were required to complete four outreaches per month; they had a service reach rate below 2.0 episodes per 1,000 children (Mid-Fairfield Child Guidance, Wellpath-Danbury, Wellpath-Torrington). Two providers (Wellpath-Danbury and Wellpath-Torrington) met the requirement this month.

Seven of twelve providers (Middlesex Hospital, CHR-Manchester, UCFS/CHR-Mansfield, Wheeler-Hartford, Wheeler-Meriden, Clifford Beers, Child and Family Guidance Center-formerly CGCGB) met the requirement of two outreaches this month.

## Section I: Primary EMPS Performance Indicators

Figure 1. Total Call Volume by Call Type

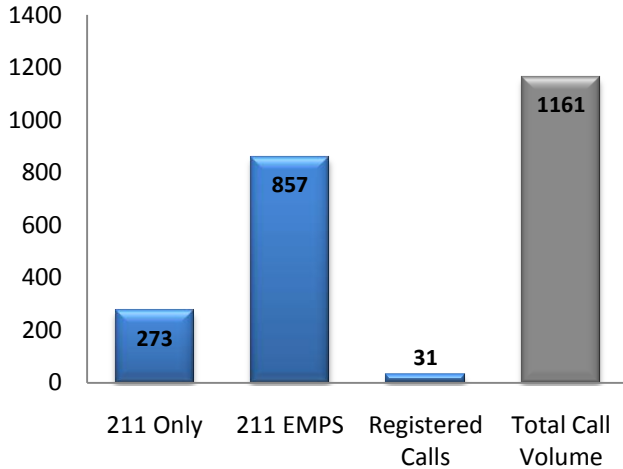


Figure 2. EMPS Episodes by Service Area  
(Total Episodes=888)

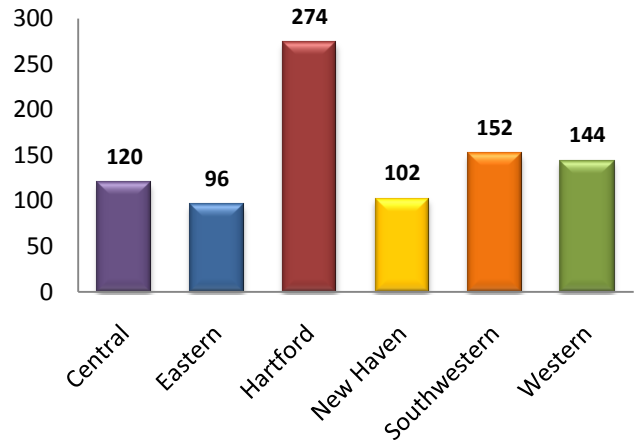


Figure 3. Number Served Per 1,000 Children

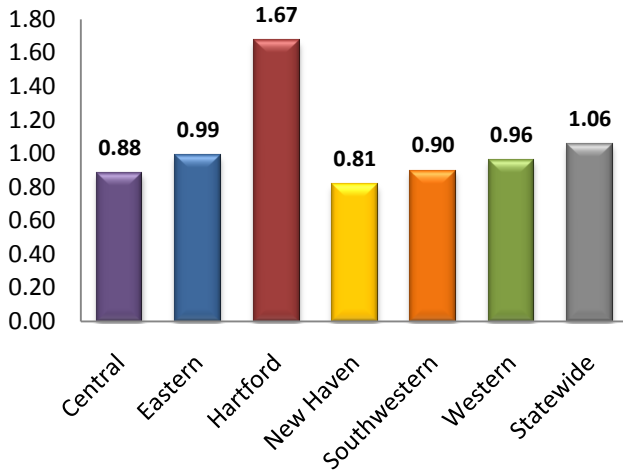


Figure 4. Number Served Per 1,000 Children in Poverty

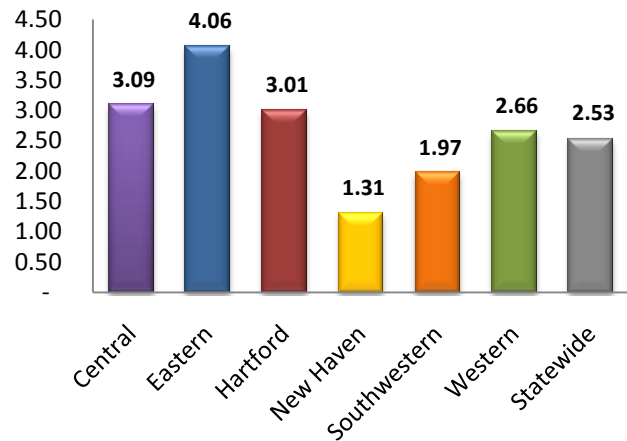


Figure 5. Percent Mobile Response  
(Mobile & Deferred Mobile) **Goal=90%**

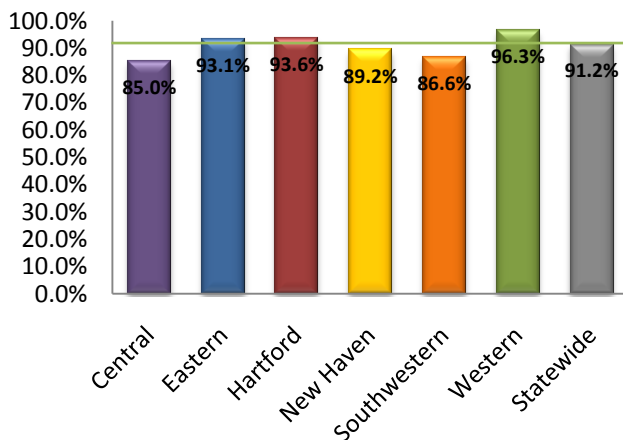
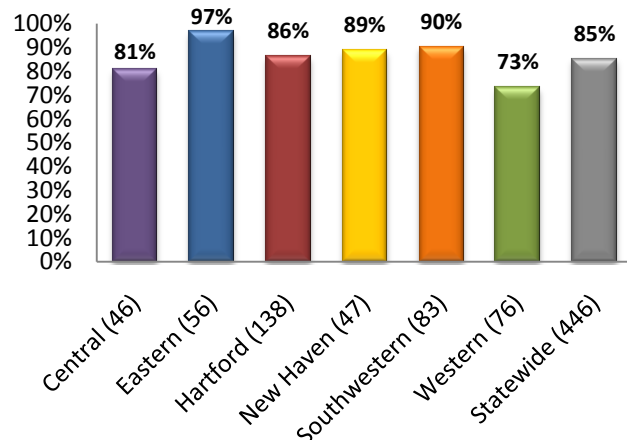


Figure 6. Percent Total Mobile Episodes with a  
Response Time Under 45 Minutes



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

## Section II: Episode Volume

Figure 7. Total Call Volume by Call Type

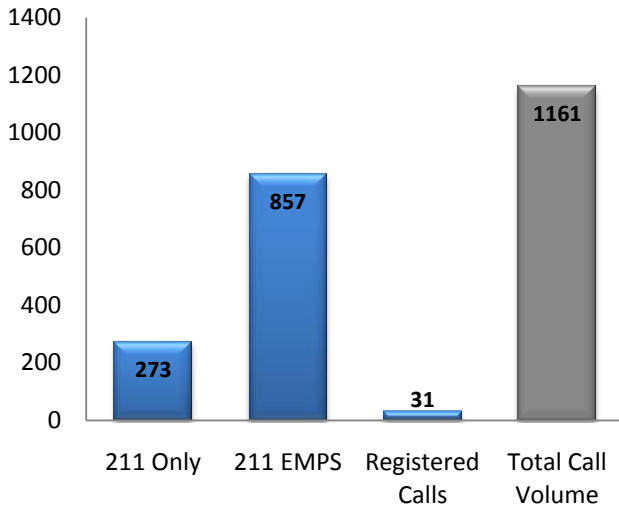
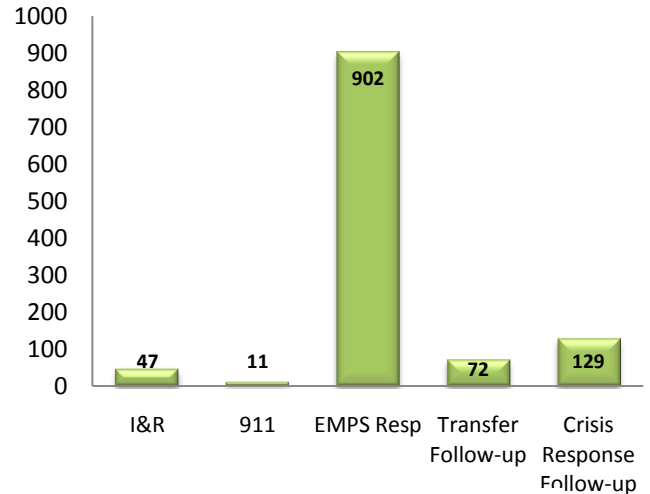


Figure 8. Statewide 211 Disposition Frequency



Note: EMPS Resp includes 14 with no designated provider

Figure 9. EMPS Response Episodes by Provider (Total Episodes=888)

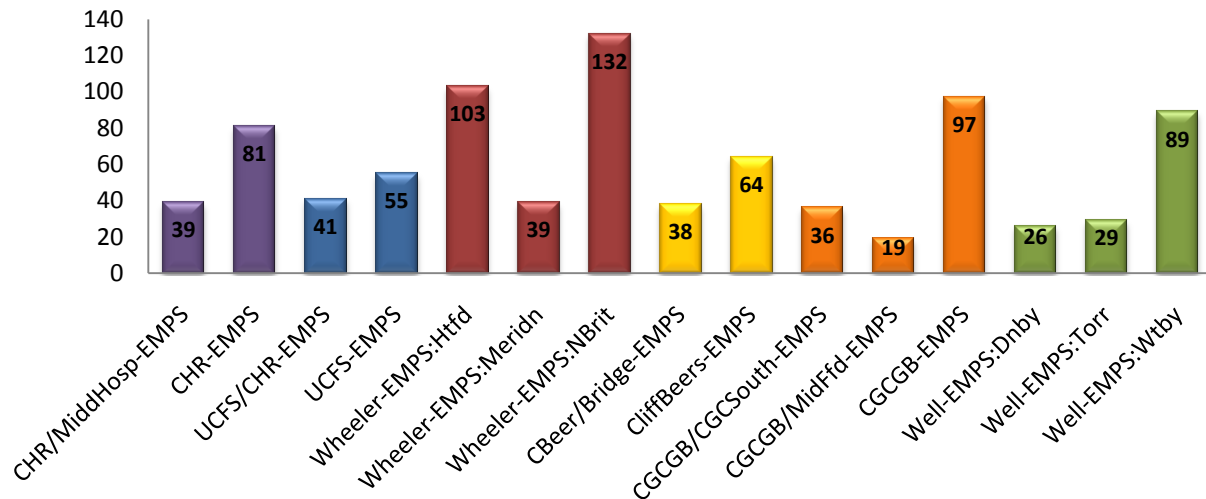
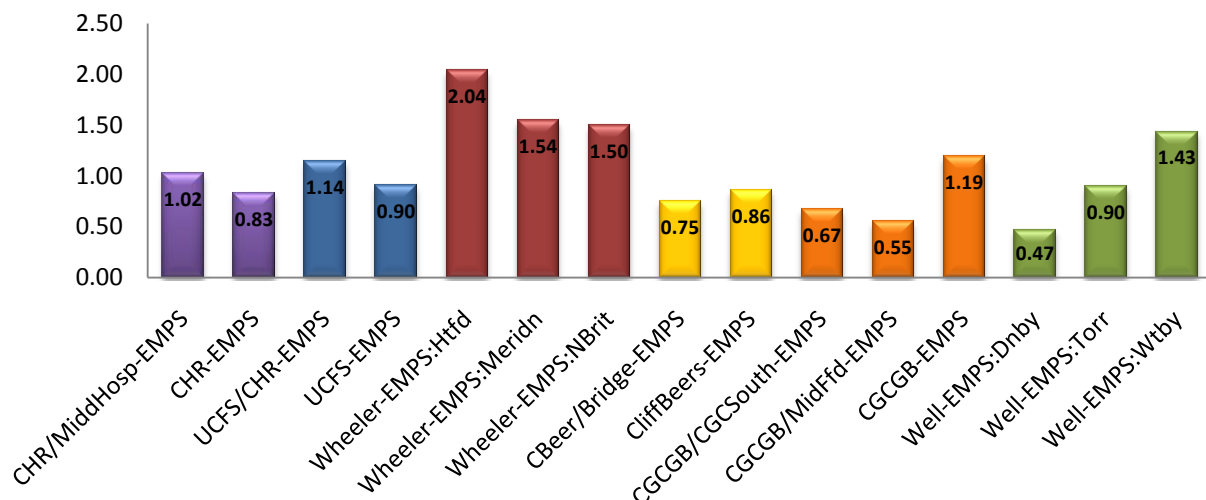
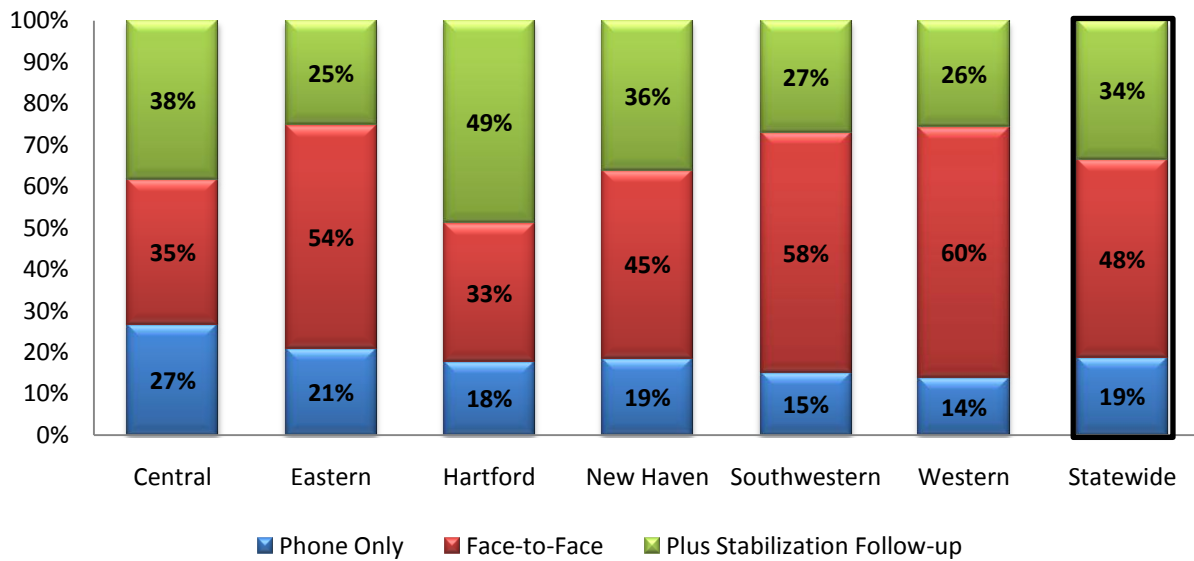


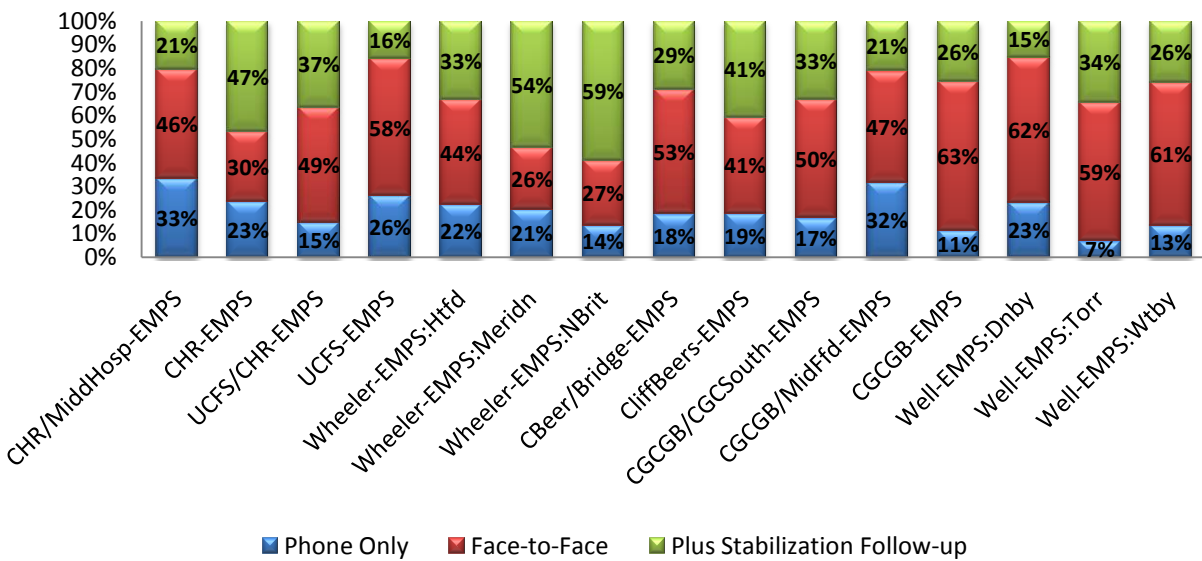
Figure 10. Number Served Per 1,000 Children by Provider



**Figure 11. Episode Intervention Crisis Response Types by Service Area**



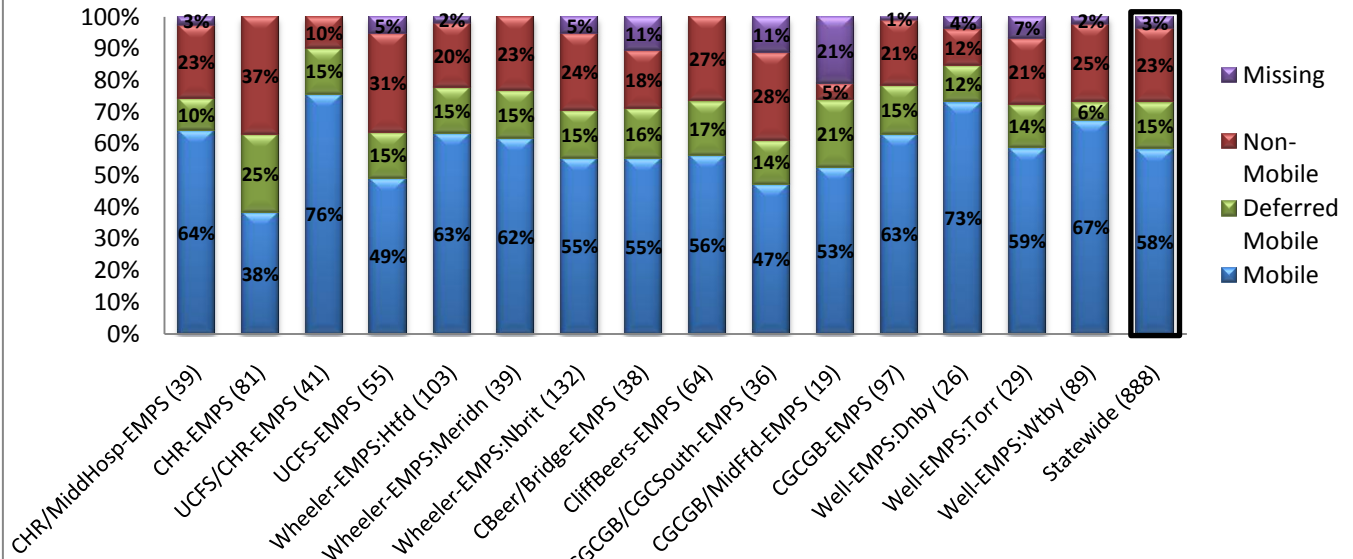
**Figure 12. Episode Intervention Crisis Response Types by Provider**





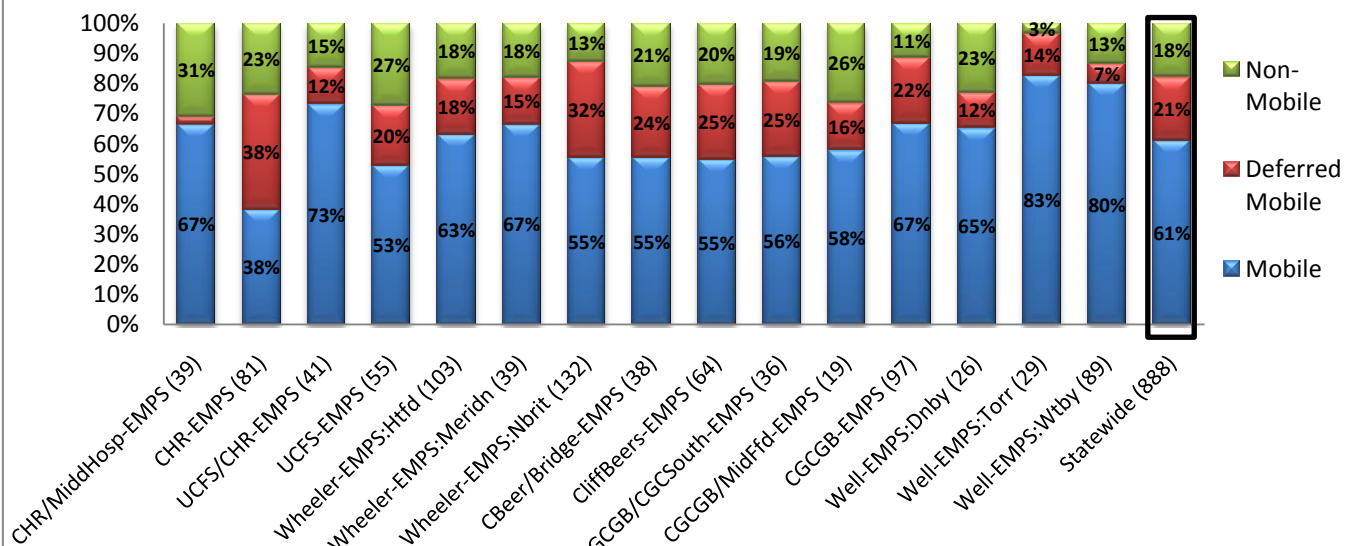
## Section III: 211 Recommendations and EMPS Response

Figure 13. Percent 211 Recommended Initial Response by Provider



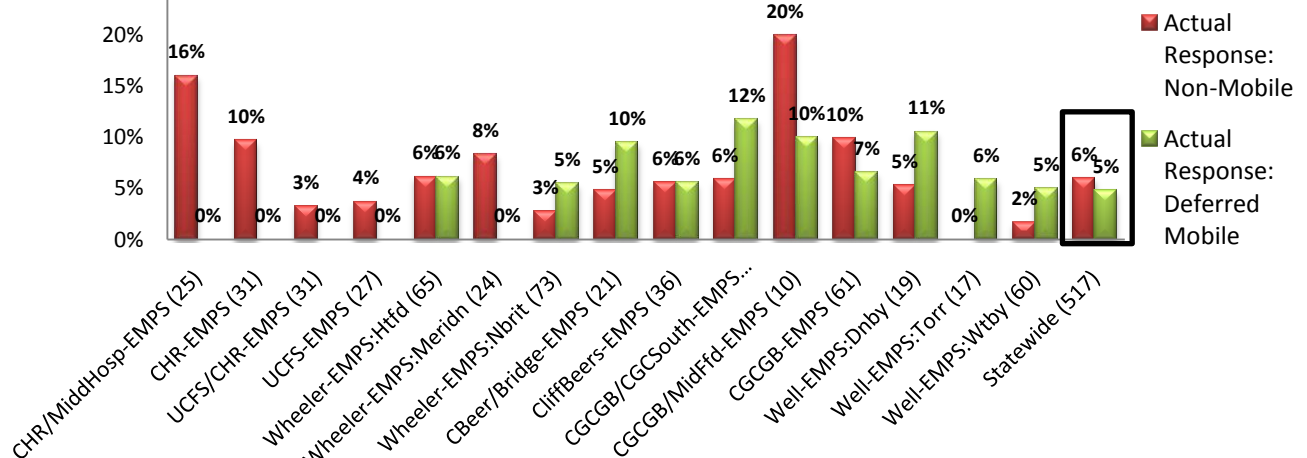
Note: Total count of EMPS response episodes are in parenthesis

Figure 14. Percent Actual Initial EMPS Response by Provider



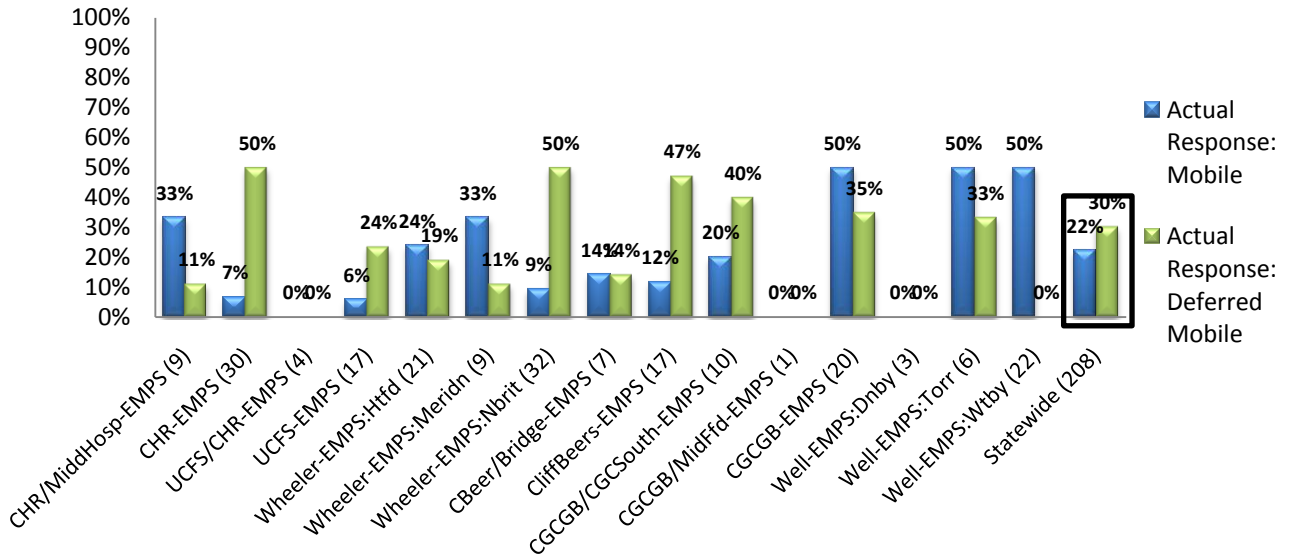
Note: Total count of EMPS response episodes are in parenthesis

Figure 15. Percent of 211 Recommended Mobile Episodes Where Actual EMPS Response was Non-Mobile or Deferred Mobile



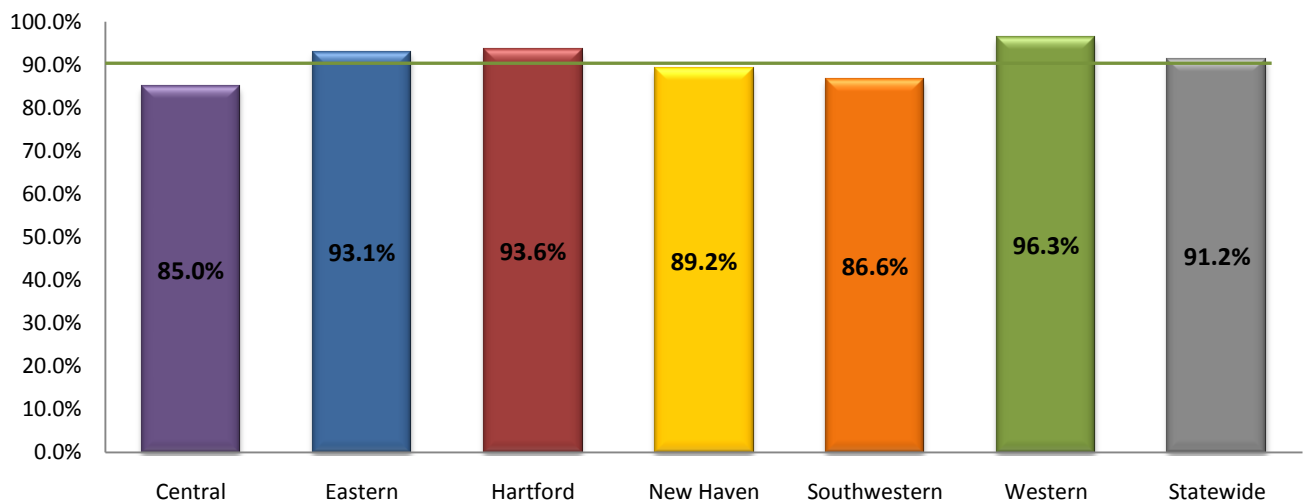
Note: Total count 211 Rec of Mobile are in parenthesis

**Figure 16. Percent of 211 Recommended Non-Mobile Episodes Where Actual EMPS Response was Mobile or Deferred Mobile**

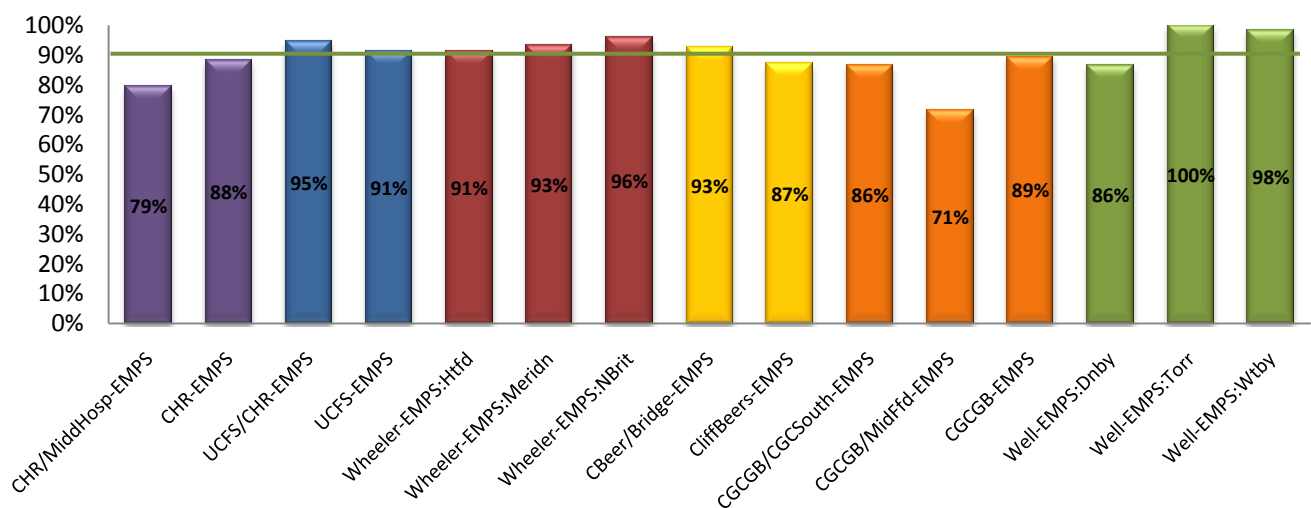


Note: Total count 211 Rec of Non-Mobile are in parenthesis

**Figure 17. Percent Mobile Response (Mobile & Deferred Mobile)**

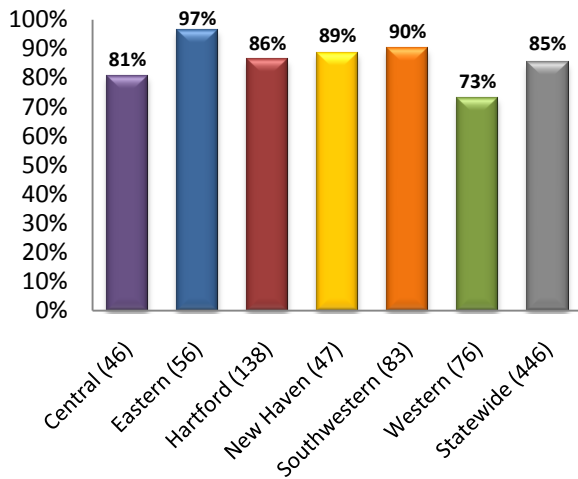


**Figure 18. Percent Mobile Response (Mobile and Deferred Mobile) by Provider**



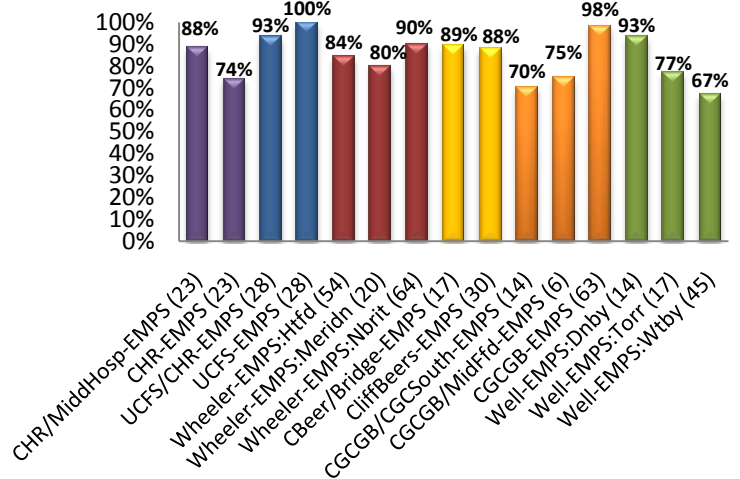
## Section IV: Response Time

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



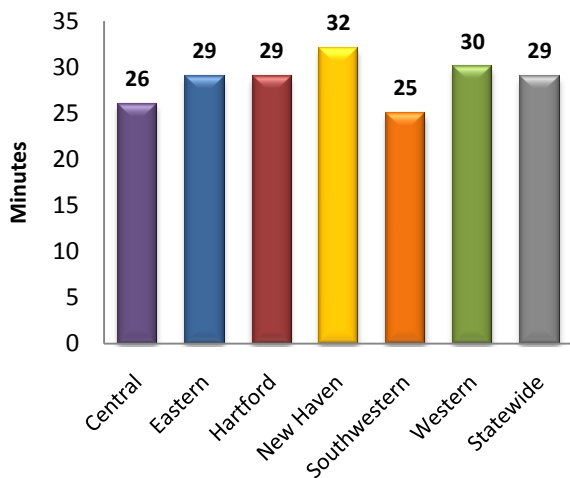
Note: Count of mobile episodes under 45 mins. are in parenthesis

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

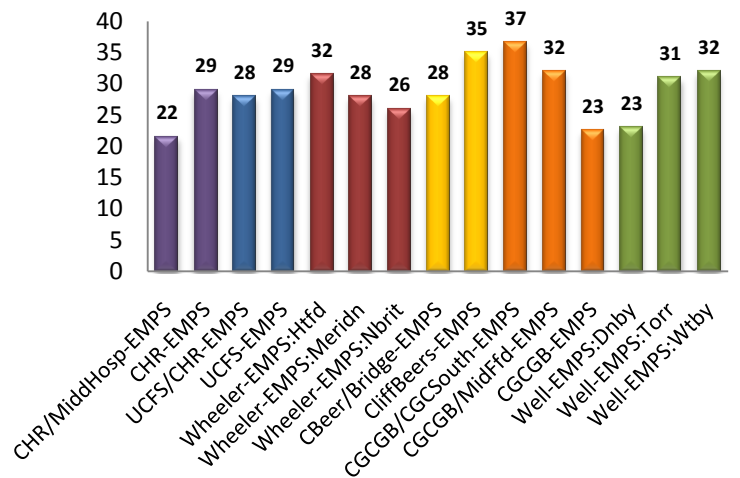


Note: Count of mobile episodes under 45 mins. are in parenthesis

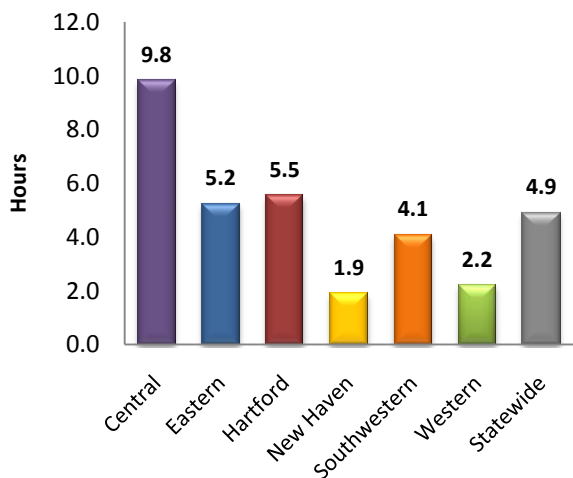
**Figure 21. Median Mobile Response Time in Minutes**



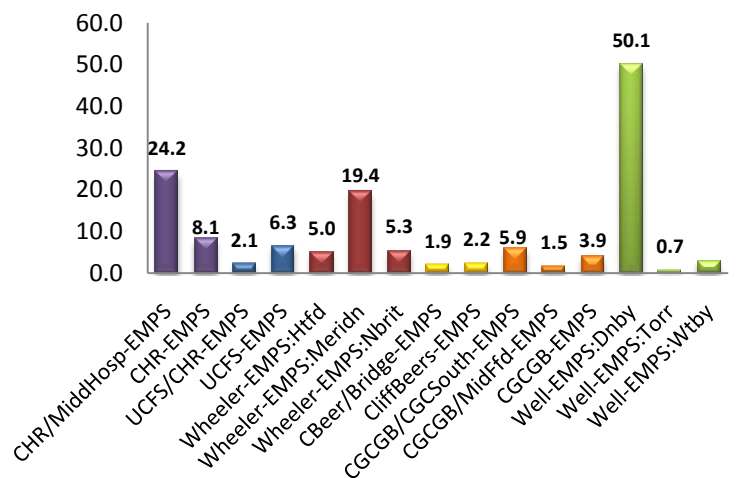
**Figure 22. Median Mobile Response Time by Provider in Minutes**



**Figure 23. Median Deferred Mobile Response Time in Hours**

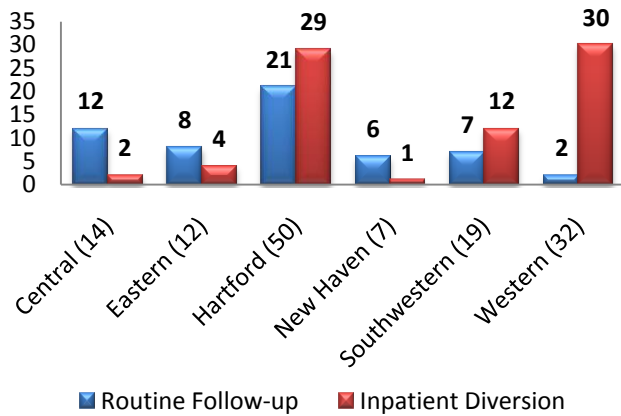


**Figure 24. Median Deferred Mobile Response Time by Provider in Hours**



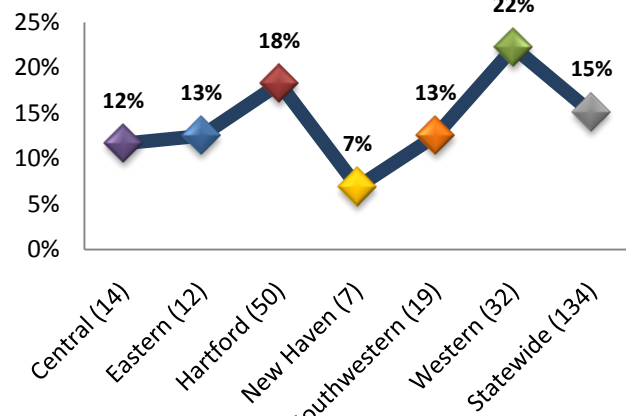
## Section V: Emergency Department Referral Type

**Figure 25. Count Type of Emergency Dept. Referral (n=134)**



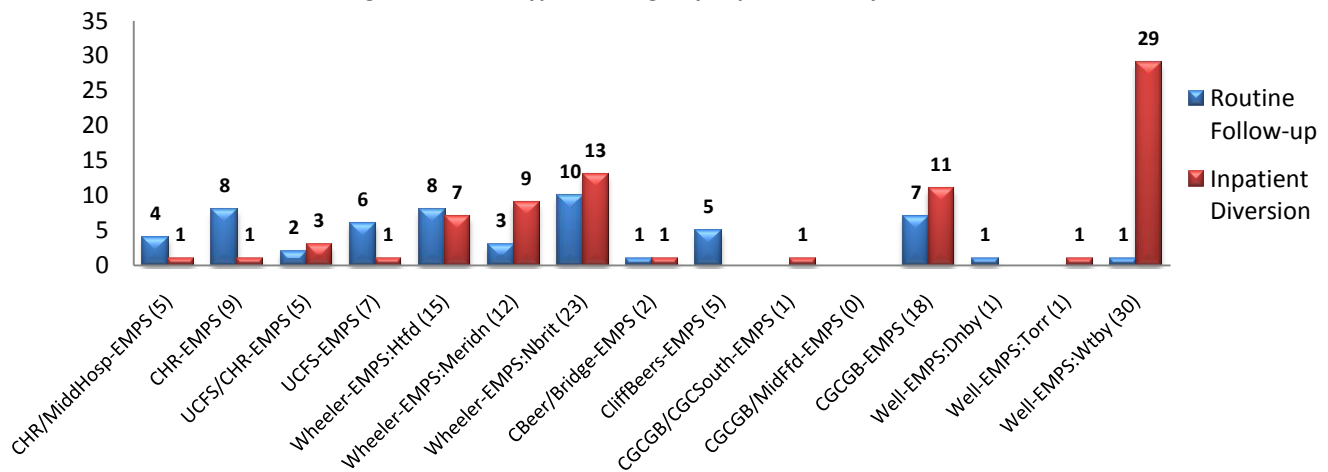
Note: Count total ED referrals are in parenthesis

**Figure 26. Percent Emergency Dept. Referral (% Total EMPS Episodes)**



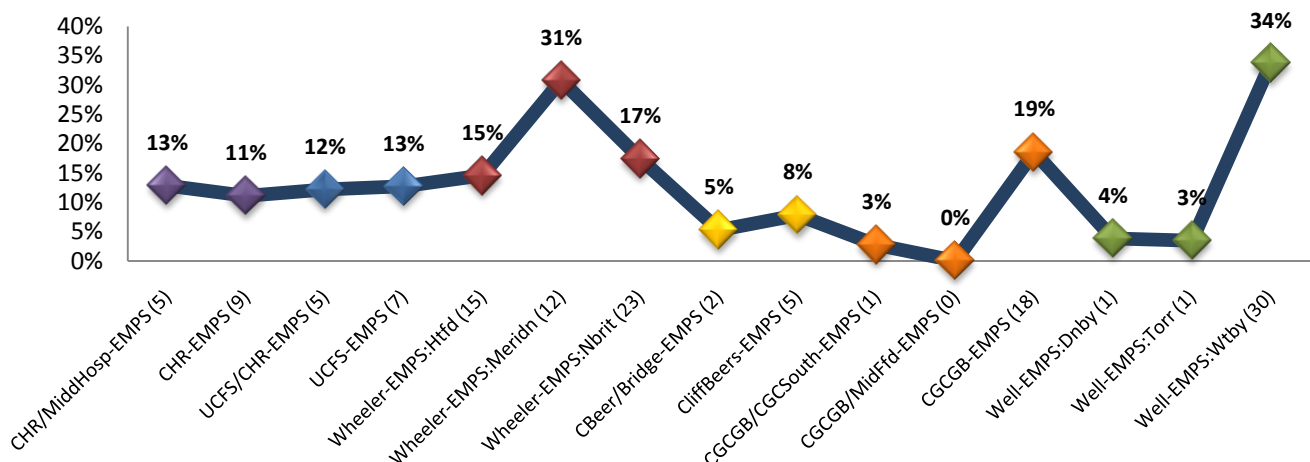
Note: Count total ED referrals are in parenthesis

**Figure 27. Count Type of Emergency Dept. Referral by Provider**



Note: Count total ED referrals are in parenthesis

**Figure 28. Percent Emergency Dept. 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	0.8	5.5	23.8	0	1.0	16.0	11%	25%	5%	0.8	6.7	27.1	0	2.0	23.0	9%	29%	11%
2	Central	0.9	7.5	30.5	0	1.5	29.0	19%	27%	18%	0.9	10.4	32.3	0	3.0	25.0	9%	41%	18%
3	CHR/MiddHosp-EMPS	0.5	0.0	15.8	0	1.0	15.0	17%	13%	0%	1.4	2.3	6.8	0	1.0	6.0	15%	13%	1%
4	CHR-EMPS	1.1	9.1	31.9	0	2.0	31.0	20%	33%	19%	0.7	17.4	36.2	0	8.0	28.0	7%	65%	21%
5	Eastern	0.4	3.7	17.9	0	2.0	15.0	8%	19%	0%	0.2	2.3	22.3	0	1.0	20.5	4%	4%	2%
6	UCFS/CHR-EMPS	0.2	6.1	20.6	0	4.0	17.0	0%	43%	0%	0.1	2.2	22.3	0	0.0	20.0	2%	6%	2%
7	UCFS-EMPS	0.5	2.7	15.0	0	1.0	15.0	13%	11%	0%	0.3	2.4	22.2	0	2.0	21.0	5%	2%	1%
8	Hartford	1.8	6.2	24.4	0	2.0	23.0	19%	30%	2%	0.9	5.9	26.7	0	3.0	22.0	14%	29%	13%
9	Wheeler-EMPS:Htfd	1.9	4.0	22.2	0	1.0	20.0	14%	19%	3%	1.4	5.8	25.4	0	3.0	22.0	19%	30%	9%
10	Wheeler-EMPS:Meridn	0.2	10.9	24.3	0	6.0	24.5	0%	55%	0%	1.4	4.9	23.6	0	3.0	20.0	24%	28%	8%
11	Wheeler-EMPS:NBrit	2.1	7.5	25.9	0	3.5	23.5	25%	36%	2%	0.3	6.4	28.4	0	3.0	23.0	6%	28%	16%
12	New Haven	0.1	3.2	23.7	0	1.0	19.0	0%	14%	4%	1.0	8.1	26.2	0	3.0	25.0	6%	40%	7%
13	CBeer/Bridge-EMPS	0.0	4.6	25.0	0	1.0	20.0	0%	22%	0%	2.9	4.3	25.6	0	0.0	27.0	14%	18%	2%
14	CliffBeers-EMPS	0.1	2.2	23.3	0	1.0	19.0	0%	8%	5%	0.7	9.8	27.0	0	6.0	21.0	5%	50%	13%
15	Southwestern	0.2	5.4	22.8	0	2.0	23.5	3%	25%	2%	0.9	8.4	29.0	0	1.0	29.0	12%	32%	12%
16	CGCGB/CGCSouth-EMPS	0.0	7.0	23.8	0	1.5	25.5	0%	25%	0%	0.4	6.5	39.1	0	0.0	40.0	4%	16%	33%
17	CGCGB/MidFfd-EMPS	0.0	3.0	13.7	0	3.0	14.0	0%	18%	0%	0.8	3.0	21.5	0	1.0	17.0	16%	14%	13%
18	CGCGB-EMPS	0.3	5.6	23.2	0	1.5	24.0	6%	26%	4%	1.5	10.0	27.1	0	3.0	29.0	17%	41%	3%
19	Western	0.4	4.4	15.3	0	1.0	14.0	10%	28%	0%	0.5	5.7	22.9	0	1.0	21.5	4%	26%	6%
20	Well-EMPS:Dnby	0.3	4.5	1.0	0	1.5	1.0	0%	25%	0%	0.4	5.2	16.1	0	0.0	14.0	3%	25%	2%
21	Well-EMPS:Torr	0.0	4.8	15.0	0	2.0	14.5	0%	33%	0%	0.2	7.8	20.1	0	5.0	18.5	4%	46%	3%
22	Well-EMPS:Wtby	0.5	4.3	15.8	0	1.0	14.0	13%	28%	0%	0.7	5.5	26.0	0	0.0	26.5	5%	24%	8%

\* Includes discharged episodes from January 1, 2010 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 2. Number of Episodes for Discharged Episodes of Care

		A	B	C	D	E	F	G	H	I	J	K	L
		<b>Discharged Episodes for Current Reporting Period</b>						<b>Cumulative Discharged Episodes*</b>					
		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	156	361	302	17	92	16	2397	5118	4258	212	1473	473
2	Central	21	56	68	4	15	12	425	613	705	40	250	127
3	CHR/MiddHosp-EMPS	6	16	6	1	2	0	139	283	93	21	37	1
4	CHR-EMPS	15	40	62	3	13	12	286	330	612	19	213	126
5	Eastern	13	26	19	1	5	0	273	599	464	11	22	7
6	UCFS/CHR-EMPS	5	7	10	0	3	0	83	211	272	2	13	6
7	UCFS-EMPS	8	19	9	1	2	0	190	388	192	9	9	1
8	Hartford	43	121	100	8	36	2	567	1153	1696	82	333	213
9	Wheeler-EMPS:Htfd	14	54	34	2	10	1	251	564	489	47	170	43
10	Wheeler-EMPS:Meridn	5	11	18	0	6	0	91	123	293	22	34	22
11	Wheeler-EMPS:NBrit	24	56	48	6	20	1	225	466	914	13	129	148
12	New Haven	19	44	27	0	6	1	374	619	484	24	249	34
13	CBeer/Bridge-EMPS	5	18	7	0	4	0	51	196	259	7	36	5
14	CliffBeers-EMPS	14	26	20	0	2	1	323	423	225	17	213	29
15	Southwestern	31	57	46	1	14	1	306	1031	599	36	330	74
16	CGCGB/CGCSouth-EMPS	6	12	16	0	3	0	118	223	149	5	35	49
17	CGCGB/MidFfd-EMPS	7	11	3	0	2	0	75	125	119	12	18	15
18	CGCGB-EMPS	18	34	27	1	9	1	113	683	331	19	277	10
19	Western	29	57	42	3	16	0	452	1103	310	19	289	18
20	Well-EMPS:Dnby	3	8	1	0	2	0	100	133	52	3	33	1
21	Well-EMPS:Torr	2	9	8	0	3	0	92	122	76	4	56	2
22	Well-EMPS:Wtby	24	40	33	3	11	0	260	848	182	12	200	15

\* Includes discharged episodes from January 1, 2010 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. 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	114.6	82.0	54.3	64.0	36.0	32.0	100%	100%	26%	14	62	136	14	62	35
2	Central	33.0	72.9	33.6	33.0	31.5	36.0	100%	100%	11%	2	8	19	2	8	2
3	CHR/MiddHosp-EMPS		384.0			384.0			100%		0	1	0	0	1	0
4	CHR-EMPS	33.0	28.4	33.6	33.0	31.0	36.0	100%	100%	11%	2	7	19	2	7	2
5	Eastern		41.0	22.7		41.0	22.0		100%	0%	0	1	3	0	1	0
6	UCFS/CHR-EMPS			21.0			21.0			0%	0	0	2	0	0	0
7	UCFS-EMPS		41.0	26.0		41.0	26.0		100%	0%	0	1	1	0	1	0
8	Hartford	21.0	36.5	29.9	21.0	36.5	28.5	100%	100%	8%	1	2	36	1	2	3
9	Wheeler-EMPS:Htfd	21.0	32.0	32.6	21.0	32.0	31.0	100%	100%	12%	1	1	17	1	1	2
10	Wheeler-EMPS:Meridn			23.3			19.0			0%	0	0	3	0	0	0
11	Wheeler-EMPS:NBrit		41.0	28.2		41.0	25.0		100%	6%	0	1	16	0	1	1
12	New Haven	162.0	128.6	62.6	100.0	101.0	31.0	100%	100%	23%	7	25	26	7	25	6
13	CBeer/Bridge-EMPS	297.7	192.8	71.5	318.0	170.0	32.0	100%	100%	23%	3	12	13	3	12	3
14	CliffBeers-EMPS	60.3	69.3	53.6	58.0	50.0	29.0	100%	100%	23%	4	13	13	4	13	3
15	Southwestern	105.7	45.7	83.0	137.0	31.0	45.5	100%	100%	50%	3	23	46	3	23	23
16	CGCGB/CGCSouth-EMPS	105.7	99.4	100.6	137.0	50.0	53.0	100%	100%	66%	3	5	35	3	5	23
17	CGCGB/MidFfd-EMPS		52.0	24.0		52.0	24.0		100%	0%	0	1	1	0	1	0
18	CGCGB-EMPS		29.5	27.5		30.0	28.5		100%	0%	0	17	10	0	17	0
19	Western	67.0	39.7	26.5	67.0	37.0	22.5	100%	100%	17%	1	3	6	1	3	1
20	Well-EMPS:Dnby			23.0			23.0			0%	0	0	1	0	0	0
21	Well-EMPS:Torr	67.0		20.0	67.0		20.0	100%		0%	1	0	1	1	0	0
22	Well-EMPS:Wtby			29.0		37.0	25.5		100%	25%	0	3	4	0	3	1

\* Includes episodes still in care from January 1, 2010 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

## Section XI: Data Quality Monitoring

Figure 58. Percentage of Ohio Scales Collected at Intake by Provider

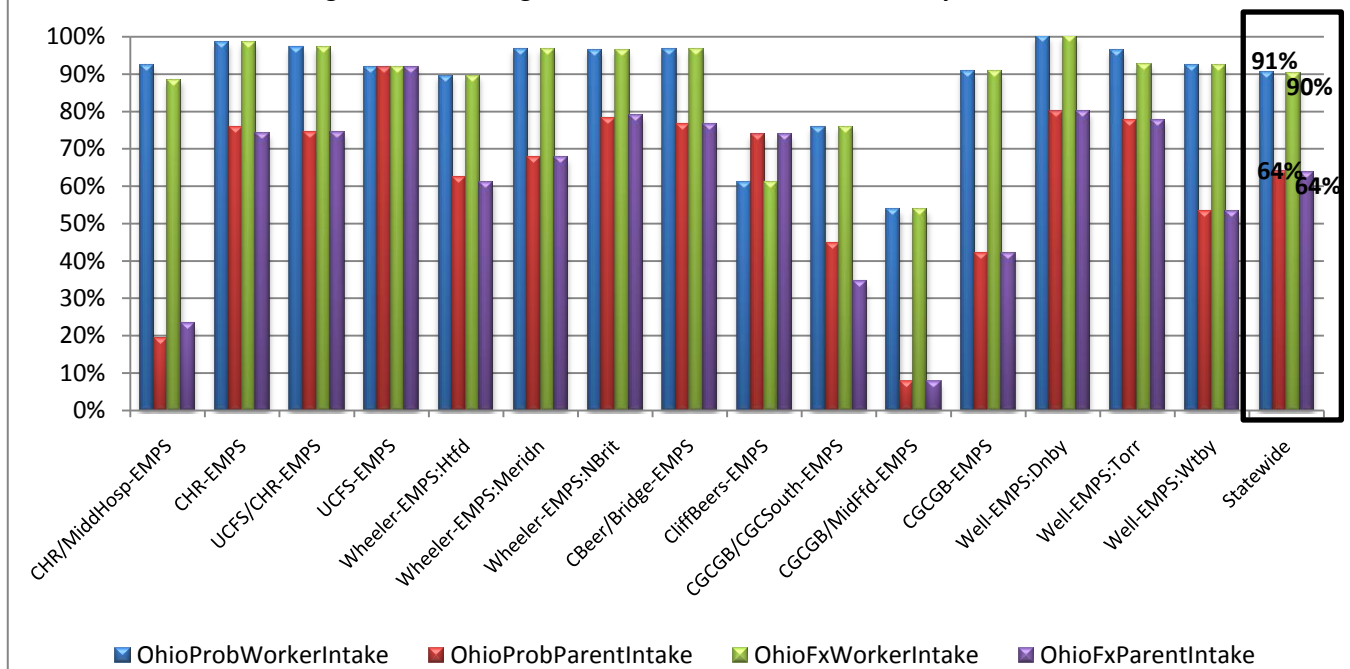
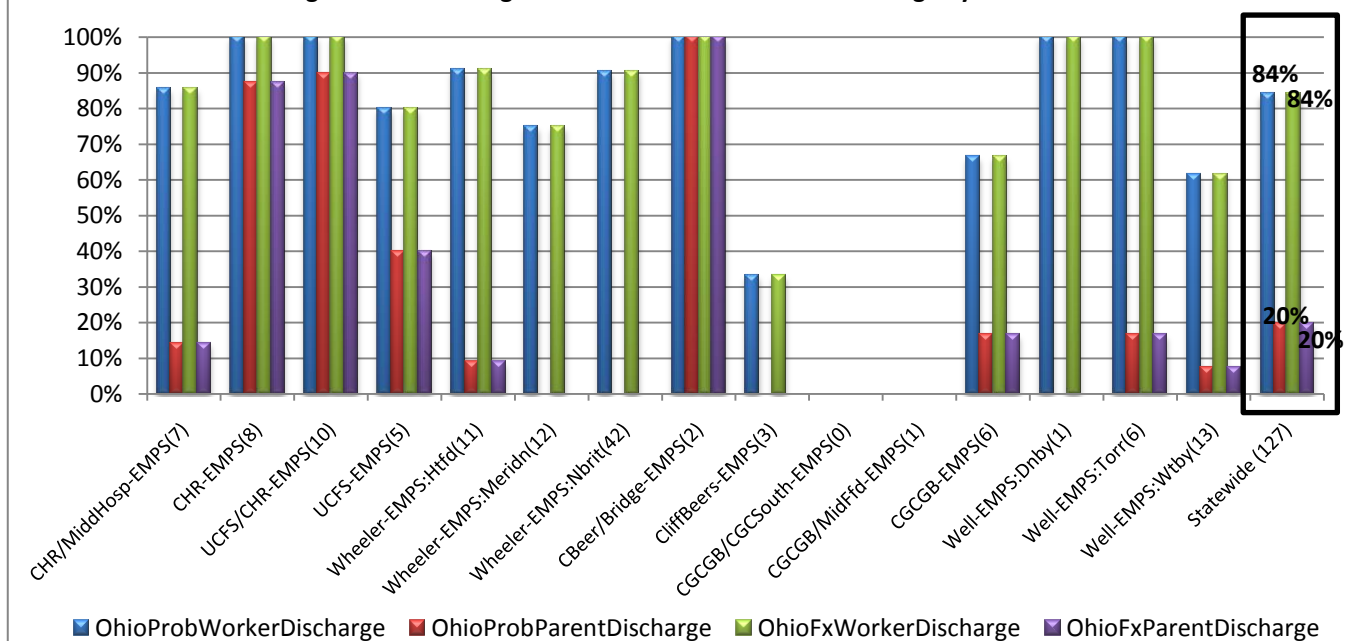


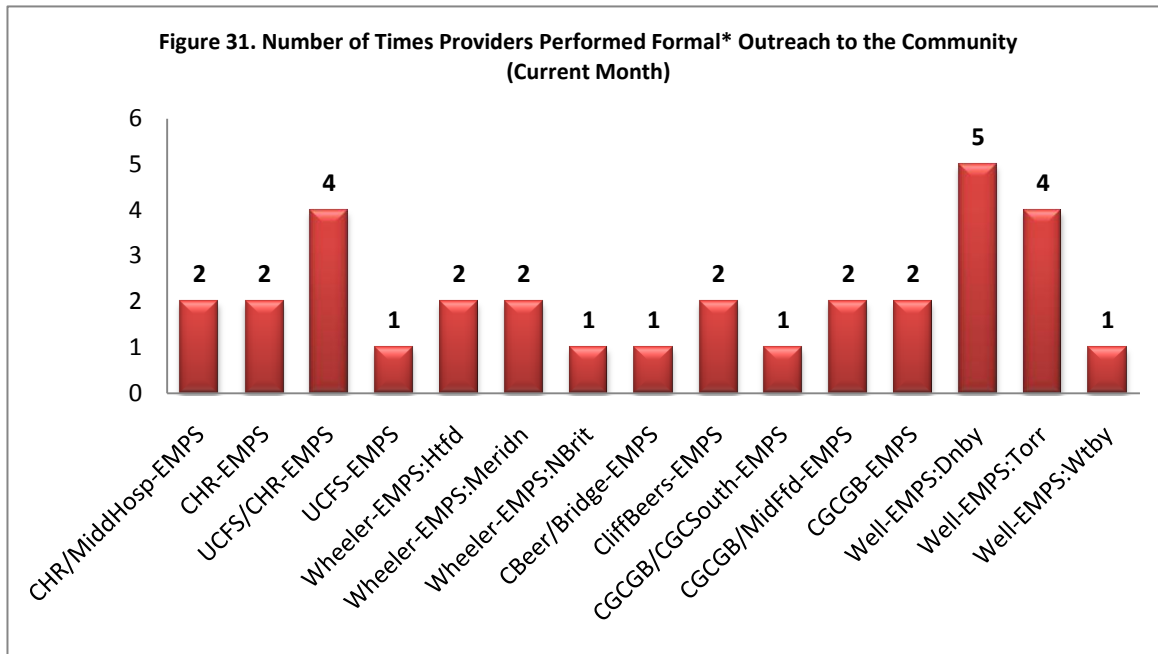
Figure 59. Percentage of Ohio Scales Collected at Discharge by Provider



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



## 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 lunch<sup>1</sup>. 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 lunch<sup>1</sup> 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 for crisis response for that specified service area.
- Figure 12 calculates the same percentage as Figure 11 and is shown by provider.

### ***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.
- Calculation for Figure 15: 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 16: 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.
- Figure 17 is the same graph as Figure 5.
- Figure 18 uses the same calculation as Figure 5.

<sup>1</sup> 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.