



**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



Mobile Crisis Intervention Services Performance Improvement Center (PIC)

Monthly Report: August 2016

Updated 9/21/16

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The Mobile Crisis Intervention Services Performance Improvement Center is housed at the
 Child Health and Development Institute



Executive Summary

Additional data and appendices are available online <http://www.chdi.org/publications/> or contact Jeffrey Vanderploeg, PhD, jvanderploeg@uchc.edu for more information.

Call and Episode Volume: In August 2016, 211 and Mobile Crisis received 724 calls including 521 calls (72.0%) handled by Mobile Crisis providers and 203 calls (28.0%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 2.1% increase in call volume compared with August 2015 (n=709).

Among the **521 episodes of care** generated this month, episode volume ranged from 48 episodes (Southwestern service area) to 139 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 0.64, with service area rates ranging from 0.28 (Southwestern) to 0.88 (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 1.28 per 1,000 children in poverty, with service area rates ranging from 0.77 (Southwestern) to 2.32 (Central).

Mobility: Statewide mobility was 87.9% this month, 1.6% lower than in August 2015. Three of the six service areas were above the 90% benchmark this month, with performance ranging from 80.8% (Hartford) to 94.4% (Western). Mobility for individual providers ranged from 67% (Wheeler-EMPS:Meridn) to 100% (CFGC-EMPS:Nrwlk and Well-EMPS:Dnby). Seven of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month **87% of mobile episodes received a face-to-face response in 45 minutes or less**, which is 1% lower than August 2015 (88%). Five of the six service areas were above the 80% benchmark this month, with performance ranging from 72% (Hartford) to 96% (Southwestern). Ten of the fourteen sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less. In addition, the statewide median mobile response time was 24.5 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, four (3.4%) **plus stabilization follow-up episode exceeded 45 days**. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 14.5 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 13.5 days (Central) to 28.0 days (Southwestern).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

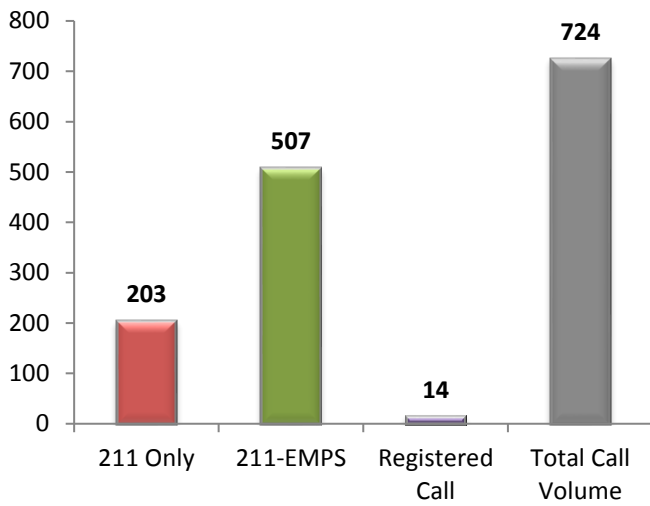


Figure 2. EMPS Episodes by Service Area (Total Episodes = 521)

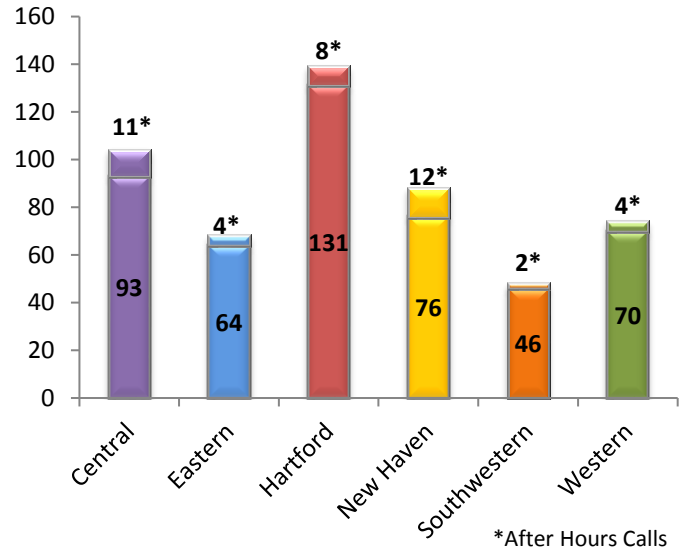


Figure 3. Number Served Per 1,000 Children

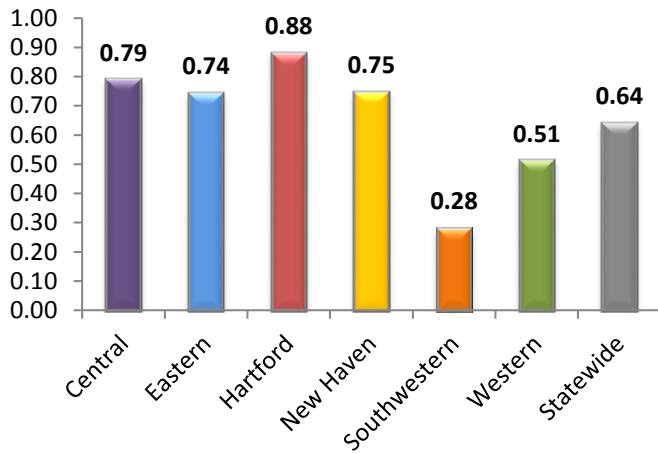


Figure 4. Number Served Per 1,000 Children in Poverty

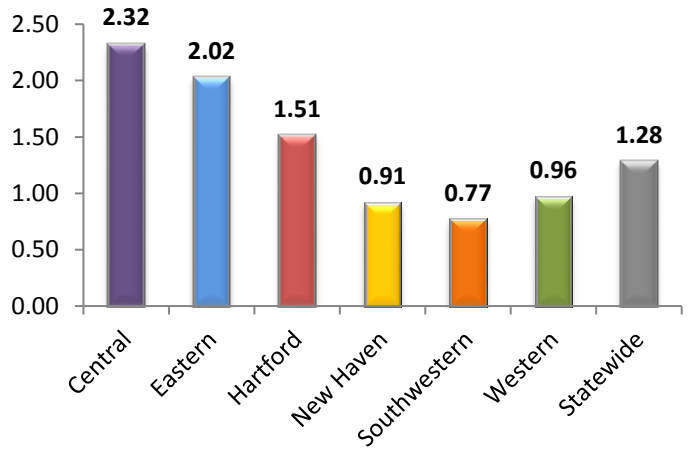


Figure 5. Mobile Response by Service Area

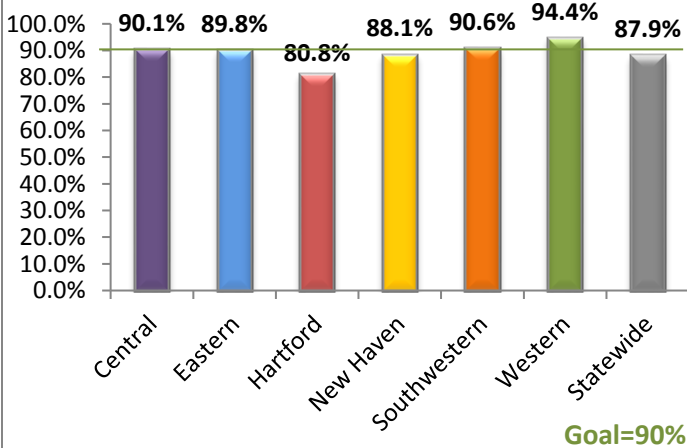
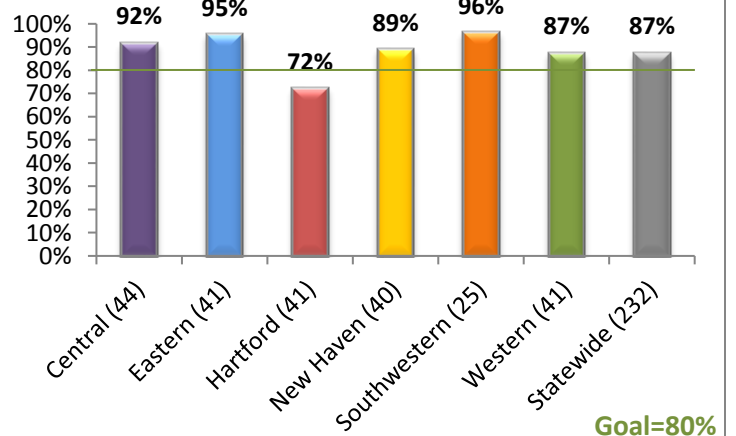


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 211 Call Disposition

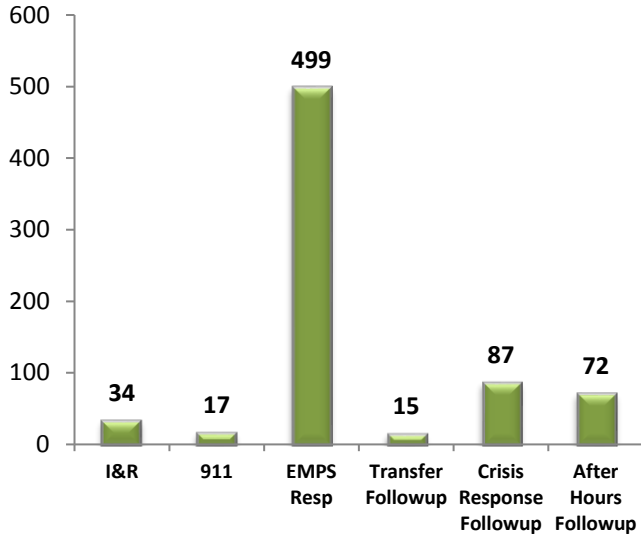


Figure 8. EMPS Episodes by Provider (Total Episodes = 521)

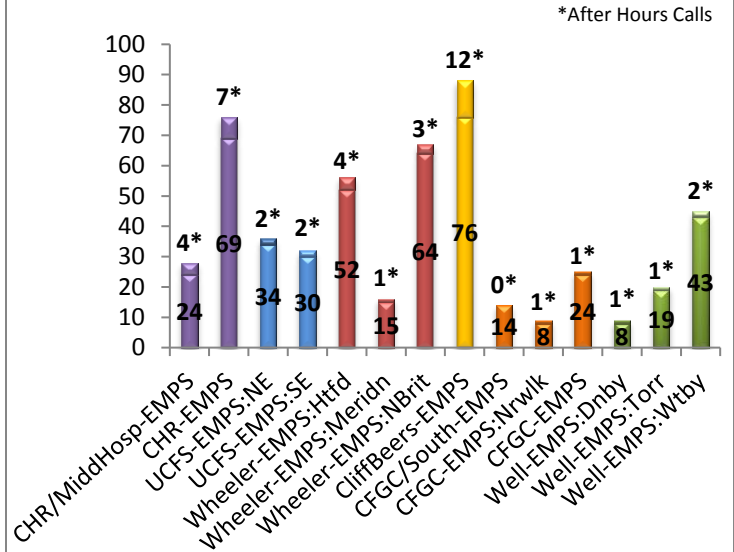


Figure 9. Actual Initial EMPS Response by Provider

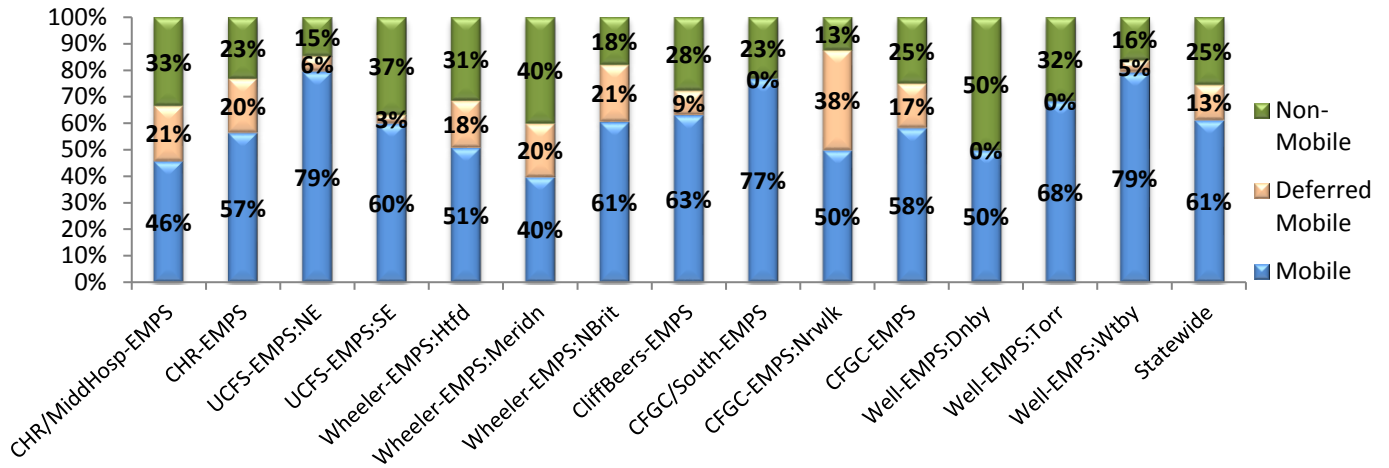
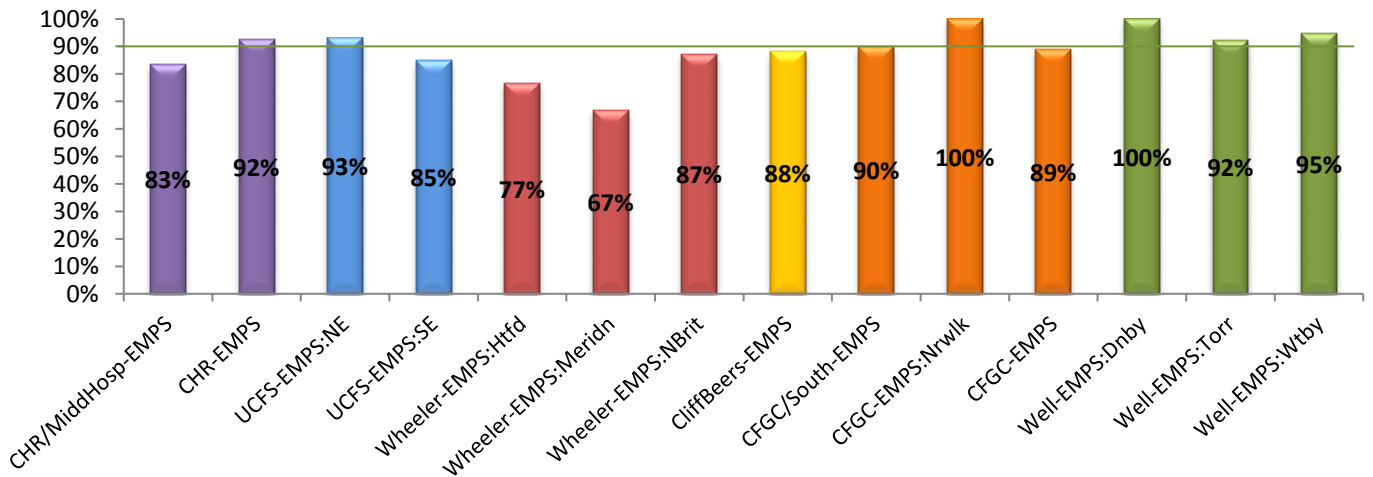


Figure 10. Mobile Response by Provider

Goal=90%



Section III: Response Time

Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes

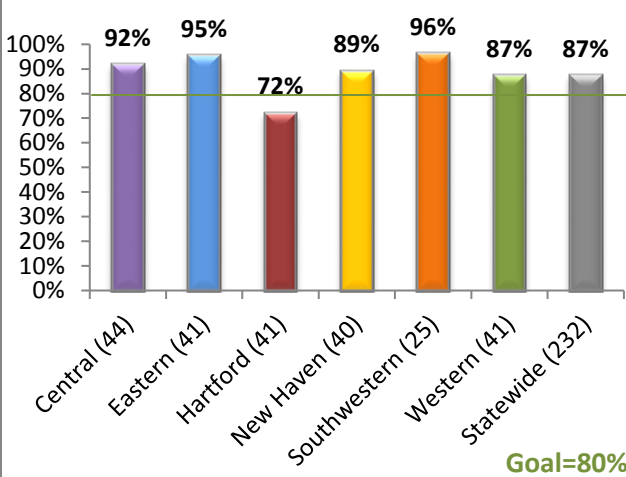


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

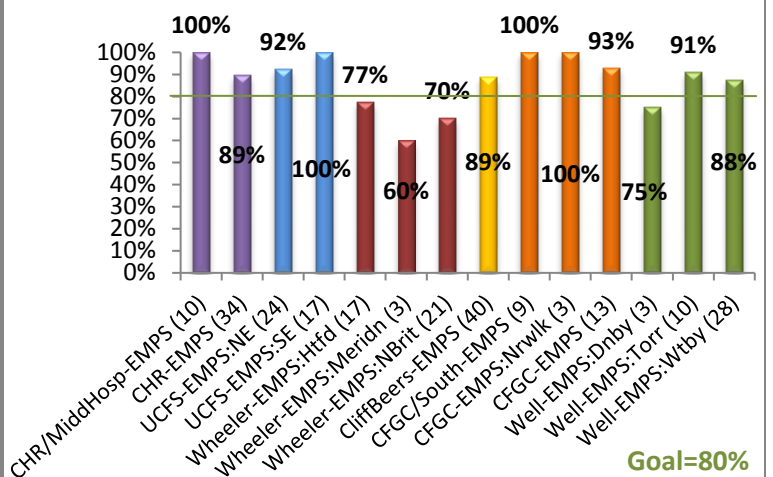


Figure 13. Median Mobile Response Time in Minutes

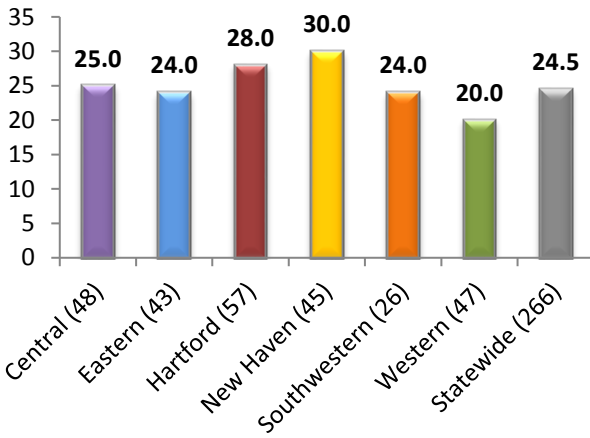
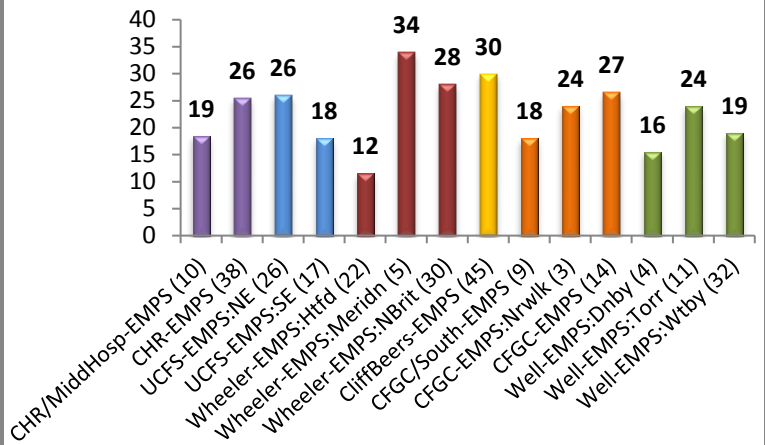
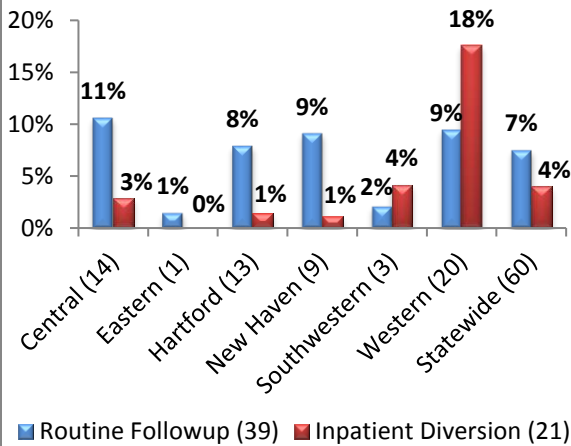


Figure 14. Median Mobile Response Time by Provider in Minutes



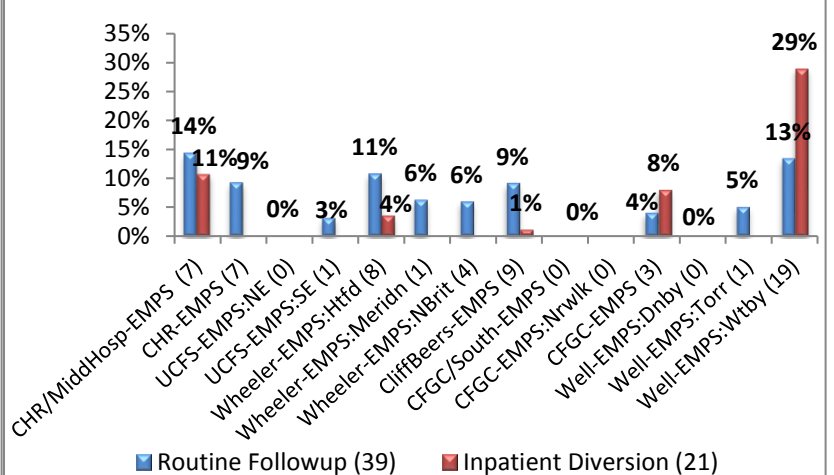
Section IV: Emergency Department Referrals

Figure 15. Emergency Department Referrals (% of Total EMPS Episodes)



Note: Count total ED referrals are in parenthesis

Figure 16. Emergency Department Referrals by Provider (% of Total EMPS Episodes)



Note: Count total ED referrals are in parenthesis

Section V: Length of Stay (LOS)

Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up

Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up				
	Number of Episodes	Mean LOS (in days)	Median LOS (in days)	Percent Exceeding 45 Days
STATEWIDE	116	17.0	14.5	3.4% (n = 4)
Central	16	14.2	13.5	0% (n = 0)
Eastern	8	19.5	19.0	0% (n = 0)
Hartford	46	15.0	14.0	2.2% (n = 1)
New Haven	6	23.8	20.0	16.7% (n = 1)
Southwestern	9	27.8	28.0	11.1% (n = 1)
Western	31	16.5	15.0	3.2% (n = 1)

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