



**MOBILE CRISIS
INTERVENTION SERVICES**

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



Mobile Crisis Intervention Services Performance Improvement Center (PIC)

Quarter 3 Report: Fiscal Year 2017 January 1 – March 31, 2017

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The Mobile Crisis Performance Improvement Center
is housed at the Child Health and Development Institute of Connecticut, Inc.



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Executive Summary

Introduction: Starting in Q2 FY2016, Mobile Crisis PIC has restructured quarterly reports to incorporate DSM-V data and a Results Based Accountability (RBA) report card to enhance the capacity for DCF and statewide stakeholders to monitor quality assurance of the EMPS program.

Call and Episode Volume: In the third quarter of FY2017, **211 received 4,946 calls** including 3,736 calls (75.5%) handled by Mobile Crisis providers and 1,210 calls (24.5%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). Of the 3,736 episodes of care, 3,568 (95.5%) calls were received during regular hours, 167 (4.5%) were handled after hours and 6 (0.0%) were crisis-response follow-ups. This quarter saw a 0.4% decrease in call volume compared to the same quarter in FY2016 (4,968), the total episodes increased by 2.3% compared to the same quarter in FY2016 (3,653).

Among the **3,730 episodes of care** generated in Q3 FY17, episode volume ranged from 446 episodes including After Hours calls (Eastern service area) to 989 episodes including After Hours calls (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 4.58, with service area rates ranging from 3.35 (Southwestern) to 6.27 (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 8.88 per 1,000 children in poverty, with service area rates ranging from 6.22 (New Haven) to 12.42 (Eastern).

Each quarter, every Mobile Crisis site is required to achieve an overall service reach rate of 2.5 episodes per 1,000 children. For this quarter, 12 of 14 sites met this benchmark.

Demographics: Statewide this quarter, Mobile Crisis served approximately equal counts of girls (49.1%) and boys (50.9%). Approximately **33.6% of youth served were 13-15 years old**, 27.1% were 9-12 years old, 23.3% were 16-18 years old, and 11.9% were 6-8 years old. Almost one-third (**32.0% of youth served were of Hispanic ethnicity**). Additionally, the **majority of the children served were White (64.2%)**, 22.4% were African-American or Black, and 11.9% reported "Other Race." The majority of youth were insured by Husky A (61.3%) and private insurance (30.6%). Finally, the majority of clients (83.5%) were not DCF-involved.

Clinical Functioning: The most commonly reported primary presenting problems for clients statewide include: Harm/Risk of Harm to Self (29%), Disruptive Behavior (24%), Depression (14%), Harm/Risk of Harm to Others (7%), Anxiety (7%), and Family Conflict (4%). The top client primary diagnoses at intake this quarter were: Depressive Disorders (28.8%), Adjustment Disorders (18.6%), Conduct Disorders (12.1%), Attention Deficit/Hyperactivity Disorders (9.2%), Anxiety Disorders (9.0%), and Other Disorders (6.3%). This quarter, **78% of Mobile Crisis clients statewide met the definition for Serious Emotional Disturbance (SED)**.

In this quarter, the **statewide percentage of children with trauma exposure reported at intake was 63%**, with service areas ranging from 56% (Central) to 68% (New Haven). The most common types of trauma exposure reported at intake statewide were: Disrupted Attachment/Multiple Placements (27%), Witnessing Violence (21%), Victim of Violence (15%), and Sexual Victimization (13%).

The statewide rate for **the percentage of children evaluated in an Emergency Department once or more in the six months prior to a current episode of care was 18%**, the same percentage as the same quarter last fiscal year. Sixteen percent of children were evaluated one or more times *during* an episode of care. The inpatient admission rate in the six months prior to Mobile Crisis referral was 10% statewide, which is 1% higher when compared to the same quarter in FY2016, whereas the admission rate to an inpatient unit during a mobile crisis episode was 5%, 3% lower than the same quarter last fiscal year.

Referral Sources: Statewide, **45.3% of all referrals were received from schools and 36.3% were received from parents, families and youth**. Emergency Departments (EDs) accounted for about 8.4% of all Mobile Crisis referrals. The remaining 9.7% of referrals came from other sources.

ED utilization of Mobile Crisis varies widely among hospitals in Connecticut. This quarter, a total of **312 Mobile Crisis referrals were received from EDs**, including 117 referrals for inpatient diversion and 195 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 (19%) and the lowest was in the Eastern service area (2%). Statewide, about 8% of all Mobile Crisis episodes came from ED referrals this quarter, which is the same percentage as statewide Q3 FY2016.

Mobility: The average **statewide mobility this quarter was 93.2%**, 0.4% higher when compared to Q3 FY16 (Police referrals are excluded from mobility calculations). All six service areas met the benchmark of 90% this quarter. Mobility rates among service

areas ranged from 90.9% (Central) to 95.4% (New Haven). The range in mobility percentages widened slightly more among individual providers, from 91% (CHR/MiddHosp-EMPS, CHR-EMPS, UCFS-EMPS: NE, and Wheeler-EMPS: Htfd)) to 98% (CFGC-EMPS:Nrwk). Of these providers, all 14 either reached or surpassed the 90% benchmark.

Response Time: Statewide this quarter, **87% of mobile episodes received a face-to-face response in 45 minutes or less.**

Performance on this indicator ranged from 81% (Central and Western) to 93% (Eastern and Southwestern) with all six service areas above the 80% benchmark. Across the state, 10 of the 14 providers met the benchmark. In addition, the statewide median response time this quarter was 29 minutes, with four of the six service areas demonstrating a median response time of 30 minutes or less. These data suggest that the majority of our Mobile Crisis service providers offer timely responses to crises in the community.

Length of Stay: Among discharged episodes statewide this quarter, 16% of Phone Only episodes exceeded one day, 38% of Face-to-face episodes exceeded five days, and **11% of Plus Stabilization Follow-up episodes exceeded 45 days**, a rate that did not meet the statewide benchmark (less than 5%). The statewide median LOS among discharged episodes was 0 days for Phone Only, 3.0 days for Face-to-face episodes, and 19.0 days for Plus Stabilization.

Statewide, the median Length of Stay (LOS) for open episodes of care with a Crisis Response of Phone Only was 121 days and ranged from 0 days (Eastern) to 211.5 days (New Haven). The statewide median LOS for Face-to-face was 70 days and ranged from 43 days (Eastern) to 82 days (Hartford). For Plus Stabilization Follow-up, the statewide median LOS was 63.5 days with a range from 47 days (New Haven) to 73 days (Hartford). This tells us that families remain open for services beyond the benchmarks (1-day and 5-day respectively) for the phone and face-to-face crisis response categories. The majority of stabilization plus follow-up episodes (83%) did exceed the 45-day benchmark. 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 overwhelming **majority of clients lived in a private residence at discharge from Mobile Crisis (97.1%).** Statewide, the **top three reasons for client discharge** were: Met Treatment Goals (70.4%), Family Discontinued (20.9%), and Client Hospitalized: Psychiatrically (5.2%).

Statewide, clients were most likely to be **referred to Outpatient Services at discharge (44.2%).** Other care referrals at discharge included: Intensive Outpatient Program (9.7%), Other: Community Based (6.7%), Inpatient Hospital (4.6%), Partial Hospital Program (4.0%), and Intensive In-Home Services (4.1%). An additional 21.1% of clients indicated "none" for discharge referrals, a category that includes referrals back to an existing provider.

Across the state, Ohio Scales showed an improvement on parent and worker rated functioning, 4.58 and 1.98 respectively. Decreases in problem scores of 6.79 points on parent-ratings and 2.16 points on worker-ratings were reported. Changes on all of the Ohio Scales scores were all statistically significant.

Completion rates of the Ohio scales at discharge for worker problem severity and functioning have decreased by 10% when compared to the same quarter in FY2016, while completion rates for both parent scales decreased by 1%.

Satisfaction: This quarter, 60 clients/families and 59 other referrers responded to the satisfaction survey; both groups gave favorable ratings to 211 and Mobile Crisis services. On a 5-point scale, **clients' average ratings of 211 and Mobile Crisis providers were 4.47 and 4.50**, respectively. Among **other referrers (e.g. schools, hospitals, DCF, etc.)**, **the average ratings of 211 and Mobile Crisis were 4.53 and 4.53**, respectively. Qualitative comments (see Section IX) varied from very satisfied to minor dissatisfaction.

Training Attendance: The **statewide average percentage of trainings completed by all active staff as of March 31, 2017 is 11%.** The percentage of trainings completed increased when compared to Q3 FY16 (0%).

Community Outreach: Outreach numbers ranged from 0 (Wheeler-EMPS:Meridn and CFGC-EMPS:Nrwk) to 7 (CHR:EMPS).

SFY 2017 Q3 RBA Report Card: EMPS Mobile Crisis Intervention Services

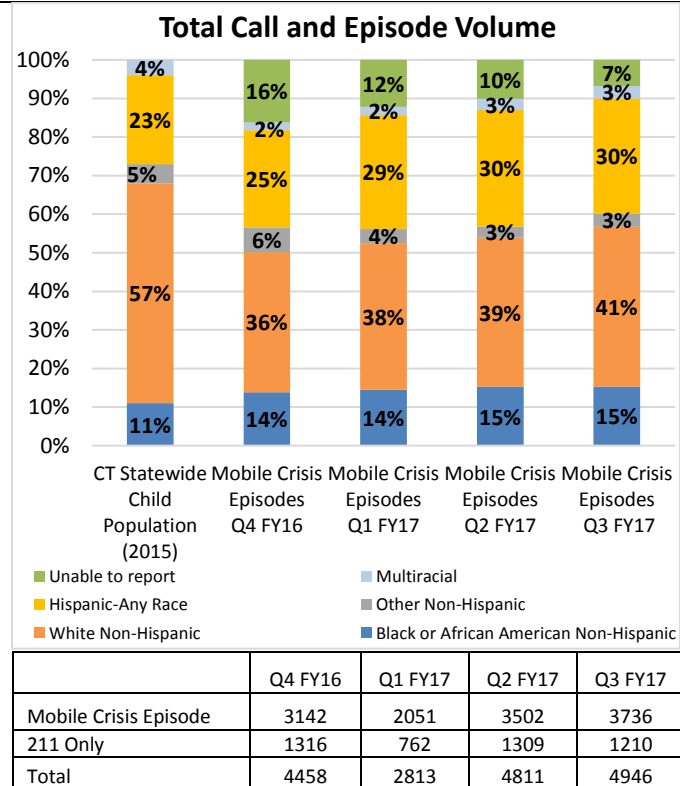
Quality of Life Result: Connecticut’s children will live in stable environments, safe, healthy and ready to lead successful lives.

Contribution to the Result: The Mobile Crisis services provide an alternative, community based intervention to youth visits to hospital emergency rooms, inpatient hospitalizations and police calls that could remove them from their home and potentially negatively impact their growth and success. Mobile Crisis providers are expected to respond to all episodes of care.

Program Expenditures: Estimated SFY 2017

State Funding: \$10,743,631

How Much Did We Do?



Story Behind the Baseline: In SFY 2017 Q3 there were 4,946 total calls to the 211 Call Center, which was a 0.4% decrease in call volume compared to SFY 2016 Q3. Both total calls to 211 and Mobile Episode responses have continued to increase overall. The percentages of both Black and Hispanic children served is higher than the statewide population percentages. Over the last four quarters there has been an increase in the percentage of Black, Hispanic and White children served. The overall results reflect the continued establishment of Mobile Crisis as an effective and valued community service utilized by Connecticut families, schools and other services.

Trend: ↑

How Much Did We Do?

Episodes Per Child

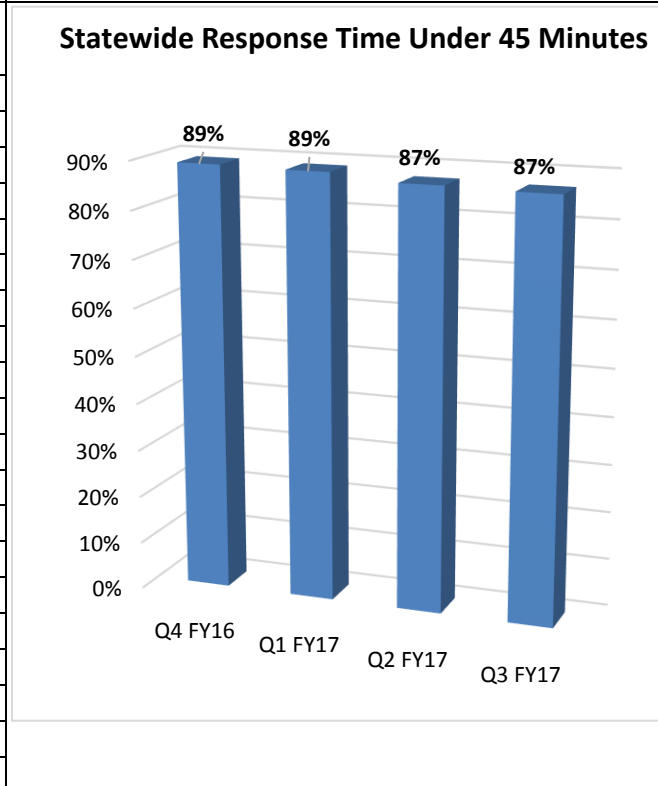
	Q4 FY16	DCF Child	Non-DCF Child	Total
1	324 (17.2%)	1555 (82.8%)	1,879	
2	31 (29.2%)	75 (70.8%)	106	
3	4 (28.6%)	10 (71.4%)	14	
4 or more	1 (20.0%)	4 (80.0%)	5	
	Q1 FY17	DCF Child	Non-DCF Child	Total
1	194 (17.8%)	896 (82.2%)	1,090	
2	27 (26.7%)	74 (73.3%)	101	
3	5 (38.5%)	8 (61.5%)	13	
4 or more	1 (12.5%)	7 (87.5%)	8	
	Q2 FY17	DCF Child	Non-DCF Child	Total
1	272 (13.6%)	1721 (86.4%)	1,993	
2	37 (19.3%)	155 (80.7%)	192	
3	6 (28.6%)	15 (71.4%)	21	
4 or more	0 (0.0%)	12 (100.0%)	12	
	Q3 FY17	DCF Child	Non-DCF Child	Total
1	290 (14.4%)	1721 (85.6%)	2,011	
2	44 (21.3%)	163 (78.7%)	207	
3	1 (4.2%)	23 (95.8%)	24	
4 or more	2 (22.2%)	7 (77.8%)	9	

Story Behind the Baseline: In SFY 2017 Q3, of the 2,251* Mobile Crisis episodes of care 89.3% (2,011) only involved one response for a child, and 98.5% (2,218) involved one or two responses; compared to 92.7% (2,388) and 98.2% (2,345) respectively for SFY 2016 Q3. The number of children having 4 or more episodes this quarter is consistent with the overall average. The data indicates that the initial involvement with a youth and their family continues to significantly reduce the need for additional Mobile Crisis services.

*Note: Only children that had their DCF or non DCF status

Trend: →

How Well Did We Do?

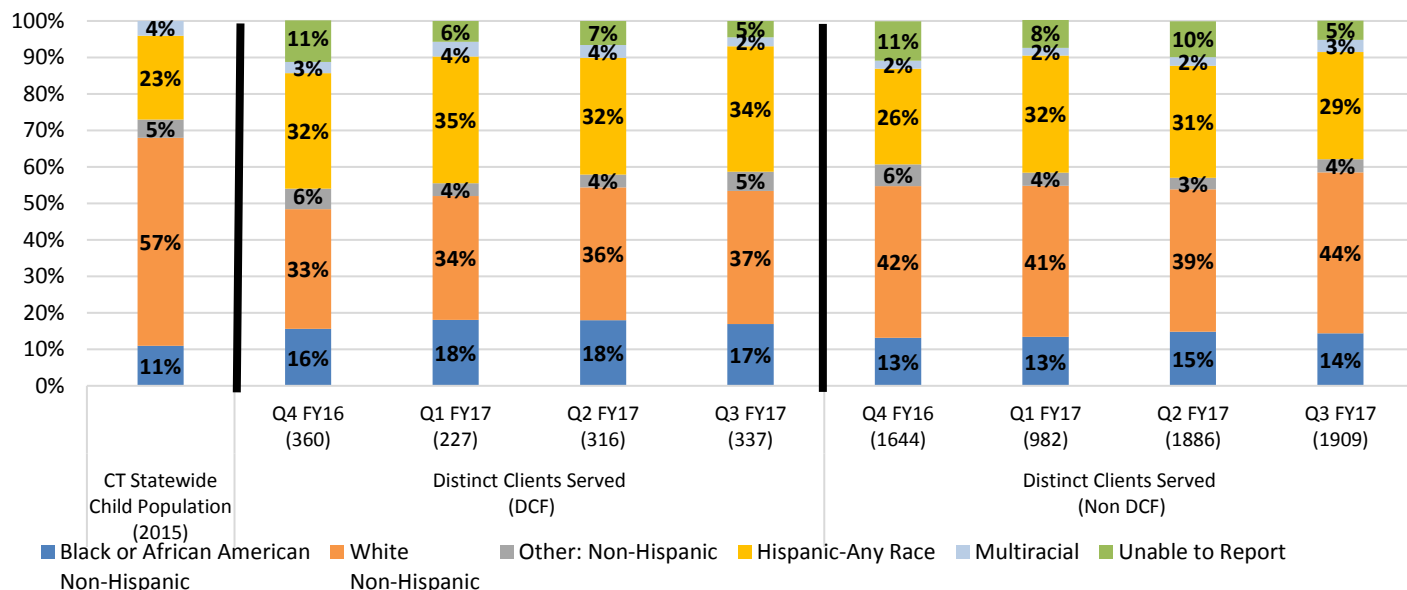


Story Behind the Baseline: Since SFY 2011 Mobile Crisis has consistently exceeded the 80% benchmark for a 45 minute or less mobile response to a crisis. In SFY 2017 Q3 87.5% of all mobile responses achieved the 45 minute mark compared to 89.8% for SFY 2016 Q3. **The median response time for SFY 2017 Q3 was 29 minutes.** This reflects a highly responsive statewide Mobile Crisis service system that is immediately present to engage and deescalate a crisis and return stability to the child and family, school or other setting they are in.

Trend: ↑

How Well Did We Do?

Race & Ethnicity of DCF & Non DCF Clients Served in SFY 2017



Story Behind the Baseline: Hispanic and Black DCF and Non-DCF involved children^{1,2} access Mobile Crisis services at rates higher than the CT general population, while both DCF and Non-DCF involved White children access the service at lower rates. White Non-DCF involved children utilize Mobile Crisis at higher rates than their DCF involved counterpart.

Notes: ¹Only children having their DCF or non DCF status identified were reported. ²For the Distinct Clients served some had multiple episodes as identified above in Episodes per Child. ³Remaining in Care represents an open EMPS episode at the end of the respective quarter.

Trend: →

Is Anyone Better Off?

% Clinically Meaningful Change For Statewide Ohio Scale Scores

Statewide Ohio Scale Scores (based on paired intake and discharge scores)	Q4 FY16	Q1 FY17	Q2 FY17	Q3 FY17
	† .05-.10 * P < .05 **P < 0.01	† .05-.10 * P < .05 **P < 0.01	† .05-.10 * P < .05 **P < 0.01	† .05-.10 * P < .05 **P < 0.01
Parent Functioning	4.1% (n=49)†	12.5% (n=32)	3.1%(n=65)	20.8%(n=48)
Worker Functioning	8.5% (n=578) **	7.8% (n=307)**	7.2%(n=614)**	8.8%(n=604)**
Parent Problem Severity	12.2% (n=49) †	15.6% (n=32)**	6.3% (n=64)	25.5% (n=47)**
Worker Problem Severity	10.0% (n=573)**	10.4% (n=307)**	7.6% (n=608)**	10.2% (n=600)**
Total N	1249	678	1351	1299

Story Behind the Baseline: The Ohio Youth Problems, Functioning, and Satisfaction Scales (Ohio Scales) has demonstrated clinically significant positive changes for children following a Mobile Crisis response. The parent ratings for SFY 2017 Q3 showed an average 20.8% improvement in child functioning and 25.5% decline in child problem severity following Mobile Crisis involvement. This represents overall improvements in parent ratings compared to previous quarters. The 2017 Q3 worker ratings for both functioning and problem severity were higher than last quarter. Despite the variability between quarters and the relative short time of service engagement by Mobile Crisis the Ohio Scales reflect the continued effectiveness of Mobile Crisis services in diffusing the immediate crisis and supporting the positive growth and success of youth. (The smaller quarterly samples, where more variable scores can influence the total score, may result in greater variability in the % of Clinically Meaningful Change scores between quarters).

Trend: →

Note: Asterisk () represents statistical significance

Proposed Actions to Turn the Curve: Continue direct outreach between EMPS Mobile Crisis providers and all school districts and charter schools in their service area to complete the MOA's. Currently 81% of the MOA's have been completed. Continue to develop data regarding school district and individual school utilization of mobile crisis. Continue to increase the parent completion rates for the Ohio Scales.

Data Development Agenda: Each Mobile Crisis provider now receives an RBA report card each quarter that contains the same data as this report card. The providers receive the RBA data and are responsible for providing the story for the data. Each provider's report card data and stories behind the baseline are reviewed with them during their quarterly Performance Improvement Plan meeting. Each report card review focuses on strengths and successes identified in the data as well as challenges and the steps to be taken to address them. In particular, each report card review highlights the need to understand the racial and ethnic distributions of the children served by Mobile Crisis. To support this focus we are working to include regional demographics for race and ethnicity in each provider's report card. Also data specific to each Mobile Crisis site is now included in the report cards, in addition to the overall data.

Section II: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

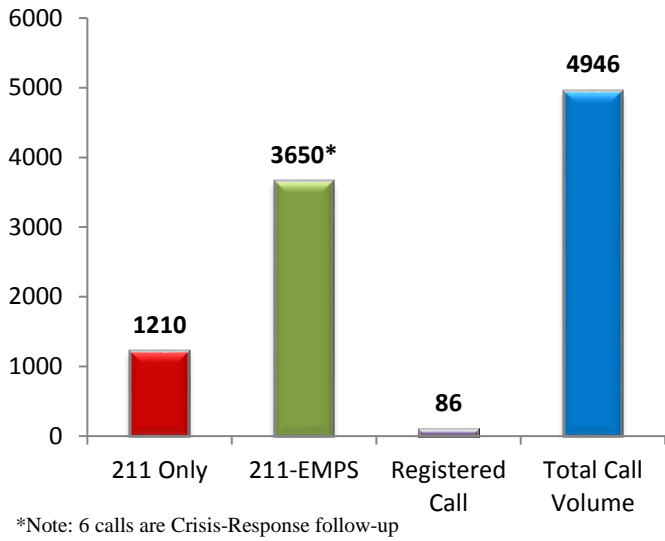


Figure 2. Total Call Volume per Quarter by Call Type

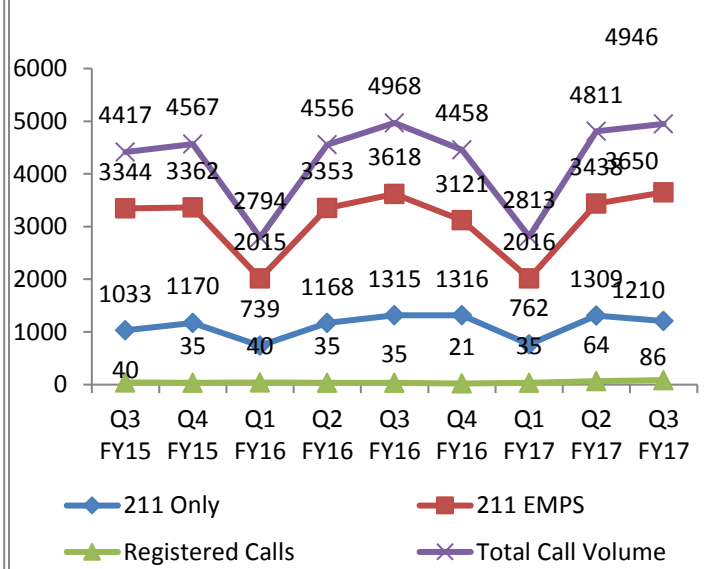


Figure 3. Mobile Crisis Response Episodes by Service Area

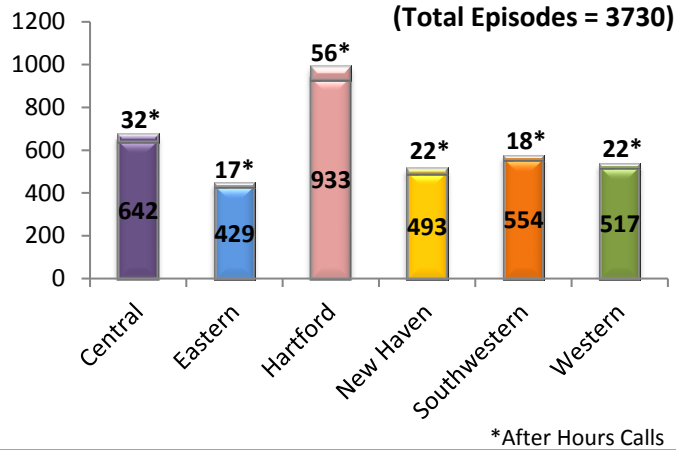


Figure 4. Mobile Crisis Episodes per Quarter by Service Area

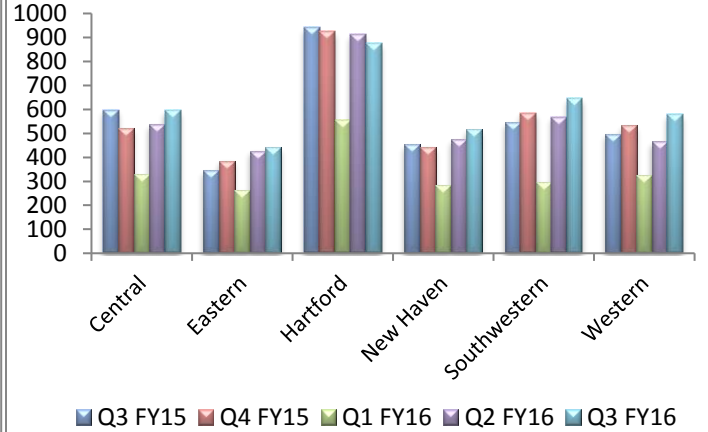


Figure 5. Number Served Per 1,000 Children (Current Quarter)

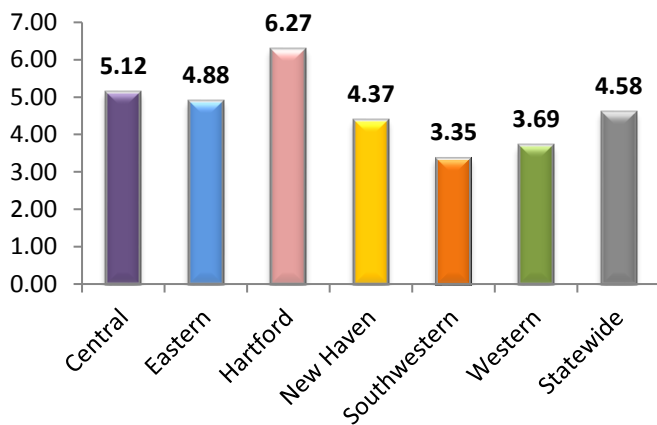
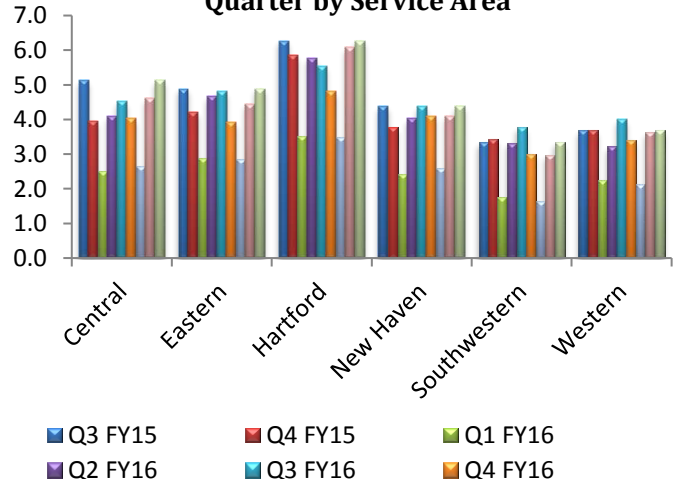


Figure 6. Number Served per 1,000 Children per Quarter by Service Area



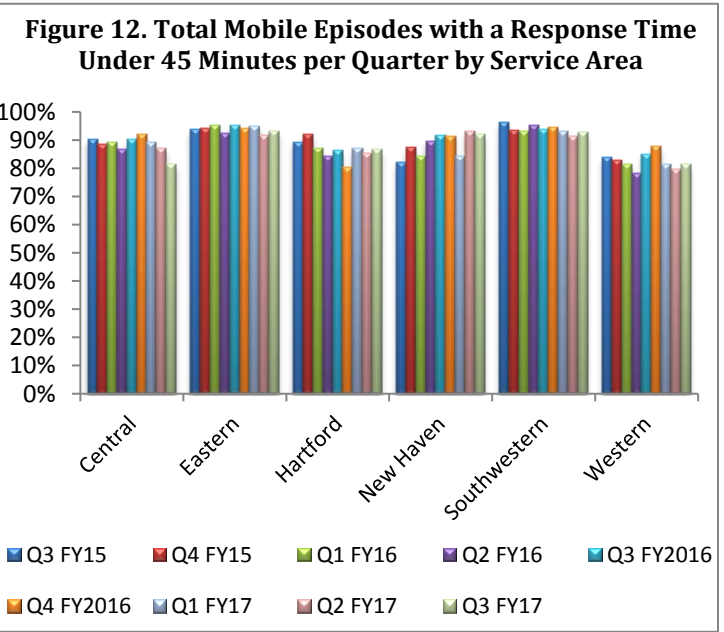
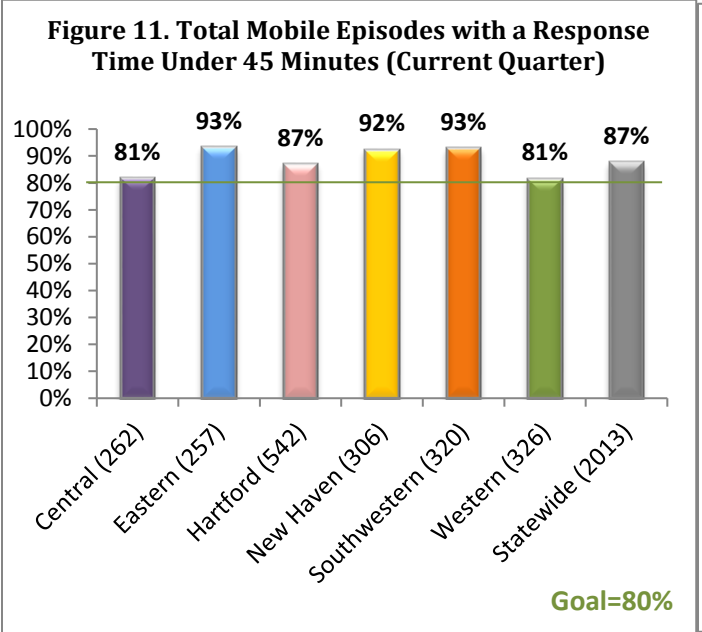
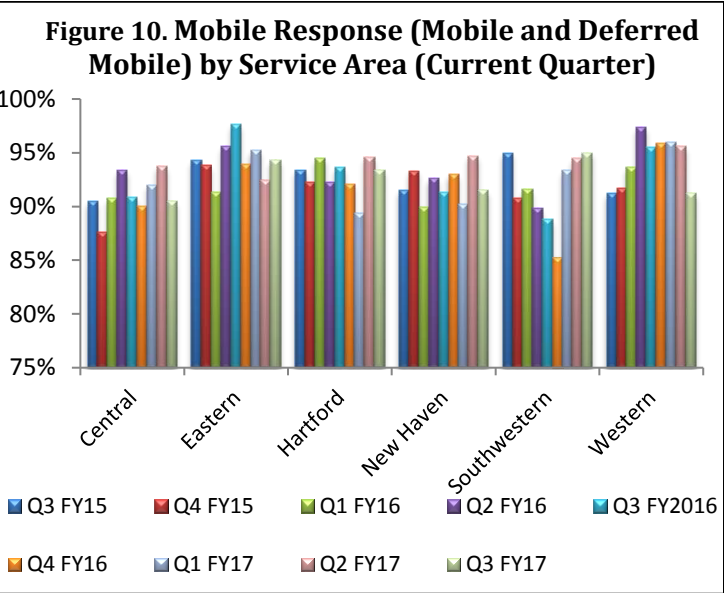
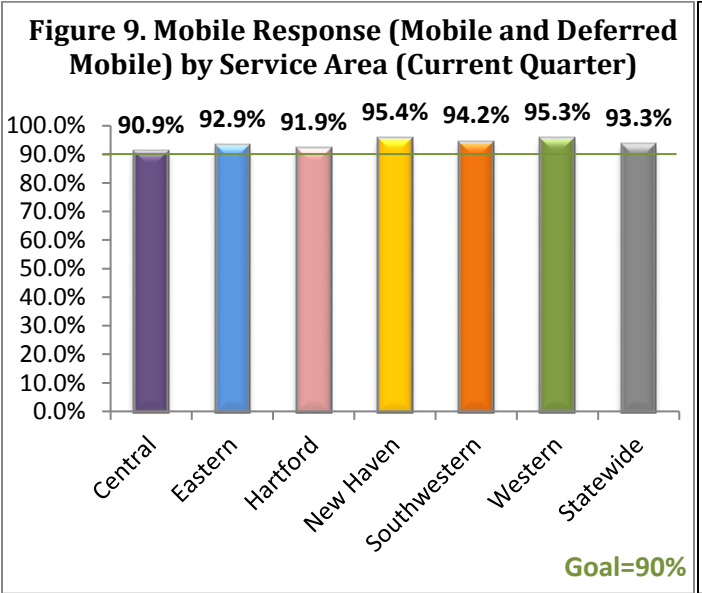
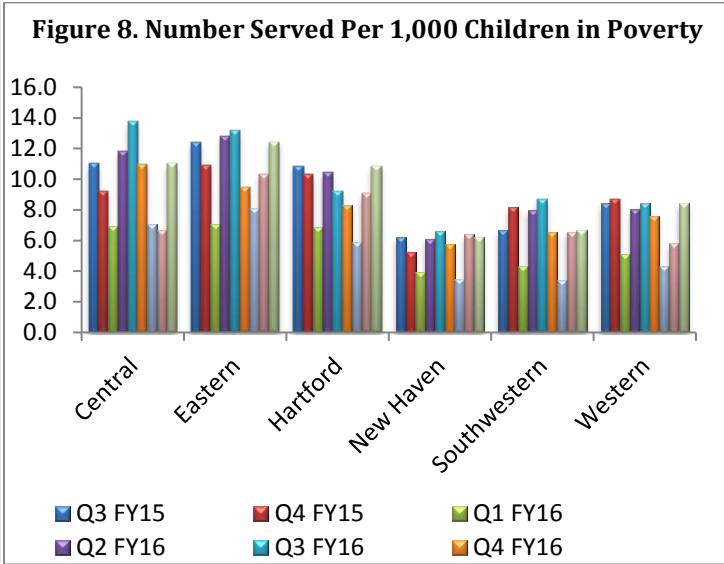
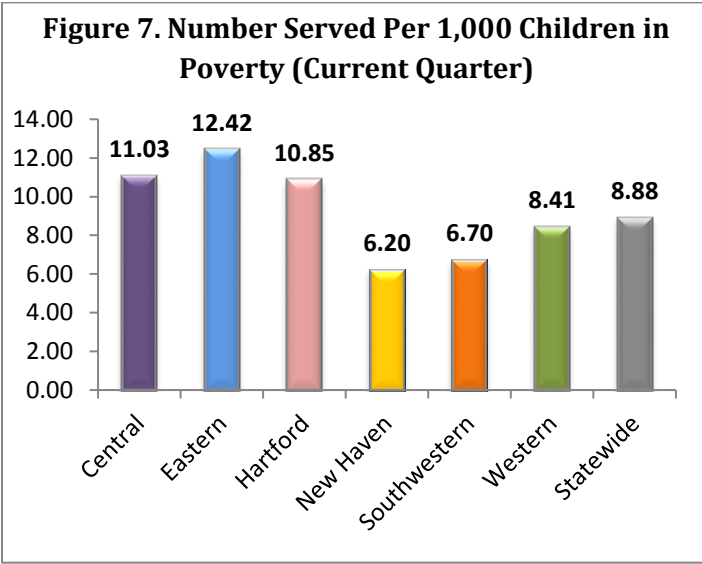
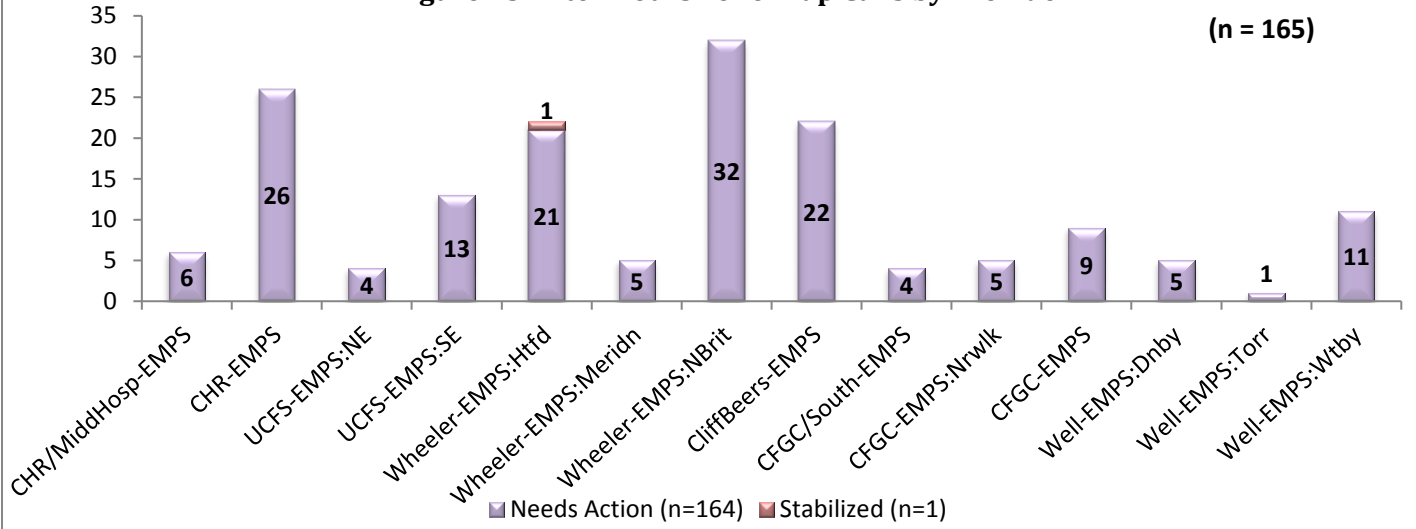


Figure 13. After Hours Follow-up Calls by Provider



Section III: Mobile Crisis Response

Figure 14. Total Call Volume by Call Type

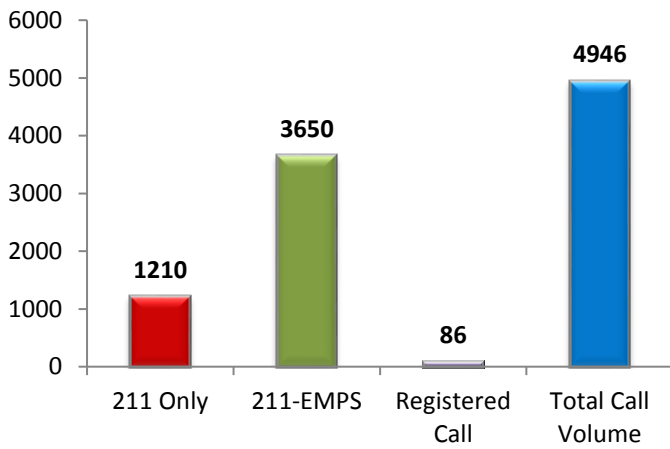


Figure 15. Statewide 211 Disposition Frequency

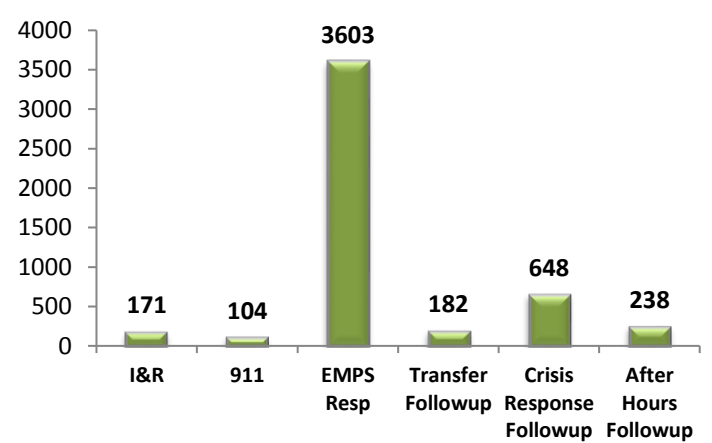
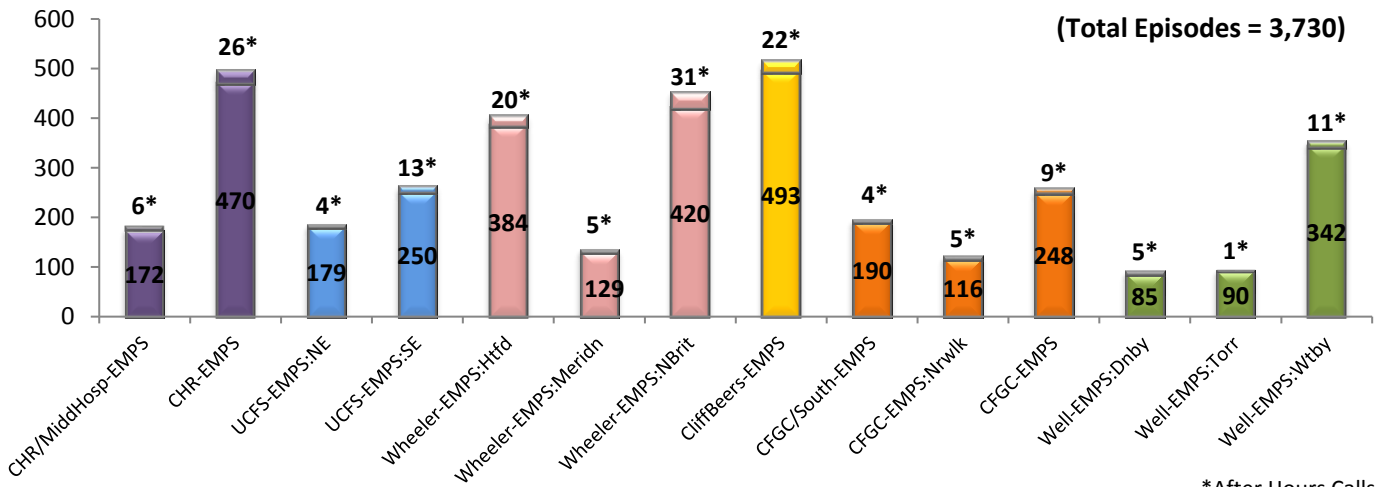


Figure 16. Mobile Crisis Response Episodes by Provider

(Total Episodes = 3,730)



*After Hours Calls

Figure 17. Number Served Per 1,000 Children by Provider (Current Quarter)

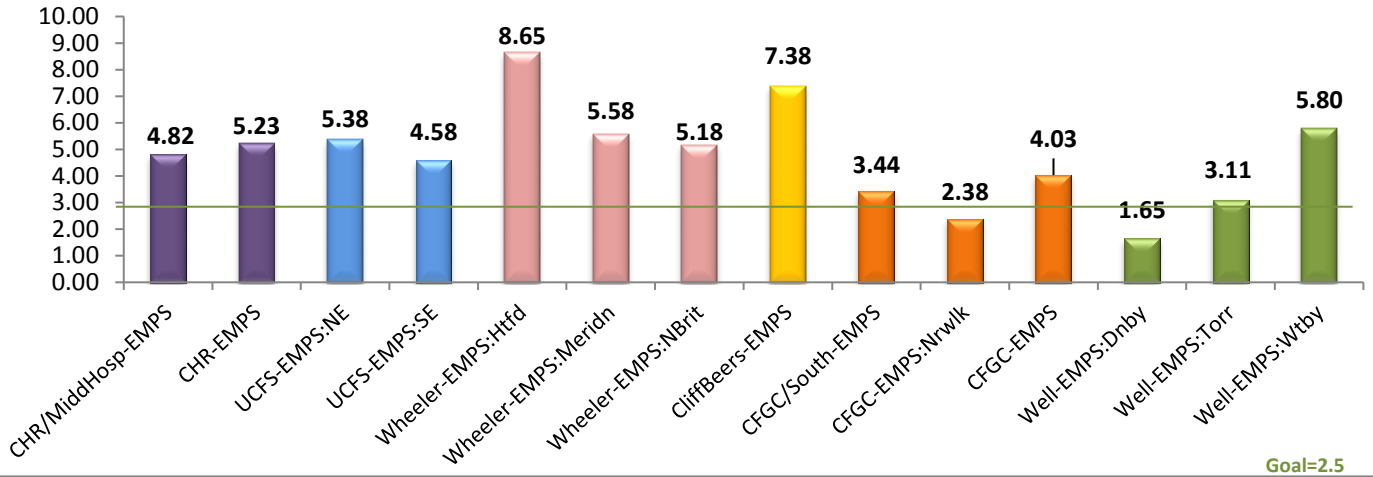


Figure 18. Episode Intervention Crisis Response Types by Service Area

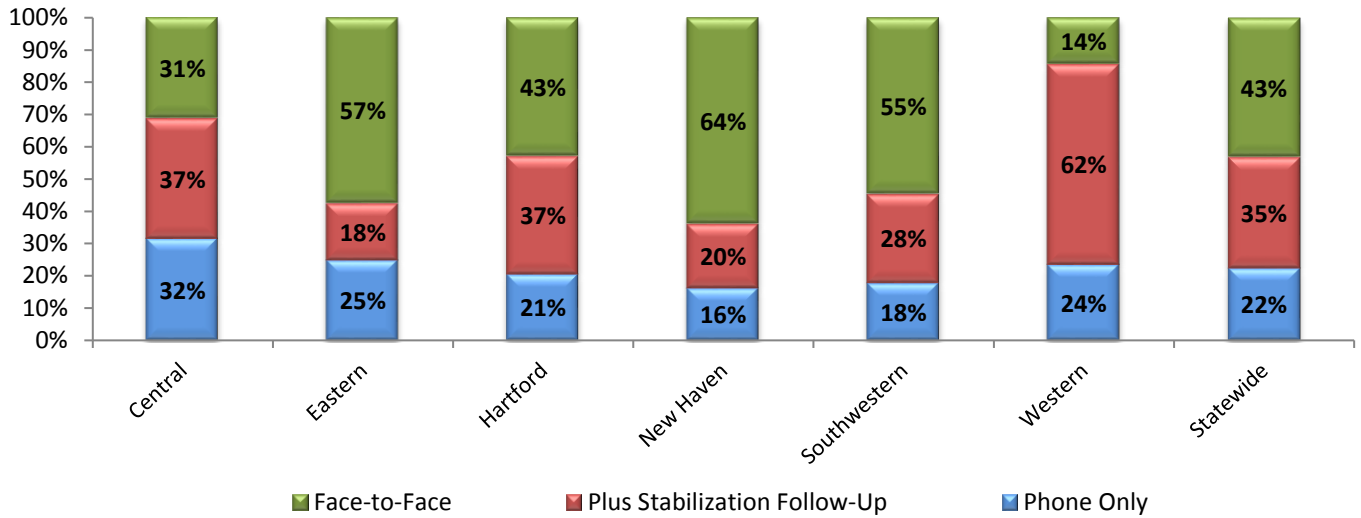
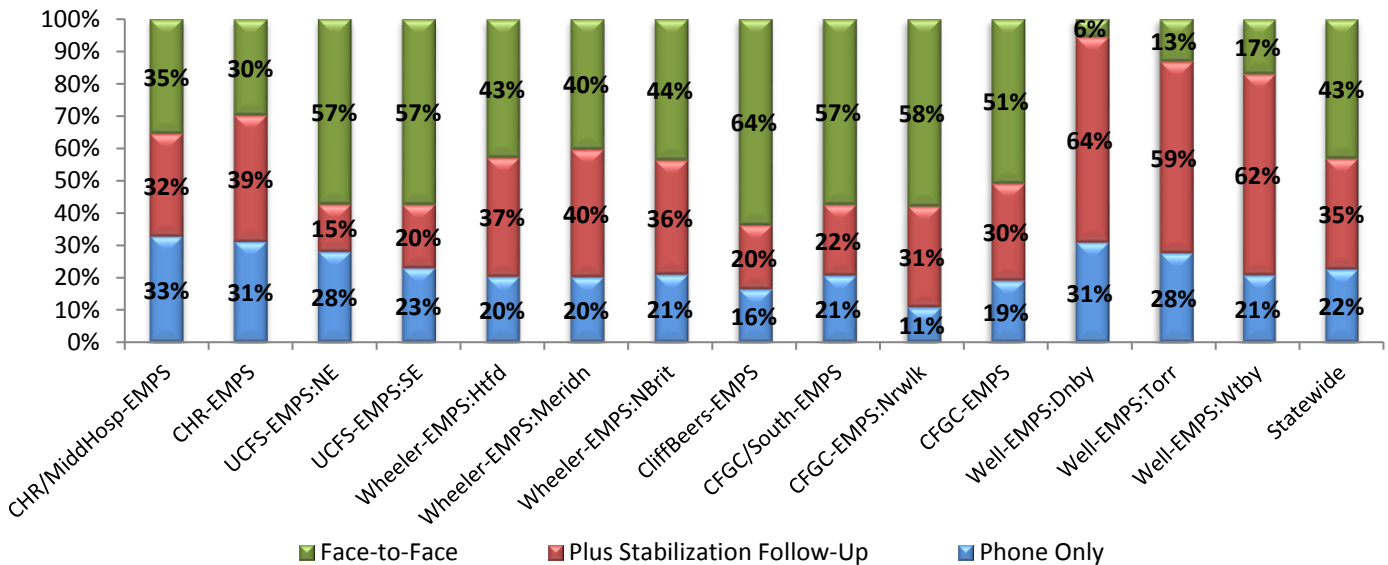


Figure 19. Episode Intervention Crisis Response Type by Provider



Section IV: Demographics

Figure 20. Gender of Children Served Statewide

(N = 3,736)

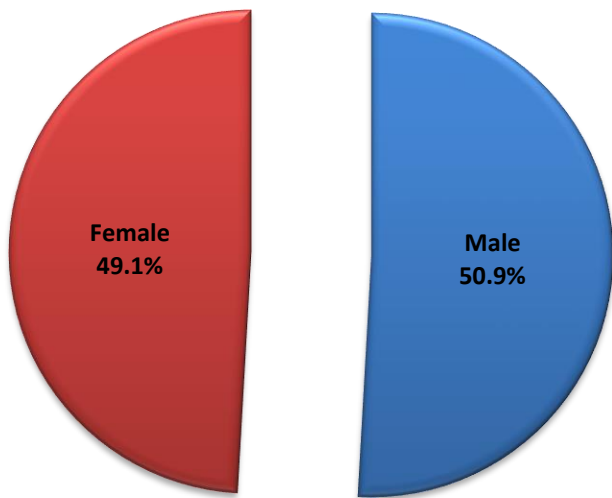


Figure 21. Age Groups of Children Served Statewide

(N = 3,736)

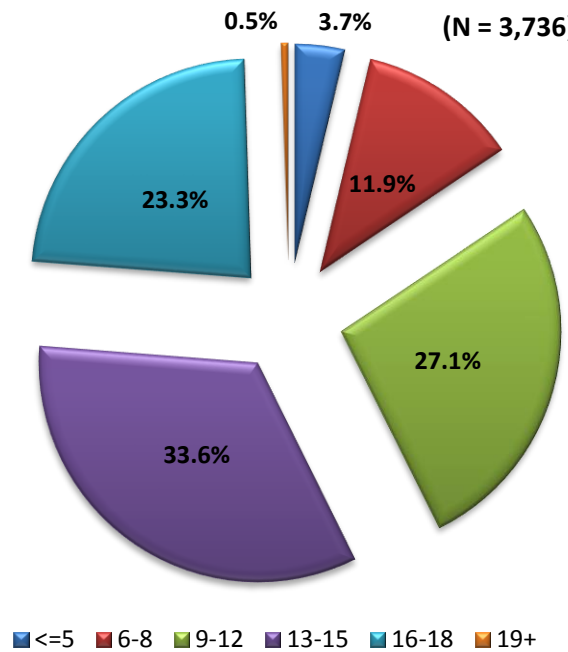


Figure 22. Ethnic Background of Children Served Statewide

(N = 3,579)

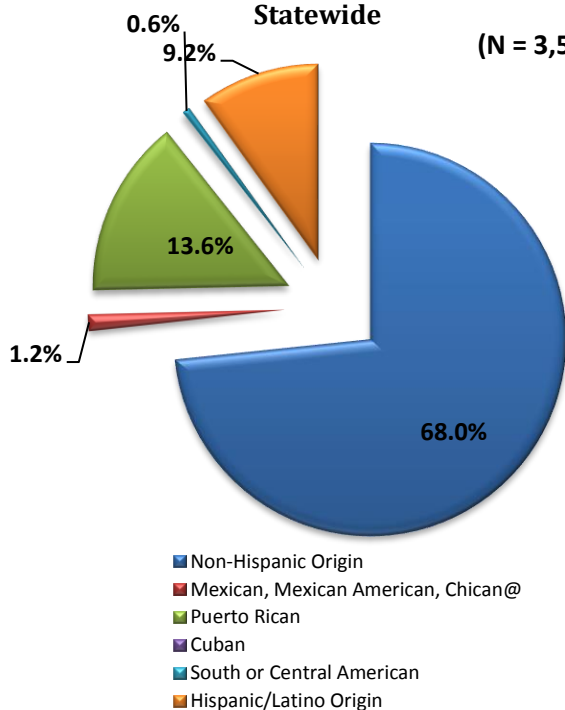
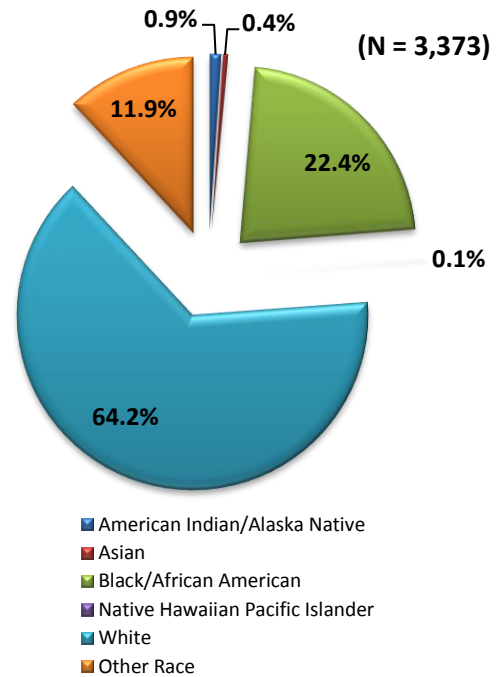


Figure 23. Race of Children Served Statewide

(N = 3,373)



Note: Clients may self-identify more than one Race.

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 24. Client's Type of Health Insurance at Intake Statewide

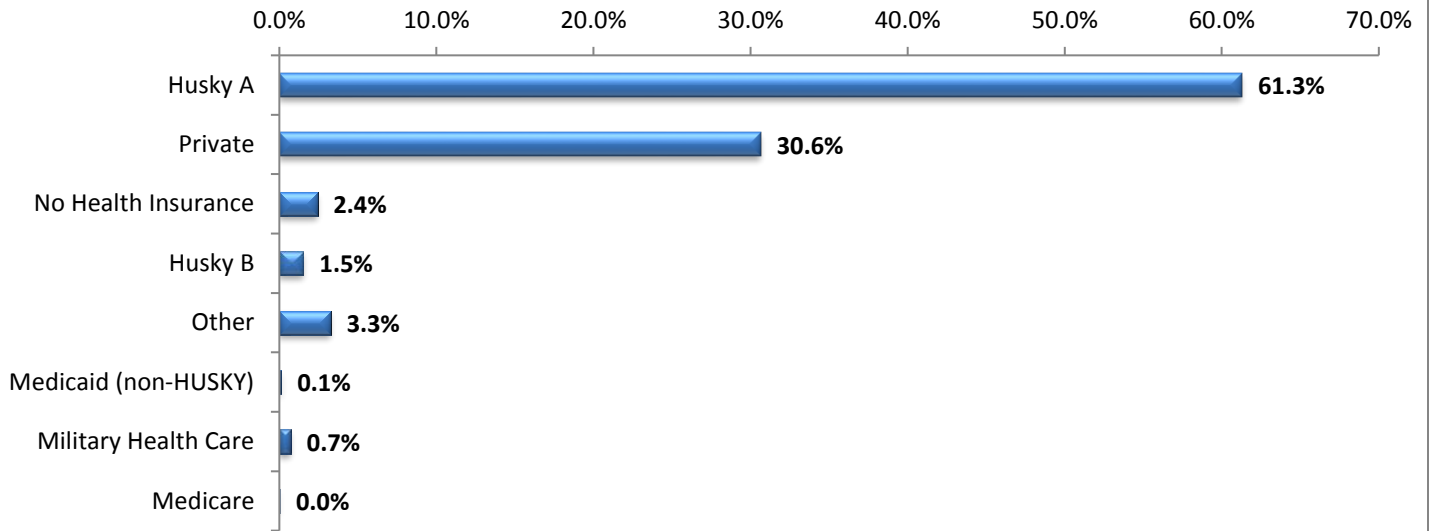
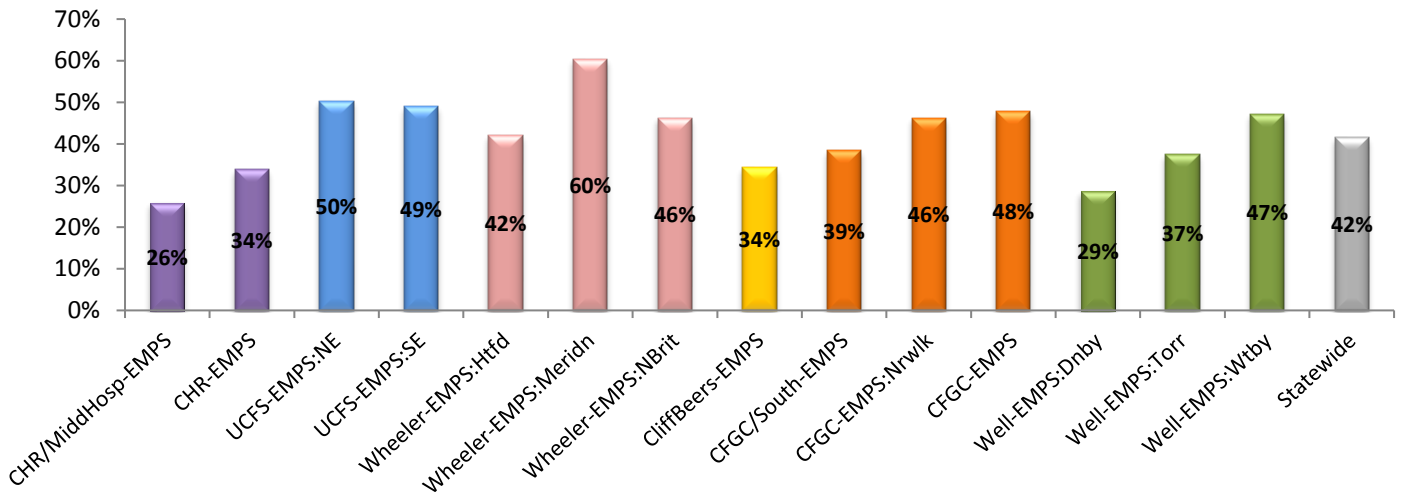
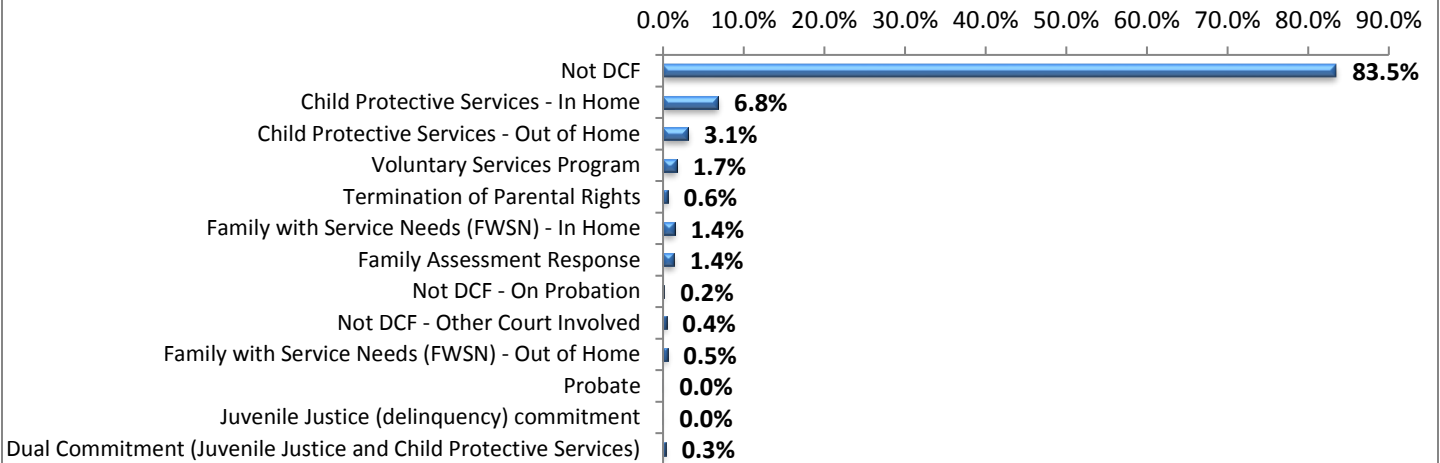


Figure 25. Families that Answered "Yes" TANF* Eligible



*TANF=Temporary Assistance for Needy Families

Figure 26. Client DCF* Status at Intake Statewide



*DCF=Department of Children and Families

Section V: Clinical Functioning

Figure 27. Top Six Client Primary Presenting Problems by Service Area

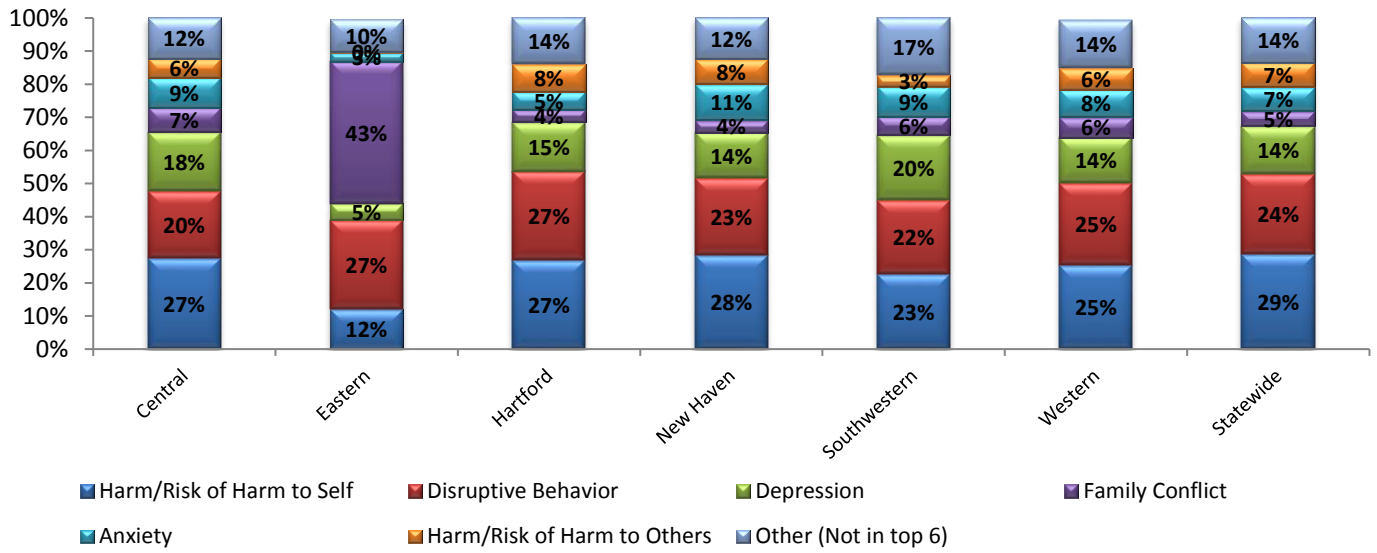


Figure 28. Distribution of Client Primary Diagnosis Categories at Intake Statewide

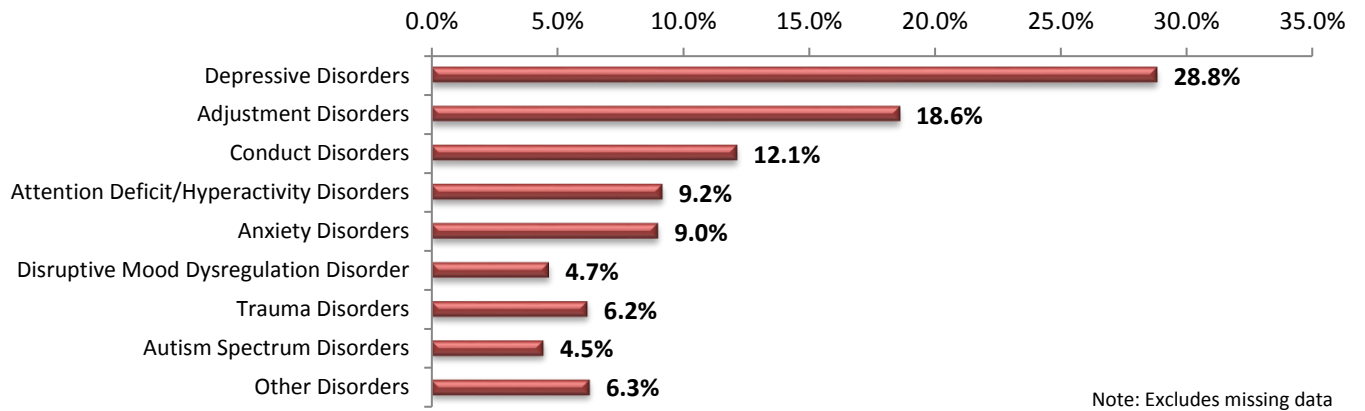


Figure 29. Distribution of Client Secondary Diagnosis Categories at Intake Statewide

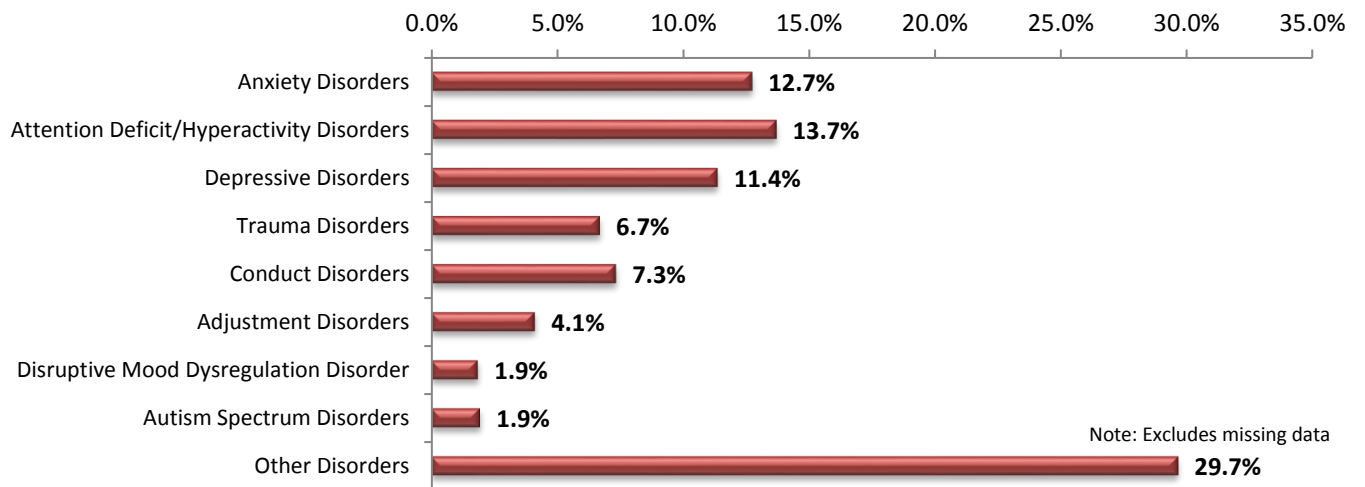


Figure 30. Top 6 Client Primary Diagnostic Categories at Intake by Service Area

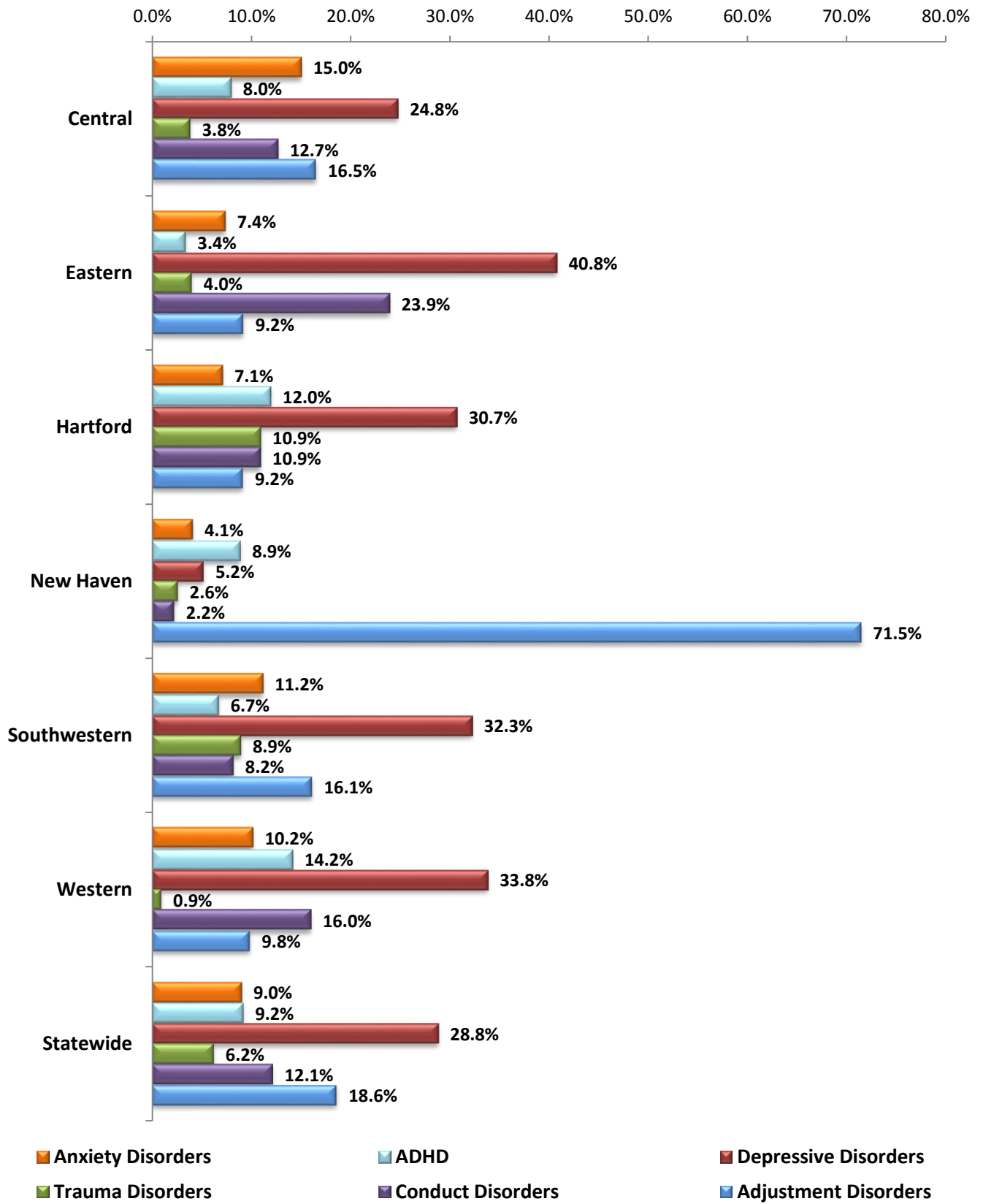


Figure 31. Top 6 Client Secondary Diagnostic Categories at Intake by Service Area

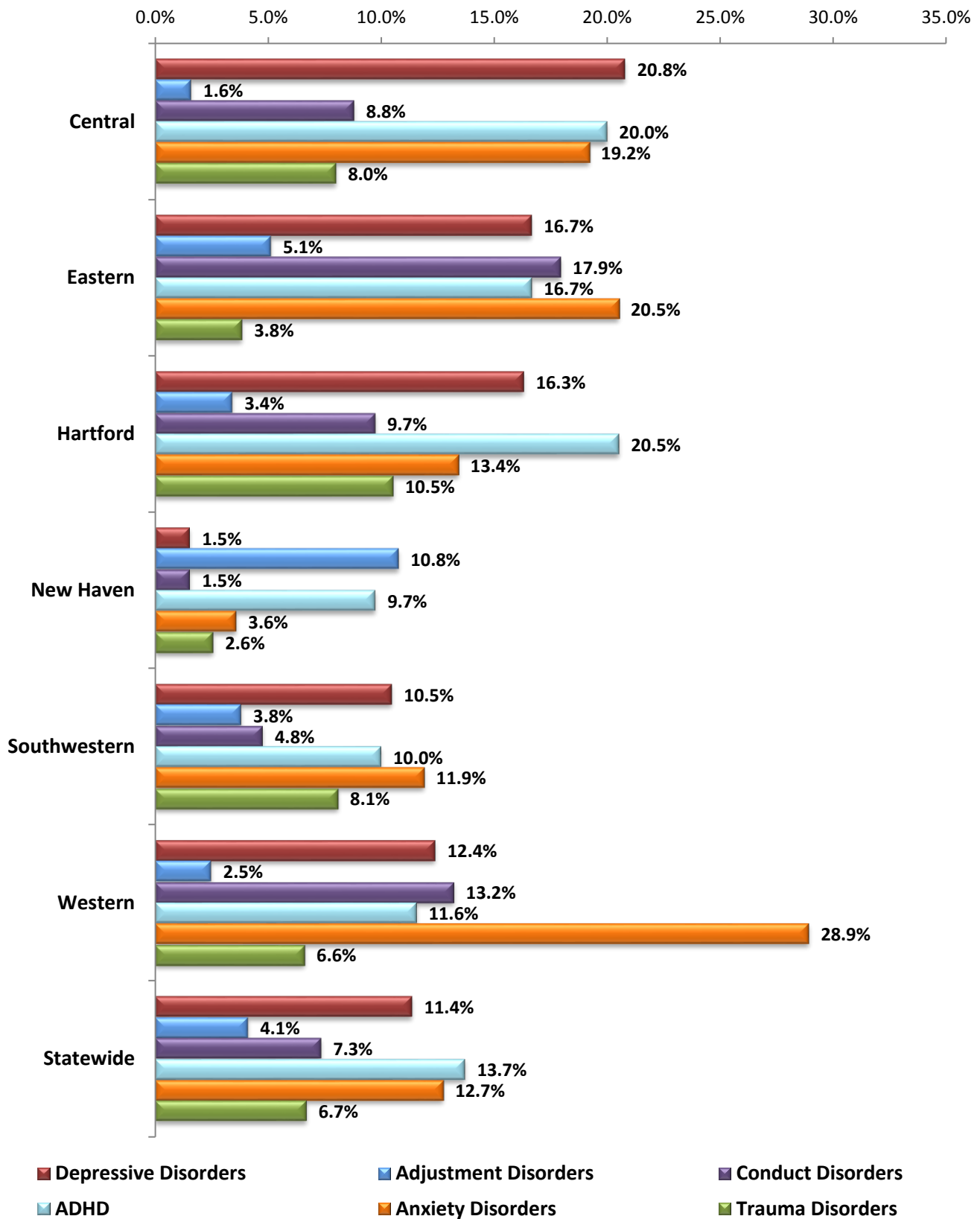


Figure 32. Children Meeting SED* Criteria by Service Area

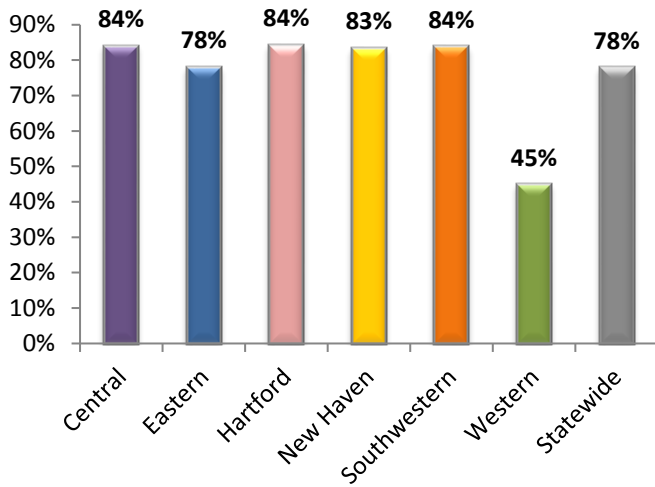


Figure 33. Children with Trauma Exposure Reported at Intake by Service Area

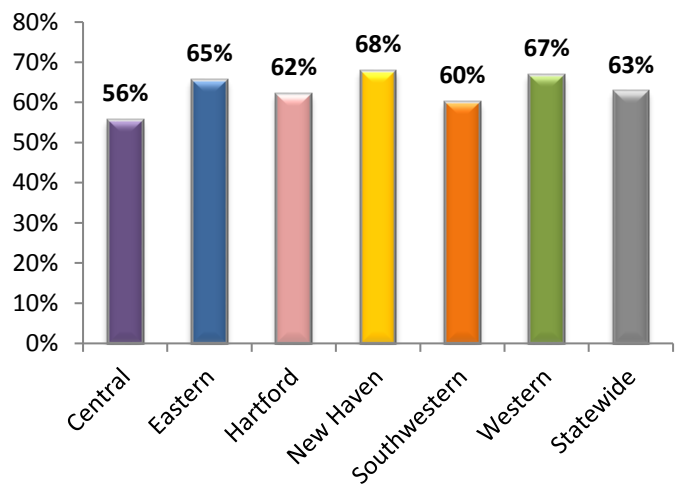


Figure 34. Type of Trauma Reported at Intake by Service Area

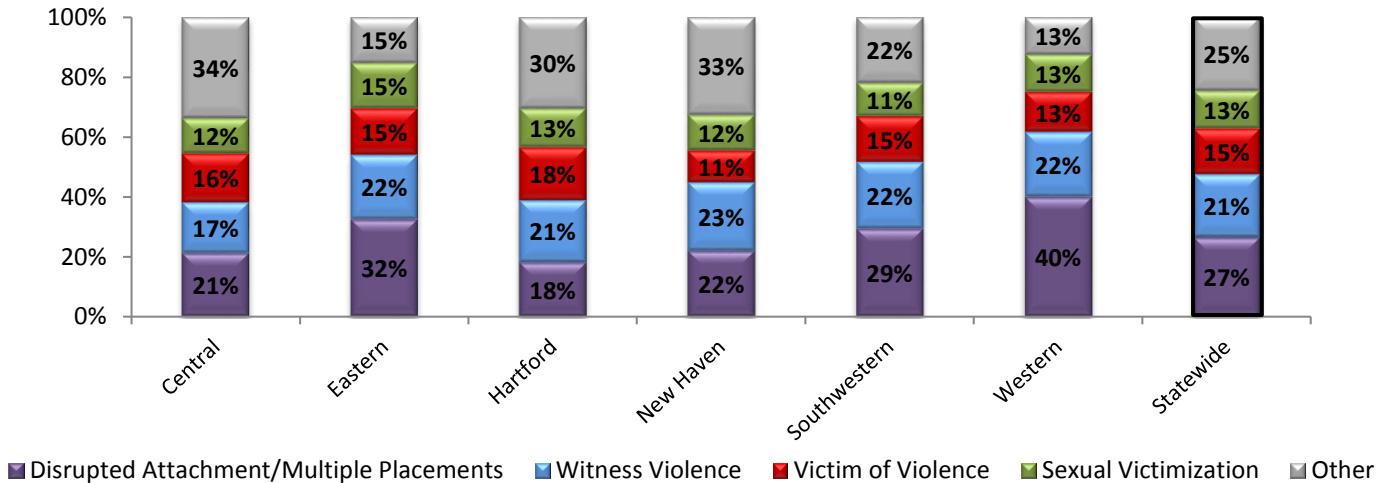


Figure 35. Clients Evaluated in an Emergency Dept. One or More Times in the Six Months Prior and During an Episode of Care

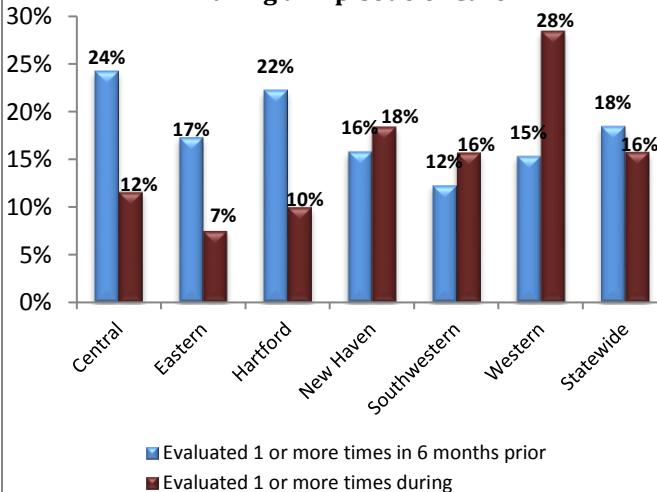
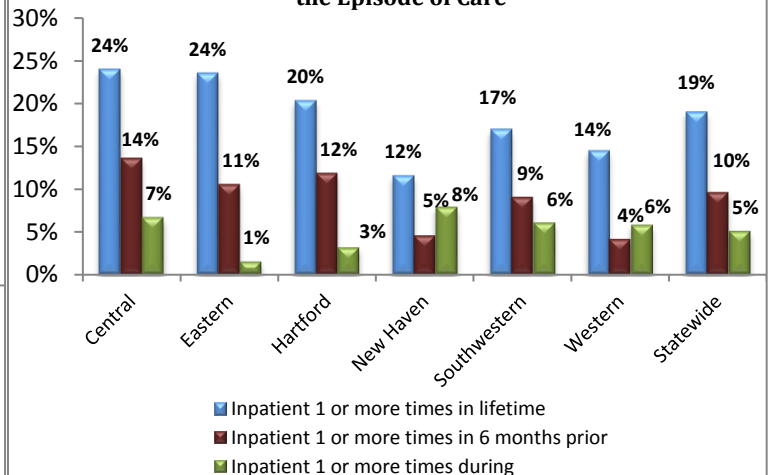


Figure 36. Clients Admitted to a Hospital (Inpatient) for Psychiatric or Behavioral Health Reasons One or More Times in His/Her Lifetime, in Six Months Prior and During the Episode of Care



Section VI: Referral Sources

**Figure 37. Referral Sources Statewide
(Current Quarter)**

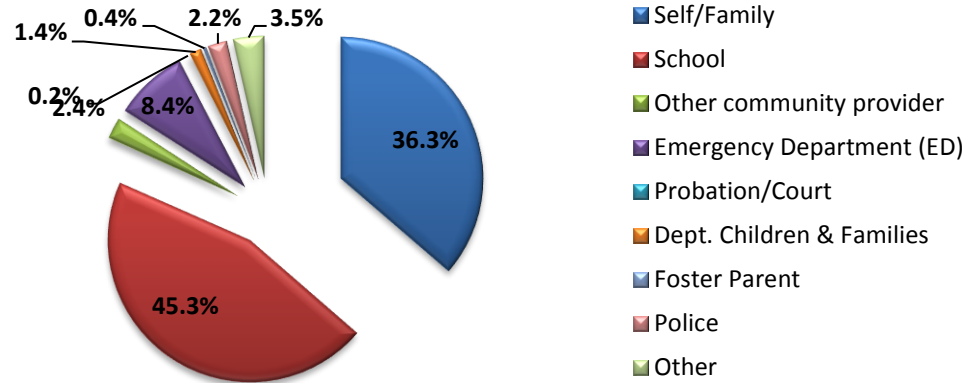
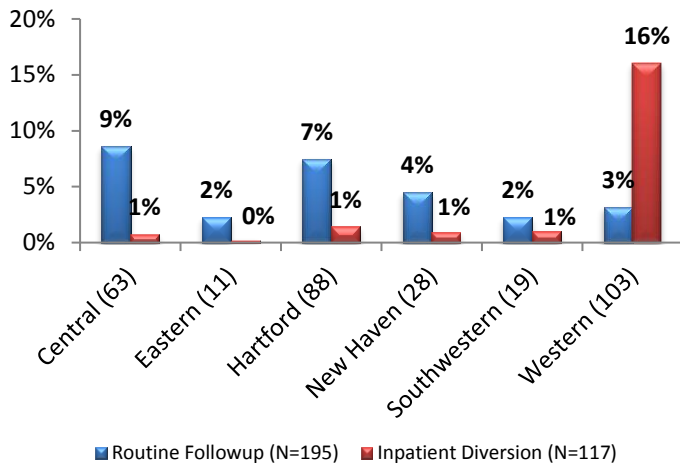


Table 1. Referral Sources (Q3 FY 2017)

	Self/ Family	Family Adv.	School	Info- Line (211)	Other Prog. w/in Agency	Other Comm. Provider	Emer Dept. (ED)	Prob. or Court	Dept. of Child & Families (DCF)	Psych Hospital	Cong. Care Facility	Foster Parent	Police	Phys.	Comm. Nat. Supp.	Other State Agency
STATEWIDE	36.3%	0.1%	45.3%	0.1%	0.7%	2.4%	8.4%	0.2%	1.4%	1.7%	0.3%	0.4%	2.2%	0.4%	0.2%	0.1%
CENTRAL	35.7%	0.0%	34.7%	0.1%	0.4%	3.1%	9.3%	0.0%	1.0%	2.5%	0.4%	0.4%	10.8%	0.7%	0.7%	0.0%
CHR/MidHosp-EMPS	37.6%	0.0%	39.9%	0.0%	1.1%	3.9%	11.2%	0.0%	1.7%	2.8%	0.0%	0.6%	0.0%	1.1%	0.0%	0.0%
CHR-EMPS	35.3%	0.0%	33.1%	0.2%	0.2%	2.8%	8.7%	0.0%	0.8%	2.4%	0.6%	0.4%	14.7%	0.6%	0.2%	0.0%
EASTERN	45.4%	0.2%	44.9%	0.0%	1.1%	1.8%	2.5%	0.0%	1.6%	0.9%	0.2%	1.3%	0.0%	0.0%	0.0%	0.0%
UCFS-EMPS:NE	45.9%	0.0%	39.9%	0.0%	0.5%	2.7%	2.7%	0.0%	3.8%	1.6%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%
UCFS-EMPS:SE	44.7%	0.4%	48.1%	0.0%	1.5%	1.1%	2.3%	0.0%	0.0%	0.4%	0.4%	0.4%	0.0%	0.0%	0.4%	0.4%
HARTFORD	34.9%	0.1%	45.8%	0.2%	0.9%	3.5%	8.9%	0.3%	1.2%	3.2%	0.4%	0.0%	0.0%	0.2%	0.2%	0.1%
Wheeler-EMPS:Htfd	25.5%	0.0%	53.2%	0.0%	0.5%	4.5%	10.1%	0.2%	1.0%	4.2%	0.0%	0.0%	0.0%	0.5%	0.2%	0.0%
Wheeler-EMPS:Meridn	39.6%	0.0%	50.7%	0.7%	0.0%	2.2%	6.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Wheeler-EMPS:NBrit	42.0%	0.2%	37.8%	0.2%	1.5%	3.1%	8.6%	0.4%	1.5%	3.3%	0.9%	0.0%	0.0%	0.0%	0.2%	0.0%
NEW HAVEN	39.8%	0.0%	50.6%	0.0%	0.0%	1.4%	5.4%	0.2%	1.0%	0.4%	0.0%	0.2%	0.0%	0.6%	0.6%	0.0%
CliffBeers-EMPS	40.0%	0.0%	50.9%	0.0%	0.0%	1.4%	5.4%	0.2%	1.0%	0.4%	0.0%	0.2%	0.0%	0.6%	0.0%	0.0%
SOUTHWESTERN	37.3%	0.0%	52.3%	0.0%	1.2%	1.0%	3.3%	0.2%	2.6%	0.3%	0.2%	0.3%	0.9%	0.2%	0.2%	0.0%
CFGC/South-EMPS	36.4%	0.0%	56.4%	0.0%	2.1%	0.5%	0.5%	0.0%	1.5%	0.0%	0.0%	0.0%	2.1%	0.5%	0.0%	0.0%
CFGC-EMPS:Nrwlk	40.5%	0.0%	47.9%	0.0%	0.8%	0.0%	3.3%	0.0%	5.8%	0.8%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%
CFGC-EMPS	36.4%	0.0%	51.2%	0.0%	0.8%	1.9%	5.4%	0.4%	1.9%	0.4%	0.0%	0.8%	0.4%	0.0%	0.4%	0.0%
WESTERN	27.5%	0.4%	44.8%	0.0%	0.2%	2.2%	19.1%	0.4%	0.9%	1.1%	0.7%	0.4%	0.7%	0.6%	0.6%	0.4%
Well-EMPS:Dnby	42.9%	1.1%	47.3%	0.0%	0.0%	2.2%	2.2%	0.0%	1.1%	1.1%	0.0%	0.0%	1.1%	1.1%	0.0%	0.0%
Well-EMPS:Torr	31.9%	0.0%	46.2%	0.0%	0.0%	7.7%	4.4%	1.1%	0.0%	2.2%	3.3%	1.1%	0.0%	1.1%	1.1%	0.0%
Well-EMPS:Wtby	22.6%	0.3%	44.1%	0.0%	0.3%	0.8%	27.4%	0.3%	1.1%	0.8%	0.3%	0.3%	0.8%	0.3%	0.0%	0.6%

Figure 38. Type of Emergency Dept. Referral

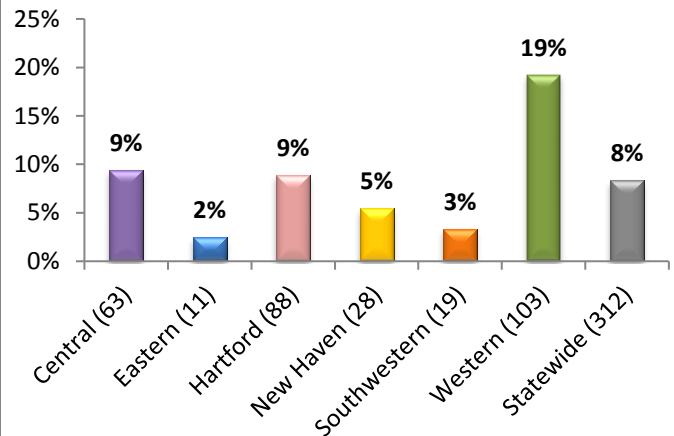
(N = 312)



Note: Count total ED referrals are in parenthesis

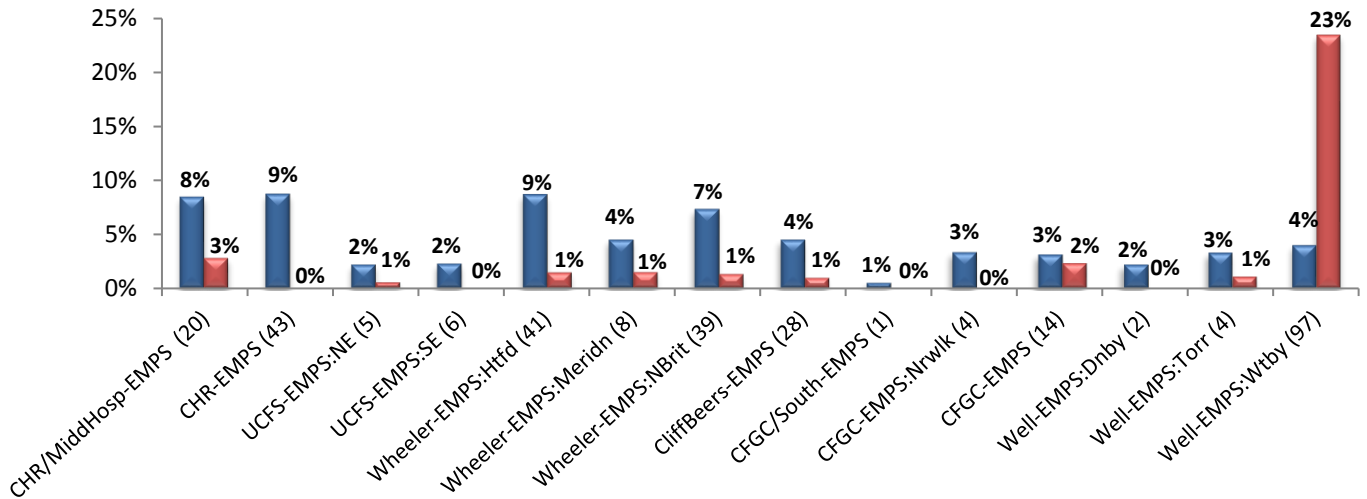
Figure 39. Emergency Dept. Referral

(% of Total EMPS Episodes)



Note: Count total ED referrals are in parenthesis

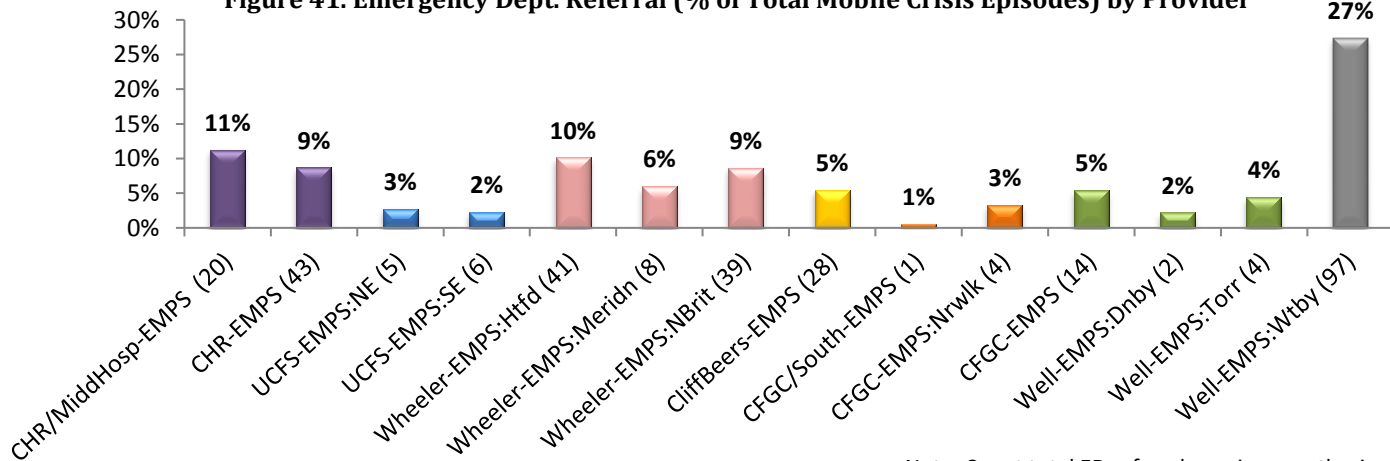
Figure 40. Type of Emergency Department Referrals by Provider



Note: Count total ED referrals are in parenthesis

■ Routine Follow-up (198) ■ Inpatient Diversion (87)

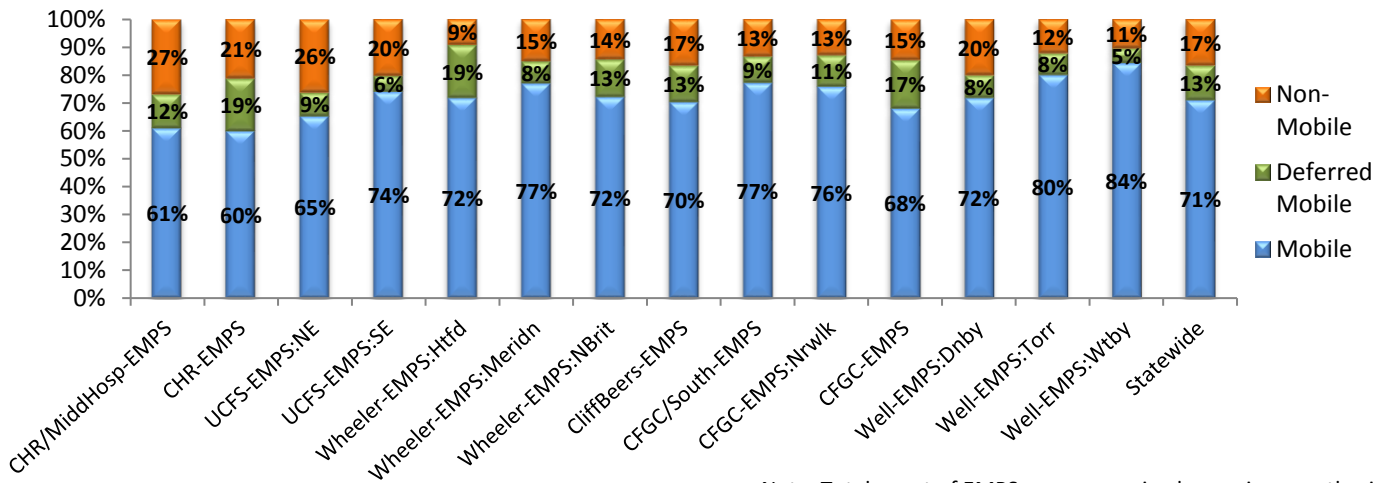
Figure 41. Emergency Dept. Referral (% of Total Mobile Crisis Episodes) by Provider



Note: Count total ED referrals are in parenthesis

Section VII: 211 Recommendations and Mobile Crisis Response

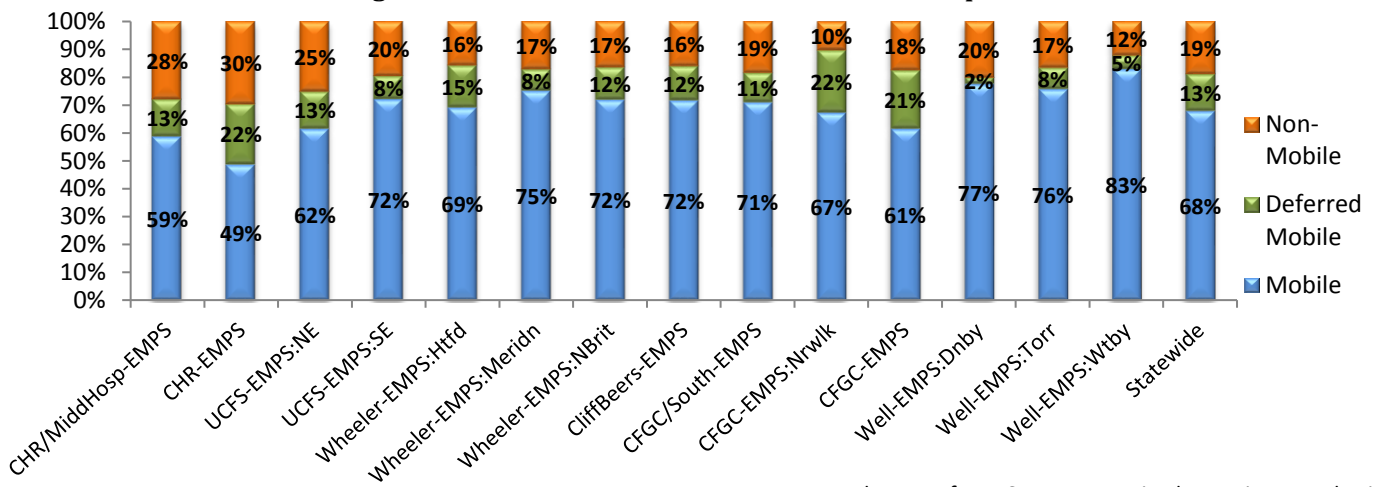
Figure 42. 211 Recommended Initial Response



Note: Total count of EMPS response episodes are in parenthesis

Note: Total count 211 Rec of Mobile are in parenthesis

Figure 43. Actual Initial Mobile Crisis Provider Response



Note: Total count of EMPS response episodes are in parenthesis

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

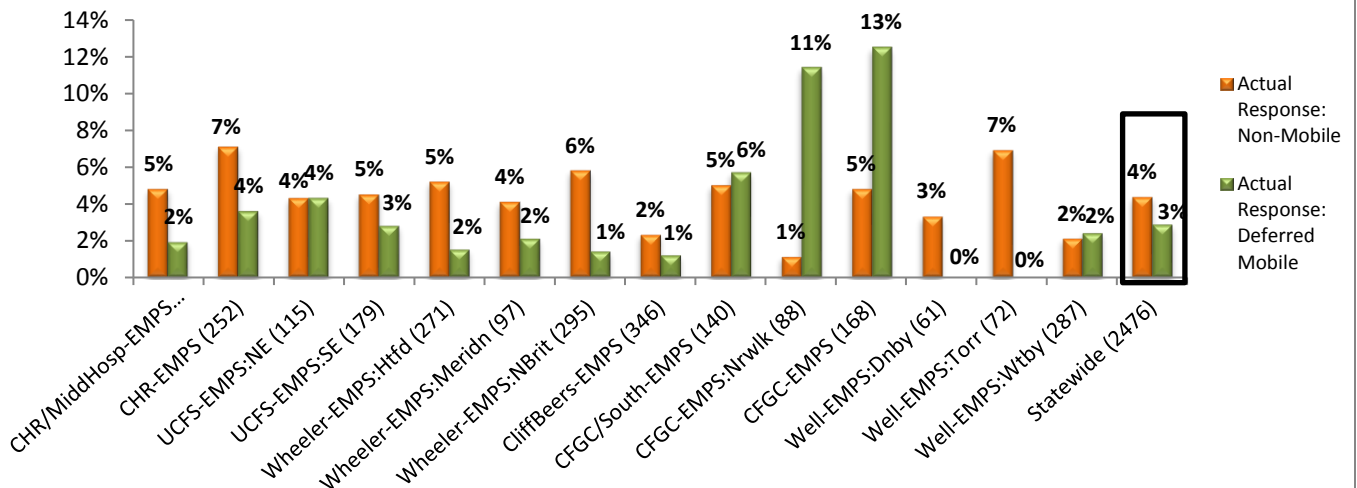


Figure 45. 211 Recommended Non-Mobile Response Where Actual Mobile Crisis Response was Mobile or Deferred Mobile

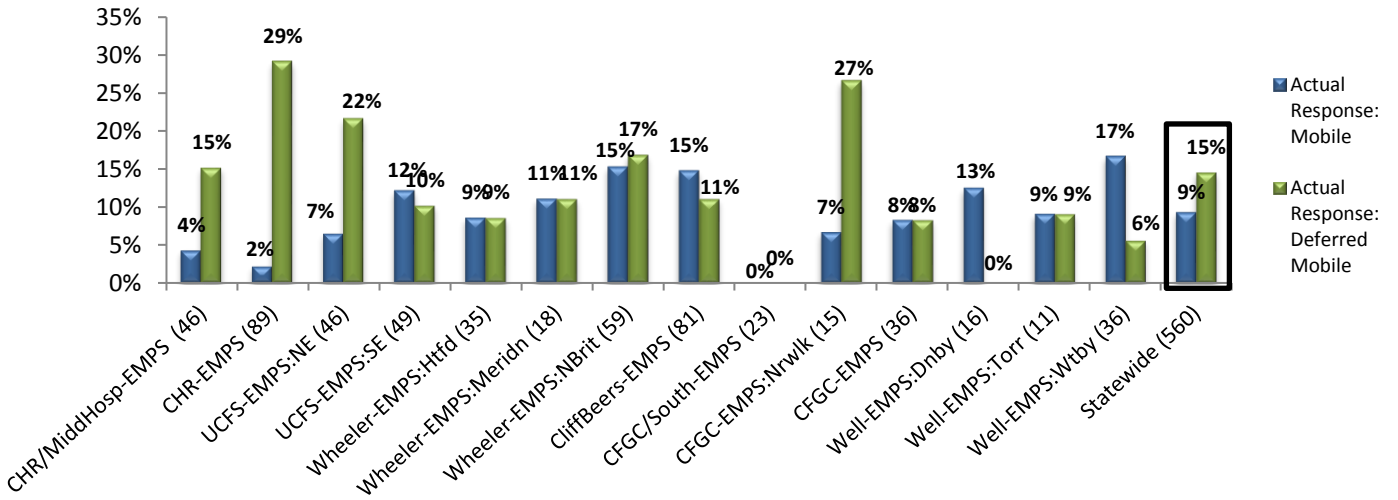


Figure 46. Mobile Response (Mobile & Deferred Mobile) By Service Area

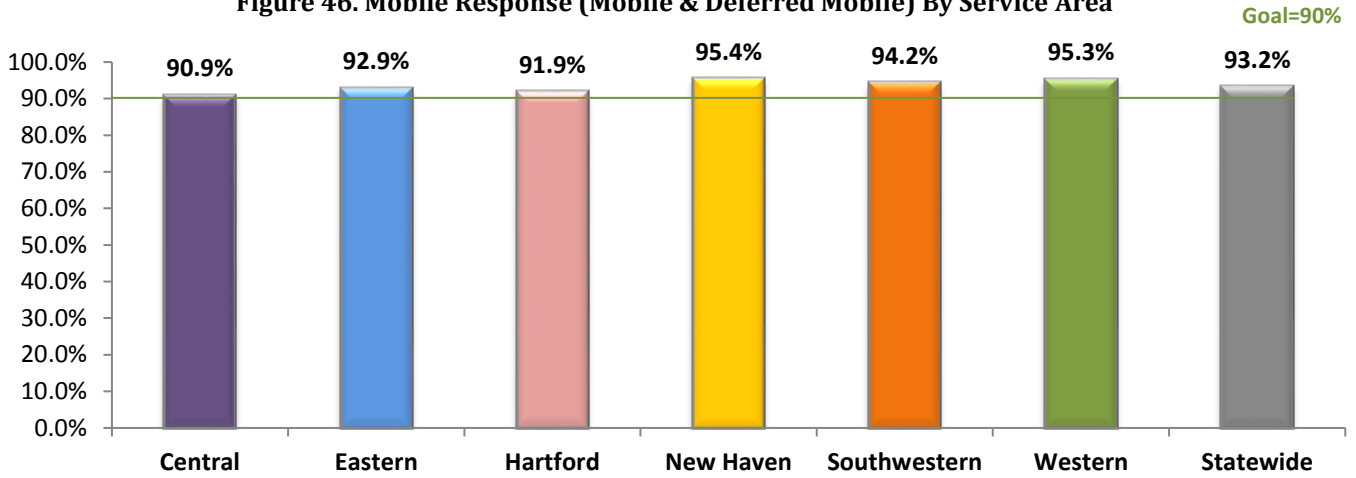
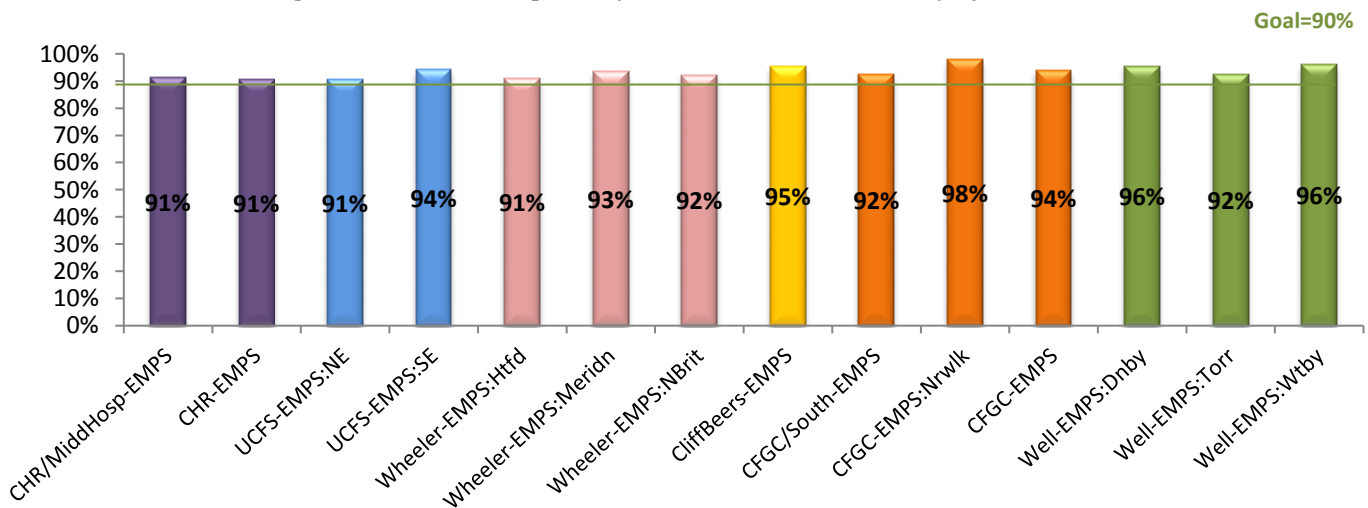
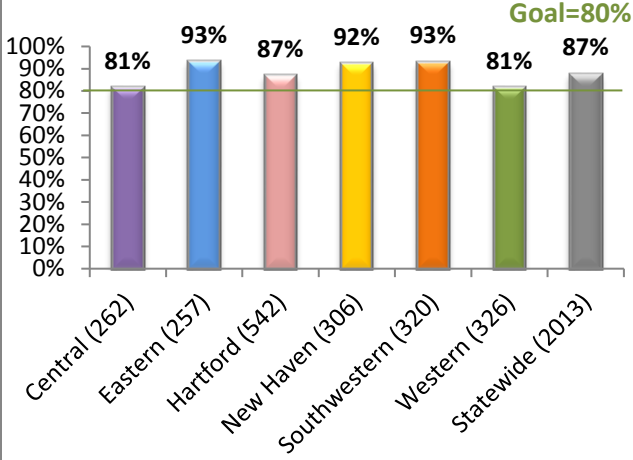


Figure 47. Mobile Response (Mobile & Deferred Mobile) By Provider



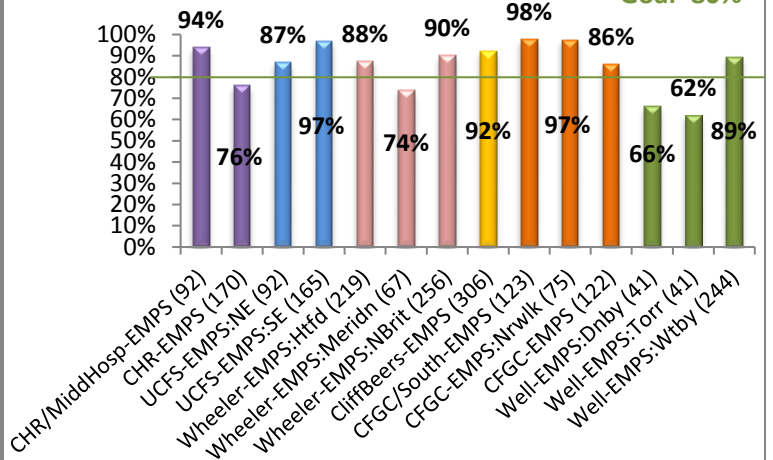
Section VIII: Response Time

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



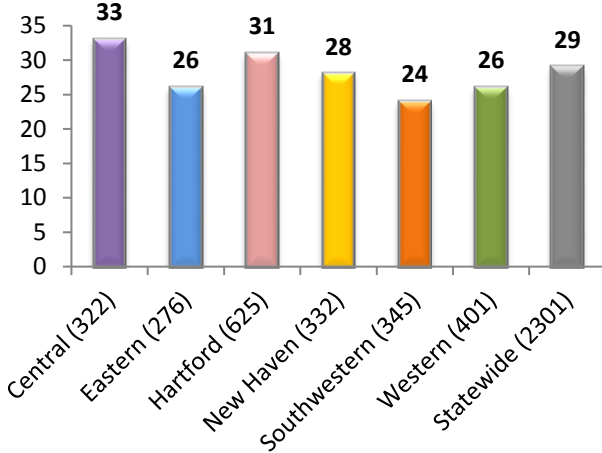
Note: Count of mobile episodes under 45 mins. are in parenthesis

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



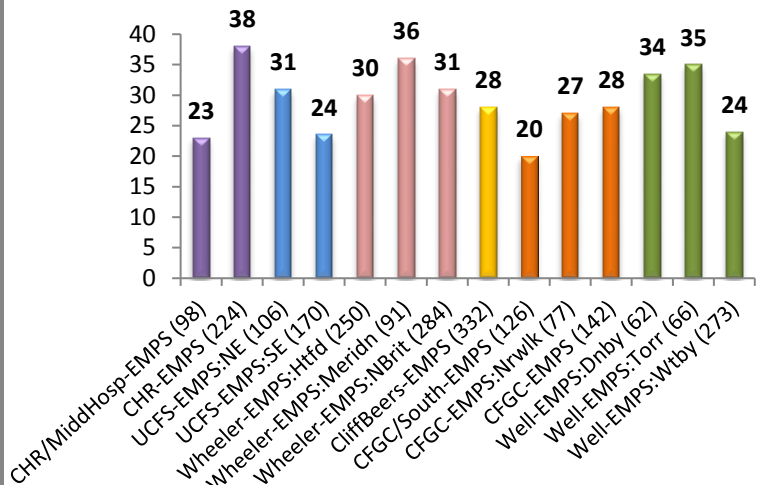
Note: Count of mobile episodes under 45 mins. are in parenthesis

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



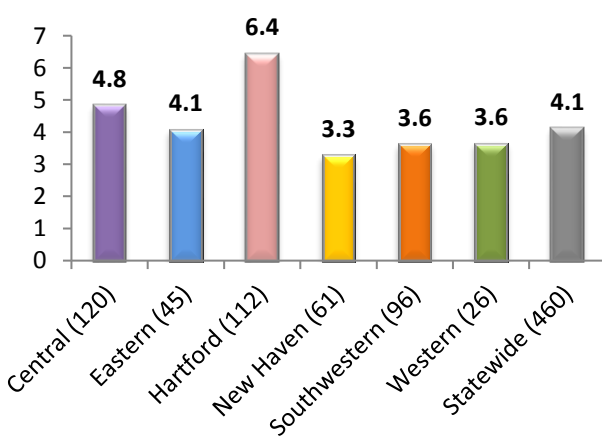
Note: Count of mobile Mobile Crisis response episodes are in

Figure 51. Median Mobile Response Time by Provider in Minutes



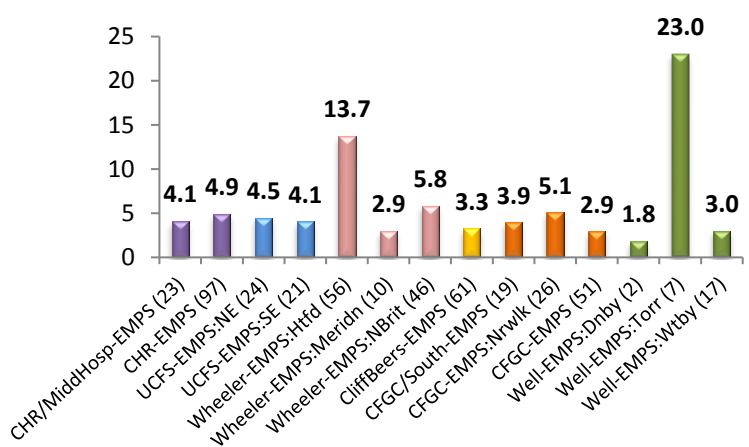
Note: Count of mobile Mobile Crisis response episodes are in parenthesis

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



Note: Count of mobile Mobile Crisis response episodes are in

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



Note: Count of mobile Mobile Crisis response episodes are in

Section IX: 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	1.3	8.5	23.9	0.0	3.0	19.0	16%	38%	11%	1.4	7.4	21.0	0.0	3.0	17.0	16%	35%	8%
2	Central	2.5	9.6	28.8	1.0	3.0	21.0	32%	43%	19%	2.6	8.6	25.3	1.0	3.0	19.0	31%	41%	14%
3	CHR/MidHosp-EMPS	3.9	2.9	15.4	3.0	1.0	13.0	59%	15%		3.8	3.7	13.7	2.0	2.0	12.0	61%	21%	1%
4	CHR-EMPS	2.0	12.4	32.9	1.0	7.0	23.0	22%	54%	25%	2.1	10.8	28.9	1.0	5.0	23.0	19%	49%	17%
5	Eastern	0.3	2.6	23.5	0.0	3.0	21.0	6%	0%	5%	0.2	2.3	20.8	0.0	2.0	17.0	4%	1%	4%
6	UCFS-EMPS:NE	0.1	2.7	26.0	0.0	3.0	23.5	2%	1%	0%	0.1	2.2	21.2	0.0	2.0	19.0	3%	1%	4%
7	UCFS-EMPS:SE	0.4	2.6	22.0	0.0	2.5	19.0	10%		4%	0.2	2.4	20.4	0.0	2.0	16.5	5%	2%	4%
8	Hartford	1.6	10.7	18.6	0.0	7.0	15.0	15%	56%	6%	1.3	9.5	16.9	0.0	6.0	14.0	15%	52%	4%
9	Wheeler-EMPS:Htfd	1.3	8.4	16.8	1.0	2.0	16.0	18%	44%	4%	1.3	9.0	15.7	0.0	4.5	14.0	16%	49%	3%
10	Wheeler-EMPS:Meridn	3.7	8.3	24.8	0.0	6.0	23.0	14%	51%	5%	1.8	7.9	19.7	0.0	5.0	15.0	12%	49%	7%
11	Wheeler-EMPS:NBrit	1.4	12.1	17.6	0.0	8.0	14.0	13%	61%	3%	1.1	10.3	16.6	0.0	7.0	14.0	14%	55%	4%
12	New Haven	0.2	8.8	30.7	0.0	4.0	27.5	2%	46%	18%	0.2	7.4	28.4	0.0	2.0	26.5	4%	40%	15%
13	CliffBeers-EMPS	0.2	8.8	30.7	0.0	4.0	27.5	2%	46%	18%	0.2	7.4	28.4	0.0	2.0	26.5	4%	40%	15%
14	Southwestern	0.8	10.1	20.9	0.0	1.0	21.0	8%	42%	1%	0.5	8.7	21.8	0.0	1.0	22.0	6%	38%	2%
15	CFGC/South-EMPS	0.1	0.4	18.7	0.0	0.0	12.0	3%	2%	3%	0.1	0.6	20.1	0.0	0.0	15.0	2%	2%	5%
16	CFGC-EMPS:Nrwlk	0.7	15.1	26.0	0.0	10.0	29.0	17%	66%	0%	0.6	14.9	26.3	0.0	9.0	28.0	10%	69%	1%
17	CFGC-EMPS	1.4	15.8	18.9	0.0	12.0	17.0	10%	64%		0.9	12.7	20.1	0.0	7.0	20.0	7%	55%	0%
18	Western	0.8	10.0	24.0	0.0	3.0	19.0	13%	25%	14%	2.7	6.9	19.9	0.0	2.0	16.0	24%	29%	9%
19	Well-EMPS:Dnby	1.8	33.6	22.2	0.0	8.0	17.5	18%	60%	11%	2.4	19.6	19.9	0.0	6.5	15.5	17%	50%	10%
20	Well-EMPS:Torr	0.5	2.0	23.0	0.0	1.0	19.0	11%		3%	3.2	3.7	19.2	0.0	2.0	19.0	22%	30%	2%
21	Well-EMPS:Wtby	0.5	8.9	24.6	0.0	3.0	19.0	11%	25%	16%	2.7	6.3	20.0	0.0	2.0	16.0	27%	27%	10%

* Discharged episodes with end dates from July 1, 2016 to the end of the current reporting period.

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

Definitions:

- LOS: Phone Only 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	
	Discharged Episodes for Current Reporting Period						Cumulative Discharged Episodes*						
	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	783	1393	1016	125	525	112	1995	3682	2640	315	1292	206
2	Central	214	202	221	69	86	42	471	481	555	144	196	75
3	CHR/MidHosp-EMPS	59	60	52	35	9		130	149	129	79	32	1
4	CHR-EMPS	155	142	169	34	77	42	341	332	426	65	164	74
5	Eastern	111	244	79	7	1	4	248	651	181	11	9	7
6	UCFS-EMPS:NE	51	102	30	1	1	0	116	256	75	4	2	3
7	UCFS-EMPS:SE	60	142	49	6		2	132	395	106	7	7	4
8	Hartford	180	259	243	27	145	14	497	830	749	73	434	32
9	Wheeler-EMPS:Htfd	72	59	55	13	26	2	211	294	187	34	144	6
10	Wheeler-EMPS:Meridn	22	39	40	3	20	2	68	116	116	8	57	8
11	Wheeler-EMPS:NBrit	86	161	148	11	99	5	218	420	446	31	233	18
12	New Haven	84	322	88	2	149	16	261	794	178	10	315	26
13	CliffBeers-EMPS	84	322	88	2	149	16	261	794	178	10	315	26
14	Southwestern	100	305	136	8	129	1	256	743	278	15	285	5
15	CFGC/South-EMPS	40	110	34	1	2	1	92	273	80	2	6	4
16	CFGC-EMPS:Nrwk	12	74	39	2	49	0	40	153	77	4	105	1
17	CFGC-EMPS	48	121	63	5	78		124	317	121	9	174	0
18	Western	94	61	249	12	15	35	262	183	699	62	53	61
19	Well-EMPS:Dnby	22	5	44	4	3	5	58	14	104	10	7	10
20	Well-EMPS:Torr	19	8	29	2		1	51	27	101	11	8	2
21	Well-EMPS:Wtby	53	48	176	6	12	29	153	142	494	41	38	49

* Discharged episodes with end dates from July 1, 2016 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	132.1	93.1	80.6	121.0	70.0	63.5	100%	100%	83%	96	392	532	96	392	441
2	Central	55.0	57.4	64.7	55.0	48.5	56.0	100%	100%	82%	1	36	87	1	36	71
3	CHR/MiddHosp-EMPS	0.0	45.8	50.3	0.0	45.0	49.0		100%	75%	0	4	4	0	4	3
4	CHR-EMPS	55.0	58.9	65.4	55.0	49.0	56.0	100%	100%	82%	1	32	83	1	32	68
5	Eastern	0.0	45.0	53.7	0.0	43.0	51.5		100%	86%	0	3	14	0	3	12
6	UCFS-EMPS:NE	0.0	42.0	55.5	0.0	42.0	55.5			100%	0	1	6	0	1	6
7	UCFS-EMPS:SE	0.0	46.5	52.4	0.0	46.5	50.0			75%	0	2	8	0	2	6
8	Hartford	146.0	105.3	94.9	142.0	82.0	73.0	100%	100%	87%	47	266	206	47	266	180
9	Wheeler-EMPS:Htfd	142.9	114.1	98.9	124.0	99.0	87.5	100%	100%	90%	18	185	134	18	185	120
10	Wheeler-EMPS:Meridn	129.8	74.2	66.0	107.5	64.0	57.0	100%	100%	89%	6	19	28	6	19	25
11	Wheeler-EMPS:NBrit	152.6	88.5	100.9	160.0	61.0	67.0	100%	100%	80%	23	62	44	23	62	35
12	New Haven	211.5	73.9	56.3	211.5	60.0	47.0	100%	100%	59%	2	25	29	2	25	17
13	CliffBeers-EMPS	211.5	73.9	56.3	211.5	60.0	47.0	100%	100%	59%	2	25	29	2	25	17
14	Southwestern	133.0	69.2	58.1	133.0	62.0	56.0	100%	100%	78%	1	38	36	1	38	28
15	CFGC/South-EMPS	133.0	60.0	61.9	133.0	60.0	56.5	100%	100%	90%	1	2	10	1	2	9
16	CFGC-EMPS:Nrwlk	0.0	50.0	57.7	0.0	44.0	65.0		100%	57%	0	3	7	0	3	4
17	CFGC-EMPS	0.0	71.5	56.3	0.0	64.0	52.0		100%	79%	0	33	19	0	33	15
18	Western	115.6	75.3	82.7	99.0	62.0	66.0	100%	100%	83%	45	24	160	45	24	133
19	Well-EMPS:Dnby	140.0	113.8	83.9	129.0	116.5	70.0	100%	100%	91%	12	4	23	12	4	21
20	Well-EMPS:Torr	116.4	81.5	87.5	102.0	85.5	67.0	100%	100%	10%	8	4	39	8	4	34
21	Well-EMPS:Wtby	103.7	64.1	80.6	72.0	54.0	64.0	100%	100%	80%	25	16	98	25	16	78

* Data includes episodes still in care with referral dates from July 1, 2016 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

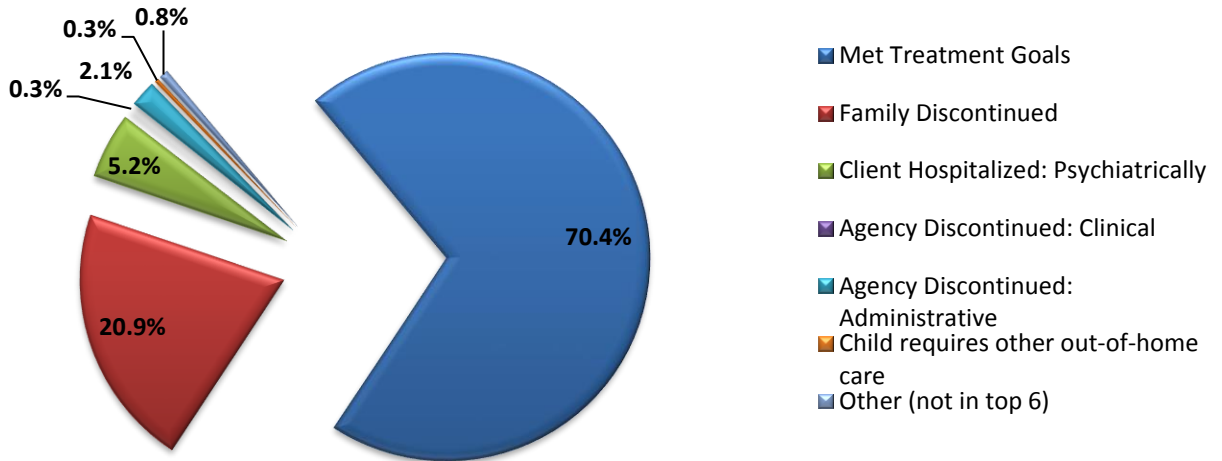


Figure 55. Top Six Places Clients Live at Discharge Statewide

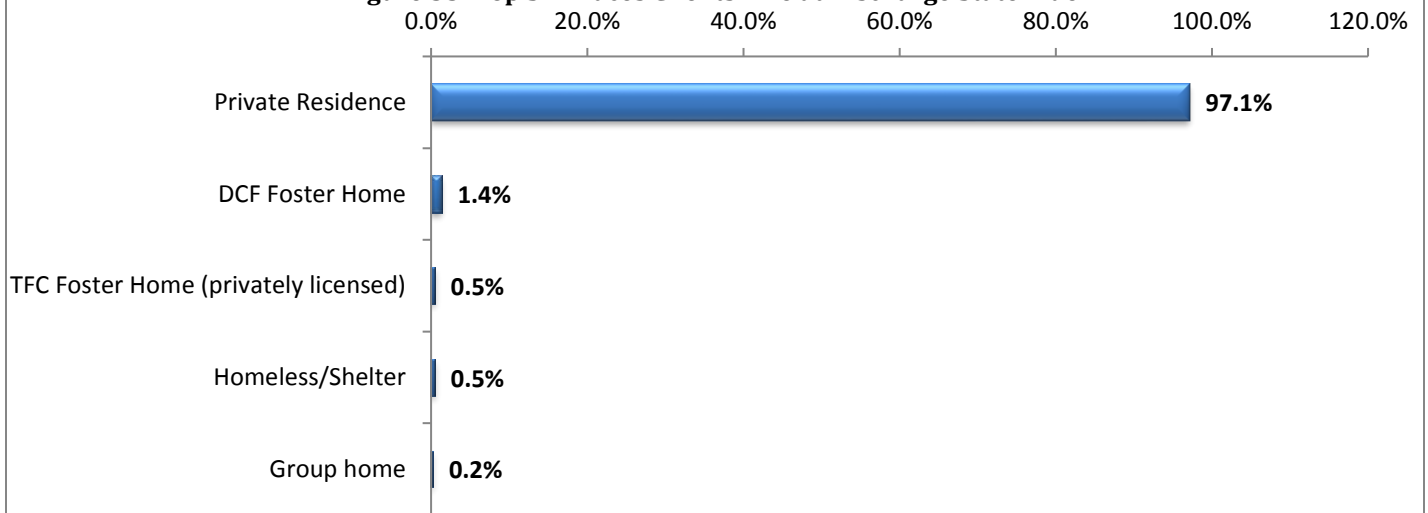
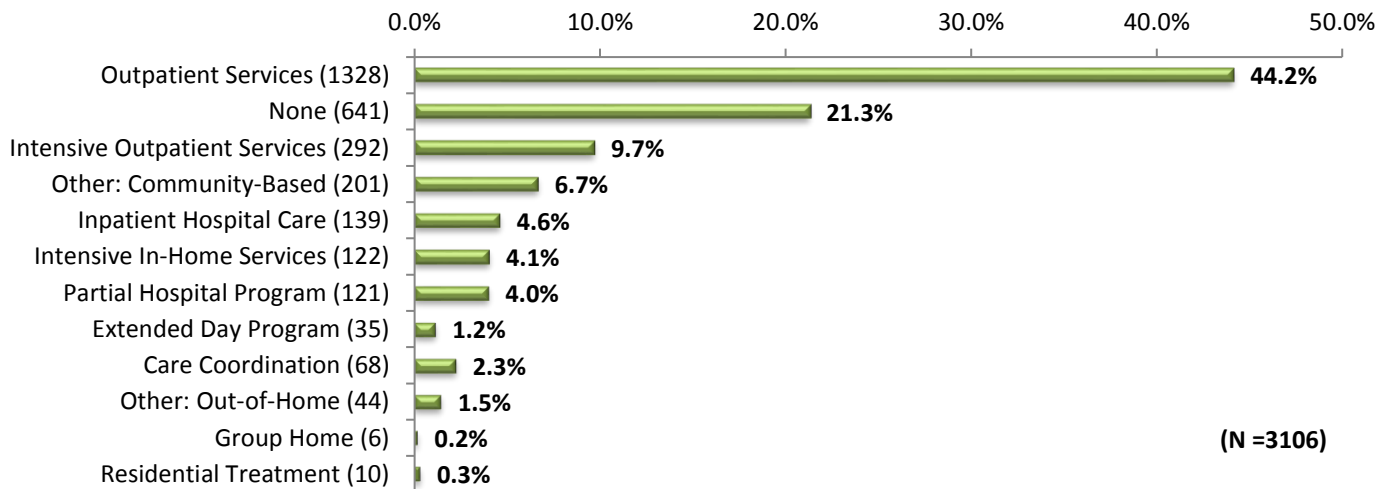


Figure 56. Type of Services Client Referred* to at Discharge Statewide



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	N (paired intake & discharge)	Mean (paired intake)	Mean (paired discharge)	Mean Difference (paired cases)	t-score	Sig.	† .05-.10 * P < .05 **P < .01
STATEWIDE							
Parent Functioning Score	48	35.56	40.15	4.58	2.23	0.030	*
Worker Functioning Score	604	43.58	45.56	1.98	4.82	0.000	**
Parent Problem Score	47	25.11	18.32	-6.79	-3.98	0.000	**
Worker Problem Score	600	28.66	26.50	-2.16	-4.75	0.000	**
Central							
Parent Functioning Score	6	44.83	47.50	2.67	1.08	0.330	
Worker Functioning Score	122	43.41	45.98	2.57	4.47	0.000	**
Parent Problem Score	6	27.00	24.33	-2.67	-1.44	0.210	
Worker Problem Score	122	28.75	24.29	-4.46	-5.22	0.000	**
Eastern							
Parent Functioning Score	17	43.53	48.24	4.71	0.96	0.354	
Worker Functioning Score	63	46.37	50.05	3.68	3.24	0.002	**
Parent Problem Score	18	30.83	19.89	-10.94	-3.17	0.006	**
Worker Problem Score	63	28.79	24.06	-4.73	-3.80	0.000	**
Hartford							
Parent Functioning Score	2	44.00	69.50	25.50	1.89	0.310	
Worker Functioning Score	165	43.34	42.45	-0.89	-1.09	0.277	
Parent Problem Score	2	21.50	3.00	-18.50	-0.95	0.517	
Worker Problem Score	165	26.92	26.21	-0.71	-1.22	0.224	
New Haven							
Parent Functioning Score	9	44.22	47.78	3.56	1.58	0.153	
Worker Functioning Score	53	39.51	40.55	1.04	0.99	0.325	
Parent Problem Score	9	29.44	24.33	-5.11	-2.07	0.072	†
Worker Problem Score	53	32.00	28.72	-3.28	-3.26	0.002	**
Southwestern							
Parent Functioning Score	0						N/A
Worker Functioning Score	46	44.80	55.43	10.63	3.86	0.000	**
Parent Problem Score	2	35.50	32.50				
Worker Problem Score	46	26.87	29.76	2.89	0.66	0.510	
Western							
Parent Functioning Score	12	11.75	14.67	2.92	1.04	0.322	
Worker Functioning Score	155	43.86	45.49	1.63	2.57	0.011	*
Parent Problem Score	0						N/A
Worker Problem Score	151	29.80	27.85	-1.95	-5.02	0.000	**

paired^d = Number of cases with both intake and discharge scores

† .05-.10,
* P < .05,
**P < .01

Section X: Client & Referral Source Satisfaction

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

211 Items	Clients (n=60)	Referrers (n=59)
The 211 staff answered my call in a timely manner	4.30	4.36
The 211 staff was courteous	4.62	4.64
The 211 staff was knowledgeable	4.55	4.63
My phone call was quickly transferred to the EMPS provider	4.42	4.49
Sub-Total Mean: 211	4.47	4.53
EMPS Items		
EMPS responded to the crisis in a timely manner	4.38	4.41
The EMPS staff was respectful	4.57	4.58
The EMPS staff was knowledgeable	4.50	4.58
The EMPS staff spoke to me in a way that I understood	4.55	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)	4.52	X
The services or resources my child and/or family received were right for us	4.50	X
The child/family I referred to EMPS was connected with appropriate services or resources upon discharge from EMPS	X	4.56
Overall, I am very satisfied with the way that EMPS responded to the crisis	4.52	4.54
Sub-Total Mean: EMPS	4.50	4.53
Overall Mean Score	4.49	4.53

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

Client Comments:

- *EMPS did assist me with getting my child to school.
- *EMPS has been very helpful for me being a grandmother who needs support. EMPS has been very helpful for me being a grandmother who needs support.
- *So kind and helpful. Thank you So kind and helpful. Thank you
- *I did get disconnected before I got to speak with someone and did have to call back.
- *You couldn't come out at that time to help but someone was able to speak with us about how to help my nephew further.
- *Thanks for talking with me.
- *Thank you so much for being available in the middle of the night and for talking to me.
- *It was helpful just to be able to talk with someone, even if they could not come right out to our home. Thanks
- * Thanks for taking the time to speak with me over the phone.
- * Having someone to call when I'm having difficulty with my child/family is comforting.

Referrer Comments:

- *Thank you for being a good support for foster parents.
- *So helpful to have a follow up referral resource for families.
- *Good referral resource for us. Thanks
- *Glad this service exists!
- *Thanks for helping us out!
- *Overall, great service.
- *EMPS is a great resource for families to access and for us to use
- *Thanks for the help
- *Very kind and helpful.
- *Thank you for being available to help when we need.

Section XI: Training Attendance

Table 7. Trainings Completed for All Active* Staff

	DBHRN	Crisis API	DDS	CCSRS	Trauma	Violence	CRC	Str. Based	Emerg. Certificate	QPR	A-SBIRT	All 11 Trainings Completed	All 11 Completed for Full-Time Staff Only
Statewide (169)*	59%	60%	41%	39%	57%	53%	58%	57%	58%	27%	65%	11%	14%
CHR/MiddHosp-EMPS(13)*	62%	62%	31%	54%	62%	62%	62%	54%	62%	77%	54%	8%	25%
CHR-EMPS (13)*	46%	31%	38%	54%	46%	46%	46%	46%	38%	15%	69%	0%	0%
UCFS-EMPS:NE (8)*	38%	25%	38%	63%	0%	13%	25%	13%	25%	25%	100%	0%	0%
UCFS-EMPS:SE (12)*	67%	58%	8%	50%	42%	25%	33%	58%	58%	8%	58%	0%	0%
Wheeler-EMPS:Htfd (12)*	50%	50%	42%	0%	50%	42%	50%	50%	58%	33%	33%	0%	0%
Wheeler-EMPS:Meridn (8)*	50%	50%	50%	50%	63%	63%	38%	63%	50%	50%	38%	13%	0%
Wheeler-EMPS:NBrit (21)*	52%	52%	24%	10%	38%	38%	52%	62%	43%	0%	43%	0%	0%
CliffBeers-EMPS (24)*	79%	79%	75%	83%	79%	67%	75%	75%	71%	58%	75%	42%	45%
CFGC/South-EMPS (7)*	57%	43%	14%	14%	57%	14%	57%	43%	57%	0%	57%	0%	0%
CFGC-EMPS:Nrwlk (5)*	60%	80%	20%	60%	100%	100%	80%	60%	60%	20%	60%	20%	25%
CFGC-EMPS (17)*	76%	82%	53%	59%	82%	82%	82%	76%	88%	29%	65%	24%	25%
Well-EMPS:Dnby (6)*	67%	50%	33%	0%	33%	50%	67%	33%	33%	0%	100%	0%	0%
Well-EMPS:Torr (2)*	50%	100%	100%	0%	100%	100%	100%	100%	50%	0%	100%	0%	0%
Well-EMPS:Wtby (21)*	48%	67%	43%	5%	62%	57%	57%	52%	67%	14%	90%	5%	11%
Full-Time Staff Only (112)	65%	66%	45%	51%	62%	56%	67%	63%	64%	30%	76%	14%	

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:

DBHRN=Disaster Behavioral Health Response Network

Crisis API = Crisis Assessment, Planning and Intervention

DDS=An Overview of Intellectual Developmental Disabilities and Positive Behavioral Supports

CCSRS=Columbia Suicide Severity Rating Scale

Trauma = Traumatic Stress and Trauma Informed Care

Violence = Violence Assessment and Prevention

Str Based = Strengths-Based Crisis Planning

CRC = 21st Century Culturally Responsive Mental Health Care

Emerg. Certificate= Emergency Certificate

QPR= Question, Persuade and Refer

A-SBIRT- Adolescent Screening, Brief Intervention and Referral to Treatment

Section XII: Data Quality Monitoring

Figure 57. Ohio Scales Collected at Intake by Provider

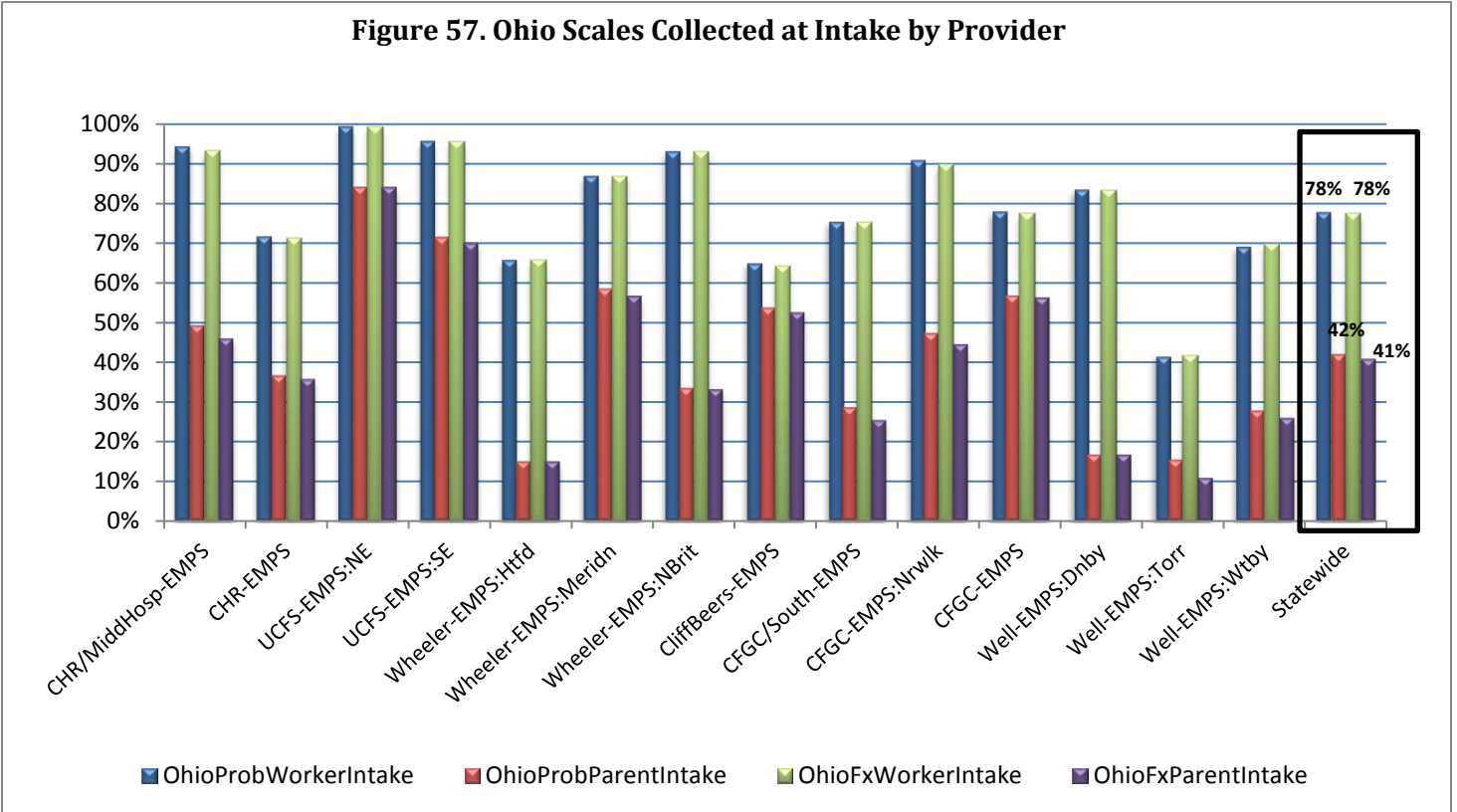
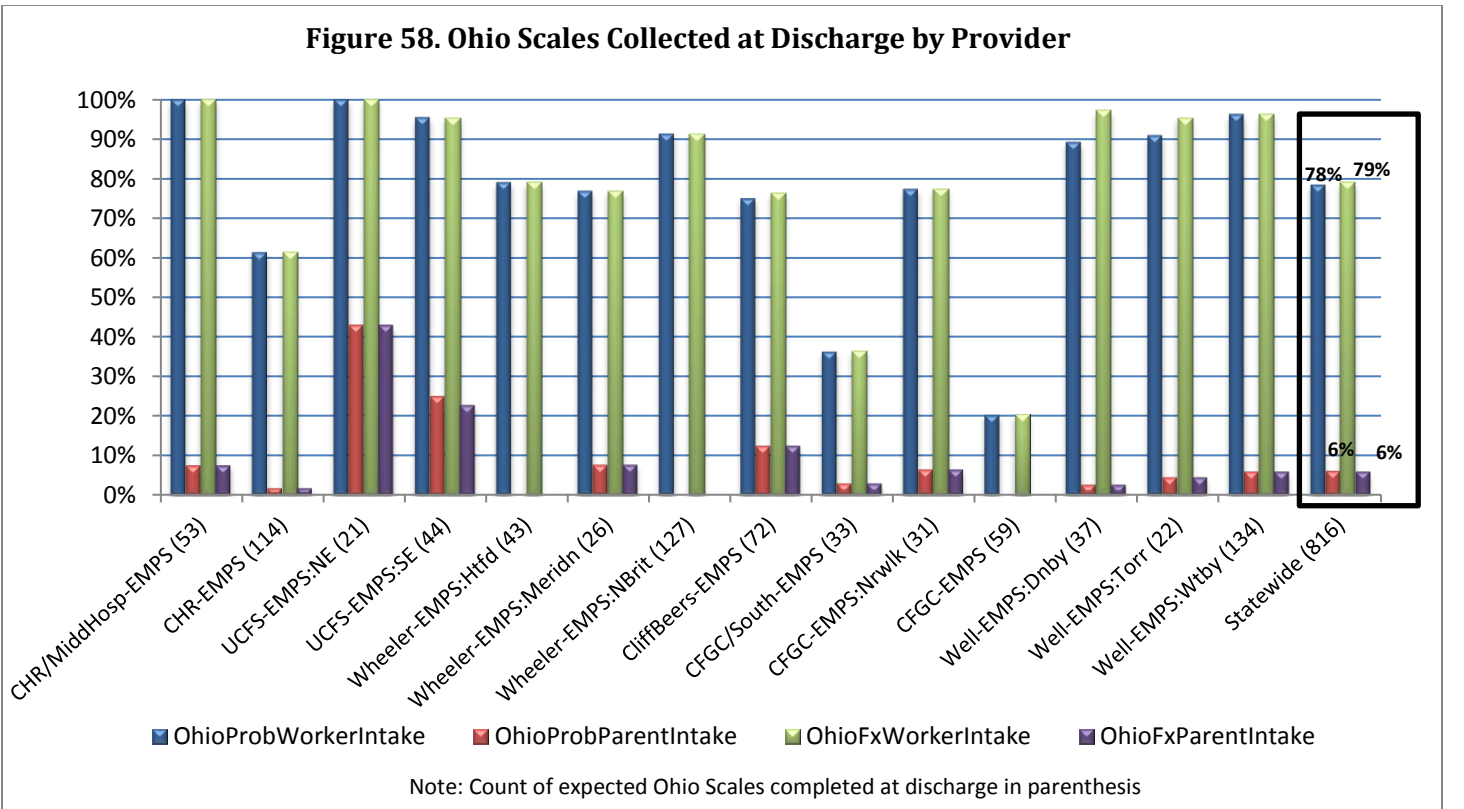
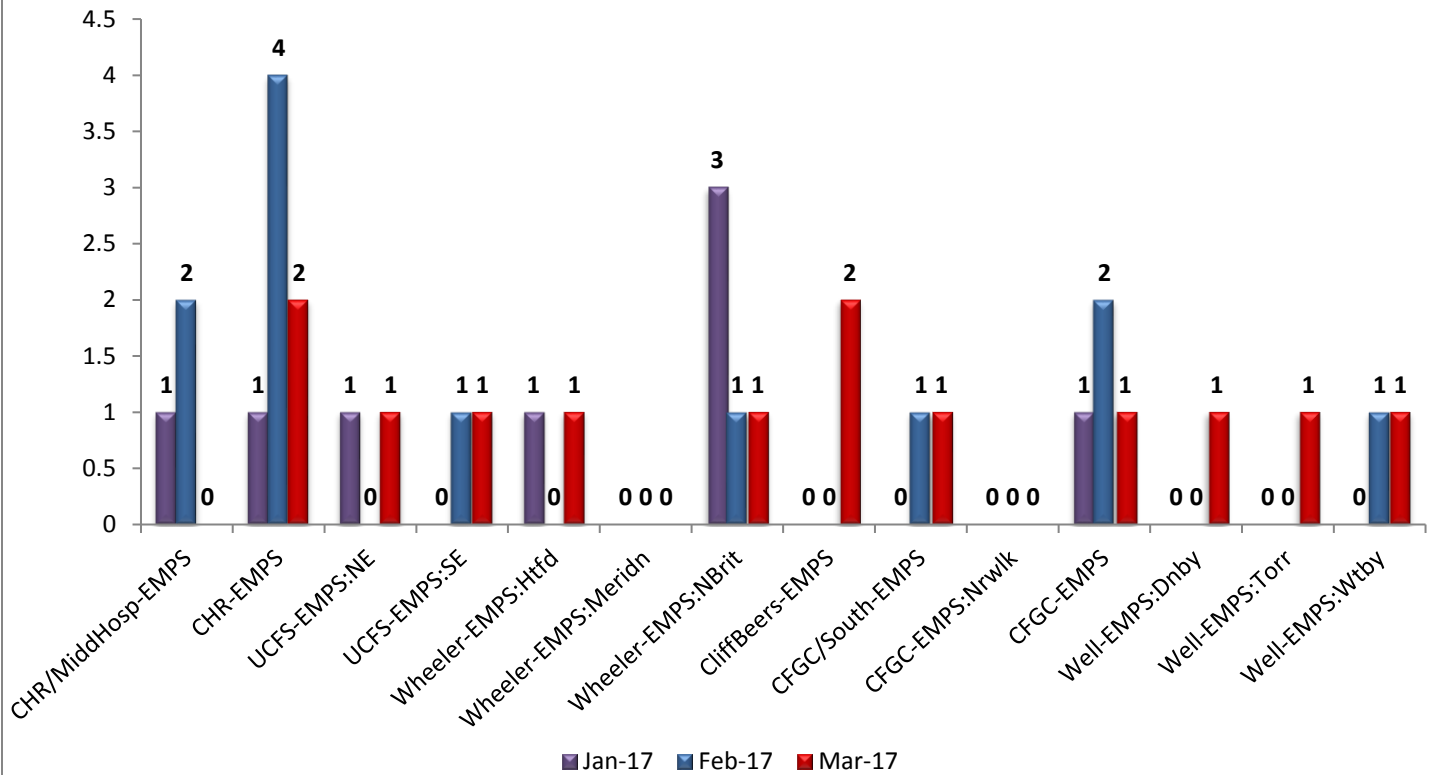


Figure 58. Ohio Scales Collected at Discharge by Provider



Section XIII: Provider Community Outreach

Figure 59. Number of Times Providers Conducted Formal* Outreach to the Community



*Formal outreach refers to: 1) In person presentations lasting 30 minutes, preferably more, using the Mobile Crisis PowerPoint slides and including distribution to attendees of marketing materials and other Mobile Crisis resources; 2) Outreach presentations that are in person that include workshops, conferences, or similar gatherings in which Mobile Crisis 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 Mobile Crisis 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 Mobile Crisis PIC considers other outreaches for inclusion on a case-by-case basis, as requested by Mobile Crisis providers.