



MOBILE CRISIS
INTERVENTION SERVICES

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Mobile Crisis Intervention Services Performance Improvement Center (PIC)

Monthly Report: September 2017

Updated 10/16/17

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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 September 2017, 211 and Mobile Crisis received 1,665 calls including 1196 calls (71.8%) handled by Mobile Crisis providers and 469 calls (28.2%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 16.8% increase in call volume compared to September 2016 (n=1,426).

Among the **1,195 episodes of care** generated this month, episode volume ranged from 150 episodes (New Haven service area) to 312 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.47, with service area rates ranging from 0.96 (Southwestern) to 1.98 (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 3.10 per 1,000 children in poverty, with service area rates ranging from 2.01 (Southwestern) to 5.39 (Eastern).

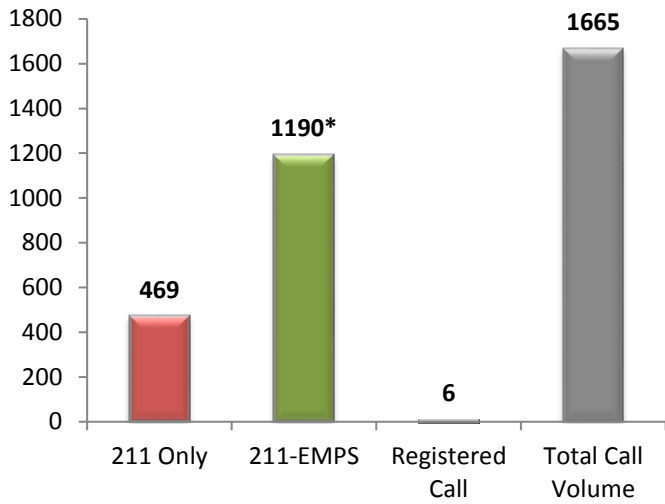
Mobility: Statewide mobility was 95.2% this month, 0.6% higher than in September 2016. All six service areas were above the 90% benchmark this month, with performance ranging from 93.2% (Central) to 98.0% (Hartford). Mobility for individual providers ranged from 90% (Well-EMPS:Torr) to 100% (CFGCS/South-EMPS). Thirteen of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month **84% of mobile episodes received a face-to-face response in 45 minutes or less**, which is 5% lower than September 2016 (89%). Five of the six service areas were above the 80% benchmark this month, with performance ranging from 66% (Western) to 95% (Southwestern). In addition, the statewide median mobile response time was 30 minutes. Nine of the fourteen sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less.

Length of Stay (LOS): Statewide, among discharged episodes, there were **four (2.2%) plus stabilization follow-up episodes that exceeded 45 days**. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 10.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 6.0 days (Western) to 19.0 days (New Haven).

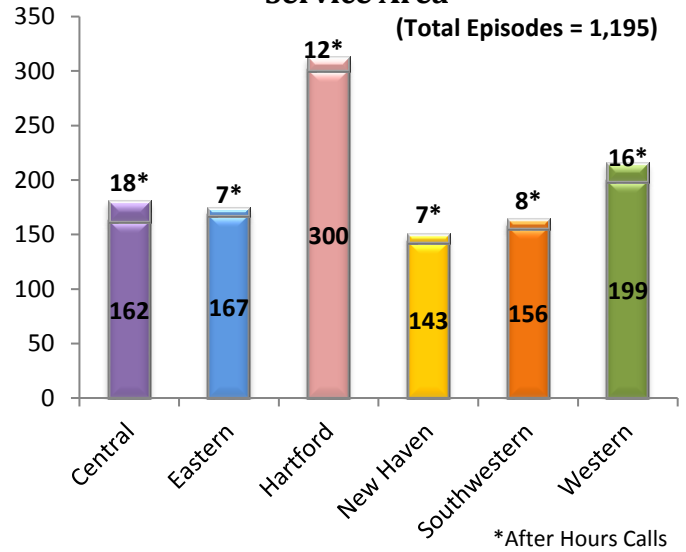
Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type



*Note: 1 is a Crisis Response Follow up

Figure 2. Mobile Crisis Episodes by Service Area
(Total Episodes = 1,195)



*After Hours Calls

Figure 3. Number Served Per 1,000 Children

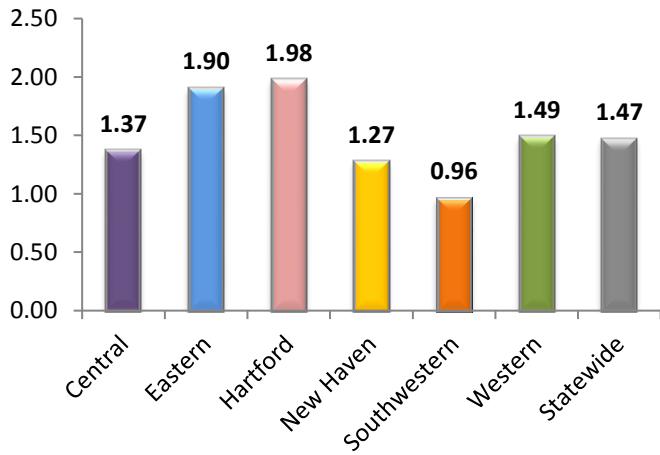


Figure 4. Number Served Per 1,000 Children in Poverty

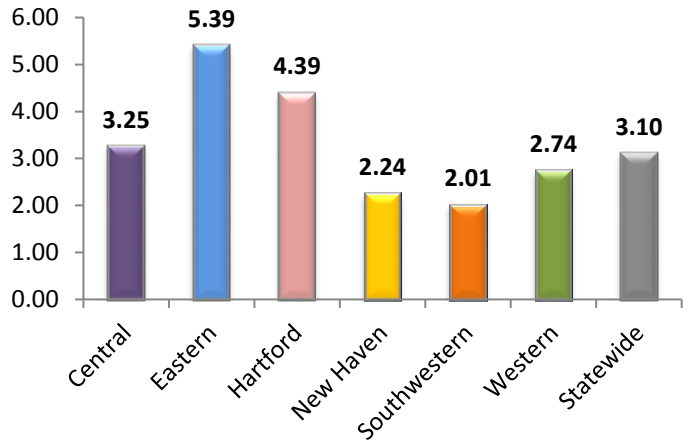


Figure 5. Mobile Response by Service Area

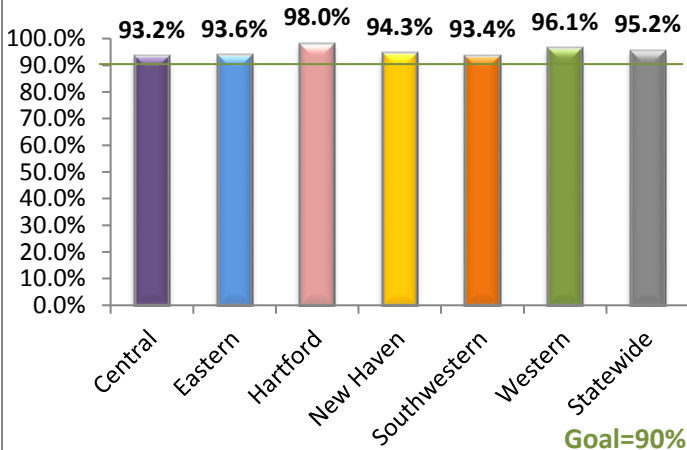
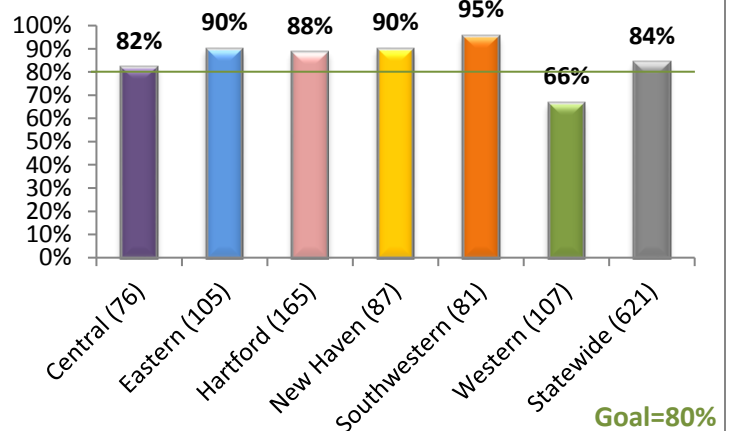


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 211 Call Disposition

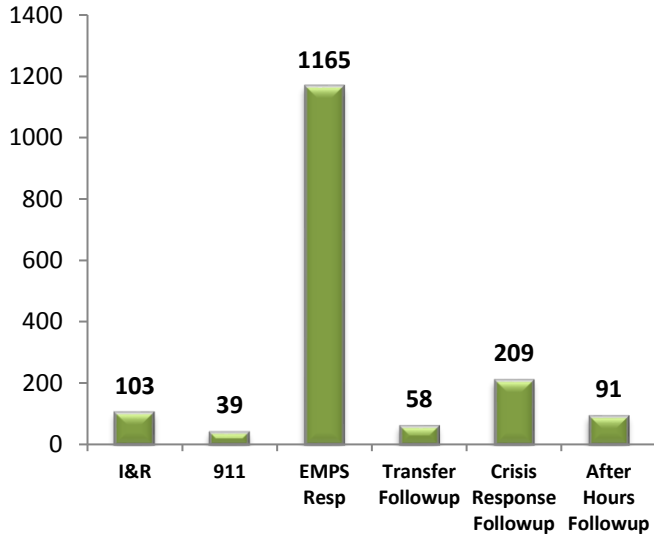


Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,195)

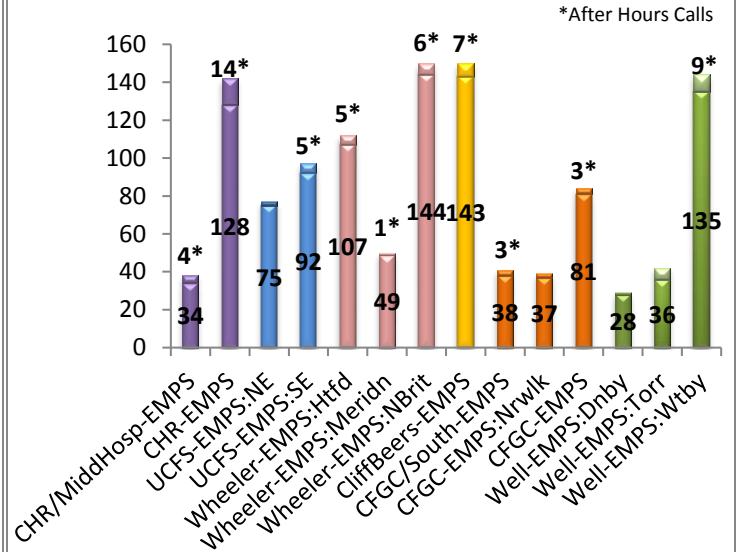


Figure 9. Actual Initial Mobile Crisis Response by Provider

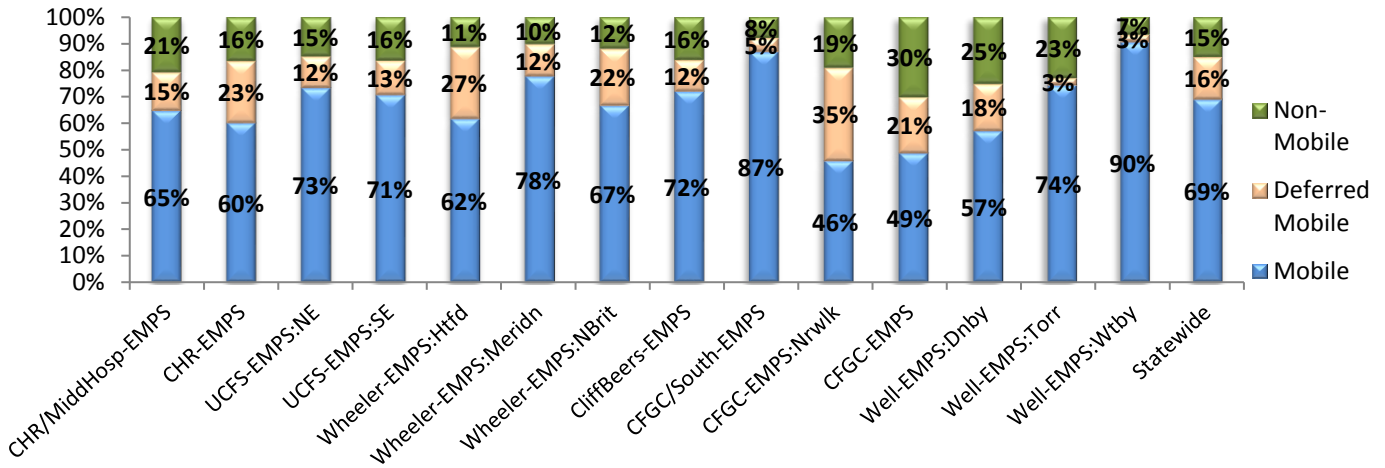
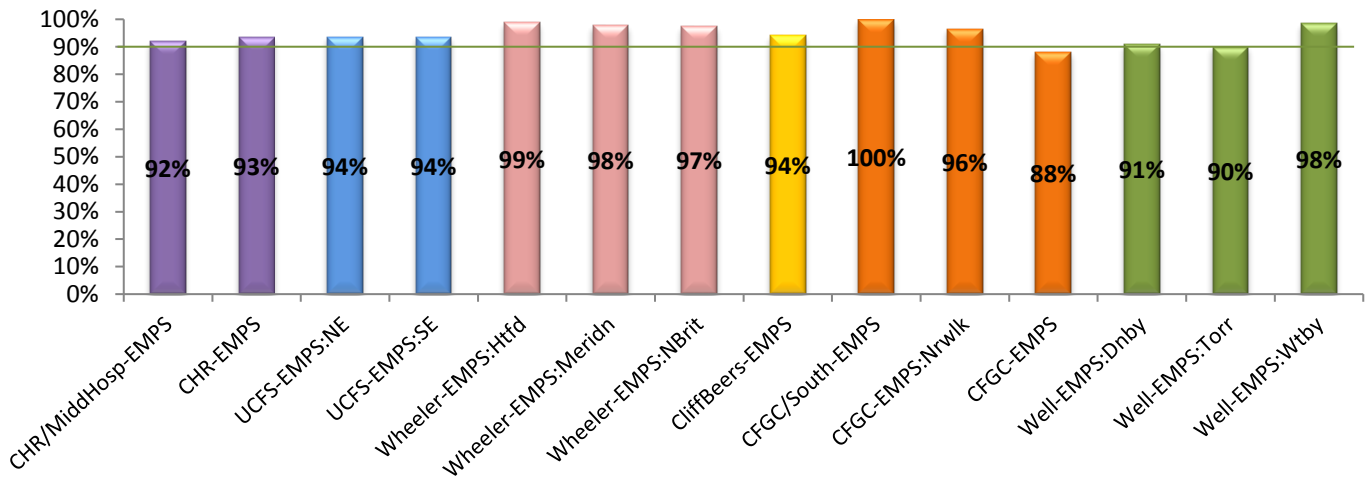


Figure 10. Mobile Response by Provider

Goal=90%



Section III: Response Time

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

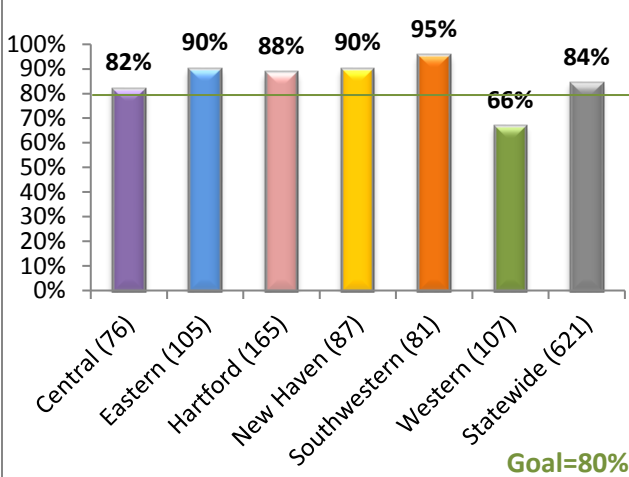


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

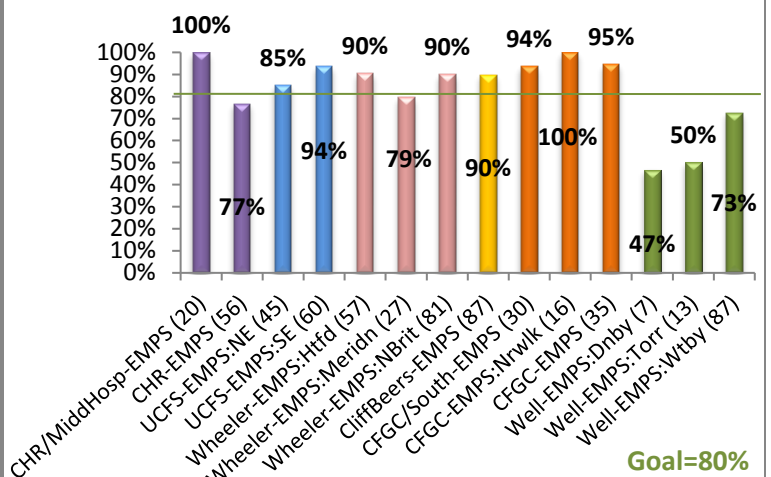


Figure 13. Median Mobile Response Time in Minutes

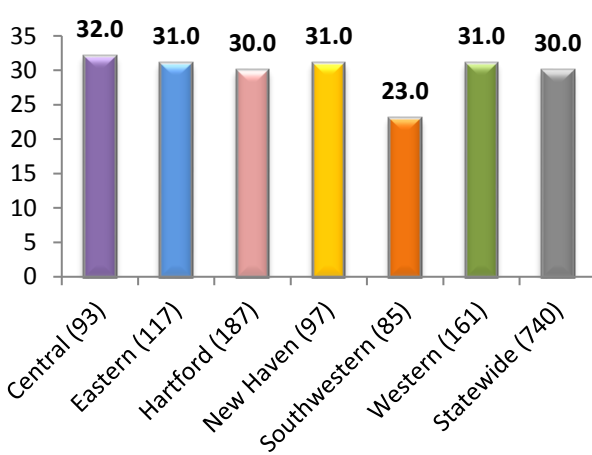
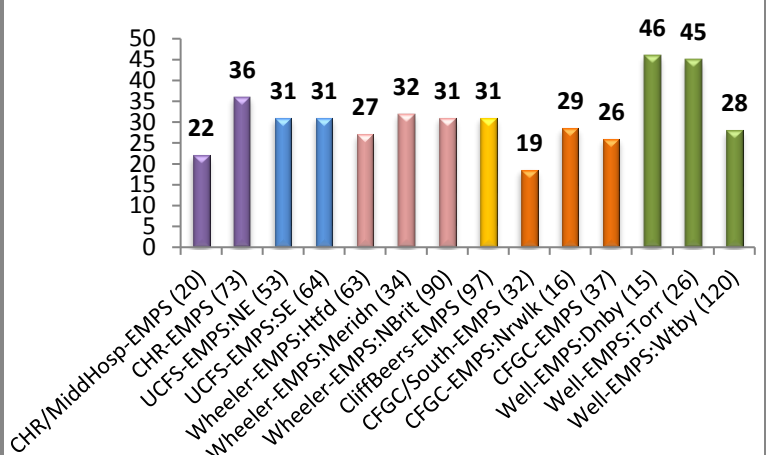
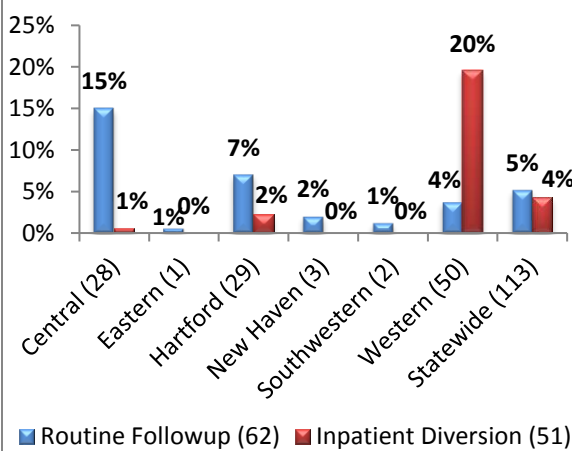


Figure 14. Median Mobile Response Time by Provider in Minutes



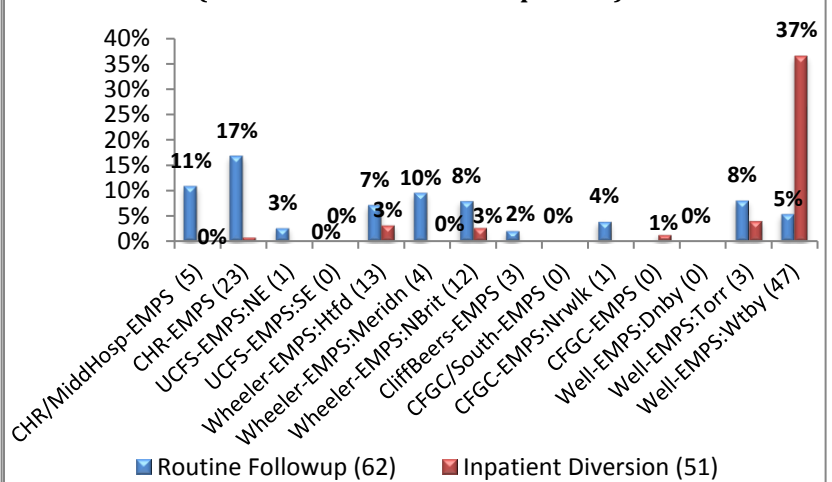
Section IV: Emergency Department Referrals

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



Note: Count total ED referrals are in parenthesis

Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis 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	180	13.0	10.0	2.2% (n = 4)
Central	13	18.2	13.0	15.4% (n = 2)
Eastern	9	17.3	14.0	0% (n = 0)
Hartford	78	10.7	8.0	0% (n = 0)
New Haven	11	19.6	19.0	9.1% (n = 1)
Southwestern	44	12.8	9.0	0% (n = 0)
Western	25	13.7	6.0	4% (n = 1)

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