



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)

Monthly Report: May 2019

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Table of Contents

Executive Summary	3
Section I: Mobile Crisis Statewide/Service Area Dashboard	4
Figure 1. Total Call Volume by Call Type	4
Figure 2. Mobile Crisis 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. Mobile Response by Service Area	4
Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes	4
Section II: Mobile Crisis Response	5
Figure 7. Statewide 211 Disposition Frequency.....	5
Figure 8. Mobile Crisis Episodes by Provider	5
Figure 9. Actual Initial Mobile Crisis Response by Provider	5
Figure 10. Mobile Response by Provider	5
Section III: Response Time	6
Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes	6
Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider	6
Figure 13. Median Mobile Response Time in Minutes	6
Figure 14. Median Mobile Response Time by Provider in Minutes	6
Section IV: Emergency Department Referrals	7
Figure 15. Emergency Department Referrals.....	7
Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes).....	7
Section V: Length of Stay (LOS)	8
Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up.....	8

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



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 May 2019, 2-1-1 and Mobile Crisis received 2,291 calls including 1,657 calls (72.3%) handled by Mobile Crisis providers and 634 calls (27.7%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). Of the 1,657 Mobile Crisis calls, there was one crisis response follow-up call. This month showed a 2.6% increase in call volume from May 2018 (n=2,234).

Among the **1,656 episodes of care** this month, episode volume ranged from 190 episodes (Eastern) to 441 episodes (Hartford). The statewide average service reach per 1,000 children this month was 2.0, with service area rates ranging from 1.4 (Southwestern) to 2.8 (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 4.0 per 1,000 children in poverty, with service area rates ranging from 2.3 (Southwestern) to 5.4 (Hartford).

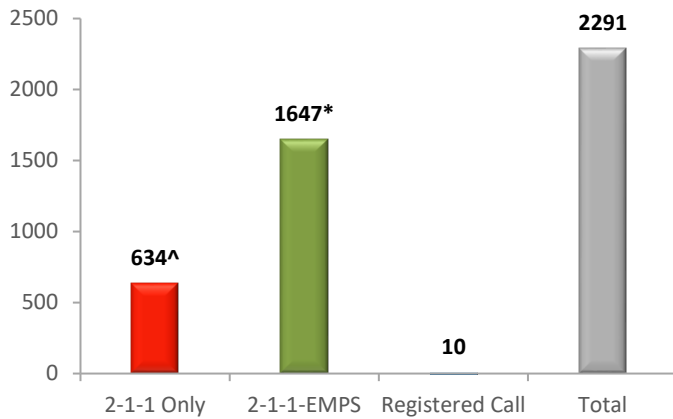
Mobility: **Statewide mobility was 92.1% this month;** slightly higher than the rate in May 2018 (91.6%). Four of the six service areas were at or above the 90% benchmark this month, with performance ranging from 88.4% (Central) to 96.6% (Western). Mobility for individual providers ranged from 86.5% (Wheeler: Meriden) to 97.2% (Wellmore: Waterbury). Eleven of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **86.0% of mobile episodes received a face-to-face response in 45 minutes or less**, which is a decrease from the rate in May 2018 (89.5%). Five of the six service areas were above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 78.0% (Central) to 97.3% (Southwestern). Eleven of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 28.5 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **0.0% of the 254 *plus stabilization follow-up* episodes 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 regional median LOS ranged from 9.0 days (Hartford) to 23.0 days (Eastern).

Section I: Mobile Crisis Statewide/Service Area Dashboard

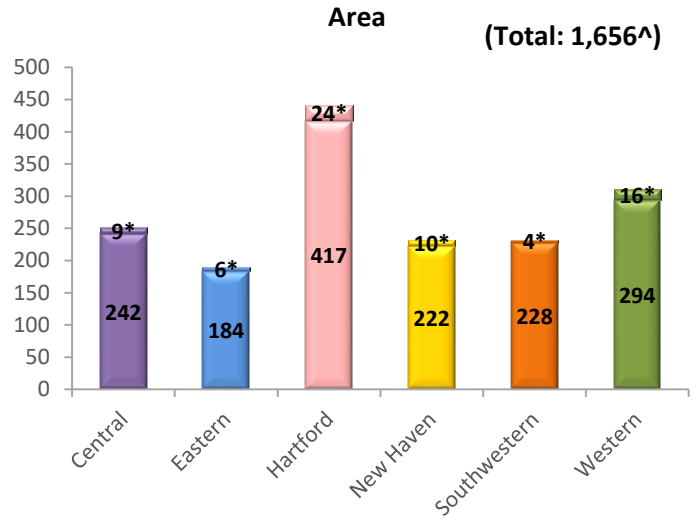
Figure 1. Total Call Volume by Call Type



*1 Crisis-Response Follow-Up Call

^Includes 57 calls that are awaiting completed data entry and may later be classified as Mobile Crisis episodes

Figure 2. Mobile Crisis Episodes by Service Area



*After Hours Calls

Figure 3. Number Served Per 1,000 Children

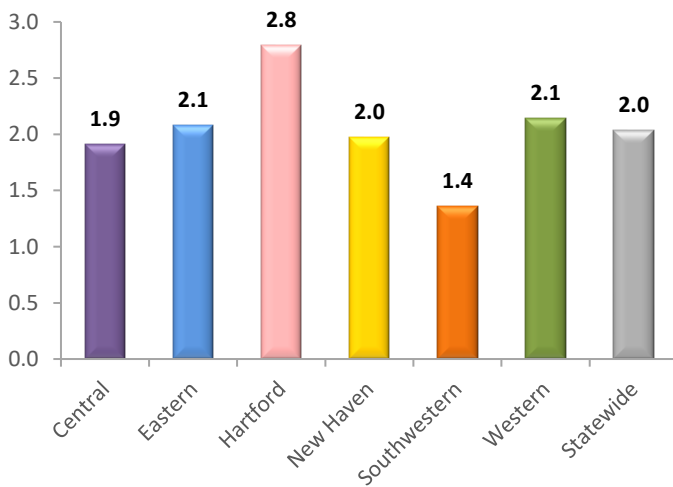


Figure 4. Number Served per 1,000 Children in Poverty

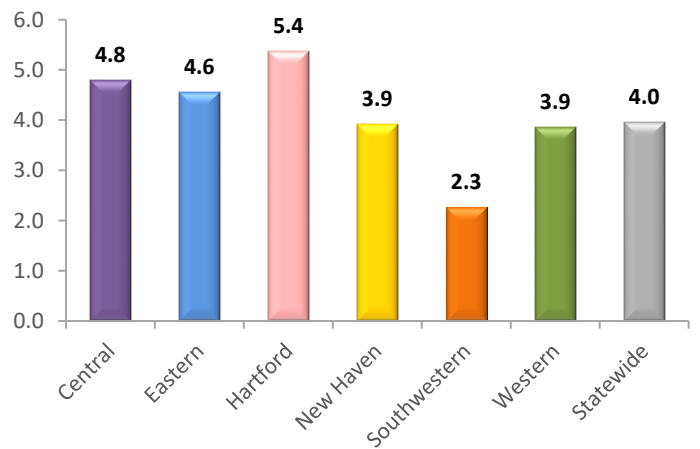


Figure 5. Mobile Response by Service Area

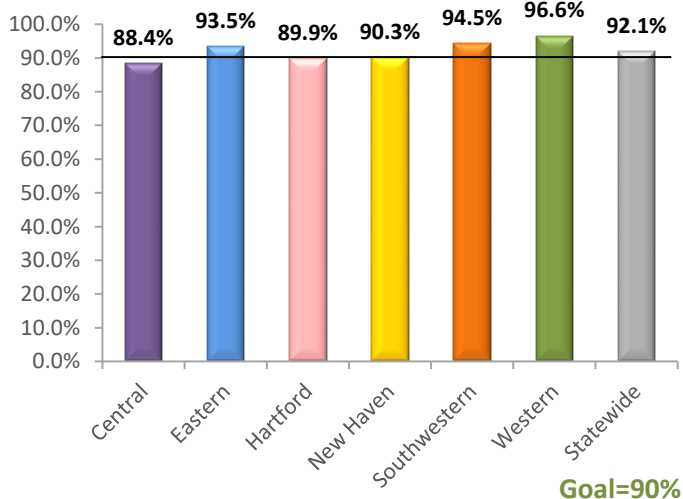
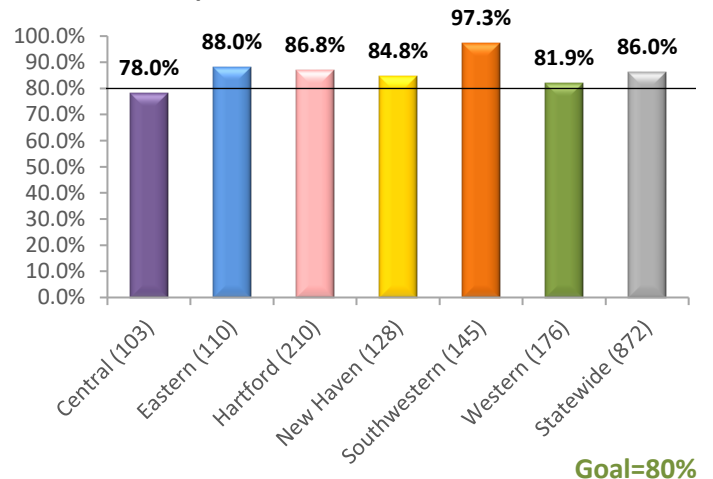


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

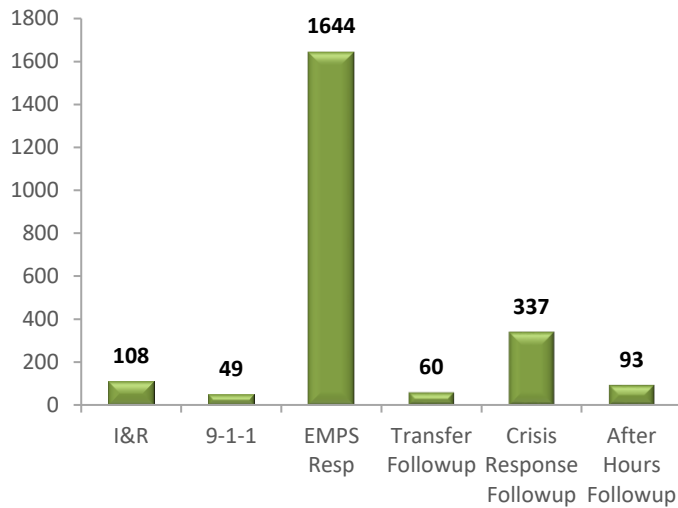


Figure 8. Mobile Crisis Episodes by Provider

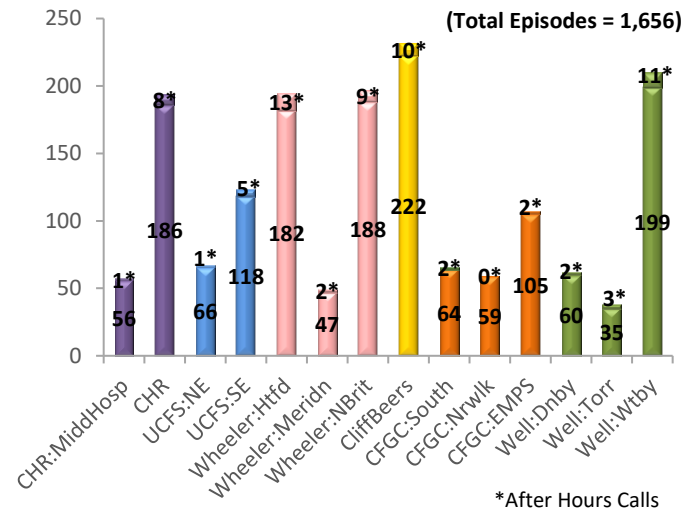


Figure 9. Actual Initial Mobile Crisis Response by Provider

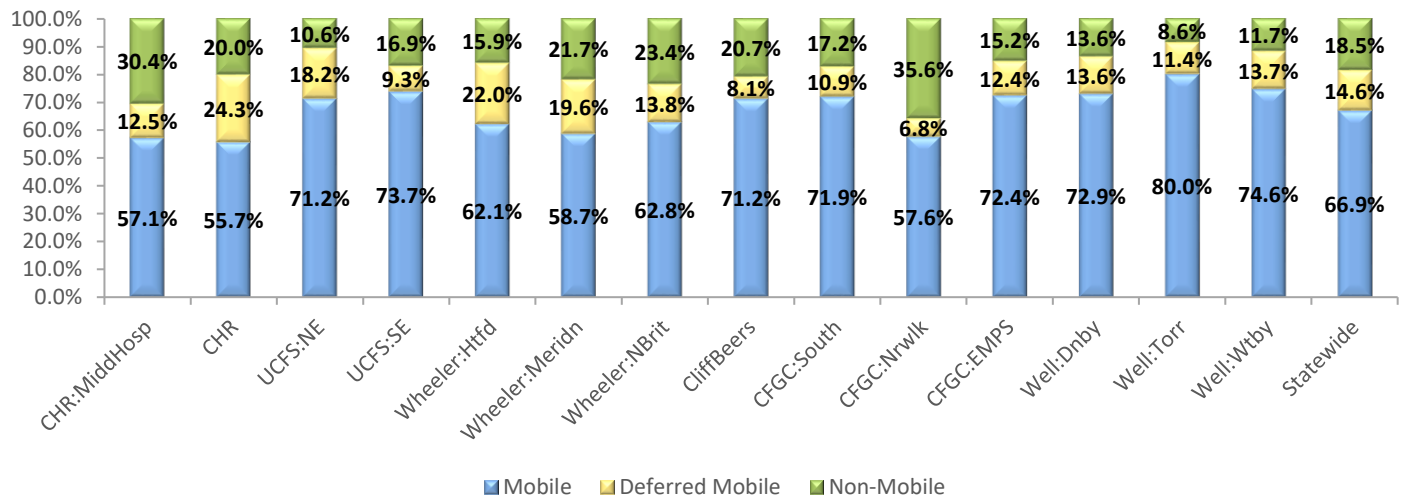
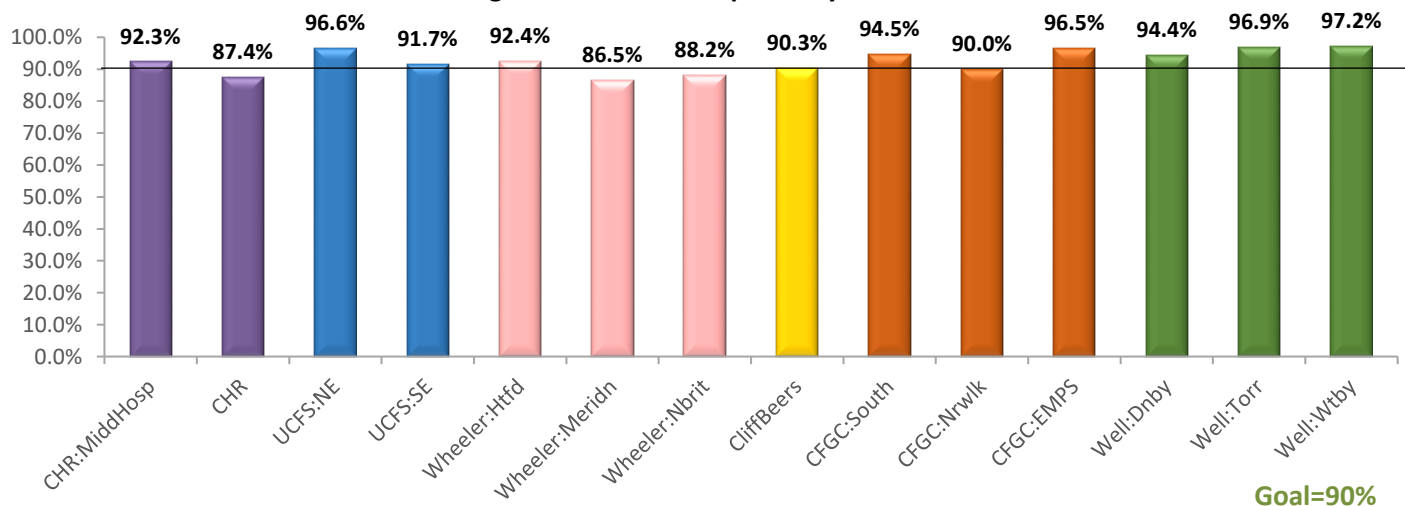


Figure 10. Mobile Response by Provider



Section III: Response Time

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

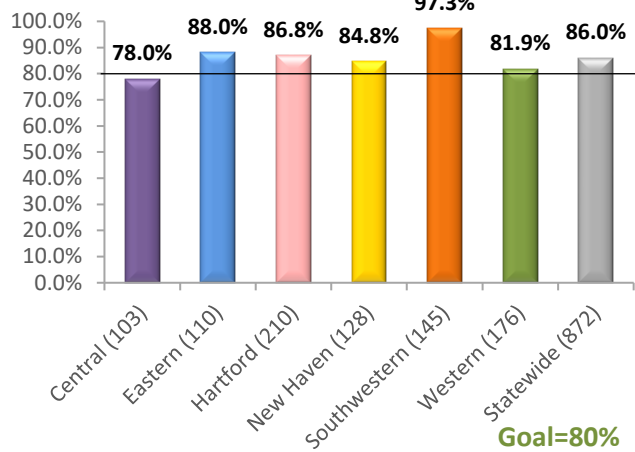


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

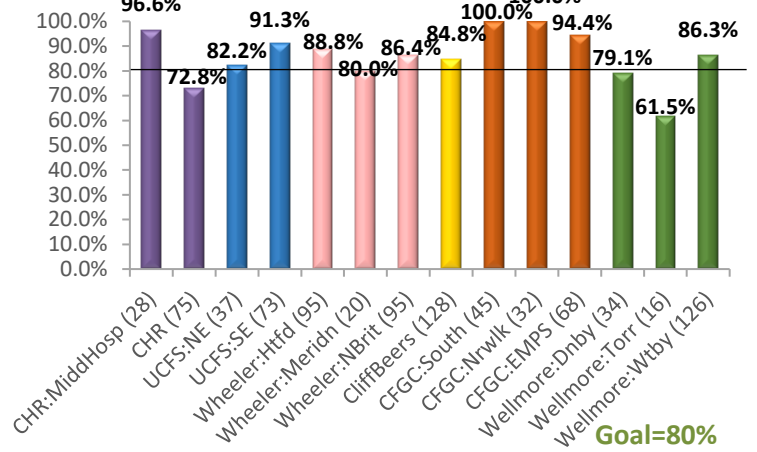


Figure 13. Median Mobile Response Time in Minutes

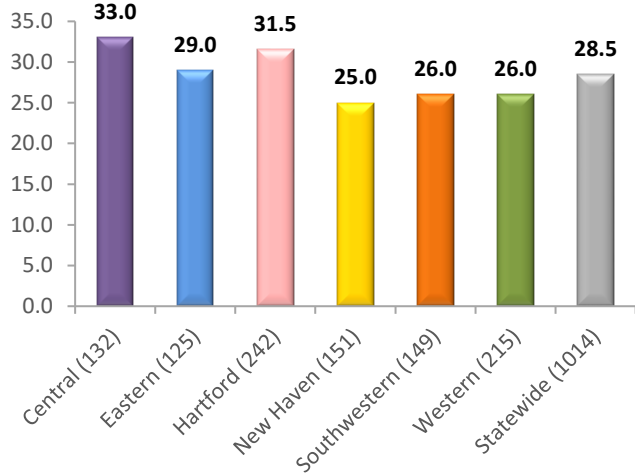
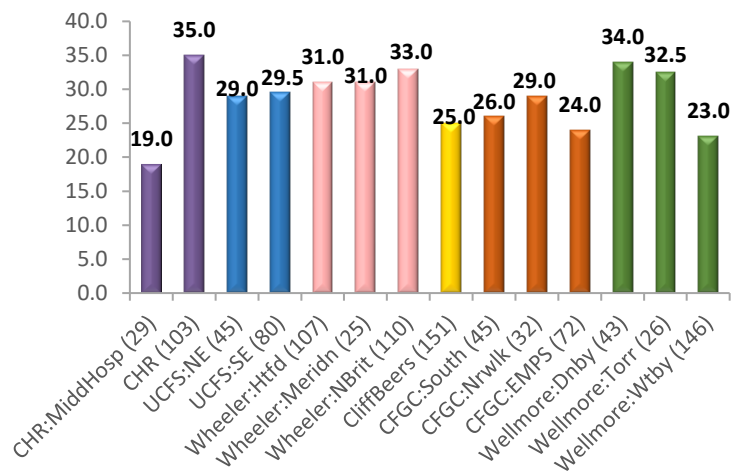


Figure 14. Median Mobile Response Time by Provider in Minutes



Section IV: Emergency Department Referrals

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

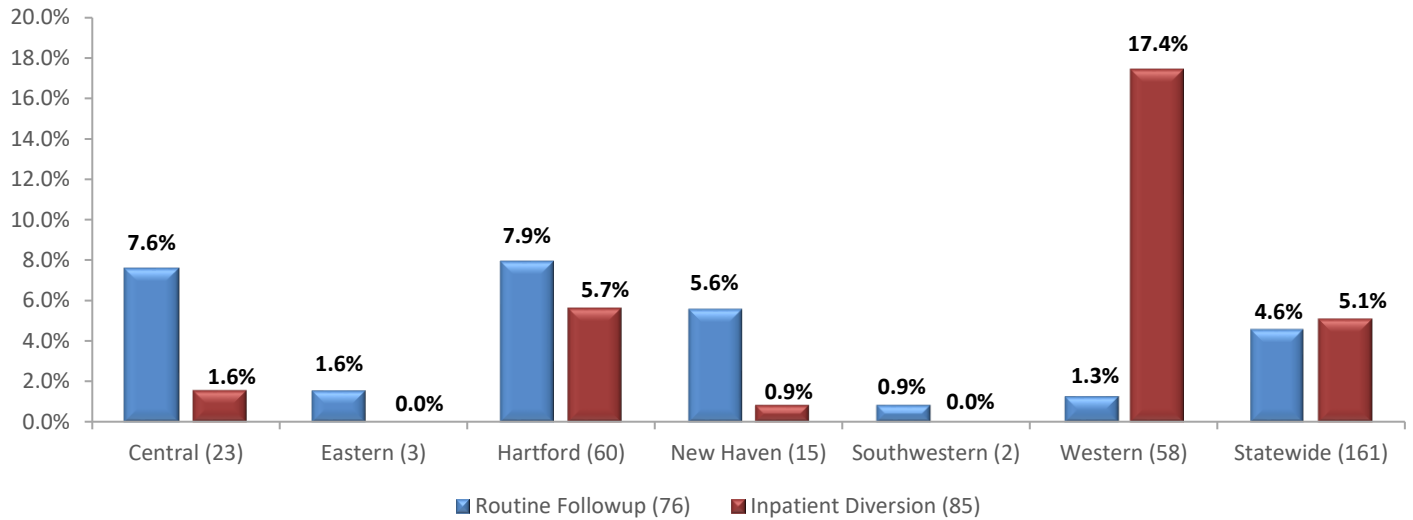
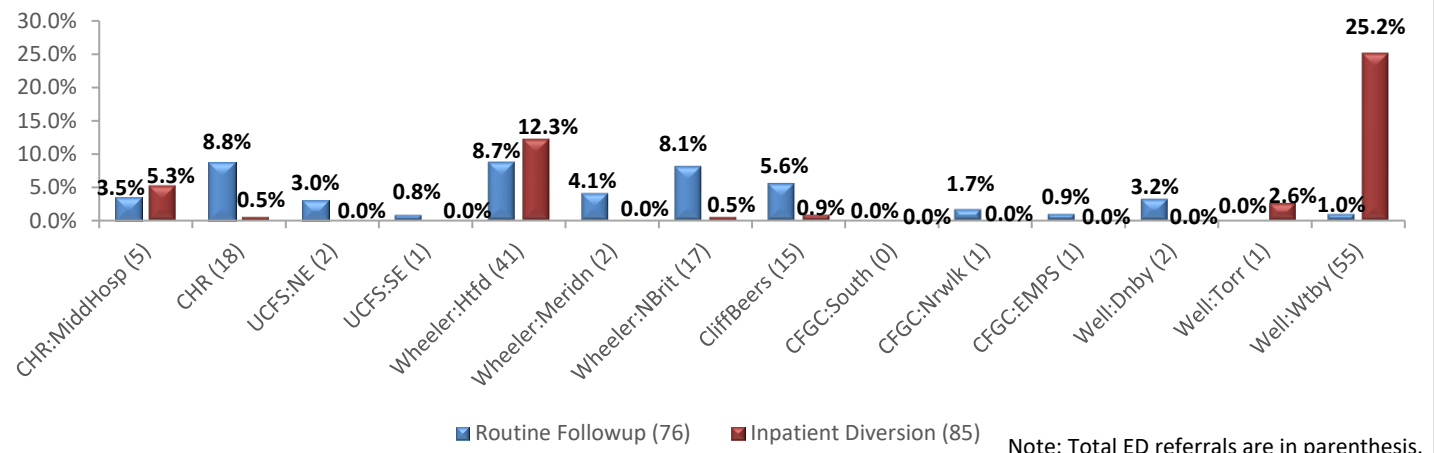


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



Section V: Length of Stay (LOS)

Table 1. LOS for Discharged Episodes with a Crisis Response 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	254	11.78	10.0	0% (n = 0)
Central	49	12.3	10.0	0% (n = 0)
Eastern	5	21.8	23.0	0% (n = 0)
Hartford	101	10.0	9.0	0% (n = 0)
New Haven	9	14.7	14.0	0% (n = 0)
Southwestern	15	15.2	15.0	0% (n = 0)
Western	75	12.2	11.0	0% (n = 0)