



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: December 2019

Updated 1/21/20

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This report was prepared by the Mobile Crisis Intervention Services Performance Improvement Center (PIC):

Kayla Theriault, Data Analyst; Aleece Kelly, MPP, Senior Data Analyst; Yecenia Casiano, MS, Project Coordinator; Kellie Randall, Ph.D., Director; Carrie Shaw, Administrative Assistant; Jill Perreault, MS, Training Support Specialist (Wheeler Clinic); Sarah Camerota, LICSW, 2-1-1 EMPS Program Manager (United Way of CT-2-1-1); Jeffrey Vanderploeg, Ph.D., CEO

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 December 2019, 2-1-1 and Mobile Crisis received 1,396 calls including 1,009 calls (72.3%) handled by Mobile Crisis providers and 387 calls (27.7%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed an 18.8% decrease in call volume from December 2018 (n=1,720).

Among the **1,009 episodes of care** this month, episode volume ranged from 120 episodes (Eastern) to 295 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.2, with service area rates ranging from 0.8 (Southwestern) to 1.9 (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 2.3 per 1,000 children in poverty, with service area rates ranging from 1.5 (Southwestern) to 3.2 (Hartford).

Mobility: Statewide mobility was **89.7% this month**; lower than the rate in December 2018 (93.5%). Three of the six service areas were at or above the 90% benchmark this month, with performance ranging from 87.0% (Eastern and Hartford) to 93.5% (Southwestern). Mobility for individual providers ranged from 75.0% (Wheeler: Meriden) to 98.0% (CFGF: EMPS). Seven of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **82.7% of mobile episodes received a face-to-face response in 45 minutes or less**, which is lower than the rate in December 2018 (87.1%). Four of the six service areas were at or above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 77.1% (New Haven) to 92.0% (Southwestern). Eight of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 31.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **2.9% of the 346 plus stabilization follow-up episodes exceeded 45 days**. The statewide median LOS for episodes discharged this month with a crisis response of *plus stabilization follow-up* was 14.0 days. The regional median LOS ranged from 11.0 days (Hartford) to 45.0 days (New Haven).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

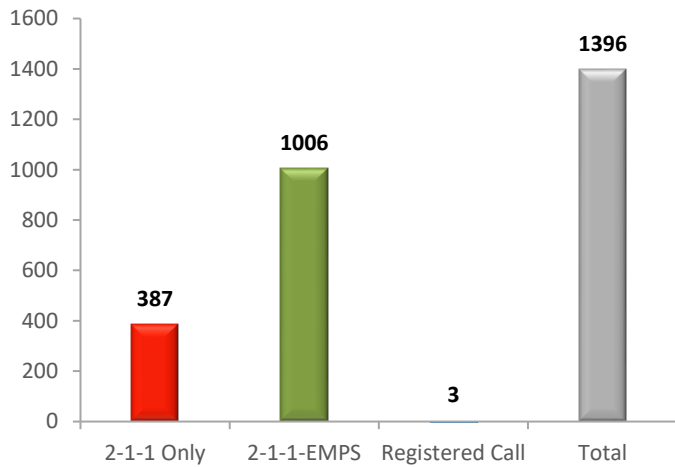


Figure 2. Mobile Crisis Episodes by Service Area

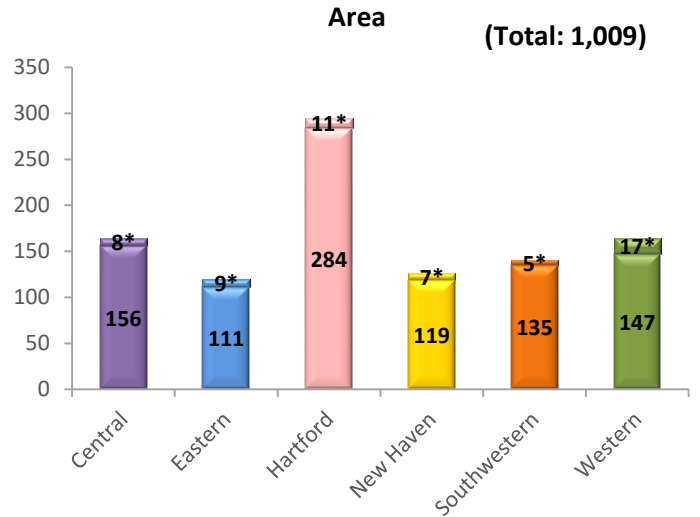


Figure 3. Number Served Per 1,000 Children

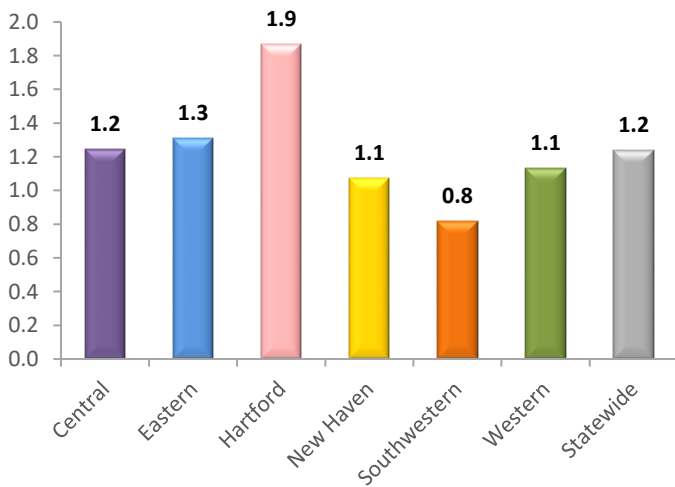


Figure 4. Number Served per 1,000 Children in Poverty

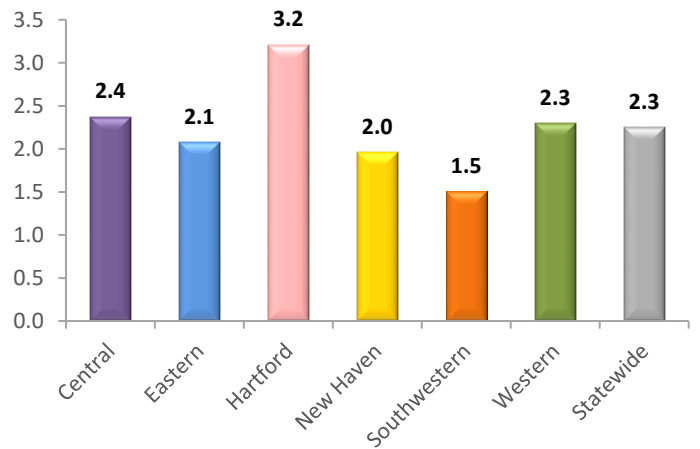


Figure 5. Mobile Response by Service Area

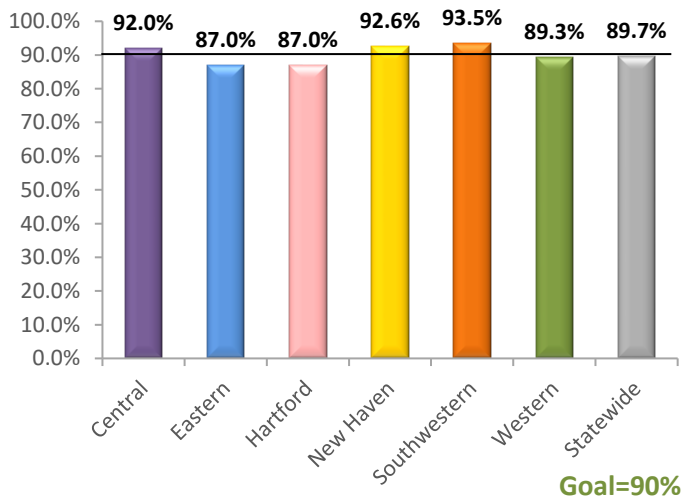
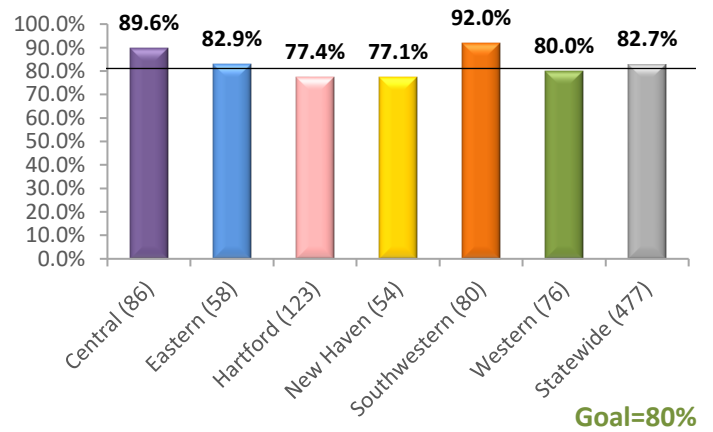


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



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

Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

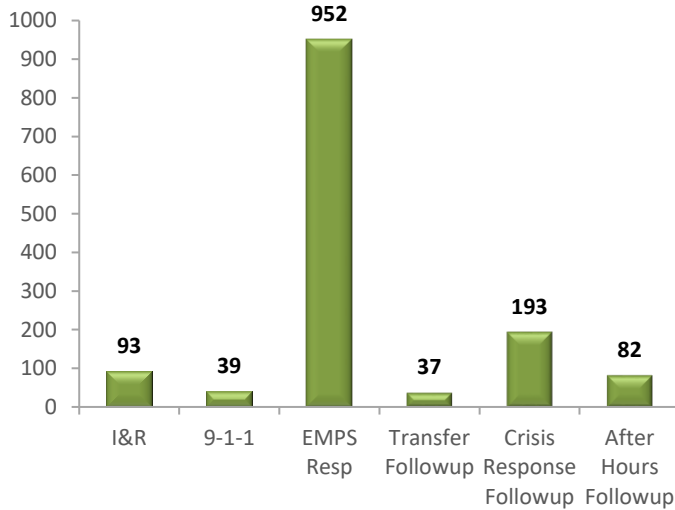


Figure 8. Mobile Crisis Episodes by Provider

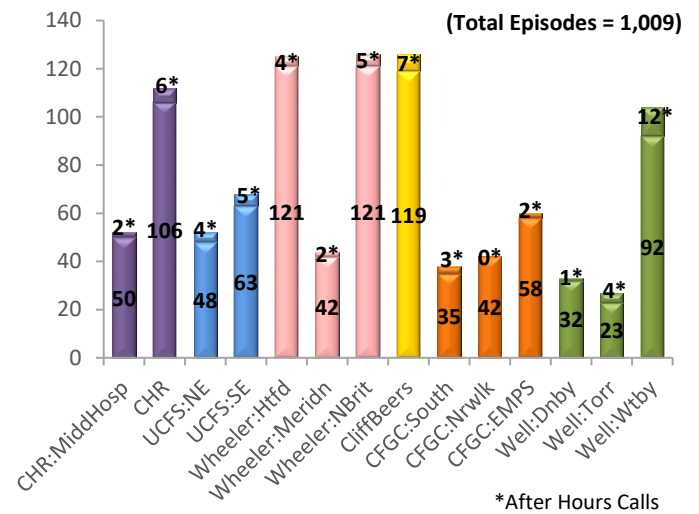


Figure 9. Actual Initial Mobile Crisis Response by Provider

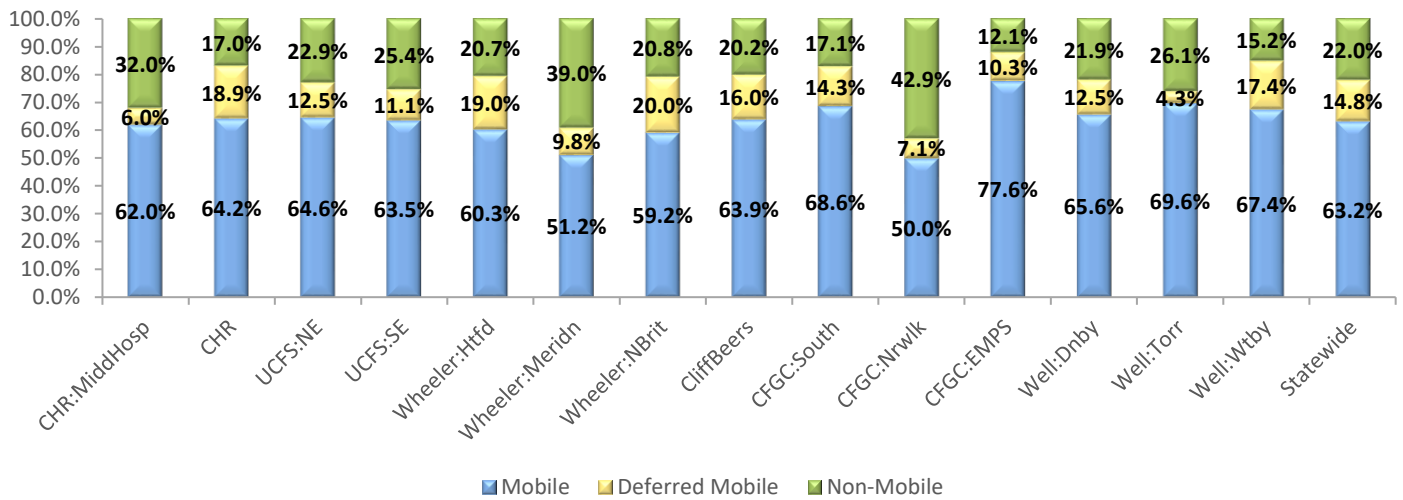
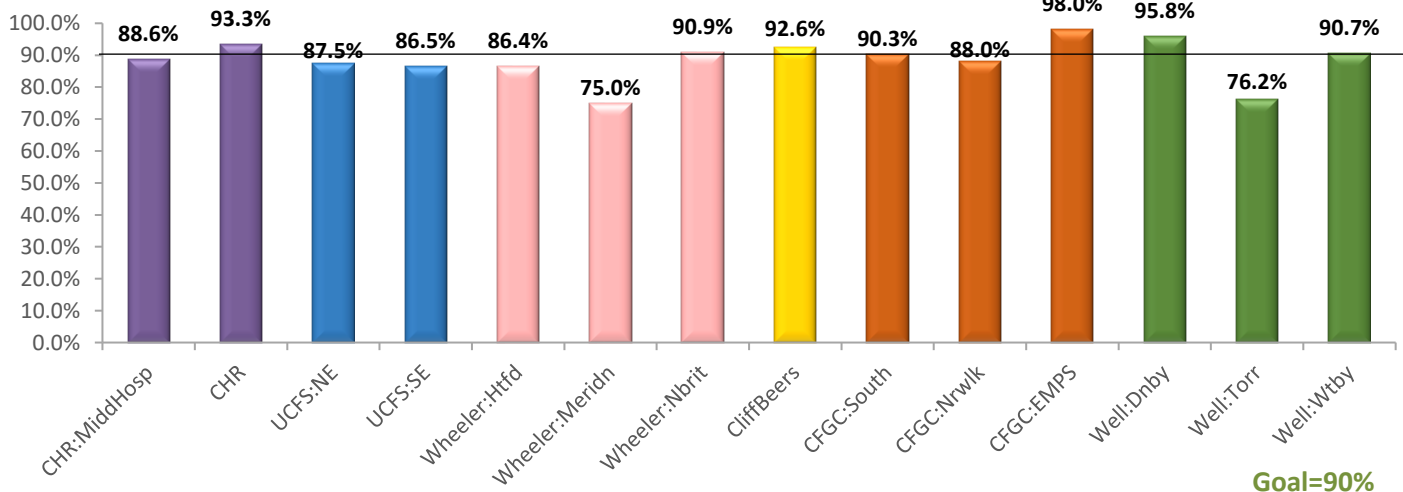
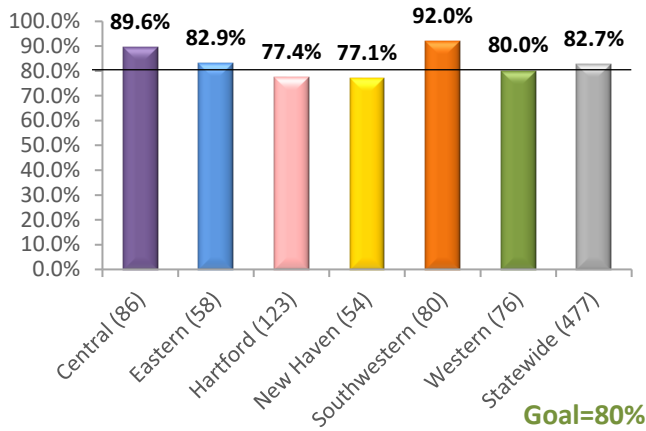


Figure 10. Mobile Response by Provider



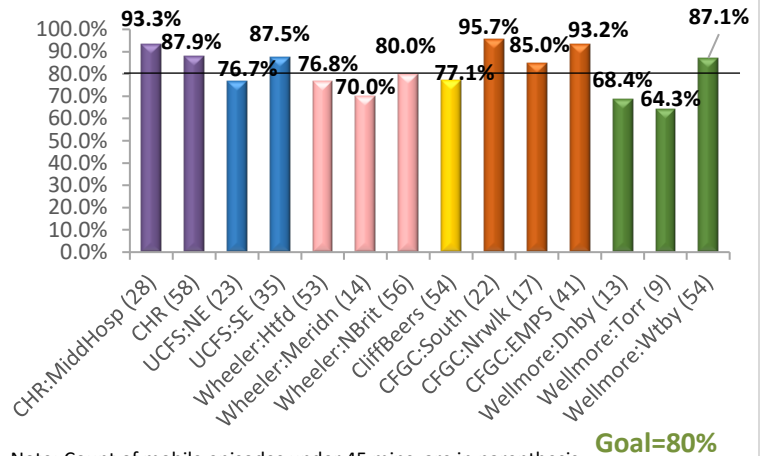
Section III: Response Time

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



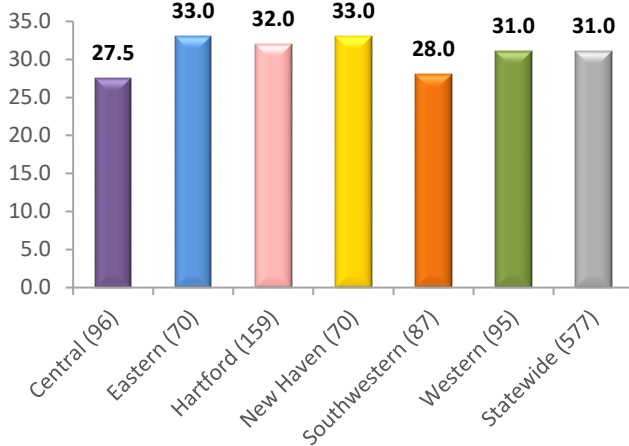
Note: Count of mobile episodes under 45 mins. are in parenthesis.

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



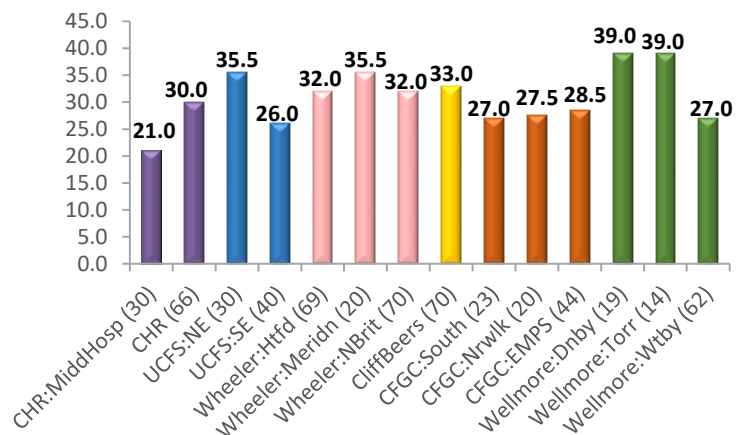
Note: Count of mobile episodes under 45 mins. are in parenthesis.

Figure 13. Median Mobile Response Time in Minutes



Note: Count of mobile EMPS response episodes are in parenthesis.

Figure 14. Median Mobile Response Time by Provider in Minutes



Note: Count of mobile EMPS response episodes are in parenthesis.

Section IV: Emergency Department Referrals

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

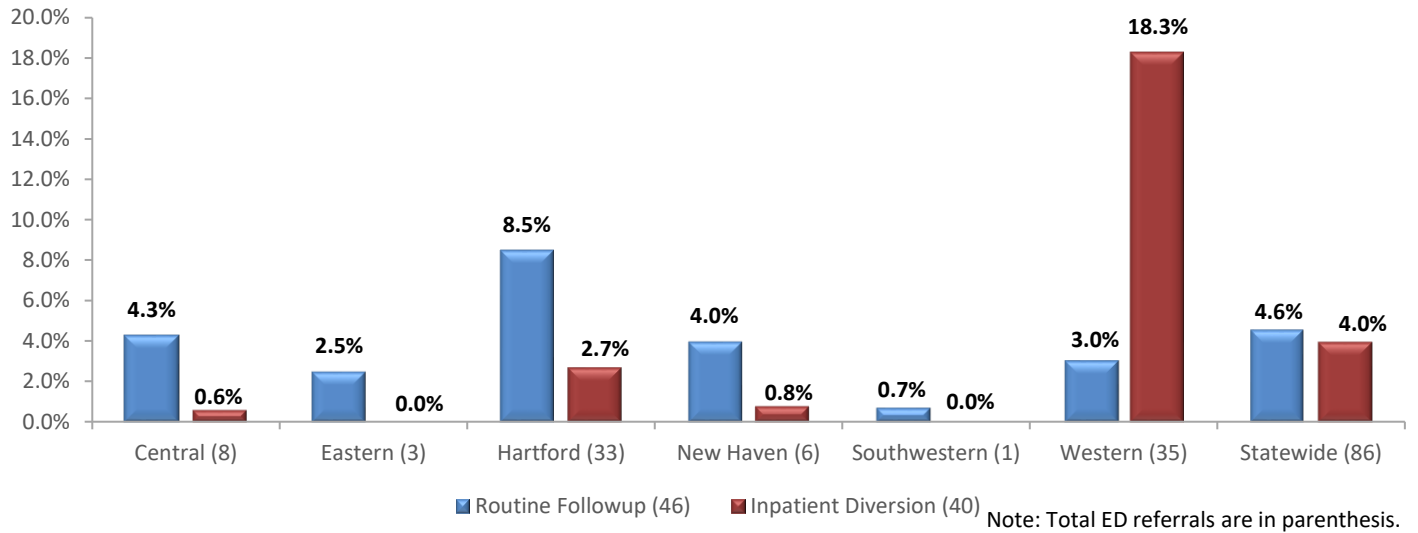
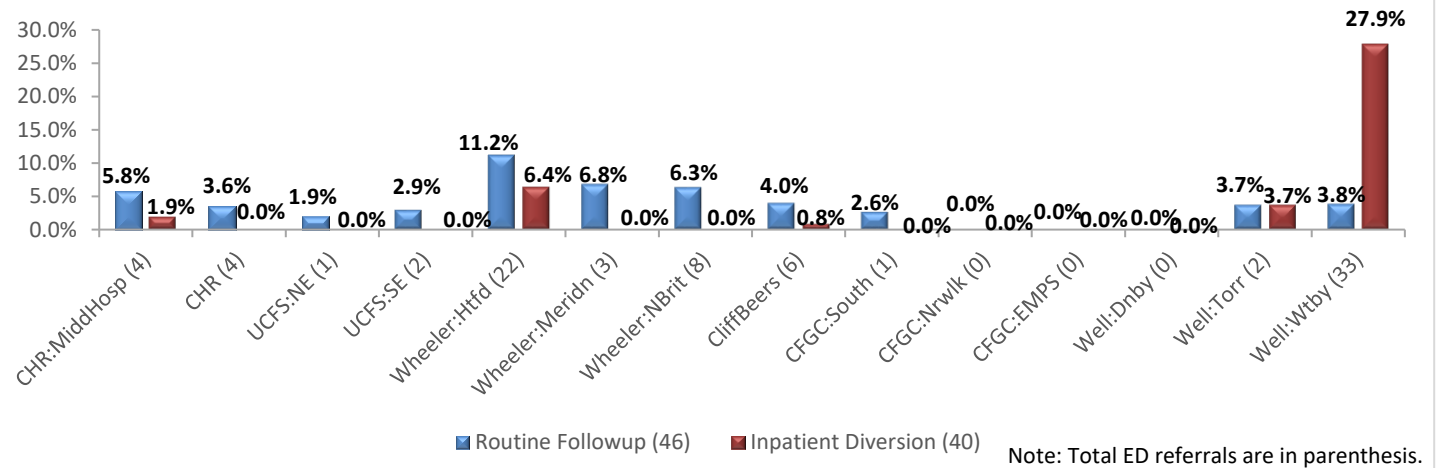


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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	346	17.3	14.0	2.9% (n = 10)
Central	24	17.3	13.5	4.2% (n = 1)
Eastern	10	25.9	22.0	10.0% (n = 1)
Hartford	145	13.1	11.0	0% (n = 0)
New Haven	2	45.0	45.0	50.0% (n = 1)
Southwestern	36	30.4	33.0	5.6% (n = 2)
Western	129	17.3	14.0	3.9% (n = 5)