



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: January 2020

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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
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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 January 2020, 2-1-1 and Mobile Crisis received 2,046 calls including 1,519 calls (74.2%) handled by Mobile Crisis providers and 527 calls (25.8%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). One Mobile Crisis call was excluded from analysis due to missing disposition information. This month showed a 3.8% increase in call volume from January 2019 (n=1,972).

Among the **1,518 episodes of care** this month, episode volume ranged from 169 episodes (Eastern) to 386 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.9, with service area rates ranging from 1.2 (Southwestern) to 2.4 (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 3.8 per 1,000 children in poverty, with service area rates ranging from 2.2 (Southwestern) to 5.1 (Central).

Mobility: **Statewide mobility was 92.9% this month;** lower than the rate in January 2019 (95.5%). Five of the six service areas were at or above the 90% benchmark this month, with performance ranging from 88.3% (New Haven) to 98.5% (Eastern). Mobility for individual providers ranged from 77.8% (Wellmore: Torrington) to 100.0% (CFG: Norwalk). Eleven of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **83.8% of mobile episodes received a face-to-face response in 45 minutes or less**, which is lower than the rate in January 2019 (87.0%). 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 69.2% (New Haven) to 96.3% (Southwestern). Ten of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 29.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **3.6% of the 303 *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 10.0 days. The regional median LOS ranged from 7.0 days (Hartford) to 33.0 days (New Haven).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

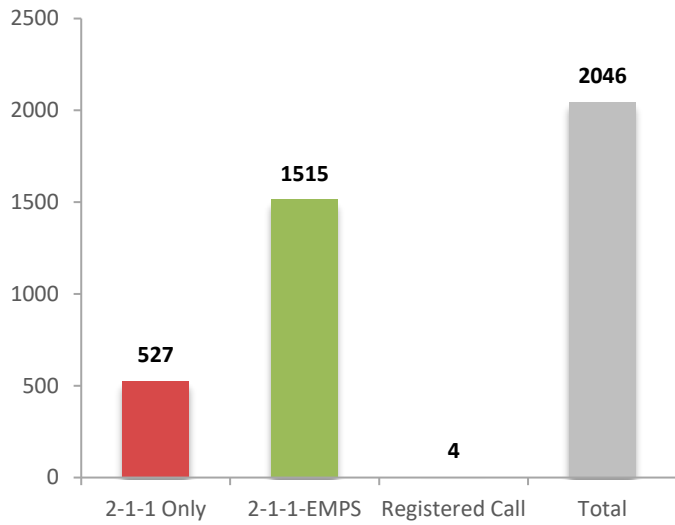


Figure 2. Mobile Crisis Episodes by Service Area

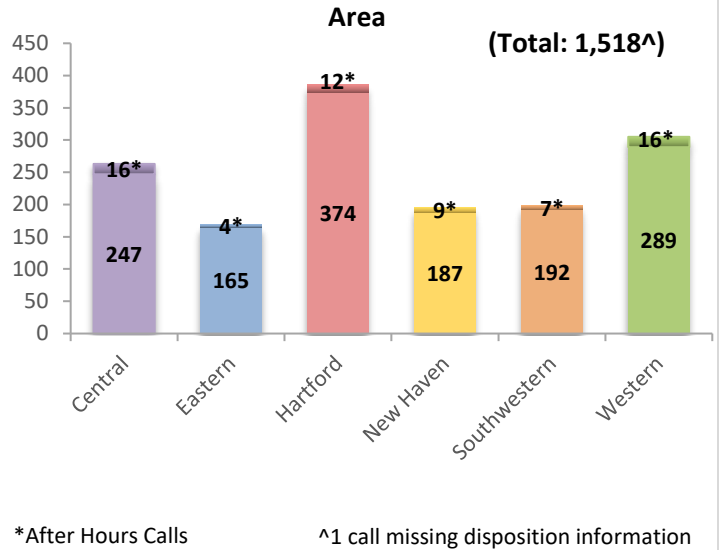


Figure 3. Number Served Per 1,000 Children

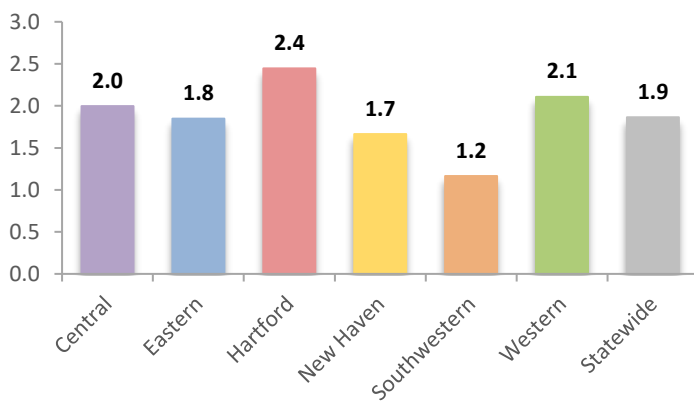


Figure 4. Number Served per 1,000 Children in Poverty

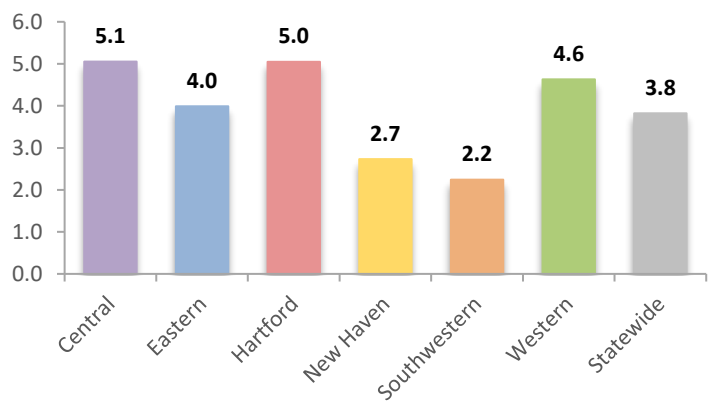


Figure 5. Mobile Response by Service Area

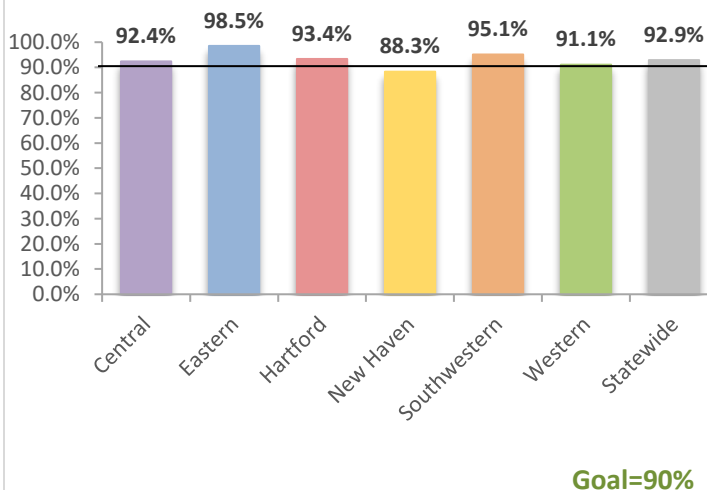
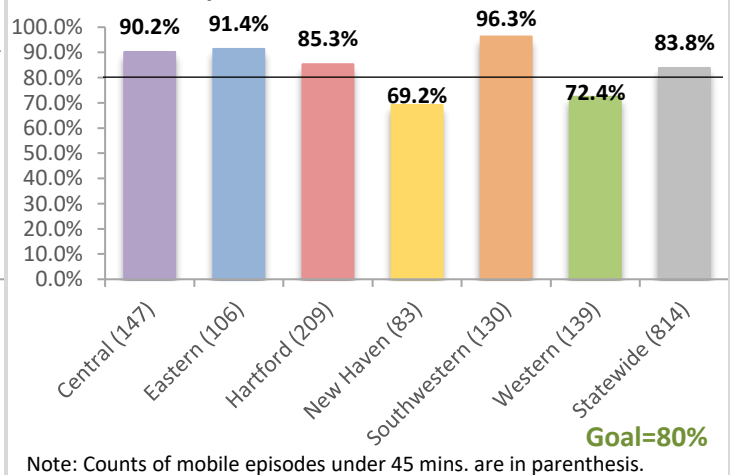


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

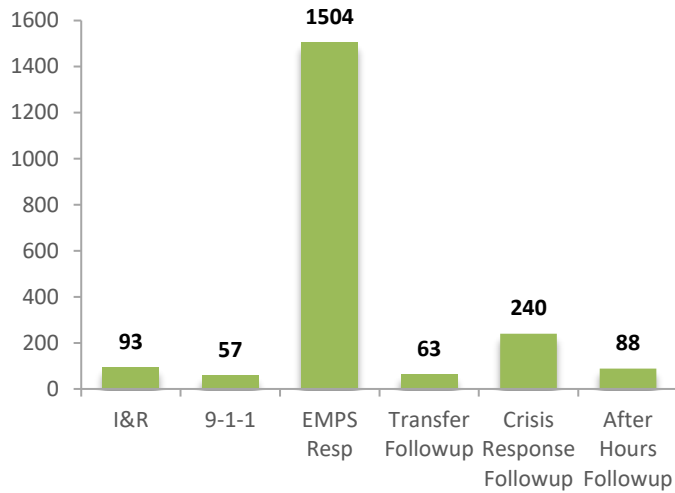


Figure 8. Mobile Crisis Episodes by Provider

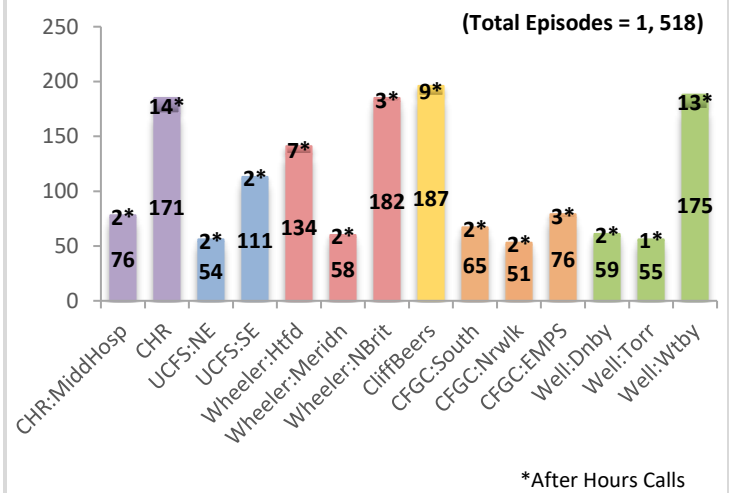


Figure 9. Actual Initial Mobile Crisis Response by Provider

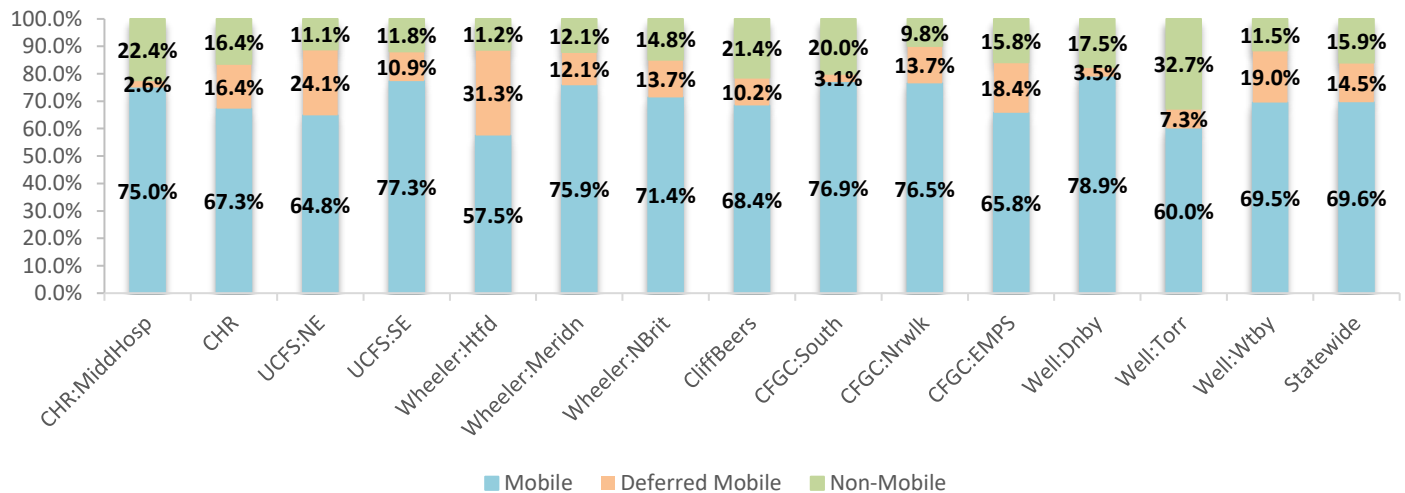
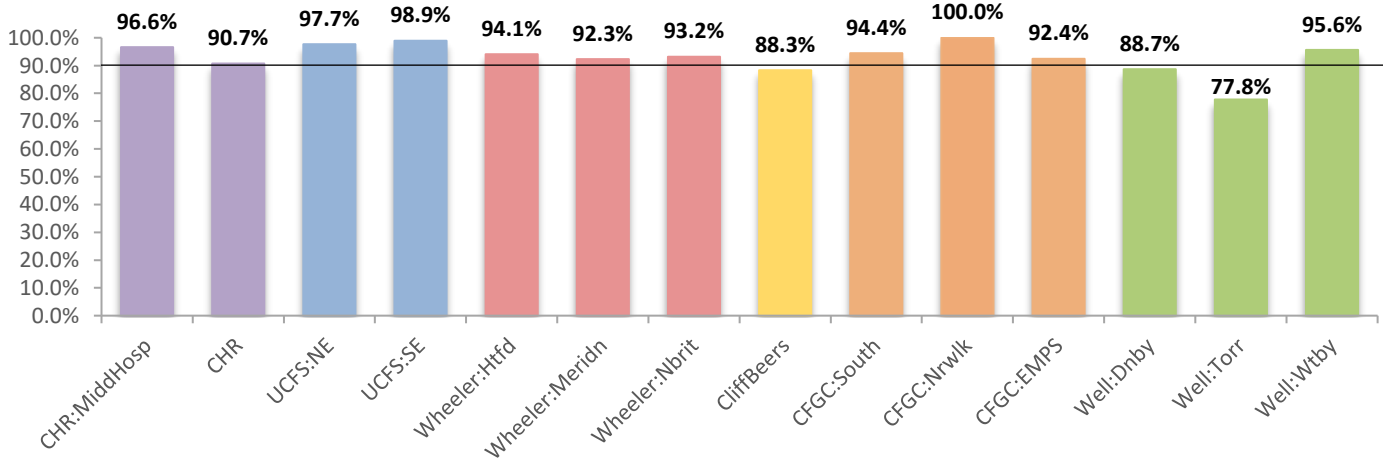


Figure 10. Mobile Response by Provider



Goal=90%

Section III: Response Time

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

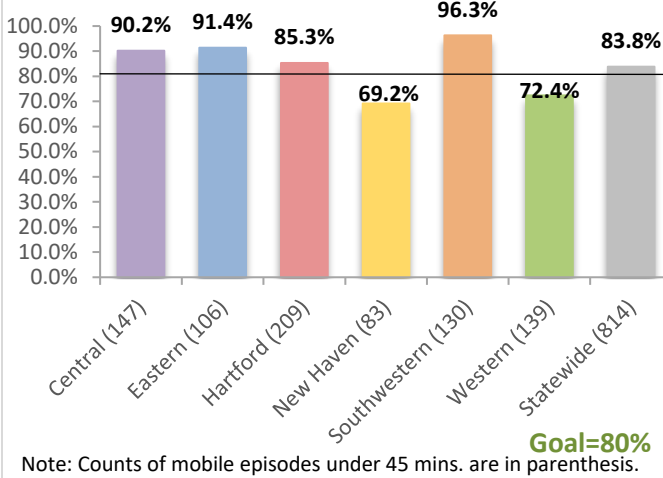


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

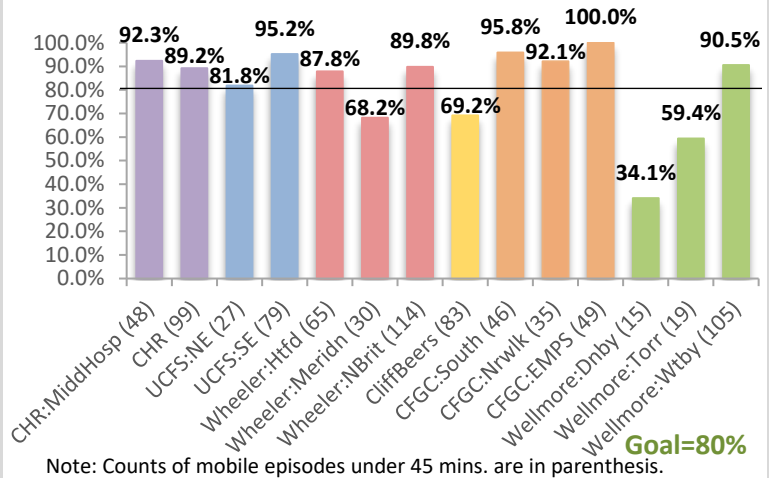


Figure 13. Median Mobile Response Time in Minutes

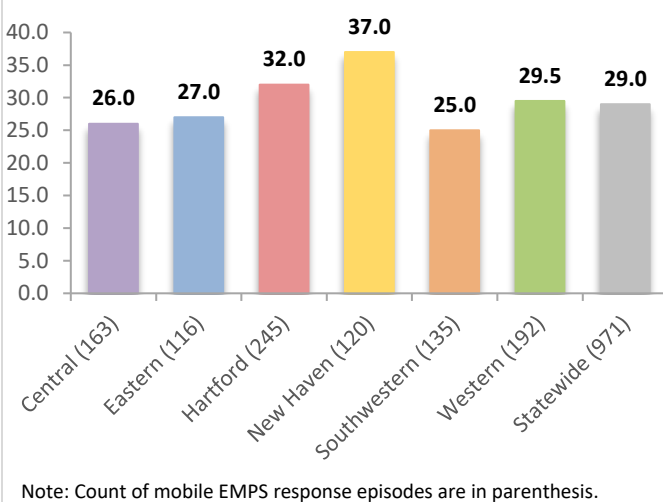
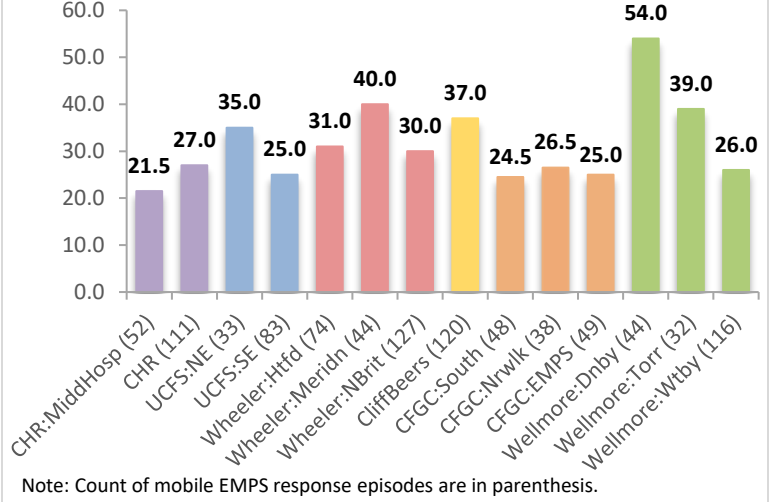


Figure 14. Median Mobile Response Time by Provider in Minutes



Section IV: Emergency Department Referrals

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

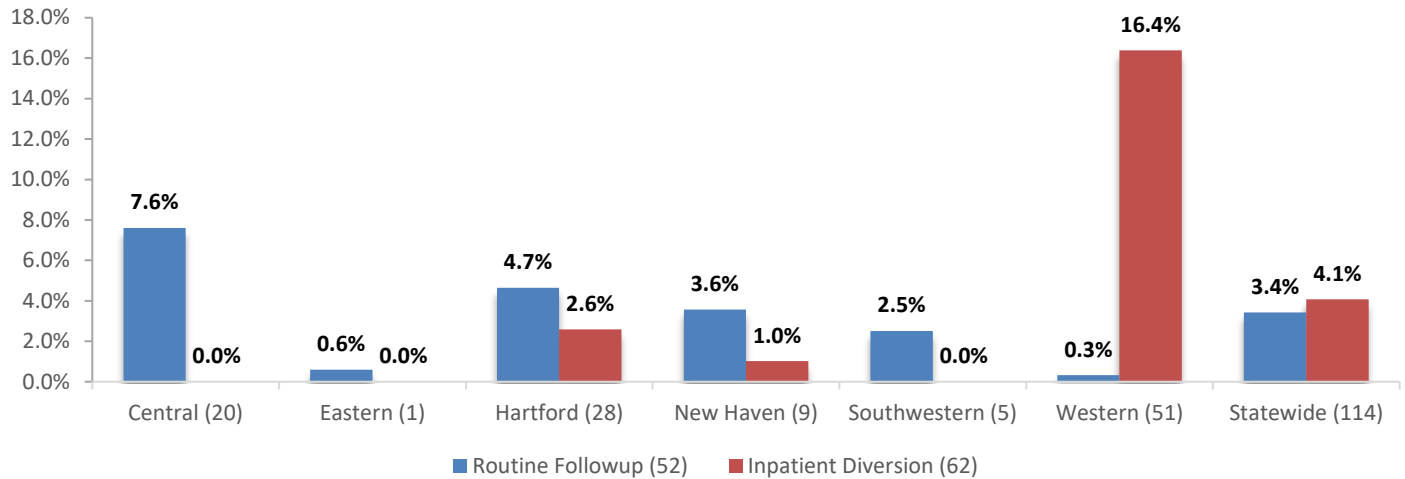
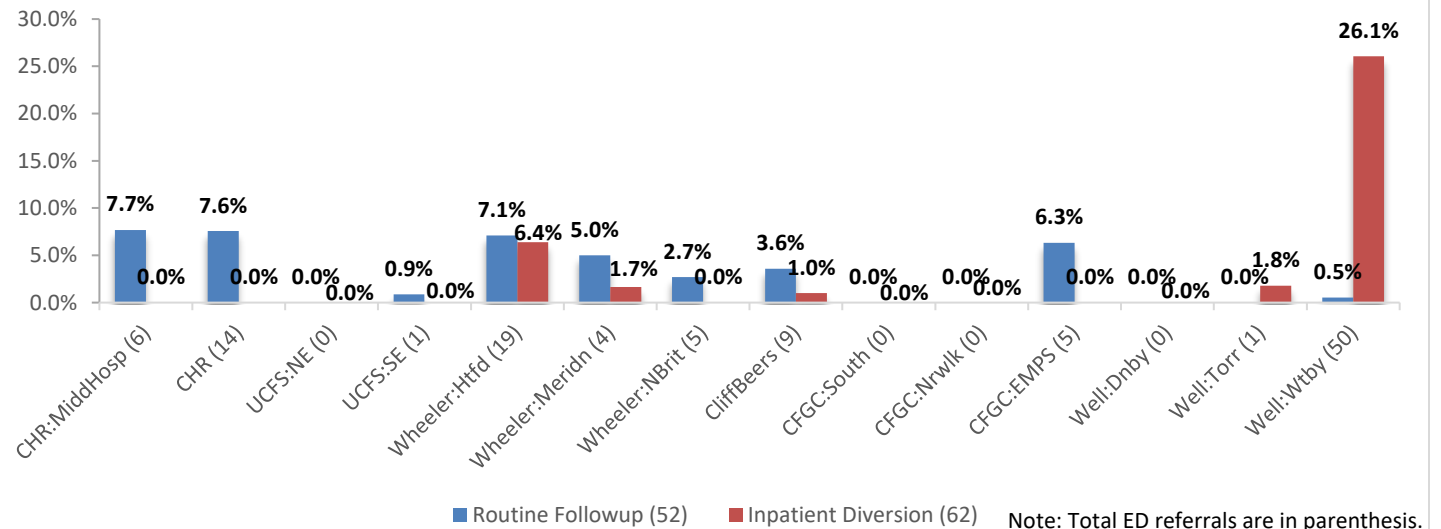


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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	303	15.0	10.0	3.6% (n = 11)
Central	32	18.7	14.0	3.1% (n = 1)
Eastern	15	17.9	13.0	6.7% (n = 1)
Hartford	149	9.9	7.0	0.7% (n = 1)
New Haven	7	35.7	33.0	28.6% (n = 2)
Southwestern	16	19.3	14.5	0.0% (n = 0)
Western	84	19.5	15.0	7.1% (n = 6)