



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: February 2020

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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 February 2020, 2-1-1 and Mobile Crisis received 2,068 calls including 1,455 calls (70.4%) handled by Mobile Crisis providers and 613 calls (29.6%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 17.0% increase in call volume from January 2019 (n=1,768).

Among the **1,455 episodes of care** this month, episode volume ranged from 190 episodes (Eastern) to 390 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.8, with service area rates ranging from 1.0 (Southwestern) to 2.5 (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 3.4 per 1,000 children in poverty, with service area rates ranging from 1.8 (Southwestern) to 5.1 (Hartford).

Mobility: Statewide mobility was **91.0% this month**; lower than the rate in February 2019 (93.1%). Five of the six service areas were at or above the 90% benchmark this month, with performance ranging from 86.7% (New Haven) to 94.2% (Southwestern). Mobility for individual providers ranged from 82.2% (Wellmore: Torrington) to 97.1% (CFGF: Norwalk). Ten of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **82.9% of mobile episodes received a face-to-face response in 45 minutes or less**, which is lower than the rate in February 2019 (86.2%). 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 63.8% (Western) to 97.4% (Southwestern). Eleven of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 30.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **2.2% of the 278 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 11.0 days. The regional median LOS ranged from 7.0 days (Hartford) to 22.0 days (Southwestern).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

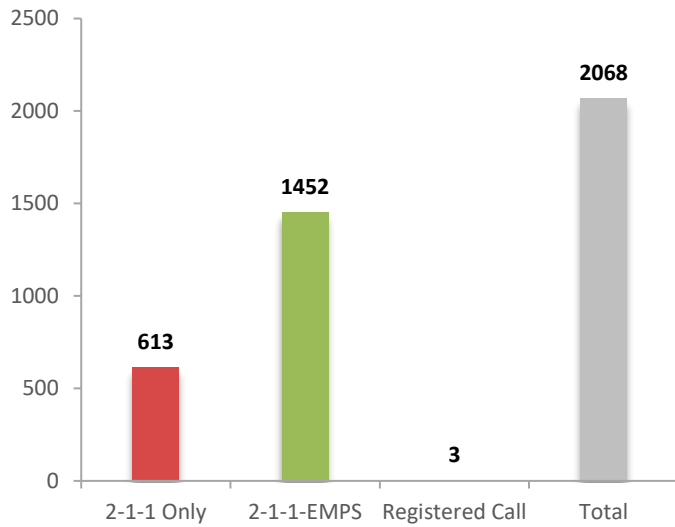


Figure 2. Mobile Crisis Episodes by Service Area

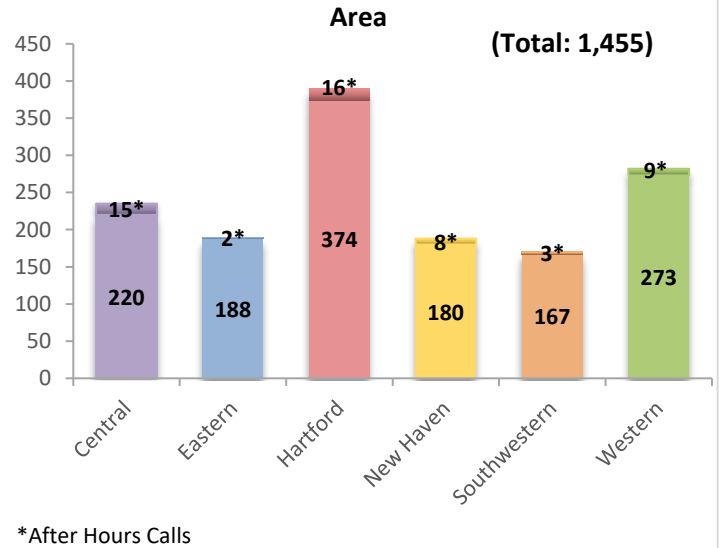


Figure 3. Number Served Per 1,000 Children

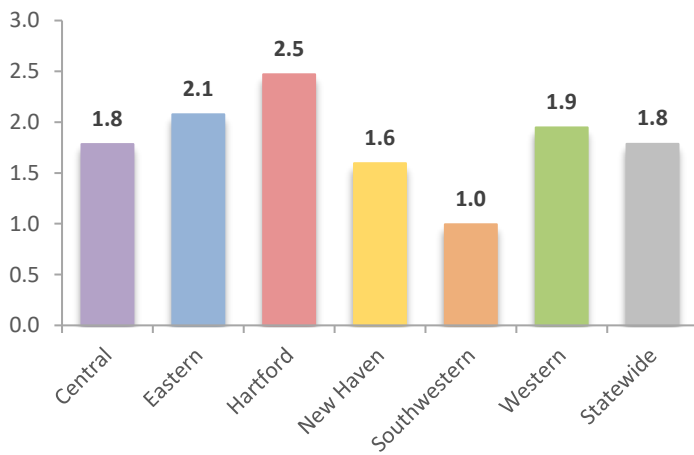


Figure 4. Number Served per 1,000 Children in Poverty

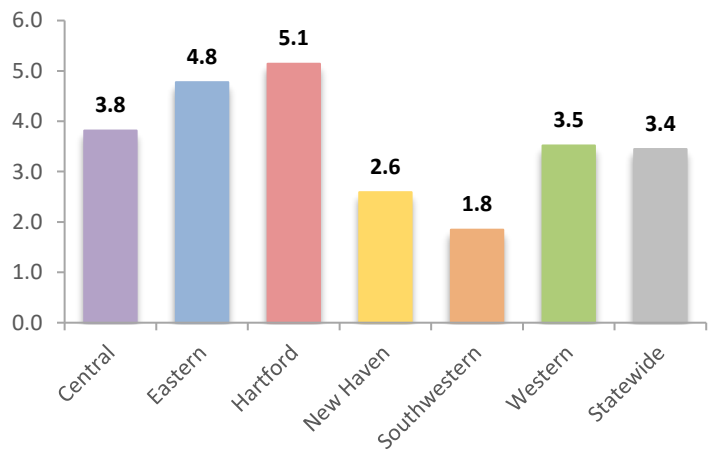


Figure 5. Mobile Response by Service Area

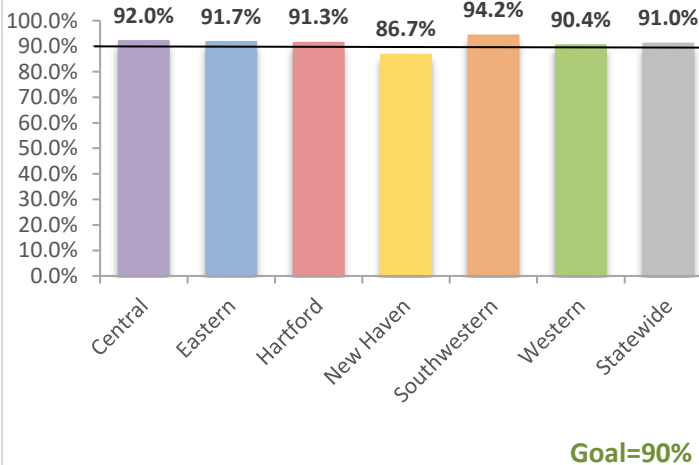
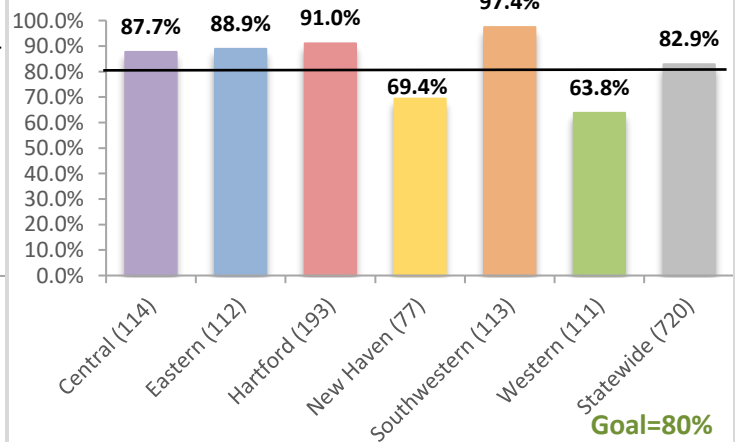


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

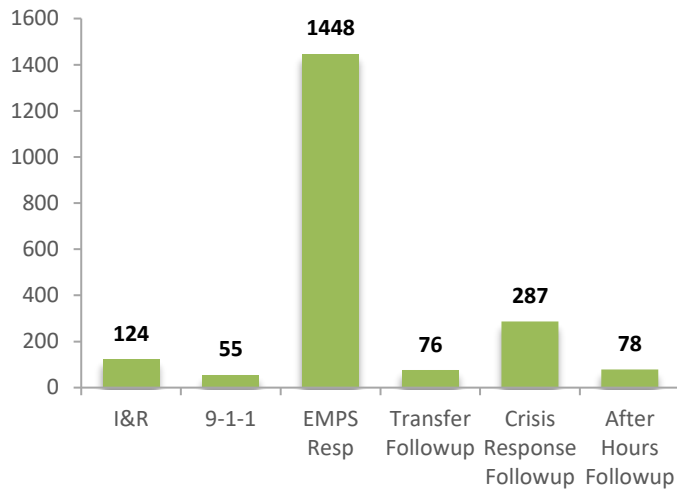


Figure 8. Mobile Crisis Episodes by Provider

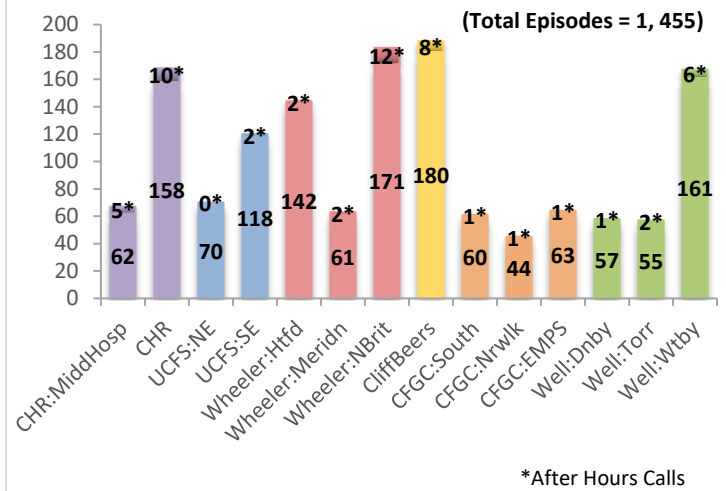


Figure 9. Actual Initial Mobile Crisis Response by Provider

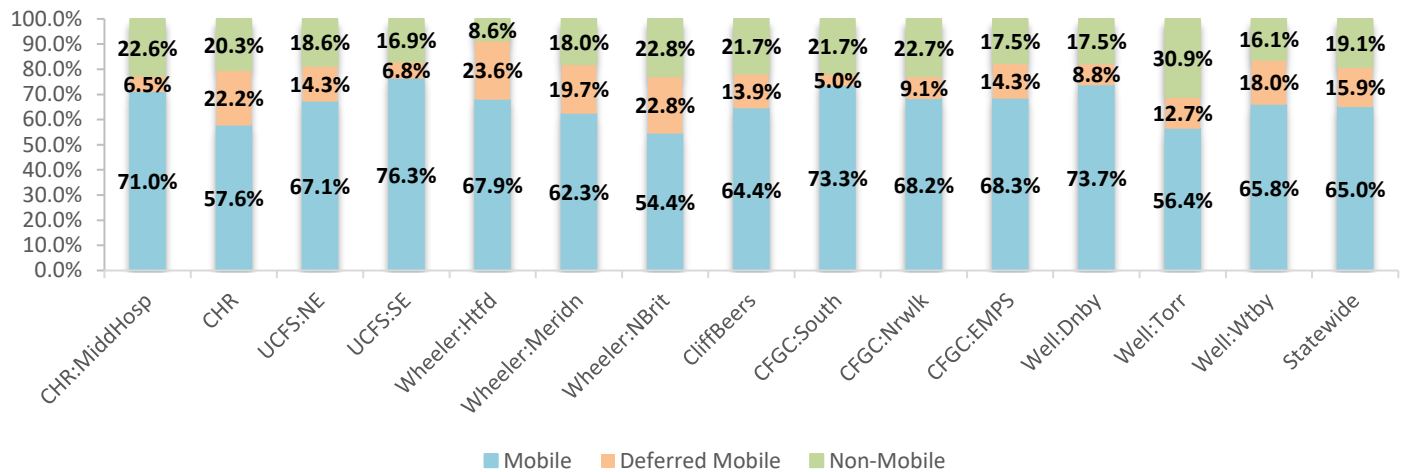
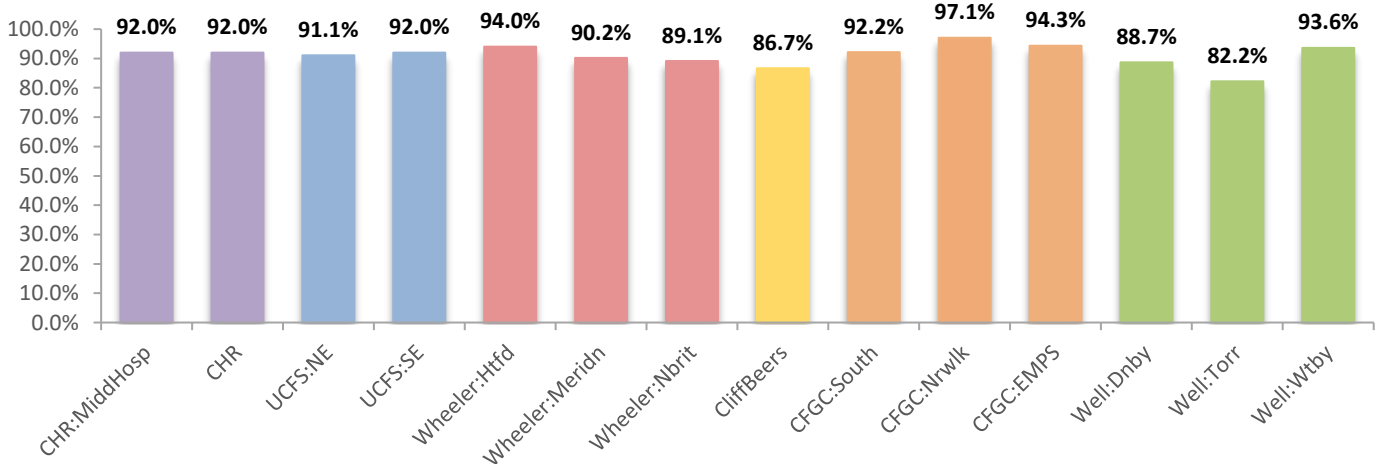


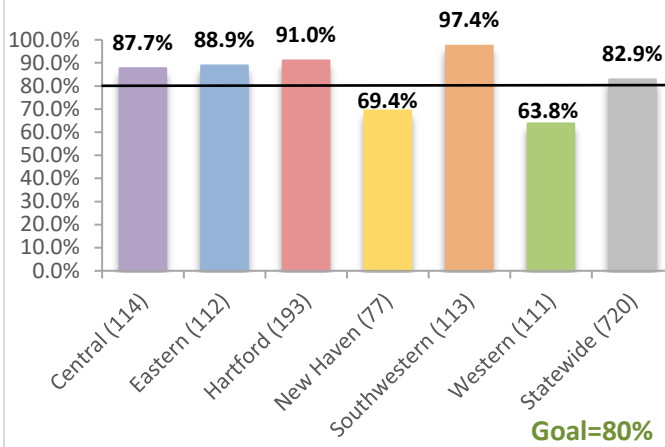
Figure 10. Mobile Response by Provider



Goal=90%

Section III: Response Time

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



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

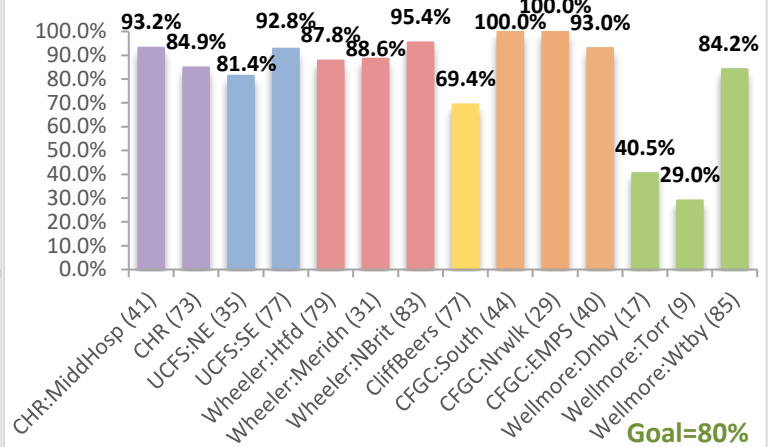
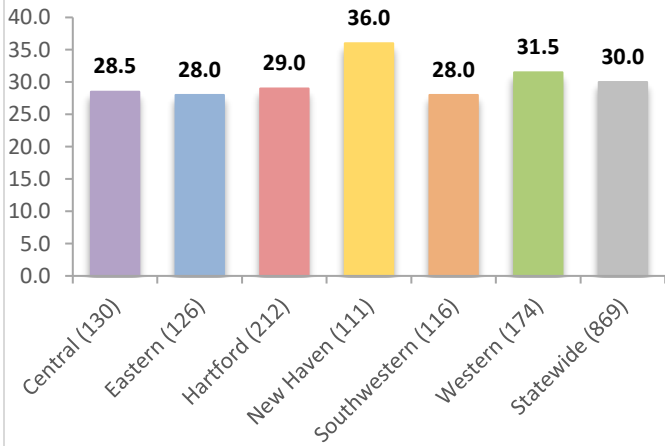
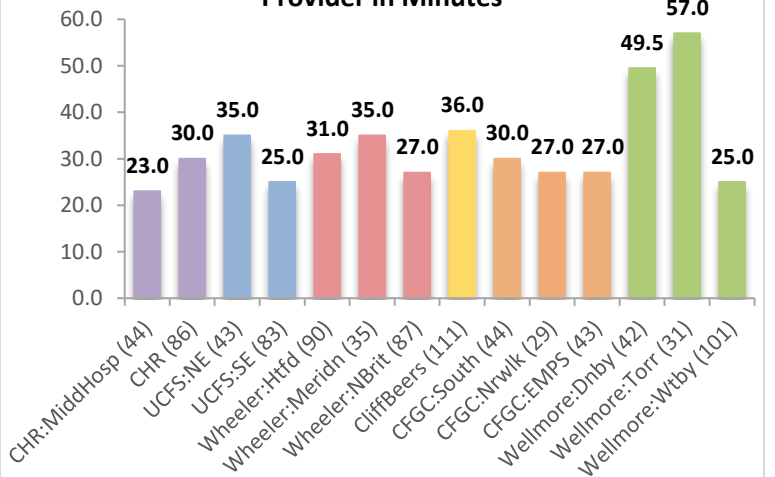


Figure 13. Median Mobile Response Time in Minutes



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

Figure 14. Median Mobile Response Time by Provider in Minutes



Section IV: Emergency Department Referrals

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

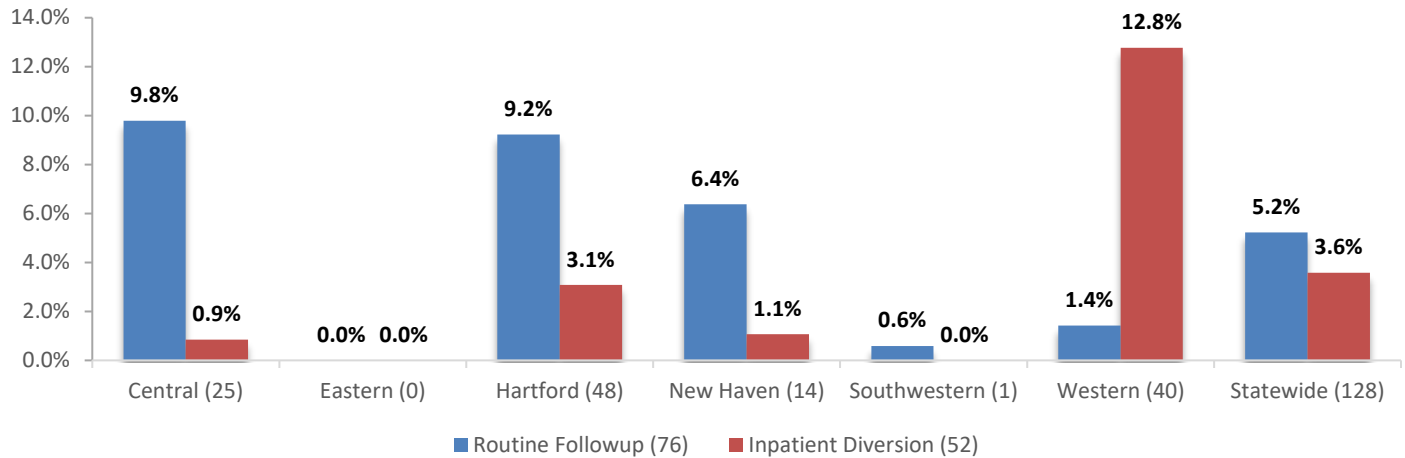
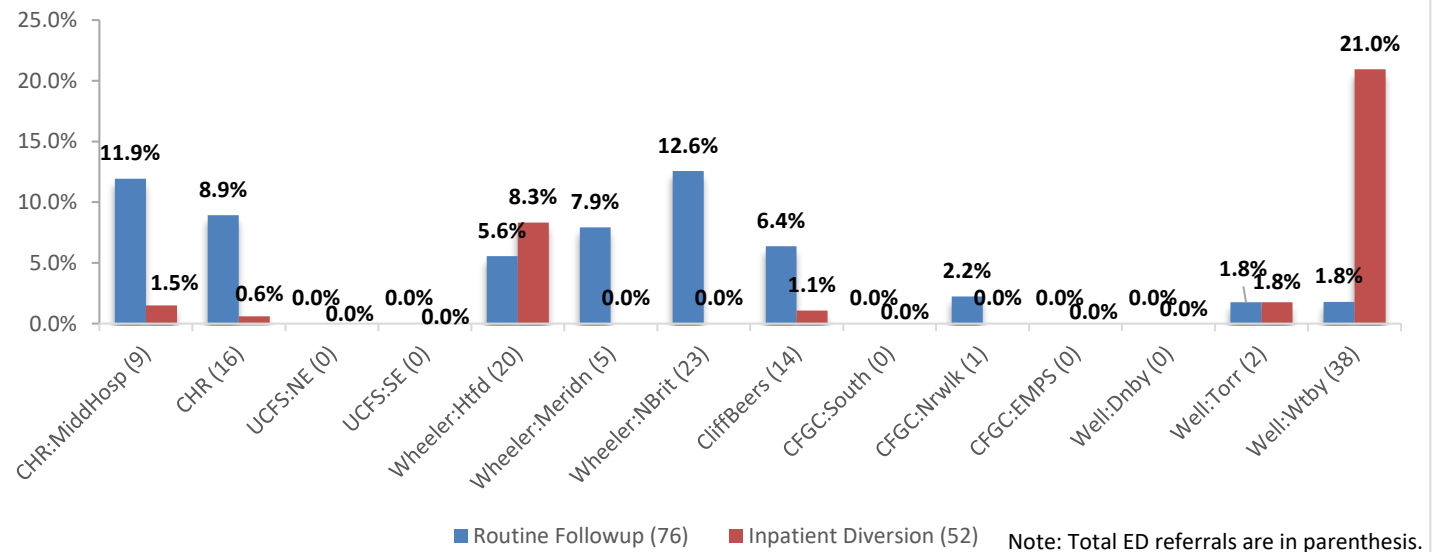


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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	278	14.0	11.0	2.2% (n = 6)
Central	39	13.2	11.0	0.0% (n = 0)
Eastern	8	22.1	15.5	12.5% (n = 1)
Hartford	128	9.4	7.0	0.0% (n = 0)
New Haven	4	31.5	20.5	25.0% (n = 1)
Southwestern	14	20.9	22.0	0.0% (n = 0)
Western	85	18.6	16.0	4.7% (n = 4)