Mobile Crisis Intervention Services Performance Improvement Center (PIC)

Monthly Report: March 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.

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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.

> **Note:** Due to COVID-19, schools were closed and stay-at-home orders were put in place for the non-essential workforce in Connecticut in mid-March. Mobile Crisis is still operational, and as part of the essential workforce providers are working with families to respond to calls via telephone, video conferencing, and in-person responses with safety of the child, family, and clinicians as the top priority. Note that both video and in-person responses during this period may be reflected within the report as 'mobile' responses. Due largely to the closure of schools, there has been a significant decrease in both call and episode volume for Mobile Crisis. This decrease as well as other factors associated with COVID-19, including challenges with data collection, should be noted when reviewing this report.

Call and Episode Volume: In March 2020, 2-1-1 and Mobile Crisis received 1,388 calls including 1,005 calls (72.4%) handled by Mobile Crisis providers and 383 calls (27.6%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). There was one crisis response follow-up call. This month showed a 40.8% decrease in call volume from March 2019 (n=2,346).

Among the **1,004 episodes of care** this month, episode volume ranged from 110 episodes (Eastern) to 279 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.2, with service area rates ranging from 0.7 (Southwestern) to 1.8 (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 1.9 per 1,000 children in poverty, with service area rates ranging from 0.8 (Southwestern) to 3.0 (Hartford).

Mobility: Statewide mobility was 89.1% this month; lower than the rate in March 2019 (92.5%). Two of the six service areas were at or above the 90% benchmark this month, with performance ranging from 85.1% (New Haven) to 95.5% (Southwestern). Mobility for individual providers ranged from 75.0% (Wellmore: Torrington) to 100.0% (Wheeler: Meriden). Eight of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **83.4% of mobile episodes received a face-to-face response in 45 minutes or less**, which is lower than the rate in March 2019 (86.5%). 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 66.7% (Western) to 98.3% (Southwestern). Nine 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, **5.2% of the 367 *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 13.0 days. The regional median LOS ranged from 9.0 days (Hartford) to 39.0 days (New Haven).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

A bar chart showing call volume by call type:
- 2-1-1 Only: 383
- 2-1-1-EMPS: 1000
- Registered Call: 5
- Total: 1388
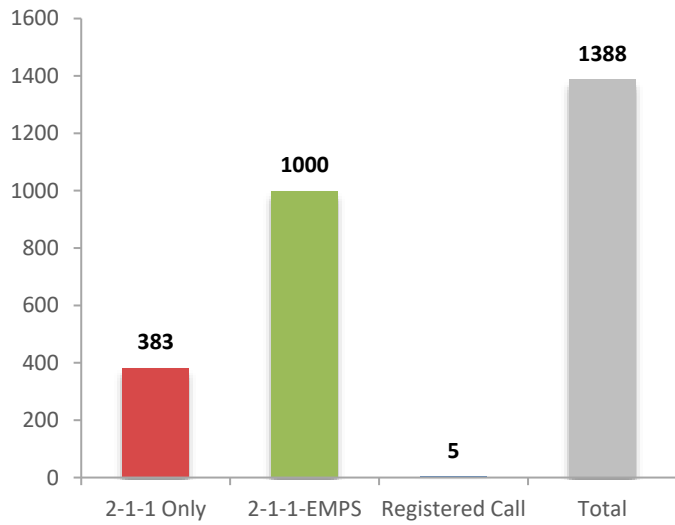
Figure 2. Mobile Crisis Episodes by Service Area

(Total: 1,004^)

Stacked bar chart by service area:
- Central: 177, 14*
- Eastern: 105, 5*
- Hartford: 253, 26*
- New Haven: 123, 9*
- Southwestern: 110, 7*
- Western: 157, 18*

*After Hours Calls   ^1 crisis response follow-up call
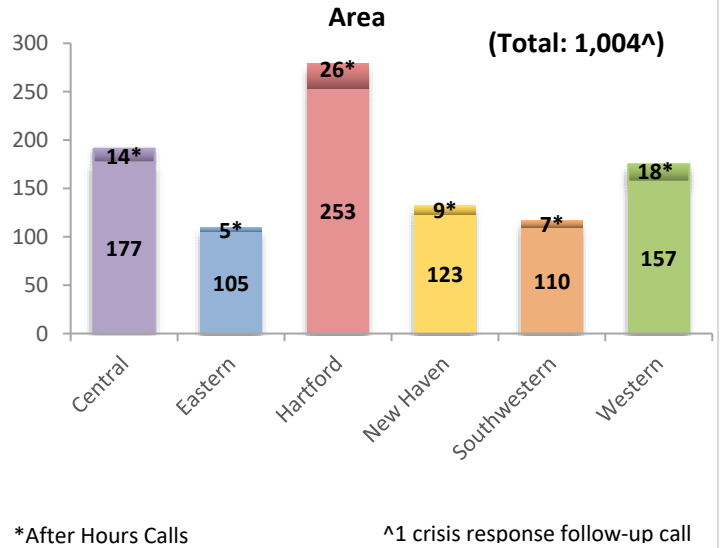
Figure 3. Number Served Per 1,000 Children

Bar chart:
- Central: 1.5
- Eastern: 1.2
- Hartford: 1.8
- New Haven: 1.1
- Southwestern: 0.7
- Western: 1.2
- Statewide: 1.2
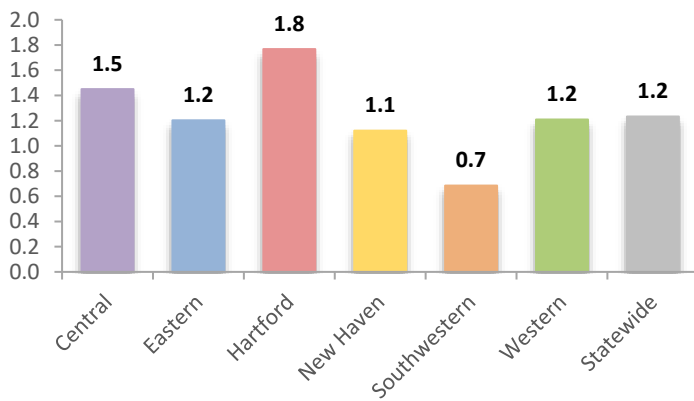
Figure 4. Number Served per 1,000 Children in Poverty

Bar chart:
- Central: 2.2
- Eastern: 2.4
- Hartford: 3.0
- New Haven: 1.8
- Southwestern: 0.8
- Western: 2.1
- Statewide: 1.9
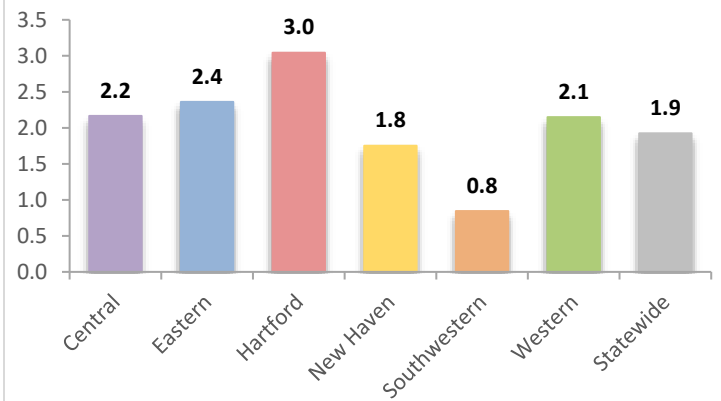
Figure 5. Mobile Response by Service Area

Bar chart:
- Central: 85.5%
- Eastern: 88.5%
- Hartford: 92.0%
- New Haven: 85.1%
- Southwestern: 95.5%
- Western: 87.9%
- Statewide: 89.1%

Goal=90%
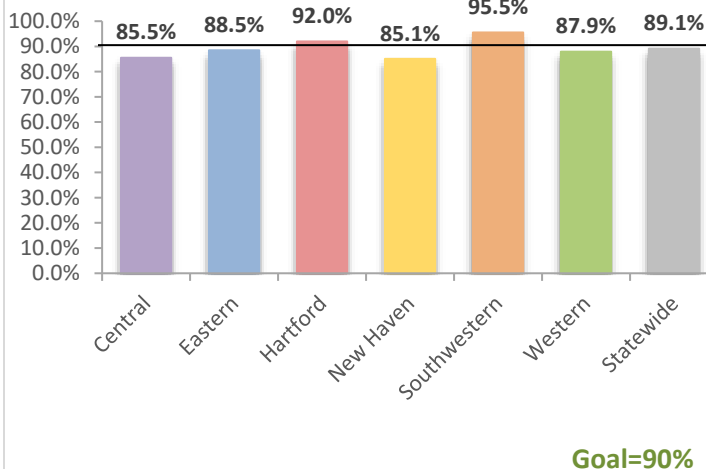
Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes

Bar chart:
- Central (74): 89.2%
- Eastern (57): 93.4%
- Hartford (110): 82.7%
- New Haven (50): 76.9%
- Southwestern (58): 98.3%
- Western (58): 66.7%
- Statewide (407): 83.4%

Goal=80%

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

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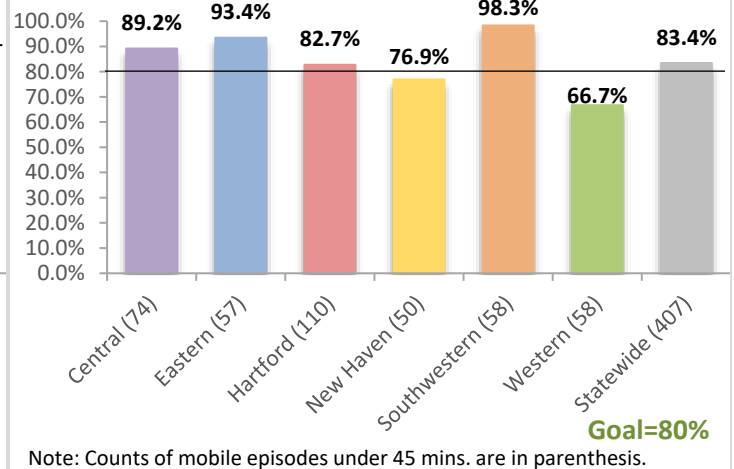
Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

Bar chart values (y-axis 0 to 1000):
- I&R: 95
- 9-1-1: 45
- EMPS Resp: 925
- Transfer Followup: 44
- Crisis Response Followup: 176
- After Hours Followup: 103
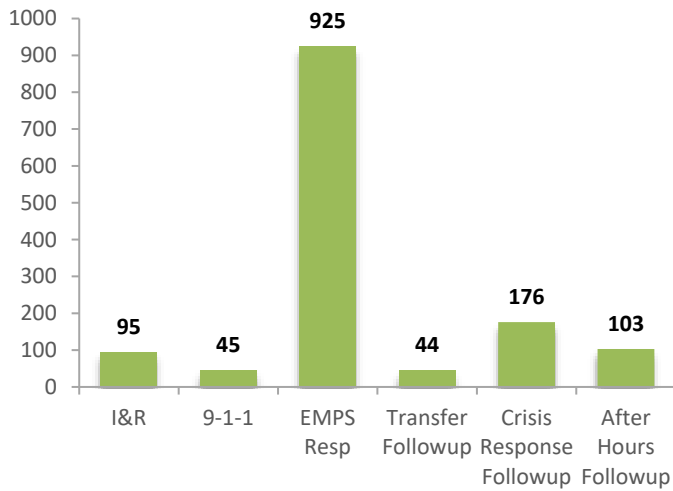
Figure 8. Mobile Crisis Episodes by Provider

(Total Episodes = 1, 004)

Bar chart values (y-axis 0 to 160):
- CHR:MiddHosp: 56, 5*
- CHR: 121, 9*
- UCFS:NE: 41, 1*
- UCFS:SE: 64, 4*
- Wheeler:Htfd: 89, 12*
- Wheeler:Meridn: 34, 3*
- Wheeler:NBrit: 130, 11*
- CliffBeers: 123, 9*
- CFGC:South: 37, 2*
- CFGC:Nrwlk: 20, 1*
- CFGC:EMPS: 53, 4*
- Well:Dnby: 30, 1*
- Well:Torr: 35, 0*
- Well:Wtby: 92, 17*

*After Hours Calls
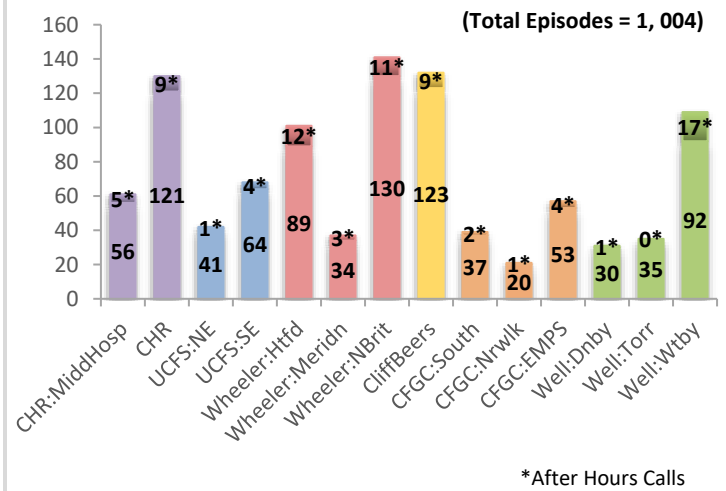
Figure 9. Actual Initial Mobile Crisis Response by Provider

Provider	Mobile	Deferred Mobile	Non-Mobile
CHR:MiddHosp	48.2%	7.1%	44.6%
CHR	52.1%	18.2%	29.8%
UCFS:NE	68.3%	12.2%	19.5%
UCFS:SE	54.7%	10.9%	34.4%
Wheeler:Htfd	59.6%	24.7%	15.7%
Wheeler:Meridn	67.6%	14.7%	17.6%
Wheeler:NBrit	48.5%	20.0%	31.5%
CliffBeers	53.7%	8.1%	38.2%
CFGC:South	62.2%	10.8%	27.0%
CFGC:Nrwlk	50.0%	0.0%	50.0%
CFGC:EMPS	54.7%	5.7%	39.6%
Well:Dnby	70.0%	10.0%	20.0%
Well:Torr	54.3%	5.7%	40.0%
Well:Wtby	54.3%	19.6%	26.1%
Statewide	55.1%	14.2%	30.7%

■ Mobile   ■ Deferred Mobile   ■ Non-Mobile

Figure 10. Mobile Response by Provider

Bar chart values (y-axis 0.0% to 100.0%):
- CHR:MiddHosp: 96.6%
- CHR: 82.1%
- UCFS:NE: 93.9%
- UCFS:SE: 84.4%
- Wheeler:Htfd: 96.1%
- Wheeler:Meridn: 100.0%
- Wheeler:Nbrit: 86.5%
- CliffBeers: 85.1%
- CFGC:South: 96.2%
- CFGC:Nrwlk: 90.9%
- CFGC:EMPS: 96.7%
- Well:Dnby: 88.9%
- Well:Torr: 75.0%
- Well:Wtby: 91.8%
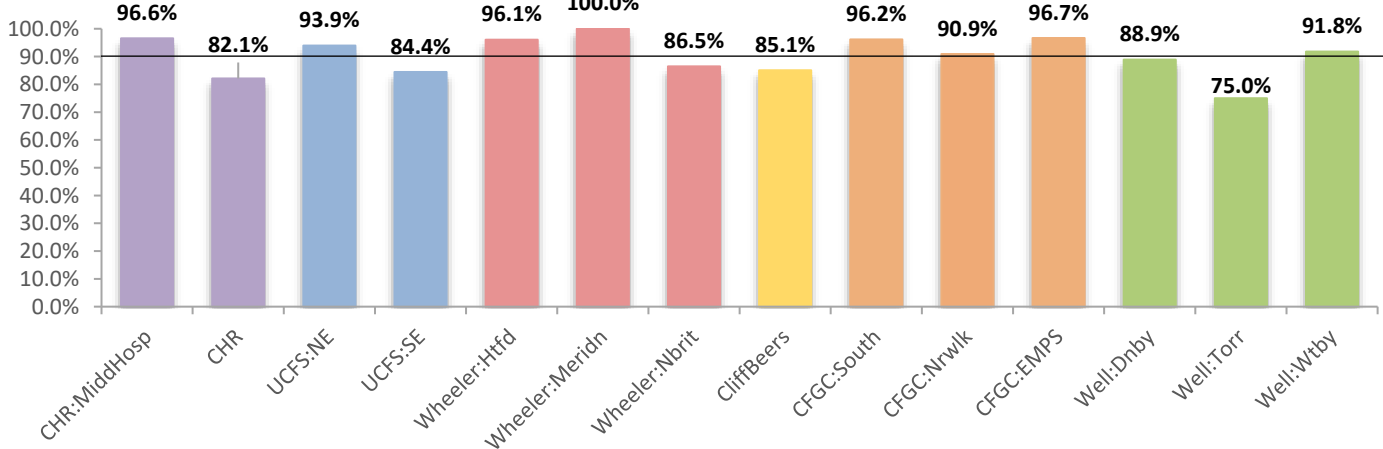
Goal=90%

Section III: Response Time

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

Region	Percentage
Central (74)	89.2%
Eastern (57)	93.4%
Hartford (110)	82.7%
New Haven (50)	76.9%
Southwestern (58)	98.3%
Western (58)	66.7%
Statewide (407)	83.4%

Goal=80%
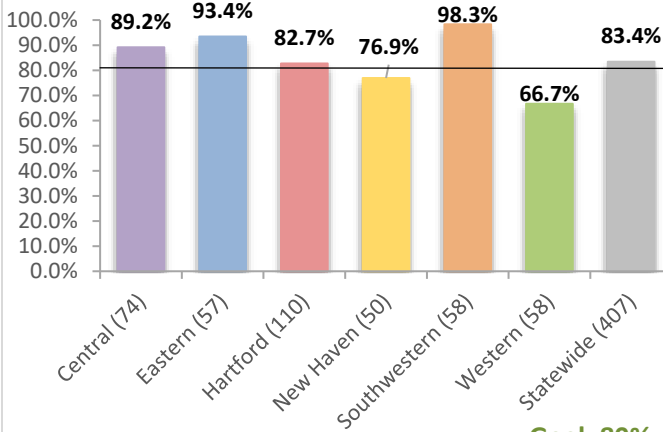
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

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

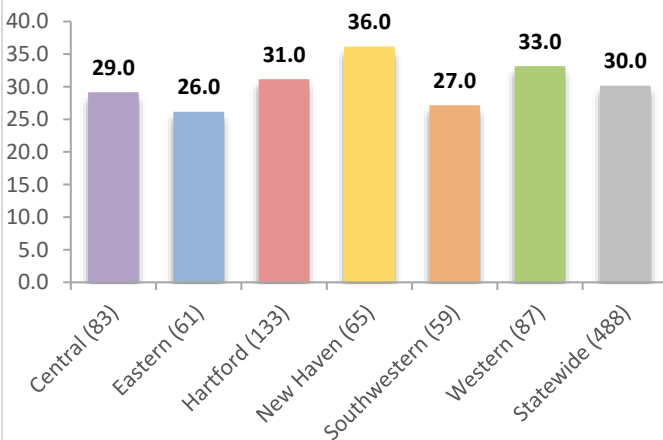| Provider	Percentage
CHR:MiddHosp (21)	91.3%
CHR (53)	88.3%
UCFS:NE (24)	85.7%
UCFS:SE (33)	100.0%
Wheeler:Htfd (36)	76.6%
Wheeler:Meridn (16)	69.6%
Wheeler:NBrit (58)	92.1%
CliffBeers (50)	76.9%
CFGC:South (22)	95.7%
CFGC:Nrwlk (9)	100.0%
CFGC:EMPS (27)	100.0%
Wellmore:Dnby (7)	35.0%
Wellmore:Torr (11)	61.1%
Wellmore:Wtby (40)	81.6%

Goal=80%
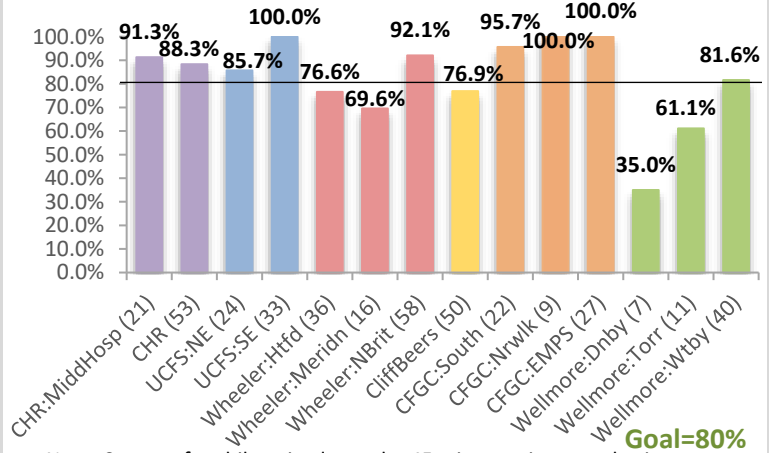
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

Figure 13. Median Mobile Response Time in Minutes

Region	Minutes
Central (83)	29.0
Eastern (61)	26.0
Hartford (133)	31.0
New Haven (65)	36.0
Southwestern (59)	27.0
Western (87)	33.0
Statewide (488)	30.0

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

Figure 14. Median Mobile Response Time by Provider in Minutes

Provider	Minutes
CHR:MiddHosp (23)	25.0
CHR (60)	32.5
UCFS:NE (28)	28.0
UCFS:SE (33)	19.0
Wheeler:Htfd (47)	35.0
Wheeler:Meridn (23)	33.0
Wheeler:NBrit (63)	28.0
CliffBeers (65)	36.0
CFGC:South (23)	28.0
CFGC:Nrwlk (9)	25.0
CFGC:EMPS (27)	27.0
Wellmore:Dnby (20)	53.0
Wellmore:Torr (18)	34.0
Wellmore:Wtby (49)	28.0
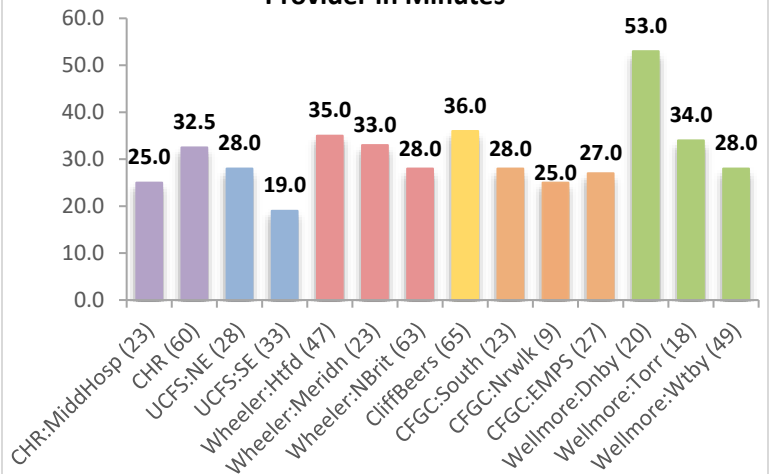
Note: Count of mobile EMPS response episodes are in parenthesis.

Section IV: Emergency Department Referrals

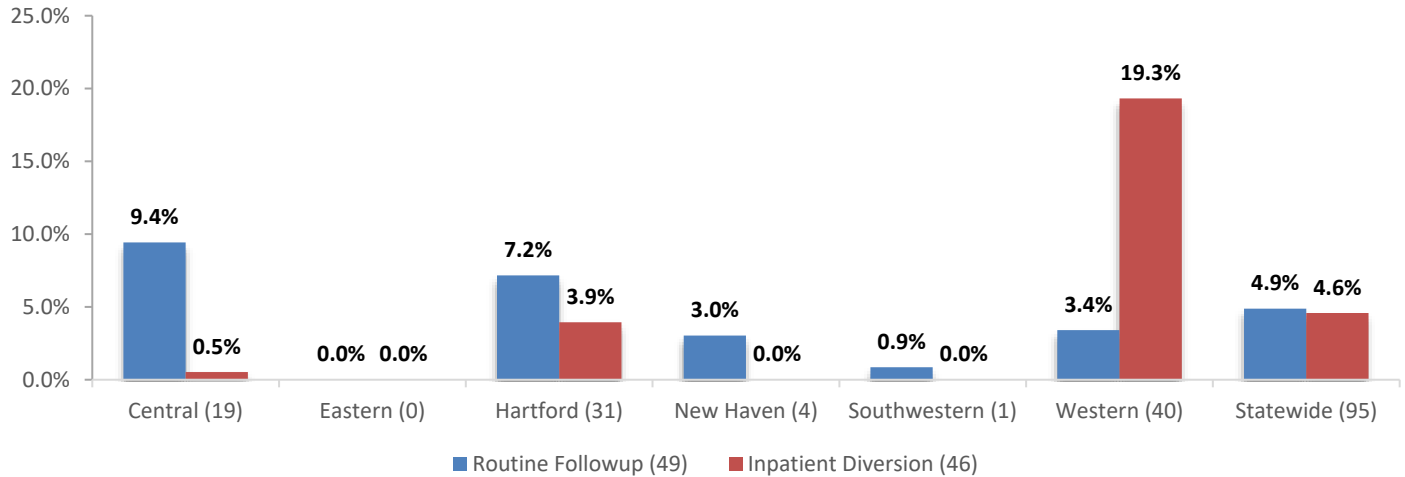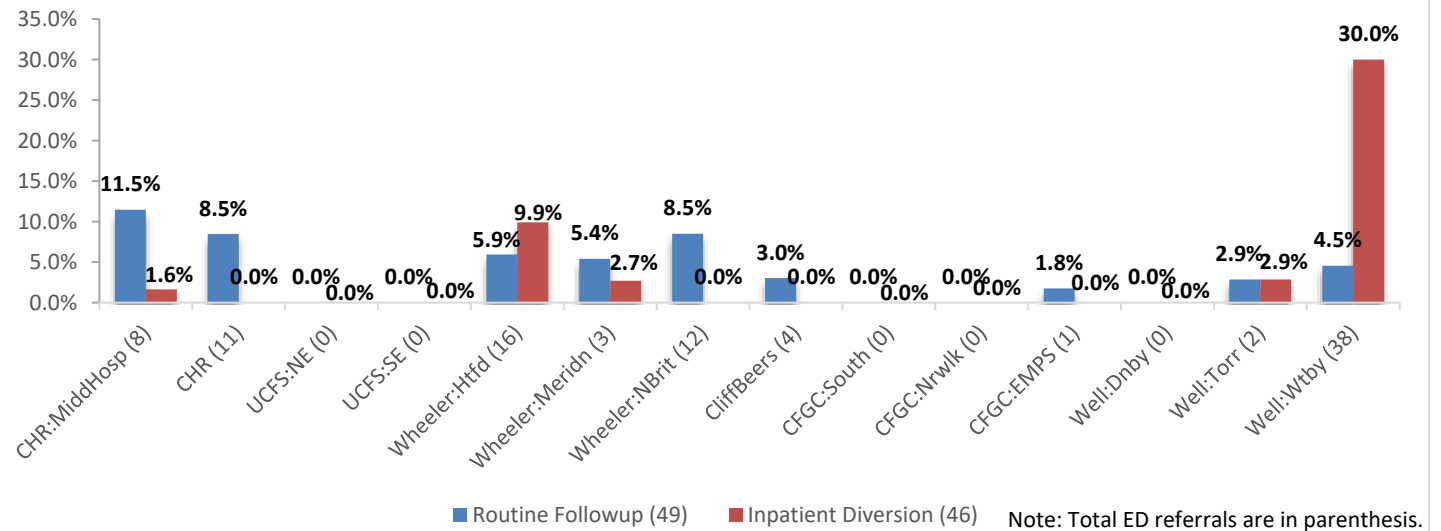## Figure 15. Emergency Department Referrals (% of Total Mobile Crisis Episodes)

Routine Followup (49) | Inpatient Diversion (46)

Central (19): 9.4% / 0.5%
Eastern (0): 0.0% / 0.0%
Hartford (31): 7.2% / 3.9%
New Haven (4): 3.0% / 0.0%
Southwestern (1): 0.9% / 0.0%
Western (40): 3.4% / 19.3%
Statewide (95): 4.9% / 4.6%

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

Routine Followup (49) | Inpatient Diversion (46)

CHR:MiddHosp (8): 11.5% / 1.6%
CHR (11): 8.5% / 0.0%
UCFS:NE (0): 0.0% / 0.0%
UCFS:SE (0): 0.0% / 0.0%
Wheeler:Htfd (16): 5.9% / 9.9%
Wheeler:Meridn (3): 5.4% / 2.7%
Wheeler:NBrit (12): 8.5% / 0.0%
CliffBeers (4): 3.0% / 0.0%
CFGC:South (0): 0.0% / 0.0%
CFGC:Nrwlk (0): 0.0% / 0.0%
CFGC:EMPS (1): 1.8% / 0.0%
Well:Dnby (0): 0.0% / 0.0%
Well:Torr (2): 2.9% / 2.9%
Well:Wtby (38): 4.5% / 30.0%

Note: Total ED referrals are in parenthesis.

Section V: Length of Stay (LOS)

Table 1. LOS for <u>Discharged Episodes</u> 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	367	17.2	13.0	5.2% (n = 19)
Central	35	14.8	13.0	0.0% (n = 0)
Eastern	12	18.1	17.5	0.0% (n = 0)
Hartford	149	11.4	9.0	0.0% (n = 0)
New Haven	9	50.4	39.0	44.4% (n = 4)
Southwestern	32	23.0	23.0	0.0% (n = 0)
Western	130	17.2	15.0	11.5% (n = 15)