



**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)

Quarter 3 Report: Fiscal Year 2020

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



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Executive Summary

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, 2020. 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 the third quarter of FY2020, **2-1-1 received 5,502 calls** including 4,072 calls (74.0%) handled by Mobile Crisis providers and 1,430 calls (26.0%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). One call were excluded due to missing disposition information. Of the 4,070 episodes of care, 3,871 (95.1%) were received during regular hours and 199 (4.9%) were handled after hours. This quarter saw a 9.6% decrease in total call volume compared to the same quarter in FY2019 (6,087), and the total episodes decreased by 11.6% (4,604 in FY2019).

Among the **4,070 episodes of care** generated in Q3 FY20, episode volume ranged from 472 episodes including After Hours calls (Eastern service area) to 1,067 episodes including After Hours calls (Hartford service area). Relative to the population of children in each service area, the statewide average service reach rate per 1,000 children this quarter was 5.0, with service area rates ranging from 3.2 (Southwestern) to 6.8 (Hartford). 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 9.6 per 1,000 children in poverty, with service area rates ranging from 5.6 (Southwestern) to 13.4 (Hartford).

Each quarter, every Mobile Crisis site is required to achieve an overall service reach rate of 2.5 episodes per 1,000 children. For this quarter, 13 of the 14 sites met this benchmark.

Demographics: Statewide this quarter, 50.2% of services were for children reported as female and 49.8% for those reported as males.¹ **Care for youth ages 13-15 years old comprised the largest portion of services (34.0%).** Additionally, 29.4% of services were for 9-12 year olds, 20.2% were for 16-18 year olds, 12.4% were for 6-8 year olds, and 3.7% were for five or younger. The majority of services were for White children (60.7%), while 21.6% for African-American or Black children. Over one-third (36.2%) of services were for youth of Hispanic ethnicity. The majority of youth were insured by Husky A (61.0%) and private insurance (29.9%). Finally, the majority of clients (84.7%) were not DCF-involved.

Clinical Functioning: The most commonly reported primary presenting problems for clients statewide included: Harm/Risk of Harm to Self (26.4%), Disruptive Behavior (26.1%), Depression (17.0%), Anxiety (7.6%), Family Conflict (4.8%), and Harm/Risk of Harm to Others (4.5%). The top client primary diagnoses at intake this quarter were: Depressive Disorders (34.9%), Anxiety Disorders (13.7%), Adjustment Disorders (13.2%), Conduct Disorders (13.0%), Trauma Disorders (10.2%), and Attention Deficit/Hyperactivity Disorders (7.4%). This quarter, **71.8% of Mobile Crisis clients statewide met the definition for Serious Emotional Disturbance (SED).**

In this quarter, the **statewide percentage of children with trauma exposure reported at intake was 54.6%**, with service areas ranging from 37.8% (Western) to 71.3% (Central). The most common types of trauma exposure reported at intake statewide were: Disrupted Attachment/Multiple Placements (25.9%), Witnessing Violence (20.7%), Victim of Violence (17.1%), and Sexual Victimization (11.7%).

The statewide rate for **the percentage of children evaluated in an Emergency Department once or more in the six months prior to a current episode of care was 18.7%**, an increase from 18.5% in the same quarter last fiscal year. During an episode of care, 18.5% of children were evaluated in the Emergency Department at least once. The inpatient admission rate in the six months prior to

¹ Per question regarding "Sex Assigned at Birth".

Mobile Crisis referral was 10.5% statewide, which is slightly higher than the rate in the Q3 FY2019 (9.5%). The admission rate to an inpatient unit during a mobile crisis episode was 8.1%, compared to a rate of 6.7% in the same quarter last fiscal year.

Referral Sources: Statewide, **46.7% of referrals were received from schools, and 35.4% of referrals were received from parents, families and youth.** Emergency Departments (EDs) accounted for 8.4% of all Mobile Crisis referrals. The remaining 9.5% of referrals came from a variety of other sources.

ED utilization of Mobile Crisis varies widely among hospitals in Connecticut. This quarter, a total of **341 Mobile Crisis referrals were received from EDs**, including 161 referrals for inpatient diversion and 180 referrals for routine follow-up. Regionally, the highest rate of ED referrals, as a percentage of total referrals, was observed in the Western service area (17.1%) and the lowest was in the Eastern service area (0.2%). Statewide, 8.4% of all Mobile Crisis episodes came from ED referrals this quarter, lower than the rates from Q3 FY2019 (9.4%).

Mobility: The average **statewide mobility this quarter was 91.4%**, lower than the rate in Q3 FY2019 (93.5%) (Police referrals are excluded from mobility calculations). Five of the six service areas met the benchmark of 90% this quarter. Mobility rates among service areas ranged from 87.0% (New Haven) to 94.6% (Southwestern). The range in mobility percentages widened slightly more among individual providers, from 79.1% (Wellmore: Torrington) to 97.8% (CFGC: Norwalk). Among the providers, 10 of the 14 surpassed the 90% benchmark.

Response Time: Statewide this quarter, **83.9% of mobile episodes received a face-to-face response in 45 minutes or less.** Performance on this indicator ranged from 68.3% (Western) to 98.0% (Southwestern) with four of the six service areas above the 80% benchmark. Across the state, 10 of the 14 providers met the benchmark. In addition, the statewide median response time this quarter was 30.0 minutes, with three of the six service areas demonstrating a median response time of 30 minutes or less.

Length of Stay: Among discharged episodes statewide this quarter, 16.0% of Phone Only episodes exceeded one day, 45.9% of Face-to-Face episodes exceeded five days, and **3.5% of Stabilization Plus Follow-up episodes exceeded 45 days**, meeting the statewide benchmark of less than 5%. The statewide median LOS among discharged episodes was less than one day for Phone Only, 5.0 days for Face-to-Face episodes, and 12.0 days for *Stabilization Plus*.

Statewide, the median Length of Stay (LOS) for open episodes of care with a Crisis Response of Phone Only was 28.0 days and ranged from 16.0 days (Central) to 41.0 days (New Haven). The statewide median LOS for Face-to-Face was 53.0 days and ranged from 13.0 days (Eastern) to 75.5 days (Southwestern). For *Stabilization Plus Follow-up*, the statewide median LOS was 49.0 days with a range from 20.0 days (Eastern) to 242.0 days (Central). Across open episodes of care with phone and face-to-face crisis response categories during the third quarter of FY2020 100% of episodes remained open beyond the benchmarks (1 day for Phone Only, 5 days for Face-to-Face). For open *Stabilization Plus Follow-up*, there was a wide range of cases remaining open past the benchmark (45 days). Statewide, 60.8% of these open cases exceeded the benchmark, while regionally this ranged from 33.3% (Eastern) to 100.0% (Central). Cases that remain open for services for long periods of time can impact responsiveness as call volume continues to increase, and can compromise accurate and timely data entry practices.

Discharge Information: The overwhelming **majority of clients lived in a private residence at discharge from Mobile Crisis (97.0%).** Statewide, the **top three reasons for client discharge** were: Met Treatment Goals (76.5%), Family Discontinued (15.4%), and Client Hospitalized: Psychiatrically (4.2%).

Statewide, clients were most likely to be **referred to their original provider (29.7%) or Outpatient Services (33.1%) at discharge.** Other care referrals at discharge included: Intensive In-Home Services (5.2%), Other Community Based Services (3.6%), Inpatient Hospital (2.3%), Intensive Outpatient Program (2.2%), Partial Hospital Program (2.3%), and Extended Day Program (0.9%). An additional 18.9% of clients were reported as receiving no referral at discharge.

Across the state, Ohio Scales showed an average improvement on parent and worker rated functioning of 2.02 and 1.49 points respectively. Decreases in problem scores of 1.69 points on parent ratings and 1.94 points on worker ratings were reported. Changes on all scales were statistically significant.

Completion rates of the Ohio Scales at discharge for the Worker Functioning and Problem Severity scores decreased by 15.3 percentage points when compared to the same quarter in FY2019. The completion rate for Parent Functioning and Problem Severity scores decreased 5.9 percentage points compared to FY2019 Q3.

Satisfaction: This quarter, 81 clients/families and 39 other referrers were surveyed regarding their satisfaction with the service; both groups gave favorable ratings to 2-1-1 and Mobile Crisis services. On a 5-point scale, **clients' average ratings of 2-1-1 and Mobile Crisis were 4.41 and 4.32**, respectively. Among **other referrers (e.g. schools, hospitals, DCF, etc.)**, the average ratings of 2-1-1 and Mobile Crisis were **4.15 and 4.06**, respectively. Qualitative comments (see Section X) varied from very satisfied to dissatisfied.

Training Attendance: The **statewide percentage of all thirteen trainings completed by full-time active staff as of March 2020 is 3%**. While this is lower than previous years, note that two new trainings were added in FY2020: a training on Problem Sexual Behavior and a training on School Refusal. The majority of staff have not had the opportunity to attend these new trainings yet.

Community Outreach: Outreach numbers ranged from 0 (CHR, Wheeler: Meriden and New Britain, Clifford Beers, CFGC: Norwalk) to 9 (UCFS: SE).

SFY 2020 Q3 RBA Report Card: Mobile Crisis Intervention Services

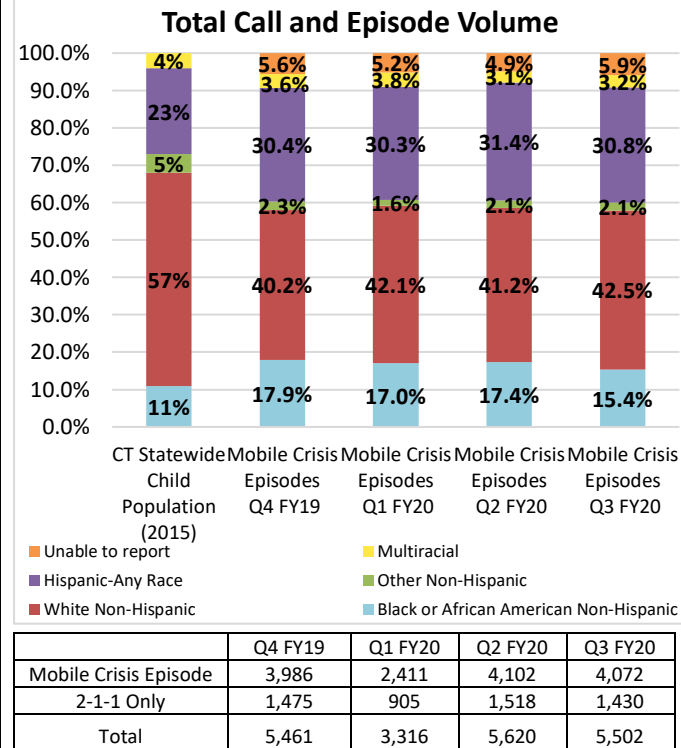
Quality of Life Result: Connecticut's children will live in stable environments, safe, healthy and ready to lead successful lives.

Contribution to the Result: The Mobile Crisis services provide an alternative, community based intervention to youth visits to hospital emergency rooms, inpatient hospitalizations and police calls that could remove them from their home and potentially negatively impact their growth and success. Mobile Crisis providers are expected to respond to all episodes of care. Partners with DCF include Child and Health Development Institute (CHDI) as the Performance Improvement Center.

Program Expenditures: Estimated SFY 2020

State Funding: \$11,970,297

How Much Did We Do?



Story Behind the Baseline: In SFY 20 Q3 there were 5,502 total calls to the 2-1-1 Call Center resulting in 4,072 episodes of care. Compared to the same quarter in SFY 19 this represents a decrease in 2-1-1 calls of 9.6% (585 fewer calls) and a decrease in mobile episodes of 11.6% (532 fewer episodes). The percentages of both Black and Hispanic children served is higher than the statewide population percentages, while the percentage of White children is lower. Compared to SFY 19 Q3, the racial composition percentages of children served are similar.

Trend: ↓

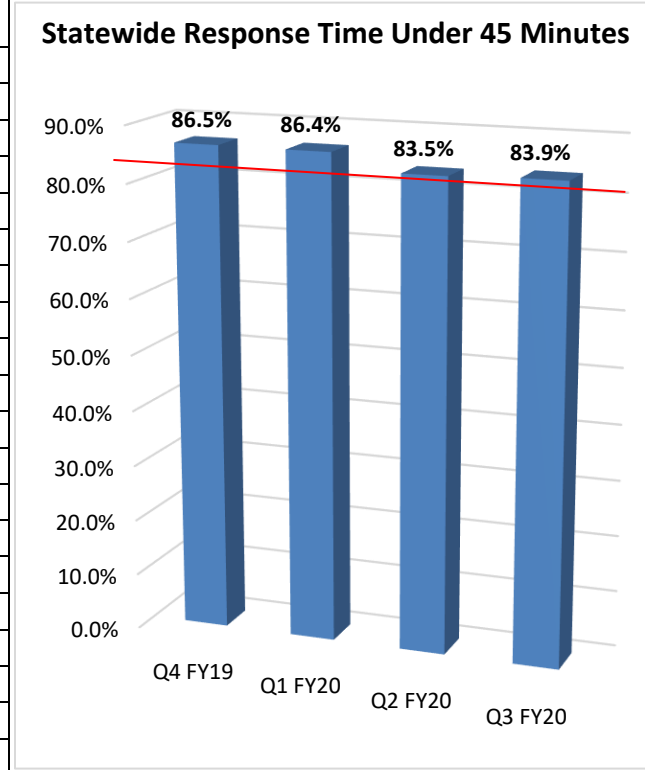
How Much Did We Do?

Episodes Per Child			
Q4 FY19	DCF Child	Non-DCF Child	Total
1	304 (81.7%)	1,869 (91.3%)	2,173
2	53 (14.2%)	152 (7.4%)	205
3	10 (2.7%)	19 (0.9%)	29
4 or More	5 (1.3%)	8 (0.4%)	13
Q1 FY20	DCF Child	Non-DCF Child	Total
1	189 (82.2%)	1,056 (89.7%)	1,245
2	28 (12.2%)	97 (8.2%)	125
3	10 (4.3%)	14 (1.2%)	24
4 or More	3 (1.3%)	10 (0.8%)	13
Q2 FY20	DCF Child	Non-DCF Child	Total
1	272 (82.7%)	1,918 (89.9%)	2,190
2	46 (14.0%)	170 (8.0%)	216
3	10 (3.0%)	33 (1.5%)	43
4 or More	1 (0.3%)	12 (0.6%)	13
Q3 FY20	DCF Child	Non-DCF Child	Total
1	304 (86.1%)	1,923 (91.3%)	2,227
2	37 (10.5%)	146 (6.9%)	183
3	9 (2.5%)	32 (1.5%)	41
4 or More	3 (0.8%)	6 (0.3%)	9

Story Behind the Baseline: In SFY 20 Q3 of the 2,460* children served by Mobile Crisis, 90.5% (2,227) received only one episode of care, and 98.0% (2,410) received one or two episodes of care; compared to 90.3% (2,938) and 98.4% (2,938) respectively for SFY 19 Q3. The proportion of children with four or more episodes has increased very slightly compared to SFY 19 Q2. The data indicates that Mobile Crisis involvement with a youth and their family continues to significantly reduce the need for additional Mobile Crisis services.

Trend: →

How Well Did We Do?

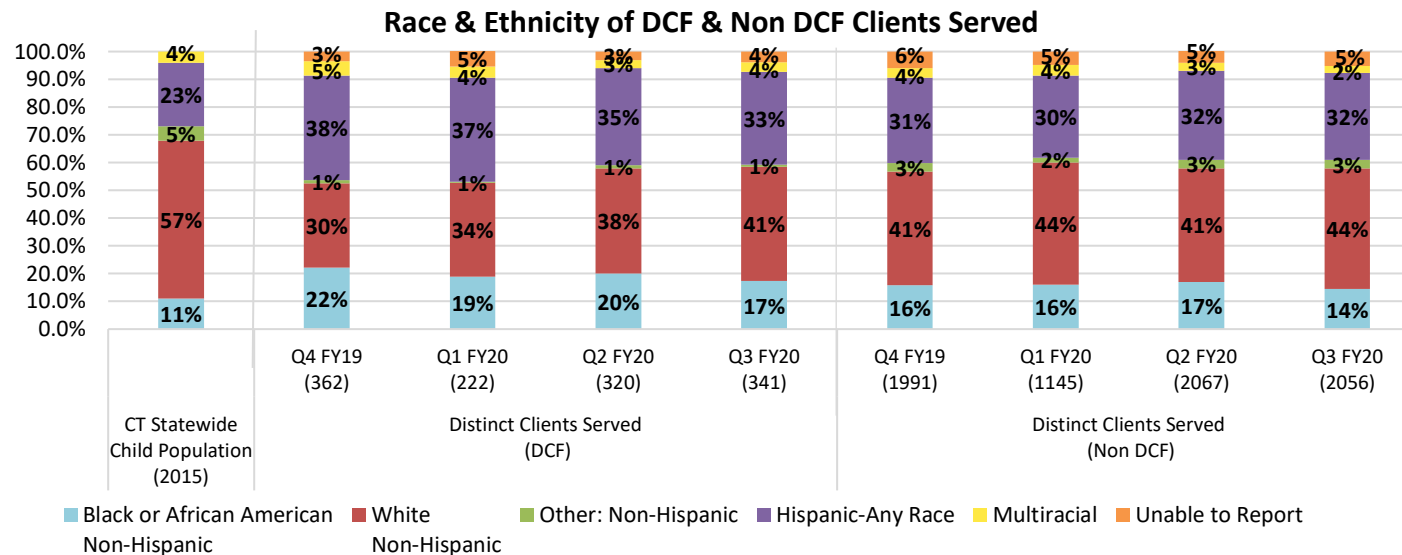


Story Behind the Baseline: Since SFY 11 Mobile Crisis has consistently exceeded the 80% benchmark for a 45 minute or less mobile response to a crisis. In SFY 20 Q3 83.9% of all mobile responses achieved the 45 minute mark compared to 87.0% for SFY 19 Q3. **The median response time for SFY 20 Q3 was 30 minutes.** This reflects how Mobile Crisis continues to be a highly responsive statewide service system that is immediately present to engage and deescalate a crisis and return stability to the child and family, school or other setting they are in.

Trend: →

*Note: Only children with DCF/Non DCF status identified were included.

How Well Did We Do?

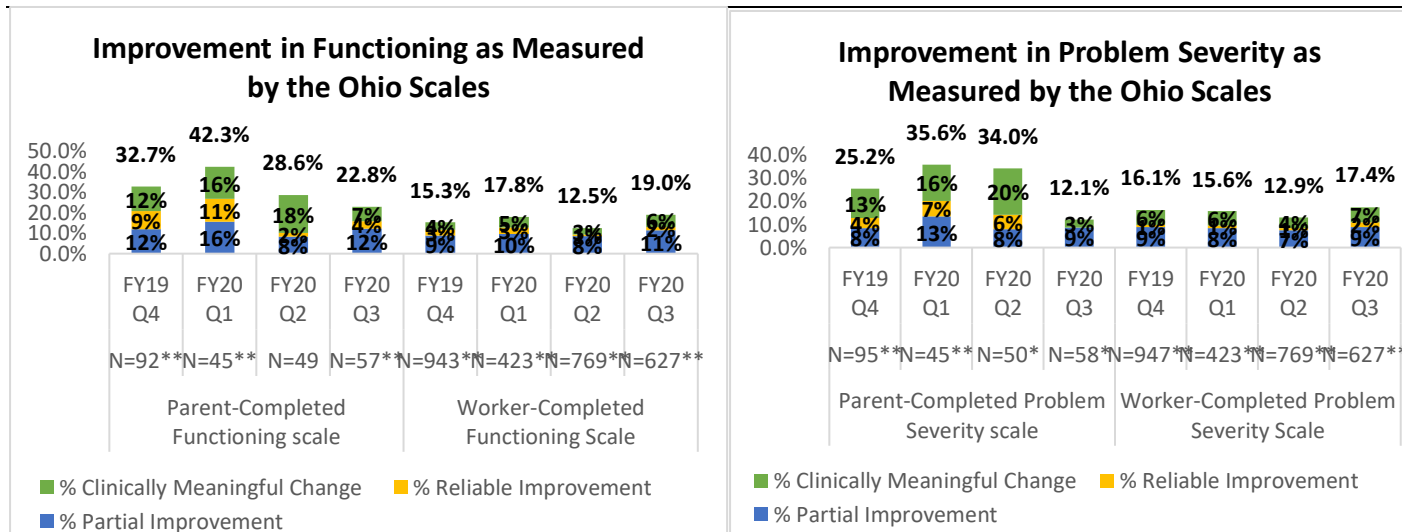


Story Behind the Baseline: In SFY 20 Q3 Hispanic and Black DCF and Non-DCF involved children^{1,2} accessed Mobile Crisis services at rates higher than the CT general population. Both DCF and Non-DCF-involved White children accessed the service at lower rates. White Non-DCF-involved children utilized Mobile Crisis at higher rates than their DCF-involved counterparts. Both Hispanic and Black DCF-involved children utilized Mobile Crisis at higher rates than Hispanic and Black Non-DCF involved children.

Notes: ¹Only children having their DCF or non-DCF status as well as race/ethnicity identified were included. ²For the Distinct Clients served some had multiple episodes as identified above in Episodes per Child.

Trend: →

Is Anyone Better Off?



Story Behind the Baseline: The Ohio Scales have demonstrated clinically significant positive changes for children following a Mobile Crisis response. For SFY 20 Q3 all scales showed statistically significant change. Despite the relative short time of service engagement, the Ohio Scales reflect the continued effectiveness of Mobile Crisis in diffusing the immediate crisis and supporting the positive growth and success of youth.

Trend: →

¹Note: Statewide Ohio Scales Scores are based on paired intake and discharge scores. Discharge scales only collected for episodes 5 days or longer. ²Note: Statistical Significance: † .05-.10; * P < .05; **P < 0.01

Proposed Actions to Turn the Curve:

- Mobile Crisis providers will work with schools and Emergency Departments to reduce school utilization of ED's and increase utilization of Mobile Crisis.
- Continue outreach to Police Departments to support their ongoing collaboration with Mobile Crisis.
- Continue to increase the parent completion rates for the Ohio Scales.
- Review with each provider their self-care activities to support their clinical staff in being continuously effective in delivering Mobile Crisis services.
- Continue to review RBA report cards on a quarterly basis with each Mobile Crisis provider, with a focus on the racial and ethnic distributions of the children served in each region.

Data Development Agenda:

- Work with providers to develop data regarding school, emergency department, police department utilization of Mobile Crisis.
- Work with providers to address regional service area demographics for race and ethnicity in their RBA report card stories.

Section II: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

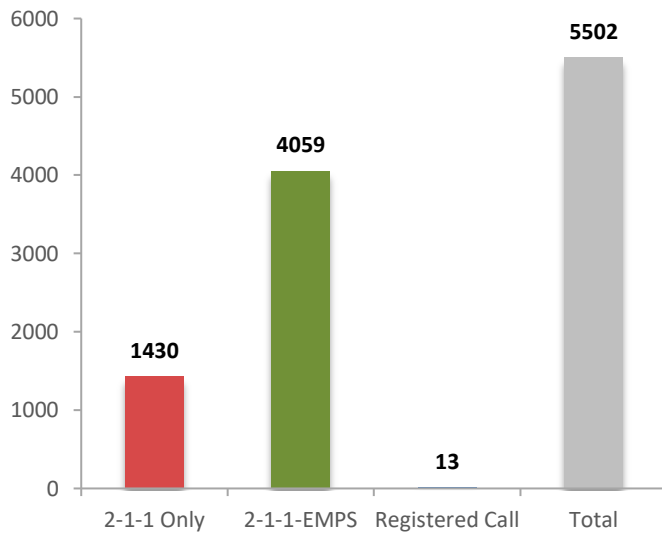


Figure 2. Total Call Volume per Quarter by Call Type

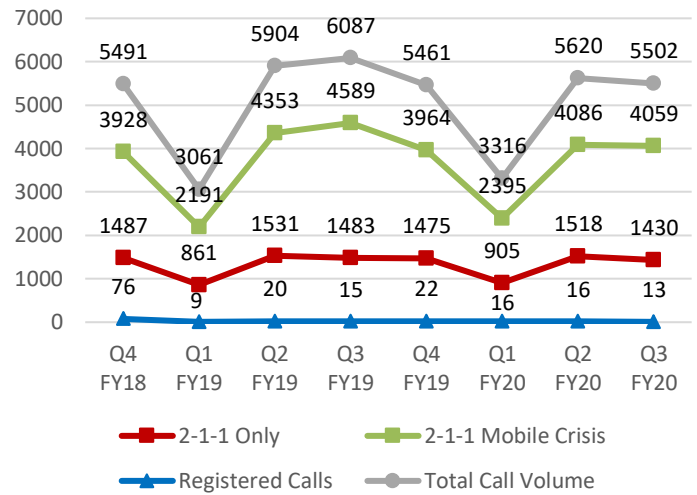
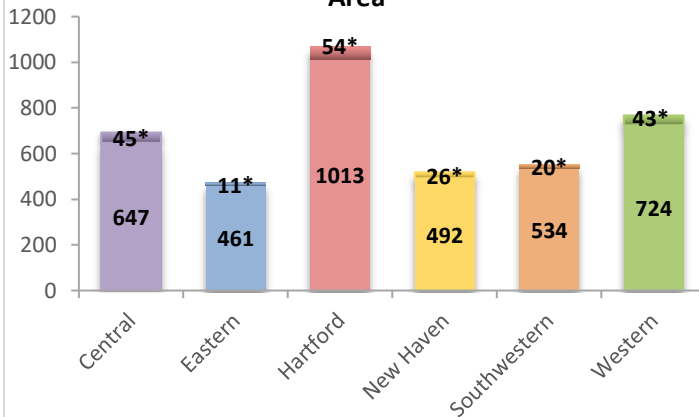


Figure 3. Mobile Crisis Episodes by Service Area



*3 Crisis-Response Follow-Up Calls

Figure 4. Mobile Crisis Episodes per Quarter by Service Area

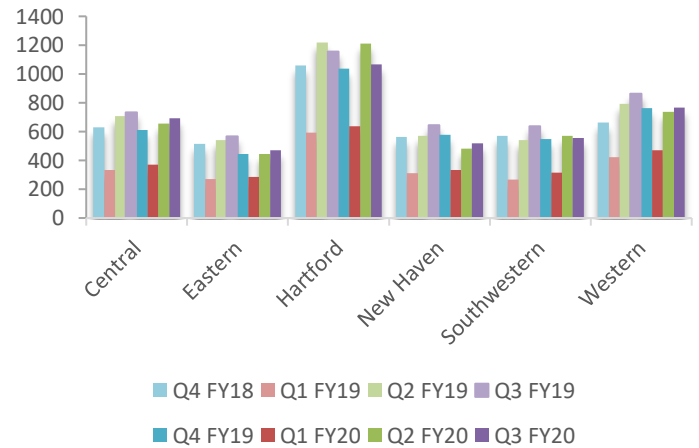


Figure 5. Number Served Per 1,000 Children

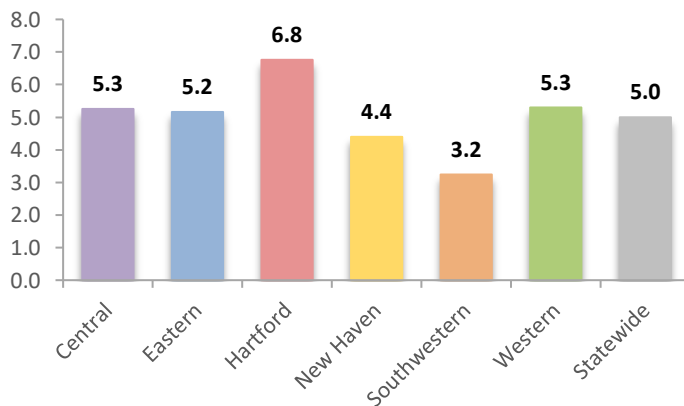


Figure 6. Number Served per 1,000 Children per Quarter by Service Area

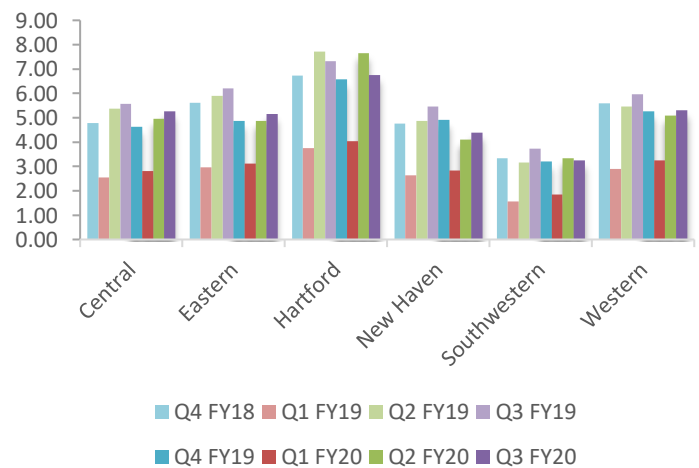


Figure 7. Number Served per 1,000 Children in Poverty

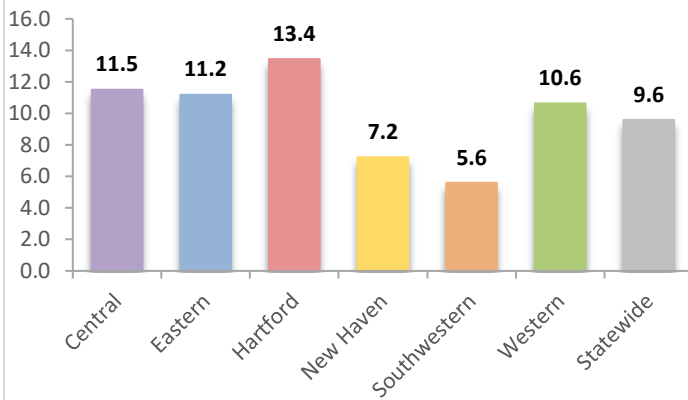


Figure 8. Number Served per 1,000 Children in Poverty per Quarter by Service Area

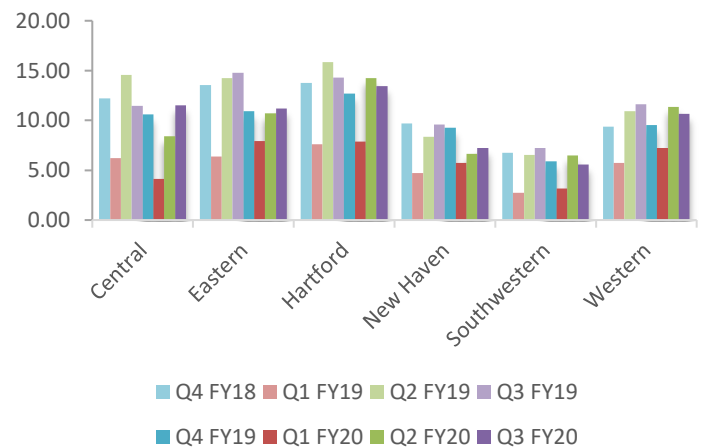


Figure 9. Mobile Response (Mobile and Deferred Mobile) by Service Area

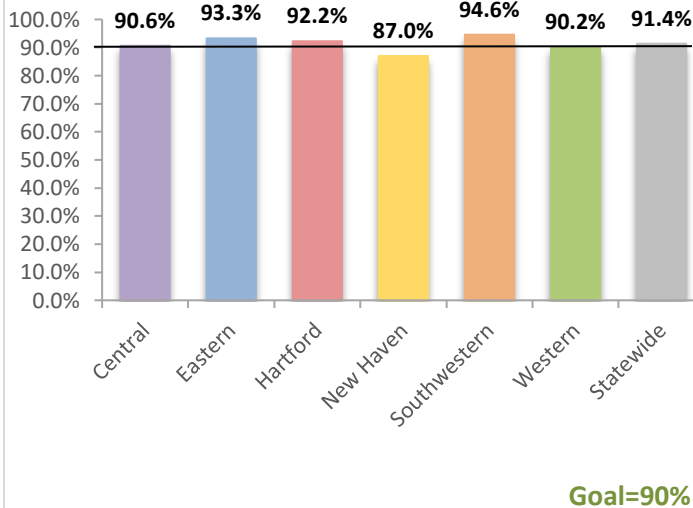


Figure 10. Mobile Response (Mobile and Deferred Mobile) per Quarter by Service Area

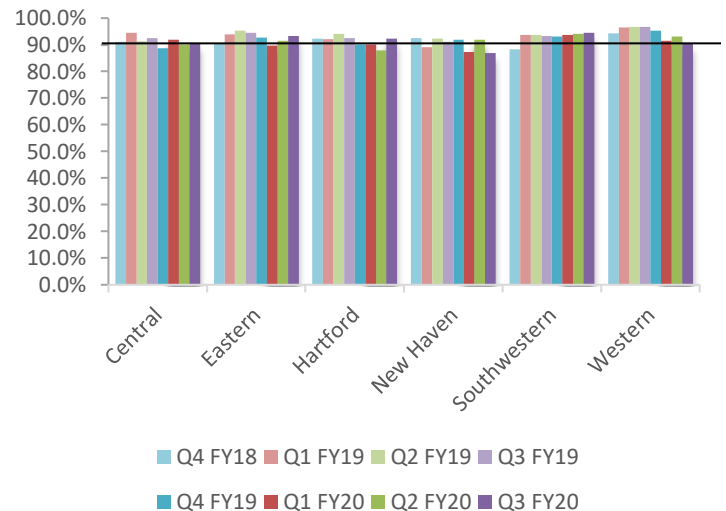


Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes

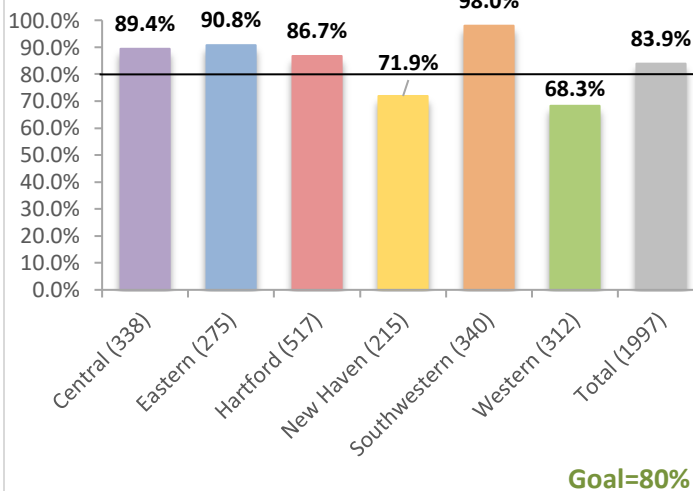


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes per Quarter by Service Area

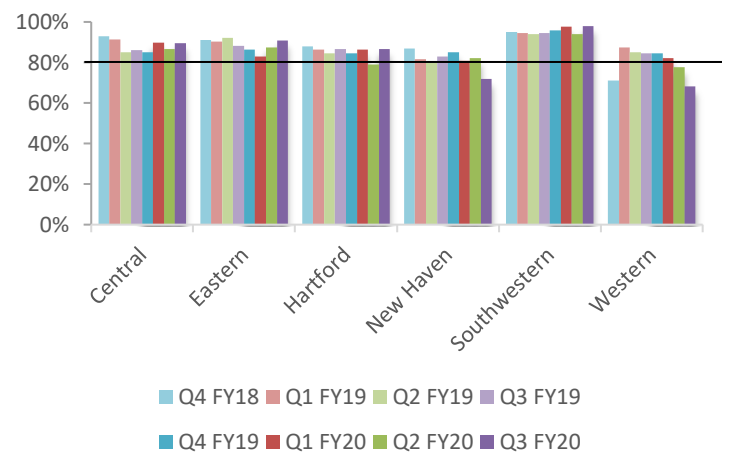
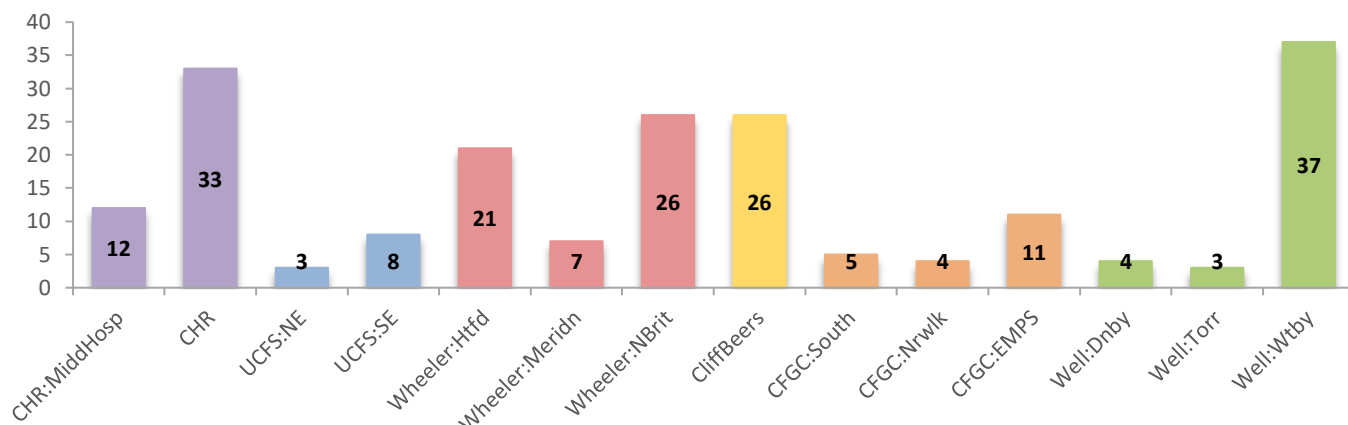


Figure 13. After Hours Follow-up Calls by Provider



Section III: Mobile Crisis Response

Figure 14. Total Call Volume by Call Type

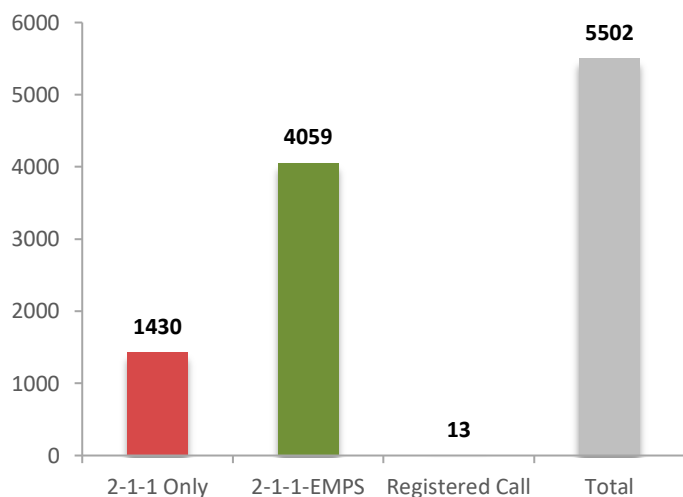
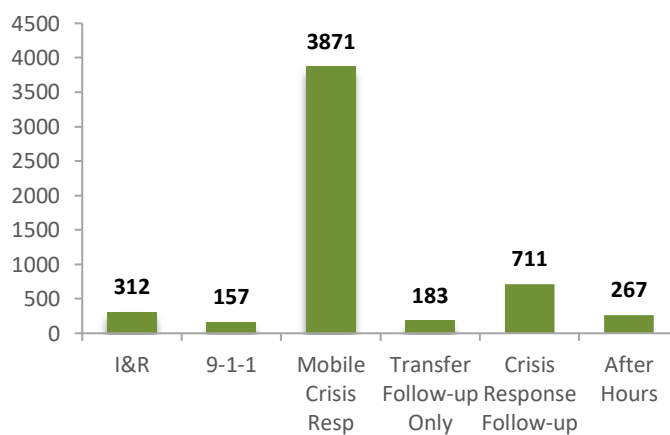


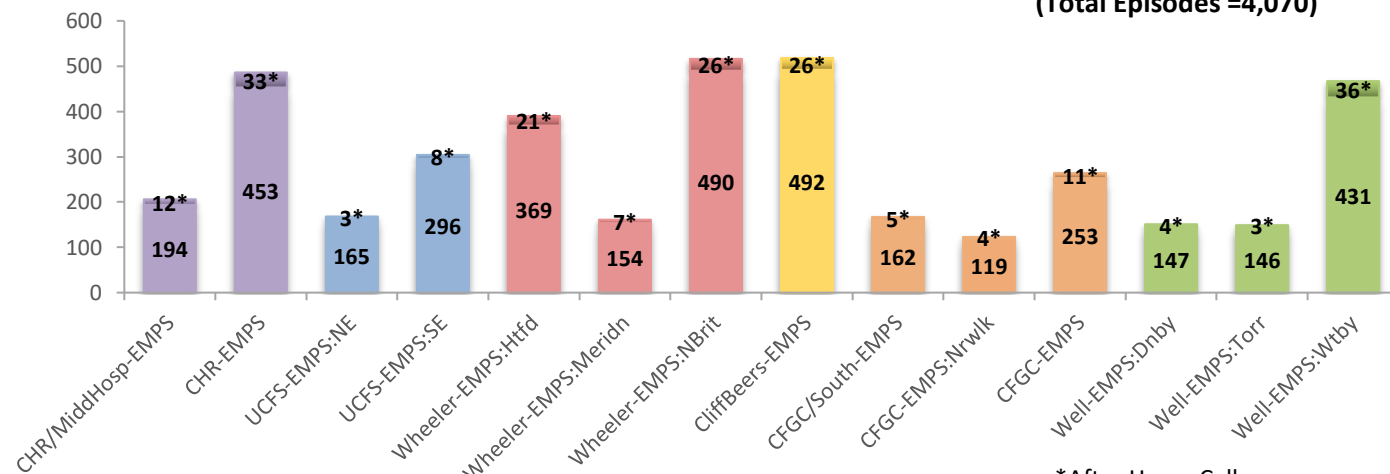
Figure 15. Statewide 2-1-1 Disposition Frequency*



*1 call missing disposition information

Figure 16. Mobile Crisis Response Episodes by Provider

(Total Episodes =4,070)



*After Hours Calls

Figure 17. Number Served per 1,000 Children by Provider

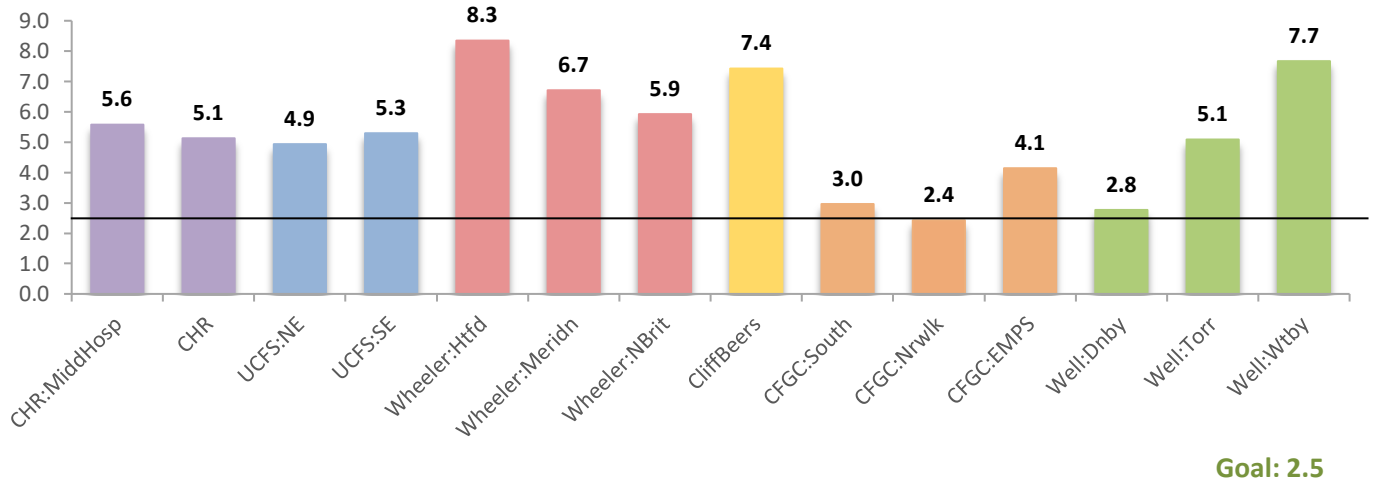


Figure 18. Episode Intervention Crisis Response Types by Service Area

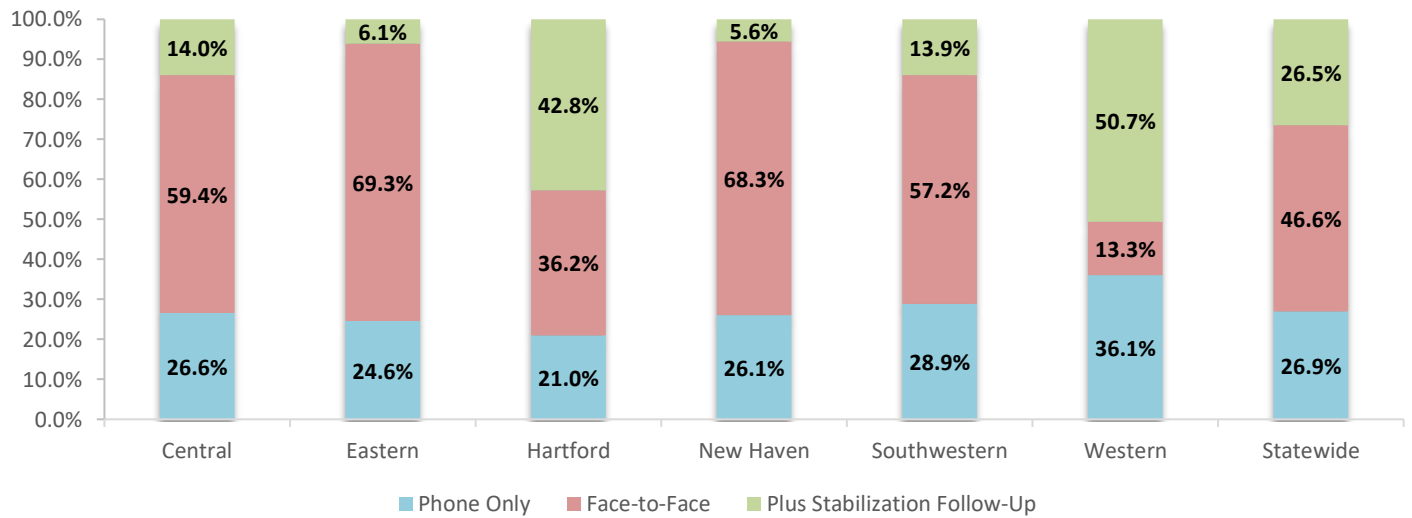
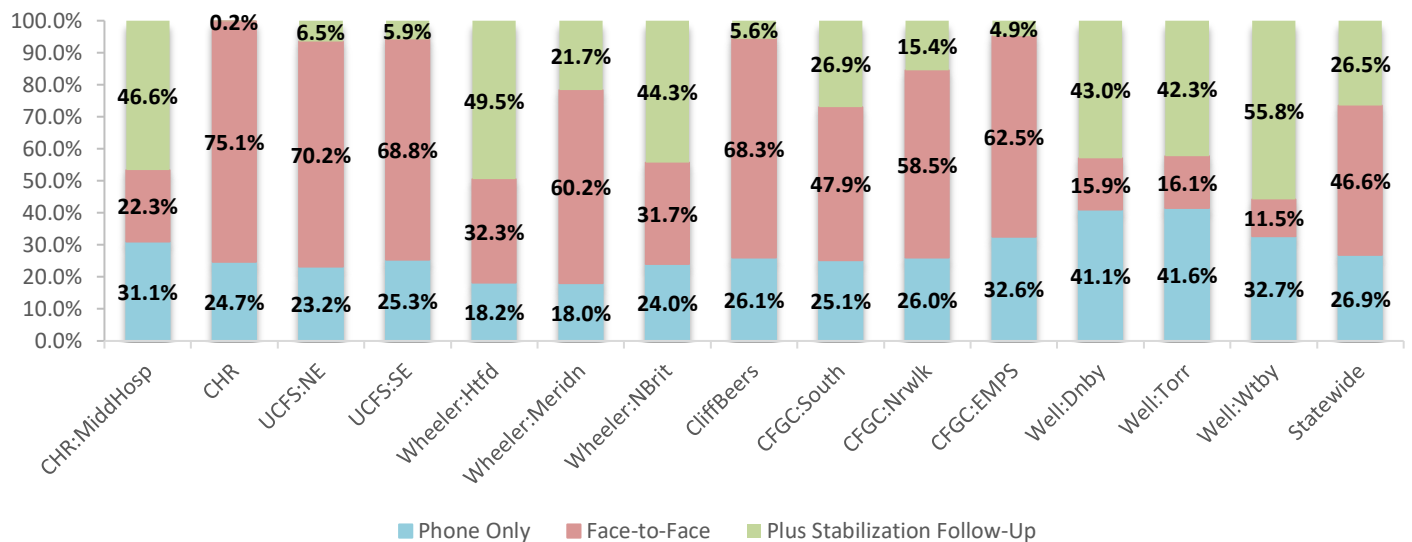


Figure 19. Episode Intervention Crisis Response Type by Provider



Section IV: Demographics

Figure 20. Sex of Children Served Statewide
(N = 4,072)

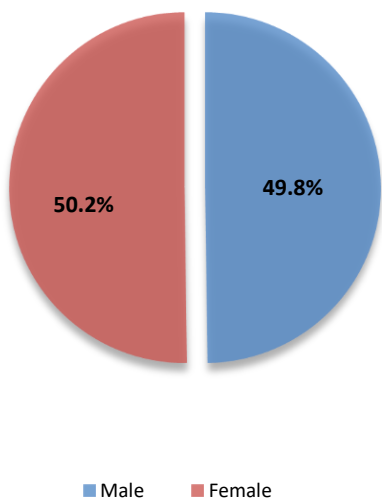


Figure 21. Age Groups of Children Served Statewide
(N = 4,072)

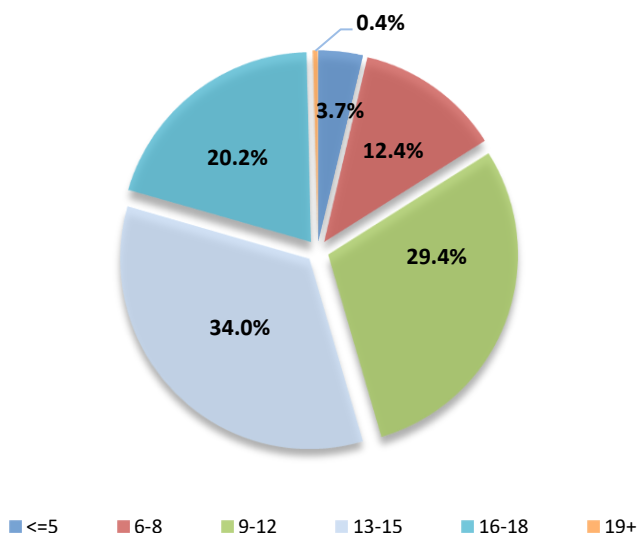


Figure 22. Ethnic Background of Children Served Statewide
(N = 4,003)

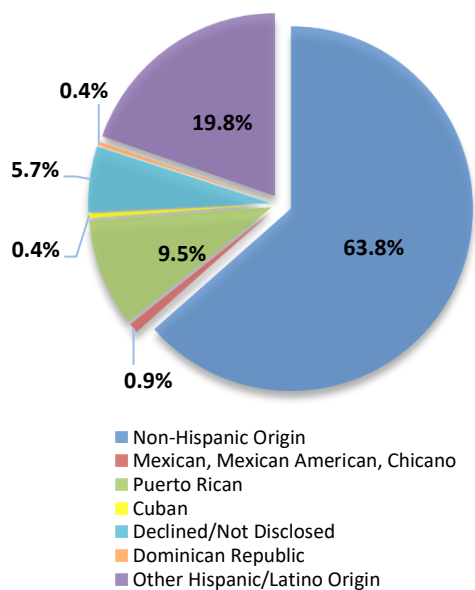
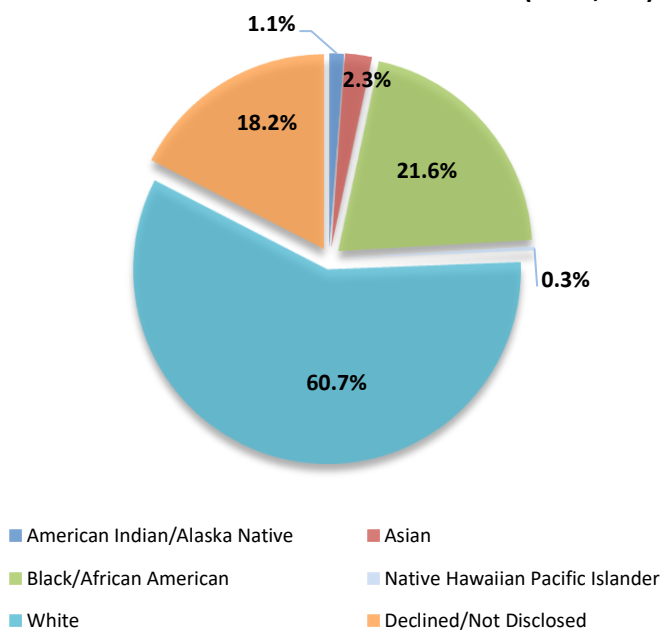


Figure 23. Race of Children Served Statewide
(N = 3,924)



Note: According to the U.S. Census Bureau, “[P]eople who identify their origin as Spanish, Hispanic, or Latino may be of any race...[R]ace is considered a separate concept from Hispanic origin (ethnicity) and, wherever possible, separate questions should be asked on each concept.”

Figure 24. Client's Type of Health Insurance at Intake Statewide

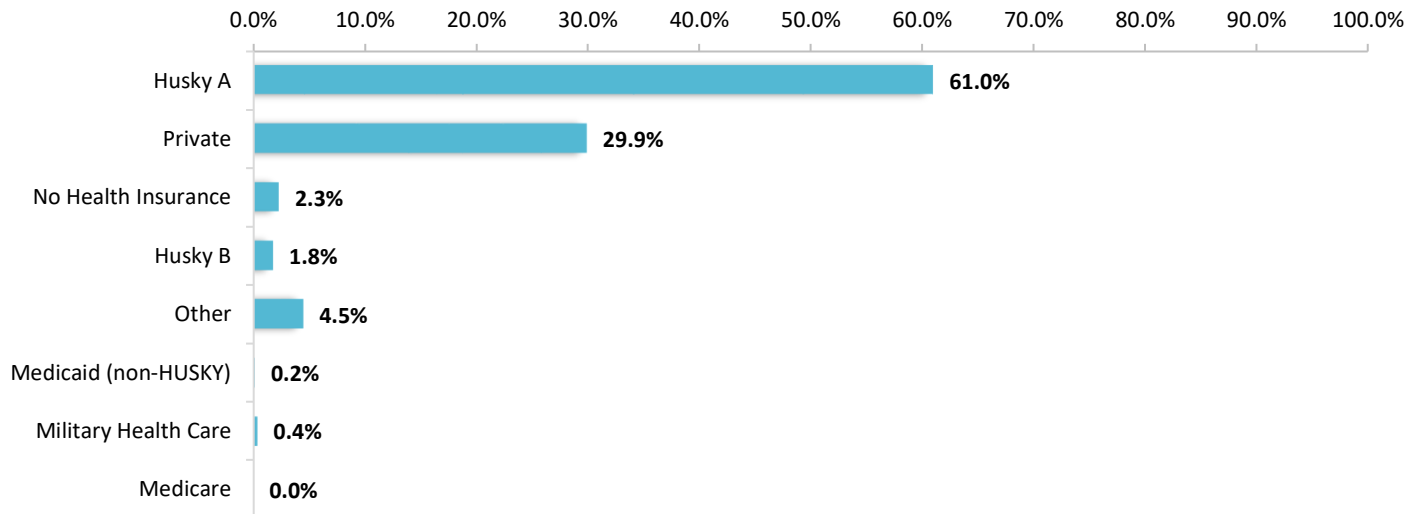
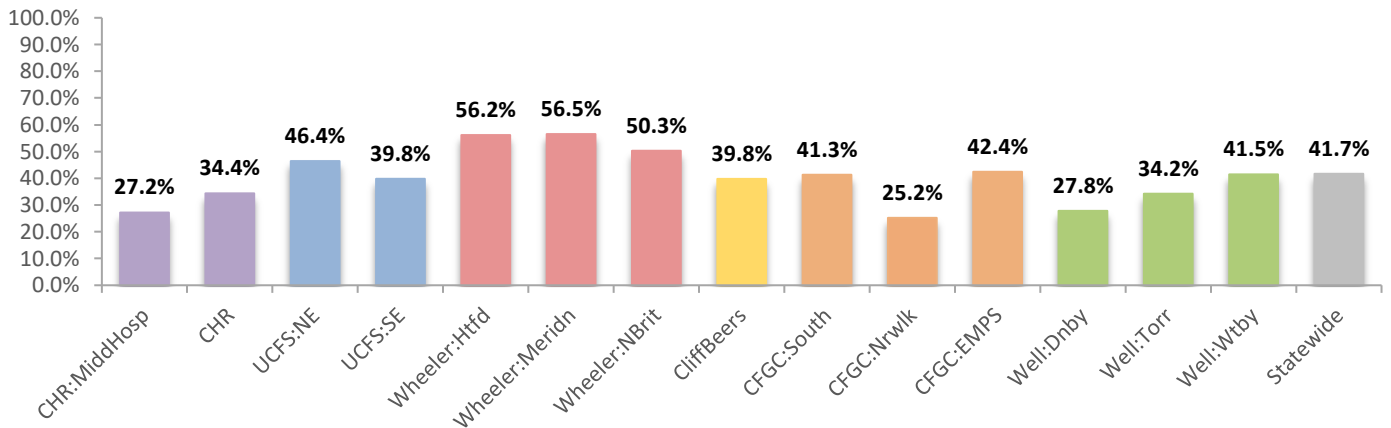
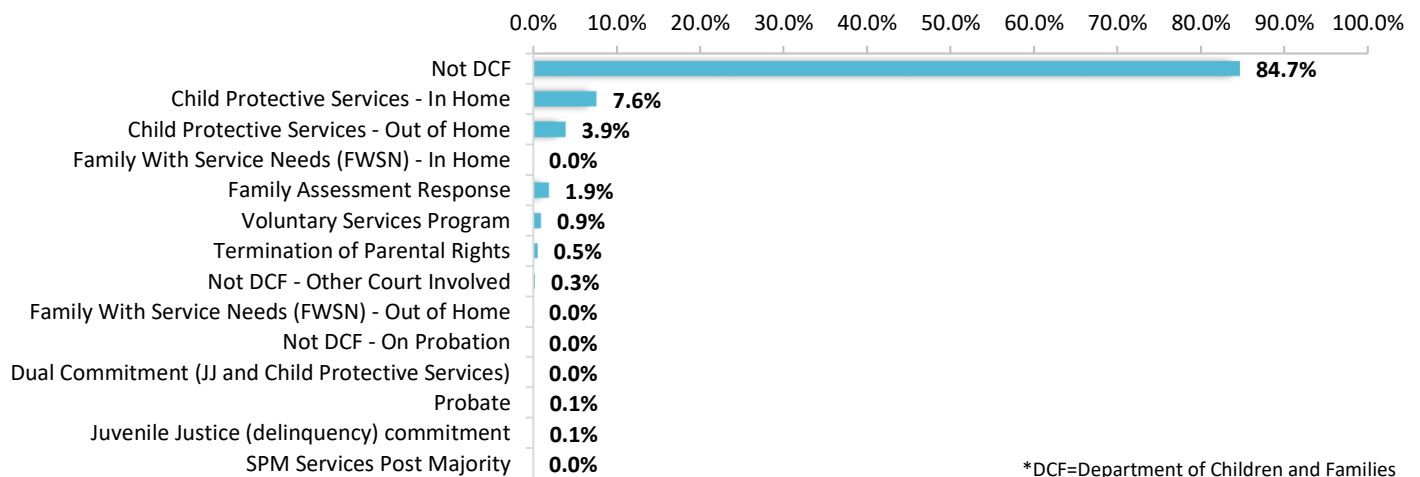


Figure 25. Families that Answered "Yes" TANF* Eligible



*TANF=Temporary Assistance for Needy Families

Figure 26. Client DCF* Status at Intake Statewide



*DCF=Department of Children and Families

Section V: Clinical Functioning

Figure 27. Top Six Client Primary Presenting Problems by Service Area

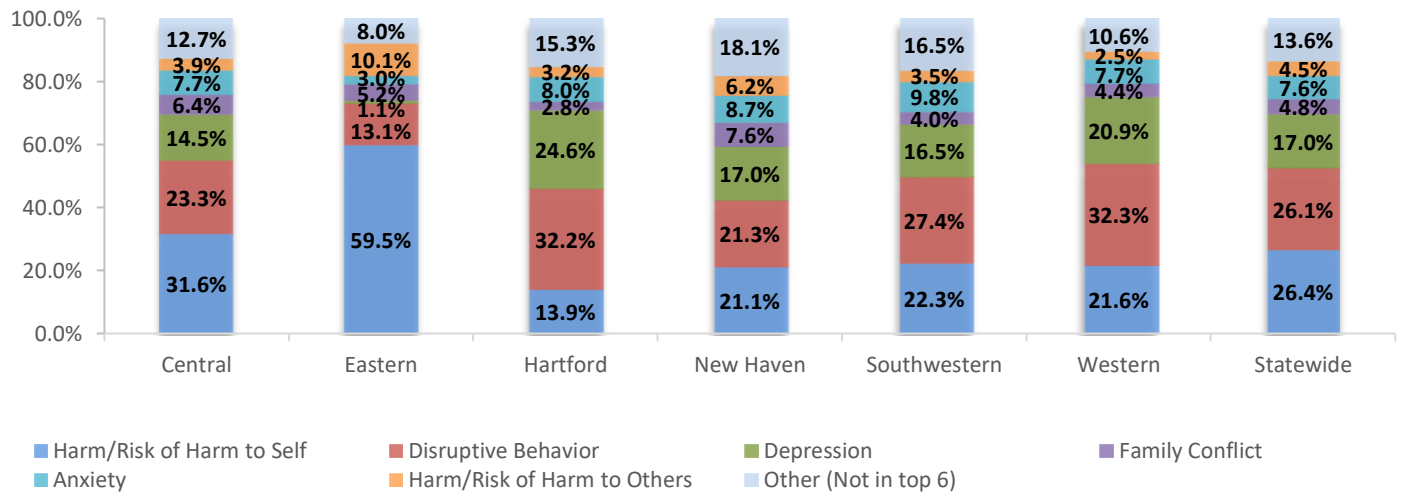


Figure 28. Distribution of Primary Diagnosis Categories at Intake Statewide

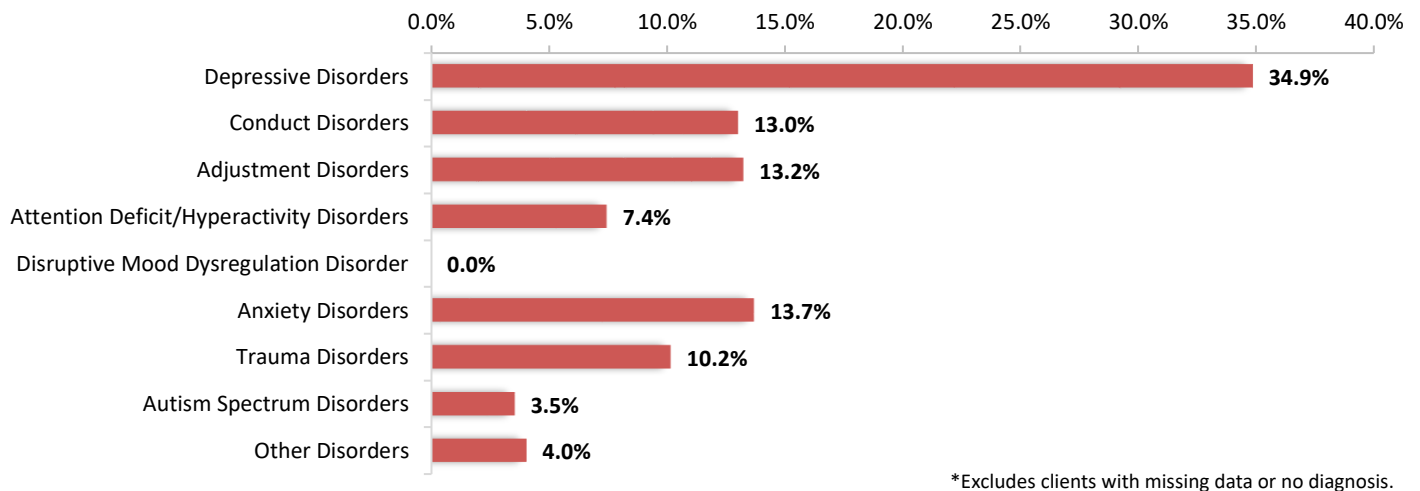


Figure 29. Distribution of Client Secondary Diagnosis Categories at Intake Statewide

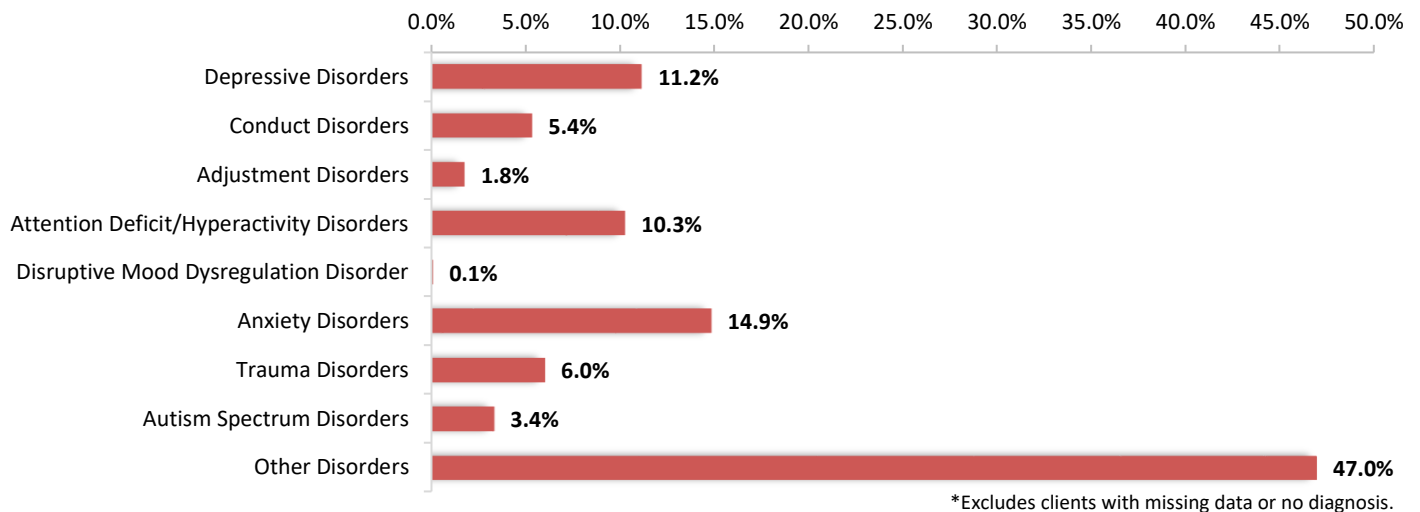


Figure 30. Top 6 Primary Diagnostic Categories at Intake by Service Area

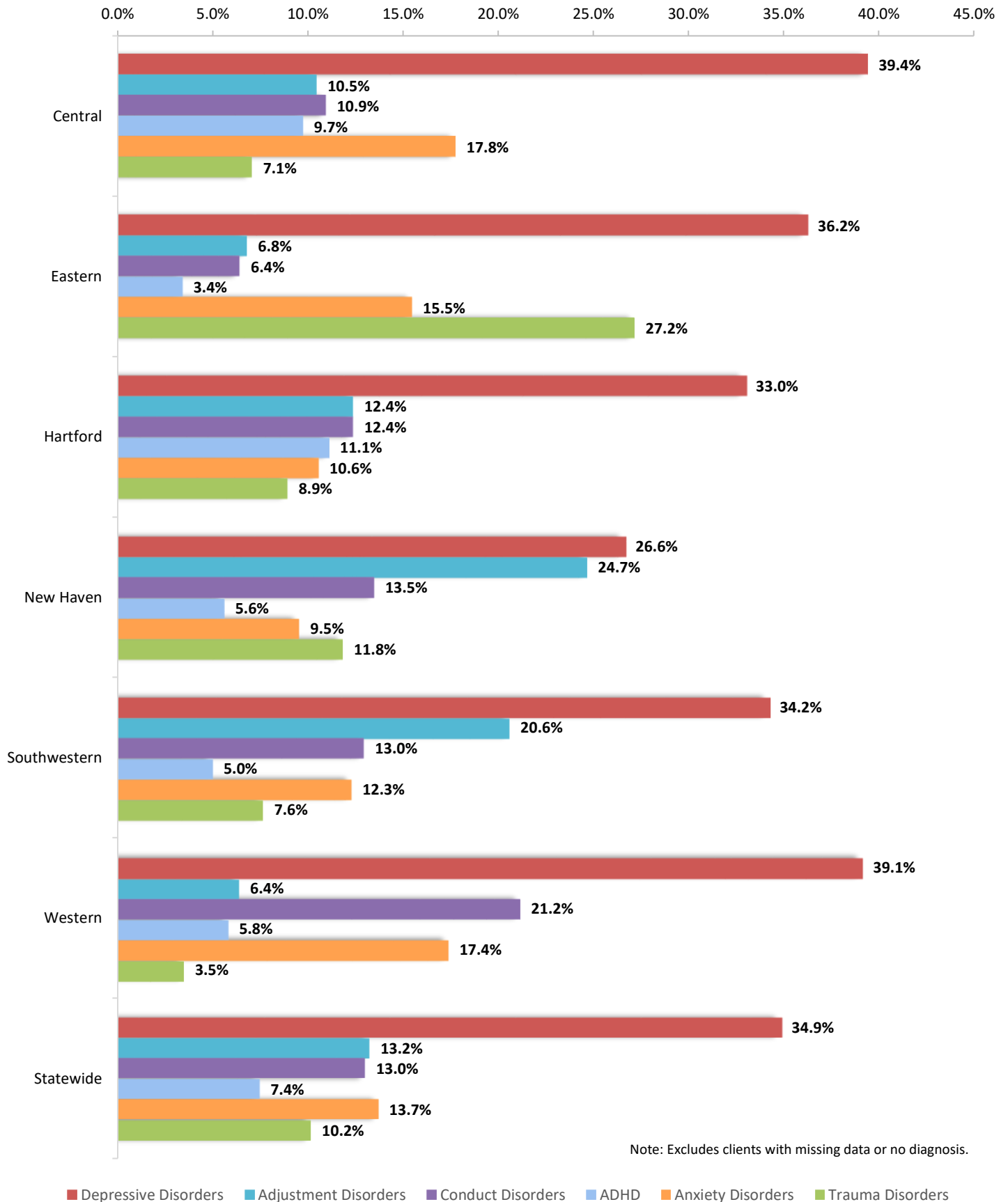


Figure 31. Top 6 Client Secondary Diagnostic Categories at Intake by Service Area

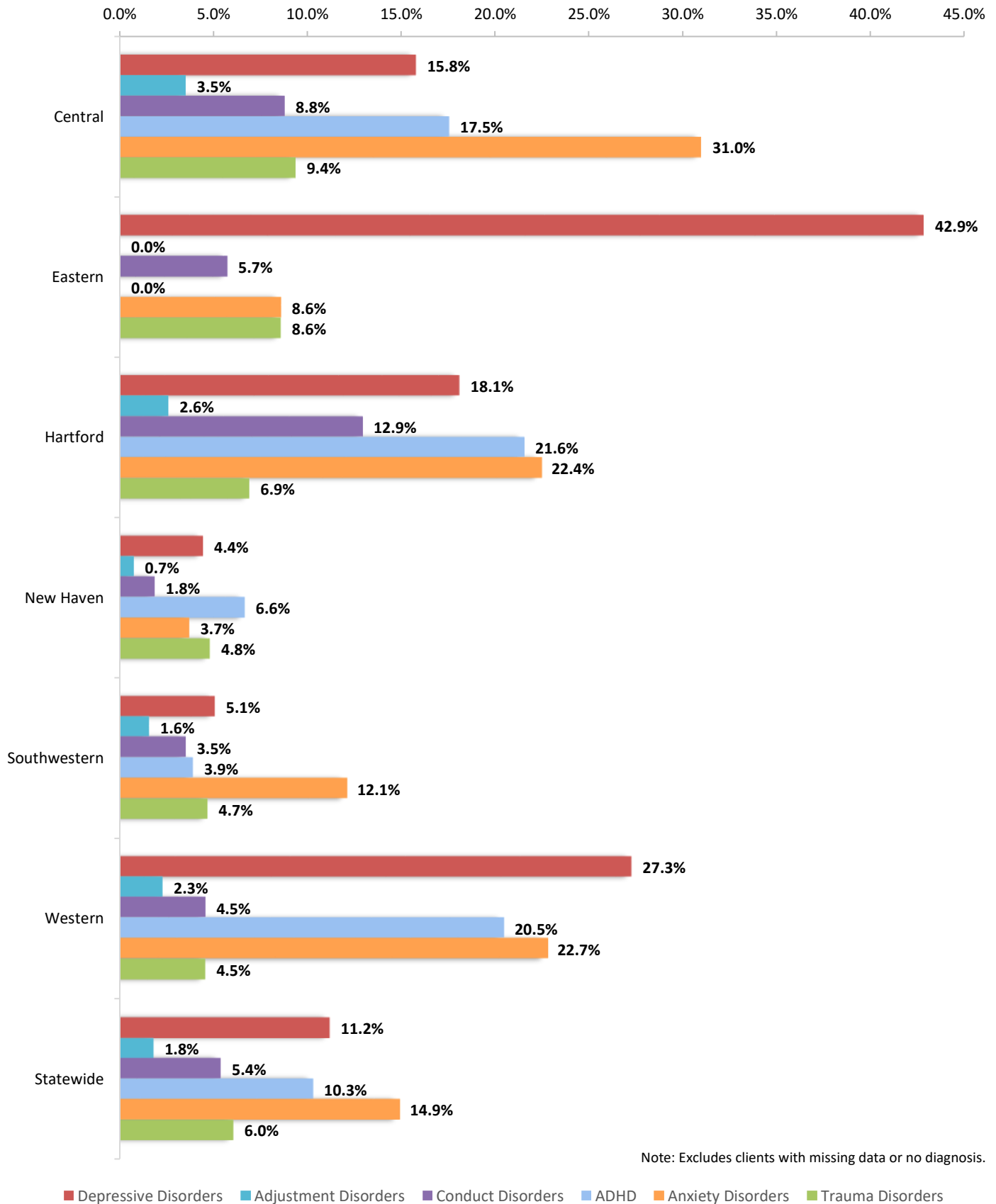


Figure 32. Children Meeting SED* Criteria by Service Area

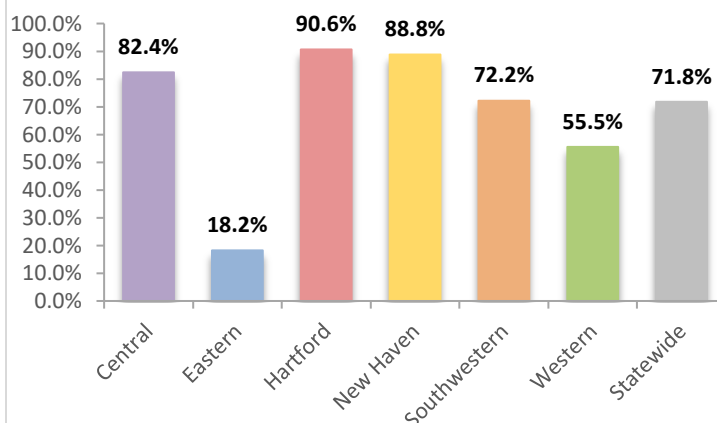


Figure 33. Children with Trauma Exposure Reported at Intake by Service Area

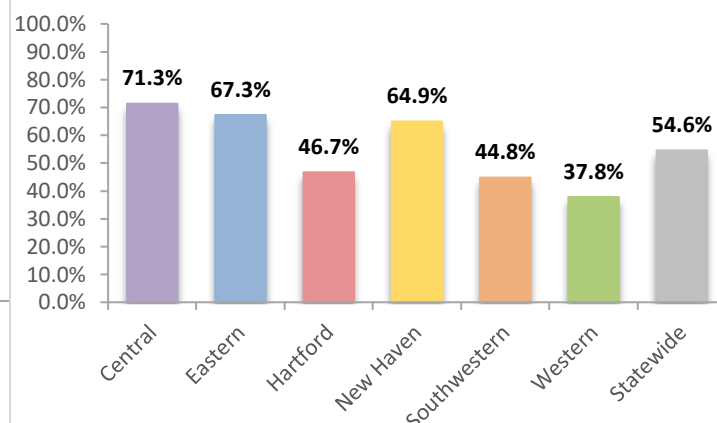


Figure 34. Type of Trauma Reported at Intake by Service Area

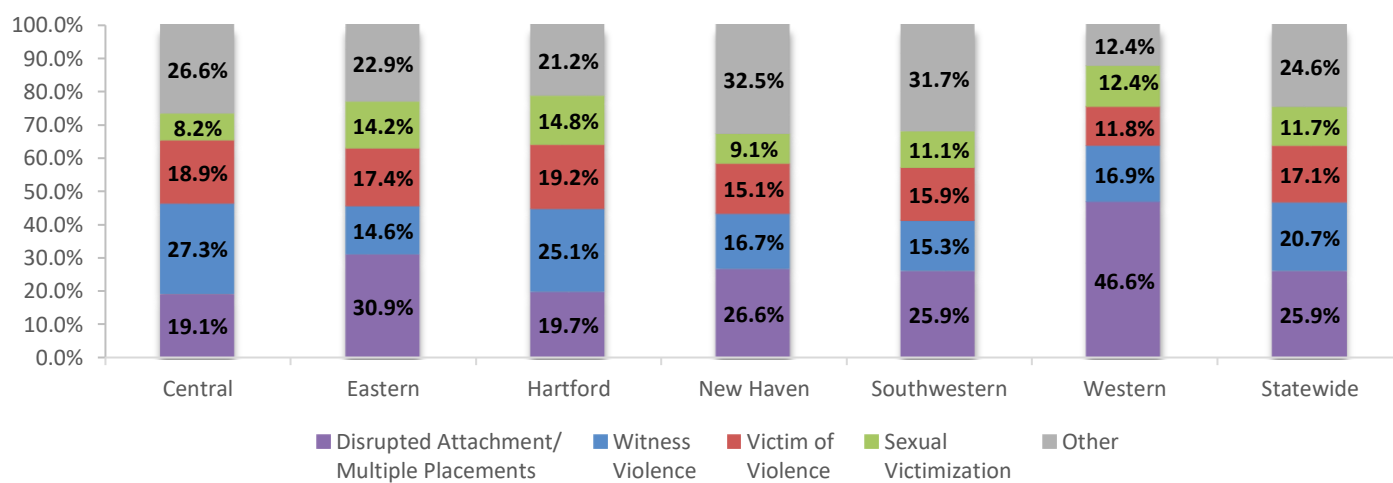


Figure 35. Clients Evaluated in an Emergency Dept. One or More Times in the Six Months Prior and During an Episode of Care

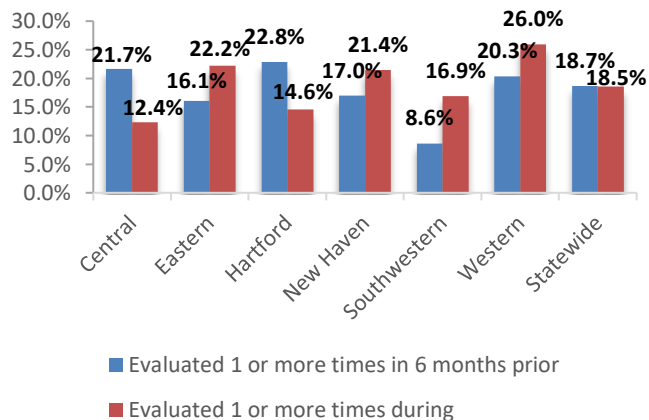
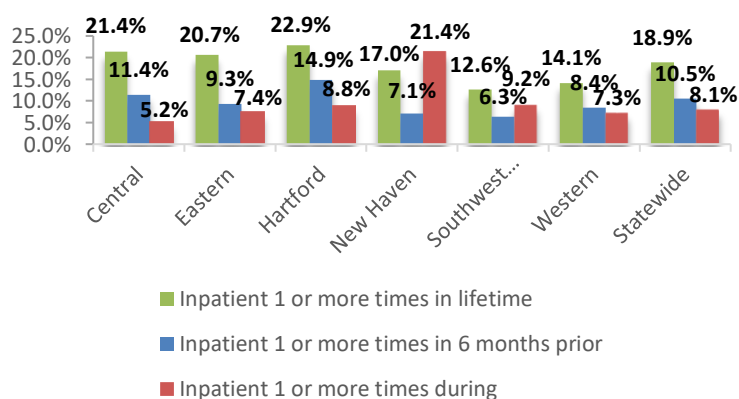


Figure 36. Clients Admitted to a Hospital (Inpatient) for Psychiatric or Behavioral Health Reasons One or More Times in His/Her Lifetime, in Six Months Prior and During the Episode of Care



Section VI: Referral Sources

Figure 37. Referral Sources Statewide

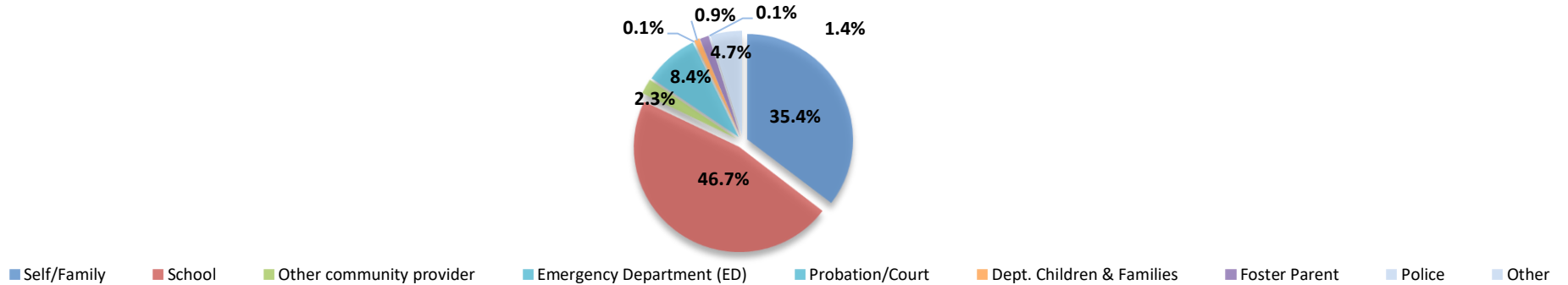
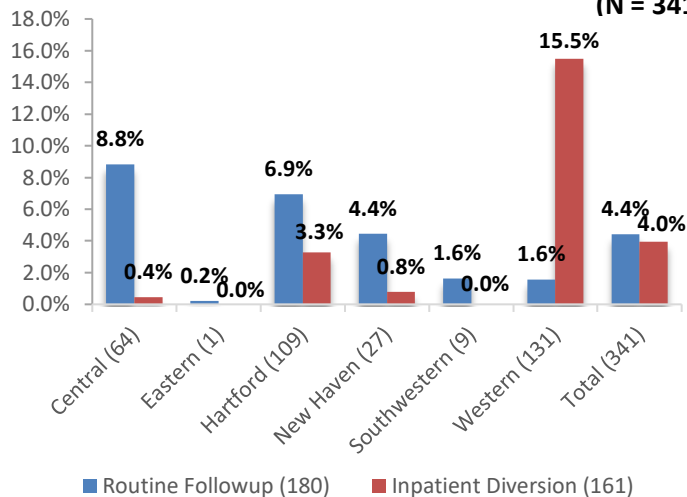


Table 1. Referral Sources (Q3 FY 2020)

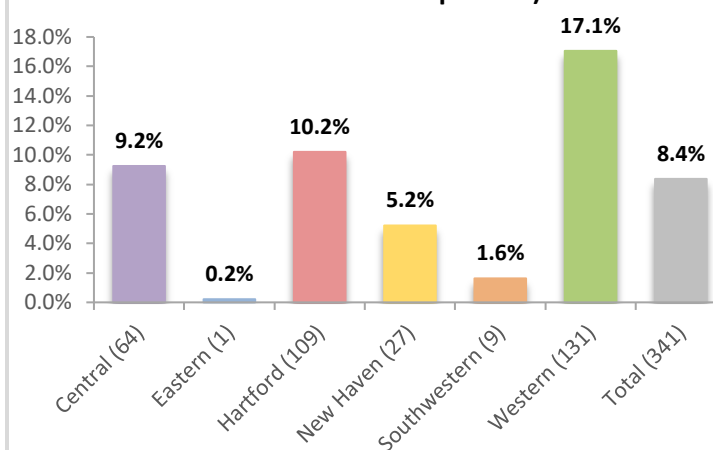
	Self/ Family	Family Adv.	School	Info- Line (2-1-1)	Other Prog. w/in Agency	Other Comm. Provider	Emer Dept. (ED)	Prob. or Court	Dept. of Child & Families (DCF)	Psych Hospital	Cong. Care Facility	Foster Parent	Police	Phys.	Comm. Nat. Supp.	Other State Agency
STATEWIDE	35.4%	0.0%	46.7%	0.0%	1.0%	2.3%	8.4%	0.1%	0.9%	2.9%	0.3%	1.4%	0.1%	0.4%	0.1%	0.0%
CENTRAL	37.3%	0.0%	42.6%	0.0%	1.2%	1.6%	9.2%	0.0%	0.7%	4.9%	0.1%	1.4%	0.3%	0.4%	0.1%	0.0%
CHR:MiddHosp	38.8%	0.0%	45.1%	0.0%	0.5%	0.5%	11.2%	0.0%	0.0%	1.9%	0.0%	1.5%	0.0%	0.5%	0.0%	0.0%
CHR	36.6%	0.0%	41.6%	0.0%	1.4%	2.1%	8.4%	0.0%	1.0%	6.2%	0.2%	1.4%	0.4%	0.4%	0.2%	0.0%
EASTERN	41.3%	0.2%	49.8%	0.0%	1.5%	1.7%	0.2%	0.2%	0.2%	1.3%	0.8%	2.5%	0.0%	0.2%	0.0%	0.0%
UCFS:NE	38.7%	0.0%	49.4%	0.0%	1.8%	1.8%	0.0%	0.6%	0.0%	3.0%	1.2%	3.6%	0.0%	0.0%	0.0%	0.0%
UCFS:SE	42.8%	0.3%	50.0%	0.0%	1.3%	1.6%	0.3%	0.0%	0.3%	0.3%	0.7%	2.0%	0.0%	0.3%	0.0%	0.0%
HARTFORD	30.4%	0.0%	46.8%	0.0%	0.3%	3.9%	10.2%	0.0%	0.9%	5.8%	0.3%	0.7%	0.0%	0.4%	0.2%	0.0%
Wheeler:Htfd	20.8%	0.0%	50.3%	0.0%	0.3%	5.9%	14.4%	0.0%	0.3%	6.4%	0.0%	0.3%	0.0%	1.0%	0.5%	0.0%
Wheeler:Meridn	31.7%	0.0%	50.3%	0.0%	0.0%	2.5%	7.5%	0.0%	3.1%	3.1%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Wheeler:NBrit	37.3%	0.0%	43.1%	0.0%	0.4%	2.9%	7.9%	0.0%	0.8%	6.2%	0.6%	0.8%	0.0%	0.0%	0.0%	0.0%
NEW HAVEN	42.3%	0.0%	44.2%	0.0%	0.8%	1.7%	5.2%	0.0%	1.0%	0.4%	0.0%	2.9%	0.2%	1.0%	0.4%	0.0%
CliffBeers	42.3%	0.0%	44.2%	0.0%	0.8%	1.7%	5.2%	0.0%	1.0%	0.4%	0.0%	2.9%	0.2%	1.0%	0.4%	0.0%
SOUTHWESTERN	40.3%	0.0%	50.4%	0.0%	1.8%	2.7%	1.6%	0.2%	1.8%	0.0%	0.0%	0.9%	0.0%	0.2%	0.2%	0.0%
CFG:South	39.5%	0.0%	50.3%	0.0%	4.2%	3.6%	0.0%	0.6%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
CFG:Nrwk	42.3%	0.0%	52.0%	0.0%	0.8%	2.4%	0.8%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
CFG:EMPS	39.8%	0.0%	49.6%	0.0%	0.8%	2.3%	3.0%	0.0%	1.9%	0.0%	0.0%	1.9%	0.0%	0.4%	0.4%	0.0%
WESTERN	28.9%	0.1%	47.3%	0.0%	0.9%	1.3%	17.1%	0.1%	0.7%	1.7%	0.4%	0.9%	0.3%	0.4%	0.0%	0.0%
Well:Dnby	37.1%	0.0%	58.3%	0.0%	0.0%	1.3%	0.0%	0.7%	0.7%	0.0%	0.7%	0.0%	0.7%	0.7%	0.0%	0.0%
Well:Torr	32.9%	0.7%	48.3%	0.0%	2.7%	2.0%	4.0%	0.0%	0.7%	6.0%	0.7%	0.7%	0.0%	1.3%	0.0%	0.0%
Well:Wtby	25.0%	0.0%	43.4%	0.0%	0.6%	1.1%	26.7%	0.0%	0.6%	0.9%	0.2%	1.3%	0.2%	0.0%	0.0%	0.0%

Figure 38. Type of Emergency Dept. Referral (N = 341)



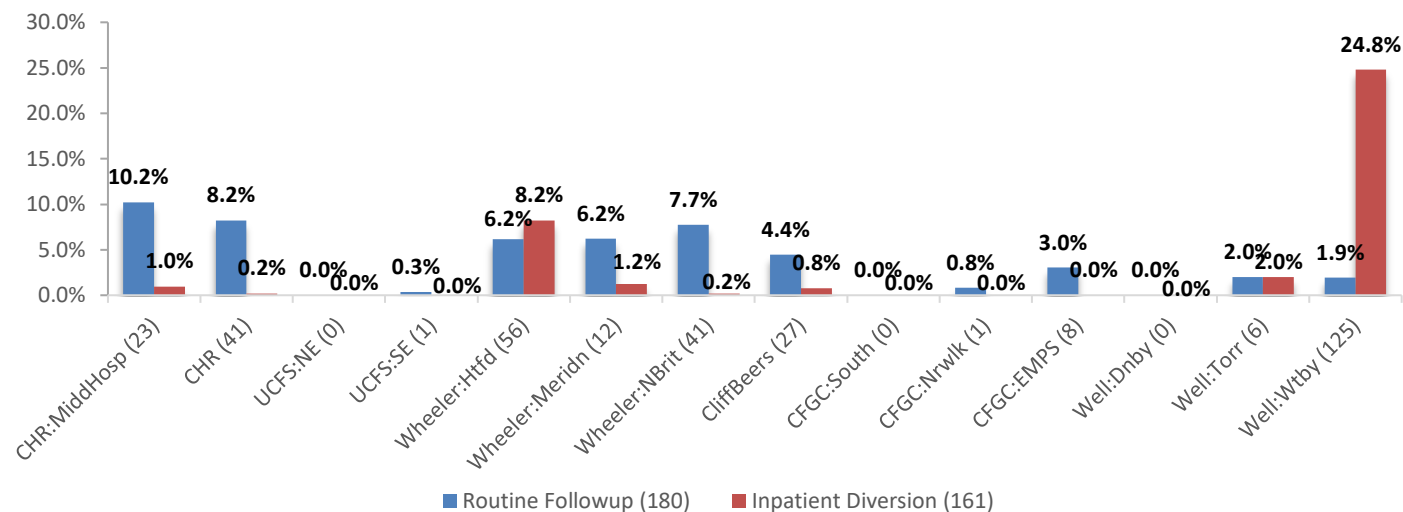
Note: Count total ED referrals are in parenthesis

Figure 39. Emergency Dept. Referral (% of Total Mobile Crisis Episodes)



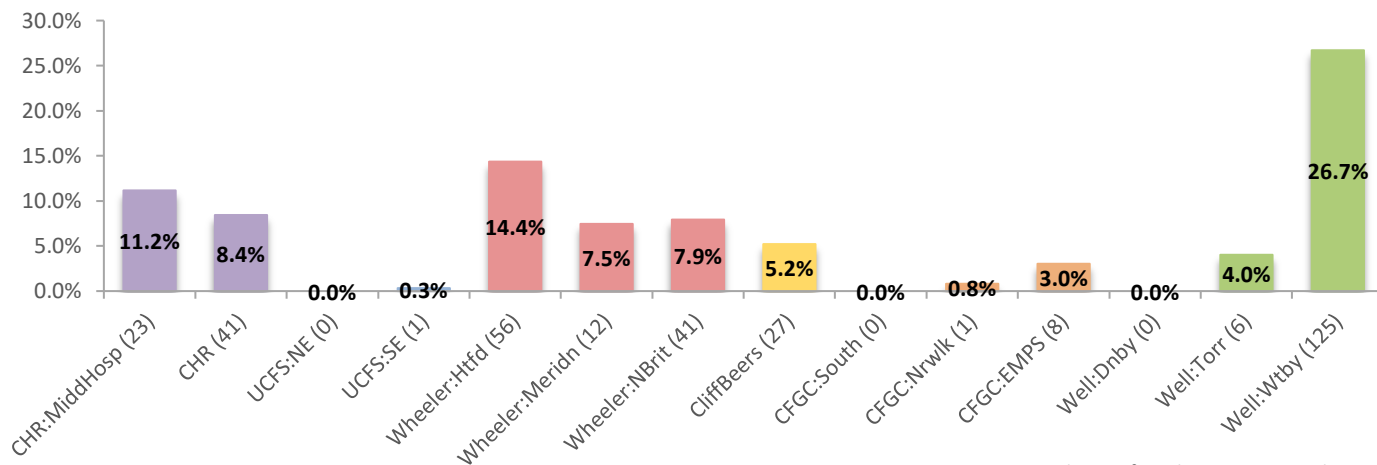
Note: Count total ED referrals are in parenthesis

Figure 40. Type of Emergency Department Referrals by Provider



Note: Count total ED referrals are in parenthesis

Figure 41. Emergency Dept. Referral (% of Total Mobile Crisis Episodes) by Provider



Note: Count total ED referrals are in parenthesis.

Section VII: 2-1-1 Recommendations and Mobile Crisis Response

Figure 42. 2-1-1 Recommended Initial Response

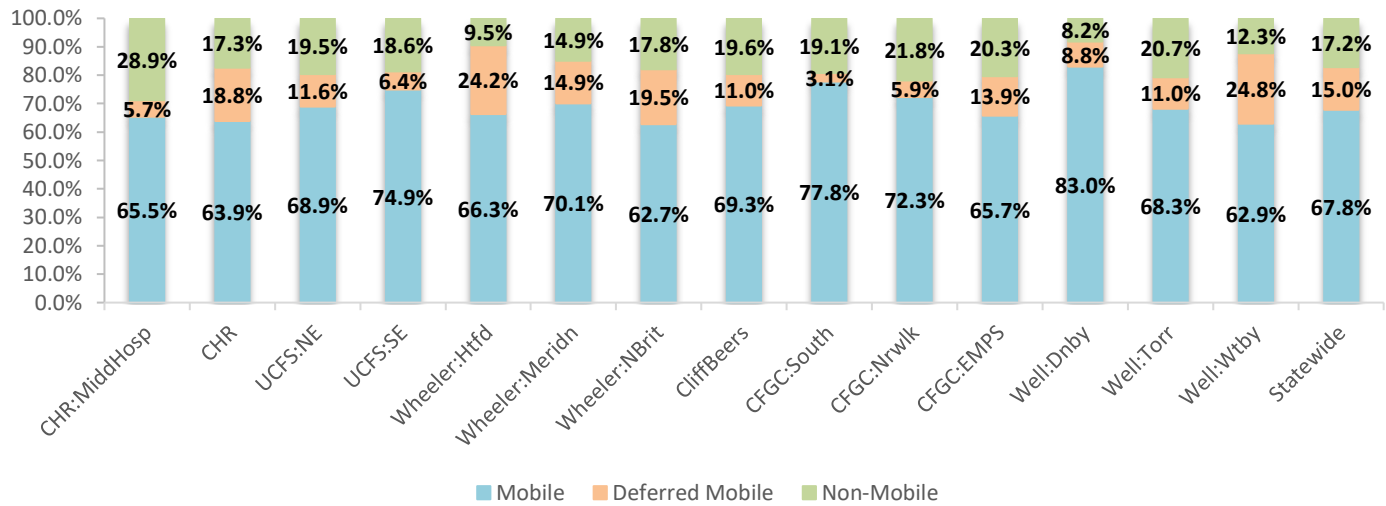


Figure 43. Actual Initial Mobile Crisis Provider Response

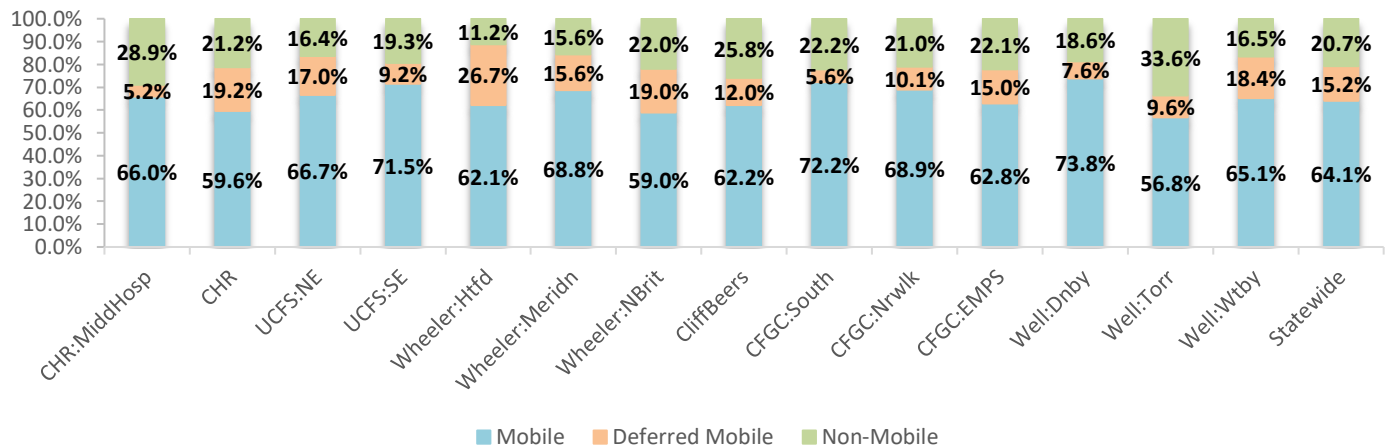
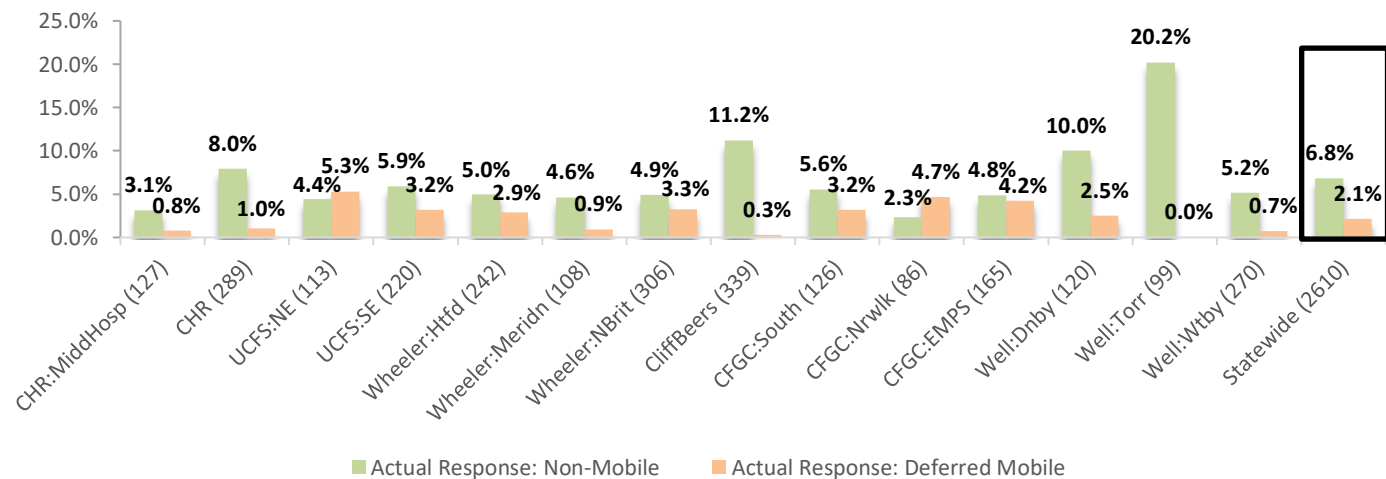


Figure 44. 2-1-1 Recommended Mobile Response Where Actual Mobile Crisis Response was Non-Mobile or Deferred Mobile



Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

Figure 45. 2-1-1 Recommended Non-Mobile Response Where Actual Mobile Crisis Response was Mobile or Deferred Mobile

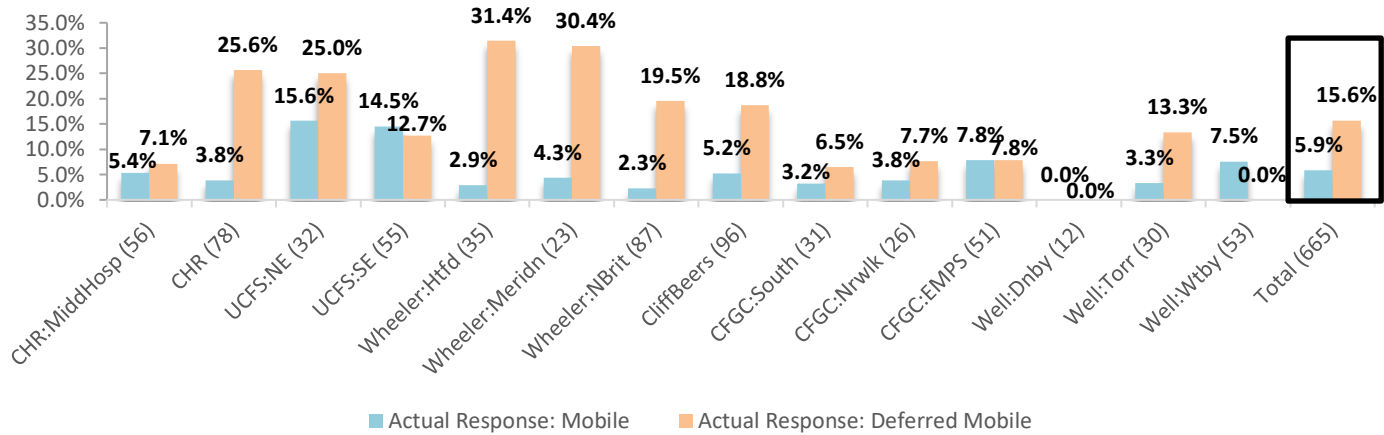
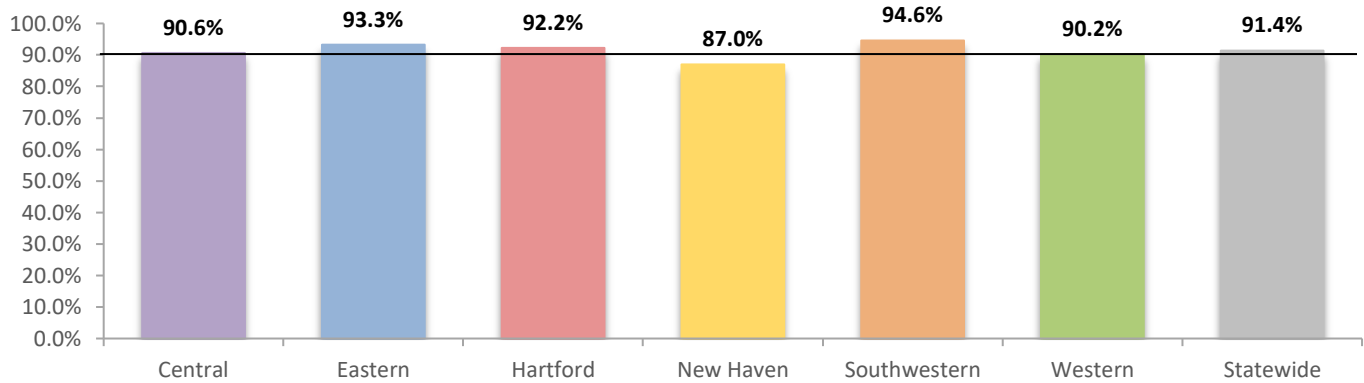
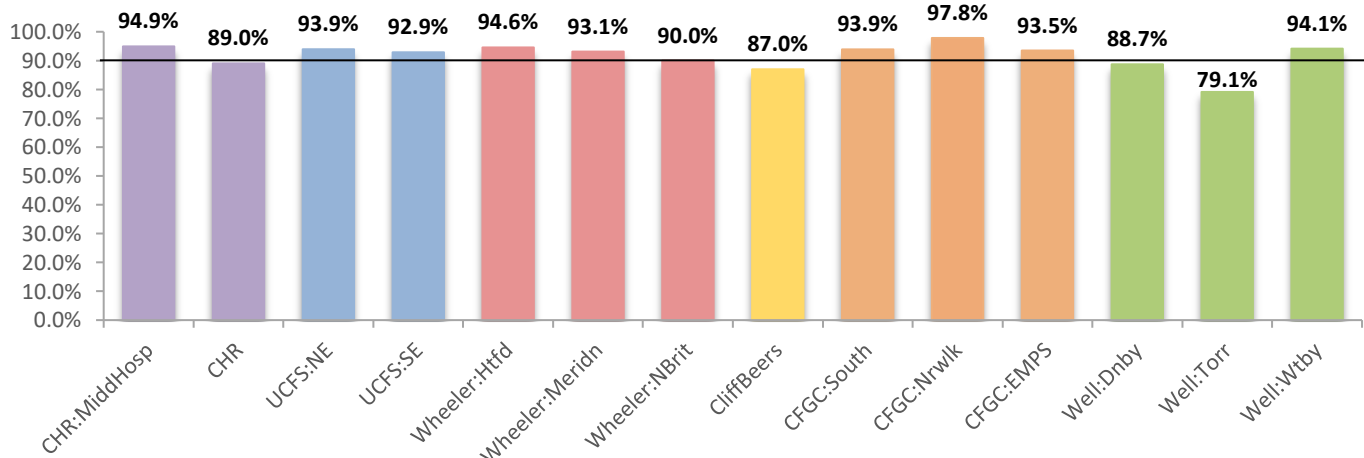


Figure 46. Mobile Response (Mobile & Deferred Mobile) By Service Area



Goal=90%

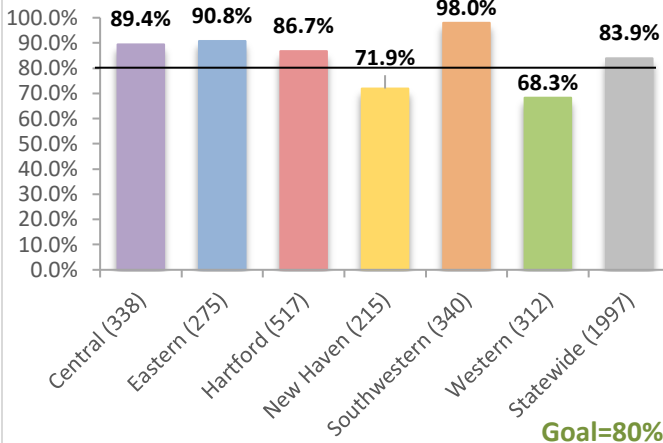
Figure 47. Mobile Response (Mobile & Deferred Mobile) By Provider



Goal = 90%

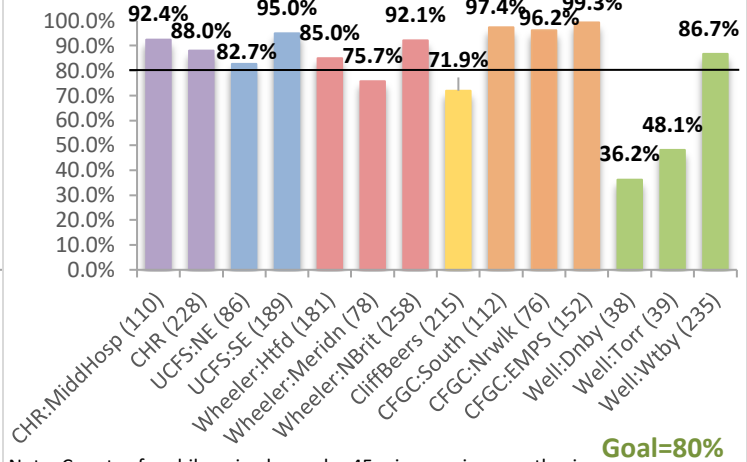
Section VIII: Response Time

Figure 48. Total Mobile Episodes with a Response Time Under 45 Minutes



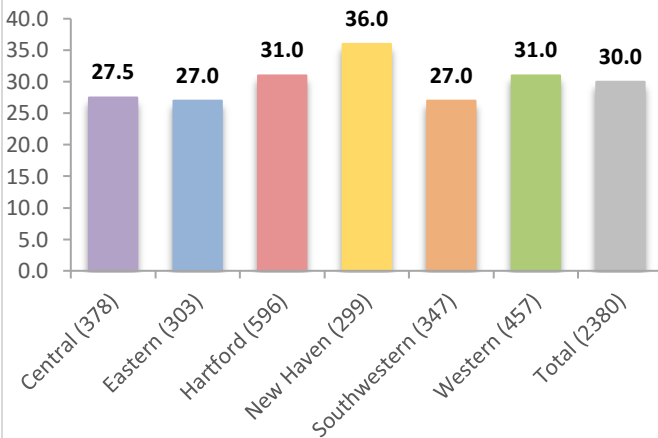
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

Figure 49. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider



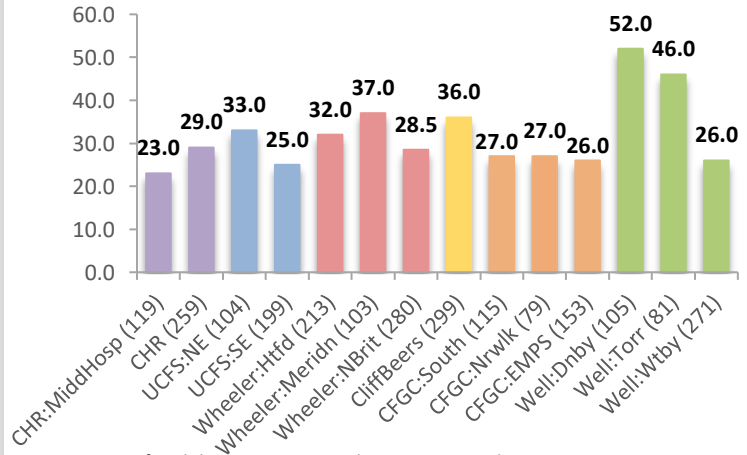
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

Figure 50. Median Mobile Response Time by Service Area in Minutes



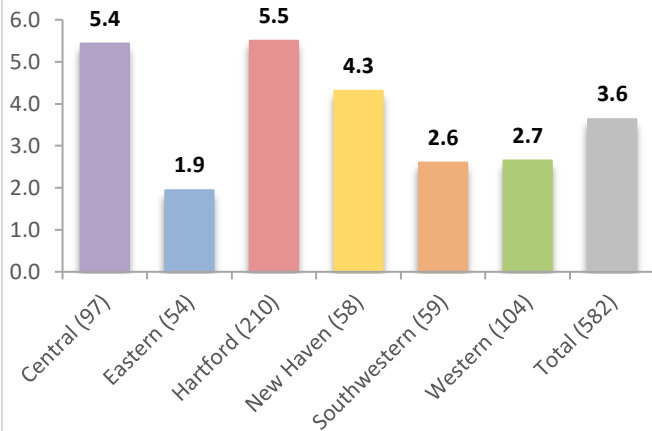
Note: Counts of mobile response episodes are in parenthesis.

Figure 51. Median Mobile Response Time by Provider in Minutes



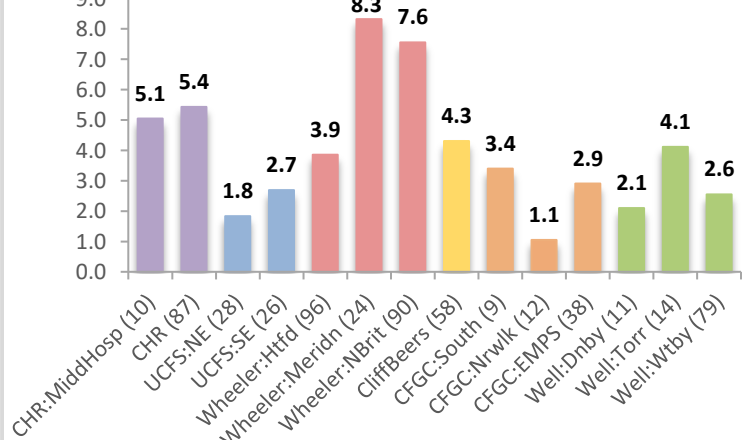
Note: Counts of mobile response episodes are in parenthesis.

Figure 52. Median Deferred Mobile Response Time by Provider in Hours



Note: Counts of deferred mobile response episodes are in parenthesis.

Figure 53. Median Deferred Mobile Response Time by Provider in Hours



Note: Counts of deferred mobile response episodes are in parenthesis.

Section IX: Length of Stay and Discharge Information

Table 2. Length of Stay for Discharged Episodes of Care in Days

		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
		Discharged Episodes for Current Reporting Period										Cumulative Discharged Episodes*								
		Mean			Median			Percent				Mean			Median			Percent		
		LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	
1	STATEWIDE	1.4	13.1	15.4	0.0	5.0	12.0	16.0%	45.9%	3.5%	1.1	11.1	15.3	0.0	4.0	12.0	14.0%	39.8%	2.6%	
2	Central	4.9	24.8	15.7	0.0	3.0	14.0	46.7%	79.4%	1.9%	3.6	25.7	17.7	0.0	21.0	13.0	41.5%	77.6%	4.6%	
3	CHR:MidHosp	6.6	3.2	14.7	4.0	2.0	12.0	78.7%	8.7%	0.0%	6.1	4.3	14.6	4.0	3.0	12.0	79.5%	20.6%	0.0%	
4	CHR	4.0	27.3	67.5	0.0	24.0	67.5	30.3%	87.6%	100.0%	2.5	29.1	33.8	0.0	25.0	30.0	25.3%	86.6%	28.6%	
5	Eastern	0.1	3.9	19.3	0.0	4.0	15.5	1.8%	12.1%	5.6%	0.0	3.6	19.6	0.0	4.0	16.0	0.7%	8.3%	2.8%	
6	UCFS:NE	0.1	4.2	22.6	0.0	4.0	15.0	5.3%	16.0%	13.3%	0.1	3.7	19.6	0.0	4.0	15.0	1.7%	9.4%	4.8%	
7	UCFS:SE	0.0	3.8	16.9	0.0	4.0	16.0	0.0%	9.9%	0.0%	0.0	3.5	19.6	0.0	4.0	17.0	0.0%	7.6%	1.5%	
8	Hartford	0.6	5.0	10.4	0.0	1.0	8.0	14.2%	26.5%	0.2%	0.8	4.5	11.1	0.0	1.0	8.0	14.0%	25.3%	0.3%	
9	Wheeler:Htfd	0.9	9.0	14.1	0.0	4.0	13.0	16.7%	44.7%	0.0%	1.0	6.7	13.0	0.0	2.0	12.0	16.6%	38.0%	0.2%	
10	Wheeler:Meridn	0.6	4.8	5.9	0.0	3.0	6.0	14.3%	30.5%	0.0%	1.4	5.4	11.2	0.0	3.0	8.0	20.8%	33.5%	0.0%	
11	Wheeler:NBrit	0.5	2.1	8.1	0.0	1.0	7.0	12.9%	10.4%	0.4%	0.5	2.2	9.6	0.0	1.0	7.0	10.3%	10.5%	0.5%	
12	New Haven	1.5	22.5	39.8	0.0	16.0	31.0	12.1%	75.1%	31.8%	1.2	14.5	31.0	0.0	8.0	28.0	11.2%	58.0%	19.2%	
13	CliffBeers	1.5	22.5	39.8	0.0	16.0	31.0	12.1%	75.1%	31.8%	1.2	14.5	31.0	0.0	8.0	28.0	11.2%	58.0%	19.2%	
14	Southwestern	0.1	8.1	20.2	0.0	4.0	19.5	1.9%	32.4%	0.0%	0.3	7.8	22.1	0.0	4.0	21.0	4.0%	31.5%	0.9%	
15	CFGC:South	0.2	5.5	17.6	0.0	0.0	16.5	2.4%	31.3%	0.0%	0.1	5.1	22.4	0.0	0.0	21.0	2.1%	25.9%	0.0%	
16	CFGC:Nrwlk	0.1	6.7	21.5	0.0	3.0	27.0	3.1%	29.2%	0.0%	0.5	7.6	19.6	0.0	4.0	20.5	5.9%	34.4%	0.0%	
17	CFGC:EMPS	0.1	9.8	26.5	0.0	4.0	27.0	1.2%	34.1%	0.0%	0.2	8.9	22.6	0.0	4.0	22.5	4.0%	32.3%	3.8%	
18	Western	1.0	6.4	18.5	0.0	3.0	14.0	12.2%	98.1%	0.3%	0.9	5.5	16.7	0.0	3.0	14.0	10.2%	23.4%	4.1%	
19	Well:Dnby	0.6	4.5	16.7	0.0	3.0	13.0	11.7%	28.0%	1.6%	0.5	4.1	17.2	0.0	3.0	13.5	8.6%	18.2%	2.8%	
20	Well:Torr	1.5	7.1	17.1	0.0	2.0	15.0	18.6%	17.4%	3.2%	1.1	4.8	15.5	0.0	3.0	14.0	11.8%	13.1%	1.9%	
21	Well:Wtby	1.0	7.1	19.3	0.0	3.0	14.0	10.3%	27.3%	9.0%	1.0	6.0	17.0	0.0	3.0	14.0	10.3%	27.4%	5.0%	

* Discharged episodes with end dates from July 1, 2019 to the end of the current reporting period.

Note: Blank cells indicate no data was available for that particular inclusion criteria

Definitions:

LOS: Phone

Length of Stay in Days for Phone Only

LOS: FTF

Length of Stay in Days for Face To Face Only

LOS: Stab.

Length of Stay in Days for Plus Stabilization Follow-up Only

Phone > 1

Percent of episodes that are phone only that are greater than 1 day

FTF > 5

Percent of episodes that are face to face that are greater than 5 days

Stab. > 45

Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Table 3. Number of Episodes for Discharged Episodes of Care

		A	B	C	D	E	F	G	H	I	J	K	L
		Discharged Episodes for Current Reporting Period						Cumulative Discharged Episodes*					
		N used Mean/Median			N used for Percent			N used Mean/Median			N used for Percent		
		LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45
1	STATEWIDE	1045	1917	1078	167	879	38	2688	4603	2898	376	1833	75
2	Central	180	441	107	84	350	2	407	924	302	169	717	14
3	CHR:MiddHosp	61	46	105	48	4	0	122	126	253	97	26	0
4	CHR	119	395	2	36	346	2	285	798	49	72	691	14
5	Eastern	112	331	36	2	40	2	304	781	109	2	65	3
6	UCFS:NE	38	119	15	2	19	2	118	297	42	2	28	2
7	UCFS:SE	74	212	21	0	21	0	186	484	67	0	37	1
8	Hartford	218	381	459	31	101	1	665	930	1266	93	235	4
9	Wheeler:Htfd	66	123	191	11	55	0	229	303	521	38	115	1
10	Wheeler:Meridn	28	95	31	4	29	0	96	236	84	20	79	0
11	Wheeler:NBrit	124	163	237	16	17	1	340	391	661	35	41	3
12	New Haven	124	346	22	15	260	7	295	845	73	33	490	14
13	CliffBeers	124	346	22	15	260	7	295	845	73	33	490	14
14	Southwestern	156	315	72	3	102	0	399	777	217	16	245	2
15	CFGCS:South	41	80	44	1	25	0	97	158	139	2	41	0
16	CFGCS:Nrwlk	32	65	13	1	19	0	102	195	26	6	67	0
17	CFGCS:EMPS	83	170	15	1	58	0	200	424	52	8	137	2
18	Western	255	103	382	32	26	26	618	346	931	63	81	38
19	Well:Dnby	60	25	64	7	7	1	162	55	144	14	10	4
20	Well:Torr	59	23	62	11	4	2	136	61	162	16	8	3
21	Well:Wtby	136	55	256	14	15	23	320	230	625	33	63	31

* Discharged episodes with end dates from July 1, 2019 to the end of the current reporting period.

Note: Blank cells indicate no data was available for that particular inclusion criteria

Definitions:

LOS: Phone

Length of Stay in Days for Phone Only

LOS: FTF

Length of Stay in Days for Face To Face Only

LOS: Stab.

Length of Stay in Days for Stabilization Plus Follow-up Only

Phone > 1

Percent of episodes that are phone only that are greater than 1 day

FTF > 5

Percent of episodes that are face to face that are greater than 5 days

Stab. > 45

Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Table 4. Length of Stay for Open Episodes of Care in Days

		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
		<i>Episodes Still in Care*</i>									<i>N of Episodes Still in Care*</i>					
		Mean			Median			Percent			N used Mean/Median			N used for Percent		
		LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45
1	STATEWIDE	47.8	71.9	61.0	28.0	53.0	49.0	100.0%	100.0%	60.8%	65	175	102	65	175	62
2	Central	18.8	56.1	242.0	16.0	46.0	242.0	100.0%	100.0%	100.0%	6	48	1	6	48	1
3	CHR:MiddHosp	15.6	0.0	0.0	16.0	0.0	0.0	100.0%	N/A	N/A	5	0	0	5	0	0
4	CHR	35.0	56.1	242.0	35.0	46.0	242.0	100.0%	100.0%	100.0%	1	48	1	1	48	1
5	Eastern	22.5	13.0	30.7	22.5	13.0	20.0	100.0%	100.0%	33.3%	2	1	3	2	1	1
6	UCFS:NE	0.0	13.0	20.0	0.0	13.0	20.0	N/A	N/A	0.0%	0	1	1	0	1	0
7	UCFS:SE	22.5	0.0	36.0	22.5	0.0	36.0	100.0%	N/A	50.0%	2	0	2	2	0	1
8	Hartford	31.3	48.4	51.6	30.0	35.0	48.0	100.0%	100.0%	59.3%	7	18	27	7	18	16
9	Wheeler:Htfd	33.8	57.4	54.8	31.5	38.0	48.0	100.0%	100.0%	66.7%	6	9	21	6	9	14
10	Wheeler:Meridn	16.0	49.8	43.8	16.0	39.0	34.5	100.0%	100.0%	25.0%	1	5	4	1	5	1
11	Wheeler:NBrit	0.0	26.5	33.5	0.0	18.0	33.5	N/A	100.0%	50.0%	0	4	2	0	4	1
12	New Haven	69.2	69.3	78.5	41.0	56.0	77.0	100.0%	100.0%	80.0%	17	76	15	17	76	12
13	CliffBeers	69.2	69.3	78.5	41.0	56.0	77.0	100.0%	100.0%	80.0%	17	76	15	17	76	12
14	Southwestern	50.0	126.7	75.6	40.5	75.5	48.0	100.0%	100.0%	64.7%	6	28	17	6	28	11
15	CFGC:South	87.0	41.8	29.4	87.0	47.5	25.0	100.0%	100.0%	20.0%	2	4	5	2	4	1
16	CFGC:Nrwlk	30.0	165.0	104.8	30.0	207.0	80.0	0.0%	100.0%	90.0%	1	19	10	0	19	9
17	CFGC	31.5	49.0	45.5	32.5	47.0	45.5	100.0%	100.0%	50.0%	4	5	2	4	5	1
18	Western	46.5	49.5	52.1	27.0	50.0	46.0	100.0%	100.0%	53.8%	27	4	39	27	4	21
19	Well:Dnby	76.0	0.0	32.0	54.5	0.0	32.0	100.0%	N/A	0.0%	4	0	2	4	0	0
20	Well:Torr	30.0	50.0	49.0	30.0	50.0	43.0	100.0%	100.0%	40.0%	1	2	5	1	2	2
21	Well:Wtby	41.9	49.0	53.9	26.5	49.0	51.5	100.0%	100.0%	59.4%	22	2	32	22	2	19

* Data includes episodes still in care with referral dates from July 1, 2019 to end of current reporting period.

Note: Blank cells indicate no data was available for that particular inclusion criteria

Definitions:

LOS: Phone

Length of Stay in Days for Phone Only

LOS: FTF

Length of Stay in Days for Face To Face Only

LOS: Stab.

Length of Stay in Days for Stabilization Plus Follow-up Only

Phone > 1

Percent of episodes that are phone only that are greater than 1 day

FTF > 5

Percent of episodes that are face to face that are greater than 5 days

Stab. > 45

Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Figure 54. Top Six Reasons for Client Discharge Statewide

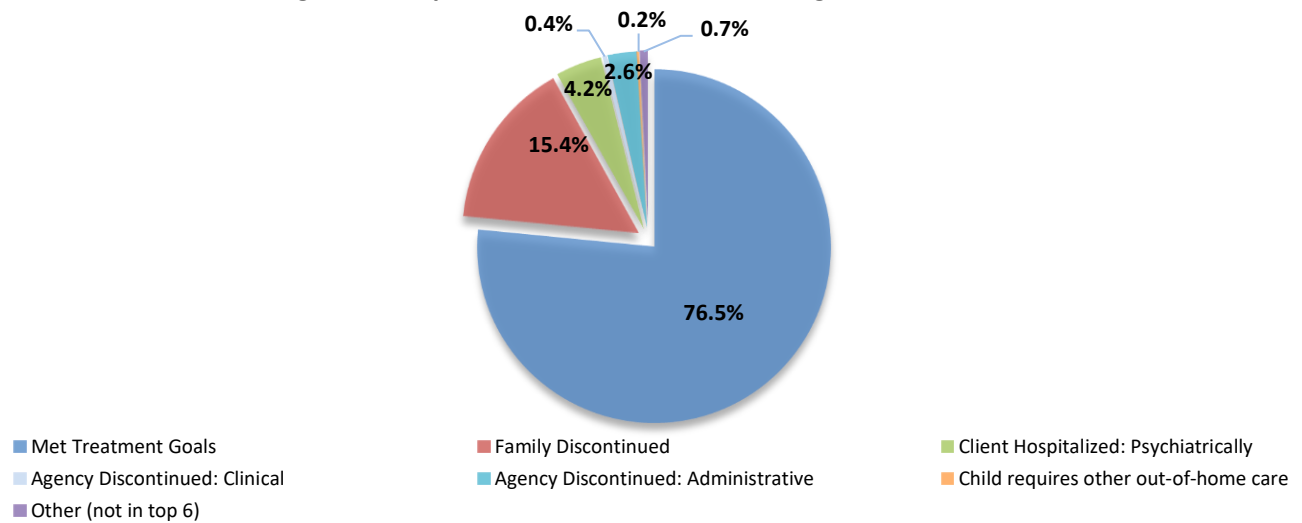


Figure 55. Top Six Places Clients Live at Discharge Statewide

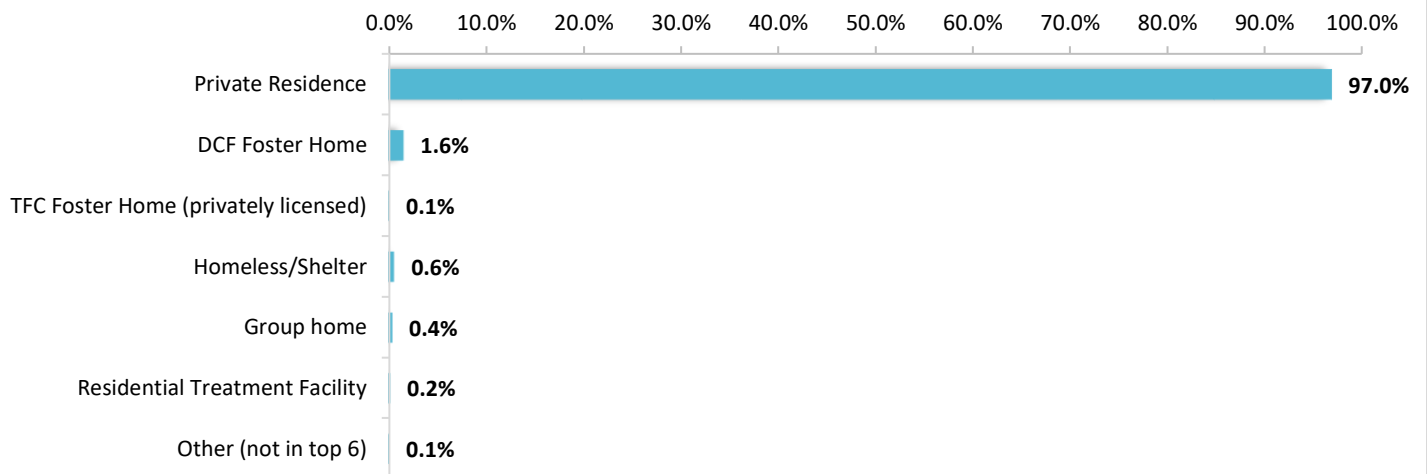
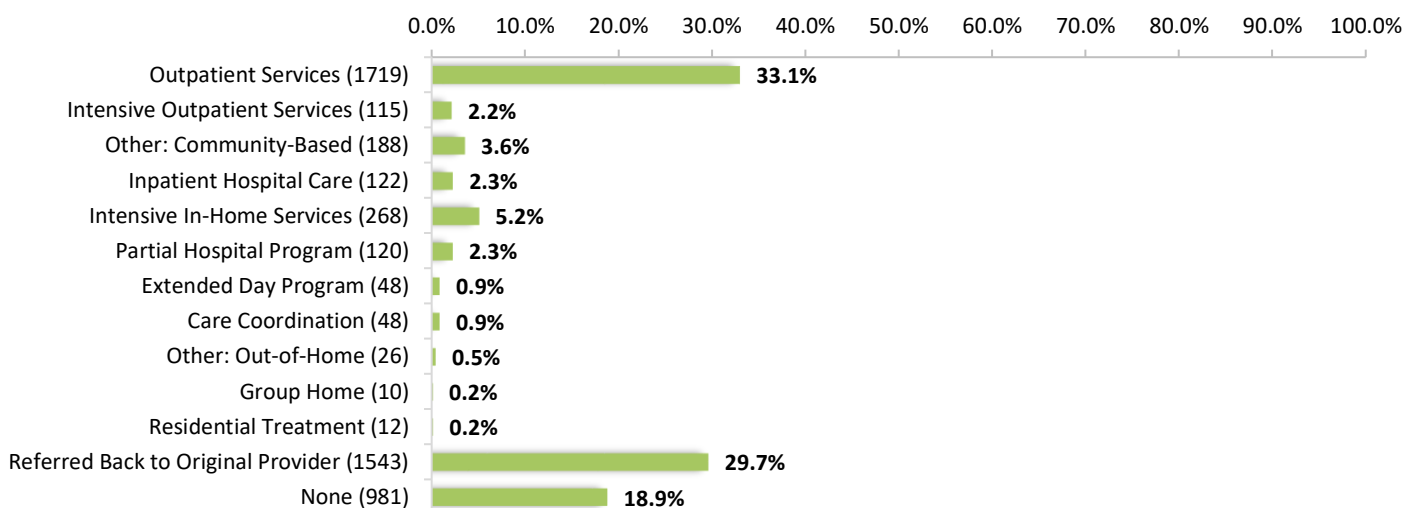


Figure 56. Type of Services Client Referred* to at Discharge Statewide



Note: Count for each type of service referral is in parenthesis

* Data include clients referred to more than one type of service

Table 5. Ohio Scales Scores by Service Area

Service Area	<i>N (paired[†] intake & discharge)</i>	<i>Mean (paired[†] intake)</i>	<i>Mean (paired[†] discharge)</i>	<i>Mean Difference (paired[†] cases)</i>	<i>t-score</i>	<i>Sig.</i>	<i>† .05-.10 * P < .05 **P < .01</i>
STATEWIDE							
Parent Functioning Score	57	44.47	46.49	2.02	2.67	0.010	*
Worker Functioning Score	627	44.95	46.43	1.49	5.93	0.000	**
Parent Problem Score	58	26.36	24.67	-1.69	-2.14	0.037	*
Worker Problem Score	627	25.61	23.67	-1.94	-6.97	0.000	**
Central							
Parent Functioning Score	2	40.50	40.00	-0.50	-1.00	0.500	
Worker Functioning Score	21	47.24	49.29	2.05	1.37	0.187	
Parent Problem Score	2	27.00	29.50	2.50	0.24	0.851	
Worker Problem Score	21	19.71	15.52	-4.19	-2.23	0.038	*
Eastern							
Parent Functioning Score	2	43.00	53.50	10.50	1.62	0.353	
Worker Functioning Score	0	38.00	41.00	0.00	0.00	0.000	
Parent Problem Score	2	30.50	15.00	-15.50	-1.48	0.379	
Worker Problem Score	0	44.00	26.00	0.00	0.00	0.000	
Hartford							
Parent Functioning Score	0	16.00a	16.00a	0.00	0.00	0.000	
Worker Functioning Score	267	45.08	46.13	1.05	3.40	0.001	**
Parent Problem Score	0	18.50a	18.50a	0.00	0.00	0.000	
Worker Problem Score	267	26.06	24.81	-1.24	-3.67	0.000	**
New Haven							
Parent Functioning Score	0	37.00a	37.00a	0.00	0.00	0.000	
Worker Functioning Score	11	49.82	51.00	1.18	0.39	0.708	
Parent Problem Score	0	26.00a	26.00a	0.00	0.00	0.000	
Worker Problem Score	11	22.82	21.91	-0.91	-0.30	0.767	
Southwestern							
Parent Functioning Score	13	54.31	54.46	0.15	0.09	0.931	
Worker Functioning Score	41	43.51	46.46	2.95	1.81	0.078	†
Parent Problem Score	13	19.77	19.15	-0.62	-0.25	0.809	
Worker Problem Score	41	27.85	21.61	-6.24	-2.93	0.006	**
Western							
Parent Functioning Score	36	43.22	45.81	2.58	2.84	0.007	**
Worker Functioning Score	286	44.69	46.34	1.65	4.41	0.000	**
Parent Problem Score	37	28.86	27.14	-1.73	-4.32	0.000	**
Worker Problem Score	286	25.34	23.55	-1.79	-4.86	0.000	**

paired[†] = Number of cases with both intake and discharge scores

† .05-.10,

* P < .05,

**P < .01

Section X: Client & Referral Source Satisfaction

Table 6. Client and Referrer Satisfaction for 211 and EMPS*

2-1-1 Items	Clients (n=81)	Referrers (n=39)
The 2-1-1 staff answered my call in a timely manner	4.39	4.15
The 2-1-1 staff was courteous	4.44	4.15
The 2-1-1 staff was knowledgeable	4.44	4.15
My phone call was quickly transferred to the EMPS provider	4.34	4.15
Sub-Total Mean: 2-1-1	4.41	4.15
Mobile Crisis Items		
Mobile Crisis responded to the crisis in a timely manner	4.28	4.05
The Mobile Crisis staff was respectful	4.36	4.15
The Mobile Crisis staff was knowledgeable	4.36	4.10
The Mobile Crisis staff spoke to me in a way that I understood	4.38	X
Mobile Crisis helped my child/family get the services needed or made contact with my current service provider (if you had one at the time you called Mobile Crisis)	4.28	X
The services or resources my child and/or family received were right for us	4.28	X
The child/family I referred to Mobile Crisis was connected with appropriate services or resources upon discharge from Mobile Crisis	X	4.00
Overall, I am very satisfied with the way that Mobile Crisis responded to the crisis	4.30	4.00
Sub-Total Mean: Mobile Crisis	4.32	4.06
Overall Mean Score	4.35	4.12

* All items collected by 2-1-1, in collaboration with the PIC and DCF; measured on a scale of 5 (Strongly Agree) to 1 (Strongly Disagree)

Client Comments:

- Mother named off two clinicians specifically and reported they "got me through" very difficult moments with her child.
- "It was very good. I am a single mom and that day I was overwhelmed and you helped me a lot."
- "They really helped to de-escalate."
- "It was our first time using the service. I was very happy with the counselor whom came out and the way it was handled."
- Mother reports she did not find MCI particularly helpful and found that the process overall took too long and youth had calmed a lot when clinician came to the line.
- Caller reports had to wait for MCI to call back then to arrive then MCI clinician was interrupted by calls while there and ultimately they were directed to take youth to the ED which felt like a very long process to ultimately be directed to the ED.

Referrer Comments:

- "They were very professional we felt very comfortable when they left."
- ED Clinician-"Everything is going great, even with COVID it feels like nothing has changed (with MCI response)."
- "They did what they had to do and everything got fixed."
- "I appreciate the help."
- ED Clinician reports the current non-mobile dynamic due to COVID has presented challenges for both managing youth in the ED.
- ED clinician reports some family feedback that MCI had not contacted them for deferred mobile but there is a question of family reliability as well.

Section XI: Training Attendance

Table 7. Trainings Completed for All Active* Staff

	DBHRN	Crisis API	DDS	CCSRs	Trauma	Violence	CRC	Emerg. Certificate	QPR	A-SBIRT	ASD	PSB	SR	All 13 Trainings Completed	All 13 Completed for Full-Time Staff Only
Statewide (151)*	55%	67%	55%	48%	63%	58%	54%	59%	24%	38%	50%	16%	29%	2%	3%
CHR:MiddHosp (9)*	89%	78%	67%	100%	89%	89%	67%	67%	100%	89%	89%	11%	56%	0%	0%
CHR (13)*	15%	38%	15%	69%	46%	46%	15%	38%	31%	8%	15%	15%	8%	0%	0%
UCFS:NE (3)*	33%	67%	0%	100%	33%	67%	67%	67%	33%	100%	67%	33%	67%	0%	0%
UCFS:SE (15)*	40%	67%	20%	87%	27%	33%	40%	40%	40%	80%	40%	13%	33%	0%	0%
Wheeler:Htfd (16)*^	75%	81%	81%	13%	88%	75%	56%	63%	13%	6%	81%	19%	13%	0%	0%
Wheeler:Meridn (5)*	60%	60%	40%	40%	60%	60%	40%	60%	0%	0%	40%	20%	40%	0%	0%
Wheeler:NBrit (16)*	75%	81%	56%	19%	63%	75%	56%	69%	0%	13%	56%	0%	31%	0%	0%
CliffBeers (23)*	57%	61%	65%	70%	83%	65%	65%	57%	43%	48%	57%	9%	22%	9%	10%
CFGc:South (2)*	50%	50%	100%	50%	50%	0%	100%	50%	0%	100%	50%	0%	50%	0%	0%
CFGc:Nrwk (6)*^	33%	50%	67%	50%	67%	33%	67%	50%	0%	67%	50%	17%	33%	0%	0%
CFGc:EMPS (10)*	70%	90%	80%	80%	80%	60%	80%	90%	30%	60%	80%	10%	80%	10%	13%
Well:Dnby (18)*^	17%	44%	33%	0%	28%	22%	28%	44%	0%	0%	6%	0%	6%	0%	0%
Well:Torr (3)*	100%	100%	100%	0%	67%	67%	67%	67%	0%	0%	33%	0%	33%	0%	0%
Well:Wtby (8)*	75%	75%	75%	13%	75%	75%	75%	75%	13%	63%	50%	13%	13%	0%	0%
Full-Time Staff Only (96)	56%	71%	58%	55%	65%	59%	58%	60%	27%	43%	54%	14%	39%	3%	

Note: Count of active staff for each provider or category is in parenthesis.

* Includes all active full-time, part-time and per diem staff as of March 31, 2020.

^Includes staff who did not have an assigned site reported and/or support multiple sites.

Training Title Abbreviations:

DBHRN=Disaster Behavioral Health Response Network

QPR= Question, Persuade and Refer

Crisis API = Crisis Assessment, Planning and Intervention

A-SBIRT= Adolescent Screening, Brief Intervention and Referral to Treatment

DDS=An Overview of Intellectual Developmental Disabilities and Positive Behavioral Supports

ASD = Autism Spectrum Disorder

CCSRs=Columbia Suicide Severity Rating Scale

Trauma = Traumatic Stress and Trauma Informed Care

Violence = Violence Assessment and Prevention

CRC = 21st Century Culturally Responsive Mental Health Care

Emerg. Certificate= Emergency Certificate

PSB = Problem Sexual Behavior (Added October 2019)

SR = School Refusal (Added August 2019)

Section XII: Data Quality Monitoring

Figure 57. Ohio Scales Collected at Intake by Provider

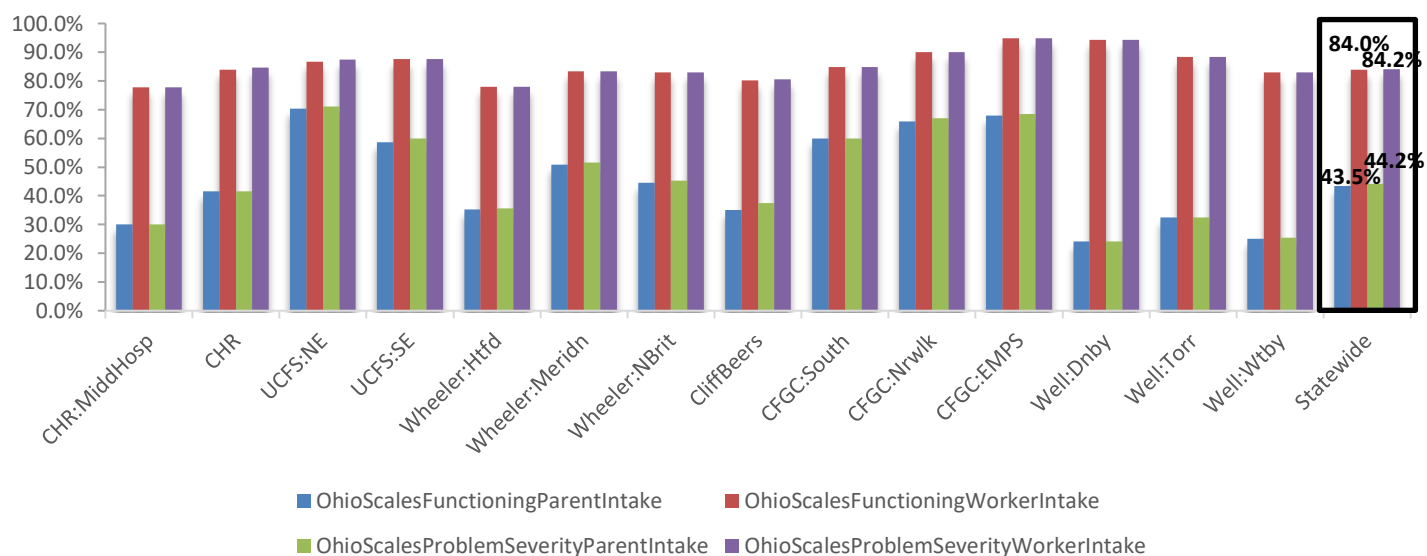
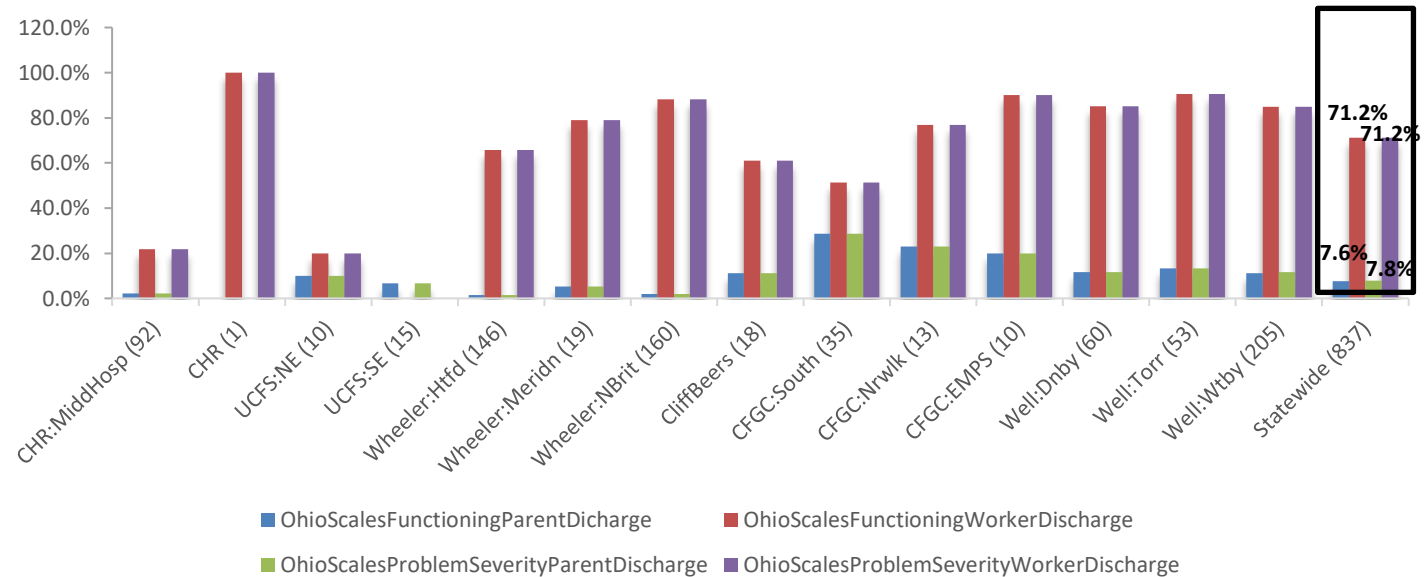


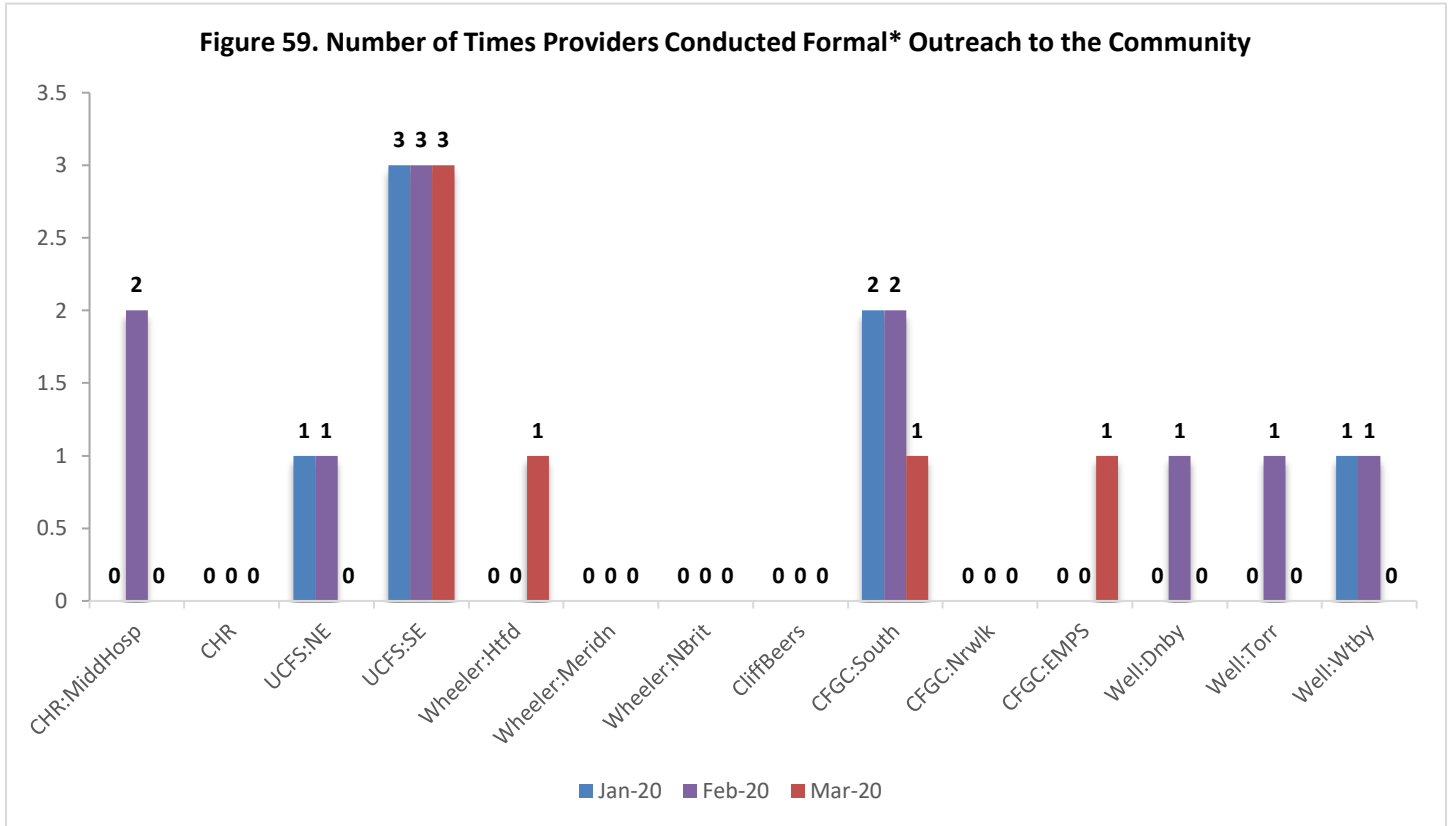
Figure 58. Ohio Scales Collected at Discharge by Provider



Note: Number in parentheses refers to the number of episodes meeting criteria for completed Ohio Scales at discharge (crisis response is plus stabilization follow up with a length of stay of five days or more).

Section XIII: Provider Community Outreach

Figure 59. Number of Times Providers Conducted Formal* Outreach to the Community



*Formal outreach refers to: 1) In person presentations lasting 30 minutes, preferably more, using the EMPS PowerPoint slides and including distribution to attendees of marketing materials and other EMPS resources; 2) Outreach presentations that are in person that include workshops, conferences, or similar gatherings in which EMPS is discussed for at least an hour or more; 3) Outreach presentations that are not in person which may include workshops, conferences, or similar gatherings in which the EMPS marketing video, banner, and table skirt are set up for at least 2 hours with marketing materials made available to those who would like them; 4) The EMPS PIC considers other outreaches for inclusion on a case-by-case basis, as requested by EMPS providers.