MOBILE CRISIS INTERVENTION SERVICES

Mobile Crisis Intervention Services
Performance Improvement Center (PIC)

Monthly Report: April 2020

Updated 5/12/20

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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.

> **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 April 2020, 2-1-1 and Mobile Crisis received 633 calls including 428 calls (67.6%) handled by Mobile Crisis providers and 205 calls (32.4%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 68.0% decrease in call volume from April 2019 (n=1,976).

Among the **428 episodes of care** this month, episode volume ranged from 50 episodes (Southwestern) to 90 episodes (Hartford). The statewide average service reach per 1,000 children this month was 0.5, with service area rates ranging from 0.3 (Southwestern) to 0.9 (Eastern) 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 0.3 per 1,000 children in poverty, with service area rates ranging from 0.1 (Southwestern) to 0.9 (Eastern).

Mobility: Statewide mobility was 61.4% this month; lower than the rate in April 2019 (92.6%). None of the six service areas were at or above the 90% benchmark this month, with performance ranging from 48.4% (Central) to 81.5% (Hartford). Mobility for individual providers ranged from 0.0% (CHR: Middlesex Hospital; CFGC: Norwalk) to 100.0% (Wheeler: Meriden). One of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **63.5% of mobile episodes received a face-to-face response in 45 minutes or less**, which is lower than the rate in April 2019 (87.0%). Three 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 36.4% (New Haven) to 100.0% (Southwestern). Six of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 33.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **21.8% of the 78 *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 28.0 days. The regional median LOS ranged from 24.0 days (Hartford) to 109.0 days (Central).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

Call Type	Volume
2-1-1 Only	205
2-1-1-EMPS	423
Registered Call	5
Total	633
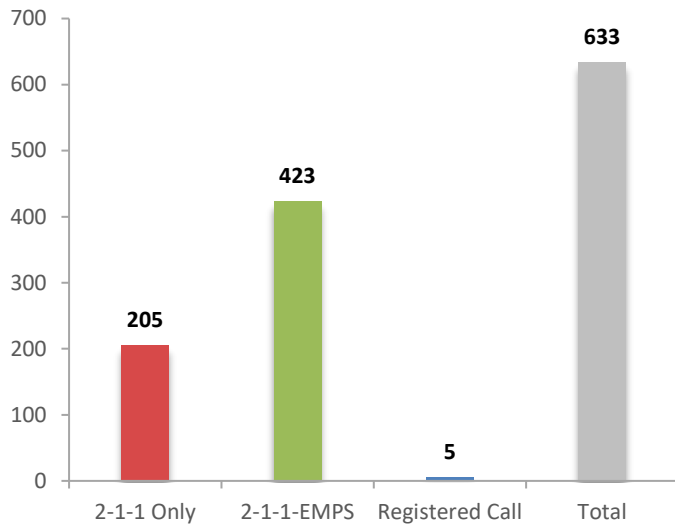
Figure 2. Mobile Crisis Episodes by Service Area

(Total: 428)

Service Area	Episodes	After Hours Calls*
Central	70	9*
Eastern	80	1*
Hartford	80	10*
New Haven	53	4*
Southwestern	46	4*
Western	67	4*

*After Hours Calls
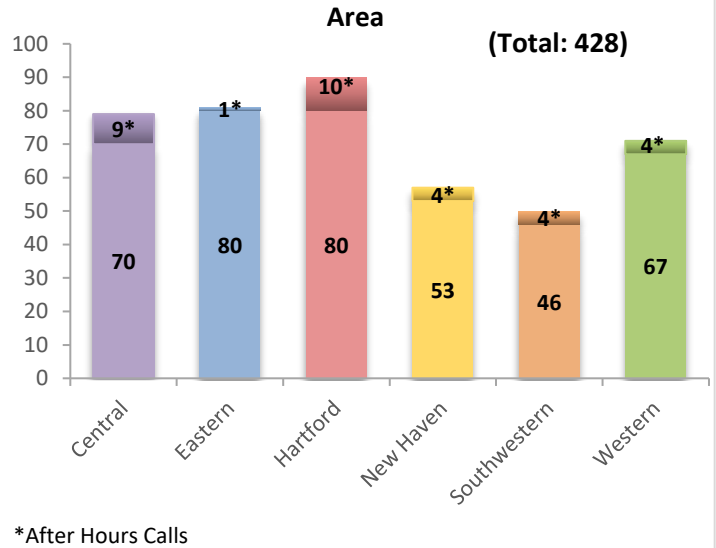
Figure 3. Number Served Per 1,000 Children

Service Area	Number
Central	0.6
Eastern	0.9
Hartford	0.6
New Haven	0.5
Southwestern	0.3
Western	0.5
Statewide	0.5
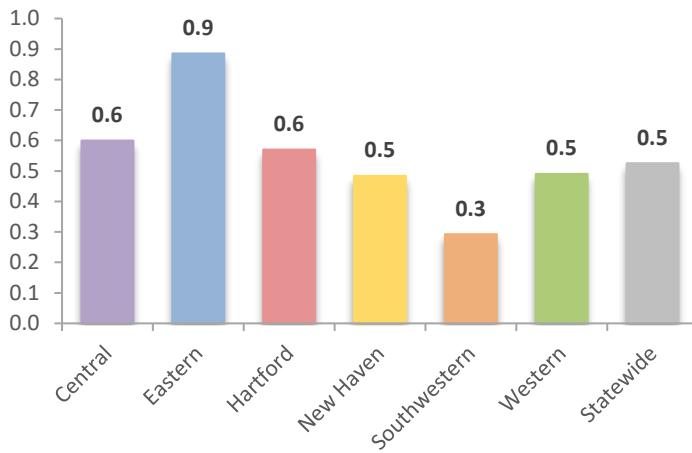
Figure 4. Number Served per 1,000 Children in Poverty

Service Area	Number
Central	0.4
Eastern	0.9
Hartford	0.6
New Haven	0.5
Southwestern	0.1
Western	0.4
Statewide	0.3
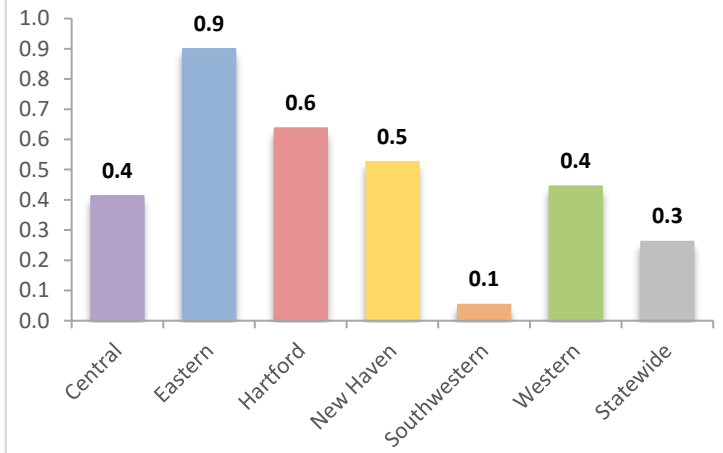
Figure 5. Mobile Response by Service Area

Service Area	Percent
Central(31)	48.4%
Eastern(23)	56.5%
Hartford(27)	81.5%
New Haven(19)	68.4%
Southwestern(5)	60.0%
Western(22)	54.5%
Total(127)	61.4%

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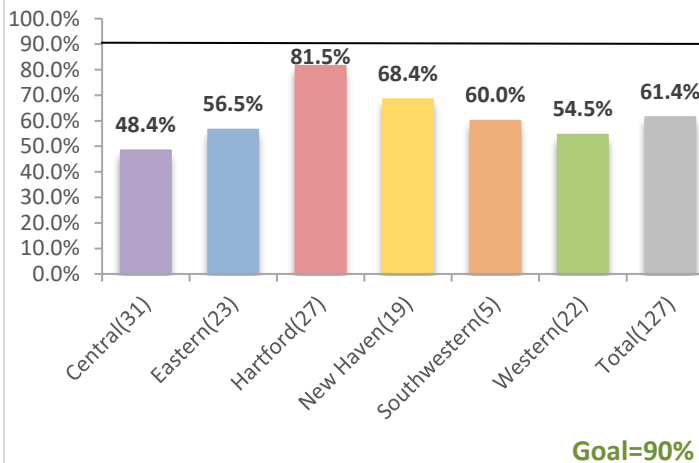
Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes

Service Area	Percent
Central (5)	45.5%
Eastern (10)	90.9%
Hartford (14)	82.4%
New Haven (4)	36.4%
Southwestern (3)	100.0%
Western (4)	40.0%
Statewide (40)	63.5%

Goal=80%
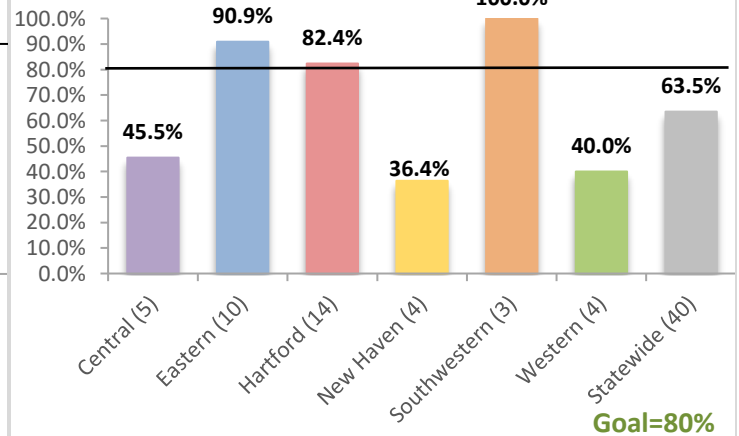
Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

Values by category:
- I&R: 70
- 9-1-1: 34
- EMPS Resp: 400
- Transfer Followup: 7
- Crisis Response Followup: 60
- After Hours Followup: 62
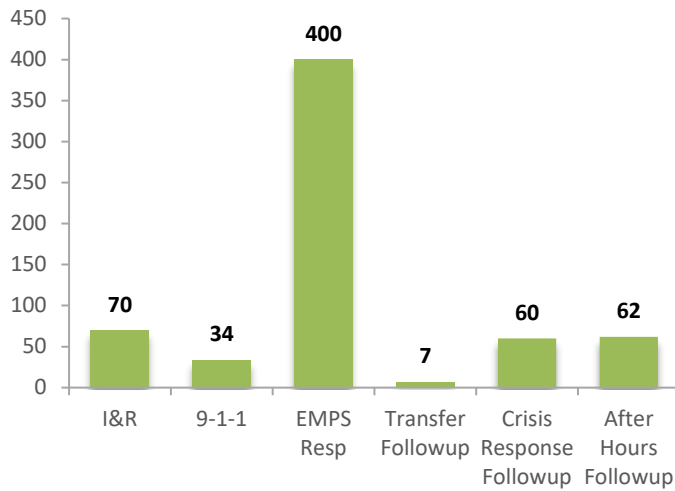
Figure 8. Mobile Crisis Episodes by Provider

(Total Episodes = 428)

- CHR:MiddHosp: 20 (4*)
- CHR: 50 (5*)
- UCFS:NE: 28 (0*)
- UCFS:SE: 52 (1*)
- Wheeler:Htfd: 27 (5*)
- Wheeler:Meridn: 12 (2*)
- Wheeler:NBrit: 41 (3*)
- CliffBeers: 53 (4*)
- CFGC:South: 15 (0*)
- CFGC:Nrwlk: 8 (1*)
- CFGC:EMPS: 23 (3*)
- Well:Dnby: 12 (0*)
- Well:Torr: 12 (0*)
- Well:Wtby: 43 (4*)

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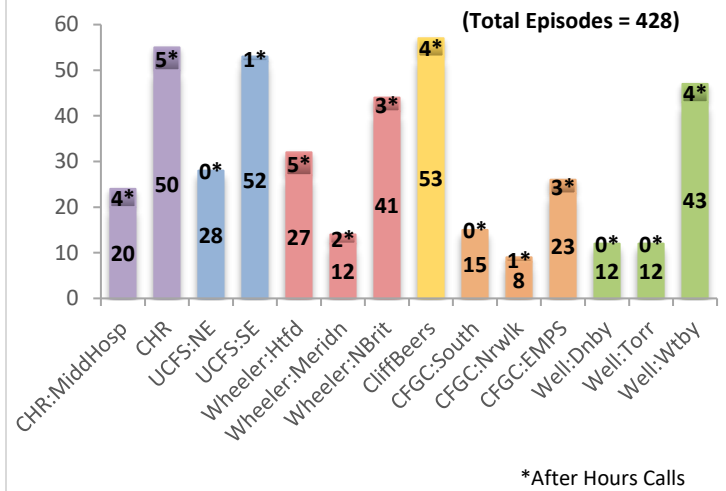
Figure 9. Actual Initial Mobile Crisis Response by Provider

Provider	Mobile	Deferred Mobile	Non-Mobile
CHR:MiddHosp	0.0%	0.0%	95.0%
CHR	26.5%	26.5%	46.9%
UCFS:NE	32.1%	3.6%	64.3%
UCFS:SE	23.1%	9.6%	67.3%
Wheeler:Htfd	29.6%	7.4%	63.0%
Wheeler:Meridn	33.3%	8.3%	58.3%
Wheeler:NBrit	31.7%	17.1%	51.2%
CliffBeers	22.6%	18.9%	58.5%
CFGC:South	53.3%	0.0%	46.7%
CFGC:Nrwlk	0.0%		100.0%
CFGC:EMPS	0.0%		100.0%
Well:Dnby	8.3%	8.3%	83.3%
Well:Torr	16.7%	8.3%	75.0%
Well:Wtby	20.9%	2.3%	76.7%
Statewide	23.3%	10.6%	66.1%

Legend: Mobile, Deferred Mobile, Non-Mobile

Figure 10. Mobile Response by Provider

- CHR:MiddHosp(7): 0.0%
- CHR(24): 62.5%
- UCFS:NE(7): 42.9%
- UCFS:SE(16): 62.5%
- Wheeler:Htfd(9): 66.7%
- Wheeler:Meridn(3): 100.0%
- Wheeler:Nbrit(15): 86.7%
- CliffBeers(19): 68.4%
- CFGC:South(4): 75.0%
- CFGC:Nrwlk(1): 0.0%
- CFGC:EMPS(0): 66.7%
- Well:Dnby(3): 75.0%
- Well:Torr(4): 46.7%
- Well:Wtby(15): 61.4%

Goal=90%
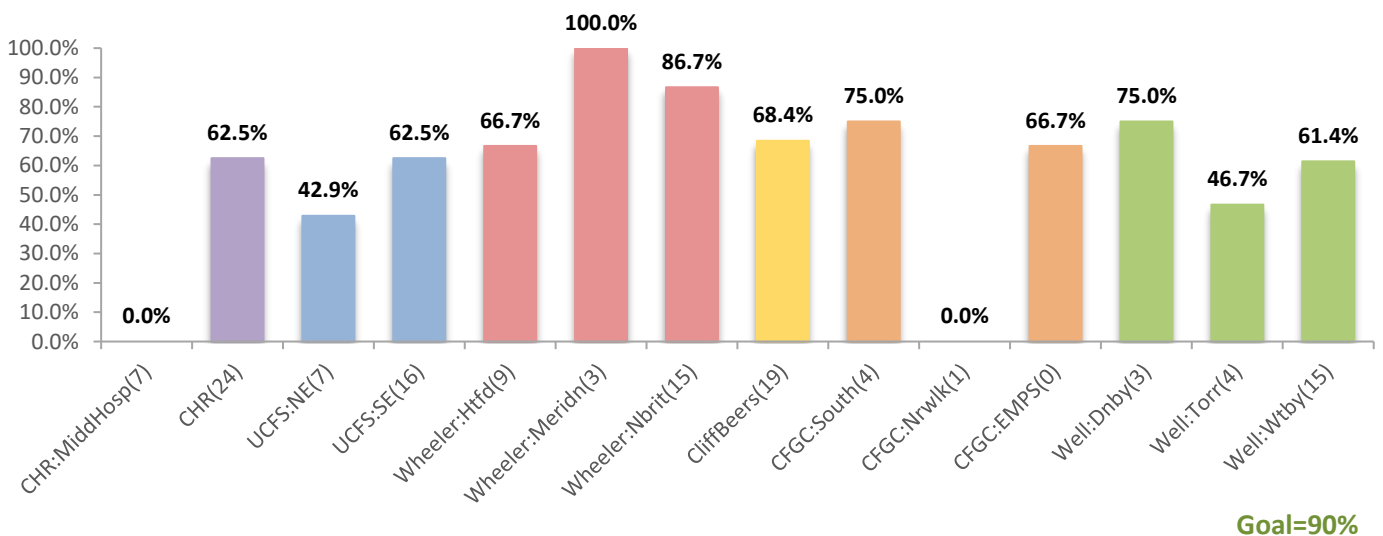
Section III: Response Time

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

Region	Percentage
Central (5)	45.5%
Eastern (10)	90.9%
Hartford (14)	82.4%
New Haven (4)	36.4%
Southwestern (3)	100.0%
Western (4)	40.0%
Statewide (40)	63.5%

Goal=80%
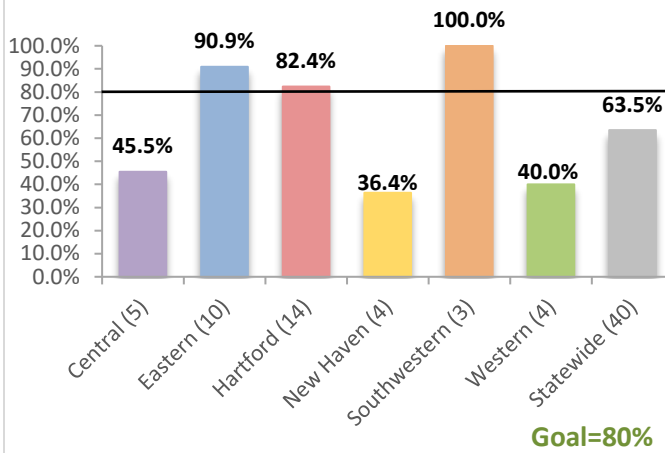
Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

Provider	Percentage
CHR:MiddHosp (0)	0.0%
CHR (5)	45.5%
UCFS:NE (4)	100.0%
UCFS:SE (6)	85.7%
Wheeler:Htfd (3)	60.0%
Wheeler:Meridn (3)	100.0%
Wheeler:NBrit (8)	88.9%
CliffBeers (4)	36.4%
CFGC:South (3)	100.0%
CFGC:Nrwlk (0)	0.0%
CFGC:EMPS (0)	0.0%
Wellmore:Dnby (0)	0.0%
Wellmore:Torr (2)	100.0%
Wellmore:Wtby (2)	28.6%

Goal=80%
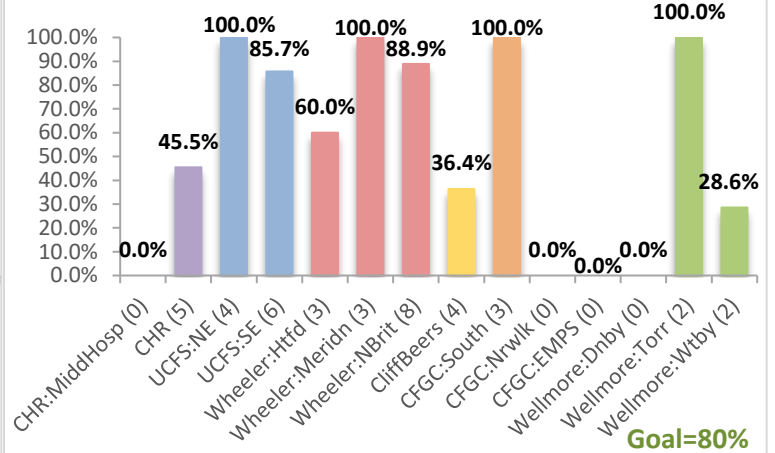
Figure 13. Median Mobile Response Time in Minutes

Region	Minutes
Central (11)	55.0
Eastern (11)	6.0
Hartford (17)	26.0
New Haven (11)	57.0
Southwestern (3)	13.0
Western (10)	50.0
Statewide (63)	33.0
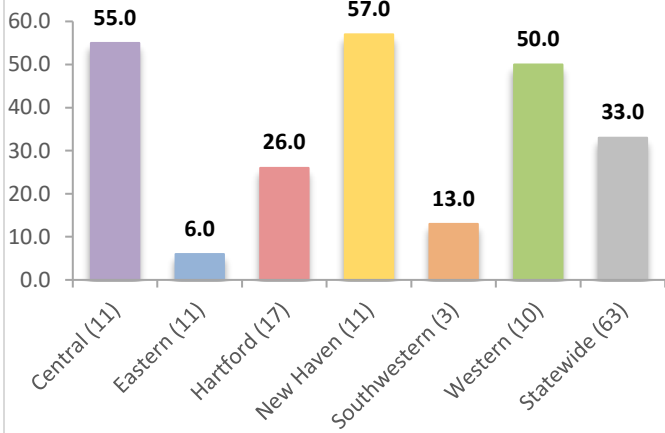
Note: Count of mobile EMPS response episodes are in parenthesis.

Figure 14. Median Mobile Response Time by Provider in Minutes

Provider	Minutes
CHR:MiddHosp (0)	0.0
CHR (11)	55.0
UCFS:NE (4)	7.5
UCFS:SE (7)	6.0
Wheeler:Htfd (5)	26.0
Wheeler:Meridn (3)	36.0
Wheeler:NBrit (9)	19.0
CliffBeers (11)	57.0
CFGC:South (3)	13.0
CFGC:Nrwlk (0)	0.0
CFGC:EMPS (0)	0.0
Wellmore:Dnby (1)	61.0
Wellmore:Torr (2)	35.5
Wellmore:Wtby (7)	51.0
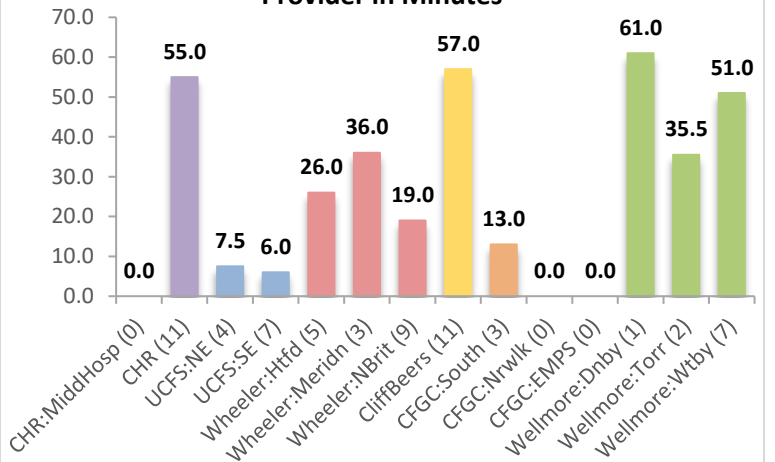
Section IV: Emergency Department Referrals

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

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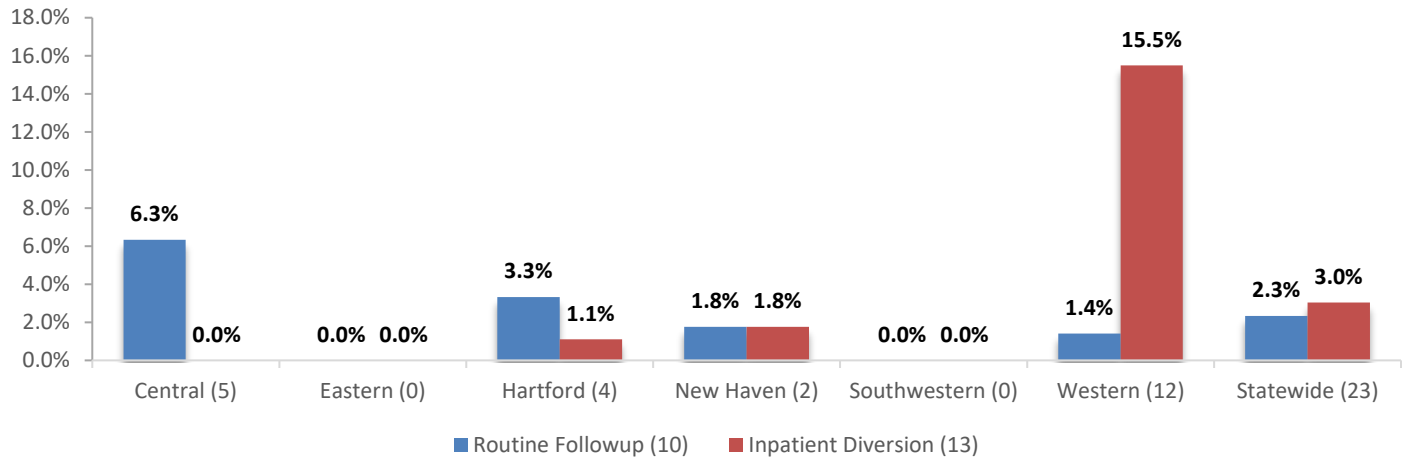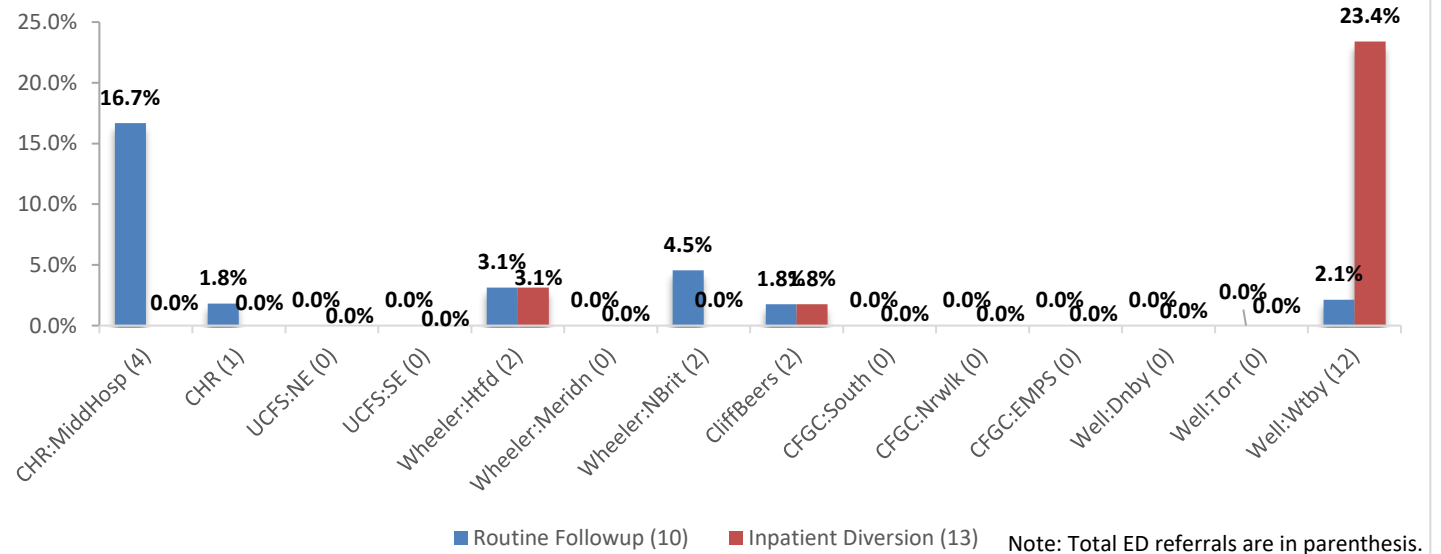| Region	Routine Followup (10)	Inpatient Diversion (13)
Central (5)	6.3%	0.0%
Eastern (0)	0.0%	0.0%
Hartford (4)	3.3%	1.1%
New Haven (2)	1.8%	1.8%
Southwestern (0)	0.0%	0.0%
Western (12)	1.4%	15.5%
Statewide (23)	2.3%	3.0%

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

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

Provider	Routine Followup (10)	Inpatient Diversion (13)
CHR:MiddHosp (4)	16.7%	0.0%
CHR (1)	1.8%	0.0%
UCFS:NE (0)	0.0%	0.0%
UCFS:SE (0)	0.0%	0.0%
Wheeler:Htfd (2)	3.1%	3.1%
Wheeler:Meridn (0)	0.0%	0.0%
Wheeler:NBrit (2)	4.5%	0.0%
CliffBeers (2)	1.8%	1.8%
CFGC:South (0)	0.0%	0.0%
CFGC:Nrwlk (0)	0.0%	0.0%
CFGC:EMPS (0)	0.0%	0.0%
Well:Dnby (0)	0.0%	0.0%
Well:Torr (0)	0.0%	0.0%
Well:Wtby (12)	2.1%	23.4%

Note: Total ED referrals are in parenthesis.

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	78	35.4	28.0	21.8% (n = 17)
Central	4	119.0	109.0	50.0% (n = 2)
Eastern	2	28.0	28.0	0.0% (n = 0)
Hartford	29	20.7	24.0	3.4% (n = 1)
New Haven	6	56.3	50.0	66.7% (n = 4)
Southwestern	3	35.0	35.0	0.0% (n = 0)
Western	34	34.9	28.0	29.4% (n = 10)