



MOBILE CRISIS
INTERVENTION SERVICES

Mobile Crisis Intervention Services 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

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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.

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 of 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 June 2020, 2-1-1 and Mobile Crisis received 690 calls including 493 calls (71.4%) handled by Mobile Crisis providers and 197 calls (28.6%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 42.2% decrease in call volume from June 2019 (n=1,194).

Among the **493 episodes of care** this month, episode volume ranged from 39 episodes (Eastern) to 131 episodes (Hartford). The statewide average service reach per 1,000 children this month was 0.6, with service area rates ranging from 0.4 (Eastern, Southwestern) to 0.8 (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 0.4 per 1,000 children in poverty, with service area rates ranging from 0.1 (Southwestern) to 1.2 (Central).

Mobility: Statewide mobility was **74.9% this month**; lower than the rate in June 2019 (89.8%). One of the six service areas was at or above the 90% benchmark this month, with performance ranging from 38.5% (Southwestern) to 90.9% (New Haven). Mobility for individual providers ranged from 0.0% (CFGC: Bridgeport and Norwalk) to 90.9% (Clifford Beers). One of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **70.9% of mobile episodes received a face-to-face response in 45 minutes or less**, which is lower than the rate in June 2019 (85.2%). Two 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 50.0% (New Haven) to 100.0% (Southwestern). Six of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 35.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **8.8% of the 114 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 13.5 days. The regional median LOS ranged from 10.0 days (Hartford) to 59.5 days (New Haven).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

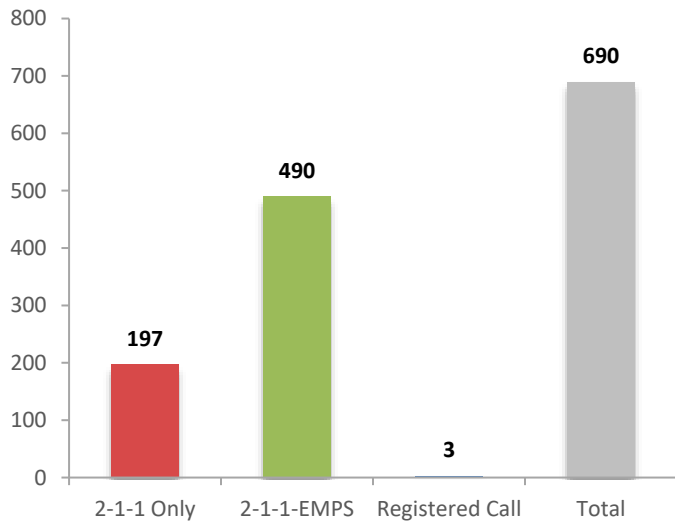


Figure 2. Mobile Crisis Episodes by Service Area

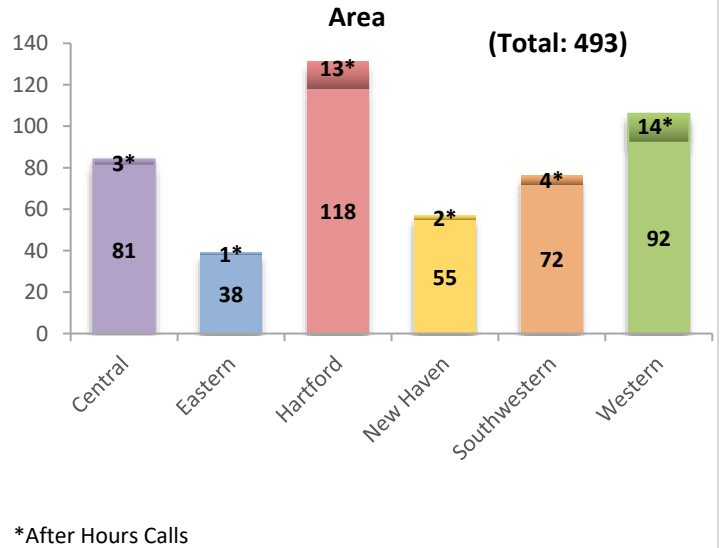


Figure 3. Number Served Per 1,000 Children

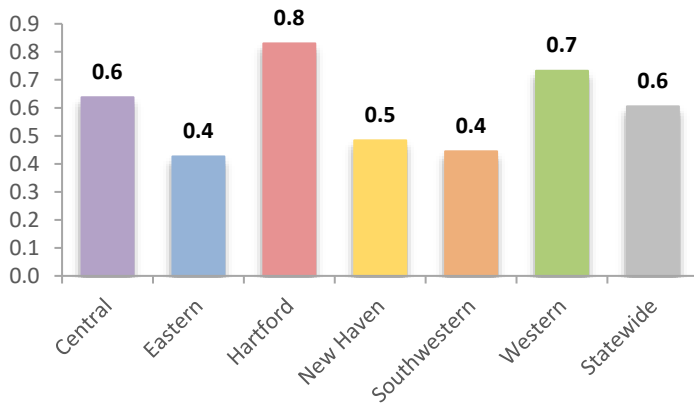


Figure 4. Number Served per 1,000 Children in Poverty

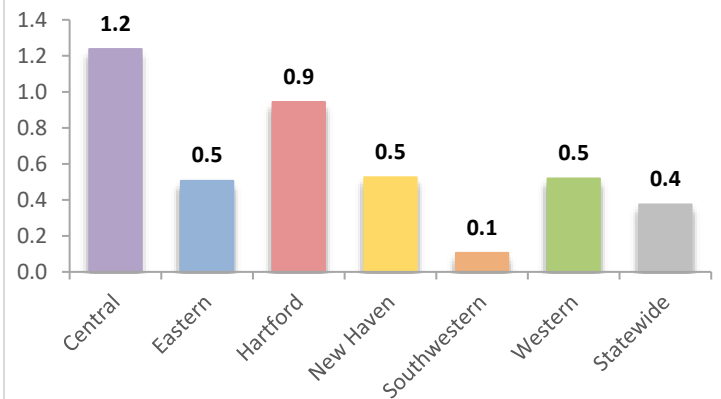
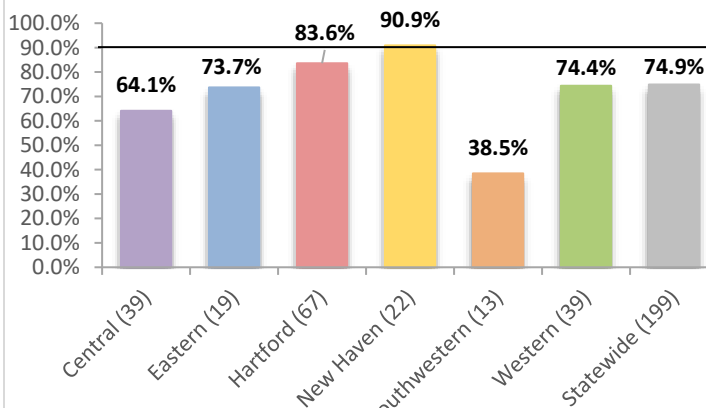


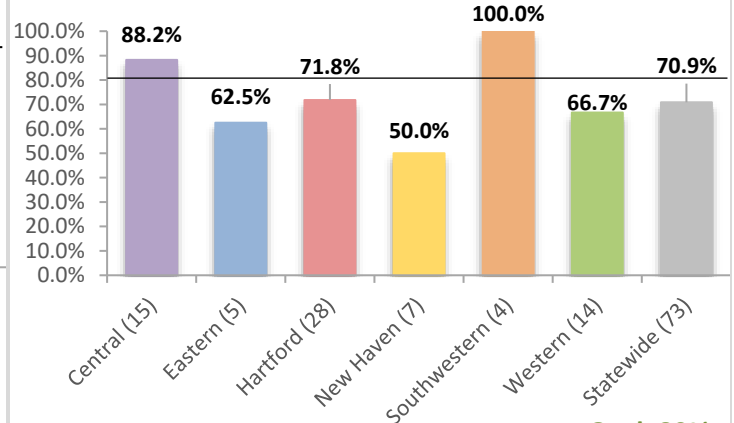
Figure 5. Mobile Response by Service Area



Note: Counts of 211-recommended mobile episodes are in parenthesis.

Goal=90%

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



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

Goal=80%

Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

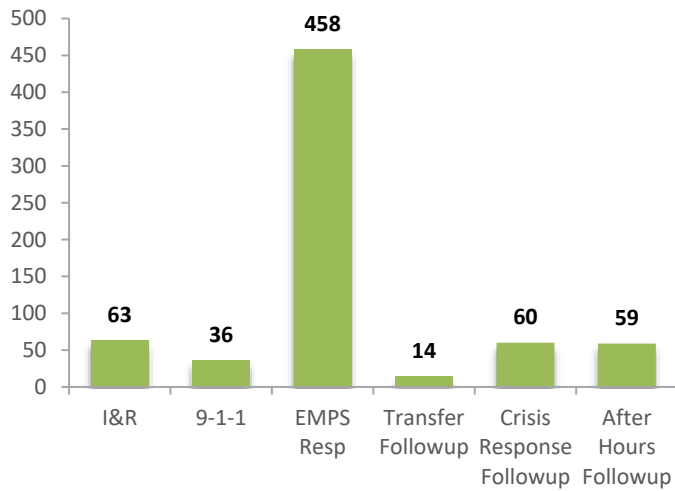


Figure 8. Mobile Crisis Episodes by Provider

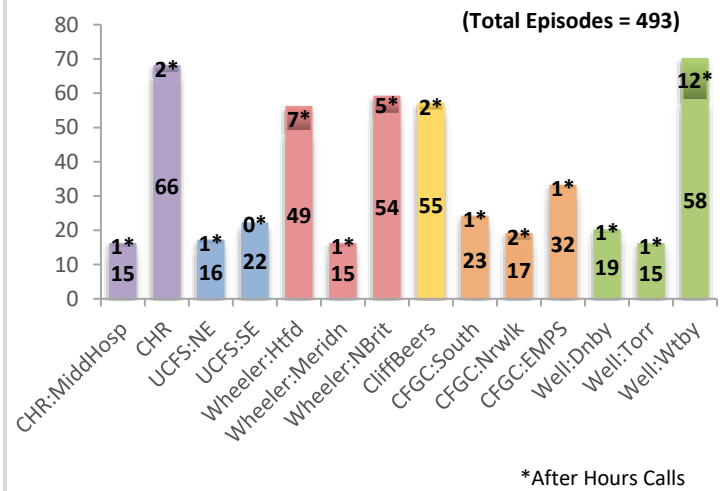


Figure 9. Actual Initial Mobile Crisis Response by Provider

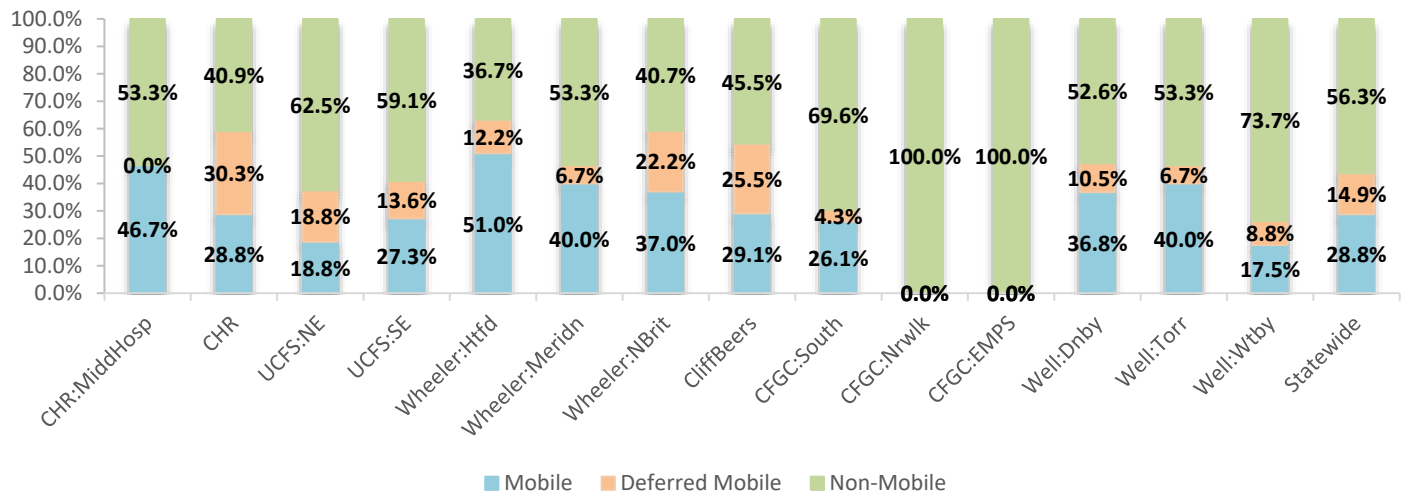
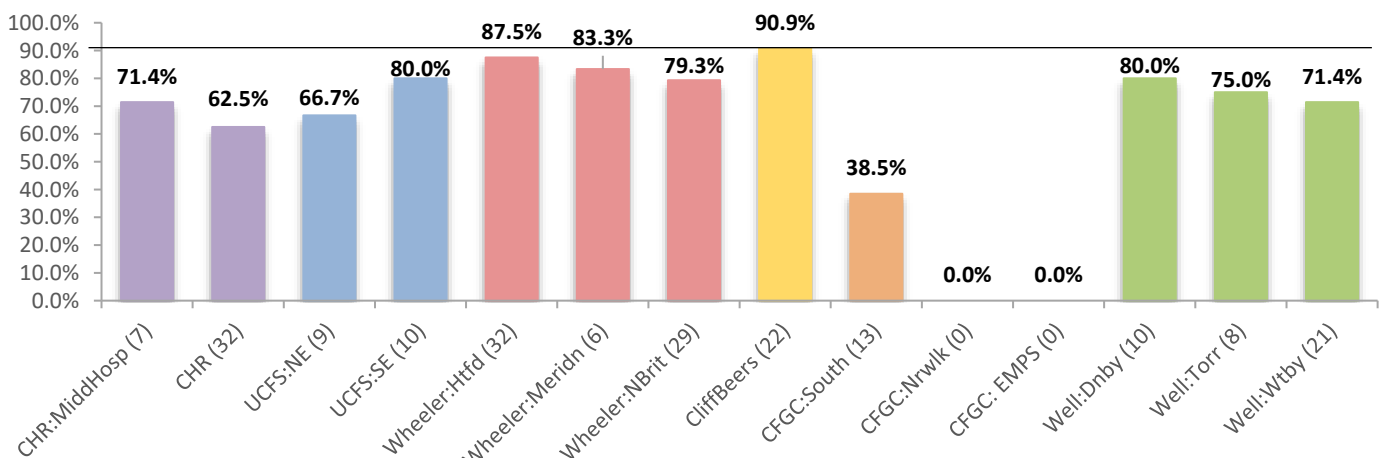


Figure 10. Mobile Response by Provider

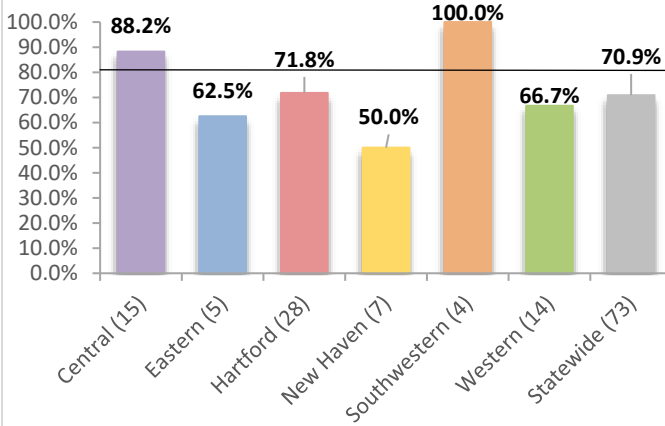


Note: Counts of 211-recommended mobile episodes are in parenthesis.

Goal=90%

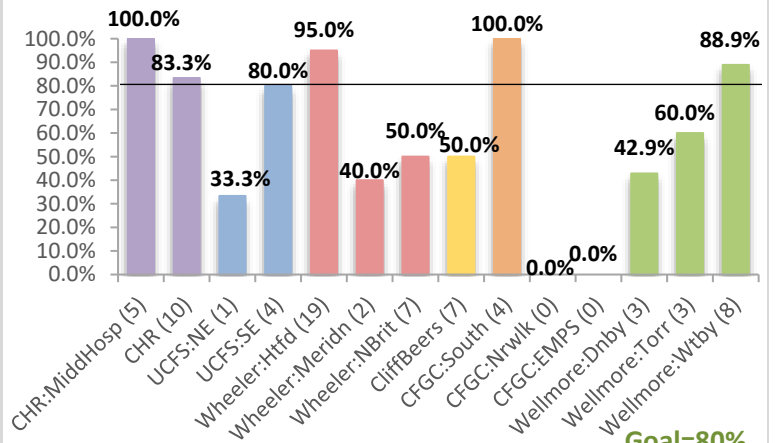
Section III: Response Time

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



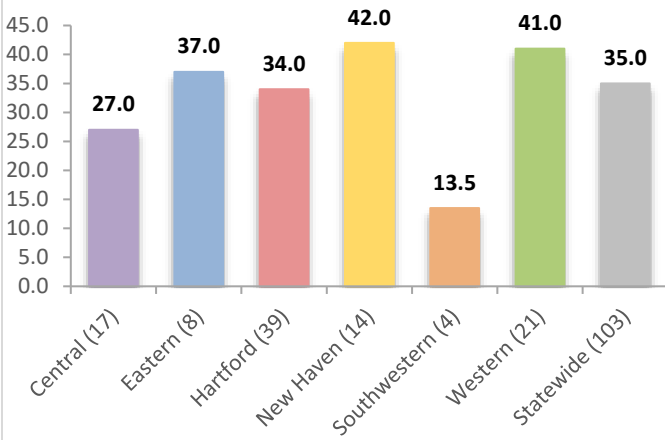
Note: Counts of mobile episodes under 45 mins. are in parenthesis. **Goal=80%**

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



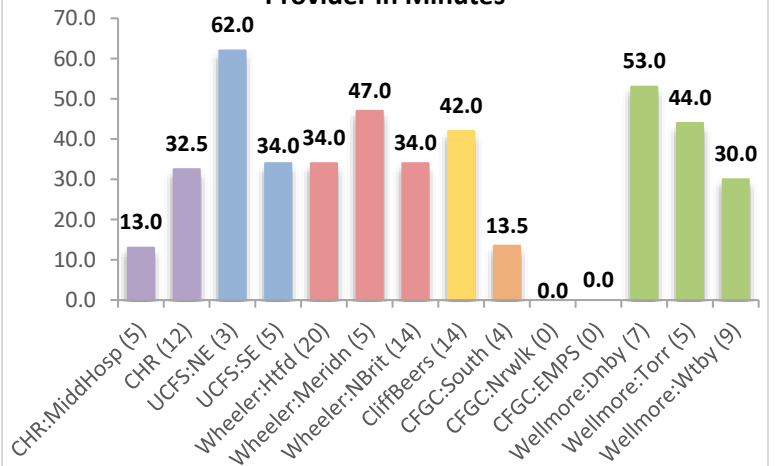
Note: Counts of mobile episodes under 45 mins. are in parenthesis. **Goal=80%**

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



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)

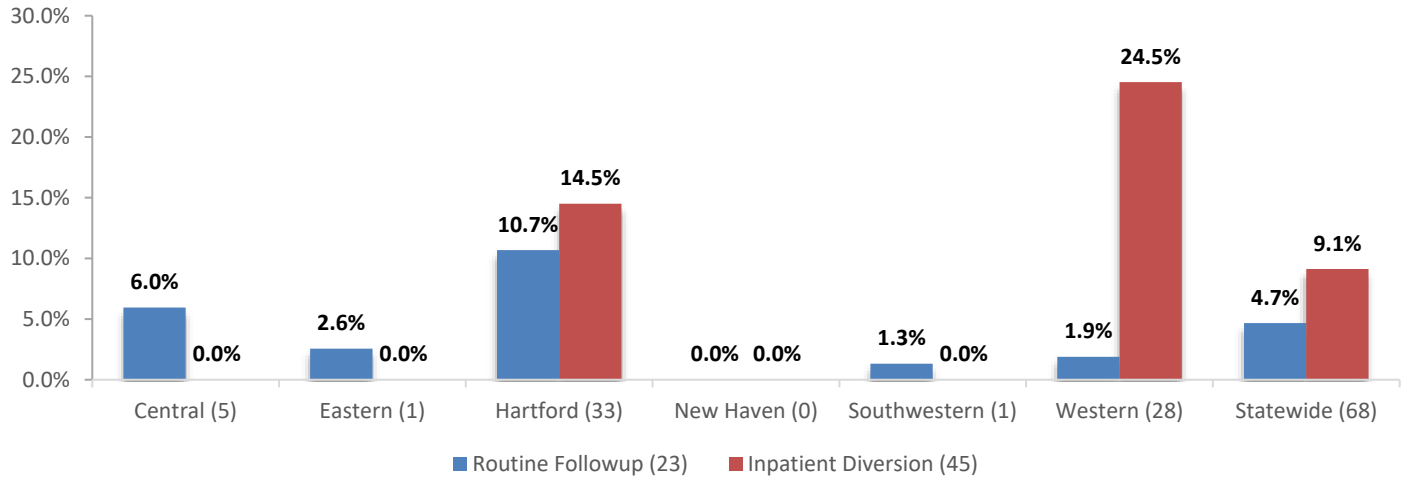
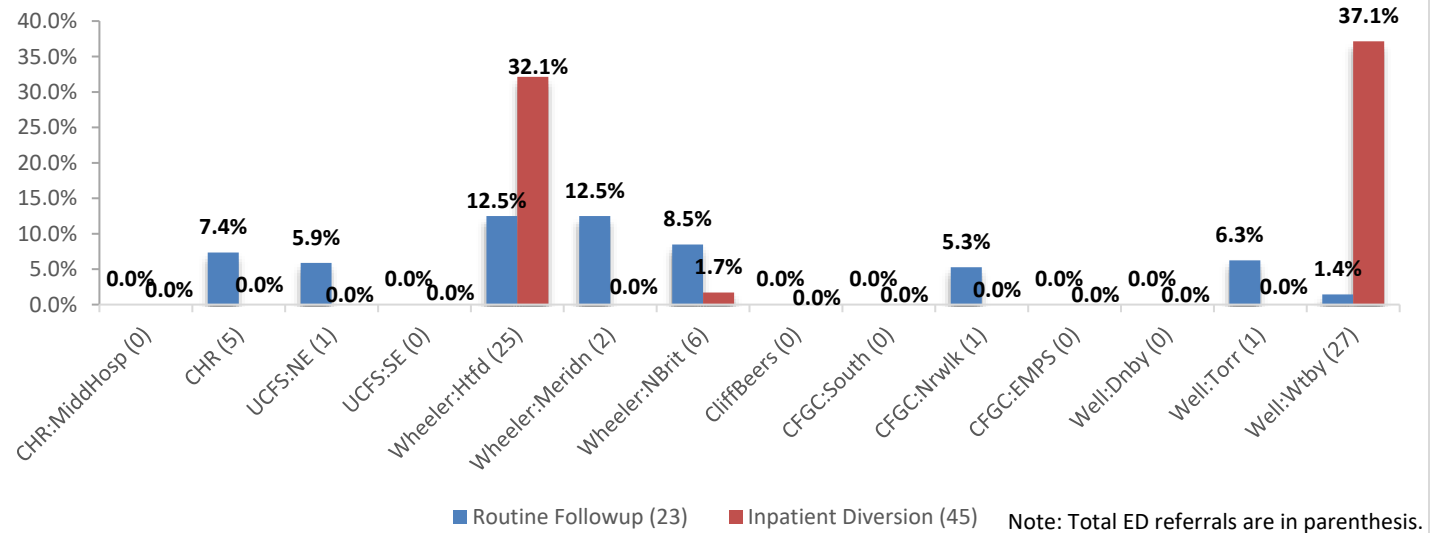


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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 | 114 | 21.7 | 13.5 | 8.8% (n = 10) |
| Central | 46 | 22.7 | 15.0 | 8.7% (n = 4) |
| Eastern | 5 | 18.4 | 18.0 | 0.0% (n = 0) |
| Hartford | 33 | 12.4 | 10.0 | 0.0% (n = 0) |
| New Haven | 8 | 77.8 | 59.5 | 75.0% (n = 6) |
| Southwestern | 5 | 13.8 | 14.0 | 0.0% (n = 0) |
| Western | 17 | 13.9 | 11.0 | 0.0% (n = 0) |