



**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)

## *QUARTERLY REPORT*

### FY2020: Quarter 4

Updated 7/20/20

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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 fourth quarter of FY2020, **2-1-1 received 2,109 calls** including 1,509 calls (71.6%) handled by Mobile Crisis providers and 600 calls (28.4%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). Of the 1,509 episodes of care, 1,380 (91.5%) were received during regular hours and 129 (8.5%) were handled after hours. This quarter saw a 61.4% decrease in total call volume compared to the same quarter in FY2019 (5,461), and the total episodes decreased by 62.1% (3,986 in FY2019).

Among the **1,509 episodes of care** generated in Q4 FY20, episode volume ranged from 174 episodes including After Hours calls (Eastern service area) to 375 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 1.9, with service area rates ranging from 1.3 (Southwestern) to 2.4 (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 1.2 per 1,000 children in poverty, with service area rates ranging from 0.4 (Southwestern) to 2.7 (Central, 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, 3 of the 14 sites met this benchmark.

**Demographics:** Statewide this quarter, 54.1% of services were for children reported as female and 45.9% for those reported as males.<sup>1</sup> **Care for youth ages 13-15 years old comprised the largest portion of services (34.5%).** Additionally, 29.4% of services were for 9-12 year olds, 25.8% were for 16-18 year olds, 7.8% were for 6-8 year olds, and 1.7% were for five or younger. The majority of services were for White children (63.4%), while 19.2% were for African-American or Black children. Over one-third (34.3%) of services were for youth of Hispanic ethnicity. The majority of youth were insured by Husky A (55.1%) and private insurance (36.0%). Finally, the majority of clients (84.1%) were not DCF-involved.

**Clinical Functioning:** The most commonly reported primary presenting problems for clients statewide included: Disruptive Behavior (30.6%), Harm/Risk of Harm to Self (20.8%), Depression (12.9%), Family Conflict (11.0%), Anxiety (7.5%), and Harm/Risk of Harm to Others (4.8%). The top client primary diagnoses at intake this quarter were: Depressive Disorders (26.1%), Adjustment Disorders (19.6%), Trauma Disorders (15.0%), Conduct Disorders (11.8%), Anxiety Disorders (11.4%), and Attention Deficit/Hyperactivity Disorders (6.5%). This quarter, **78.5% 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 67.0%**, with service areas ranging from 40.0% (Southwestern) to 81.3% (Central). The most common types of trauma exposure reported at intake statewide were: Disrupted Attachment/Multiple Placements (27.6%), Witnessing Violence (16.9%), Victim of Violence (16.5%), and Sexual Victimization (11.6%).

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 20.9%**, similar to 20.9% in the same quarter last fiscal year. During an episode of care, 20.9% of children were evaluated in the Emergency Department at least once. The inpatient admission rate in the six months prior to Mobile

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<sup>1</sup> Per question regarding "Sex Assigned at Birth".

Crisis referral was 13.9% statewide, which is higher than the rate in the Q4 FY2019 (9.8%). The admission rate to an inpatient unit during a mobile crisis episode was 9.5%, compared to a rate of 6.9% in the same quarter last fiscal year.

**Referral Sources:** Statewide, **69.6% of referrals were received from parents, families and youth**. Emergency Departments (EDs) accounted for 10.1% of all Mobile Crisis referrals. Due to school closures related to COVID-19, only 6.7% of referrals came from schools. The remaining 13.6% 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 **153 Mobile Crisis referrals were received from EDs**, including 95 referrals for inpatient diversion and 58 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 (23.8%) and the lowest was in the Southwestern service area (0.5%). Statewide, 10.1% of all Mobile Crisis episodes came from ED referrals this quarter, similar to the rate from Q4 FY2019 (10.3%).

**Mobility:** The average **statewide mobility this quarter was 71.0%**, lower than the rate in Q4 FY2019 (91.9%) (Police referrals are excluded from mobility calculations). None of the six service areas met the benchmark of 90% this quarter. Mobility rates among service areas ranged from 50.0% (Southwestern) to 85.6% (Hartford). The range in mobility percentages widened slightly more among individual providers, from less than one percent (CFGC: Bridgeport and Norwalk) to 90.7% (Wheeler: Hartford). Among the providers, one of the 14 surpassed the 90% benchmark.

**Response Time:** Statewide this quarter, **66.9% of mobile episodes received a face-to-face response in 45 minutes or less**. Performance on this indicator ranged from 32.7% (New Haven) to 100.0% (Southwestern) with two of the six service areas above the 80% benchmark. Across the state, 4 of the 14 providers met the benchmark. In addition, the statewide median response time this quarter was 34.0 minutes, with two of the six service areas demonstrating a median response time of 30 minutes or less.

**Length of Stay:** Among discharged episodes statewide this quarter, 24.9% of Phone Only episodes exceeded one day, 60.1% of Face-to-Face episodes exceeded five days, and **14.4% of Stabilization Plus Follow-up episodes exceeded 45 days**, exceeding the statewide benchmark of less than 5%. The statewide median LOS among discharged episodes was less than one day for Phone Only, 9.0 days for Face-to-Face episodes, and 18.0 days for *Stabilization Plus*.

Statewide, the median Length of Stay (LOS) for open episodes of care with a Crisis Response of Phone Only was 70.5 days and ranged from 0.0 days (Eastern, Southwestern, Western) to 97.0 days (New Haven). The statewide median LOS for Face-to-Face was 81.5 days and ranged from 18.0 days (Western) to 291.0 days (Southwestern). For *Stabilization Plus Follow-up*, the statewide median LOS was 41.0 days with a range from 19.5 days (Western) to 164.0 days (Southwestern). Across open episodes of care with phone and face-to-face crisis response categories during the fourth 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, 46.8% of these open cases exceeded the benchmark, while regionally this ranged from 0.0% (Western) to 90.0% (Southwestern). 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 (94.8%)**. Statewide, the **top three reasons for client discharge** were: Met Treatment Goals (78.8%), Family Discontinued (13.1%), and Client Hospitalized: Psychiatrically (4.9%).

Statewide, clients were most likely to be **referred to their original provider (35.9%) or Outpatient Services (24.7%) at discharge**. Other care referrals at discharge included: Intensive In-Home Services (5.1%), Other Community Based Services (3.7%), Inpatient Hospital (3.6%), Intensive Outpatient Program (1.8%), Partial Hospital Program (1.3%), and Care Coordination (0.7%). An additional 21.7% 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 1.35 and 1.57 points respectively. Decreases in problem scores of 3.76 points on parent ratings and 2.23 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 8.7 percentage points when compared to the same quarter in FY2019. The completion rate for Parent Functioning and Problem Severity scores increased 10.9 percentage points compared to FY2019 Q4.

**Satisfaction:** This quarter, 70 clients/families and 50 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 4.22 and 4.16**, respectively. Among **other referrers (e.g. schools, hospitals, DCF, etc.)**, the average ratings of 2-1-1 and Mobile Crisis were **4.26 and 4.28**, 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 5%**. 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:** Due to restrictions related to COVID-19, the majority of providers did not complete any outreaches this quarter. UCFS: SE was able to complete 4 outreaches.

## SFY 2020 Q4 RBA Report Card: Mobile Crisis Intervention Services

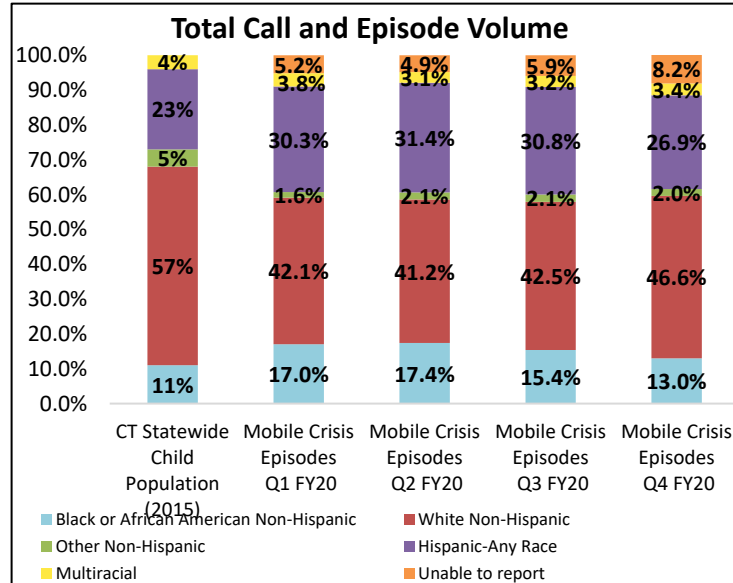
**Quality of Life Result:** Connecticut's children will live in stable environments, safe, healthy and ready to lead successful lives.

**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?



	Q1 FY20	Q2 FY20	Q3 FY20	Q4 FY20
Mobile Crisis Episode	2,411	4,102	4,072	1,499
2-1-1 Only	905	1,518	1,430	600
Total	3,316	5,620	5,502	2,109

**Story Behind the Baseline:** In SFY 20 Q4 there were 2,109 total calls to the 2-1-1 Call Center resulting in 1,499 episodes of care. Compared to the same quarter in SFY 19 this represents a decrease in 2-1-1 calls of 61.4% (3,352 fewer calls) and a decrease in mobile episodes of 62.4% (2,487 fewer episodes). This entire quarter was affected by the COVID-19 pandemic. Though Mobile Crisis was still operational, there was a significant decrease in call volume due in large part to schools being closed. This would account for the significant decrease in both episode and call volume during this quarter. 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 Q4, the racial composition percentages of children served are similar.

**Trend:** ↓

### Episodes Per Child

Episode	SFY 2020 Q1			SFY 2020 Q2			SFY 2020 Q3			SFY 2020 Q4		
	DCF Child	Non-DCF Child	Total	DCF Child	Non-DCF Child	Total	DCF Child	Non-DCF Child	Total	DCF Child	Non-DCF Child	Total
1	189 (82.2%)	1,056 (89.7%)	1,245	272 (82.7%)	1,918 (89.9%)	2,190	304 (86.1%)	1,923 (91.3%)	2,227	62 (91.2%)	363 (93.8%)	425
2	28 (12.2%)	97 (8.2%)	125	46 (14.0%)	170 (8.0%)	216	37 (10.5%)	146 (6.9%)	183	5 (7.4%)	21 (5.4%)	26
3	10 (4.3%)	14 (1.2%)	24	10 (3.0%)	33 (1.5%)	43	9 (2.5%)	32 (1.5%)	41	0 (0.0%)	1 (0.3%)	1
4 or more	3 (1.3%)	10 (0.8%)	13	1 (0.3%)	12 (0.6%)	13	3 (0.8%)	6 (0.3%)	9	1 (1.5%)	2 (0.5%)	3

**Story Behind the Baseline:** In SFY 20 Q4 of the 455\* children served by Mobile Crisis, 93.4% (425) received only one episode of care, and 99.1% (451) received one or two episodes of care; compared to 89.8% (2,173) and 98.3% (2,378) respectively for SFY 19 Q4. The proportion of children with four or more remains stable compared to SFY 19 Q4. The data indicates that Mobile Crisis involvement with a youth and their family continues to significantly reduce the need for additional Mobile Crisis services.

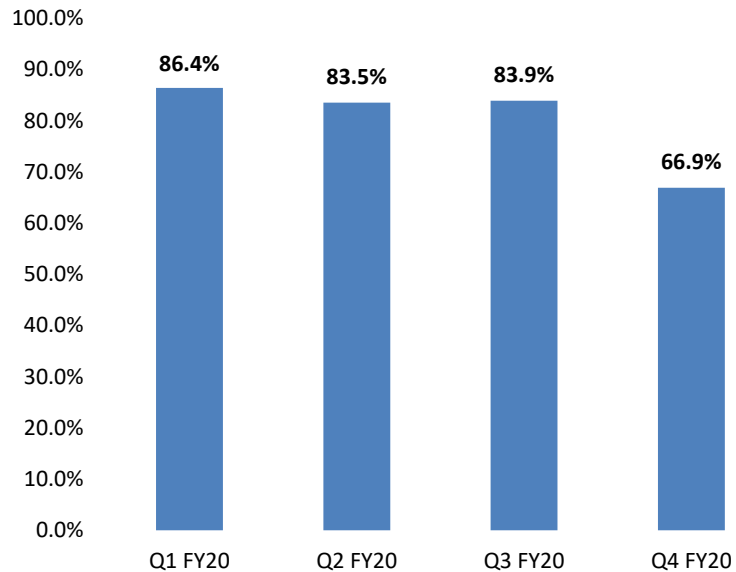
**Trend:** →

\*Note: Only children that had their DCF or non DCF status identified were reported



## How Well Did We Do?

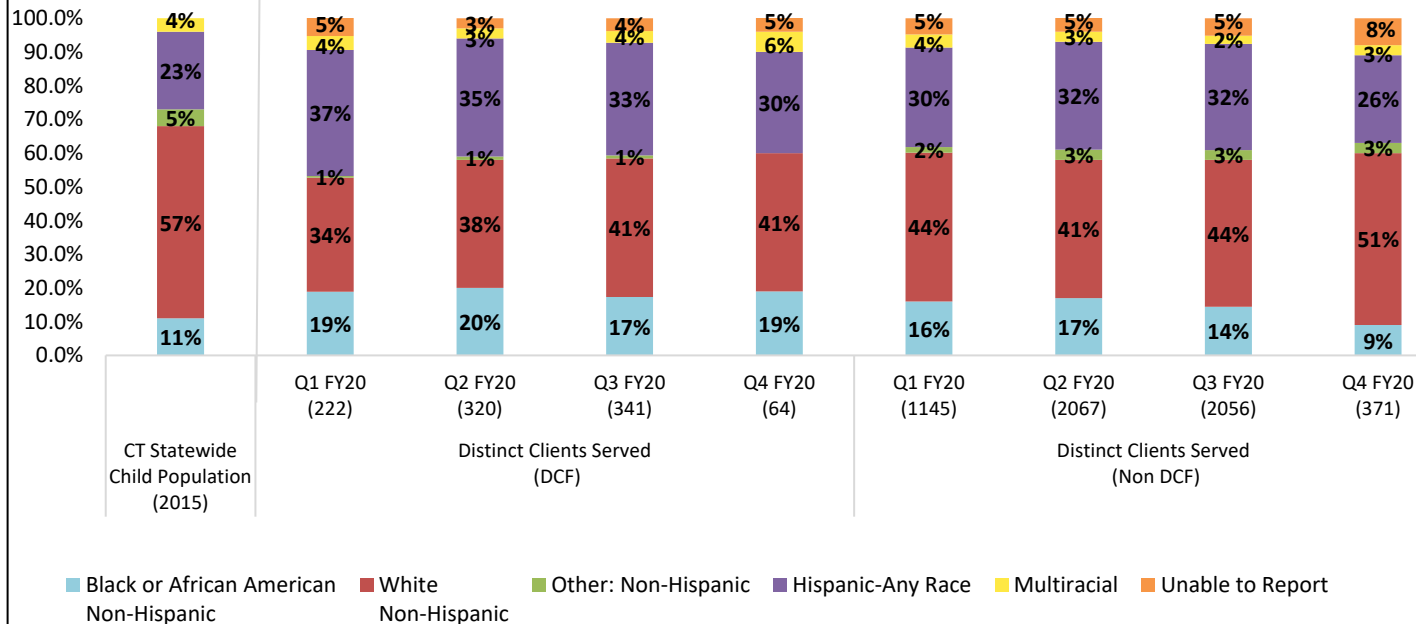
### Statewide Response Time Under 45 Minutes



**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 Q4 66.9% of all mobile responses achieved the 45 minute mark compared to 86.5% for SFY 19 Q4. **The median response time for SFY 20 Q4 was 34 minutes.** While providers continued to offer mobile responses in homes and community settings, many episodes received a phone or video telehealth response due to COVID-19 related concerns and closures. Therefore, fewer episodes met the criteria for consideration in calculating response time during this quarter. Additionally, for those episodes where clinicians did go into homes or the community, it often took extra time to coordinate with families in order to take proper precautions. Clinicians were also responding from their homes due to office closures, often resulting in longer travel times. Despite these challenges, 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:** ↓

### Race & Ethnicity of DCF & Non DCF Clients Served



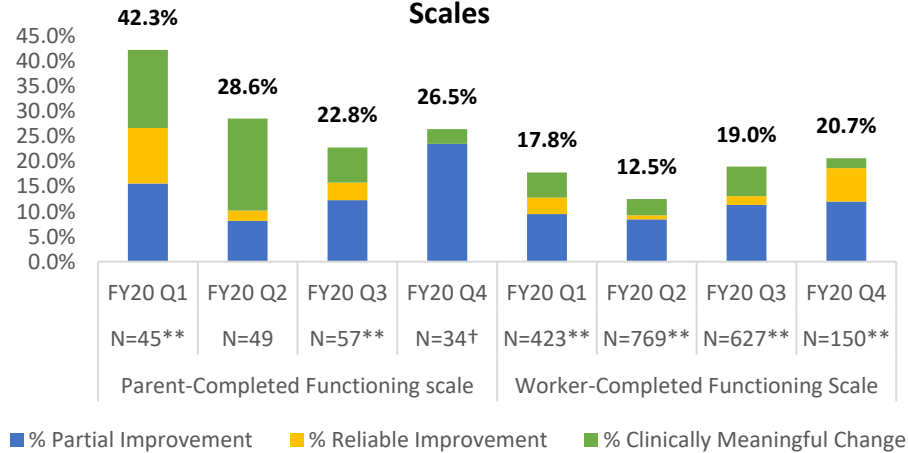
**Story Behind the Baseline:** In SFY 20 Q4 Hispanic and Black DCF involved children<sup>1,2</sup> accessed Mobile Crisis services at rates higher than the CT general population. Both DCF and Non-DCF-involved White children accessed the service at lower rates. White Non-DCF-involved children utilized 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: <sup>1</sup>Only children having their DCF or non-DCF status as well as race/ethnicity identified were included. <sup>2</sup>For the Distinct Clients served some had multiple episodes as identified above in Episodes per Child.

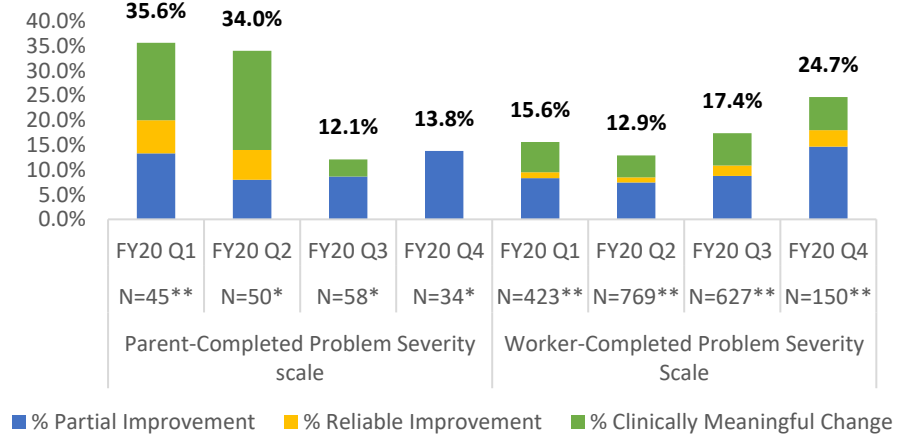
**Trend:** →

## Is Anyone Better Off?

### Improvement in Functioning as Measured by the Ohio Scales



### Improvement in Problem Severity as Measured by the Ohio Scales



**Story Behind the Baseline:** The Ohio Scales have demonstrated clinically significant positive changes for children following a Mobile Crisis response. For SFY 20 Q4 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. Note that the drop in the number of Ohio Scales collected is largely a result of the decrease in call and episode volume related to COVID-19.

**Trend:** →

#### Proposed Actions to Turn the Curve:

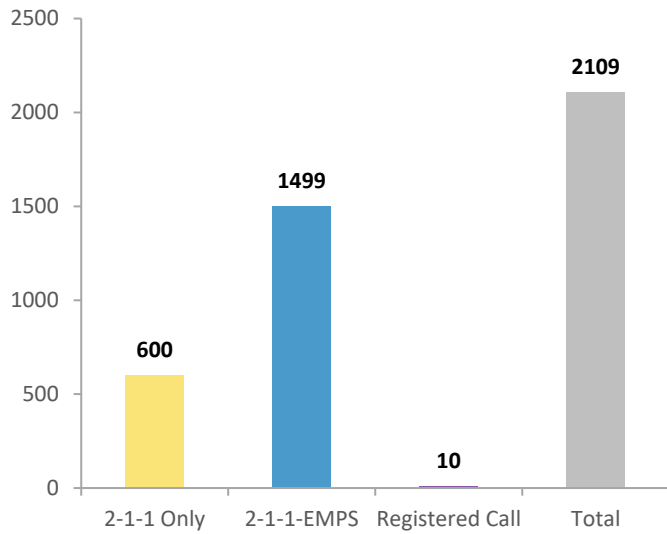
- Mobile Crisis providers will work with schools and Emergency Departments to reduce school utilization of ED's and increase utilization of Mobile Crisis.
- Continue outreach to Police Departments to support their ongoing collaboration with Mobile Crisis.
- Continue to increase the parent completion 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.
- Continue to monitor how providers are addressing COVID-19 challenges and providing additional supports or resources if needed.

#### Data Development Agenda:

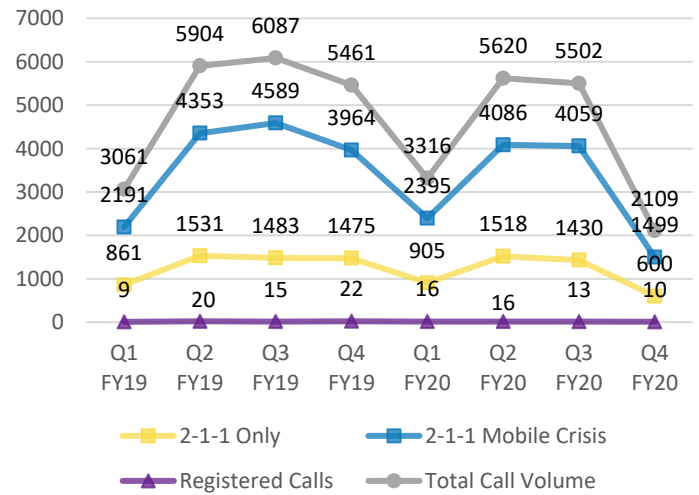
- Work with providers to develop data regarding school, emergency department, police department utilization of Mobile Crisis.
- Work with providers to address regional service area demographics for race and ethnicity in their RBA report card stories.

## Section II: Mobile Crisis Statewide/Service Area Dashboard

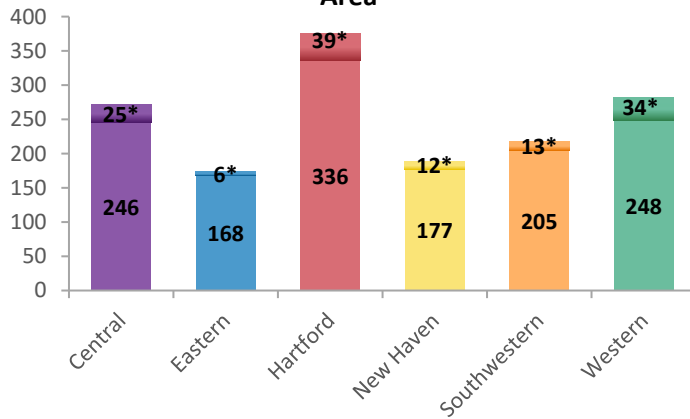
**Figure 1. Total Call Volume by Call Type**



**Figure 2. Total Call Volume per Quarter by Call Type**

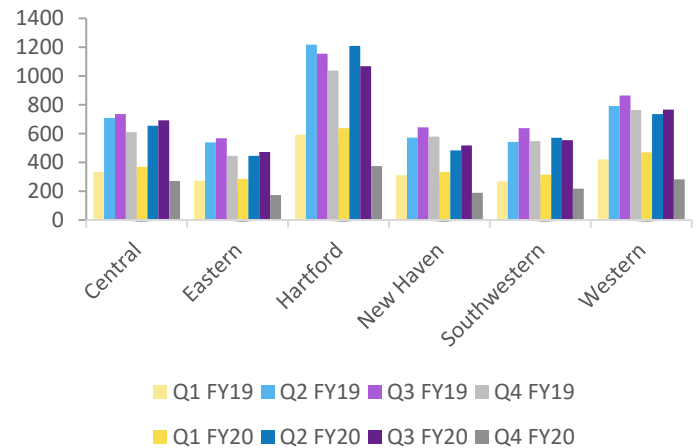


**Figure 3. Mobile Crisis Episodes by Service Area**

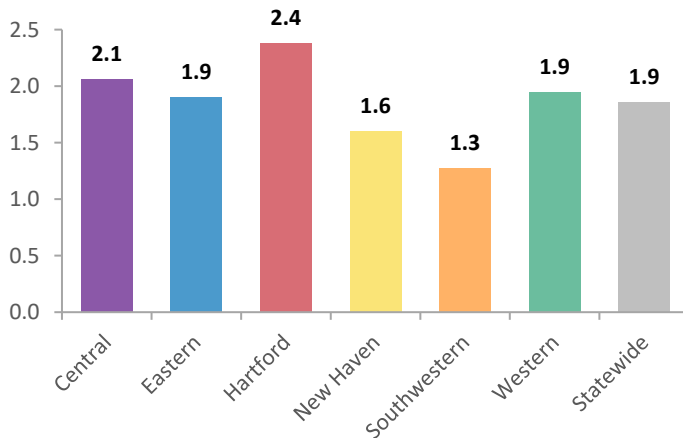


^3 Crisis-Response Follow-Up Calls

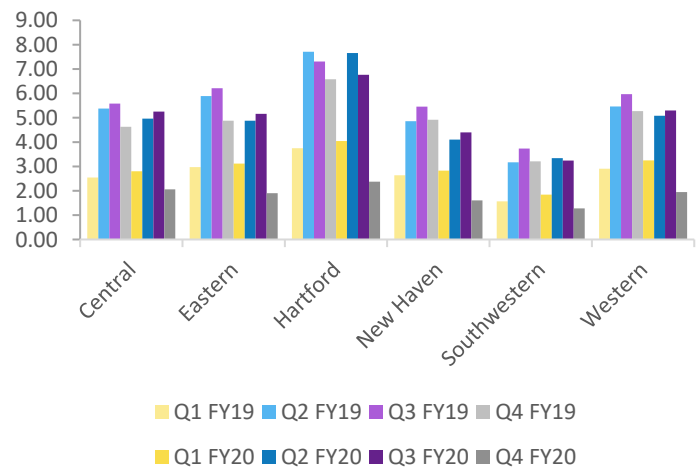
**Figure 4. Mobile Crisis Episodes per Quarter by Service Area**



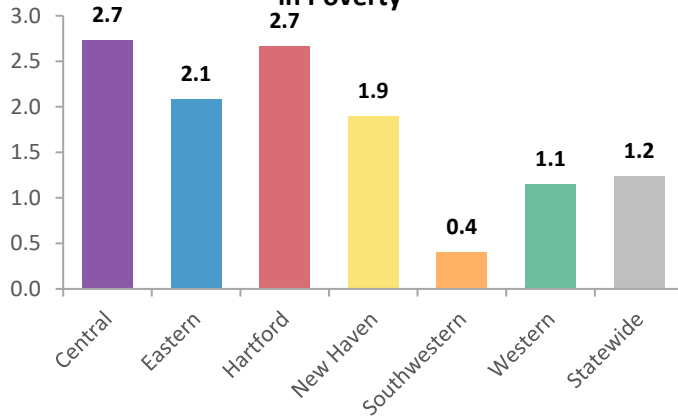
**Figure 5. Number Served Per 1,000 Children**



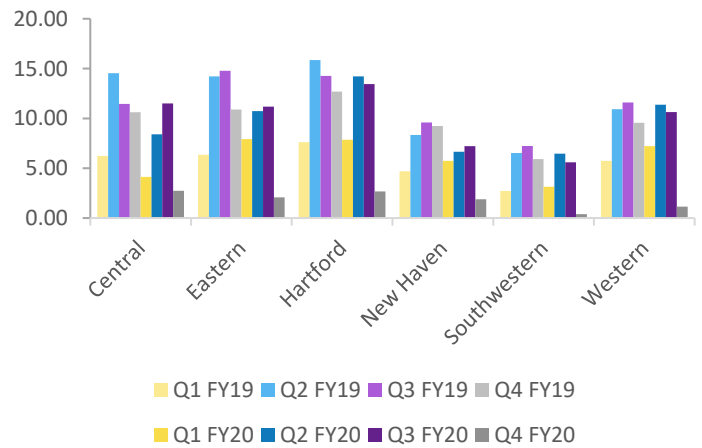
**Figure 6. Number Served per 1,000 Children per Quarter by Service Area**



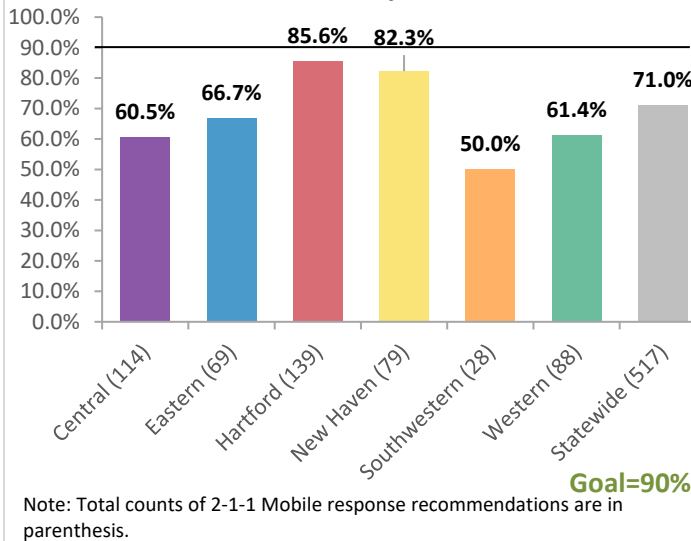
**Figure 7. Number Served per 1,000 Children in Poverty**



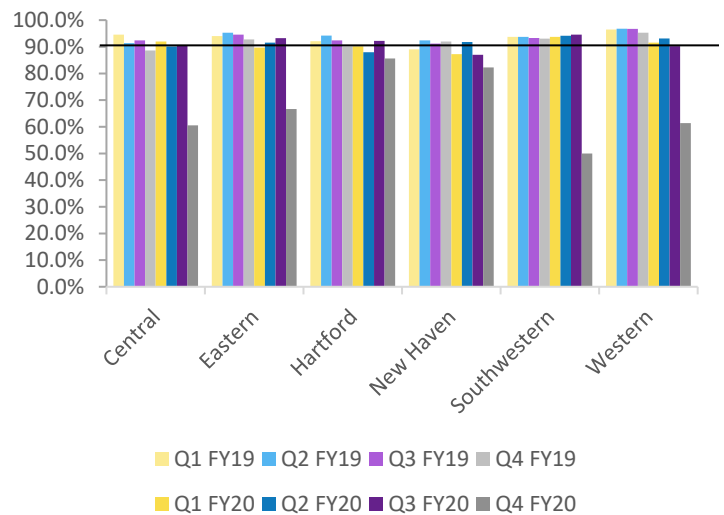
**Figure 8. Number Served per 1,000 Children in Poverty per Quarter by Service Area**



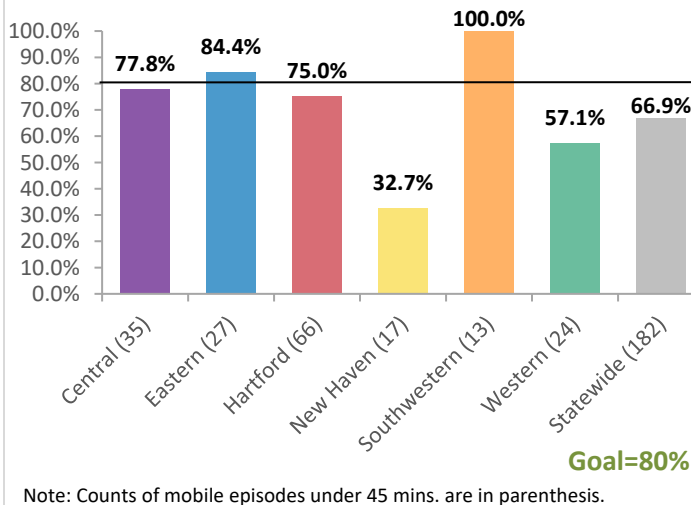
**Figure 9. Mobile Response (Mobile and Deferred Mobile) by Service Area**



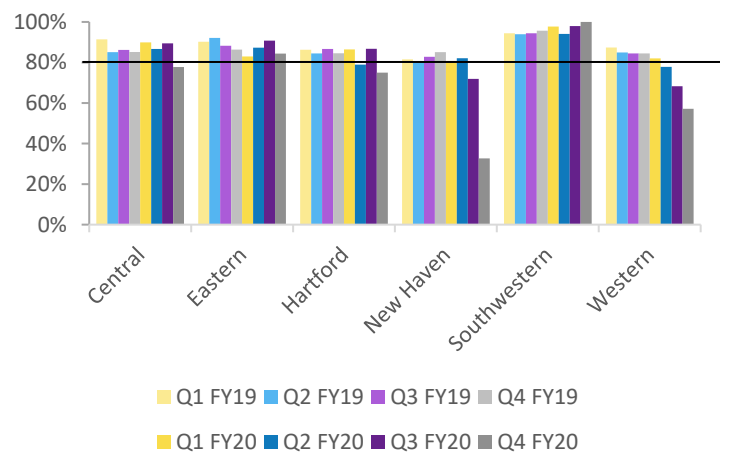
**Figure 10. Mobile Response (Mobile and Deferred Mobile) per Quarter by Service Area**



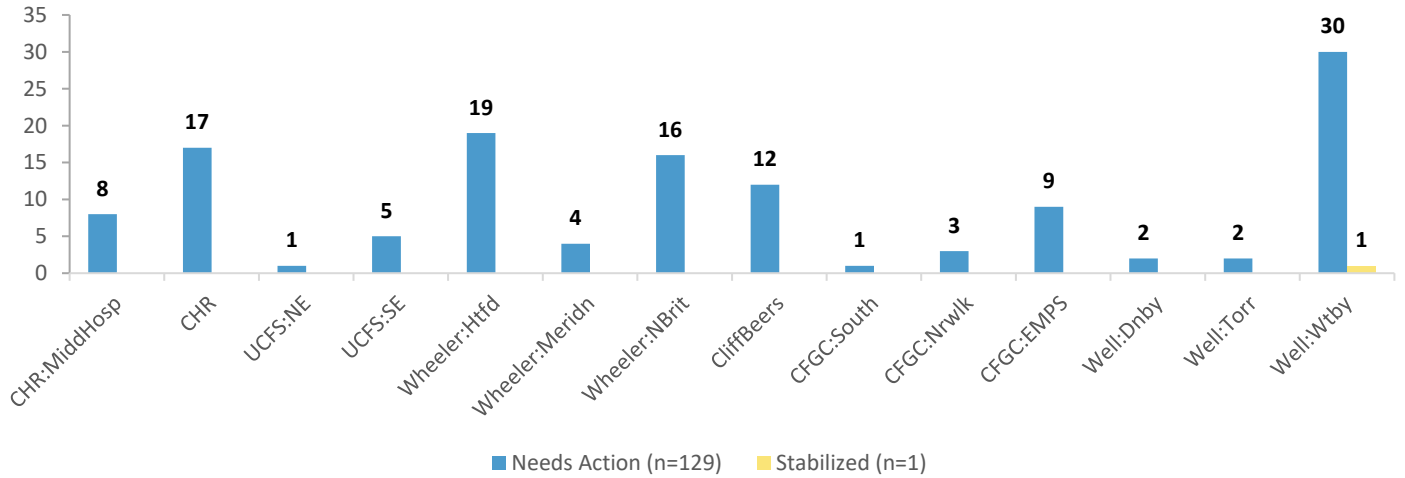
**Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes**



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

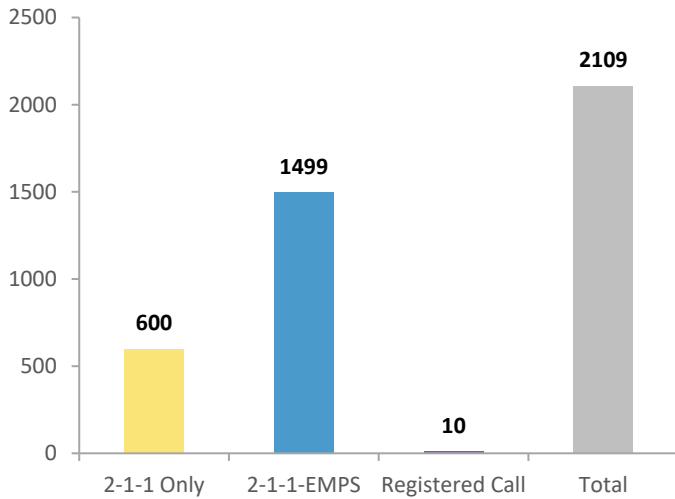


**Figure 13. After Hours Follow-up Calls by Provider**

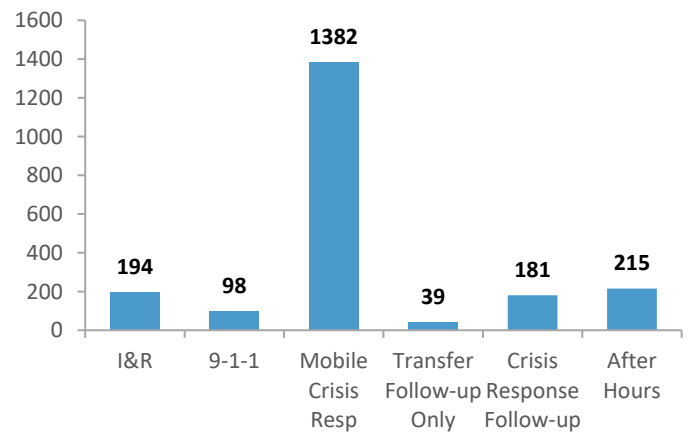


### **Section III: Mobile Crisis Response**

**Figure 14. Total Call Volume by Call Type**

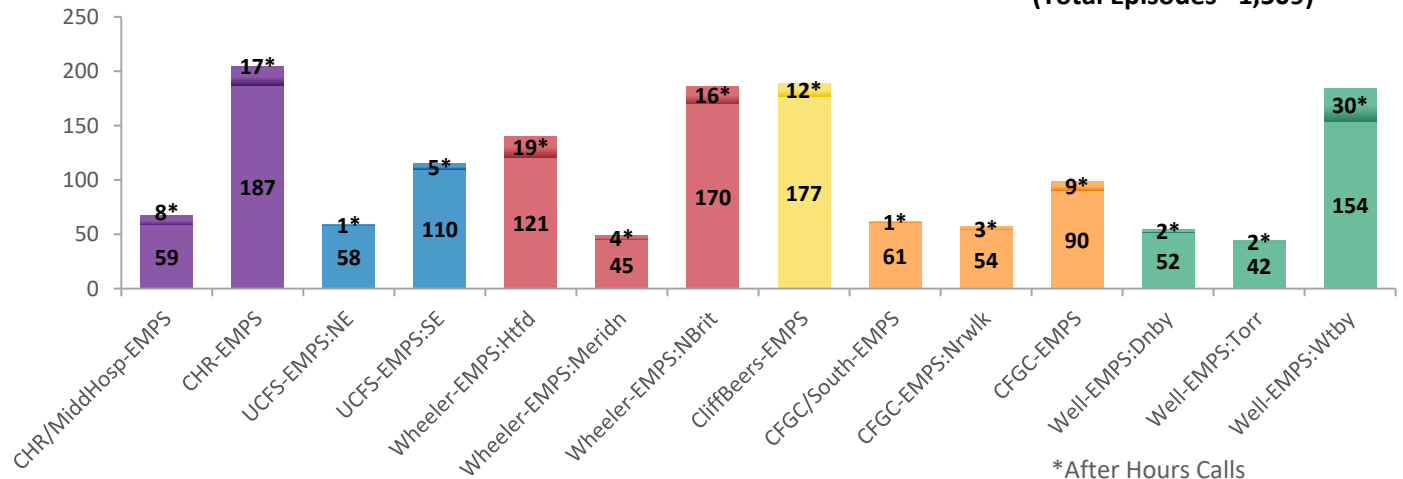


**Figure 15. Statewide 2-1-1 Disposition Frequency**



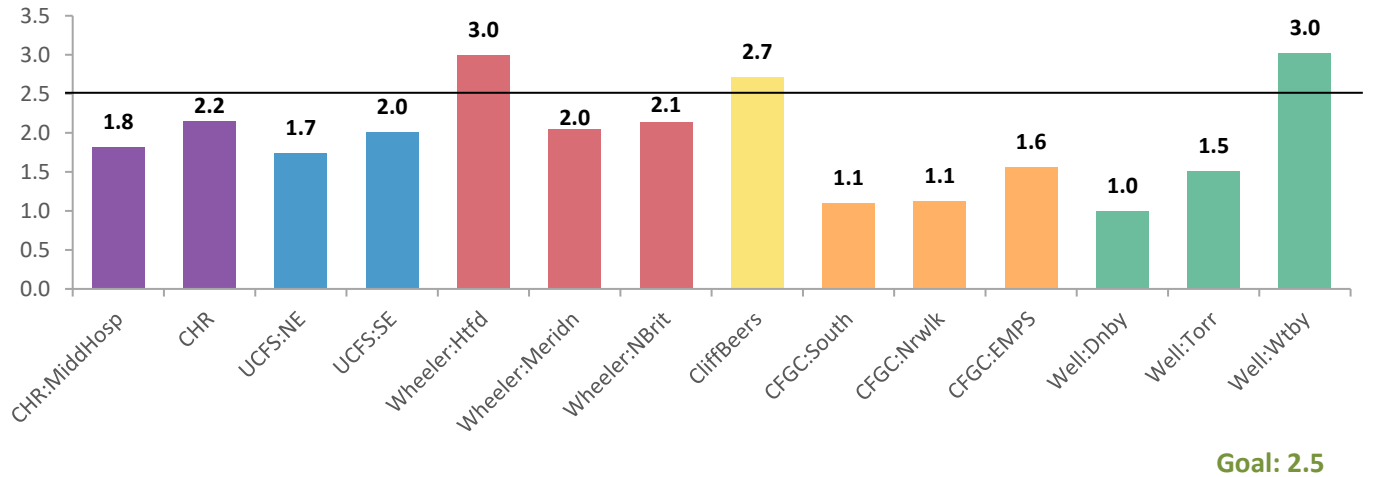
**Figure 16. Mobile Crisis Response Episodes by Provider**

(Total Episodes =1,509)

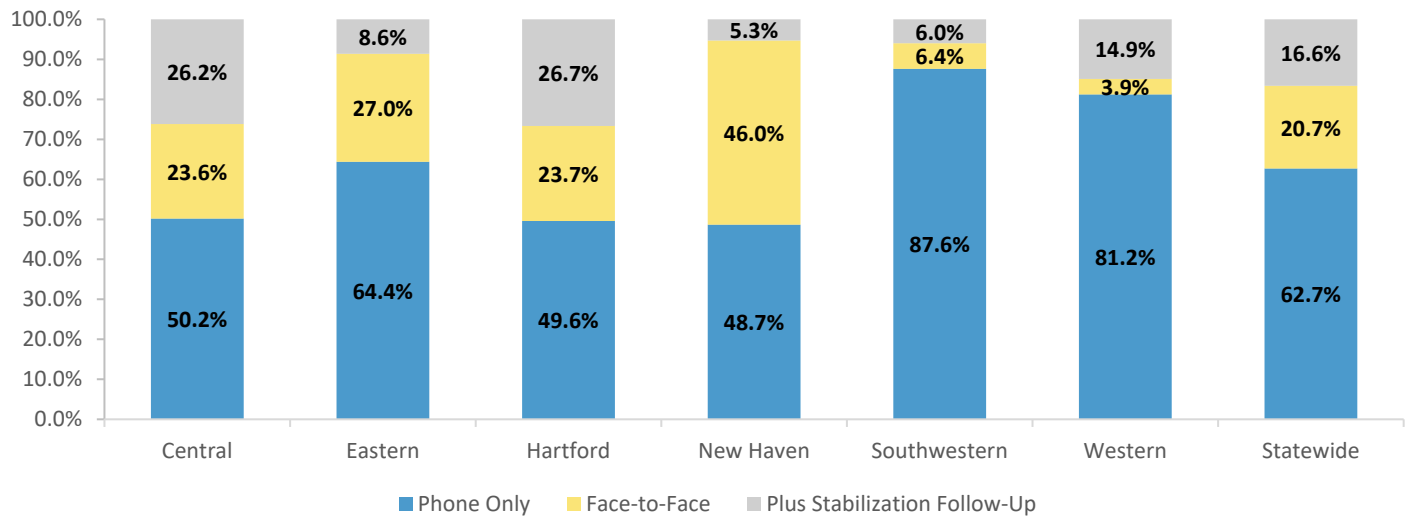


\*After Hours Calls

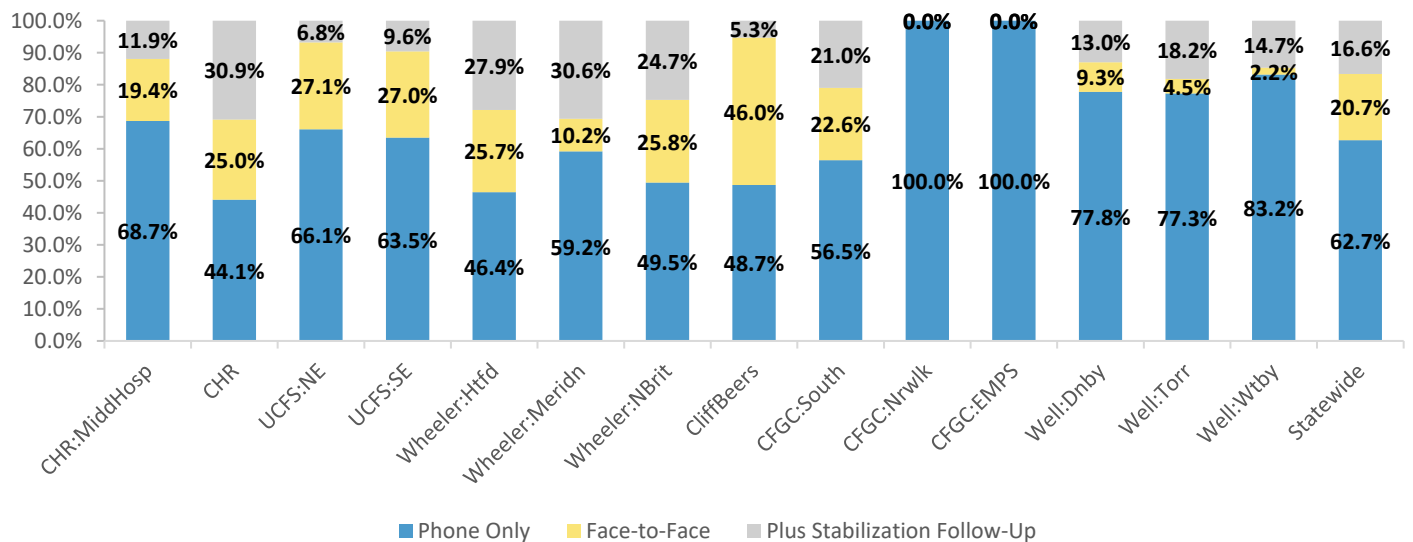
**Figure 17. Number Served per 1,000 Children by Provider**



**Figure 18. Episode Intervention Crisis Response Types by Service Area**

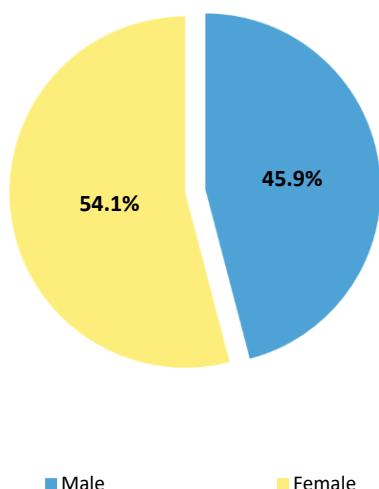


**Figure 19. Episode Intervention Crisis Response Type by Provider**

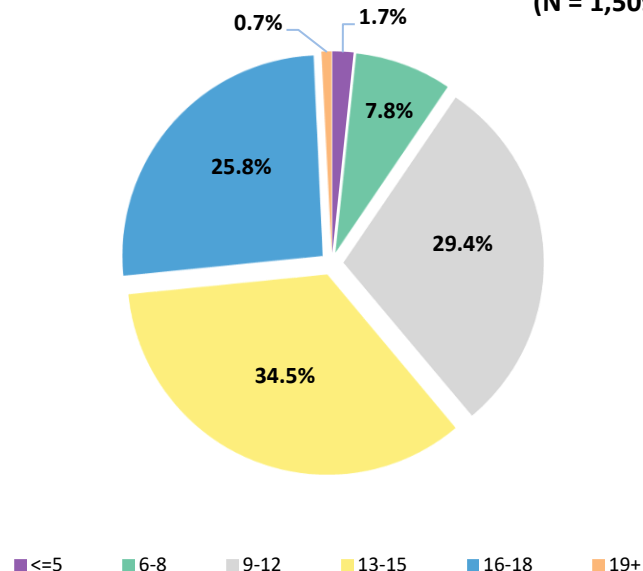


## Section IV: Demographics

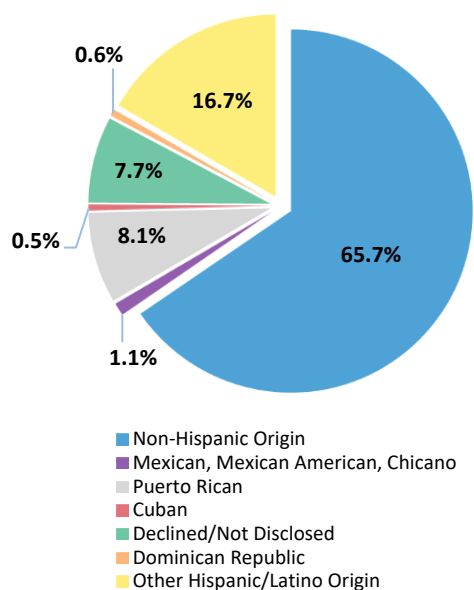
**Figure 20. Sex of Children Served Statewide**  
(N = 1,509)



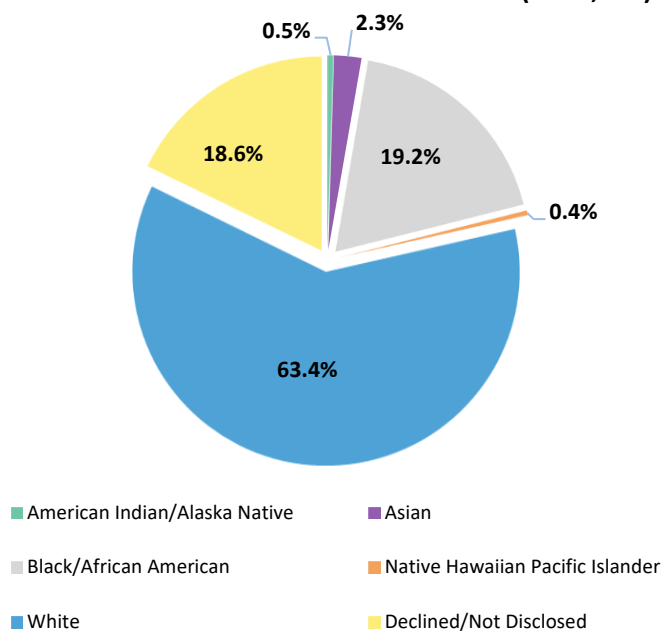
**Figure 21. Age Groups of Children Served Statewide**  
(N = 1,509)



**Figure 22. Ethnic Background of Children Served Statewide**  
(N = 1,484)

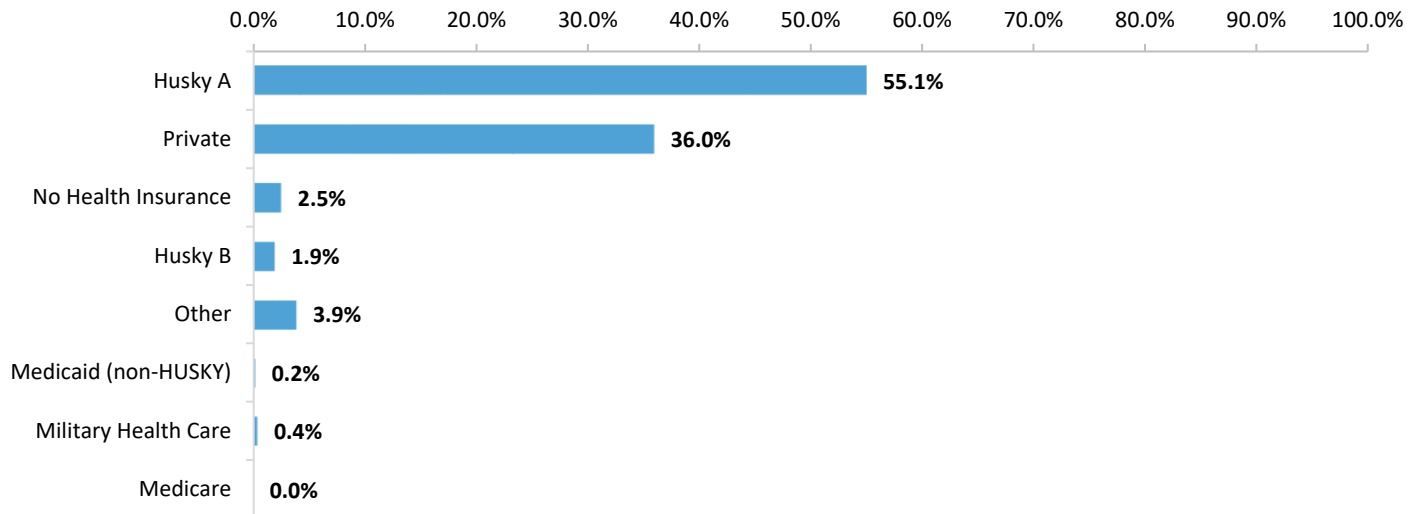


**Figure 23. Race of Children Served Statewide**  
(N = 1,459)

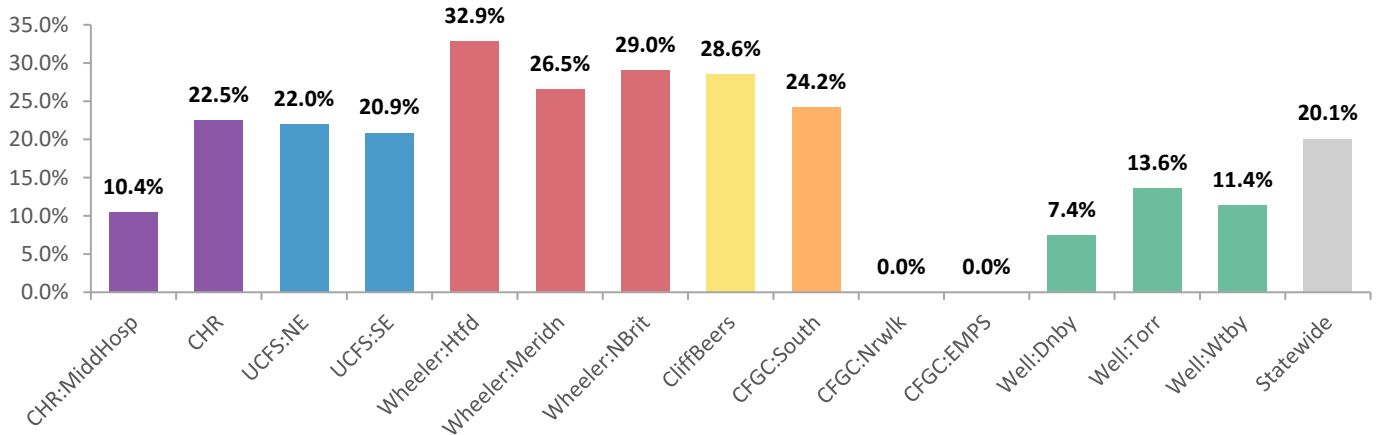


Note: According to the U.S. Census Bureau, “[P]eople who identify their origin as Spanish, Hispanic, or Latino may be of any race...[R]ace is considered a separate concept from Hispanic origin (ethnicity) and, wherever possible, separate questions should be asked on each concept.”

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

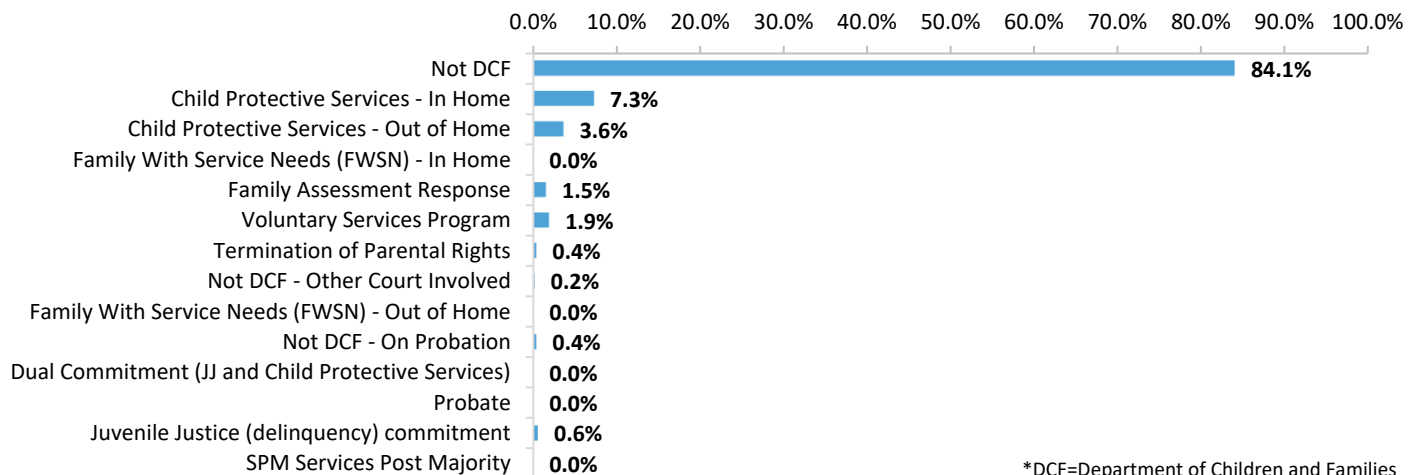


**Figure 25. Families that Answered "Yes" TANF\* Eligible**



\*TANF=Temporary Assistance for Needy Families

**Figure 26. Client DCF\* Status at Intake Statewide**

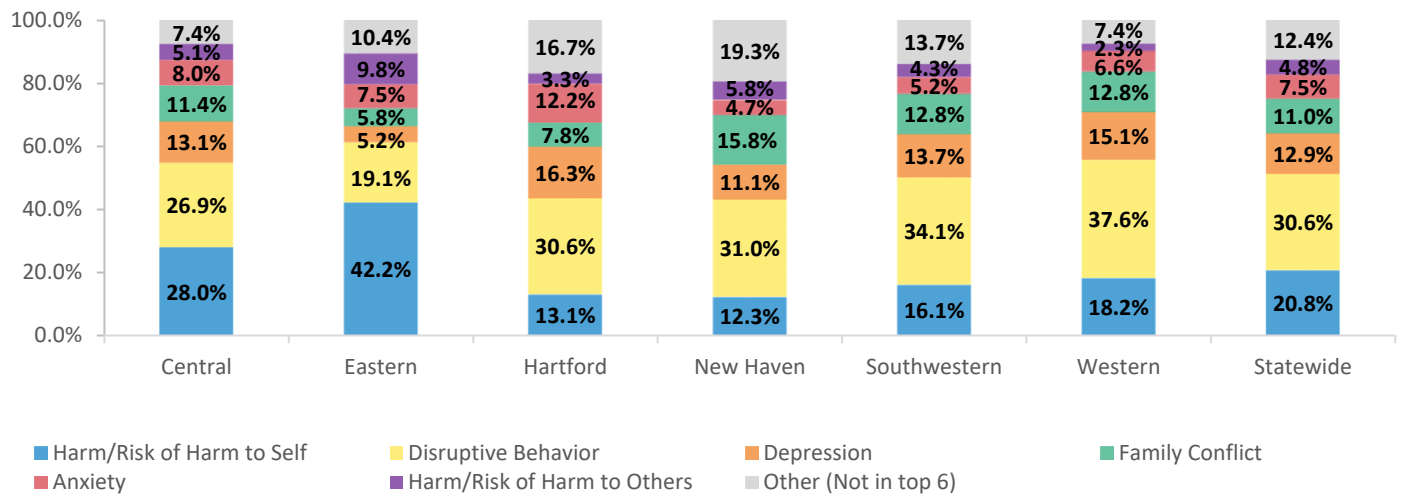


\*DCF=Department of Children and Families

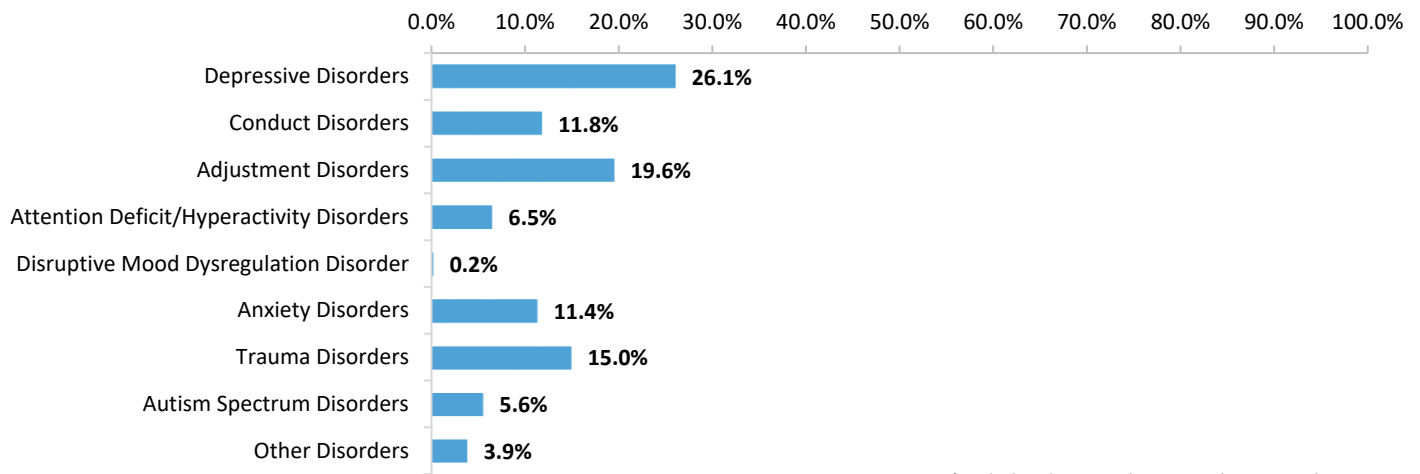


## Section V: Clinical Functioning

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

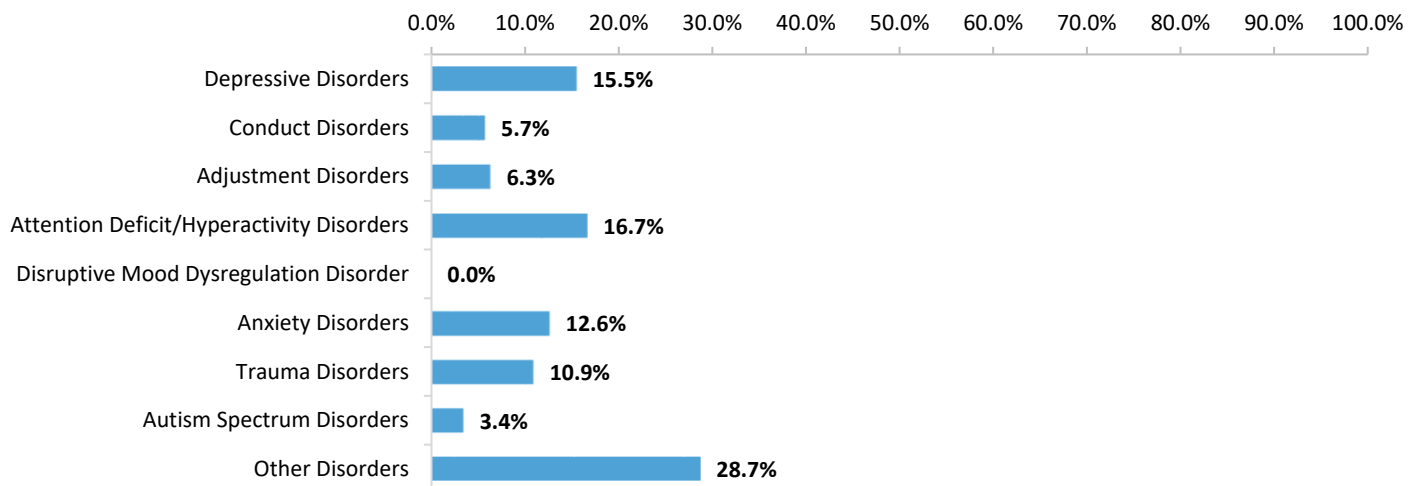


**Figure 28. Distribution of Primary Diagnosis Categories at Intake Statewide**



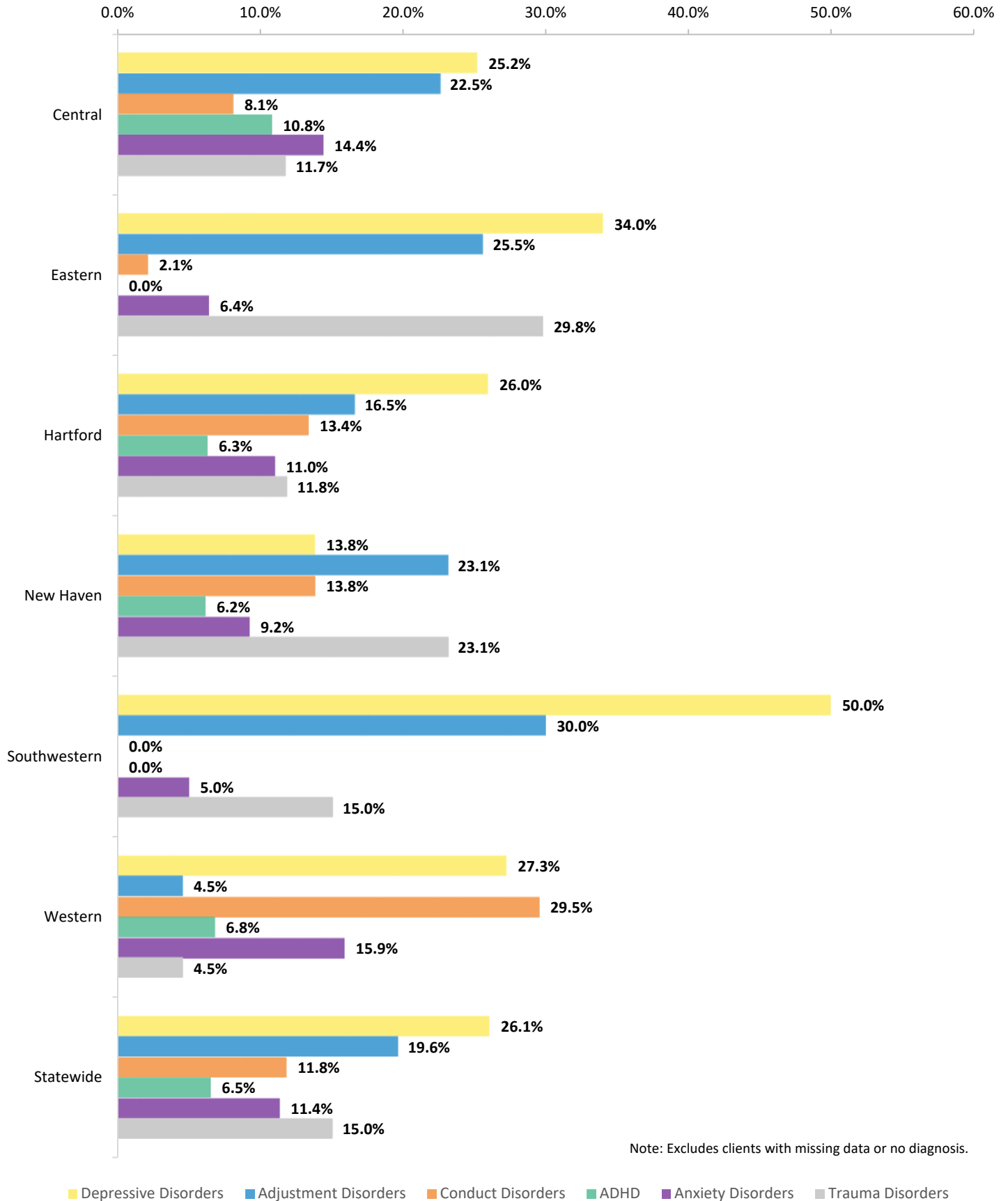
\*Excludes clients with missing data or no diagnosis.

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

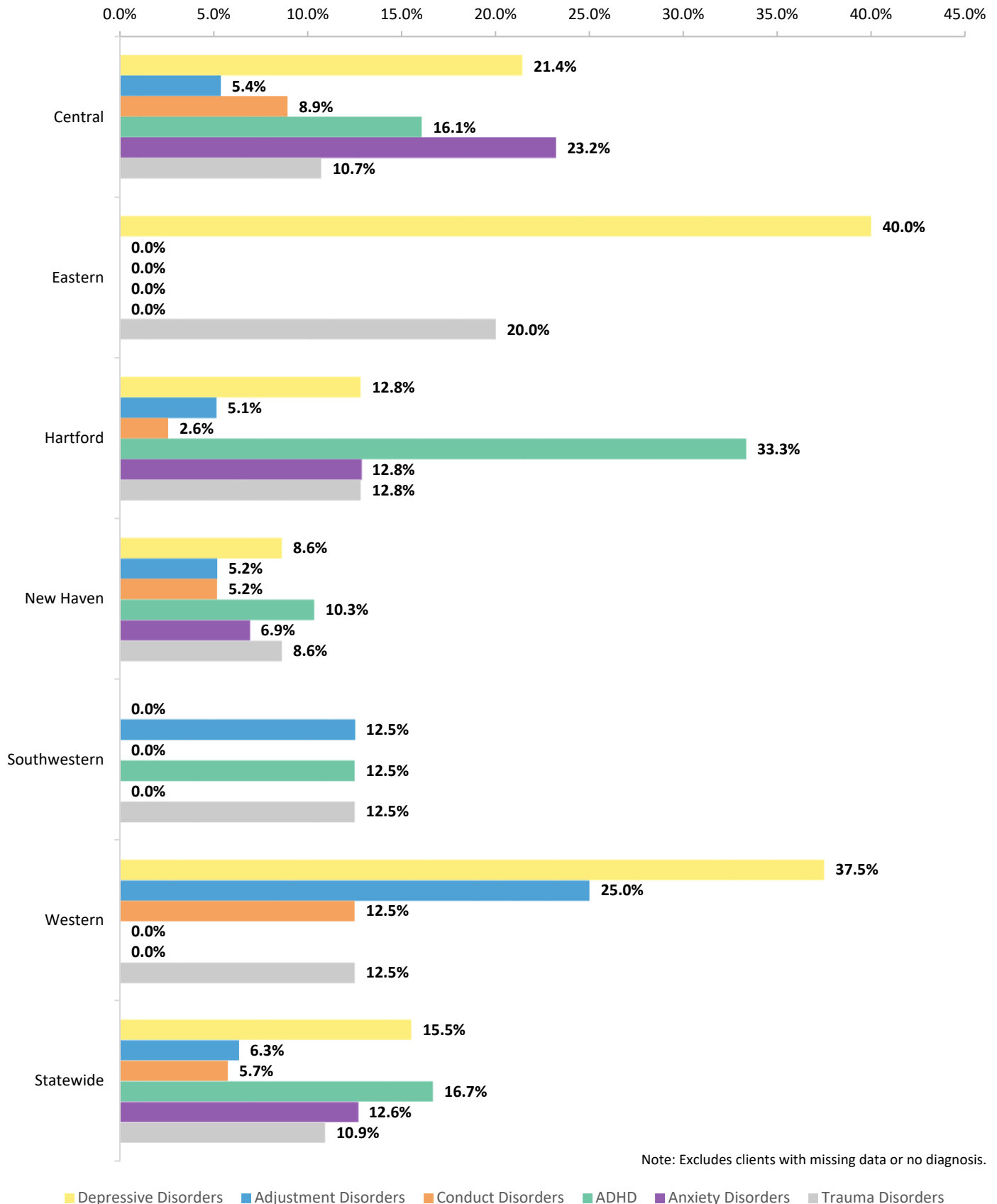


\*Excludes clients with missing data or no diagnosis.

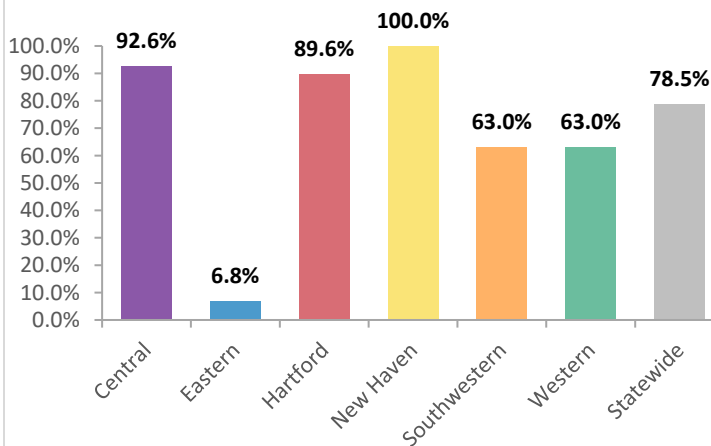
**Figure 30. Top 6 Primary Diagnostic Categories at Intake by Service Area**



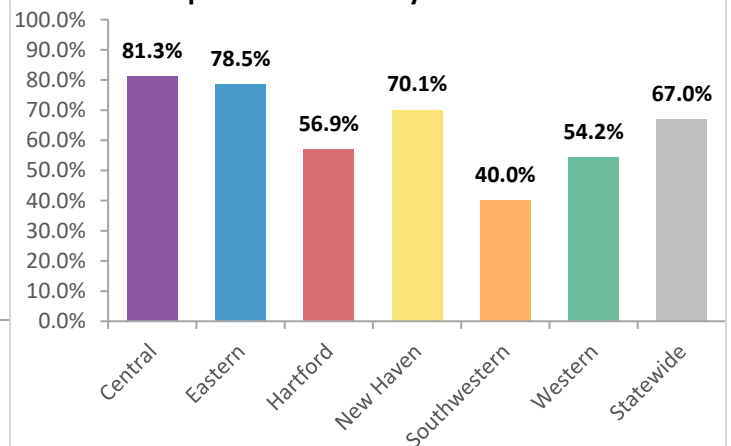
**Figure 31. Top 6 Client Secondary Diagnostic Categories at Intake by Service Area**



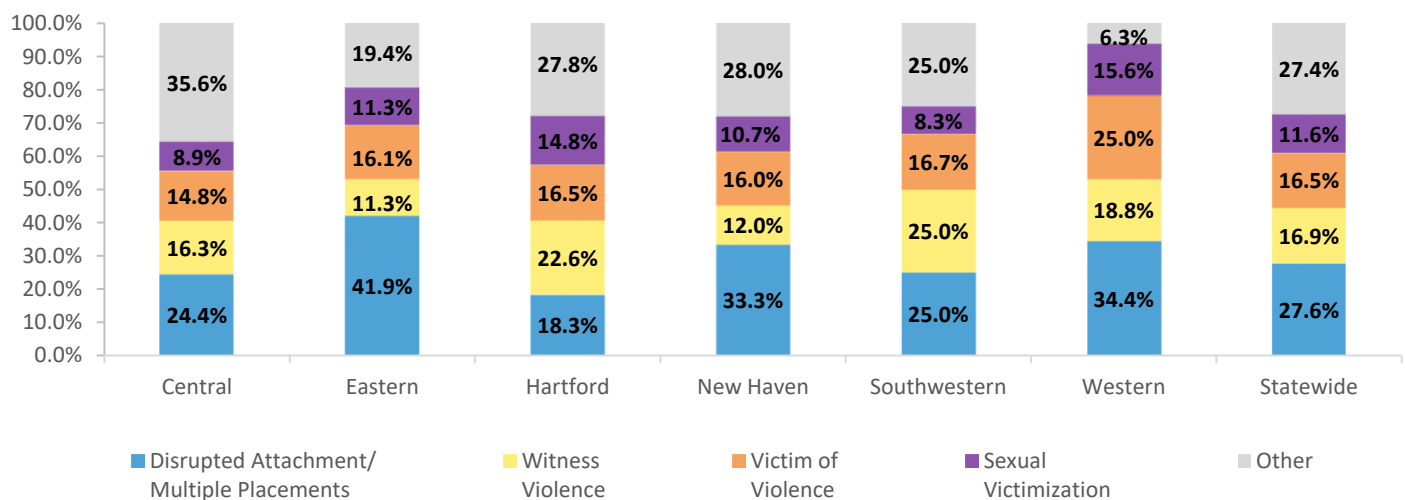
**Figure 32. Children Meeting SED\* Criteria by Service Area**



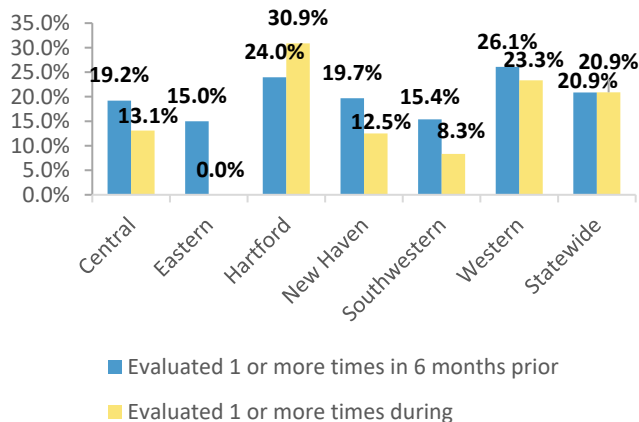
**Figure 33. Children with Trauma Exposure Reported at Intake by Service Area**



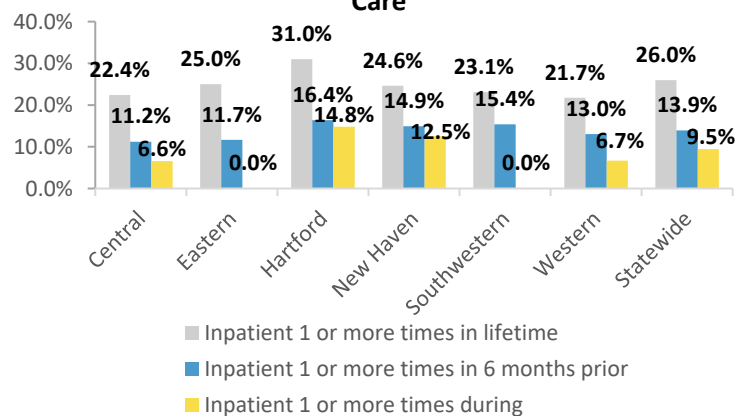
**Figure 34. Type of Trauma Reported at Intake by Service Area**



**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

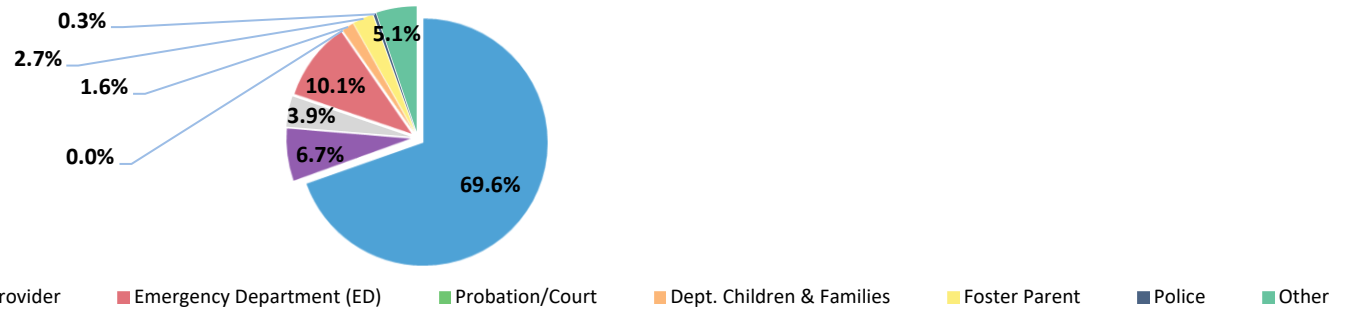
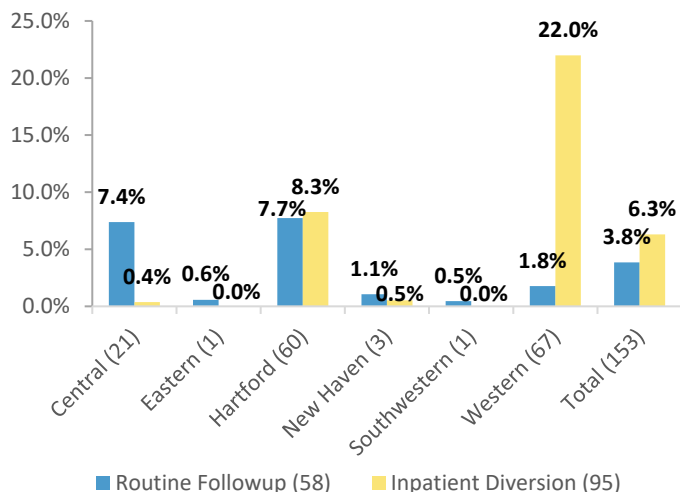


Table 1. Referral Sources (Q4 FY 2020)

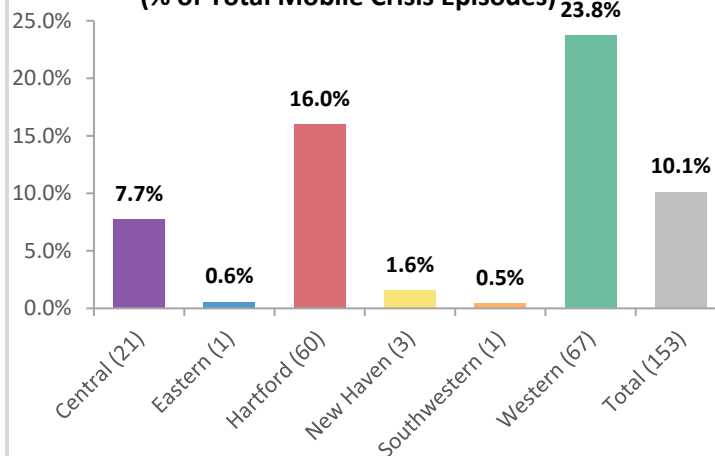
	Self/ Family	Family Adv.	School	Info- Line (2-1-1)	Other Prog. w/in Agency	Other Comm. Provider	Emer Dept. (ED)	Prob. or Court	Dept. of Child & Families (DCF)	Psych Hospital	Cong. Care Facility	Foster Parent	Police	Phys.	Comm. Nat. Supp.	Other State Agency
<b>STATEWIDE</b>	69.6%	0.3%	6.7%	0.0%	0.8%	3.9%	10.1%	0.0%	1.6%	3.0%	0.3%	2.7%	0.3%	0.5%	0.2%	0.1%
<b>CENTRAL</b>	73.1%	0.0%	5.2%	0.0%	0.4%	4.8%	7.7%	0.0%	2.2%	3.3%	0.7%	1.5%	0.0%	0.7%	0.4%	0.0%
CHR:MidHosp	74.6%	0.0%	3.0%	0.0%	0.0%	3.0%	10.4%	0.0%	3.0%	1.5%	1.5%	1.5%	0.0%	1.5%	0.0%	0.0%
CHR	72.5%	0.0%	5.9%	0.0%	0.5%	5.4%	6.9%	0.0%	2.0%	3.9%	0.5%	1.5%	0.0%	0.5%	0.5%	0.0%
<b>EASTERN</b>	77.0%	0.6%	3.4%	0.0%	0.6%	3.4%	0.6%	0.0%	1.7%	5.7%	0.0%	5.7%	1.1%	0.0%	0.0%	0.0%
UCFS:NE	72.9%	1.7%	3.4%	0.0%	0.0%	0.0%	1.7%	0.0%	5.1%	3.4%	0.0%	10.2%	1.7%	0.0%	0.0%	0.0%
UCFS:SE	79.1%	0.0%	3.5%	0.0%	0.9%	5.2%	0.0%	0.0%	0.0%	7.0%	0.0%	3.5%	0.9%	0.0%	0.0%	0.0%
<b>HARTFORD</b>	65.6%	0.3%	6.1%	0.0%	0.5%	4.8%	16.0%	0.0%	0.5%	3.5%	0.3%	1.6%	0.0%	0.5%	0.0%	0.3%
Wheeler:Htfd	42.9%	0.0%	7.1%	0.0%	0.7%	8.6%	30.7%	0.0%	0.7%	4.3%	0.7%	3.6%	0.0%	0.7%	0.0%	0.0%
Wheeler:Meridn	83.7%	0.0%	2.0%	0.0%	0.0%	2.0%	4.1%	0.0%	0.0%	6.1%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Wheeler:NBrit	78.0%	0.5%	6.5%	0.0%	0.5%	2.7%	8.1%	0.0%	0.5%	2.2%	0.0%	0.0%	0.0%	0.5%	0.0%	0.5%
<b>NEW HAVEN</b>	77.8%	0.5%	9.5%	0.0%	0.0%	3.7%	1.6%	0.0%	1.6%	0.0%	0.0%	4.2%	0.5%	0.5%	0.0%	0.0%
CliffBeers	77.8%	0.5%	9.5%	0.0%	0.0%	3.7%	1.6%	0.0%	1.6%	0.0%	0.0%	4.2%	0.5%	0.5%	0.0%	0.0%
<b>SOUTHWESTERN</b>	77.1%	0.5%	10.6%	0.0%	2.3%	2.3%	0.5%	0.0%	3.2%	0.0%	0.0%	2.8%	0.0%	0.5%	0.5%	0.0%
CFG:South	74.2%	1.6%	8.1%	0.0%	8.1%	3.2%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
CFG:Nrwk	78.9%	0.0%	8.8%	0.0%	0.0%	3.5%	1.8%	0.0%	3.5%	0.0%	0.0%	0.0%	0.0%	1.8%	1.8%	0.0%
CFG:EMPS	77.8%	0.0%	13.1%	0.0%	0.0%	1.0%	0.0%	0.0%	2.0%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%
<b>WESTERN</b>	55.7%	0.0%	6.0%	0.0%	1.1%	3.5%	23.8%	0.0%	1.1%	4.6%	0.4%	2.1%	0.7%	0.7%	0.4%	0.0%
Well:Dnby	61.1%	0.0%	16.7%	0.0%	1.9%	9.3%	0.0%	0.0%	1.9%	1.9%	0.0%	1.9%	1.9%	3.7%	0.0%	0.0%
Well:Torr	65.9%	0.0%	11.4%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	15.9%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%
Well:Wtby	51.6%	0.0%	1.6%	0.0%	1.1%	2.7%	35.3%	0.0%	1.1%	2.7%	0.5%	2.2%	0.5%	0.0%	0.5%	0.0%

**Figure 38. Type of Emergency Dept. Referral**



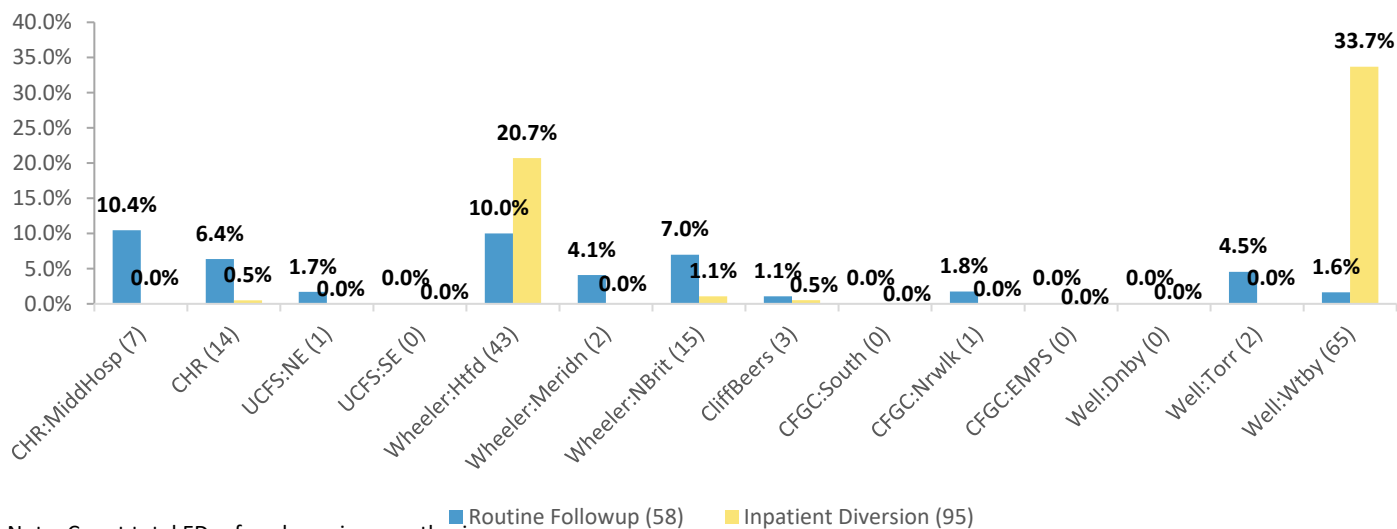
Note: Count total ED referrals are in parenthesis

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



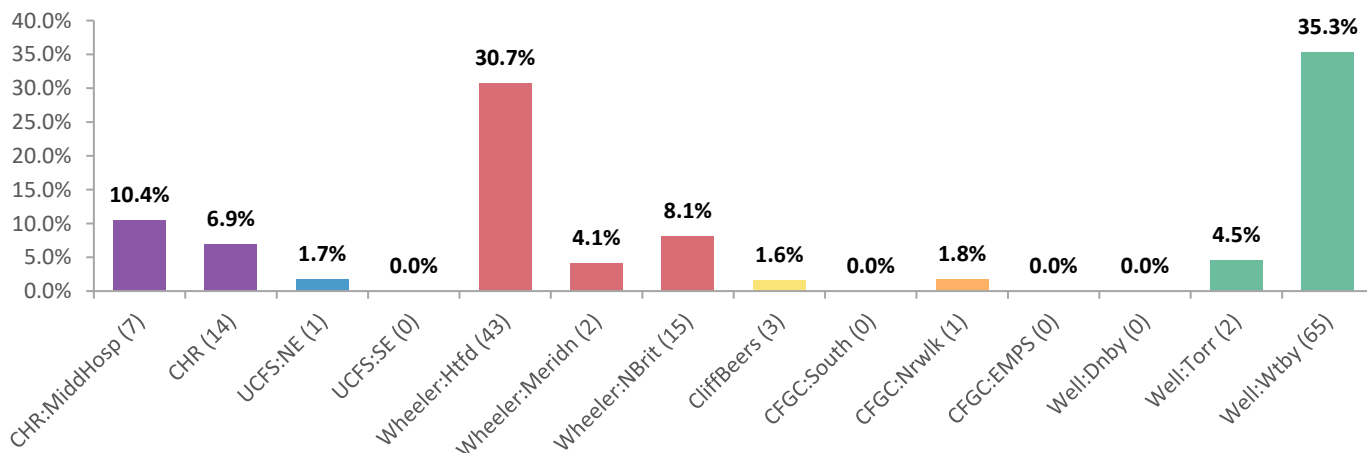
Note: Count total ED referrals are in parenthesis

**Figure 40. Type of Emergency Department Referrals by Provider**



Note: Count total ED referrals are in parenthesis

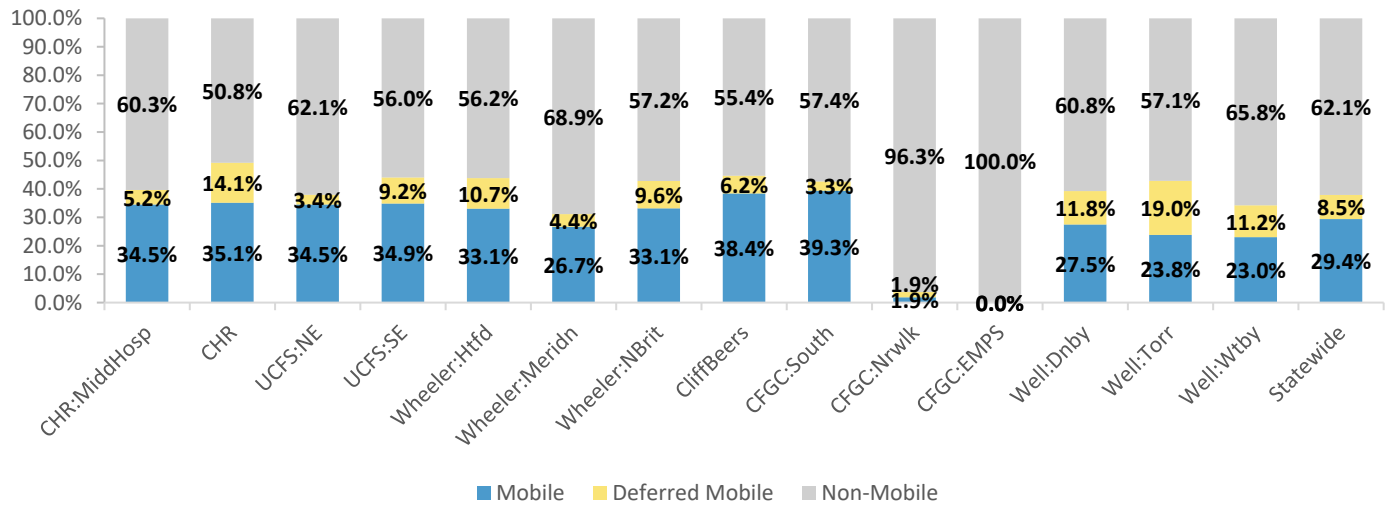
**Figure 41. Emergency Dept. Referral (% of Total Mobile Crisis Episodes) by Provider**



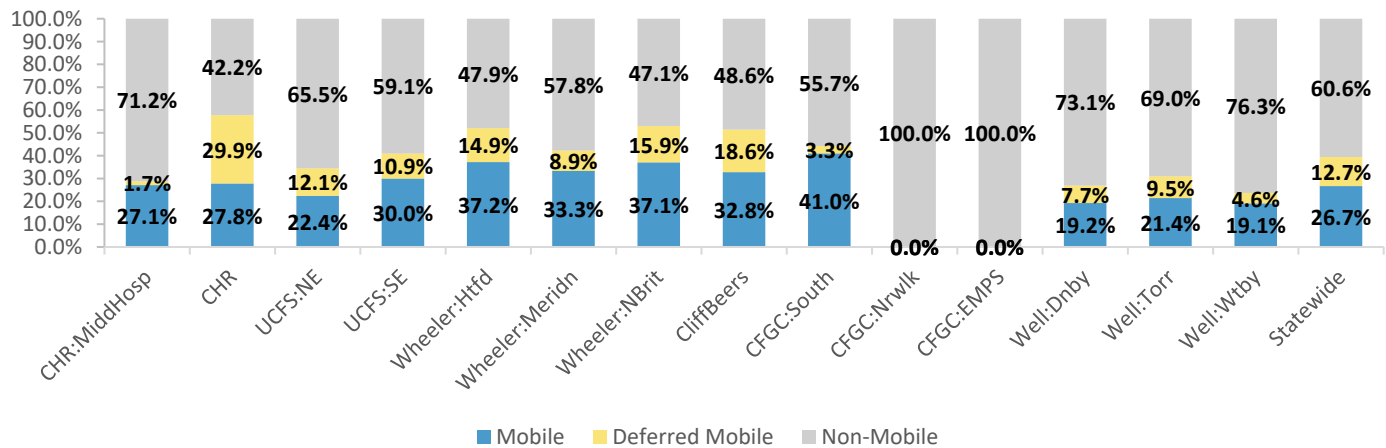
Note: Count total ED referrals are in parenthesis.

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

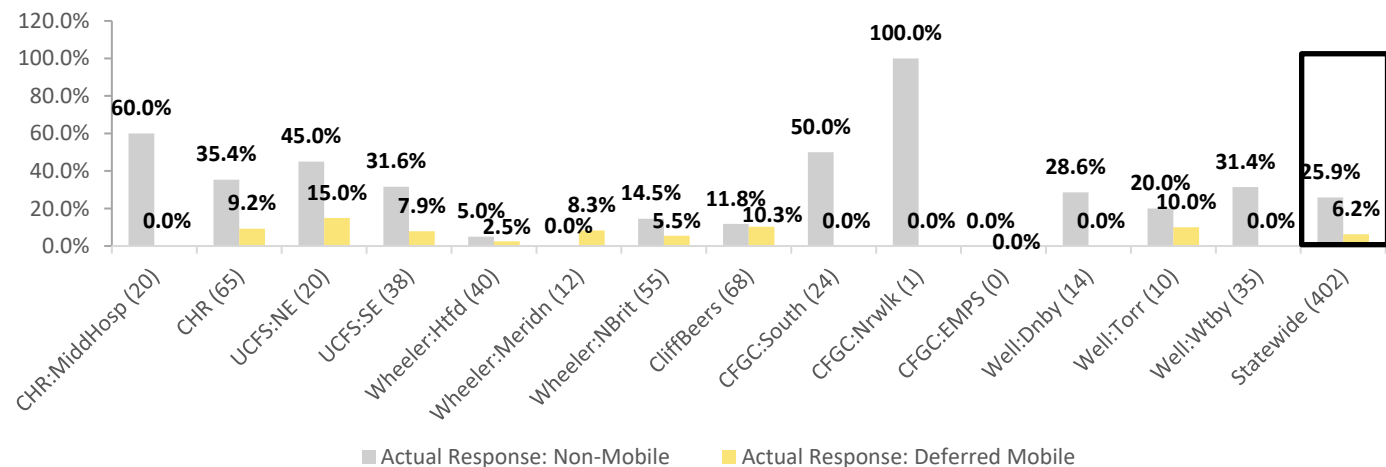
**Figure 42. 2-1-1 Recommended Initial Response**



**Figure 43. Actual Initial Mobile Crisis Provider Response**

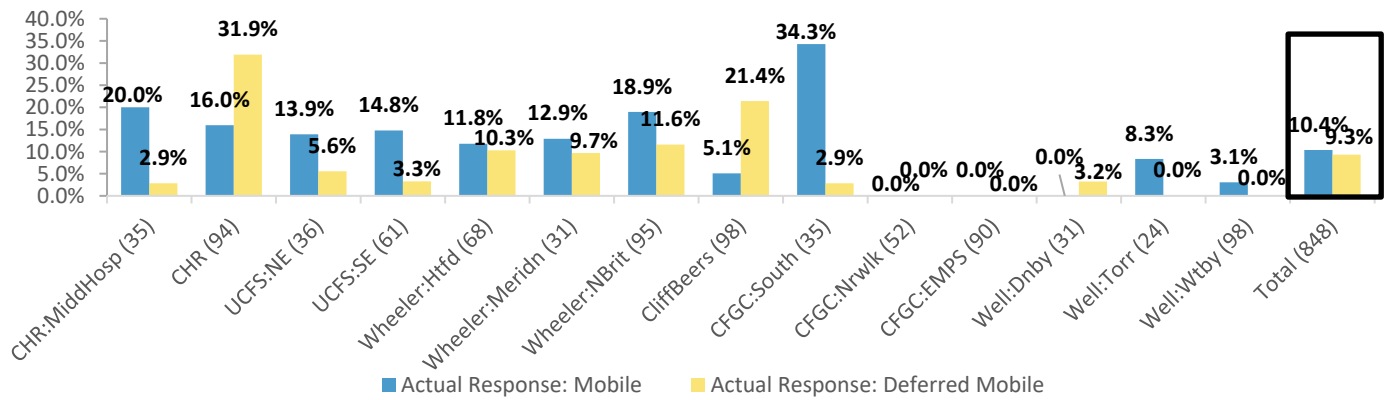


**Figure 44. 2-1-1 Recommended Mobile Response Where Actual Mobile Crisis Response was Non-Mobile or Deferred Mobile**



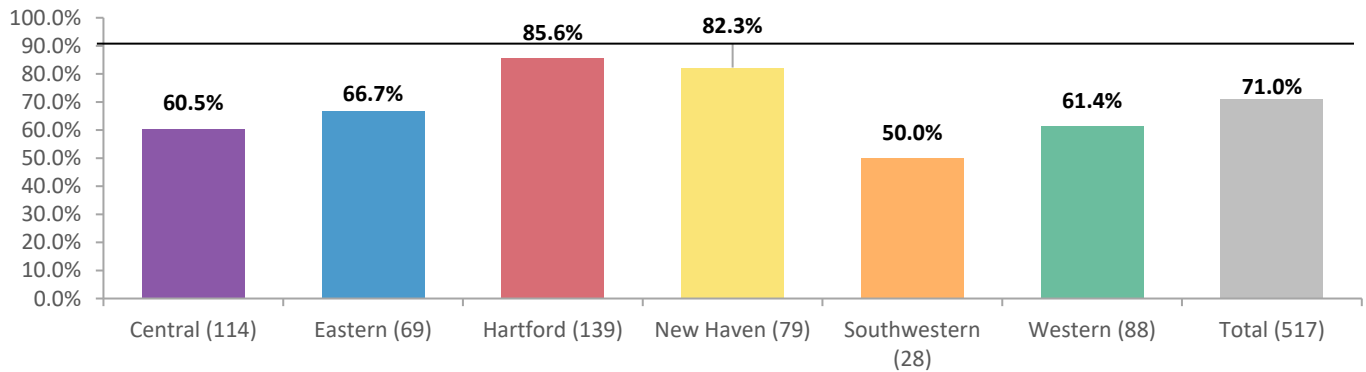
Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

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



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

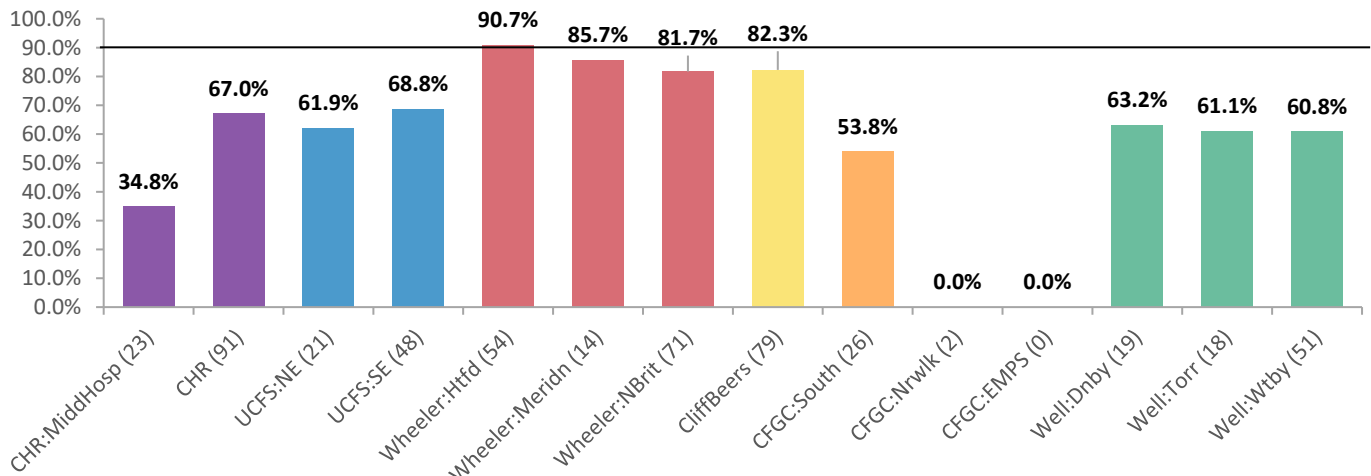
**Figure 46. Mobile Response (Mobile & Deferred Mobile) By Service Area**



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

**Goal=90%**

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



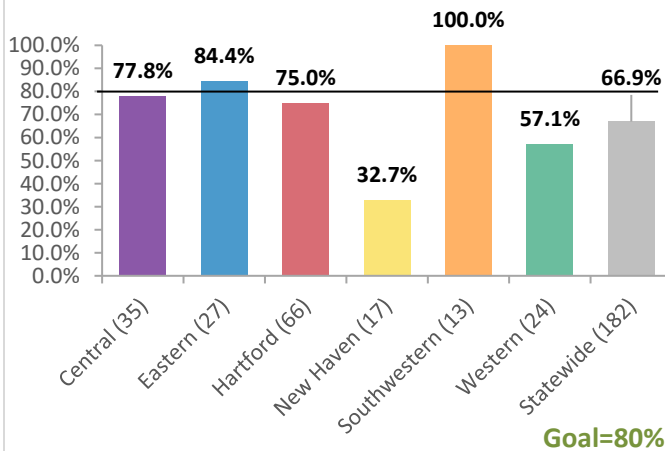
Note: Counts of 211-recommended mobile episodes are in parenthesis

**Goal = 90%**



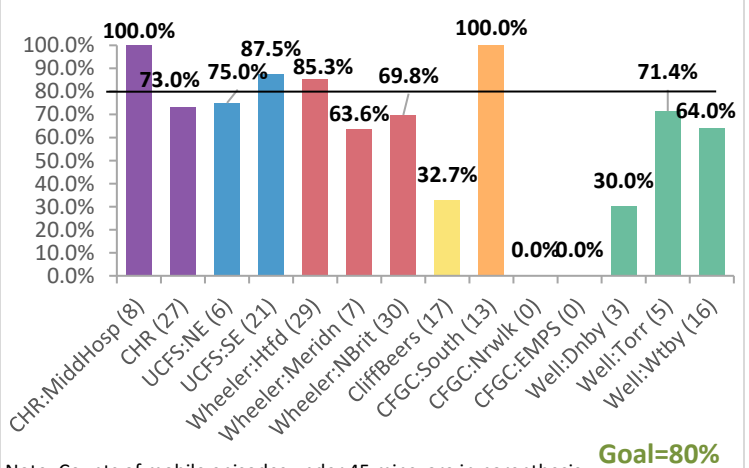
## Section VIII: Response Time

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



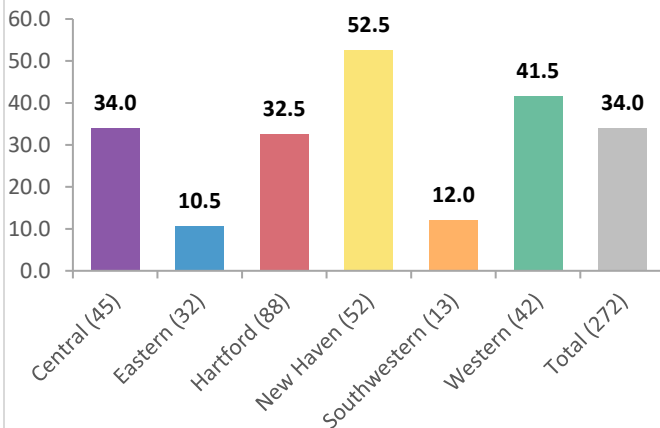
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

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



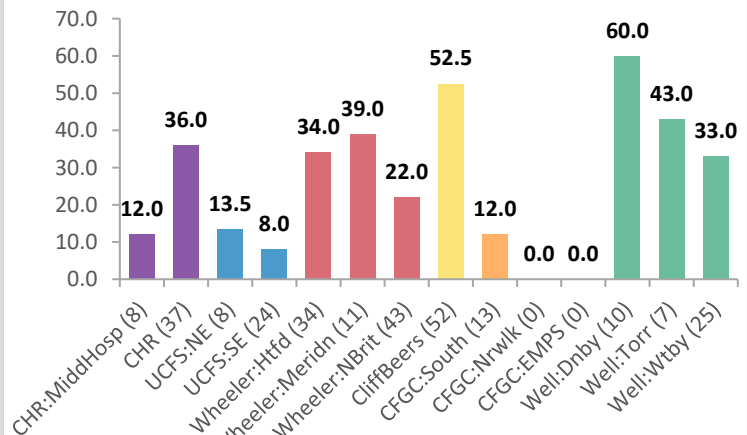
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

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



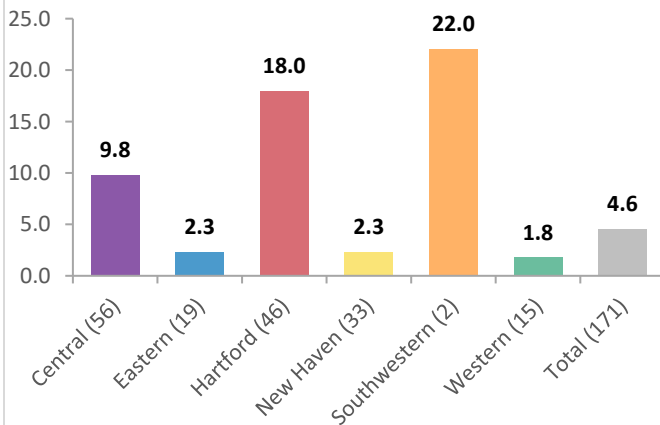
Note: Counts of mobile response episodes are in parenthesis.

**Figure 51. Median Mobile Response Time by Provider in Minutes**



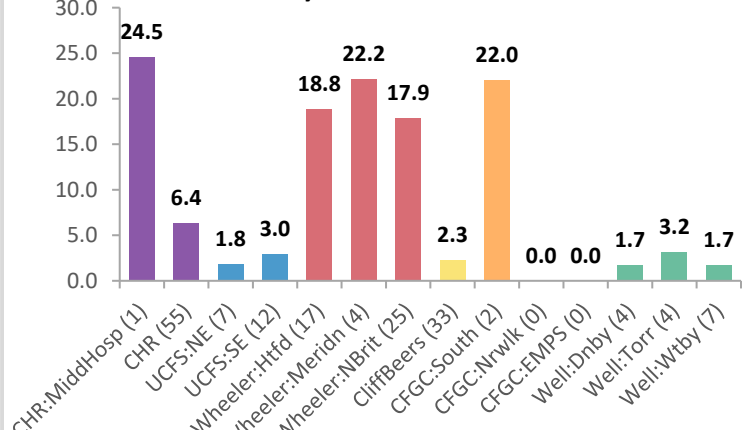
Note: Counts of mobile response episodes are in parenthesis.

**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	2.2	20.8	27.3	0.0	9.0	18.0	24.9%	60.1%	14.4%	1.4	11.4	17.0	0.0	5.0	13.0	17.0%	40.7%	4.5%	
2	Central	3.4	23.2	30.8	1.0	20.0	15.0	42.3%	82.5%	13.8%	3.6	23.9	24.7	0.0	20.0	15.0	41.8%	76.6%	11.8%	
3	CHR:MidHosp	6.2	3.7	14.7	5.0	2.0	14.0	79.2%	20.0%	0.0%	6.1	4.2	14.6	4.0	3.0	12.0	79.9%	20.4%	0.0%	
4	CHR	1.9	25.5	34.0	0.0	22.0	15.0	22.5%	89.7%	16.4%	2.4	27.2	39.2	0.0	23.0	30.0	24.6%	86.0%	28.8%	
5	Eastern	0.4	5.4	20.2	0.0	5.0	18.0	4.4%	26.1%	0.0%	0.2	3.7	19.7	0.0	4.0	16.0	1.7%	9.3%	2.5%	
6	UCFS:NE	0.5	4.6	22.0	0.0	4.5	26.0	5.1%	25.0%	0.0%	0.2	3.7	19.8	0.0	4.0	15.0	2.5%	10.2%	4.4%	
7	UCFS:SE	0.4	5.9	19.6	0.0	5.0	16.0	4.0%	26.7%	0.0%	0.1	3.7	19.6	0.0	4.0	17.0	1.1%	8.8%	1.3%	
8	Hartford	1.6	5.4	14.5	0.0	2.0	12.0	17.5%	22.5%	1.0%	1.0	4.6	11.4	0.0	1.0	9.0	14.8%	25.2%	0.4%	
9	Wheeler:Htfd	3.3	7.6	19.0	0.0	1.5	20.0	27.6%	29.4%	0.0%	1.5	6.8	13.5	0.0	2.0	12.0	18.9%	37.4%	0.2%	
10	Wheeler:Meridn	1.1	6.2	10.5	0.0	3.0	6.0	14.8%	20.0%	0.0%	1.4	5.4	11.1	0.0	3.0	8.0	19.5%	33.1%	0.0%	
11	Wheeler:NBrit	0.7	3.9	11.2	0.0	2.0	7.0	12.0%	18.0%	2.3%	0.5	2.4	9.7	0.0	1.0	7.0	10.6%	11.3%	0.6%	
12	New Haven	5.0	37.3	74.7	1.0	27.5	59.5	38.8%	85.7%	72.2%	2.1	17.5	39.2	0.0	9.0	32.0	17.4%	61.6%	29.3%	
13	CliffBeers	5.0	37.3	74.7	1.0	27.5	59.5	38.8%	85.7%	72.2%	2.1	17.5	39.2	0.0	9.0	32.0	17.4%	61.6%	29.3%	
14	Southwestern	0.3	14.1	23.8	0.0	3.0	20.0	3.7%	44.4%	0.0%	0.3	7.9	22.0	0.0	4.0	21.0	3.9%	31.8%	0.8%	
15	CFGC:South	0.1	8.2	23.0	0.0	0.0	20.0	20.6%	28.6%	0.0%	0.1	5.4	22.2	0.0	0.0	20.0	1.5%	26.4%	0.0%	
16	CFGC:Nrwlk	0.1	0.0	35.0	0.0	0.0	35.0	0.0%	N/A	0.0%	0.4	7.6	20.2	0.0	4.0	21.0	3.8%	34.4%	0.0%	
17	CFGC:EMPS	0.4	34.8	0.0	0.0	37.0	0.0	0.0%	100.0%	N/A	0.3	9.1	22.3	0.0	4.0	22.5	5.0%	32.8%	3.7%	
18	Western	3.5	7.6	31.0	1.0	4.0	23.5	42.5%	40.0%	24.3%	1.6	5.7	17.8	0.0	3.0	14.0	19.7%	24.8%	5.7%	
19	Well:Dnby	3.7	5.8	20.9	0.0	3.0	22.0	31.8%	25.0%	7.7%	1.2	4.3	17.5	0.0	3.0	14.0	13.5%	18.6%	3.2%	
20	Well:Torr	2.0	1.0	24.7	0.0	1.0	11.0	32.4%	0.0%	27.3%	1.3	5.4	16.0	0.0	3.0	14.0	16.2%	15.4%	3.4%	
21	Well:Wtby	3.8	12.8	35.0	1.0	13.5	27.0	48.0%	75.0%	28.0%	1.9	6.2	18.3	0.0	3.0	14.0	23.5%	28.9%	6.8%	

\* 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	935	386	299	233	232	43	3646	4950	3296	618	2017	148
2	Central	137	97	80	58	80	11	543	959	450	227	735	53
3	CHR:MidHosp	48	10	13	38	2	0	169	137	266	135	28	0
4	CHR	89	87	67	20	78	11	374	822	184	92	707	53
5	Eastern	114	46	13	5	12	0	419	827	122	7	77	3
6	UCFS:NE	39	16	3	2	4	0	157	313	45	4	32	2
7	UCFS:SE	75	30	10	3	8	0	262	514	77	3	45	1
8	Hartford	177	89	99	31	20	1	846	1025	1377	125	258	5
9	Wheeler:Htfd	58	34	43	16	10	0	291	342	575	55	128	1
10	Wheeler:Meridn	27	5	13	4	1	0	123	242	98	24	80	0
11	Wheeler:NBrit	92	50	43	11	9	1	432	441	704	46	50	4
12	New Haven	85	126	18	33	108	13	380	981	92	66	604	27
13	CliffBeers	85	126	18	33	108	13	380	981	92	66	604	27
14	Southwestern	189	18	15	7	8	0	593	799	237	23	254	2
15	CFGC:South	34	14	14	7	4	0	133	174	155	2	46	0
16	CFGC:Nrwlk	57	0	1	0	0	0	159	195	28	6	67	0
17	CFGC:EMPS	98	4	0	0	4	0	301	430	54	15	141	2
18	Western	233	10	74	99	4	18	865	359	1018	170	89	58
19	Well:Dnby	44	4	13	14	1	1	207	59	157	28	11	5
20	Well:Torr	37	2	11	12	0	3	173	65	174	28	10	6
21	Well:Wtby	152	4	50	73	3	14	485	235	687	114	68	47

\* 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	92.9	119.1	79.7	70.5	81.5	41.0	100.0%	100.0%	46.8%	36	84	47	36	84	22
2	Central	19.0	52.2	45.8	19.0	29.0	36.0	100.0%	100.0%	50.0%	1	17	8	1	17	4
3	CHR:MiddHosp	0.0	29.0	0.0	0.0	36.0	0.0	N/A	100.0%	N/A	0	3	0	0	3	0
4	CHR	19.0	57.2	45.8	19.0	28.0	36.0	100.0%	100.0%	50.0%	1	14	8	1	14	4
5	Eastern	0.0	19.0	45.5	0.0	19.0	45.5	N/A	100.0%	50.0%	0	1	2	0	1	1
6	UCFS:NE	0.0	0.0	0.0	0.0	0.0	0.0	N/A	N/A	N/A	0	0	0	0	0	0
7	UCFS:SE	0.0	19.0	45.5	0.0	19.0	45.5	N/A	100.0%	50.0%	0	1	2	0	1	1
8	Hartford	48.2	57.8	47.4	41.5	29.5	32.0	100.0%	100.0%	29.4%	12	12	17	12	12	5
9	Wheeler:Htfd	49.6	33.4	55.1	45.0	24.0	34.0	100.0%	100.0%	36.4%	9	7	11	9	7	4
10	Wheeler:Meridn	44.0	107.3	47.0	38.0	115.5	40.0	100.0%	100.0%	33.3%	3	4	3	3	4	1
11	Wheeler:NBrit	0.0	31.0	19.7	0.0	31.0	20.0	N/A	100.0%	0.0%	0	1	3	0	1	0
12	New Haven	119.4	109.9	99.7	97.0	77.0	88.0	100.0%	100.0%	50.0%	23	33	6	23	33	3
13	CliffBeers	119.4	109.9	99.7	97.0	77.0	88.0	100.0%	100.0%	50.0%	23	33	6	23	33	3
14	Southwestern	0.0	237.9	180.3	0.0	291.0	164.0	N/A	100.0%	90.0%	0	20	10	0	20	9
15	CFGC:South	0.0	26.0	41.0	0.0	26.0	41.0	N/A	100.0%	0.0%	0	1	1	0	1	0
16	CFGC:Nrwlk	0.0	249.0	195.8	0.0	291.0	189.0	N/A	100.0%	100.0%	0	19	9	0	19	9
17	CFGC	0.0	0.0	0.0	0.0	0.0	0.0	N/A	N/A	N/A	0	0	0	0	0	0
18	Western	0.0	18.0	20.8	0.0	18.0	19.5	N/A	100.0%	0.0%	0	1	4	0	1	0
19	Well:Dnby	0.0	18.0	30.0	0.0	18.0	30.0	N/A	100.0%	0.0%	0	1	1	0	1	0
20	Well:Torr	0.0	0.0	0.0	0.0	0.0	0.0	N/A	N/A	N/A	0	0	0	0	0	0
21	Well:Wtby	0.0	0.0	17.7	0.0	0.0	18.0	N/A	N/A	0.0%	0	0	3	0	0	0

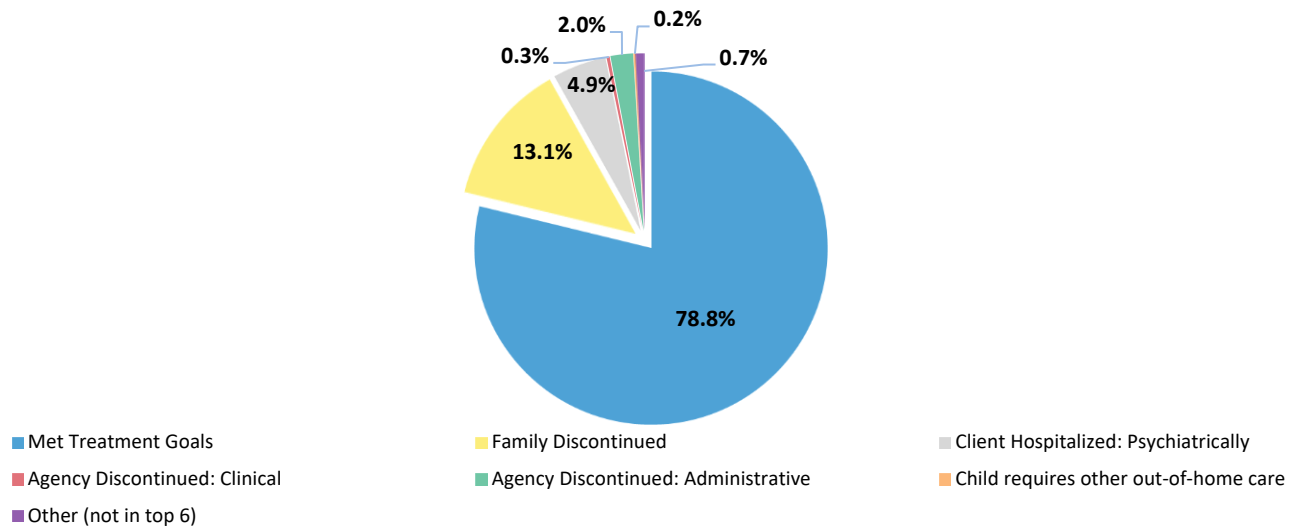
\* Data includes episodes still in care with referral dates from July 1, 2019 to end of current reporting period.

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

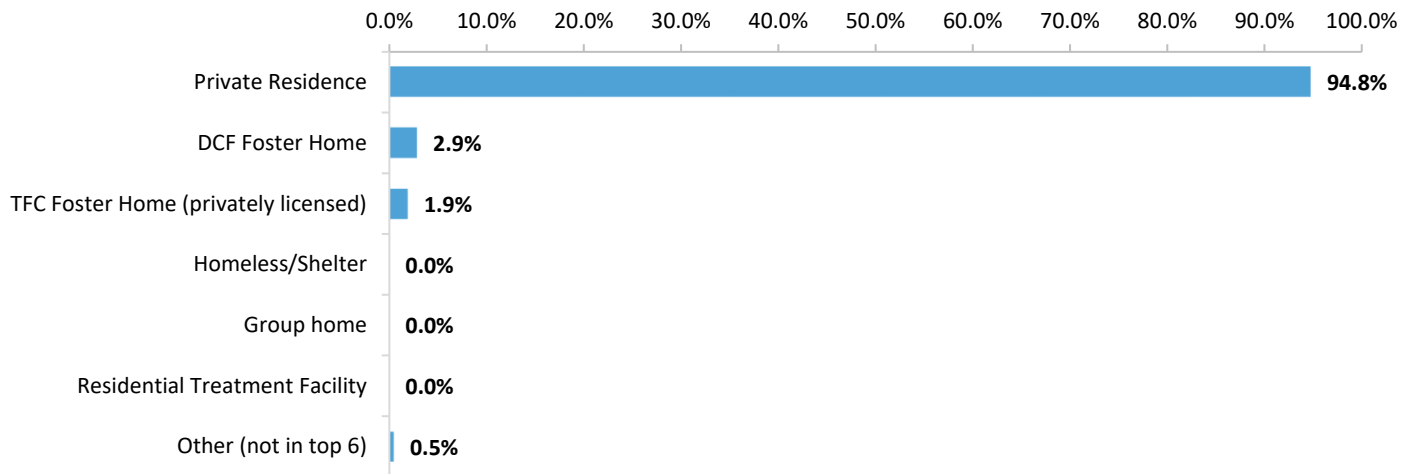
**Definitions:**

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

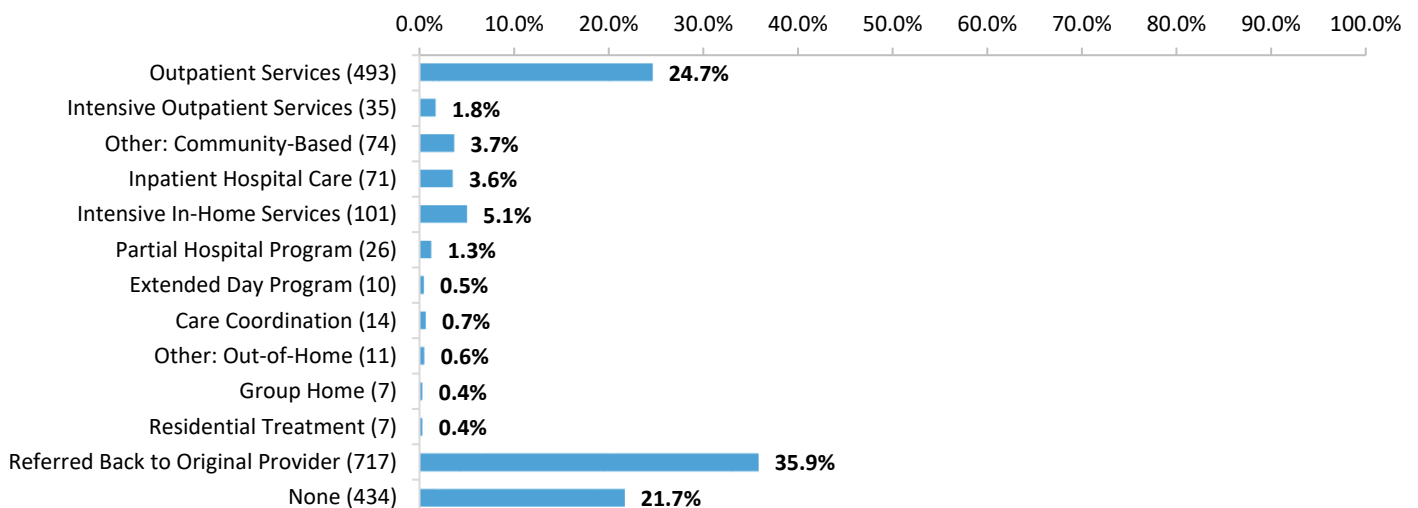
**Figure 54. Top Six Reasons for Client Discharge Statewide**



**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<sup>d</sup> intake &amp; discharge)</i>	<i>Mean (paired<sup>d</sup> intake)</i>	<i>Mean (paired<sup>d</sup> discharge)</i>	<i>Mean Difference (paired<sup>d</sup> cases)</i>	<i>t-score</i>	<i>Sig.</i>	<i>† .05-.10 * P &lt; .05 **P &lt; .01</i>
<b>STATEWIDE</b>							
Parent Functioning Score	34	39.41	40.76	1.35	1.79	0.082	†
Worker Functioning Score	150	42.53	44.11	1.57	3.57	0.000	**
Parent Problem Score	34	38.35	34.59	-3.76	-2.71	0.011	*
Worker Problem Score	150	28.17	25.94	-2.23	-4.14	0.000	**
<b>Central</b>							
Parent Functioning Score	12	37.08	37.75	0.67	1.15	0.276	
Worker Functioning Score	46	43.54	44.63	1.09	1.94	0.059	†
Parent Problem Score	12	40.83	38.92	-1.92	-2.26	0.045	*
Worker Problem Score	46	31.09	29.65	-1.43	-2.77	0.008	**
<b>Eastern</b>							
Parent Functioning Score	2	26.00	28.00	2.00	1.00	0.500	
Worker Functioning Score	4	35.50	35.00	-0.50	-0.11	0.921	
Parent Problem Score	2	30.50	23.00	-7.50	-0.71	0.605	
Worker Problem Score	4	24.25	24.25	0.00	0.00	1.000	
<b>Hartford</b>							
Parent Functioning Score	16	40.63	42.38	1.75	1.16	0.265	
Worker Functioning Score	53	42.17	44.06	1.89	1.77	0.082	†
Parent Problem Score	16	38.38	33.19	-5.19	-1.94	0.071	†
Worker Problem Score	53	30.13	26.91	-3.23	-2.36	0.022	*
<b>New Haven</b>							
Parent Functioning Score	0	66.00	66.00	0.00	0.00	0.000	
Worker Functioning Score	4	54.25	57.25	3.00	2.45	0.092	†
Parent Problem Score	0	23.00	23.00	0.00	0.00	0.000	
Worker Problem Score	4	21.00	18.25	-2.75	-2.09	0.128	
<b>Southwestern</b>							
Parent Functioning Score	0	0.00	0.00	0.00	0.00	0.000	
Worker Functioning Score	8	43.75	46.25	2.50	1.65	0.142	†
Parent Problem Score	0	0.00	0.00	0.00	0.00	0.000	
Worker Problem Score	8	19.75	14.50	-5.25	-3.02	0.019	*
<b>Western</b>							
Parent Functioning Score	3	42.33	44.33	2.00	1.00	0.423	
Worker Functioning Score	35	40.94	42.54	1.60	5.16	0.000	**
Parent Problem Score	3	38.67	36.33	-2.33	-1.26	0.336	
Worker Problem Score	35	24.54	23.29	-1.26	-3.82	0.001	**

paired<sup>d</sup> = Number of cases with both intake and discharge scores

† .05-.10,

\* P &lt; .05,

\*\*P &lt; .01

## Section X: Client & Referral Source Satisfaction

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

<b>2-1-1 Items</b>	<b>Clients (n=70)</b>	<b>Referrers (n=50)</b>
The 2-1-1 staff answered my call in a timely manner	4.22	4.22
The 2-1-1 staff was courteous	4.22	4.28
The 2-1-1 staff was knowledgeable	4.22	4.26
My phone call was quickly transferred to the EMPS provider	4.22	4.28
<b>Sub-Total Mean: 2-1-1</b>	<b>4.22</b>	<b>4.26</b>
<b>Mobile Crisis Items</b>		
Mobile Crisis responded to the crisis in a timely manner	4.22	4.28
The Mobile Crisis staff was respectful	4.22	4.28
The Mobile Crisis staff was knowledgeable	4.22	4.28
The Mobile Crisis staff spoke to me in a way that I understood	4.22	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)	4.12	X
The services or resources my child and/or family received were right for us	4.02	X
The child/family I referred to Mobile Crisis was connected with appropriate services or resources upon discharge from Mobile Crisis	X	4.28
Overall, I am very satisfied with the way that Mobile Crisis responded to the crisis	4.13	4.28
<b>Sub-Total Mean: Mobile Crisis</b>	<b>4.16</b>	<b>4.28</b>
<b>Overall Mean Score</b>	<b>4.18</b>	<b>4.27</b>

\* 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:**

- Parent reports found consult with MCI helpful but ultimately the placement suggested did not work out due to COVID limitations which he reports feeling was not helpful overall.
- Caller reports MCI was able to connect them with services they did not have before and always helped when they came out. In lot of way she is very happy with the service, but one piece of feedback is that she felt the safety plan was too generic and similar each time they saw MCI and difficult for their young child to follow alone.
- Mother had a lot of praise for MCI clinician and assessment process.
- Father reports, "I think just talking to someone that day helped."
- Mother reports, "We got what we needed that day."

### **Referrer Comments:**

- Foster parent reports she wishes that MCI service options could be better explained at the point of intake vs asked what she is looking for because she is not always sure of what she is looking for.
- ED crisis clinician reports strong collaboration with youth MCI.
- ED MD was referral source and reports MCI contacted the family and followed up with them within an hour of referral. Reports very happy with the service.
- "We really appreciate the service, it was really helpful, especially because the kid already had a rapport with the clinician (who came out)."
- Caller reports they have used MCI multiple times and have waited several minutes for their call to be answered at least once.

## 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 (148)*	43%	53%	41%	47%	49%	43%	43%	47%	26%	37%	53%	32%	38%	4%	5%
CHR:MidHosp (0)*	60%	60%	50%	90%	60%	60%	50%	50%	70%	70%	70%	50%	50%	10%	0%
CHR (12)*	17%	33%	17%	100%	50%	42%	17%	33%	25%	8%	42%	33%	33%	0%	0%
UCFS:NE (4)*	25%	50%	25%	100%	50%	50%	50%	50%	25%	75%	50%	25%	25%	0%	0%
UCFS:SE (16)*	38%	56%	19%	100%	25%	31%	38%	38%	38%	94%	44%	19%	31%	0%	0%
Wheeler:Htfd (19)*^	47%	53%	47%	5%	53%	42%	42%	32%	11%	5%	53%	32%	21%	0%	0%
Wheeler:Meridn (5)*	40%	40%	20%	20%	40%	40%	20%	40%	0%	0%	80%	40%	40%	0%	0%
Wheeler:NBrit (16)*	63%	69%	44%	13%	50%	63%	50%	63%	0%	6%	81%	0%	56%	0%	0%
CliffBeers (22)*	32%	32%	36%	59%	55%	36%	36%	32%	68%	59%	45%	45%	50%	14%	14%
CFGC:South (6)*	67%	67%	67%	50%	67%	50%	67%	67%	0%	33%	50%	0%	83%	0%	0%
CFGC:Nrwlk (3)*^	33%	67%	33%	33%	33%	33%	33%	67%	0%	33%	67%	33%	0%	0%	0%
CFGC:EMPS (9)*	67%	78%	78%	78%	78%	56%	78%	100%	33%	67%	100%	56%	89%	22%	29%
Well:Dnby (12)*	0%	50%	50%	0%	50%	50%	50%	50%	0%	0%	0%	50%	0%	0%	0%
Well:Torr (2)*	100%	100%	100%	50%	100%	100%	100%	100%	50%	50%	100%	0%	50%	0%	0%
Well:Wtby (22)*	36%	50%	41%	0%	36%	27%	36%	45%	0%	18%	23%	5%	5%	0%	0%
Full-Time Staff Only (103)	44%	55%	43%	51%	50%	43%	43%	48%	30%	43%	55%	33%	44%	5%	

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 June 30, 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

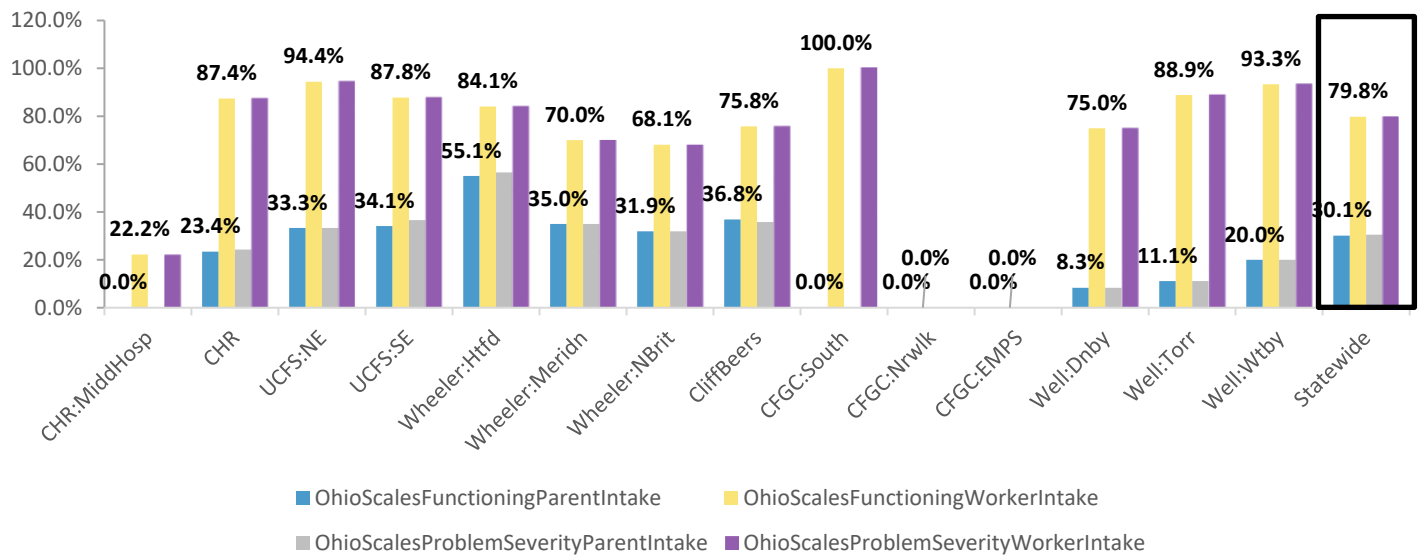
PSB = Problem Sexual Behavior (Added October 2019)

SR = School Refusal (Added August 2019)

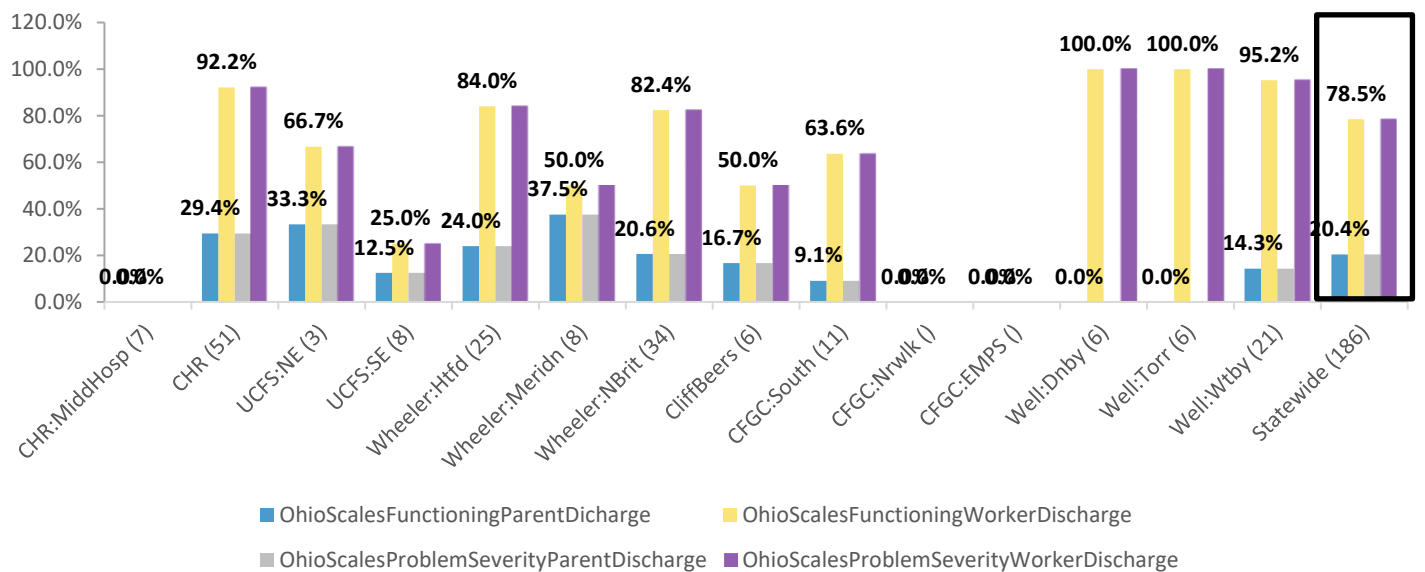


## Section XII: Data Quality Monitoring

**Figure 57. Ohio Scales Collected at Intake by Provider**



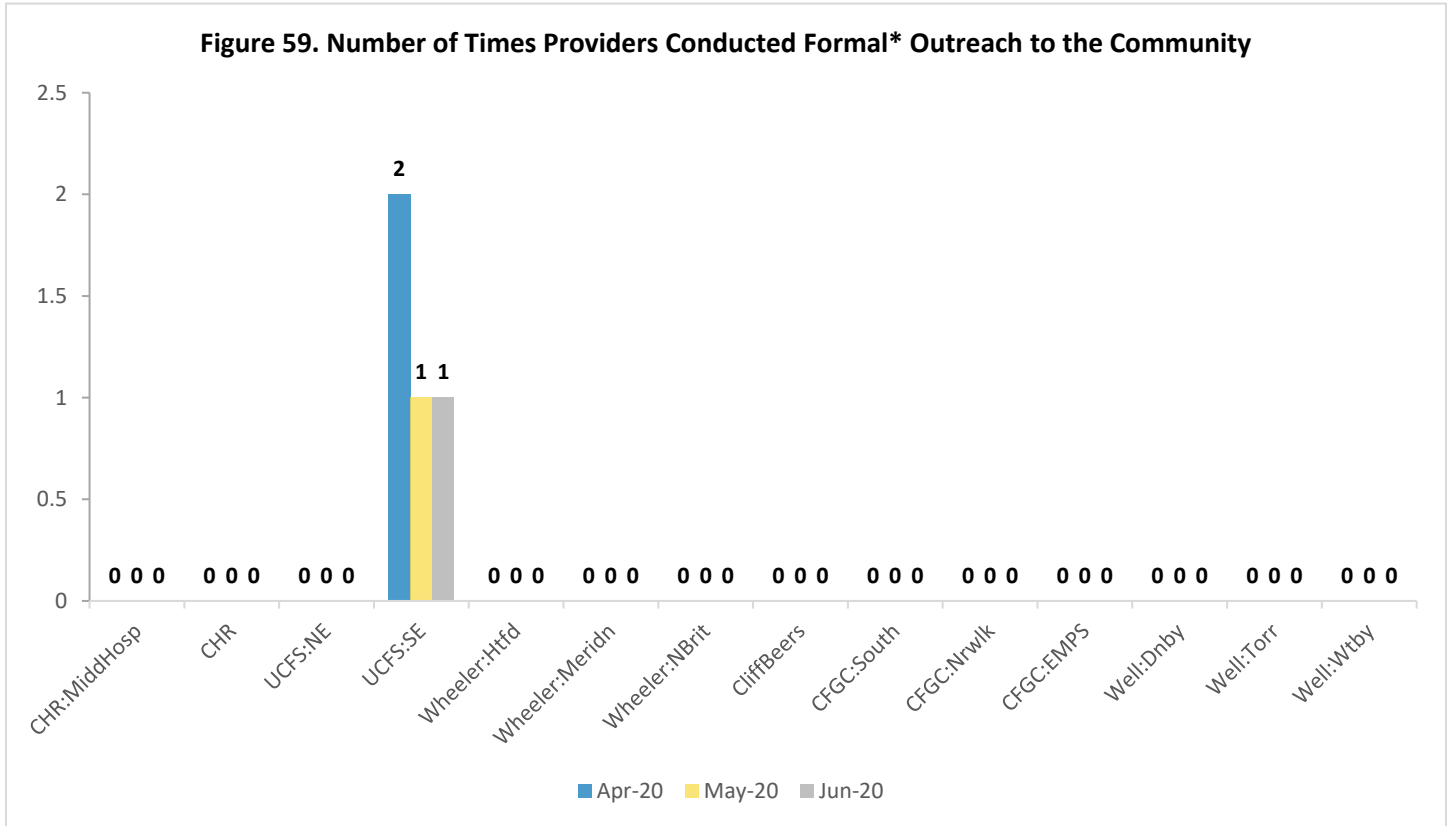
**Figure 58. Ohio Scales Collected at Discharge by Provider**



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.