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

November 2020

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This report was prepared by the Mobile Crisis Intervention Services Performance Improvement Center (PIC):
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The Mobile Crisis Intervention Services Performance Improvement Center is housed at the Child Health and Development Institute of Connecticut, Inc.

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Executive Summary

Additional data and appendices are available online http://www.chdi.org/publications/ or contact Jeffrey Vanderploeg, PhD, jvanderploeg@uchc.edu for more information.

Note: Due to COVID-19, schools were closed and stay-at-home orders were put in place for the non-essential workforce in Connecticut beginning in mid-March of 2020. While many schools and businesses have now re-opened (with restrictions), the effects of COVID-19 are still being felt significantly. 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. Difficulties related to the effects of COVID-19 in both service provision and data collection should be taken into consideration when reviewing this report.

Call and Episode Volume: In November 2020, 2-1-1 and Mobile Crisis received 1,157 calls including 862 calls (74.5%) handled by Mobile Crisis providers and 295 calls (25.5%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). There was one Crisis Response Follow-up call coded as "2-1-1 EMPS". This month showed a 41.0% decrease in call volume from November 2019 (n=1,962).

Among the **861 episodes of care** this month, episode volume ranged from 91 episodes (Eastern) to 244 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.1, with service area rates ranging from 0.7 (Southwestern) to 1.7 (Hartford) relative to their specific child populations. Additionally, the number of episodes generated relative to the number of children in poverty in each service area yielded a statewide average poverty service reach rate of 1.8 per 1,000 children in poverty, with service area rates ranging from 1.0 (Southwestern) to 2.8 (Hartford).

Mobility: Statewide mobility was 86.8% this month; lower than the rate in November 2019 (91.1%). Three of the six service areas were at or above the 90% benchmark this month, with performance ranging from 75.9% (Central) to 92.2% (Southwestern). Mobility for individual providers ranged from 70.5% (CHR) to 100.0% (CFGC: EMPS (Bridgeport)). Five of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **84.8% of mobile episodes received a face-to-face response in 45 minutes or less**, which is slightly higher than the rate in November 2019 (83.3%). Five 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 78.1% (Hartford) to 94.6% (New Haven). Nine of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 31.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **four of the 306 *plus stabilization follow-up* episodes exceeded 45 days**. The statewide median LOS for episodes discharged this month with a crisis response of *plus stabilization follow-up* was 13.0 days. The regional median LOS ranged from 11.0 days (Hartford) to 42.5 days (New Haven).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

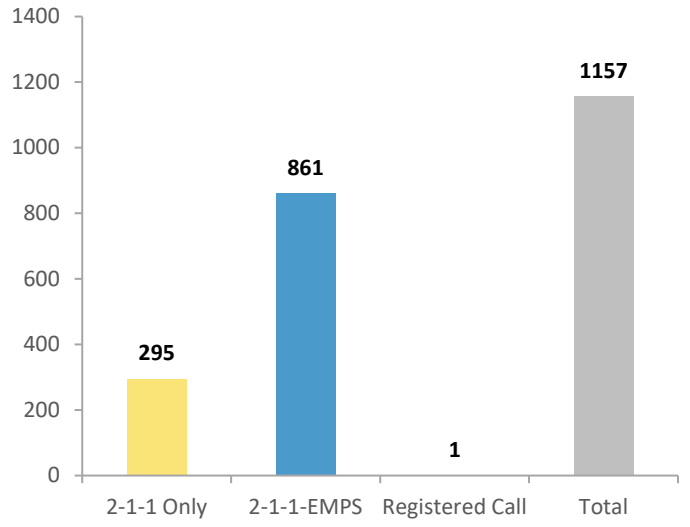
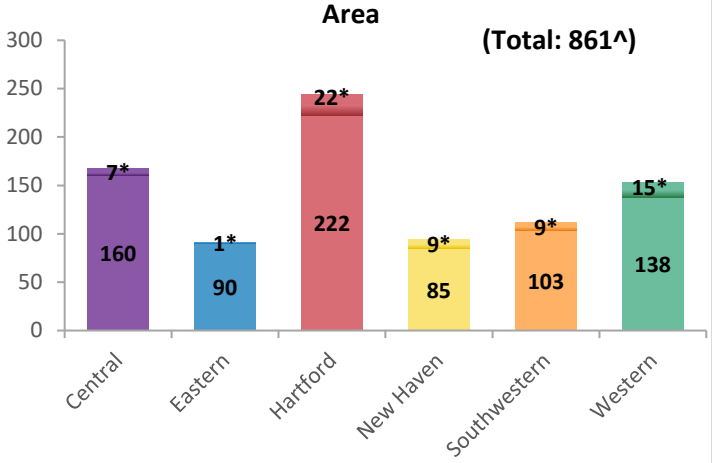


Figure 2. Mobile Crisis Episodes by Service Area



*After Hours Calls that resulted in episodes
^1 Crisis Response Follow-up Call

Figure 3. Number Served Per 1,000 Children

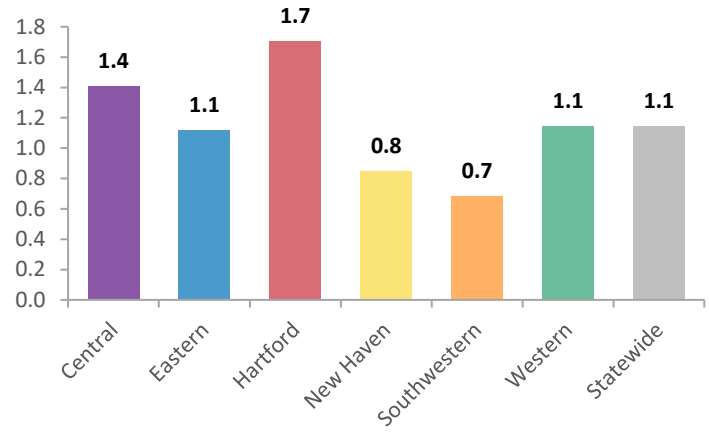


Figure 4. Number Served per 1,000 Children in Poverty

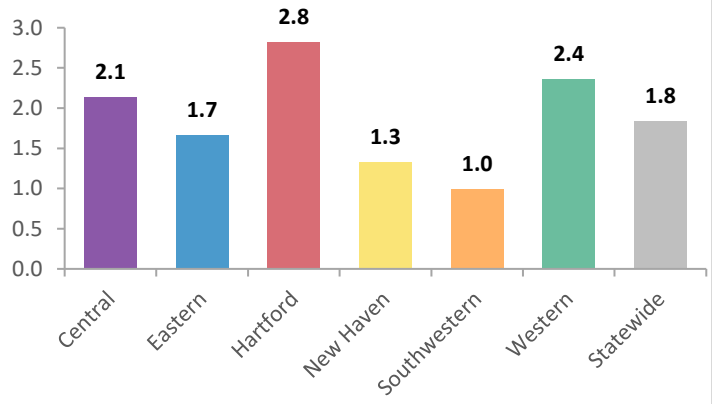
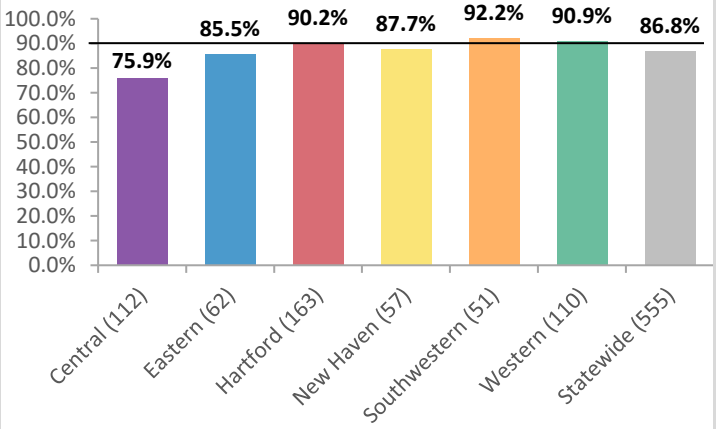


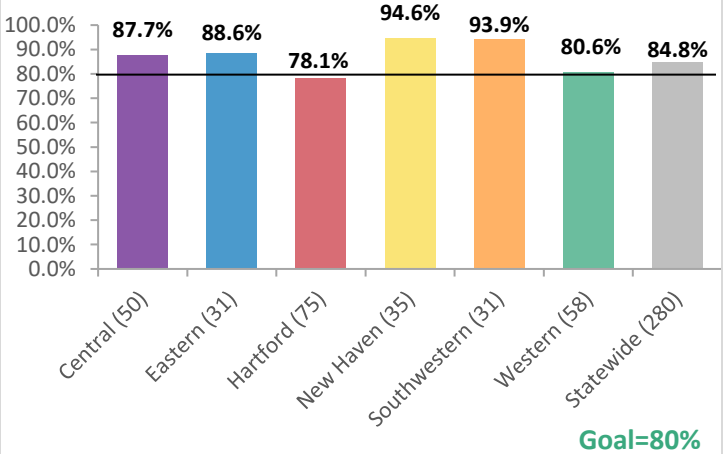
Figure 5. Mobile Response by Service Area



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

Goal=90%

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



Goal=80%

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

Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

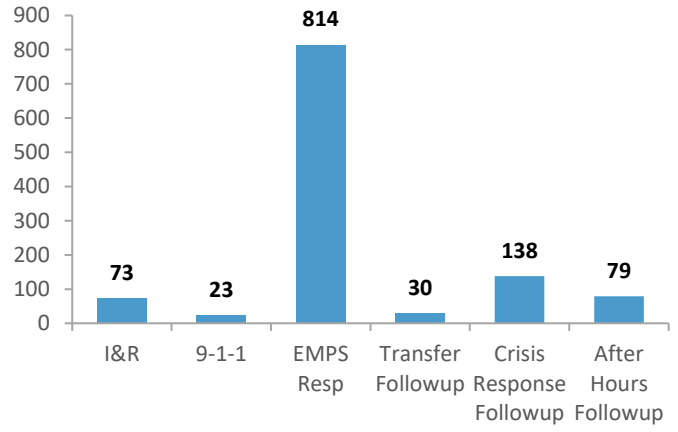
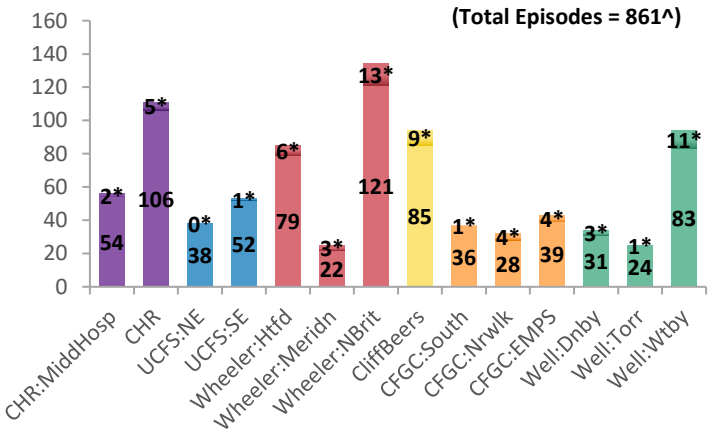


Figure 8. Mobile Crisis Episodes by Provider



*After Hours Calls that resulted in episodes

^1 Crisis Response Follow-up Call

Figure 9. Actual Initial Mobile Crisis Response by Provider

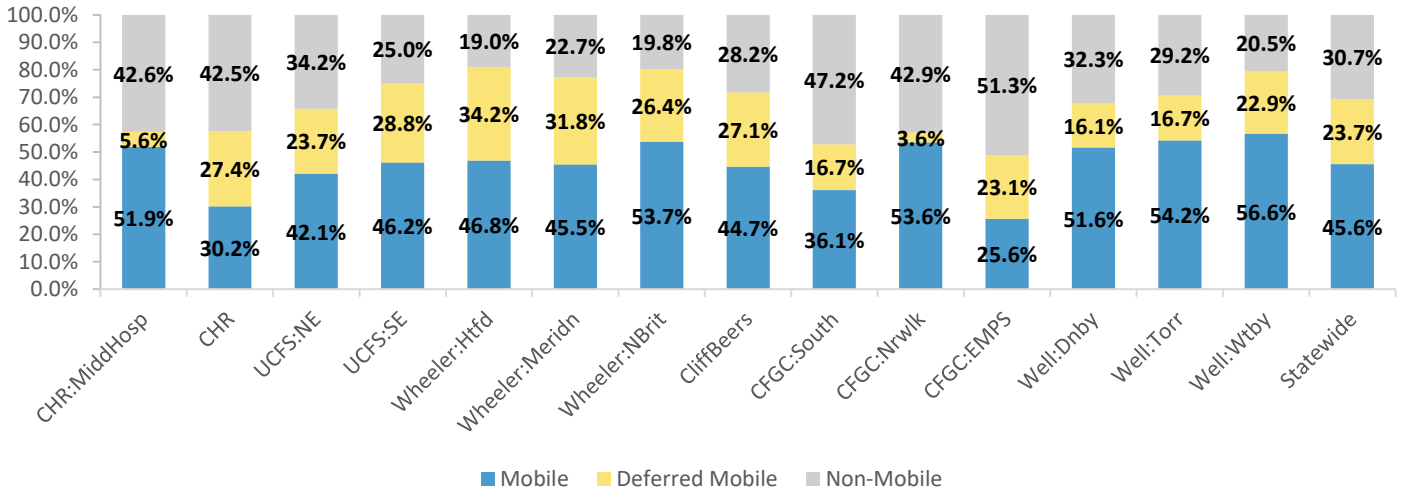
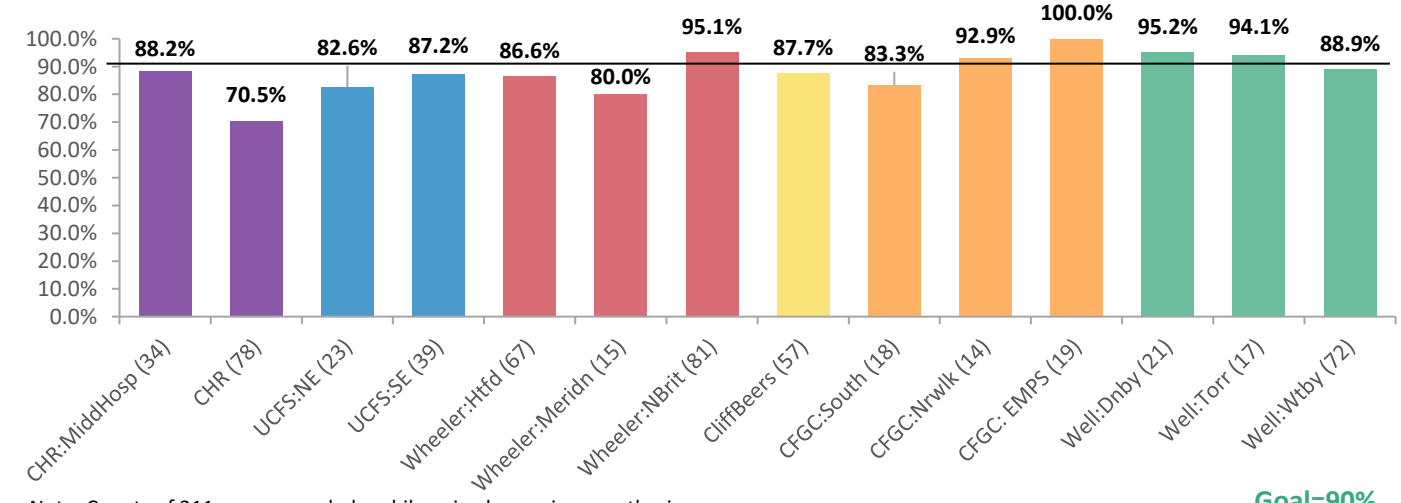


Figure 10. Mobile Response by Provider

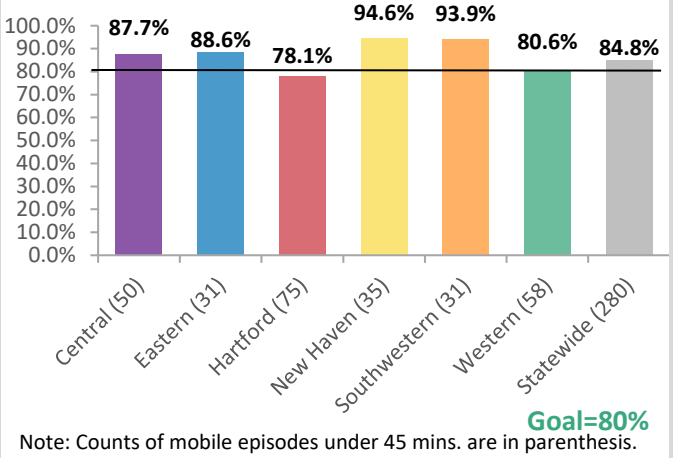


Note: Counts of 211-recommended mobile episodes are in parenthesis.

Goal=90%

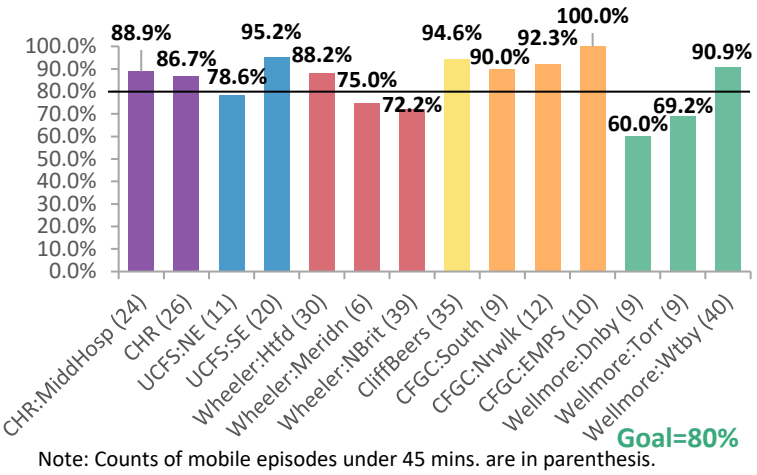
Section III: Response Time

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



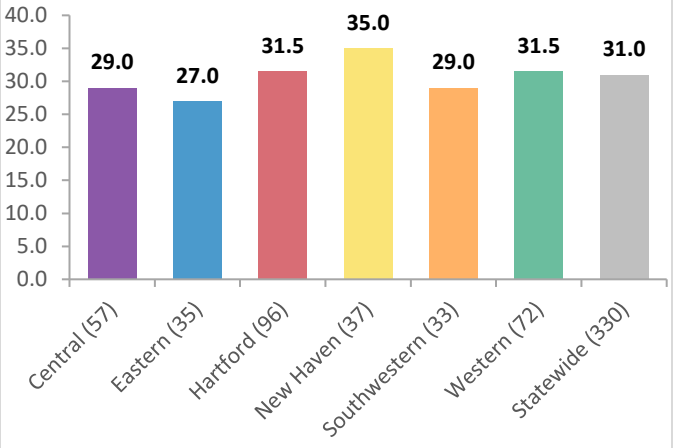
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

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



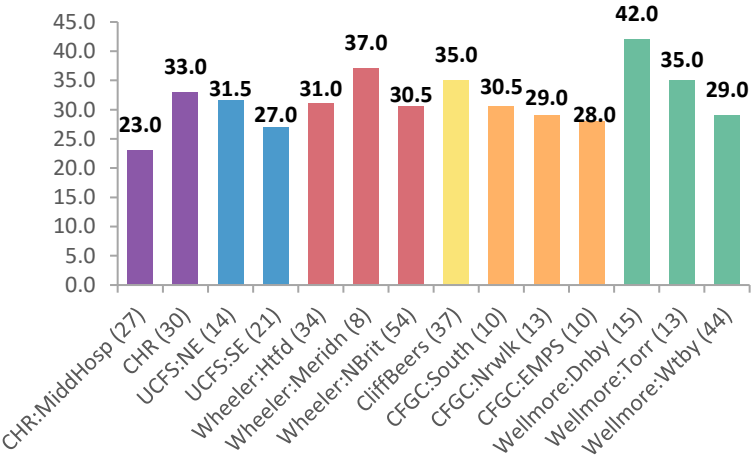
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

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)

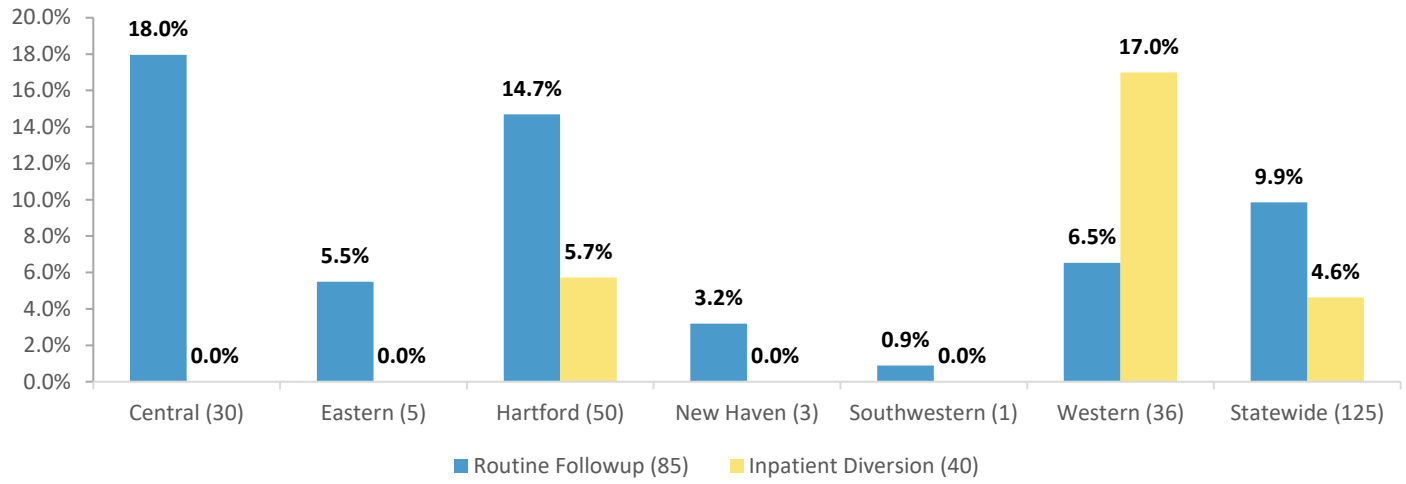
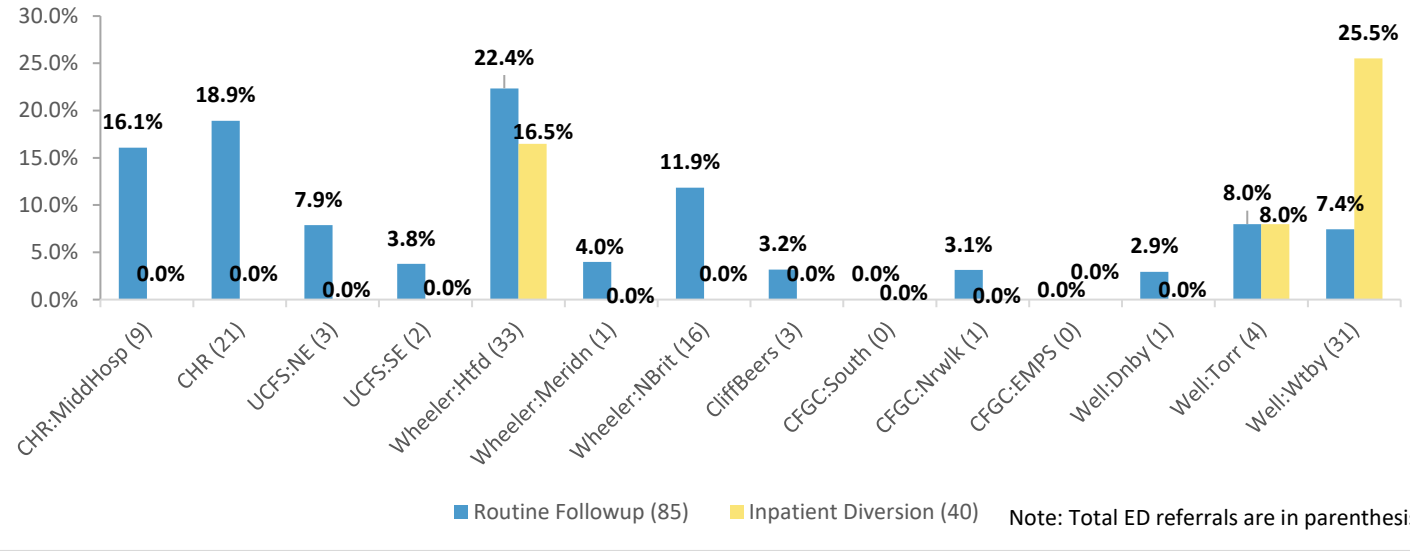


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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	**306**	**15.3**	**13.0**	**1.3% (n = 4)**
Central	**82**	**14.8**	**13.0**	**2.4% (n = 2)**
Eastern	**19**	**16.5**	**12.0**	**0.0% (n = 0)**
Hartford	**108**	**13.3**	**11.0**	**0.0% (n = 0)**
New Haven	**2**	**42.5**	**42.5**	**50.0% (n = 1)**
Southwestern	**13**	**25.6**	**28.0**	**0.0% (n = 0)**
Western	**82**	**15.8**	**14.0**	**1.2% (n = 1)**

*Only episodes that had both a start and a discharge date within FY2021 are included in this chart.