



**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*

### FY2022: Quarter 2

Updated 2/3/21

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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 beginning in mid-March 2020. Mobile Crisis has continued to be operational, and as part of the essential workforce providers are working with families to respond to calls via telephone and video conferencing when needed, while prioritizing in-person responses with safety of the child, family, and clinicians as the top priority. Schools are now re-opened, leading to an increase in call volume since the beginning of the pandemic. However, call volume has still not reached pre-pandemic levels. This change 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 second quarter of FY2022, **2-1-1 received 5,243 calls** including 3,953 calls (75.4%) handled by Mobile Crisis providers and 1290 calls (24.6%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). Of the 3,953 episodes of care, 3791 (95.9%) were received during regular hours and 162 (4.1%) were handled after hours. This quarter saw a 48.2% increase in total call volume compared to the same quarter in FY2021 (3,536), and the total episodes increased by 48.1% (2,670 in FY2021). During this quarter, there was only a 6.7% decrease in calls compared to FY2020 Q1 (5,620), which was pre-pandemic, and a 3.6% decrease in episodes (4,102 in FY2020 Q1). This is a fairly typical variation between years, indicating that volume has returned to pre-pandemic levels.

Among the **3,953 episodes of care** generated in Q2 FY22, episode volume ranged from 517 episodes including After Hours calls (Southwestern area) to 994 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 5.4, with service area rates ranging from 3.2 (Southwestern) to 6.9 (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 10.2 per 1,000 children in poverty, with service area rates ranging from 6.4 (New Haven) to 16.6 (Central).

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, 14 of the 14 sites met this benchmark.

**Demographics:** Statewide this quarter, 53.4% of services were for children reported as female and 46.6% for those reported as males.<sup>1</sup> **Care for youth ages 13-15 years old comprised the largest portion of services (36.7%).** Additionally, 29.7% of services were for 9-12 year olds, 19.8% were for 16-18 year olds, 9.5% were for 6-8 year olds, and 3.8% were for five or younger. The majority of services were for White children (58.0%), while 19.1% were for African-American or Black children. Nearly one third (30.6%) of services were for youth of Hispanic ethnicity. The majority of youth were insured by Husky A (58.1%) and private insurance (27.5%). Finally, the majority of clients (89.8%) were not DCF-involved.

**Clinical Functioning:** The most commonly reported primary presenting problems for clients statewide included: Harm/Risk of Harm to Self (32.1%), Disruptive Behavior (23.3%), Depression (16.7%), Anxiety (8.0%), Harm/Risk of Harm to Others (3.8%) and Family Conflict (3.6%). The top client primary diagnoses at intake this quarter were: Depressive Disorders (36.4%), Adjustment Disorders (18.2%), Anxiety Disorders (14.1%), Conduct Disorders (10.9%), Trauma Disorders (7.2%), and Attention Deficit/Hyperactivity Disorders (7.0%). This quarter, **69.7% 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 48.7%**, with service areas ranging from 38.3% (Hartford) to 58.7% (Central). The most common types of trauma exposure reported at intake statewide were: Disrupted Attachment/Multiple Placements (24.3%), Witnessing Violence (16.6%), Victim of Violence (14.7%), and Sexual Victimization (15.0%).

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 17.4%**, similar to 22.6% in the same quarter last fiscal year. During an episode of care, 19.6% 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 9.2% statewide, which is slightly lower than the rate in the Q2 FY2021 (11.1%). The admission rate to an inpatient unit during a mobile crisis episode was 4.7%, compared to a rate of 9.5% in the same quarter last fiscal year.

**Referral Sources:** Statewide, 49.1% of referrals came from schools , and **34.8% of referrals were received from parents, families and youth**. This demonstrates a significant increase in school referrals from FY2021 Q2 (25.0%), and a similar percentage compared to pre-pandemic (50.7% during FY2020 Q2). Emergency Departments (EDs) accounted for 8.9% of all Mobile Crisis referrals. The remaining 7.2% 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 **351 Mobile Crisis referrals were received from EDs**, including 77 referrals for inpatient diversion and 274 referrals for routine follow-up. Regionally, the highest rate of ED referrals, as a percentage of total referrals, was observed in the Central service area (15.1%) and the lowest was in the Southwestern service area (1.2%). Statewide, 8.9% of all Mobile Crisis episodes came from ED referrals this quarter, slightly lower than the rate from Q2 FY2021 (13.6%). Note, this decrease is likely due to the significant increase in school referrals, rather than a decrease in ED referrals

**Mobility:** The average **statewide mobility this quarter was 94.7%**, similar to the rate in Q2 FY2021 (95.5%) (Police referrals are excluded from mobility calculations). All of the six service areas met the benchmark of 90% this quarter. Mobility rates among service areas ranged from 93.3% (New Haven) to 95.7% (Western). The mobility rates among individual providers ranged from 90.1% (CFC: South) to 100% (CFGC: Norwalk). All 14 providers surpassed the 90% benchmark.

**NOTE:** Beginning with FY21 Q2, there has been a change in calculation of mobility. If a referral made by a caller other than self/family (e.g. schools, EDs, etc.) is designated by 2-1-1 as mobile or deferred mobile, but is later determined to be non-mobile due to the family declining or not being available after multiple attempts to contact them, the episode will no longer be included in the mobility rate, as these situations are out of the providers' control. Any mobility rates from prior quarters referenced in this report have been recalculated to allow for accurate comparison.

**Response Time:** Statewide this quarter, **80.8% of mobile episodes received a face-to-face response in 45 minutes or less**. Performance on this indicator ranged from 73.8% (Hartford) to 96.3% (Southwestern) with two of the six service areas above the 80% benchmark. Across the state, 7 of the 14 providers met the benchmark. In addition, the statewide median response time this quarter was 30.0 minutes, with four of the six service areas demonstrating a median response time of 30 minutes or less.

**Length of Stay:** Among discharged episodes statewide this quarter, 16.2% of Phone Only episodes exceeded one day, 31.7% of Face-to-Face episodes exceeded five days, and **3.6% of Stabilization Plus Follow-up episodes exceeded 45 days**, remaining below the statewide benchmark of less than 5%. The statewide median LOS among discharged episodes was less than one day for Phone Only, 4.0 days for Face-to-Face episodes, and 16.0 days for *Stabilization Plus*.

Statewide, the median Length of Stay (LOS) for open episodes of care with a Crisis Response of Phone Only was 43.0 days and ranged from 0.0 days (Eastern) to 65.0 days (Hartford). The statewide median LOS for Face-to-Face was 37.0 days and ranged from 20.5 days (Eastern) to 45.0 days (New Haven). For *Stabilization Plus Follow-up*, the statewide median LOS was 43.0 days with a range from 29.0 days (Eastern and Western) to 45.0 days (Central). Across open episodes of care with phone and face-to-face crisis response categories during the second quarter of FY2022, 100.0% of phone-only and 100.0% of face-to-face 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, 60.0% of these open cases exceeded the benchmark, while regionally this ranged from 33.3% (Eastern) to 62.8% (Hartford). 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 (97.3%)**. Statewide, the **top three reasons for client discharge** were: Met Treatment Goals (77.9%), Family Discontinued (15.0%), and Client Hospitalized: Psychiatrically (3.5%).

Statewide, clients were most likely to be **referred to their original provider (28.6%) or Outpatient Services (35.2%) at discharge**. Other care referrals at discharge included: Intensive In-Home Services (5.9%), Other Community Based Services (3.4%), Intensive Outpatient Program (3.3%), Inpatient Hospital (2.5%), Partial Hospital Program (2.4%), and Care Coordination (0.7%). An additional 16.5% 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 2.24 and 2.10 points respectively. Decreases in problem scores of 1.50 points on parent ratings and 2.58 points on worker ratings were reported. Changes on all scales were statistically significant at the statewide level.

Completion rates of the Ohio Scales at discharge for the Worker scores decreased by 6.8 percentage points when compared to the same quarter in FY2022. The completion rate for Parent scores decreased 7.2 percentage points compared to FY2021 Q2.

**Satisfaction:** This quarter, 66 clients/families and 66 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 4.24 and 4.11**, respectively. Among **other referrers (e.g. schools, hospitals, DCF, etc.)**, **the average ratings of 2-1-1 and Mobile Crisis were 4.23 and 4.12**, 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 December 2021 is 7%**. This is the same percentage of full-time staff who had completed all trainings in FY2021 Q2.

**Community Outreach:** Due to challenges related to COVID-19, outreaches are more difficult to complete. The number of outreaches ranged from 0 (UCFS: NE; Wheeler: Meriden and New Britain; CFGC: Norwalk; Wellmore: all sites) to 6 (UCFS:SE).

## SFY 2022 Q2 RBA Report Card: Mobile Crisis Intervention Services

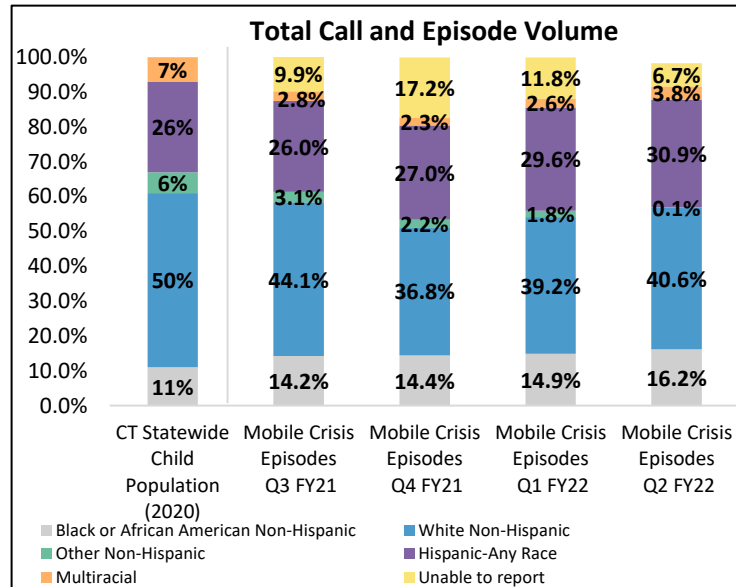
**Quality of Life Result:** Connecticut's children will live in stable environments, safe, healthy and ready to lead successful lives.

**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 2022**

**State Funding: \$11,970,297**

### How Much Did We Do?



|                       | Q2 FY21 | Q3 FY21 | Q4 FY21 | Q1 FY22 | Q2 FY22 |
|-----------------------|---------|---------|---------|---------|---------|
| Mobile Crisis Episode | 2,670   | 2,977   | 3,082   | 2,220   | 3,953   |
| 2-1-1 Only            | 866     | 874     | 925     | 780     | 1,290   |
| Total                 | 3,536   | 3,851   | 4,007   | 3,000   | 5,243   |

**Story Behind the Baseline:** In SFY 22 Q2 there were 5,243 total calls to the 2-1-1 Call Center resulting in 3,953 episodes of care. Compared to the same quarter in SFY 21 this represents an increase in call volume of 48.3% (1,707 more calls) and an increase in mobile episodes of 48.1% (1,283 more episodes). This quarter continued to be affected by the COVID-19 pandemic. Call volume has increased since falling at the beginning of the pandemic (FY20 Q4), with the numbers of episodes and calls now coming close to pre-pandemic levels (5,620 total calls in FY20 Q2). The percentages of both Black and Hispanic children served continues to be higher than the statewide population percentages, while the percentage of White children is lower. Compared to SFY 21 Q2, the racial composition percentages of children served are relatively similar, though with a slight increase in the percentage of Hispanic children served, and a slight decrease in the percentage of White children served.

**Trend: ↑**

### Episodes Per Child

| Episode   | SFY 2021 Q3 |               |       | SFY 2021 Q4 |               |       | SFY 2022 Q1 |               |       | SFY 2022 Q2 |               |       |
|-----------|-------------|---------------|-------|-------------|---------------|-------|-------------|---------------|-------|-------------|---------------|-------|
|           | 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         | 174 (83.3%) | 1,396 (91.2%) | 1,570 | 161 (83.9%) | 1,438 (89.8%) | 1,599 | 133 (86.4%) | 1,028 (92.4%) | 1,161 | 176 (83.4%) | 2,023 (91.6%) | 2,199 |
| 2         | 29 (13.9%)  | 115 (7.5%)    | 144   | 25 (13.0%)  | 140 (8.7%)    | 165   | 16 (10.4%)  | 70 (6.3%)     | 86    | 27 (12.8%)  | 152 (6.9%)    | 179   |
| 3         | 5 (2.4%)    | 15 (1.0%)     | 20    | 4 (2.1%)    | 20 (1.2%)     | 24    | 4 (2.6%)    | 11 (1.0%)     | 15    | 6 (2.8%)    | 25 (1.1%)     | 31    |
| 4 or more | 1 (0.5%)    | 5 (0.3%)      | 6     | 2 (1.0%)    | 3 (0.2%)      | 5     | 1 (0.6%)    | 3 (0.3%)      | 4     | 2 (0.9%)    | 9 (0.4%)      | 11    |

**Story Behind the Baseline:** In SFY 22 Q2, of the 2,420\* children served by Mobile Crisis 90.9% (2,199) received only one episode of care, and 98.3% (2,378) received one or two episodes of care; compared to 90.7% (1,348) and 97.9% (1,456) respectively for SFY 21 Q2. The proportion of children with four or more is similar to SFY 21 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.

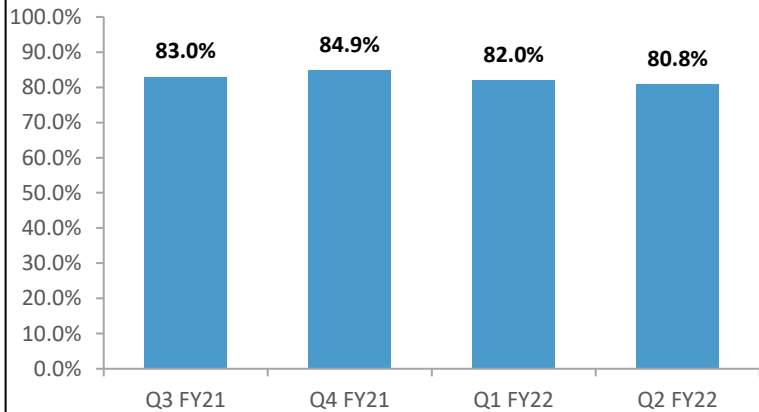
**Trend: →**

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



## How Well Did We Do?

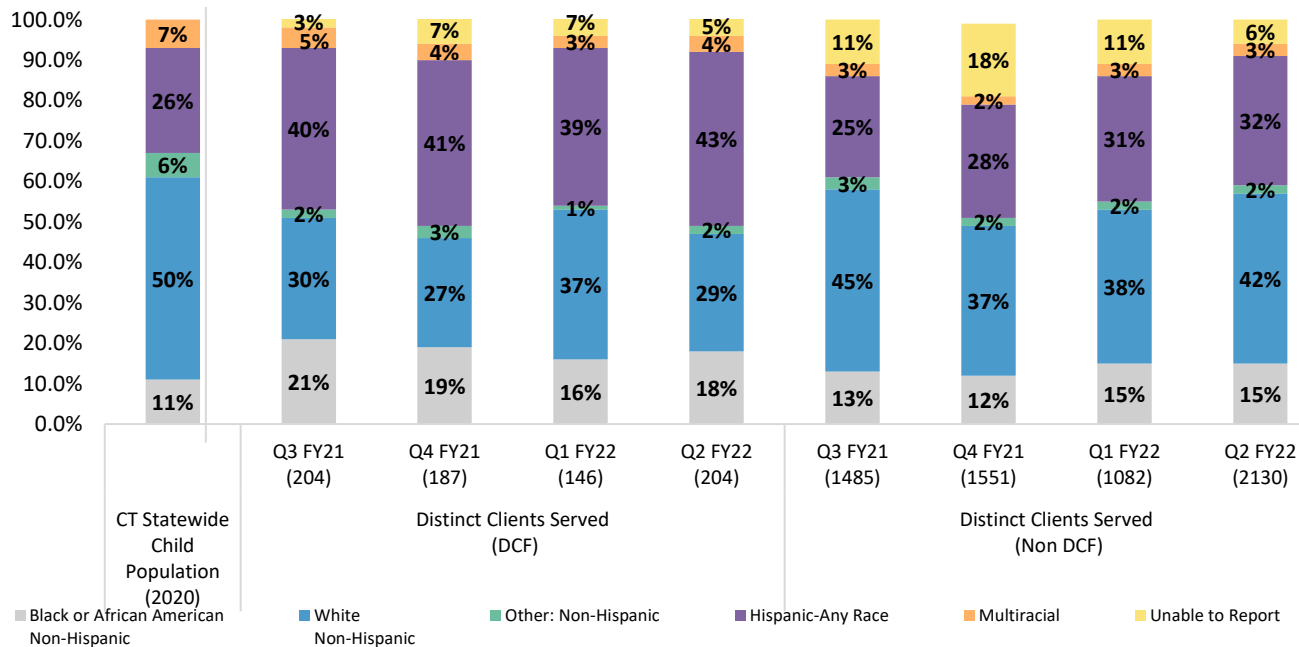
### Statewide Response Time Under 45 Minutes



**Story Behind the Baseline:** In SFY 22 Q2 80.8% of all mobile responses achieved the 45 minute mark compared to 83.0% for SFY 21 Q2. **The median response time for SFY 22 Q2 was 30 minutes.** While providers continued to offer mobile responses in homes and community settings, a small number episodes received a phone or video telehealth response due to COVID-19 related concerns and closures. Additionally, for those episodes where clinicians did go into homes or the community, it may have taken extra time to coordinate with families in order to take proper precautions. Clinicians were also sometimes responding from their homes due to office closures, potentially resulting in longer travel times. Multiple challenges resulting from the COVID-19 pandemic, including the lack of an effective way to capture telehealth in the data prior to FY22, make it inadvisable to compare response times and rates across quarters. 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



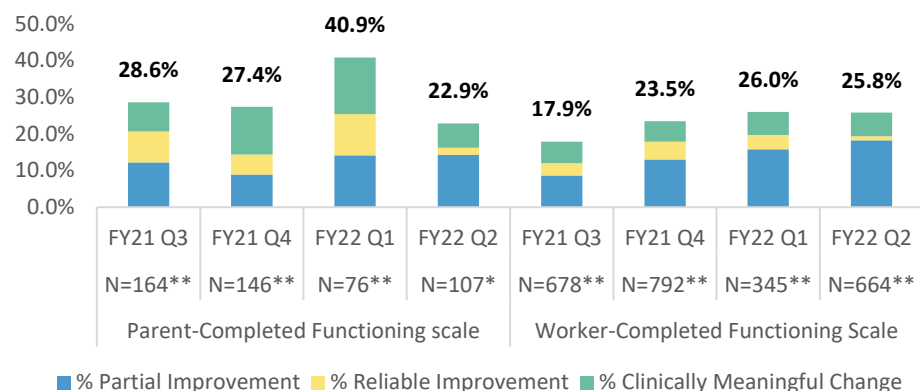
**Story Behind the Baseline:** In SFY 22 Q2 Hispanic and Black DCF and non-DCF involved children<sup>1,2</sup> accessed Mobile Crisis services at rates higher than the CT general population. Both DCF and Non-DCF-involved White children accessed the service at lower rates. White Non-DCF-involved children 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.

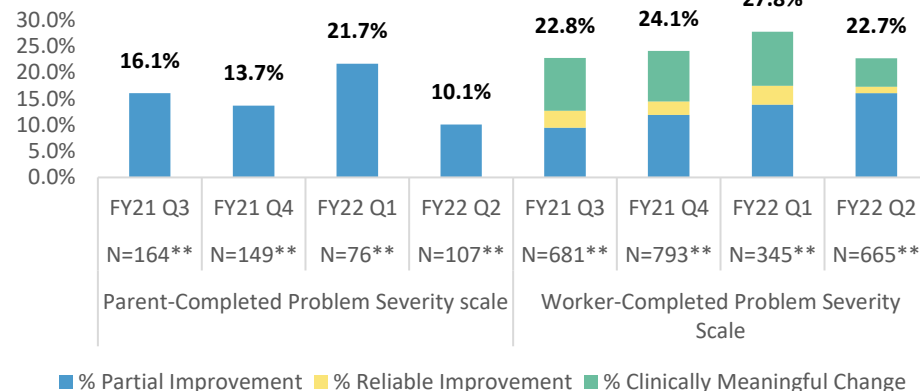
**Trend:** →

## 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 22 Q2 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 some Ohio Scales collected may be related in part to challenges related to COVID-19.

**Trend:** →

#### Proposed Actions to Turn the Curve:

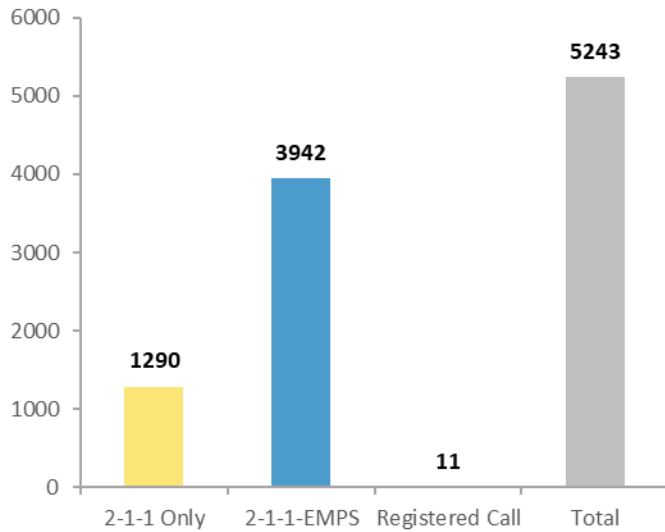
- Mobile Crisis providers will work with schools and Emergency Departments to reduce school utilization of ED's and increase utilization of Mobile Crisis.
- Continue outreach to Police Departments to support their ongoing collaboration with Mobile Crisis.
- Continue to increase the parent completion 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:

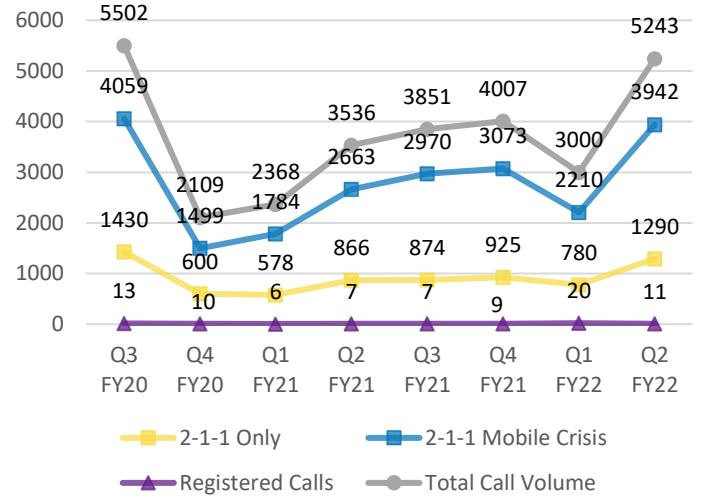
- Utilize Mobile Crisis data to assess utilization and delivery of services across racial and ethnic groups and to identify opportunities to improve health equity.
- Work with providers to identify and accurately capture changes in volume and service delivery due to COVID-19.

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

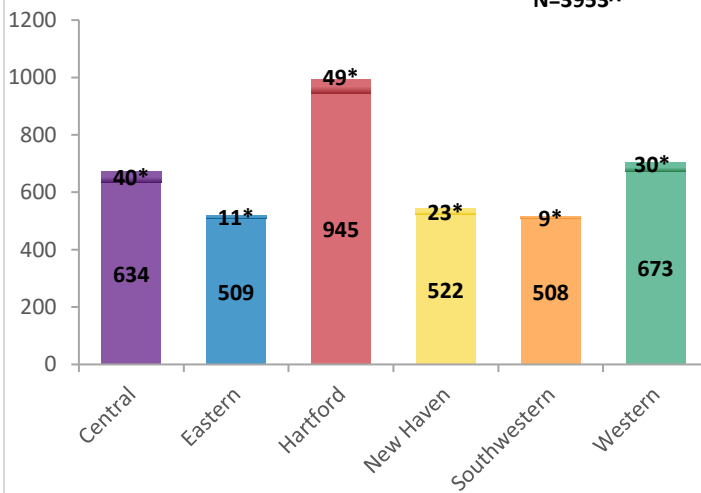
**Figure 1. Total Call Volume by Call Type**



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

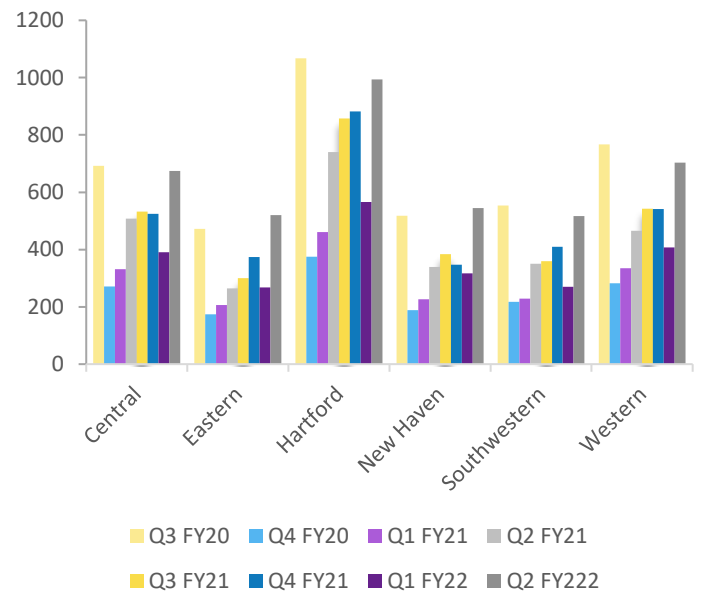


**Figure 3. Mobile Crisis Episodes by Service Area**

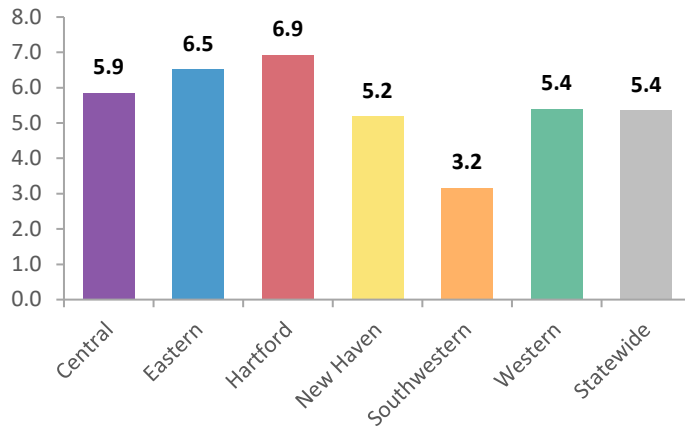


\*After Hours Calls that resulted in episodes

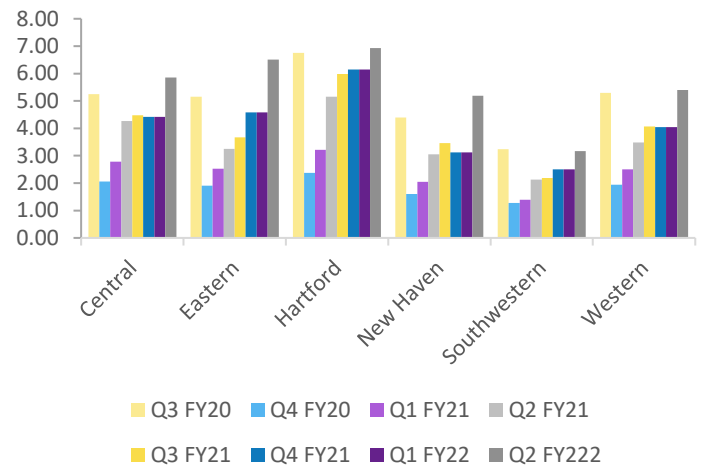
**Figure 4. Mobile Crisis Episodes per Quarter by Service Area**



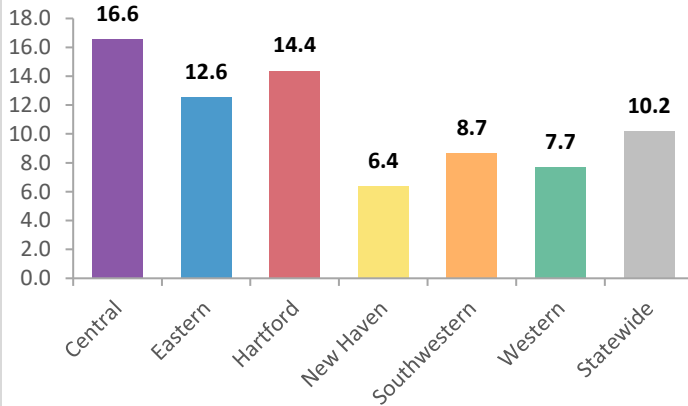
**Figure 5. Number Served Per 1,000 Children**



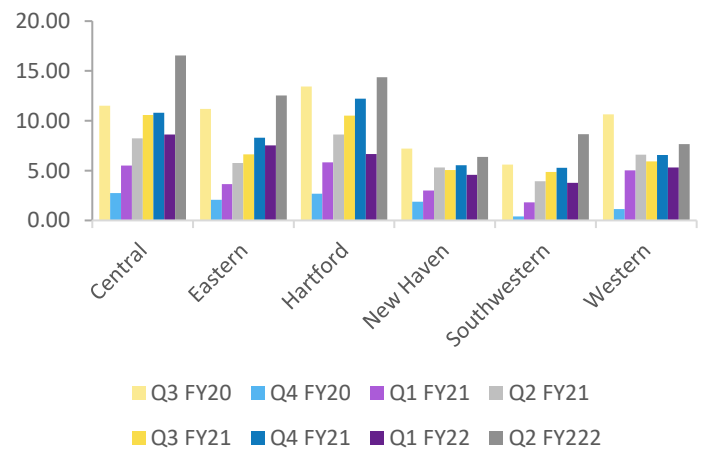
**Figure 6. Number Served per 1,000 Children per Quarter by Service Area**



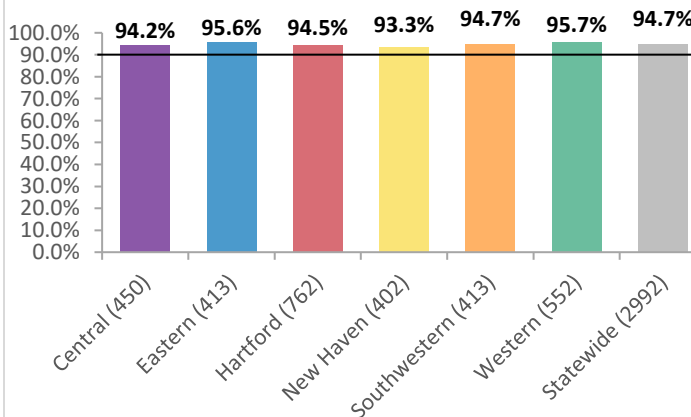
**Figure 7. Number Served per 1,000 Children in Poverty**



**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**

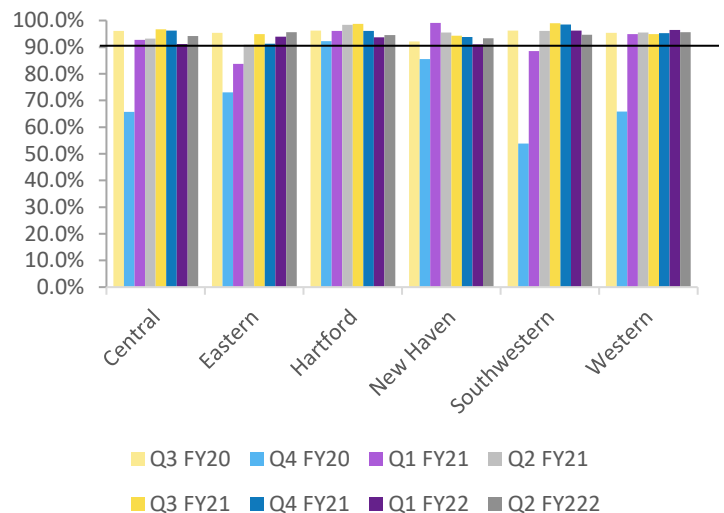


\*Mobility calculation updated – see exec. summary

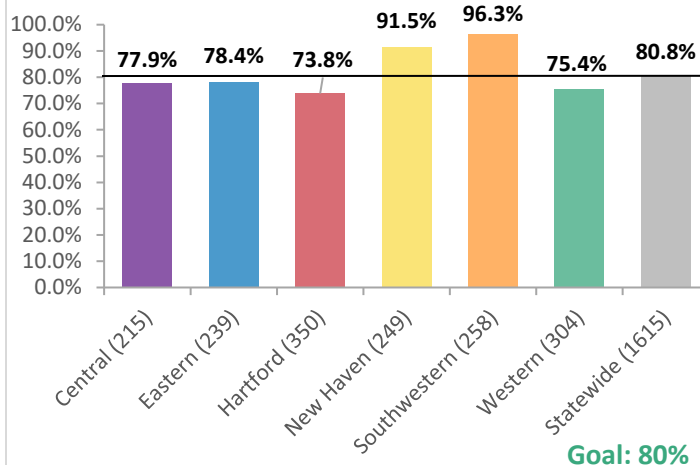
**Goal: 90%**

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

**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**

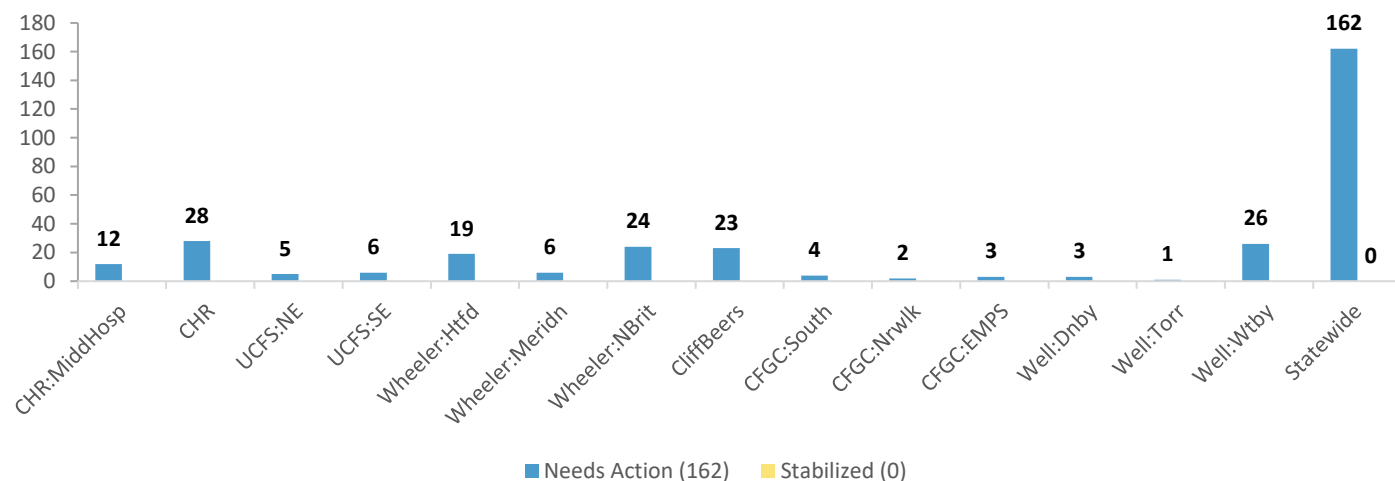


Note: Counts of mobile episodes under 45 mins. are in parenthesis.

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

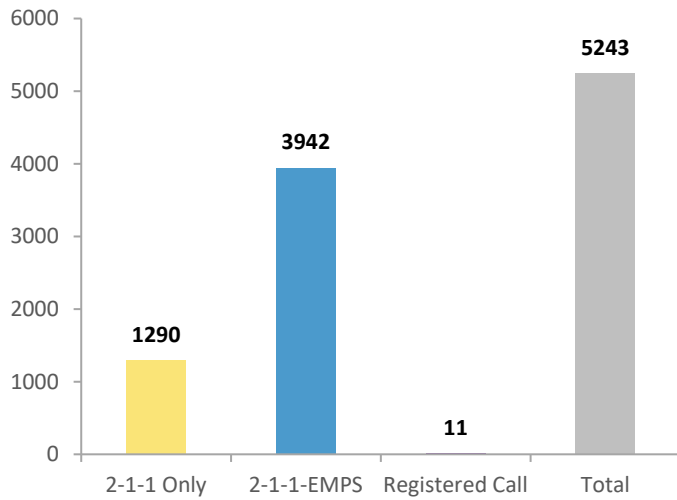


**Figure 13. After Hours Follow-up Calls by Provider**

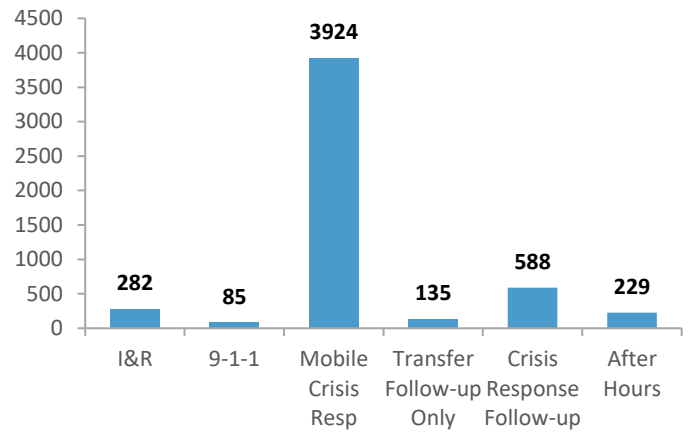


### Section III: Mobile Crisis Response

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

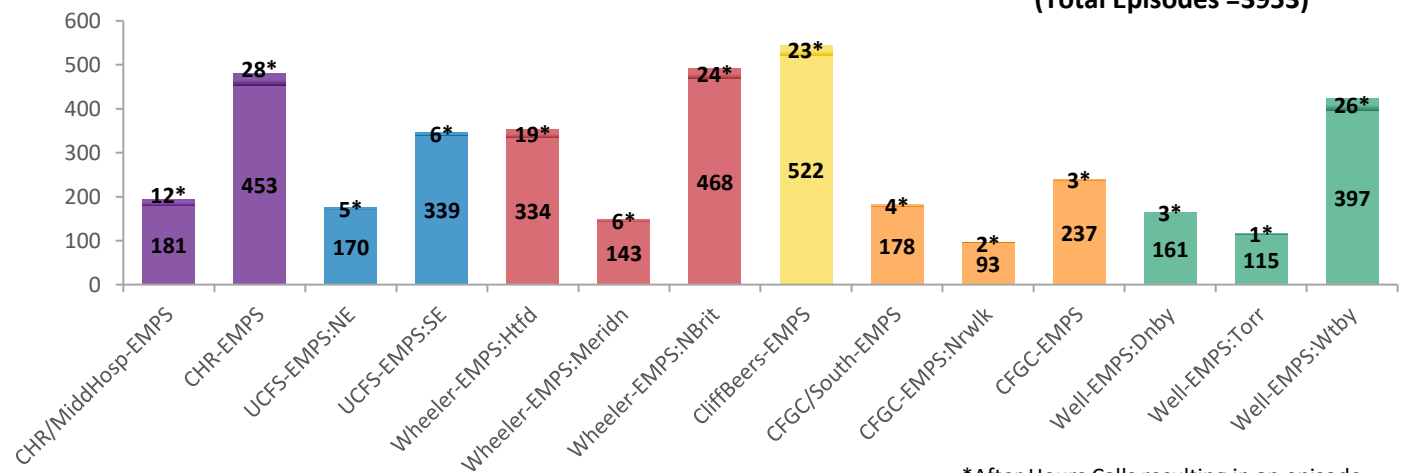


**Figure 15. Statewide 2-1-1 Disposition Frequency\***



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

(Total Episodes = 3953)



\*After Hours Calls resulting in an episode

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

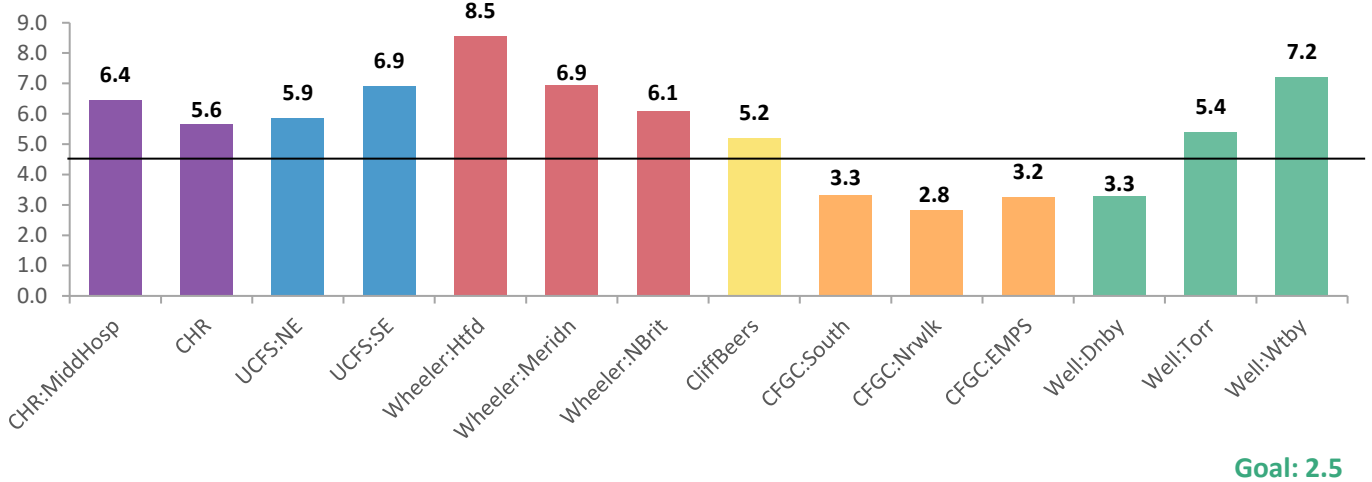


Figure 18. Episode Intervention Crisis Response Types by Service Area

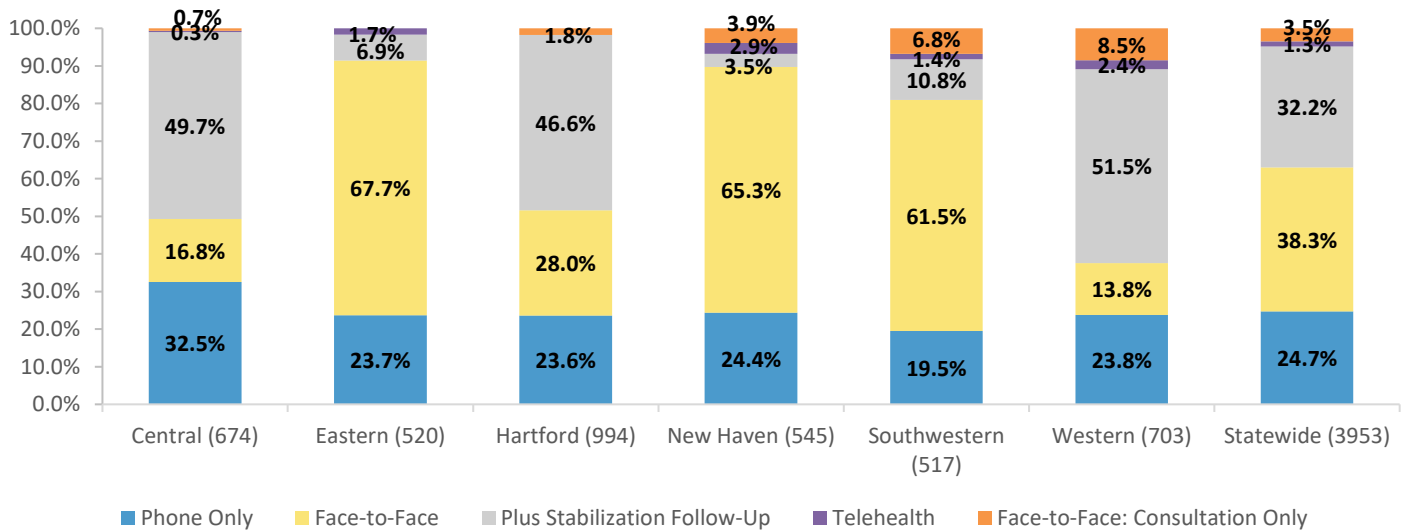
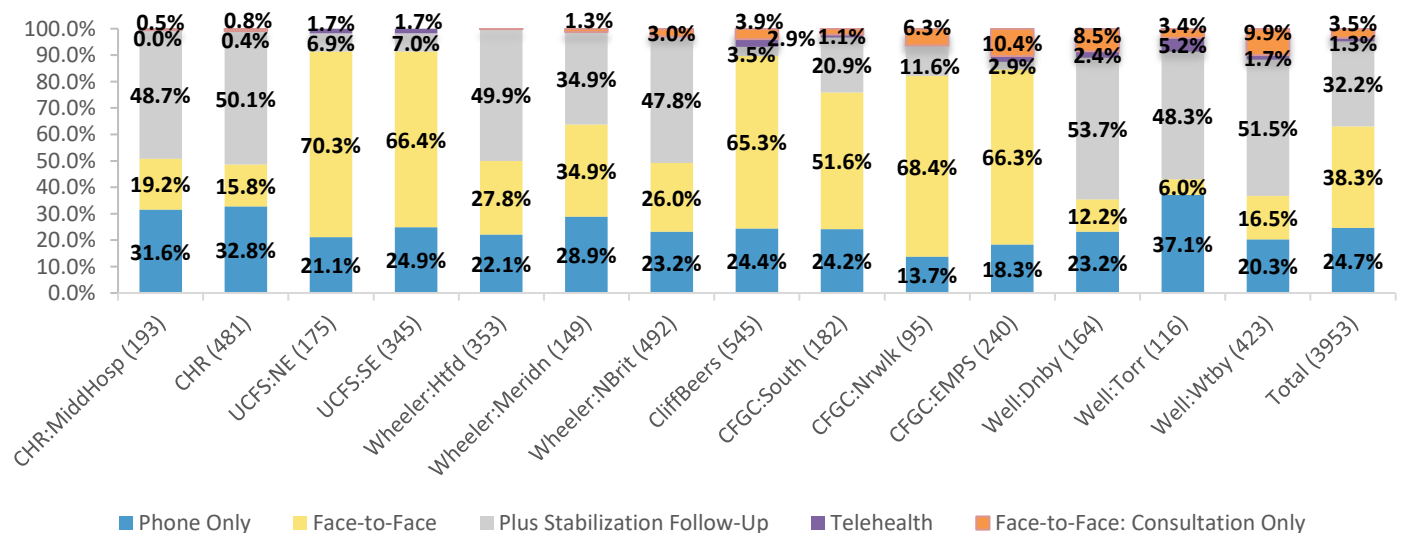
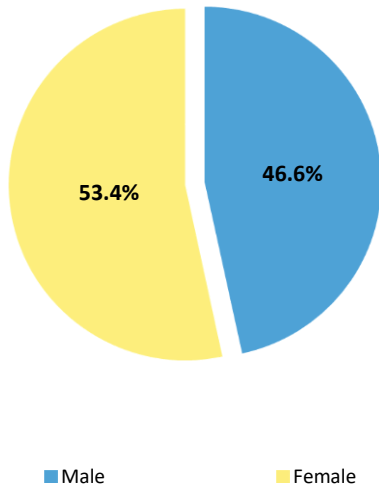


Figure 19. Episode Intervention Crisis Response Type by Provider

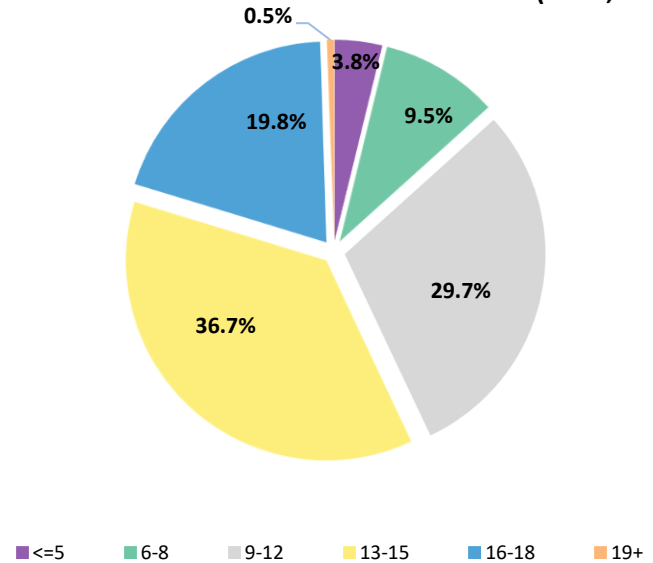


## Section IV: Demographics

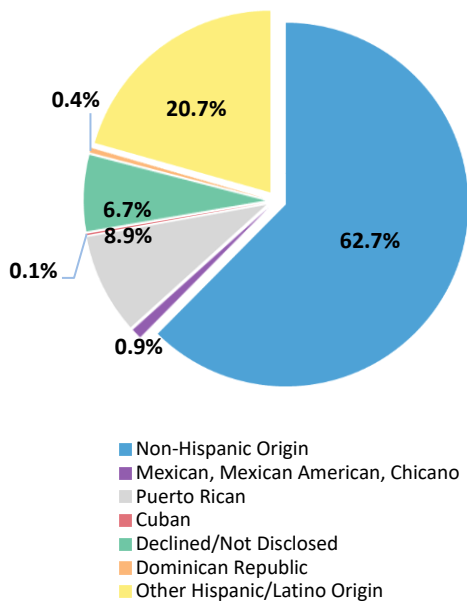
**Figure 20. Sex of Children Served Statewide**  
(N = 3,953)



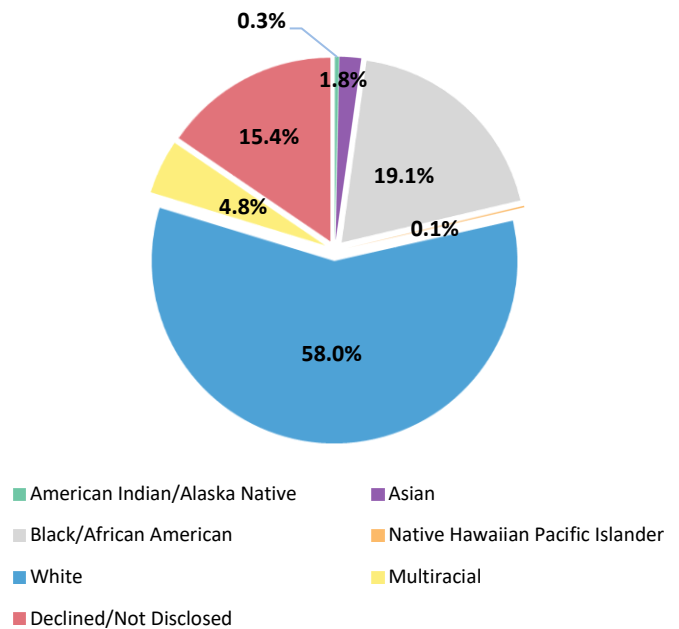
**Figure 21. Age Groups of Children Served Statewide**  
(N = 3,953)



**Figure 22. Ethnic Background of Children Served Statewide**  
(N = 3,843)



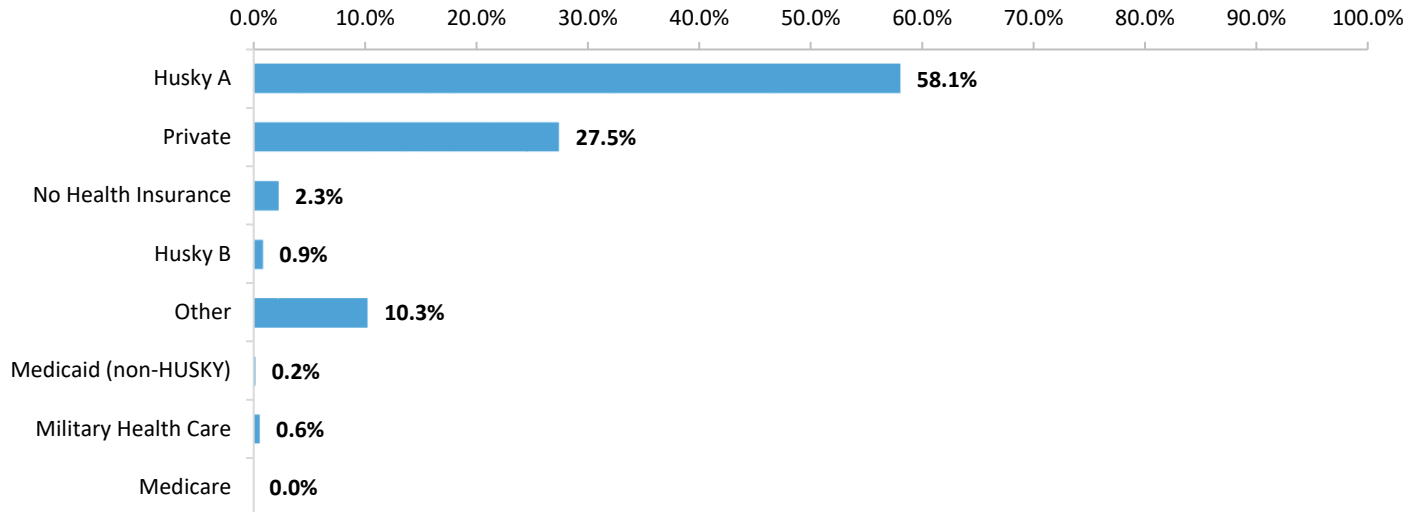
**Figure 23. Race of Children Served Statewide**  
(N = 3,812)



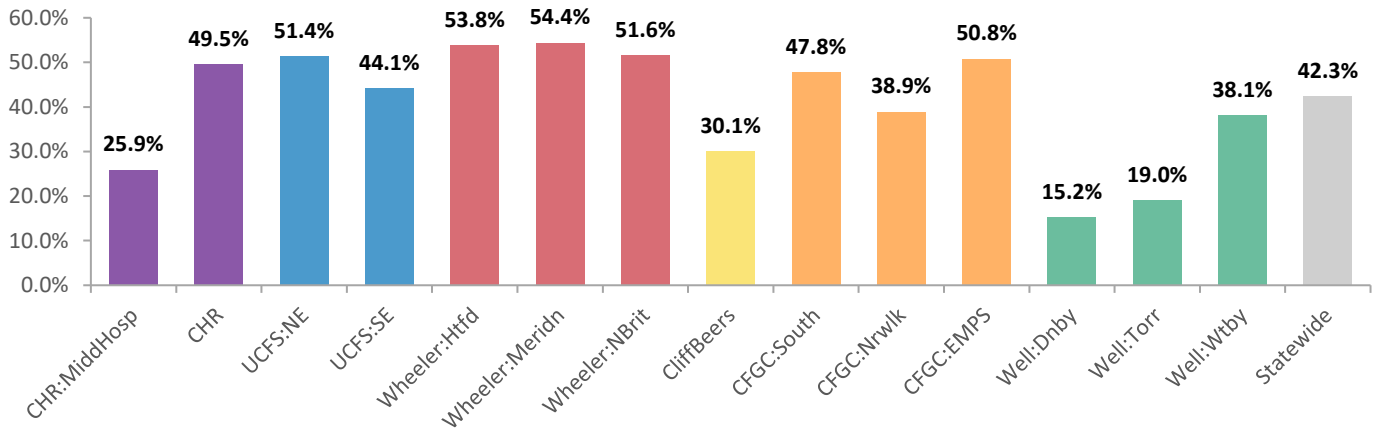
Note: According to the U.S. Census Bureau, “[P]eople who identify their origin as Spanish, Hispanic, or Latino may be of any race...[R]ace is considered a separate concept from Hispanic origin (ethnicity) and, wherever possible, separate questions should be asked on each concept.”



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

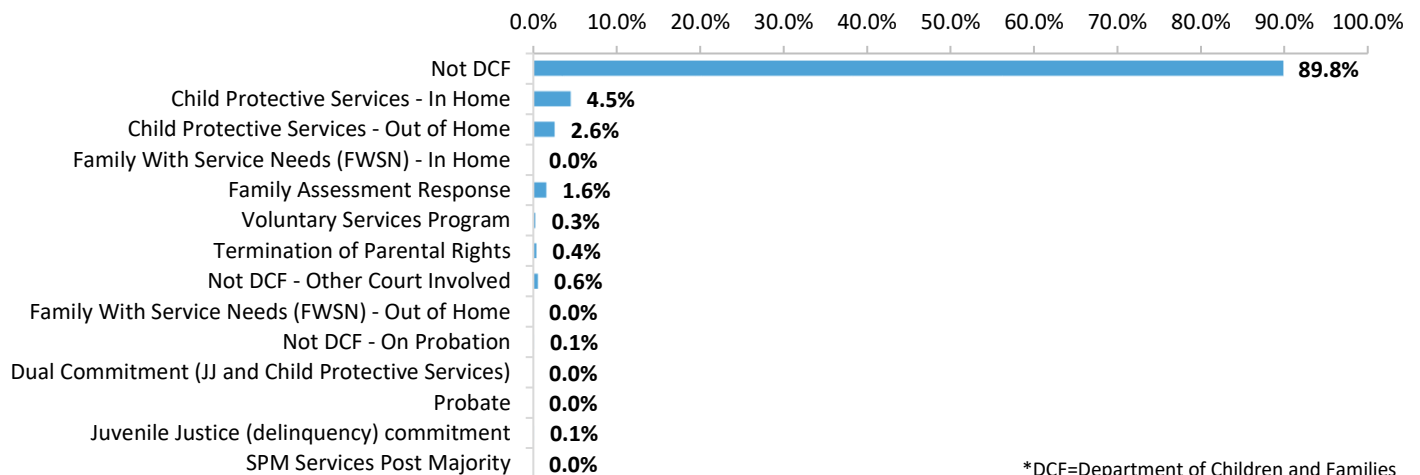


**Figure 25. Families that Answered "Yes" TANF\* Eligible**



\*TANF=Temporary Assistance for Needy Families

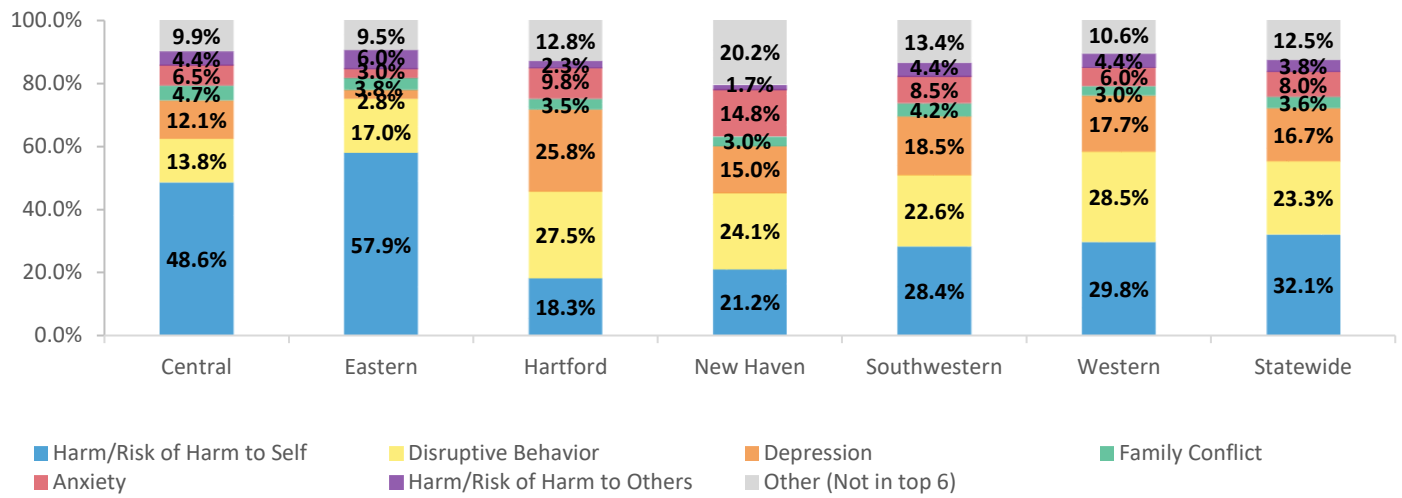
**Figure 26. Client DCF\* Status at Intake Statewide**



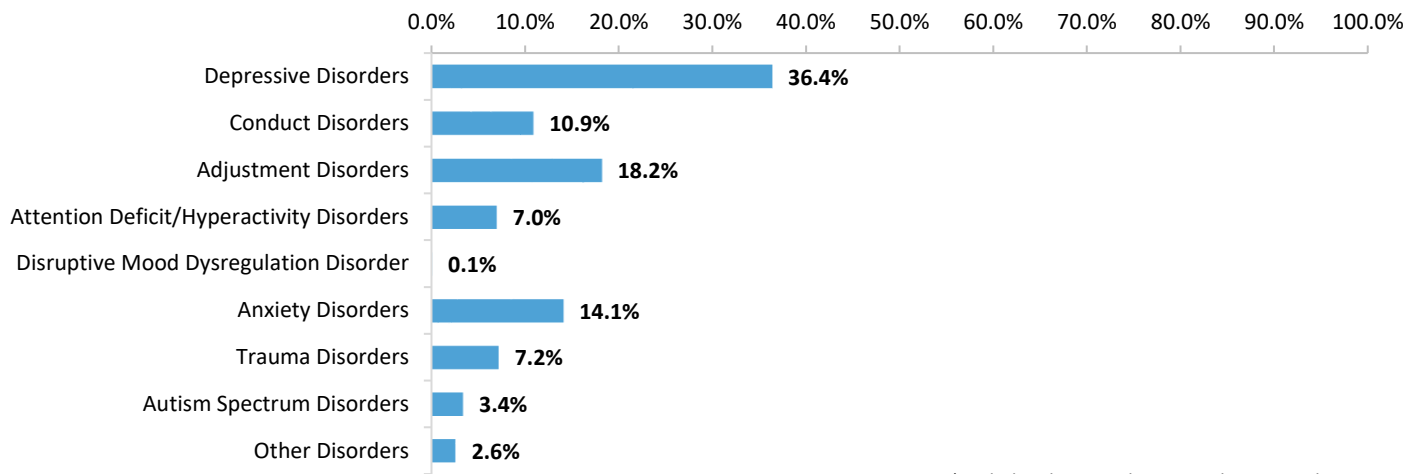
\*DCF=Department of Children and Families

## Section V: Clinical Functioning

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

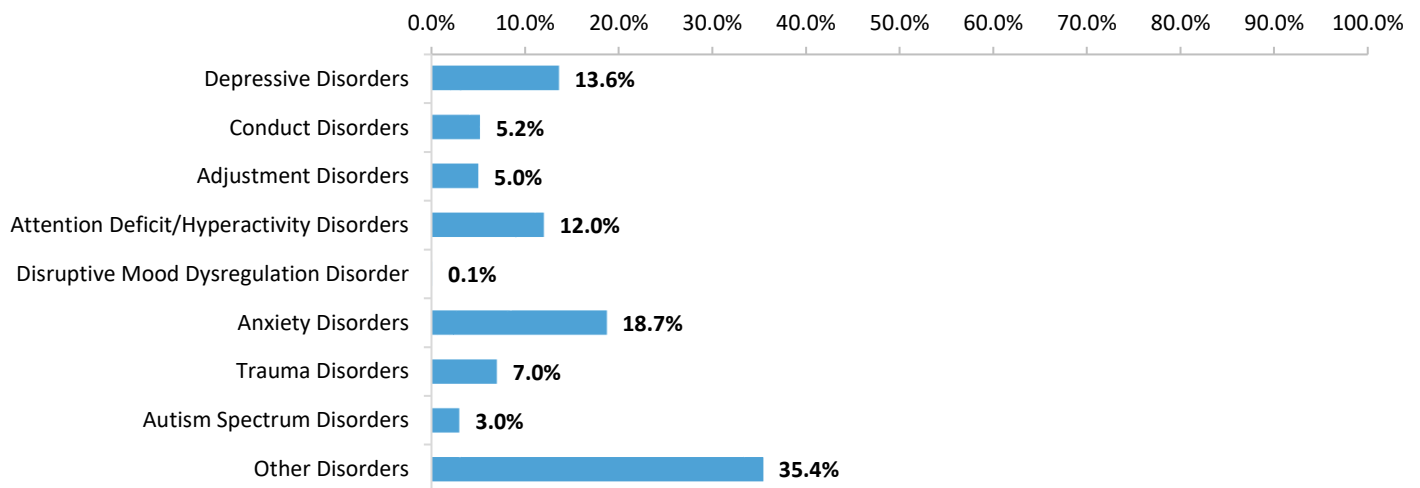


**Figure 28. Distribution of Primary Diagnosis Categories at Intake Statewide**



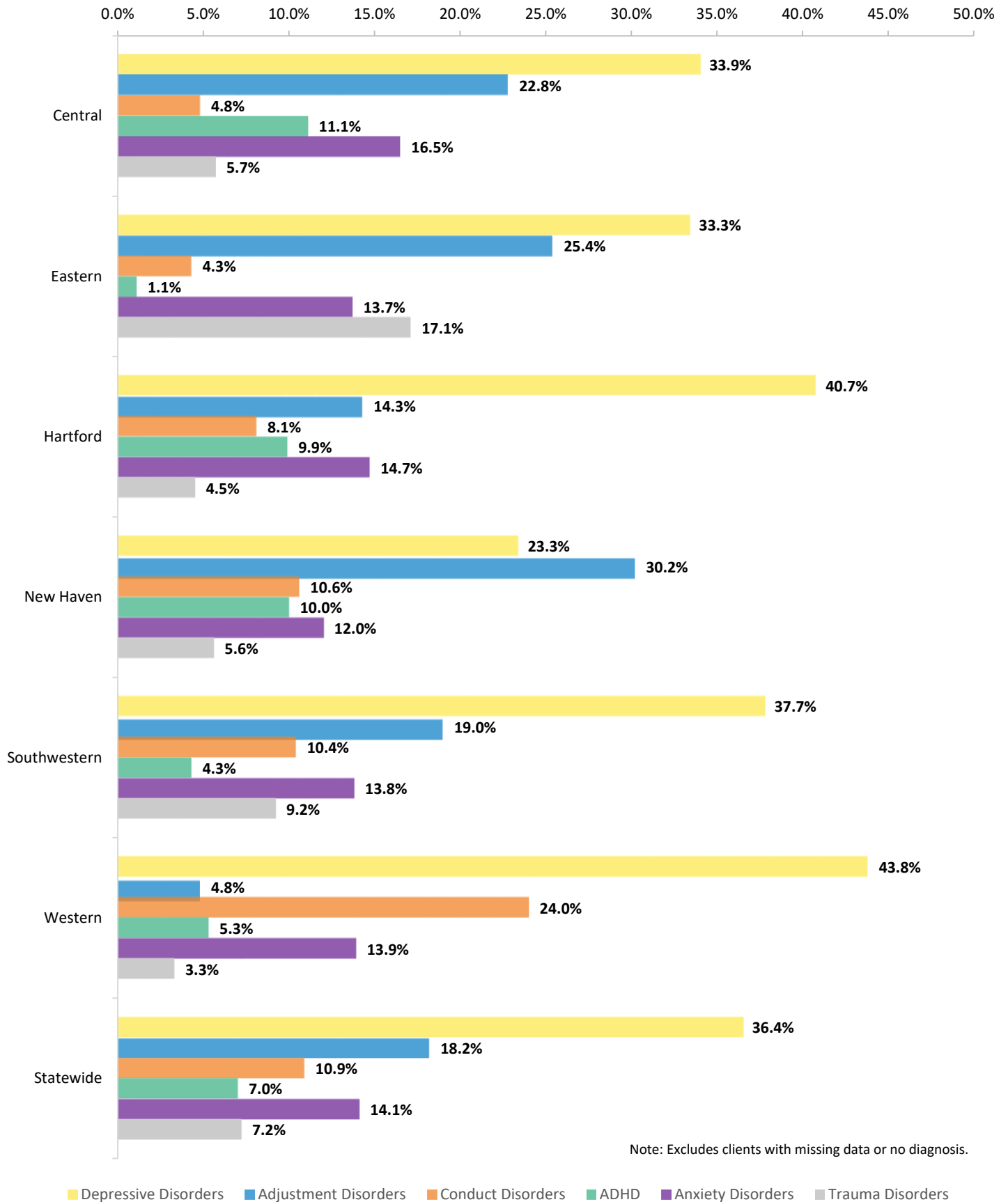
\*Excludes clients with missing data or no diagnosis.

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

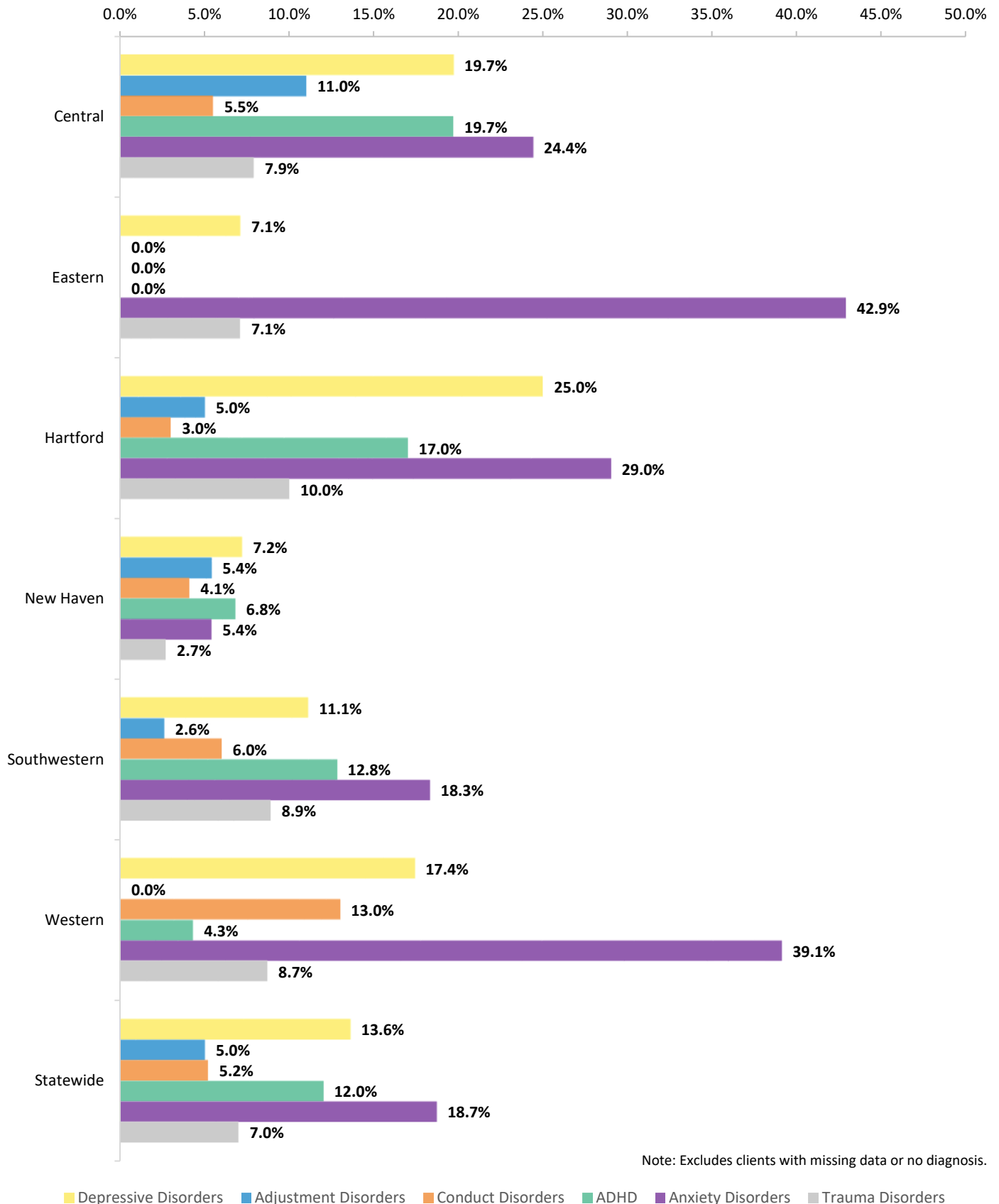


\*Excludes clients with missing data or no diagnosis.

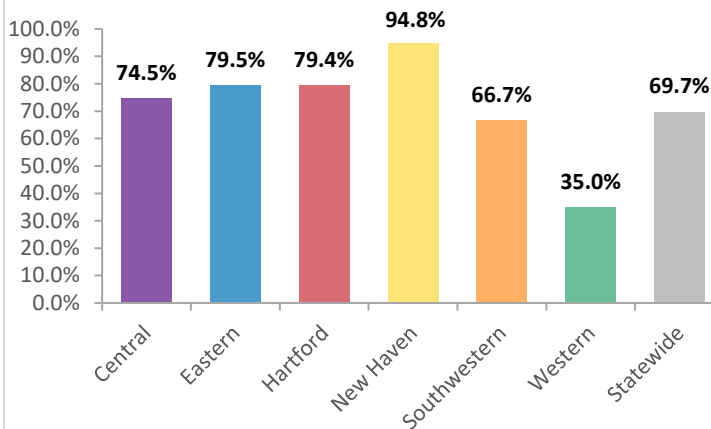
**Figure 30. Top 6 Primary Diagnostic Categories at Intake by Service Area**



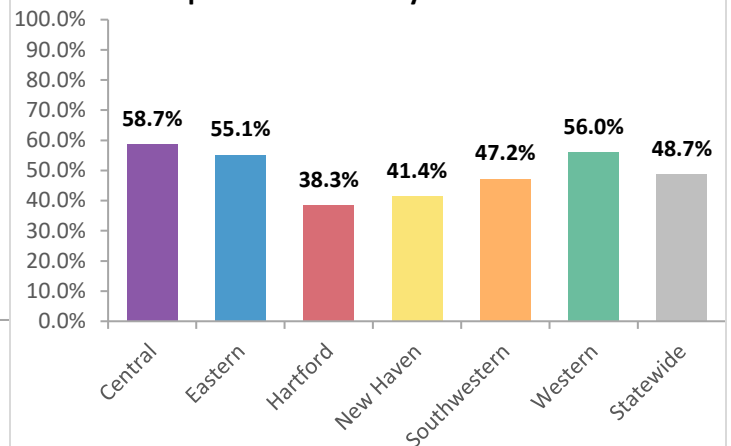
**Figure 31. Top 6 Client Secondary Diagnostic Categories at Intake by Service Area**



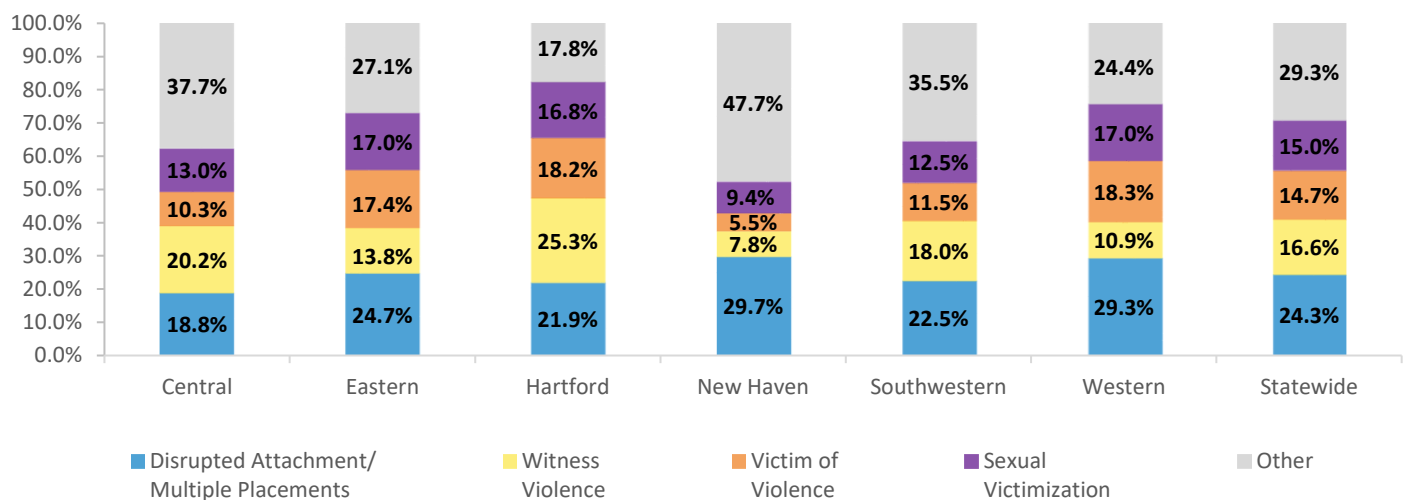
**Figure 32. Children Meeting SED\* Criteria by Service Area**



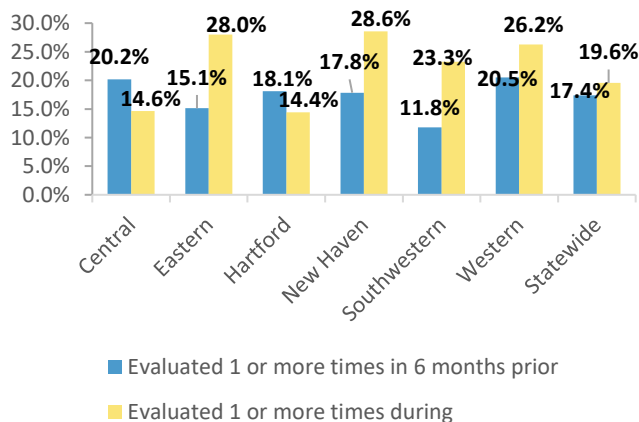
**Figure 33. Children with Trauma Exposure Reported at Intake by Service Area**



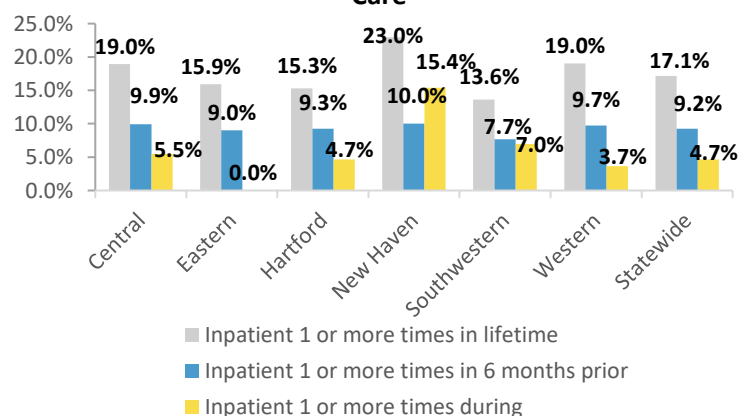
**Figure 34. Type of Trauma Reported at Intake by Service Area**



**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

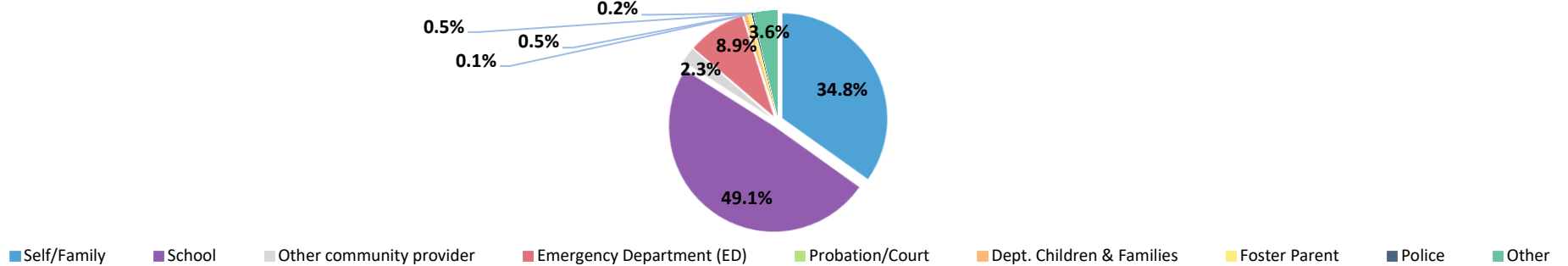
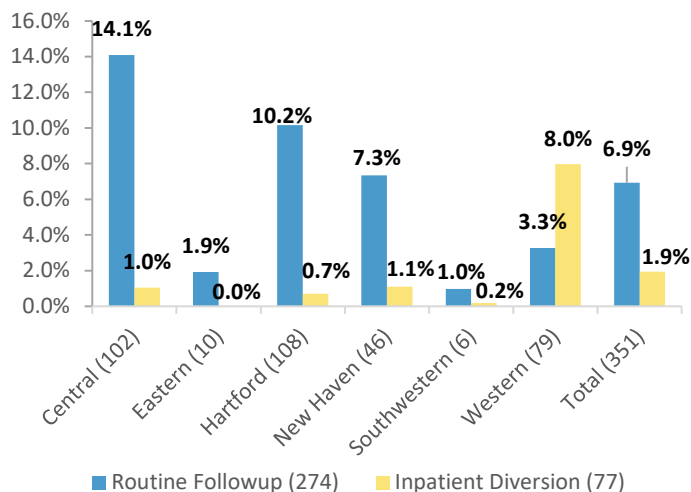


Table 1. Referral Sources (Q2 FY 2022)

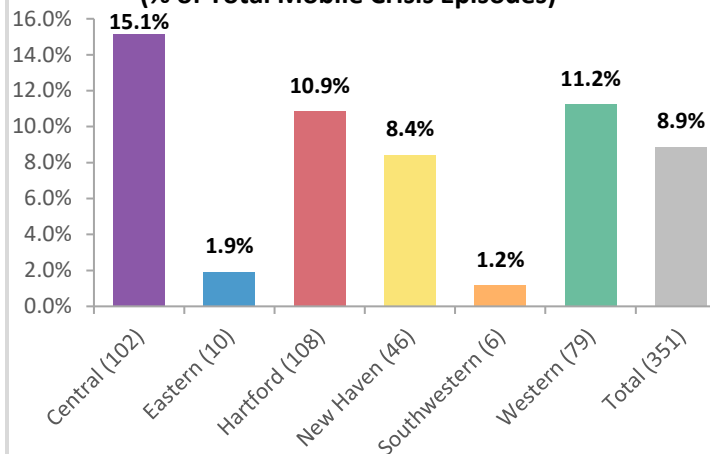
|                     | Self/<br>Family | Family<br>Adv. | School | Info-<br>Line<br>(2-1-1) | Other Prog.<br>w/in<br>Agency | Other<br>Comm.<br>Provider | Emer<br>Dept.<br>(ED) | Prob.<br>or<br>Court | Dept. of<br>Child &<br>Families<br>(DCF) | Psych<br>Hospital | Cong.<br>Care<br>Facility | Foster<br>Parent | Police | Phys. | Comm.<br>Nat.<br>Supp. | Other<br>State<br>Agency |
|---------------------|-----------------|----------------|--------|--------------------------|-------------------------------|----------------------------|-----------------------|----------------------|--|-------------------|---------------------------|------------------|--------|-------|------------------------|--------------------------|
| <b>STATEWIDE</b>    | 34.8%           | 0.1%           | 49.1%  | 0.1%                     | 0.8%                          | 2.3%                       | 8.9%                  | 0.1%                 | 0.5%                                     | 2.0%              | 0.1%                      | 0.5%             | 0.2%   | 0.6%  | 0.1%                   | 0.0%                     |
| <b>CENTRAL</b>      | 34.1%           | 0.0%           | 43.0%  | 0.0%                     | 1.5%                          | 2.1%                       | 15.1%                 | 0.1%                 | 0.6%                                     | 2.1%              | 0.1%                      | 0.3%             | 0.1%   | 0.6%  | 0.1%                   | 0.0%                     |
| CHR:MidHosp         | 34.2%           | 0.0%           | 43.0%  | 0.0%                     | 1.6%                          | 2.1%                       | 16.1%                 | 0.5%                 | 0.5%                                     | 0.5%              | 0.0%                      | 0.0%             | 0.5%   | 1.0%  | 0.0%                   | 0.0%                     |
| CHR                 | 34.1%           | 0.0%           | 43.0%  | 0.0%                     | 1.5%                          | 2.1%                       | 14.8%                 | 0.0%                 | 0.6%                                     | 2.7%              | 0.2%                      | 0.4%             | 0.0%   | 0.4%  | 0.2%                   | 0.0%                     |
| <b>EASTERN</b>      | 36.2%           | 0.2%           | 53.9%  | 0.2%                     | 0.6%                          | 2.1%                       | 1.9%                  | 0.0%                 | 0.2%                                     | 2.3%              | 0.0%                      | 1.3%             | 0.4%   | 0.6%  | 0.0%                   | 0.0%                     |
| UCFS:NE             | 31.6%           | 0.6%           | 59.2%  | 0.0%                     | 0.6%                          | 1.7%                       | 1.7%                  | 0.0%                 | 0.0%                                     | 2.9%              | 0.0%                      | 1.1%             | 0.6%   | 0.0%  | 0.0%                   | 0.0%                     |
| UCFS:SE             | 38.6%           | 0.0%           | 51.3%  | 0.3%                     | 0.6%                          | 2.3%                       | 2.0%                  | 0.0%                 | 0.3%                                     | 2.0%              | 0.0%                      | 1.4%             | 0.3%   | 0.9%  | 0.0%                   | 0.0%                     |
| <b>HARTFORD</b>     | 32.1%           | 0.1%           | 48.3%  | 0.0%                     | 0.8%                          | 3.4%                       | 10.9%                 | 0.0%                 | 0.5%                                     | 2.8%              | 0.1%                      | 0.2%             | 0.2%   | 0.6%  | 0.0%                   | 0.0%                     |
| Wheeler:Htfd        | 22.7%           | 0.3%           | 48.3%  | 0.0%                     | 1.1%                          | 4.8%                       | 15.3%                 | 0.0%                 | 1.1%                                     | 5.1%              | 0.0%                      | 0.6%             | 0.0%   | 0.6%  | 0.0%                   | 0.0%                     |
| Wheeler:Meridn      | 29.5%           | 0.0%           | 56.4%  | 0.0%                     | 0.7%                          | 0.0%                       | 11.4%                 | 0.0%                 | 0.7%                                     | 0.0%              | 0.7%                      | 0.0%             | 0.7%   | 0.0%  | 0.0%                   | 0.0%                     |
| Wheeler:NBrit       | 39.5%           | 0.0%           | 45.8%  | 0.0%                     | 0.6%                          | 3.5%                       | 7.5%                  | 0.0%                 | 0.0%                                     | 2.0%              | 0.0%                      | 0.0%             | 0.2%   | 0.8%  | 0.0%                   | 0.0%                     |
| <b>NEW HAVEN</b>    | 40.9%           | 0.0%           | 45.7%  | 0.2%                     | 0.2%                          | 1.8%                       | 8.4%                  | 0.2%                 | 0.7%                                     | 0.7%              | 0.0%                      | 0.7%             | 0.0%   | 0.4%  | 0.0%                   | 0.0%                     |
| CliffBeers          | 40.9%           | 0.0%           | 45.7%  | 0.2%                     | 0.2%                          | 1.8%                       | 8.4%                  | 0.2%                 | 0.7%                                     | 0.7%              | 0.0%                      | 0.7%             | 0.0%   | 0.4%  | 0.0%                   | 0.0%                     |
| <b>SOUTHWESTERN</b> | 36.9%           | 0.0%           | 55.7%  | 0.0%                     | 0.8%                          | 2.3%                       | 1.2%                  | 0.0%                 | 0.4%                                     | 1.0%              | 0.0%                      | 1.0%             | 0.0%   | 0.8%  | 0.0%                   | 0.0%                     |
| CFG:South           | 44.0%           | 0.0%           | 46.2%  | 0.0%                     | 0.0%                          | 4.4%                       | 2.2%                  | 0.0%                 | 0.5%                                     | 0.5%              | 0.0%                      | 1.1%             | 0.0%   | 1.1%  | 0.0%                   | 0.0%                     |
| CFG:Nrwk            | 36.8%           | 0.0%           | 60.0%  | 0.0%                     | 0.0%                          | 0.0%                       | 0.0%                  | 0.0%                 | 1.1%                                     | 2.1%              | 0.0%                      | 0.0%             | 0.0%   | 0.0%  | 0.0%                   | 0.0%                     |
| CFG:EMPS            | 31.7%           | 0.0%           | 61.3%  | 0.0%                     | 1.7%                          | 1.7%                       | 0.8%                  | 0.0%                 | 0.0%                                     | 0.8%              | 0.0%                      | 1.3%             | 0.0%   | 0.8%  | 0.0%                   | 0.0%                     |
| <b>WESTERN</b>      | 32.0%           | 0.0%           | 50.2%  | 0.0%                     | 1.0%                          | 1.4%                       | 11.2%                 | 0.0%                 | 0.6%                                     | 2.1%              | 0.3%                      | 0.1%             | 0.4%   | 0.4%  | 0.1%                   | 0.0%                     |
| Well:Dnby           | 37.8%           | 0.0%           | 53.0%  | 0.0%                     | 0.6%                          | 3.0%                       | 3.0%                  | 0.0%                 | 0.0%                                     | 0.6%              | 0.0%                      | 0.0%             | 1.2%   | 0.6%  | 0.0%                   | 0.0%                     |
| Well:Torr           | 32.8%           | 0.0%           | 51.7%  | 0.0%                     | 1.7%                          | 0.9%                       | 4.3%                  | 0.0%                 | 0.0%                                     | 7.8%              | 0.0%                      | 0.0%             | 0.9%   | 0.0%  | 0.0%                   | 0.0%                     |
| Well:Wtby           | 29.6%           | 0.0%           | 48.7%  | 0.0%                     | 0.9%                          | 0.9%                       | 16.3%                 | 0.0%                 | 0.9%                                     | 1.2%              | 0.5%                      | 0.2%             | 0.0%   | 0.5%  | 0.2%                   | 0.0%                     |

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



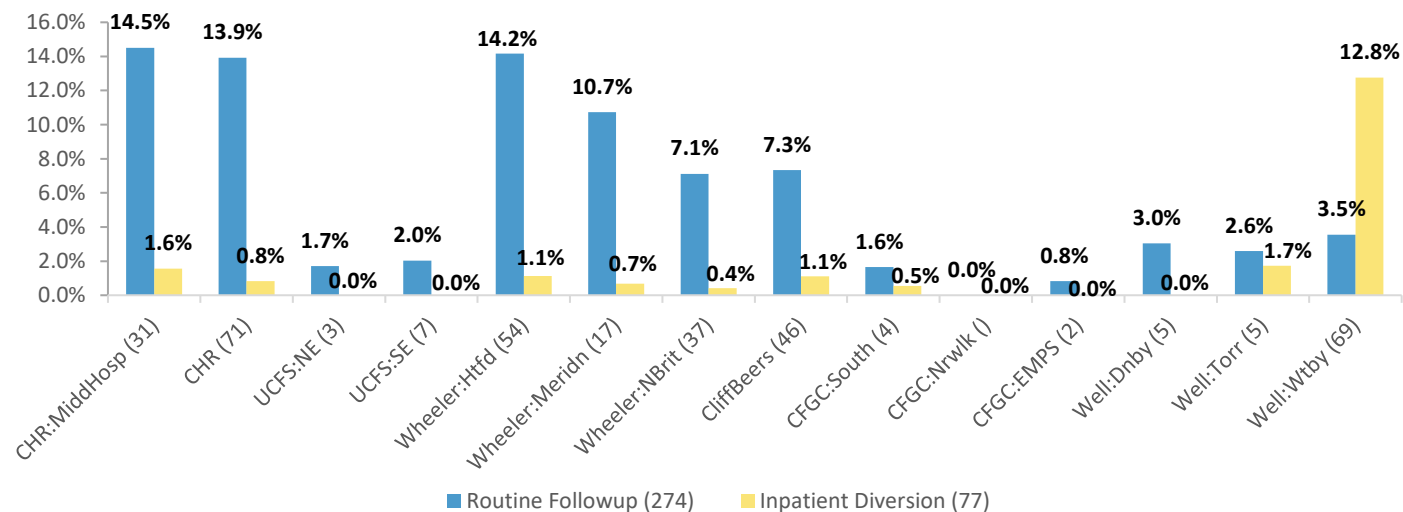
Note: Count total ED referrals are in parenthesis

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



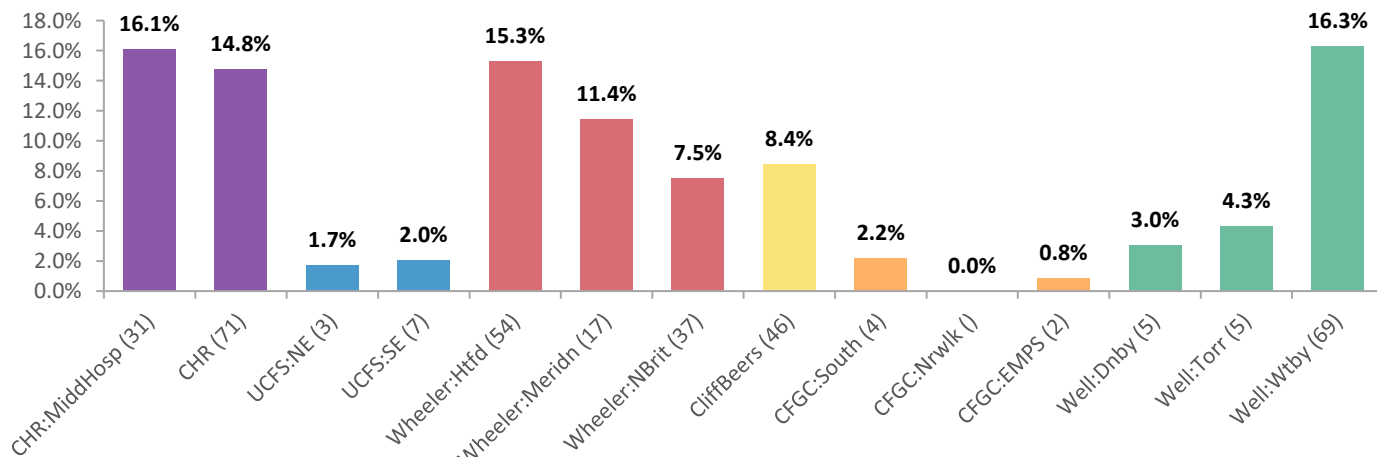
Note: Count total ED referrals are in parenthesis

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



Note: Count total ED referrals are in parenthesis

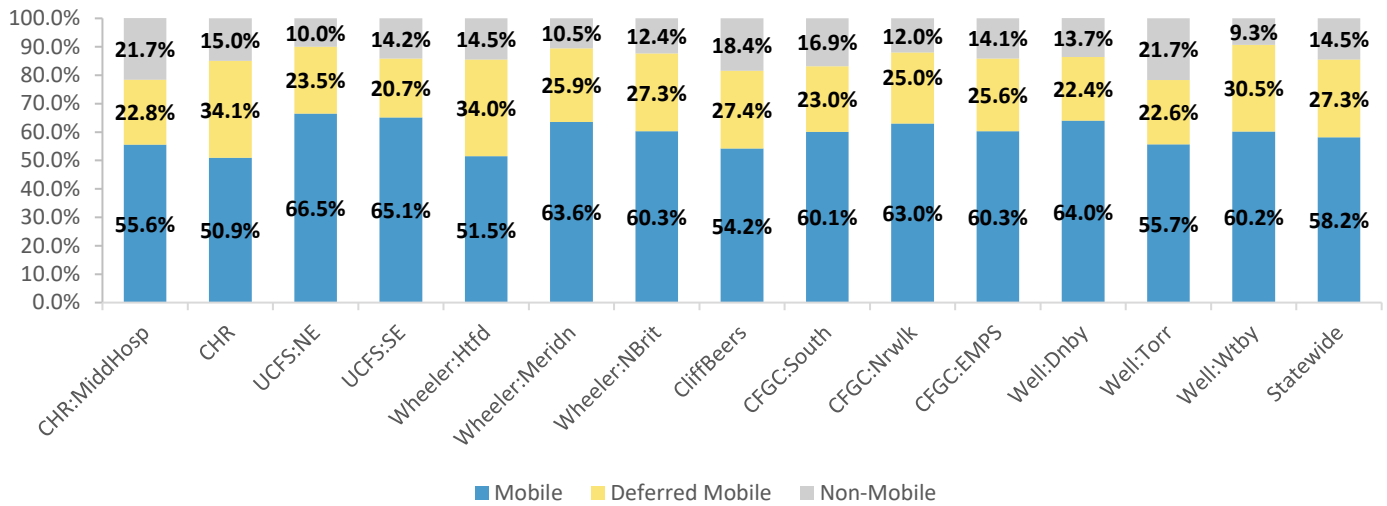
**Figure 41. Emergency Dept. Referral (% of Total Mobile Crisis Episodes) by Provider**



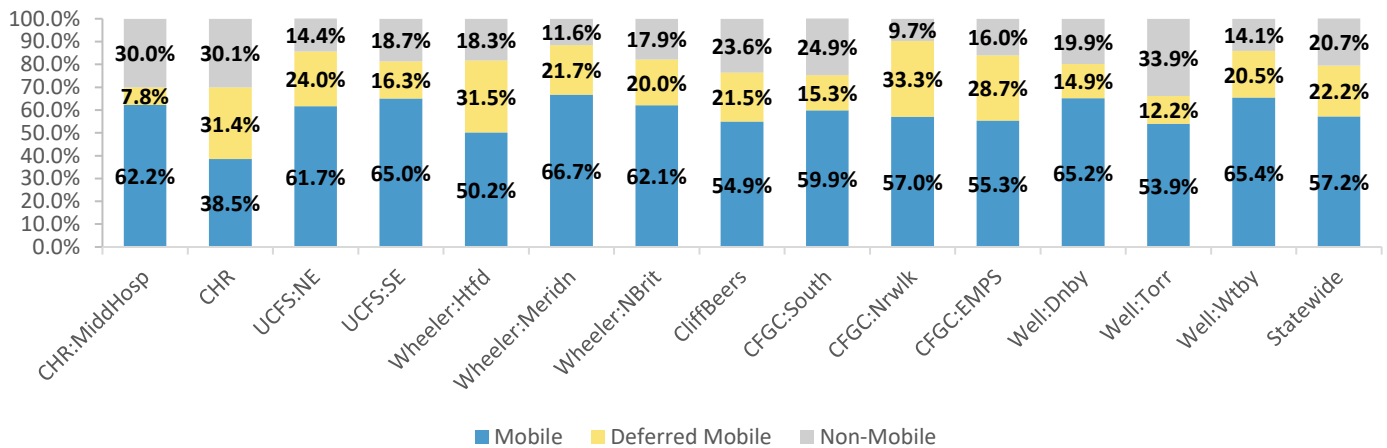
Note: Count total ED referrals are in parenthesis.

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

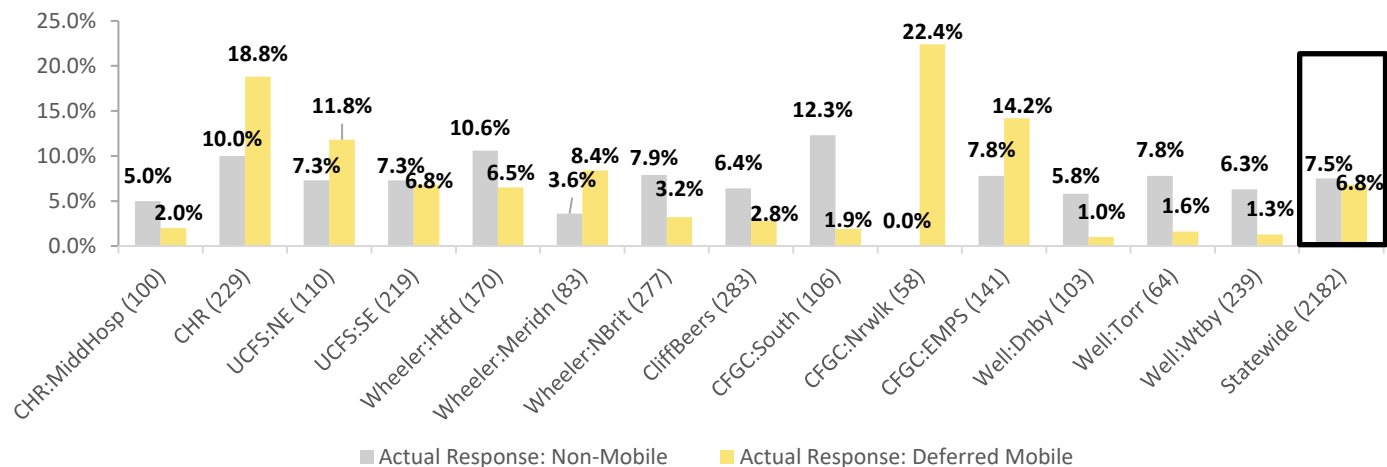
**Figure 42. 2-1-1 Recommended Initial Response**



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



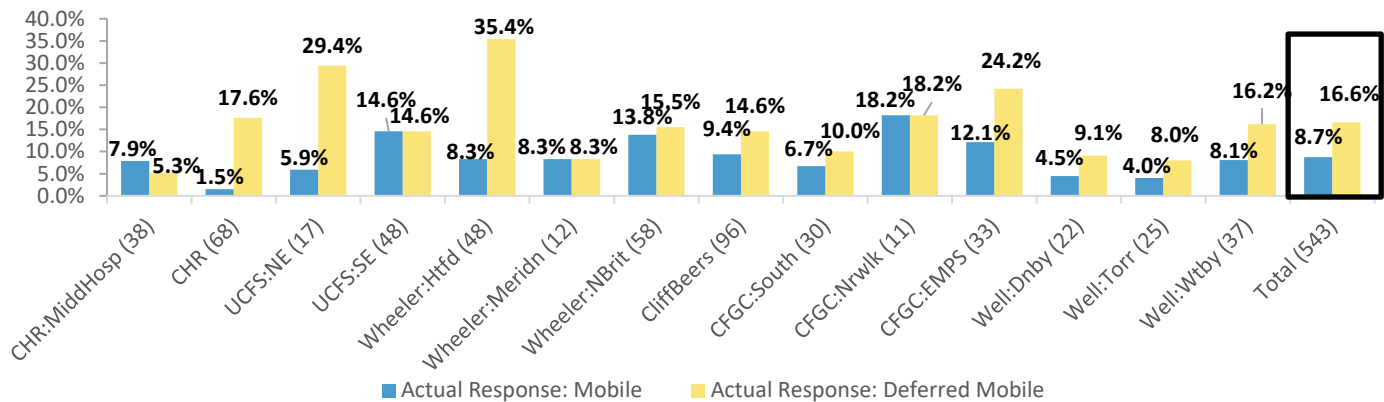
**Figure 44. 2-1-1 Recommended Mobile Response Where Actual Mobile Crisis Response was Non-Mobile or Deferred Mobile**



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

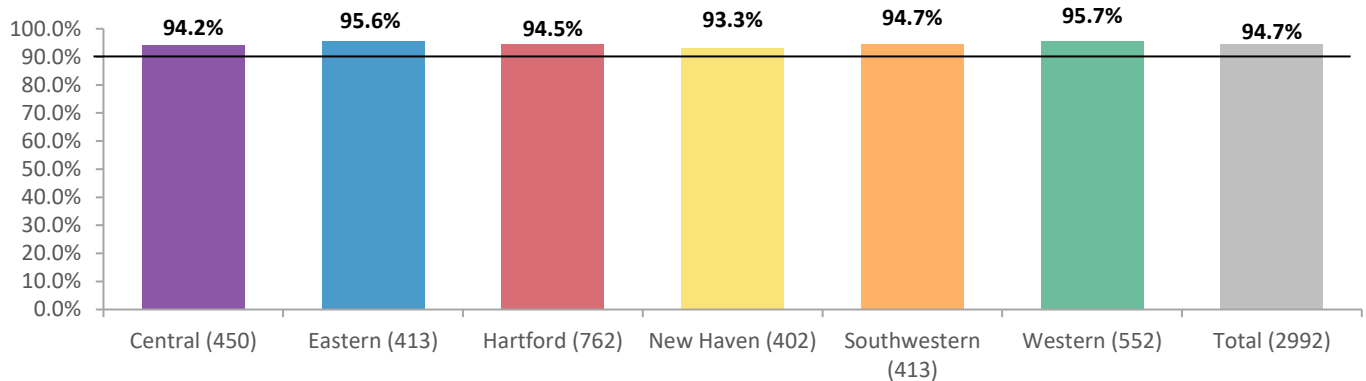


**Figure 45. 2-1-1 Recommended Non-Mobile Response Where Actual Mobile Crisis Response was Mobile or Deferred Mobile**



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

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

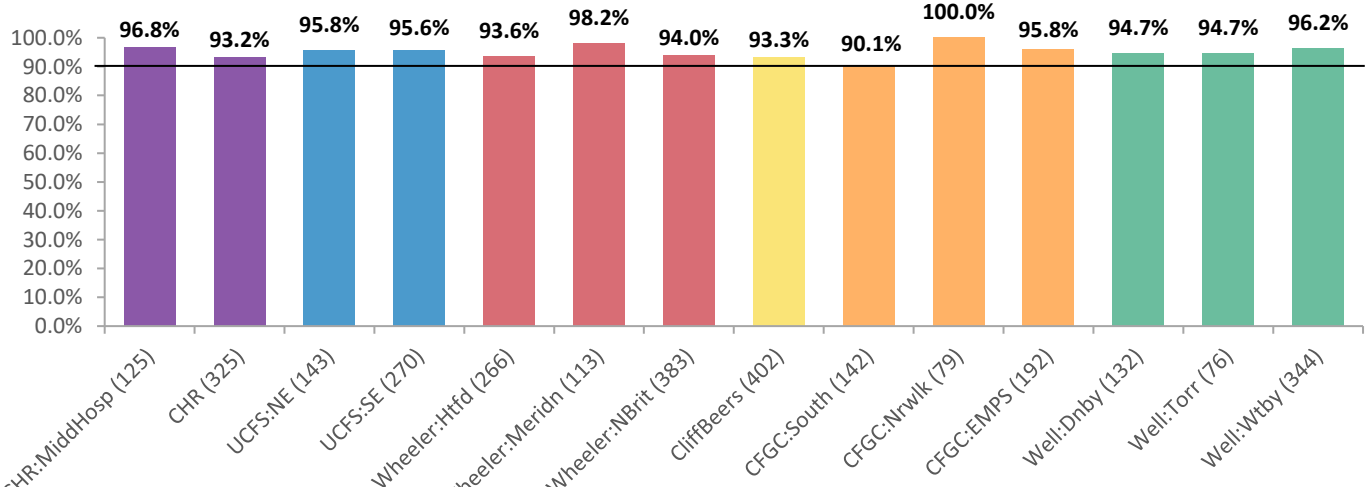


\*Mobility calculation updated – see exec. summary

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

**Goal: 90%**

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



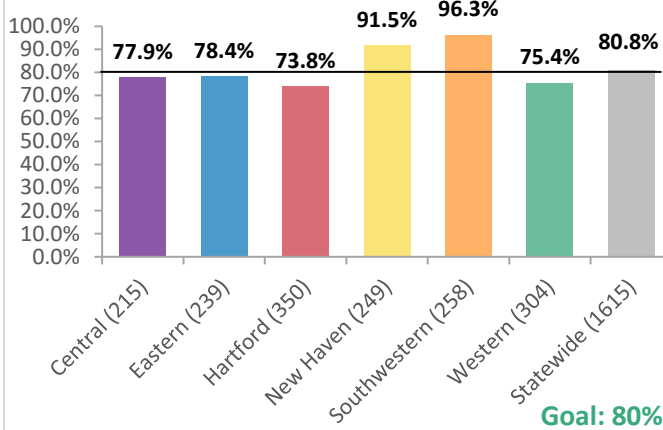
Note: Counts of 211-recommended mobile episodes are in parenthesis

\*Mobility calculation updated – see exec. summary

**Goal: 90%**

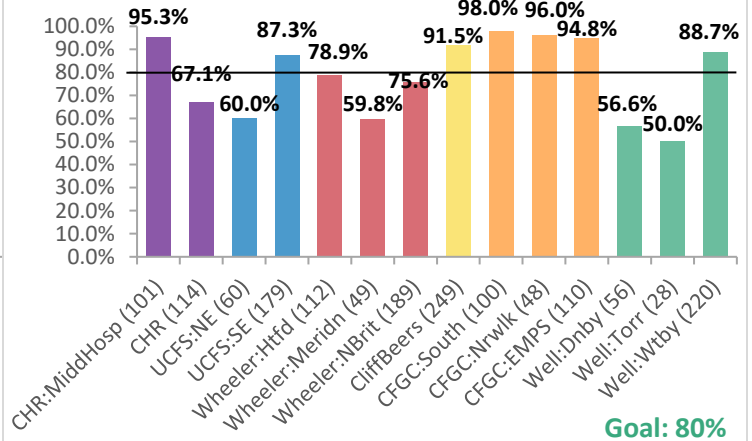
## Section VIII: Response Time

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



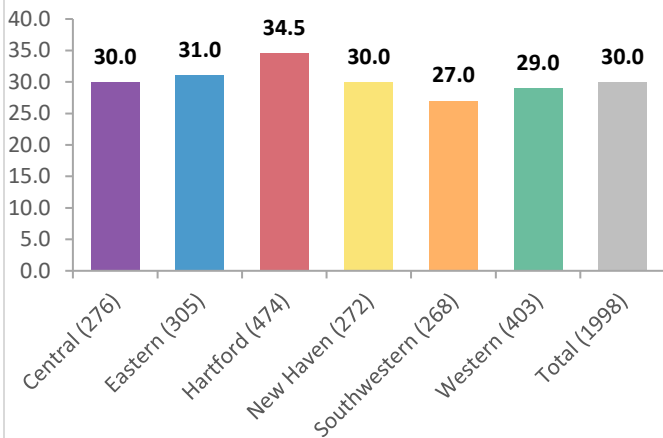
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

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



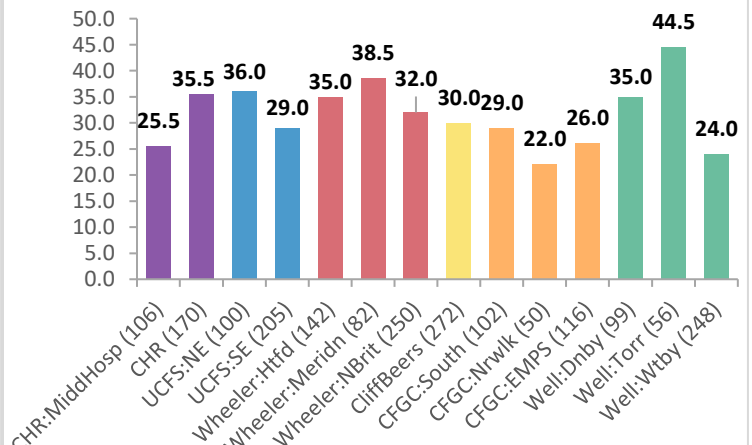
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

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



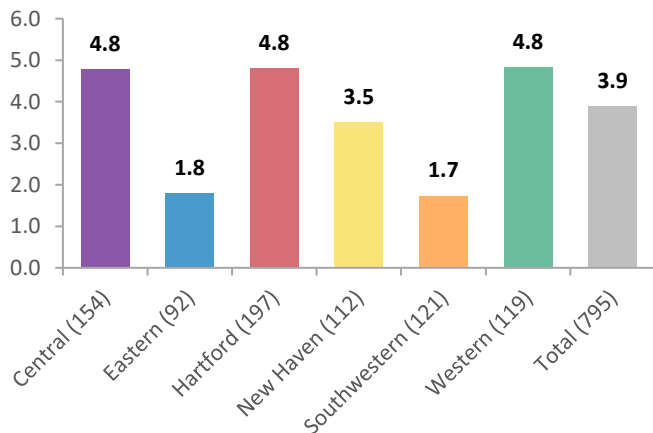
Note: Counts of mobile response episodes are in parenthesis.

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



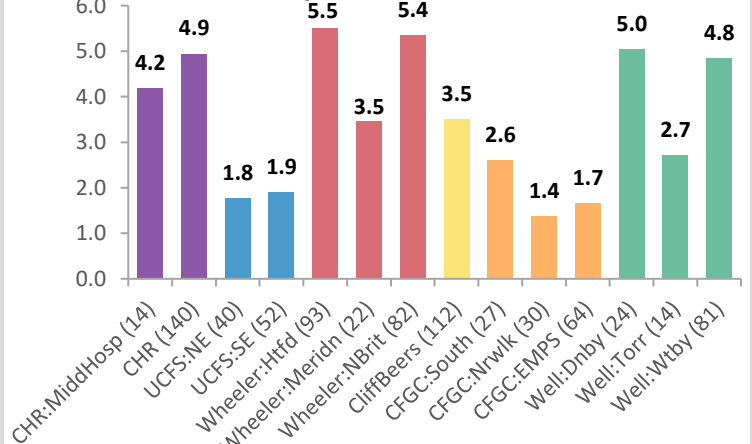
Note: Counts of mobile response episodes are in parenthesis.

**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          |
|----|----------------|---|----------|------------|------------|----------|------------|-----------|---------|------------|--|----------|------------|------------|----------|------------|-----------|---------|------------|
|    |                | <i>Discharged Episodes for Current Reporting Period</i> |          |            |            |          |            |           |         |            | <i>Cumulative Discharged Episodes*</i> |          |            |            |          |            |           |         |            |
|    |                | 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   | 7.6      | 19.6       | 0.0        | 4.0      | 16.0       | 16.2%     | 31.7%   | 3.6%       | 1.3                                    | 6.9      | 18.8       | 0.0        | 4.0      | 15.0       | 16.5%     | 29.7%   | 3.4%       |
| 2  | Central        | 3.4   | 8.8      | 22.7       | 0.0        | 2.0      | 17.0       | 38.5%     | 20.4%   | 9.2%       | 3.1                                    | 7.4      | 21.7       | 0.0        | 2.0      | 17.0       | 38.5%     | 19.8%   | 8.0%       |
| 3  | CHR:MidHosp    | 9.6   | 4.0      | 14.1       | 7.0        | 3.0      | 13.0       | 89.1%     | 15.4%   | 1.0%       | 8.5                                    | 4.5      | 14.0       | 6.0        | 3.0      | 13.0       | 85.6%     | 16.7%   | 0.8%       |
| 4  | CHR            | 0.8   | 21.1     | 27.2       | 0.0        | 0.0      | 24.0       | 17.5%     | 33.3%   | 13.5%      | 1.0                                    | 15.9     | 25.1       | 0.0        | 0.0      | 23.0       | 20.3%     | 28.6%   | 11.1%      |
| 5  | Eastern        | 0.2   | 3.6      | 18.2       | 0.0        | 4.0      | 16.0       | 4.9%      | 6.1%    | 0.0%       | 0.3                                    | 3.5      | 18.6       | 0.0        | 4.0      | 17.0       | 5.4%      | 7.4%    | 0.0%       |
| 6  | UCFS:NE        | 0.2   | 3.7      | 21.3       | 0.0        | 4.0      | 22.5       | 2.7%      | 7.1%    | 0.0%       | 0.3                                    | 3.7      | 19.3       | 0.0        | 4.0      | 16.0       | 6.6%      | 8.0%    | 0.0%       |
| 7  | UCFS:SE        | 0.2   | 3.6      | 16.9       | 0.0        | 4.0      | 14.0       | 5.8%      | 5.5%    | 0.0%       | 0.2                                    | 3.5      | 18.3       | 0.0        | 3.0      | 17.0       | 4.9%      | 7.1%    | 0.0%       |
| 8  | Hartford       | 1.1   | 5.8      | 18.6       | 0.0        | 3.0      | 15.0       | 12.2%     | 30.2%   | 1.4%       | 1.0                                    | 5.5      | 17.5       | 0.0        | 3.0      | 14.0       | 14.1%     | 27.4%   | 1.8%       |
| 9  | Wheeler:Htfd   | 0.6   | 9.1      | 20.8       | 0.0        | 5.0      | 19.0       | 14.3%     | 49.5%   | 0.7%       | 0.6                                    | 8.4      | 19.7       | 0.0        | 4.0      | 17.0       | 13.8%     | 45.6%   | 1.6%       |
| 10 | Wheeler:Meridn | 0.6   | 3.0      | 19.4       | 1.0        | 2.0      | 16.0       | 2.9%      | 16.7%   | 4.7%       | 0.8                                    | 2.7      | 18.1       | 1.0        | 2.0      | 14.5       | 12.9%     | 12.1%   | 4.7%       |
| 11 | Wheeler:NBrit  | 1.6   | 4.1      | 16.4       | 0.0        | 2.0      | 14.0       | 13.8%     | 19.1%   | 1.2%       | 1.3                                    | 3.9      | 15.6       | 0.0        | 2.0      | 13.0       | 14.6%     | 16.7%   | 1.3%       |
| 12 | New Haven      | 0.6   | 18.2     | 29.2       | 0.0        | 14.0     | 29.0       | 7.0%      | 84.4%   | 15.8%      | 0.6                                    | 16.7     | 27.2       | 0.0        | 13.0     | 25.5       | 8.5%      | 81.5%   | 16.7%      |
| 13 | CliffBeers     | 0.6   | 18.2     | 29.2       | 0.0        | 14.0     | 29.0       | 7.0%      | 84.4%   | 15.8%      | 0.6                                    | 16.7     | 27.2       | 0.0        | 13.0     | 25.5       | 8.5%      | 81.5%   | 16.7%      |
| 14 | Southwestern   | 0.0   | 6.3      | 23.0       | 0.0        | 4.0      | 23.0       | 1.0%      | 29.8%   | 1.8%       | 0.1                                    | 5.5      | 21.2       | 0.0        | 4.0      | 17.0       | 0.6%      | 26.7%   | 1.1%       |
| 15 | CFGC:South     | 0.0   | 1.4      | 25.1       | 0.0        | 0.0      | 28.0       | 0.0%      | 6.6%    | 0.0%       | 0.0                                    | 1.3      | 22.3       | 0.0        | 0.0      | 19.0       | 0.0%      | 5.8%    | 0.0%       |
| 16 | CFGC:Nrwk      | 0.0   | 7.8      | 14.5       | 0.0        | 5.0      | 14.0       | 0.0%      | 41.5%   | 0.0%       | 0.0                                    | 6.6      | 18.6       | 0.0        | 5.0      | 21.0       | 0.0%      | 41.0%   | 0.0%       |
| 17 | CFGC:EMPS      | 0.1   | 8.8      | 17.1       | 0.0        | 5.0      | 14.0       | 2.3%      | 39.7%   | 14.3%      | 0.1                                    | 7.7      | 16.5       | 0.0        | 5.0      | 11.0       | 1.4%      | 33.5%   | 7.7%       |
| 18 | Western        | 1.5   | 1.8      | 17.4       | 0.0        | 1.0      | 15.0       | 16.4%     | 1.1%    | 1.3%       | 1.4                                    | 1.9      | 16.6       | 0.0        | 1.0      | 14.0       | 15.5%     | 1.3%    | 1.1%       |
| 19 | Well:Dnby      | 1.9   | 1.4      | 16.5       | 0.0        | 1.0      | 14.0       | 18.2%     | 0.0%    | 1.1%       | 1.3                                    | 1.6      | 15.7       | 0.0        | 1.0      | 13.0       | 19.7%     | 0.0%    | 0.9%       |
| 20 | Well:Torr      | 1.5   | 0.7      | 17.5       | 0.0        | 1.0      | 15.0       | 16.3%     | 0.0%    | 1.9%       | 1.4                                    | 1.0      | 16.6       | 0.0        | 1.0      | 15.0       | 14.5%     | 0.0%    | 1.4%       |
| 21 | Well:Wtby      | 1.4   | 2.1      | 17.7       | 0.0        | 1.0      | 16.0       | 15.7%     | 1.6%    | 1.3%       | 1.3                                    | 2.2      | 17.0       | 0.0        | 2.0      | 15.0       | 14.2%     | 1.9%    | 1.0%       |

\* Discharged episodes with end dates from July 1, 2021 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          |
|----|-----------------------|---|----------|------------|--------------------|---------|------------|--|----------|------------|--------------------|---------|------------|
|    |                       | <i>Discharged Episodes for Current Reporting Period</i> |          |            |                    |         |            | <i>Cumulative Discharged Episodes*</i> |          |            |                    |         |            |
|    |                       | 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  | <b>STATEWIDE</b>      | 946   | 1299     | 1128       | 153                | 412     | 41         | 1578                                   | 1904     | 1532       | 260                | 565     | 52         |
| 2  | <b>Central</b>        | 218   | 54       | 294        | 84                 | 11      | 27         | 348                                    | 81       | 401        | 134                | 16      | 32         |
| 3  | <b>CHR:MiddHosp</b>   | 64  | 39       | 102        | 57                 | 6       | 1          | 97                                     | 60       | 122        | 83                 | 10      | 1          |
| 4  | <b>CHR</b>            | 154   | 15       | 192        | 27                 | 5       | 26         | 251                                    | 21       | 279        | 51                 | 6       | 31         |
| 5  | <b>Eastern</b>        | 123   | 361      | 33         | 6                  | 22      | 0          | 184                                    | 526      | 47         | 10                 | 39      | 0          |
| 6  | <b>UCFS:NE</b>        | 37  | 126      | 10         | 1                  | 9       | 0          | 61                                     | 176      | 13         | 4                  | 14      | 0          |
| 7  | <b>UCFS:SE</b>        | 86  | 235      | 23         | 5                  | 13      | 0          | 123                                    | 350      | 34         | 6                  | 25      | 0          |
| 8  | <b>Hartford</b>       | 221   | 245      | 347        | 27                 | 74      | 5          | 390                                    | 369      | 493        | 55                 | 101     | 9          |
| 9  | <b>Wheeler:Htfd</b>   | 77  | 93       | 143        | 11                 | 46      | 1          | 130                                    | 147      | 193        | 18                 | 67      | 3          |
| 10 | <b>Wheeler:Meridn</b> | 35  | 42       | 43         | 1                  | 7       | 2          | 62                                     | 66       | 64         | 8                  | 8       | 3          |
| 11 | <b>Wheeler:NBrit</b>  | 109   | 110      | 161        | 15                 | 21      | 2          | 198                                    | 156      | 236        | 29                 | 26      | 3          |
| 12 | <b>New Haven</b>      | 129   | 256      | 19         | 9                  | 216     | 3          | 223                                    | 367      | 30         | 19                 | 299     | 5          |
| 13 | <b>CliffBeers</b>     | 129   | 256      | 19         | 9                  | 216     | 3          | 223                                    | 367      | 30         | 19                 | 299     | 5          |
| 14 | <b>Southwestern</b>   | 96  | 295      | 57         | 1                  | 88      | 1          | 169                                    | 404      | 88         | 1                  | 108     | 1          |
| 15 | <b>CFGC:South</b>     | 39  | 91       | 44         | 0                  | 6       | 0          | 60                                     | 121      | 68         | 0                  | 7       | 0          |
| 16 | <b>CFGC:Nrwk</b>      | 13  | 53       | 6          | 0                  | 22      | 0          | 38                                     | 83       | 7          | 0                  | 34      | 0          |
| 17 | <b>CFGC:EMPS</b>      | 44  | 151      | 7          | 1                  | 60      | 1          | 71                                     | 200      | 13         | 1                  | 67      | 1          |
| 18 | <b>Western</b>        | 159   | 88       | 378        | 26                 | 1       | 5          | 264                                    | 157      | 473        | 41                 | 2       | 5          |
| 19 | <b>Well:Dnby</b>      | 33  | 20       | 90         | 6                  | 0       | 1          | 61                                     | 31       | 107        | 12                 | 0       | 1          |
| 20 | <b>Well:Torr</b>      | 43  | 7        | 53         | 7                  | 0       | 1          | 69                                     | 19       | 69         | 10                 | 0       | 1          |
| 21 | <b>Well:Wtby</b>      | 83  | 61       | 235        | 13                 | 1       | 3          | 134                                    | 107      | 297        | 19                 | 2       | 3          |

\* Discharged episodes with end dates from July 1, 2021 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<br>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      | 46.6                           | 46.5     | 49.4       | 43.0       | 37.0     | 43.0       | 100.0%    | 100.0%  | 60.0%      | 43                                  | 356      | 425        | 43                 | 356     | 255        |
| 2  | Central        | 43.4                           | 35.8     | 49.2       | 52.0       | 24.0     | 45.0       | 100.0%    | 100.0%  | 67.0%      | 7                                   | 75       | 106        | 7                  | 75      | 71         |
| 3  | CHR:MiddHosp   | 22.0                           | 0.0      | 0.0        | 22.0       | 0.0      | 0.0        | 100.0%    | N/A     | N/A        | 1                                   | 0        | 0          | 1                  | 0       | 0          |
| 4  | CHR            | 47.0                           | 35.8     | 49.2       | 55.0       | 24.0     | 45.0       | 100.0%    | 100.0%  | 67.0%      | 6                                   | 75       | 106        | 6                  | 75      | 71         |
| 5  | Eastern        | 0.0                            | 21.7     | 28.3       | 0.0        | 20.5     | 29.0       | N/A       | 100.0%  | 33.3%      | 0                                   | 6        | 12         | 0                  | 6       | 4          |
| 6  | UCFS:NE        | 0.0                            | 21.3     | 25.4       | 0.0        | 18.0     | 29.0       | N/A       | 100.0%  | 20.0%      | 0                                   | 3        | 5          | 0                  | 3       | 1          |
| 7  | UCFS:SE        | 0.0                            | 22.0     | 30.4       | 0.0        | 23.0     | 29.0       | N/A       | 100.0%  | 42.9%      | 0                                   | 3        | 7          | 0                  | 3       | 3          |
| 8  | Hartford       | 63.1                           | 46.8     | 54.6       | 65.0       | 42.0     | 49.5       | 100.0%    | 100.0%  | 62.8%      | 15                                  | 59       | 218        | 15                 | 59      | 137        |
| 9  | Wheeler:Htfd   | 39.0                           | 34.9     | 31.8       | 39.0       | 20.0     | 22.5       | 100.0%    | 100.0%  | 33.3%      | 1                                   | 16       | 54         | 1                  | 16      | 18         |
| 10 | Wheeler:Meridn | 69.2                           | 45.8     | 70.5       | 70.0       | 33.0     | 67.5       | 100.0%    | 100.0%  | 80.6%      | 9                                   | 17       | 36         | 9                  | 17      | 29         |
| 11 | Wheeler:NBrit  | 57.0                           | 54.9     | 59.8       | 64.0       | 48.0     | 58.5       | 100.0%    | 100.0%  | 70.3%      | 5                                   | 26       | 128        | 5                  | 26      | 90         |
| 12 | New Haven      | 51.8                           | 52.9     | 35.2       | 39.0       | 45.0     | 39.0       | 100.0%    | 100.0%  | 60.0%      | 5                                   | 168      | 5          | 5                  | 168     | 3          |
| 13 | CliffBeers     | 51.8                           | 52.9     | 35.2       | 39.0       | 45.0     | 39.0       | 100.0%    | 100.0%  | 60.0%      | 5                                   | 168      | 5          | 5                  | 168     | 3          |
| 14 | Southwestern   | 56.7                           | 51.2     | 45.9       | 51.5       | 38.0     | 32.0       | 100.0%    | 100.0%  | 52.9%      | 6                                   | 37       | 17         | 6                  | 37      | 9          |
| 15 | CFGC:South     | 45.4                           | 18.7     | 16.0       | 40.0       | 18.0     | 17.0       | 100.0%    | 100.0%  | 0.0%       | 5                                   | 3        | 7          | 5                  | 3       | 0          |
| 16 | CFGC:Nrwlk     | 113.0                          | 63.8     | 65.6       | 113.0      | 64.5     | 48.5       | 100.0%    | 100.0%  | 87.5%      | 1                                   | 18       | 8          | 1                  | 18      | 7          |
| 17 | CFGC           | 0.0                            | 43.2     | 72.0       | 0.0        | 27.0     | 72.0       | N/A       | 100.0%  | 100.0%     | 0                                   | 16       | 2          | 0                  | 16      | 2          |
| 18 | Western        | 15.4                           | 19.5     | 38.1       | 16.0       | 22.0     | 29.0       | 100.0%    | 100.0%  | 46.3%      | 10                                  | 11       | 67         | 10                 | 11      | 31         |
| 19 | Well:Dnby      | 8.5                            | 0.0      | 36.1       | 6.0        | 0.0      | 35.0       | 100.0%    | N/A     | 52.9%      | 4                                   | 0        | 17         | 4                  | 0       | 9          |
| 20 | Well:Torr      | 0.0                            | 0.0      | 35.6       | 0.0        | 0.0      | 29.5       | N/A       | N/A     | 50.0%      | 0                                   | 0        | 16         | 0                  | 0       | 8          |
| 21 | Well:Wtby      | 20.0                           | 19.5     | 40.4       | 16.0       | 22.0     | 26.0       | 100.0%    | 100.0%  | 41.2%      | 6                                   | 11       | 34         | 6                  | 11      | 14         |

\* Data includes episodes still in care with referral dates from July 1, 2021 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

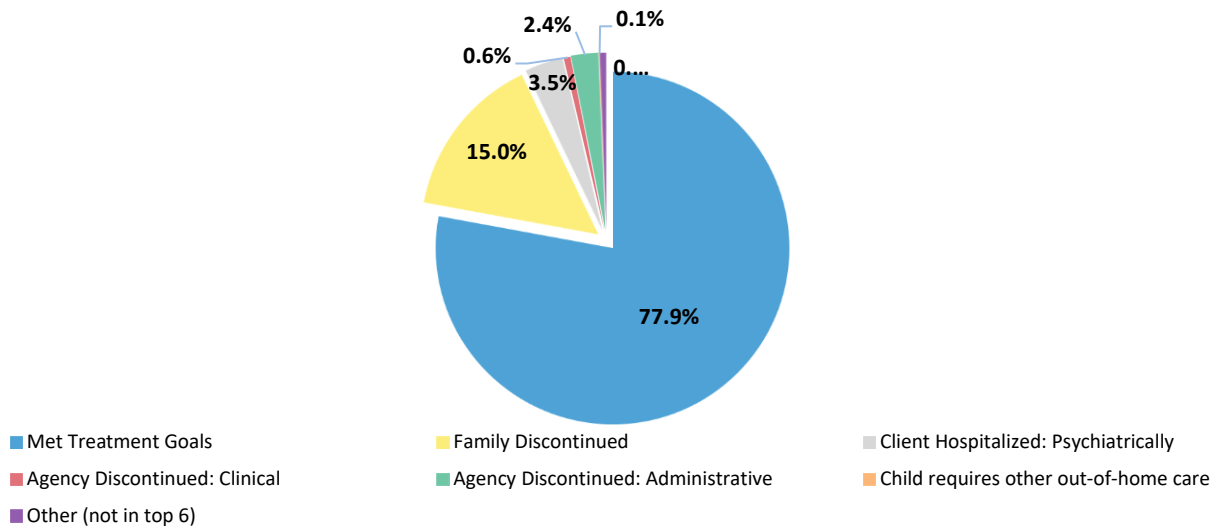
FTF > 5

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

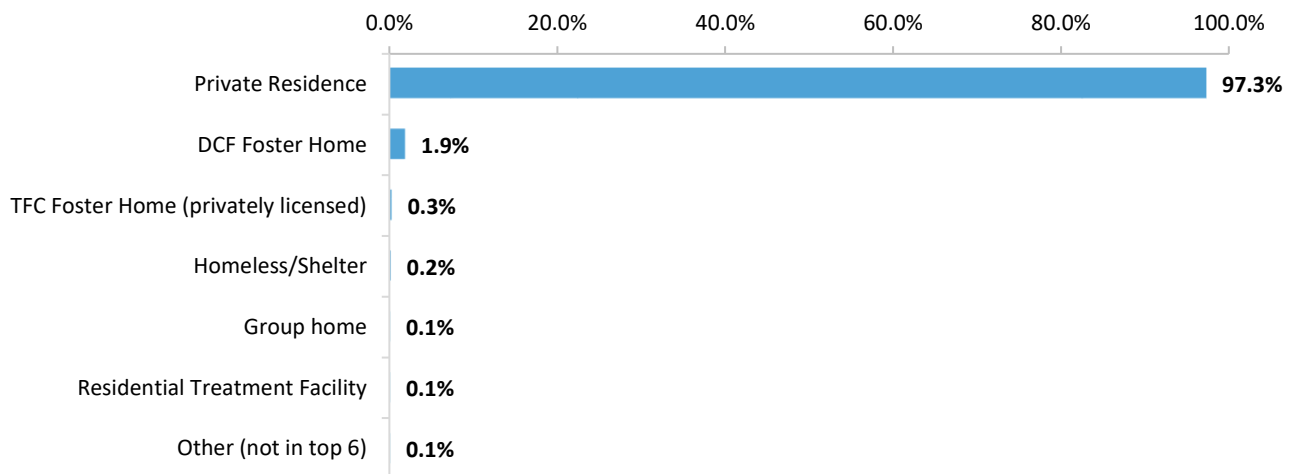
Stab. > 45

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

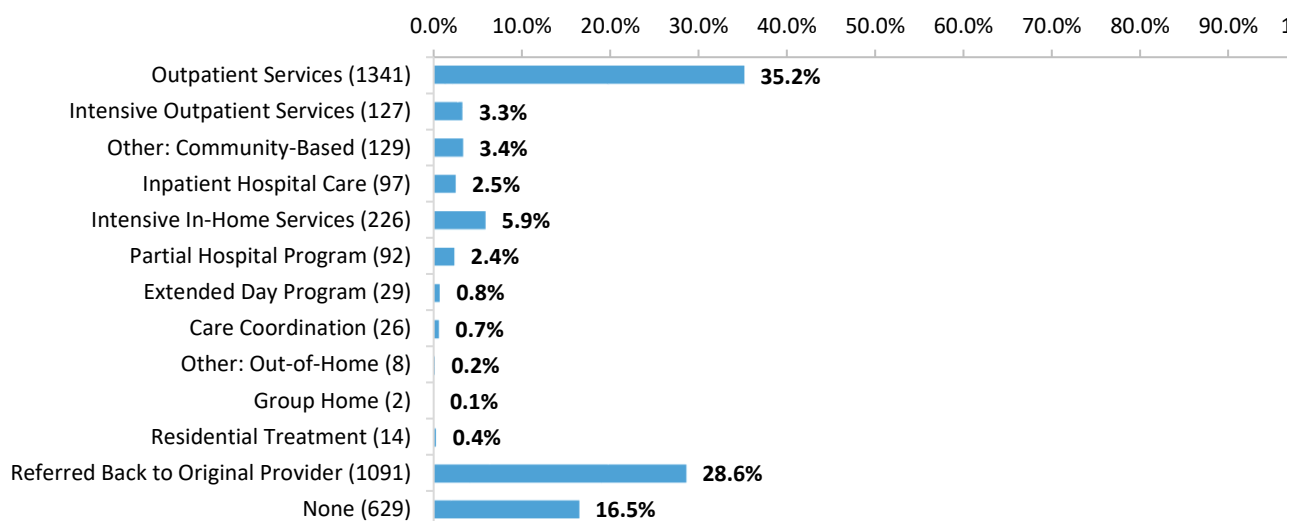
**Figure 54. Top Six Reasons for Client Discharge Statewide**



**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>†</sup><br/>intake &amp;<br/>discharge)</i> | <i>Mean<br/>(paired<sup>†</sup><br/>intake)</i> | <i>Mean<br/>(paired<sup>†</sup><br/>discharge)</i> | <i>Mean<br/>Difference<br/>(paired<sup>†</sup><br/>cases)</i> | <i>t-score</i> | <i>Sig.</i> | <i>† .05-.10<br/>* P &lt; .05<br/>**P &lt; .01</i> |
|--------------------------|--|---|--|---|----------------|-------------|--|
| <b>STATEWIDE</b>         |  |   |  |   |                |             |  |
| Parent Functioning Score | 107  | 45.79   | 48.03  | 2.24  | 2.03           | 0.044       | *  |
| Worker Functioning Score | 664  | 44.95   | 47.05  | 2.10  | 9.30           | <.001       | **   |
| Parent Problem Score     | 107  | 24.96   | 23.47  | -1.50   | -3.00          | 0.003       | **   |
| Worker Problem Score     | 665  | 25.66   | 23.08  | -2.58   | -11.06         | <.001       | **   |
| <b>Central</b>           |  |   |  |   |                |             |  |
| Parent Functioning Score | 20   | 46.20   | 46.65  | 0.45  | 0.80           | 0.435       |  |
| Worker Functioning Score | 130  | 46.15   | 46.55  | 0.41  | 0.91           | 0.362       |  |
| Parent Problem Score     | 20   | 24.60   | 24.05  | -0.55   | -1.45          | 0.164       |  |
| Worker Problem Score     | 130  | 25.51   | 24.82  | -0.69   | -1.25          | 0.214       |  |
| <b>Eastern</b>           |  |   |  |   |                |             |  |
| Parent Functioning Score | 2  | 43.50   | 45.50  | 2.00  | 1.00           | 0.500       |  |
| Worker Functioning Score | 9  | 39.56   | 41.89  | 2.33  | 0.83           | 0.429       |  |
| Parent Problem Score     | 2  | 19.50   | 15.50  | -4.00   | -1.00          | 0.500       |  |
| Worker Problem Score     | 9  | 36.44   | 36.11  | -0.33   | -0.11          | 0.918       |  |
| <b>Hartford</b>          |  |   |  |   |                |             |  |
| Parent Functioning Score | 49   | 45.90   | 47.04  | 1.14  | 0.59           | 0.556       |  |
| Worker Functioning Score | 190  | 44.48   | 46.38  | 1.90  | 3.69           | <.001       | **   |
| Parent Problem Score     | 49   | 24.37   | 23.18  | -1.18   | -2.25          | 0.029       | *  |
| Worker Problem Score     | 191  | 25.40   | 23.12  | -2.29   | -4.82          | <.001       | **   |
| <b>New Haven</b>         |  |   |  |   |                |             |  |
| Parent Functioning Score | 5  | 30.60   | 47.60  | 17.00   | 1.33           | 0.254       |  |
| Worker Functioning Score | 10   | 46.00   | 53.30  | 7.30  | 1.35           | 0.210       |  |
| Parent Problem Score     | 5  | 31.40   | 25.80  | -5.60   | -0.75          | 0.497       |  |
| Worker Problem Score     | 10   | 26.10   | 17.00  | -9.10   | -1.78          | 0.109       |  |
| <b>Southwestern</b>      |  |   |  |   |                |             |  |
| Parent Functioning Score | 18   | 49.00   | 51.33  | 2.33  | 2.29           | 0.035       | *  |
| Worker Functioning Score | 35   | 45.29   | 46.09  | 0.80  | 0.85           | 0.403       |  |
| Parent Problem Score     | 18   | 24.11   | 23.17  | -0.94   | -0.62          | 0.547       |  |
| Worker Problem Score     | 35   | 25.83   | 23.66  | -2.17   | -2.42          | 0.021       | *  |
| <b>Western</b>           |  |   |  |   |                |             |  |
| Parent Functioning Score | 13   | 46.46   | 49.85  | 3.39  | 4.25           | 0.001       | **   |
| Worker Functioning Score | 290  | 44.82   | 47.77  | 2.96  | 12.93          | <.001       | **   |
| Parent Problem Score     | 13   | 27.31   | 24.38  | -2.92   | -3.87          | 0.002       | **   |
| Worker Problem Score     | 290  | 25.53   | 22.02  | -3.52   | -13.73         | <.001       | **   |

paired<sup>†</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<br/>(n=66)</b> | <b>Referrers<br/>(n=66)</b> |
|---|---------------------------|-----------------------------|
| The 2-1-1 staff answered my call in a timely manner   | 4.18                      | 4.11                        |
| The 2-1-1 staff was courteous   | 4.31                      | 4.40                        |
| The 2-1-1 staff was knowledgeable   | 4.28                      | 4.40                        |
| My phone call was quickly transferred to the EMPS provider  | 4.17                      | 4.02                        |
| <b>Sub-Total Mean: 2-1-1</b>  | <b>4.24</b>               | <b>4.23</b>                 |
| <b>Mobile Crisis Items</b>  |                           |                             |
| Mobile Crisis responded to the crisis in a timely manner  | 4.18                      | 4.02                        |
| The Mobile Crisis staff was respectful  | 4.28                      | 4.26                        |
| The Mobile Crisis staff was knowledgeable   | 4.28                      | 4.23                        |
| The Mobile Crisis staff spoke to me in a way that I understood  | 4.23                      | 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) | 3.83                      | X                           |
| The services or resources my child and/or family received were right for us   | 3.83                      | X                           |
| The child/family I referred to Mobile Crisis was connected with appropriate services or resources upon discharge from Mobile Crisis                                 | X                         | 3.95                        |
| Overall, I am very satisfied with the way that Mobile Crisis responded to the crisis  | 4.10                      | 4.12                        |
| <b>Sub-Total Mean: Mobile Crisis</b>  | <b>4.11</b>               | <b>4.12</b>                 |
| <b>Overall Mean Score</b>   | <b>4.15</b>               | <b>4.19</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 provided praise for the service and reported "the call went right through" when asked about reaching 211 timely.
- Caller reports that she had an amazing experience with 211 and EMPS. She was very thankful with the services and how fast someone responded. She reported that she is still on a wait list for her child to see a therapist and feels frustrated that it is taking so long. Caller plans to contact insurance company to find other in network providers to see if there would be anything sooner
- Parent reports that he feels that 211/EMPS is helpful in the moment and that they respond in a "decent timely manner" but that as soon as the team leaves, they are in the same position as before. Overall feels that services are good and he is "Content" but feels response times could be "a little better."
- This was the youth's legal guardian, his aunt. She reported that she was very happy with services and feels that the response times were short and staff was good but feels frustrated that MCI had not followed up with her in regards to the referral that she had discussed with them. She stated that it is not a "big deal" because the youth had additional services in place but that she would have like further follow up by the team. also acknowledges that she has not followed up with them either
- "It's good to know there is someone to talk to."

### **Referrer Comments:**

- Amazing.
- Family did not receive a follow-up from EMPS provider and SW states it is a long wait time connecting to 211 Staff and that is a concern for an individual in a crisis.
- EMPS response time has been challenging because of staffing issues.



## 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 (125)*          | 53%   | 66%        | 49%  | 42%   | 61%    | 39%      | 53%  | 58%                | 26% | 35%     | 53%  | 45%  | 50%  | 6%                         | 7%  |
| CHR:MidHosp (10)*         | 70%   | 70%        | 50%  | 80%   | 70%    | 70%      | 60%  | 70%                | 90% | 60%     | 80%  | 50%  | 50%  | 20%                        | 20%                                       |
| CHR (8)*                  | 38%   | 75%        | 25%  | 63%   | 38%    | 38%      | 38%  | 50%                | 13% | 13%     | 50%  | 38%  | 50%  | 0%                         | 0%  |
| UCFS:NE (7)*              | 86%   | 71%        | 71%  | 100%  | 86%    | 43%      | 86%  | 57%                | 57% | 86%     | 57%  | 43%  | 57%  | 14%                        | 20%                                       |
| UCFS:SE (14)*^            | 50%   | 71%        | 43%  | 93%   | 50%    | 43%      | 50%  | 43%                | 50% | 93%     | 36%  | 29%  | 64%  | 7%                         | 11%                                       |
| Wheeler:Htfd (19)*^       | 58%   | 74%        | 63%  | 5%    | 74%    | 32%      | 68%  | 74%                | 11% | 5%      | 58%  | 53%  | 32%  | 0%                         | 0%  |
| Wheeler:Meridn (2)*       | 50%   | 100%       | 50%  | 50%   | 100%   | 50%      | 100% | 100%               | 0%  | 0%      | 100% | 100% | 100% | 0%                         | 0%  |
| Wheeler:NBrit (8)*        | 100%  | 100%       | 38%  | 25%   | 88%    | 75%      | 75%  | 88%                | 0%  | 13%     | 88%  | 0%   | 88%  | 0%                         | 0%  |
| CliffBeers (17)*          | 47%   | 59%        | 59%  | 65%   | 76%    | 41%      | 47%  | 65%                | 47% | 53%     | 65%  | 53%  | 53%  | 12%                        | 13%                                       |
| CFG:C:South (3)*          | 67%   | 100%       | 100% | 33%   | 100%   | 33%      | 100% | 67%                | 0%  | 33%     | 33%  | 100% | 100% | 0%                         | 0%  |
| CFG:C:Nrwk (2)*           | 0%    | 0%         | 0%   | 0%    | 0%     | 0%       | 0%   | 0%                 | 0%  | 0%      | 50%  | 0%   | 0%   | 0%                         | 0%  |
| CFG:C:EMPS (6)*           | 83%   | 83%        | 83%  | 50%   | 83%    | 33%      | 83%  | 83%                | 17% | 50%     | 83%  | 83%  | 83%  | 17%                        | 20%                                       |
| Well:Dnby (3)*^           | 33%   | 67%        | 67%  | 0%    | 33%    | 33%      | 33%  | 67%                | 0%  | 0%      | 33%  | 33%  | 67%  | 0%                         | 0%  |
| Well:Torr (4)*^           | 50%   | 50%        | 50%  | 25%   | 50%    | 50%      | 50%  | 50%                | 25% | 50%     | 50%  | 25%  | 0%   | 0%                         | 0%  |
| Well:Wtby (22)*^          | 23%   | 36%        | 23%  | 0%    | 27%    | 18%      | 18%  | 27%                | 0%  | 5%      | 18%  | 23%  | 32%  | 0%                         | 0%  |
|                           |       |            |      |       |        |          |      |                    |     |         |      |      |      |                            |   |
| Full-Time Staff Only (82) | 60%   | 74%        | 57%  | 46%   | 66%    | 40%      | 59%  | 66%                | 28% | 39%     | 56%  | 52%  | 62%  | 7%                         |   |

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 December 31, 2021.

^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

CSSRS=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

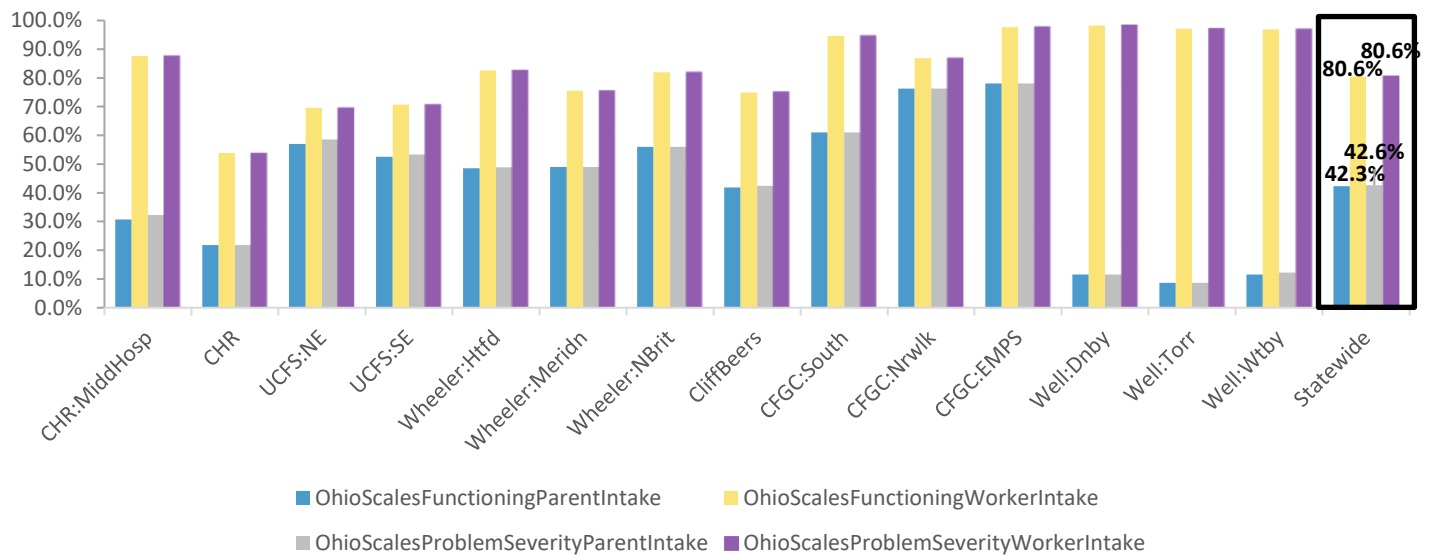
Emerg. Certificate= Emergency Certificate

PSB = Problem Sexual Behavior (Added October 2019)

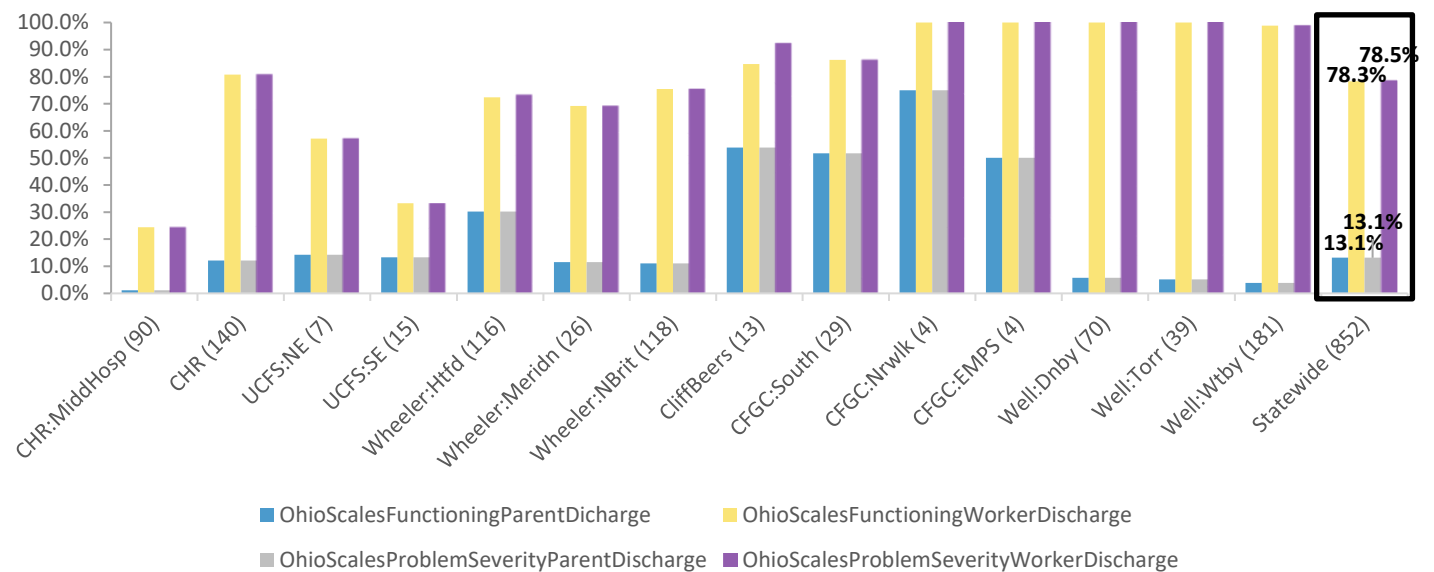
SR = School Refusal (Added August 2019)

## Section XII: Data Quality Monitoring

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



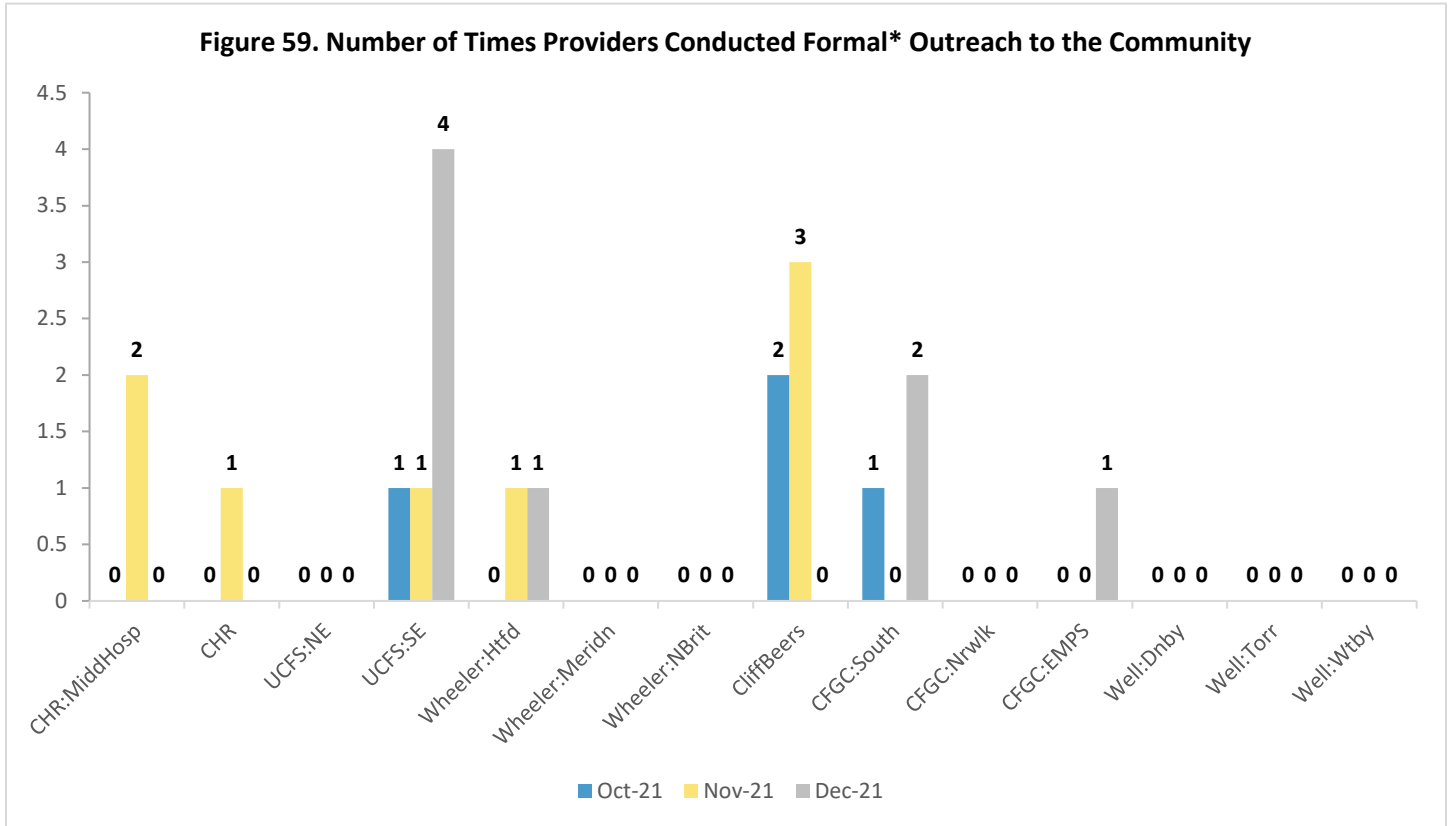
**Figure 58. Ohio Scales Collected at Discharge by Provider**



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.