



Mobile Crisis Intervention Services is a program funded by the State of Connecticut in partnership with the United Way of Connecticut 2-1-1 and the Child Health and Development Institute (CHDI).



# MOBILE CRISIS INTERVENTION SERVICES

Performance Improvement Center (PIC)

## *MONTHLY REPORT*

April 2023

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**This report was prepared by the Mobile Crisis Intervention Services Performance Improvement Center (PIC):**

Kagnica Seng, MA, Data Analyst; Kayla Theriault, MPH, Senior Associate; Yecenia Casiano, MS, Senior Project Coordinator; Kellie Randall, Ph.D., Director; Heather Clinger, MPH, CPS, Program Manager (Wheeler Clinic); Sarah Camerota, LICSW, 2-1-1 MCIS Program Manager (United Way of CT-2-1-1); Jeffrey Vanderploeg, Ph.D., CEO

The Mobile Crisis Intervention Services Performance Improvement Center is housed at the  
Child Health and Development Institute

## Executive Summary

**Note:** As of January 2023, Mobile Crisis providers are available for a mobile response 24 hours a day, 7 days of the week. Prior to January 2023, a mobile response was only available Monday – Friday 6:00 AM to 10:00 PM and from 1:00 PM to 10:00 PM on weekends. At this time, the main content of this report only reflects calls that took place during the previous mobile hours. Data specific to the new overnight hours is reported in the appendix at the end of this report.

**Call and Episode Volume:** In April 2023, 2-1-1 and Mobile Crisis received 1,327 calls including 1,001 calls (75.4%) handled by Mobile Crisis providers and 326 calls (24.6%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 4.9% decrease in call volume from April 2022 (n=1,396). Call volume remains 32.8% lower than the same month in 2019 (n=1,976), prior to the start of the pandemic.

Among the **1,000 episodes of care** this month, episode volume ranged from 123 episodes (Southwestern) to 237 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.4, with service area rates ranging from 0.8 (Southwestern) to 1.7 (Eastern and 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 2.7 per 1,000 children in poverty, with service area rates ranging from 1.6 (Southwestern) to 5.5 (Central).

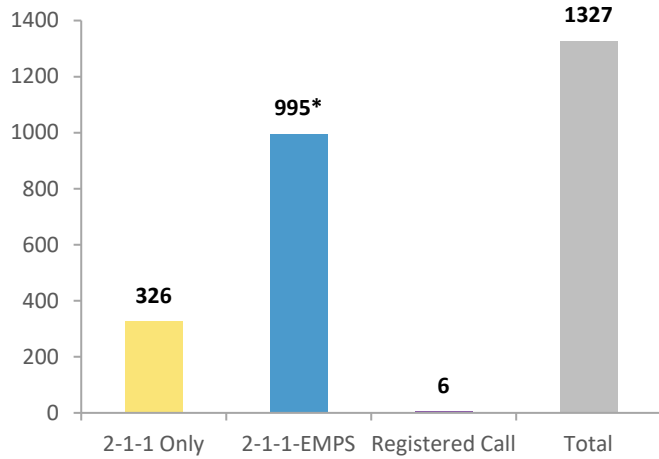
**Mobility:** Statewide mobility was **95.5% this month**, higher than the rate in April 2022 (90.0%). All six service areas were above the 90% benchmark this month, with performance ranging from 93.8% (Central) to 97.8% (Western). Mobility for individual providers ranged from 91.4% (Wheeler: New Britain) to 100% (CFGF: Norwalk). All fourteen individual providers had mobility rates above the 90% benchmark. Since the beginning of the COVID-19 pandemic, both video telehealth and in-person responses are reflected within the report as “mobile” responses. Beginning in FY2022, the number of video telehealth episodes can be found in Figure 9. The number of telehealth responses this month has decreased (2, compared to 4 in March 2023).

**Response Time:** Statewide, this month **84.6% of mobile episodes received a face-to-face response in 45 minutes or less**, which is higher than the rate in April 2022 (75.8%). While video telehealth responses are counted as “mobile” responses, they are excluded from the response time calculations in this report. 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 73.3% (Hartford) to 100% (CHR: Middlesex Hospital). Eight of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 30.0 minutes.

**Length of Stay (LOS):** Statewide, among discharged episodes, **13 of the 375 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 15.0 days. The regional median LOS ranged from 13.0 days (Western) to 40.5 days (Eastern). Note: these calculations only include episodes that began during FY2023.

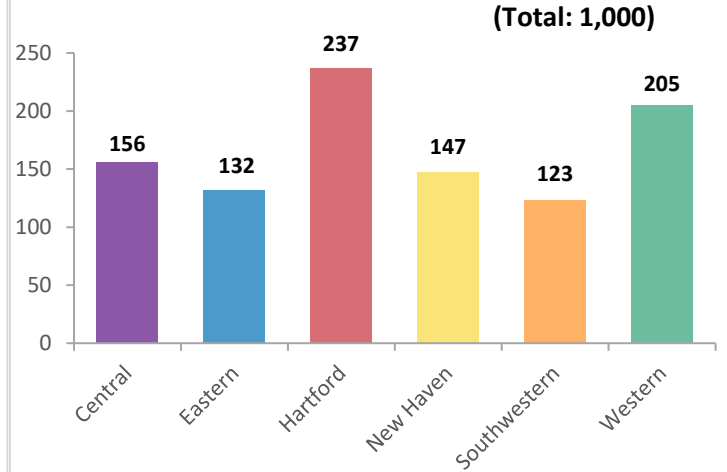
## Section I: Mobile Crisis Statewide/Service Area Dashboard

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

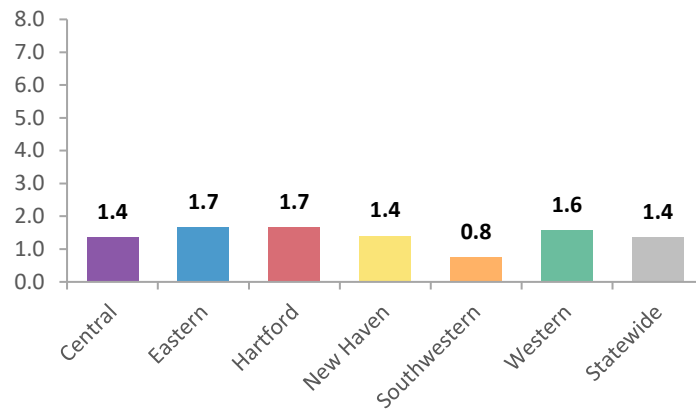


\*Excludes 1 call that was missing disposition information

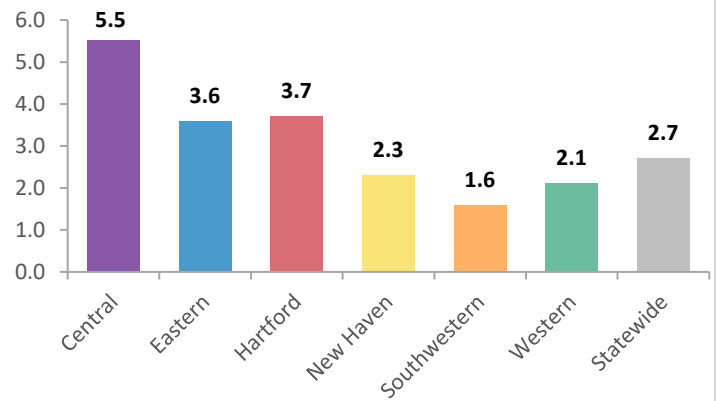
**Figure 2. Mobile Crisis Episodes by Service Area**



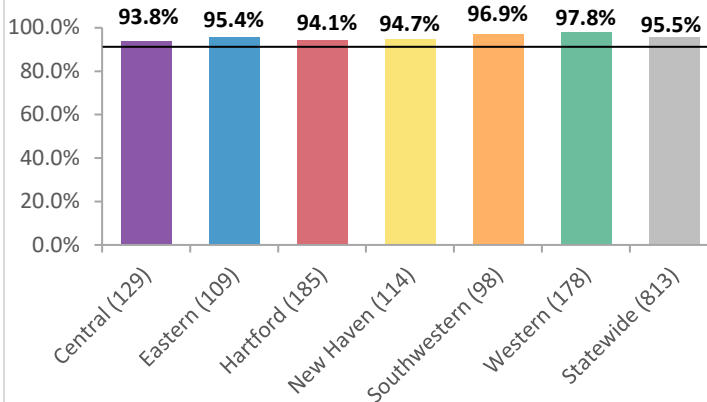
**Figure 3. Number Served Per 1,000 Children**



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



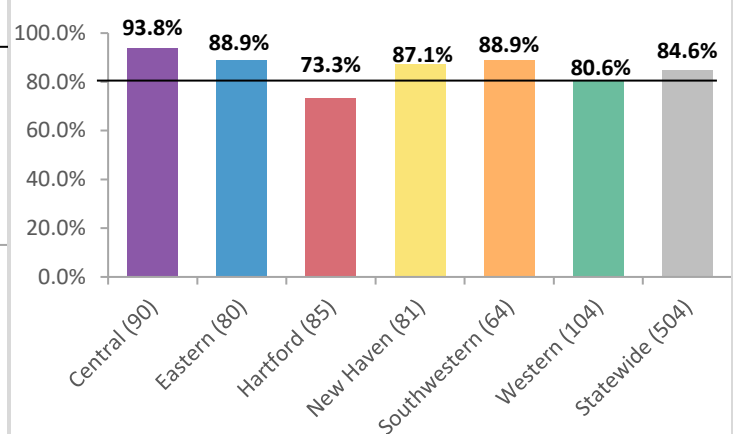
**Figure 5. Mobile Response by Service Area**



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

**Goal=90%**

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

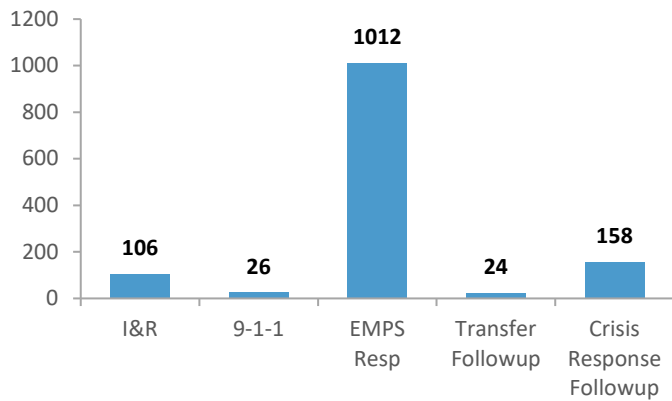


Note: Counts of mobile episodes under 45 mins. are in parentheses.

**Goal=80%**

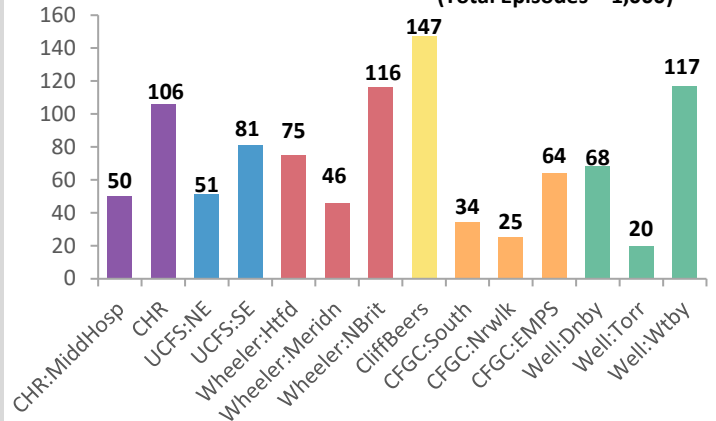
## Section II: Mobile Crisis Response

**Figure 7. Statewide 2-1-1 Call Disposition**

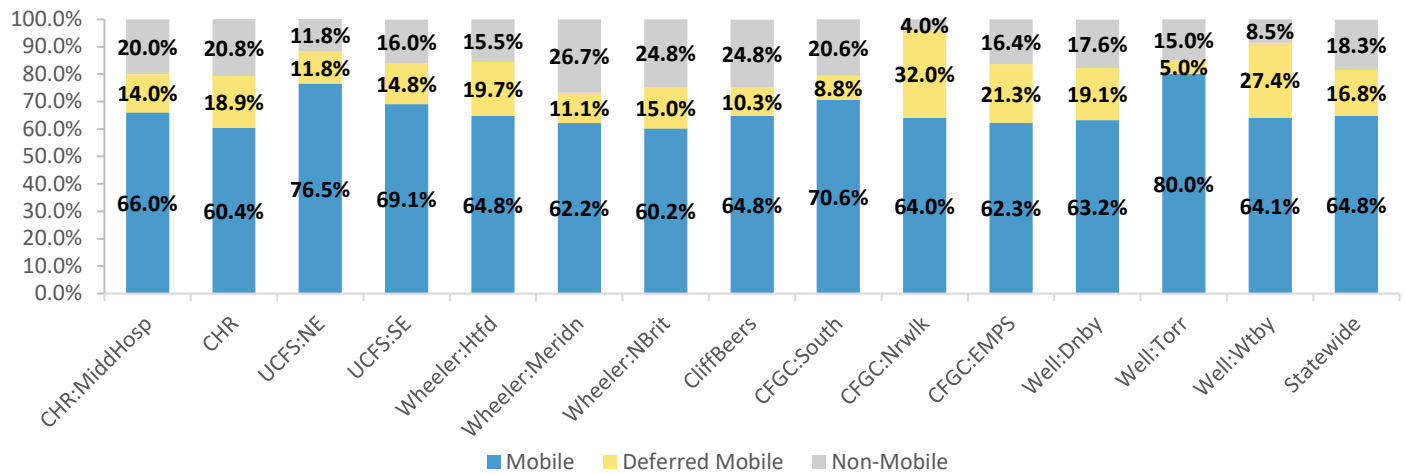


**Figure 8. Mobile Crisis Episodes by Provider**

(Total Episodes = 1,000)

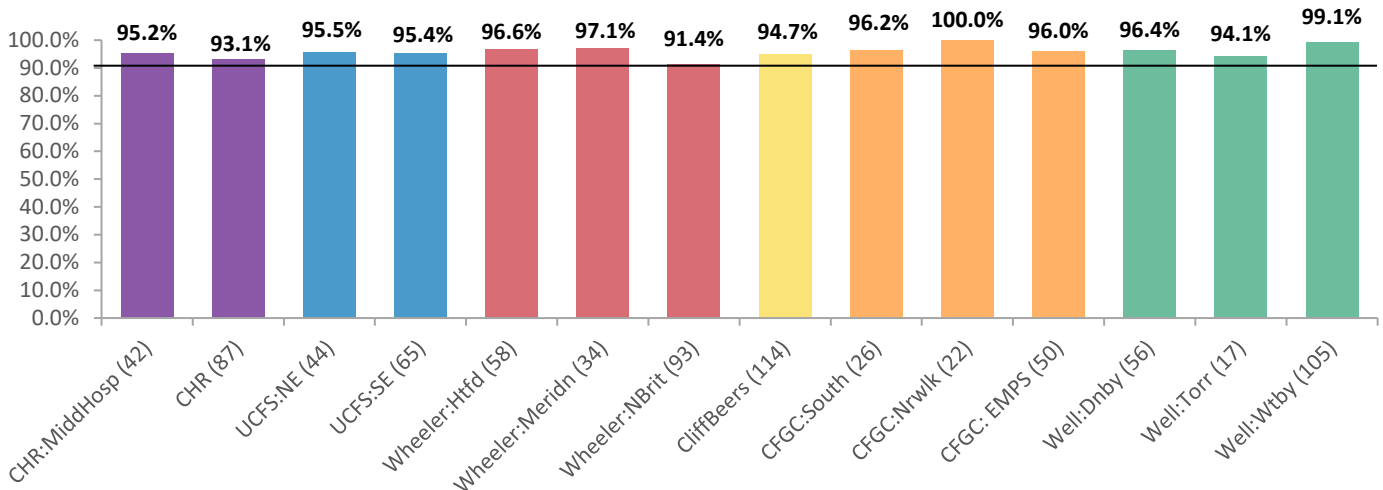


**Figure 9. Actual Initial Mobile Crisis Response\* by Provider**



\*Statewide, there were 2 mobile or deferred mobile episodes that were performed via video telehealth.

**Figure 10. Mobile Response\* by Provider**

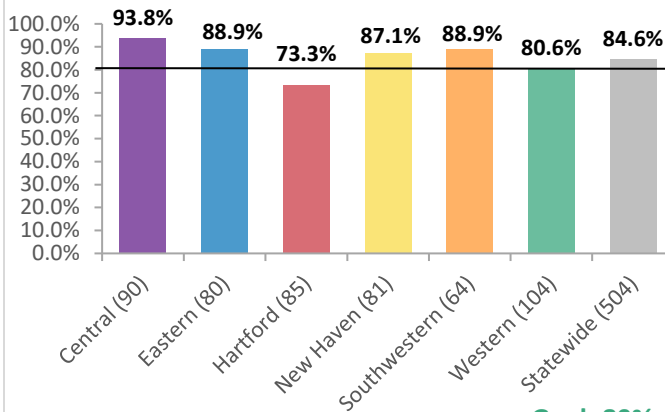


Note: Counts of 211-recommended mobile episodes are in parentheses.

**Goal=90%**

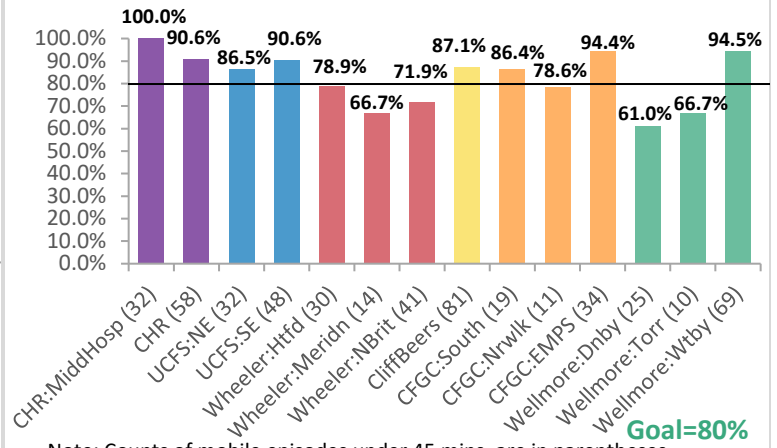
### Section III: Response Time

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



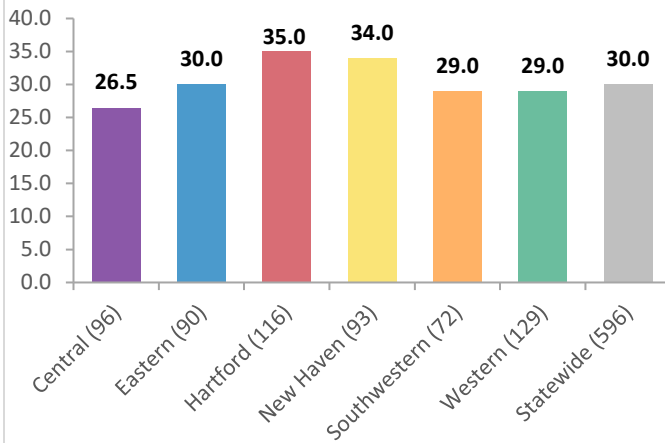
Note: Counts of mobile episodes under 45 mins. are in parentheses. **Goal=80%**

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



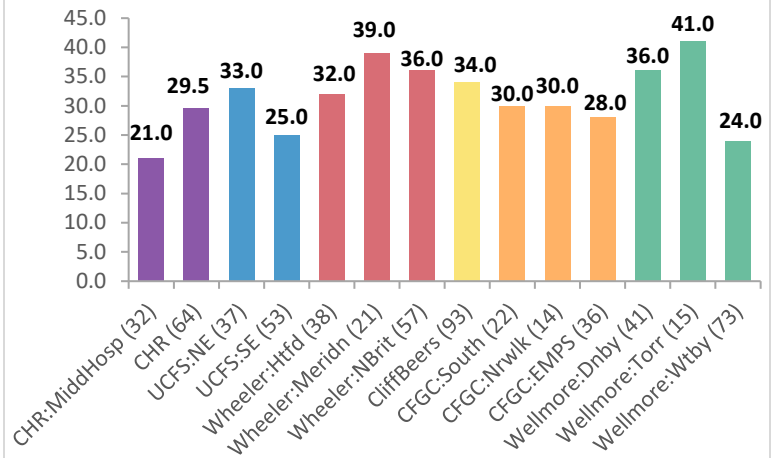
Note: Counts of mobile episodes under 45 mins. are in parentheses. **Goal=80%**

**Figure 13. Median Mobile Response Time in Minutes**



Note: Count of mobile response episodes are in parentheses.

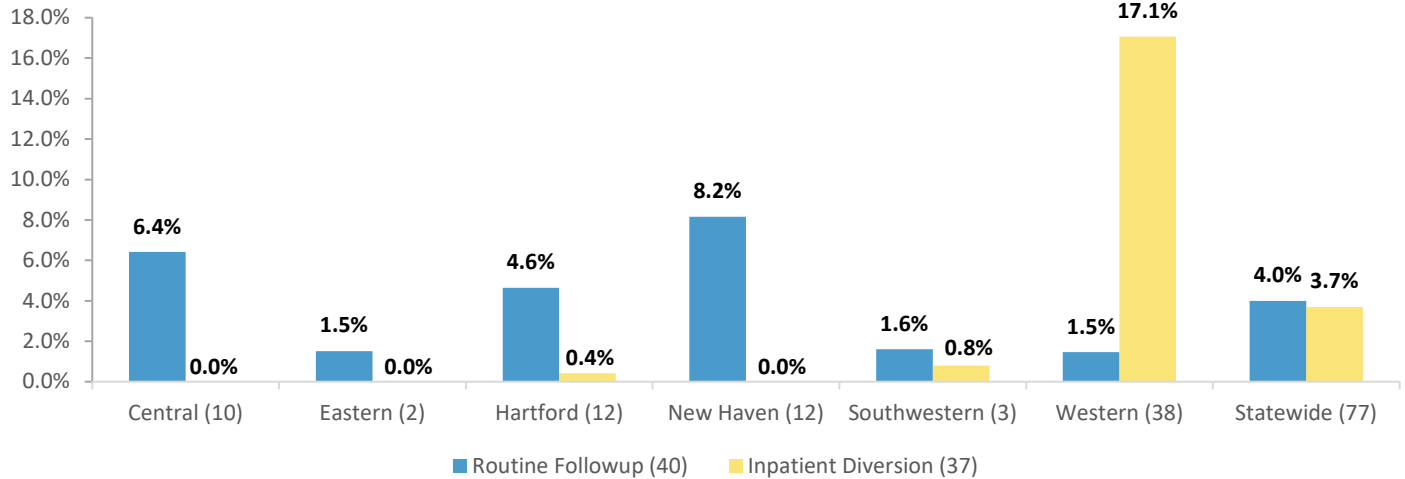
**Figure 14. Median Mobile Response Time by Provider in Minutes**



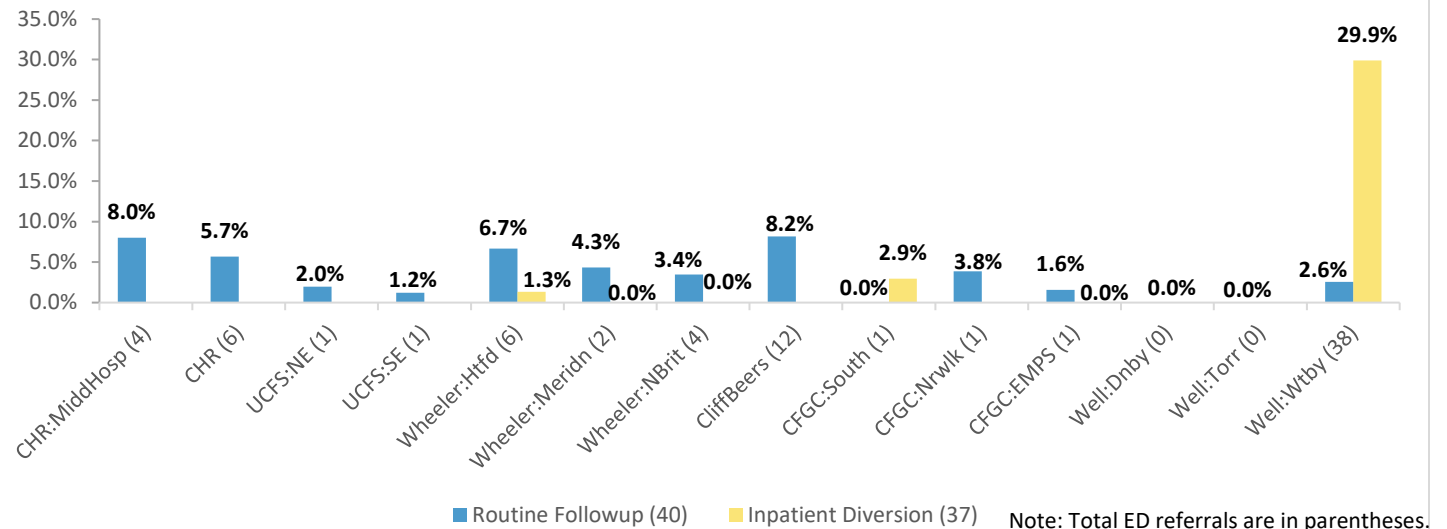
Note: Count of mobile response episodes are in parentheses.

## Section IV: Emergency Department Referrals

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



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



## Section V: Length of Stay (LOS)

**Table 1. LOS for Discharged Episodes\* with a Crisis Response Plus Stabilization Follow-up**

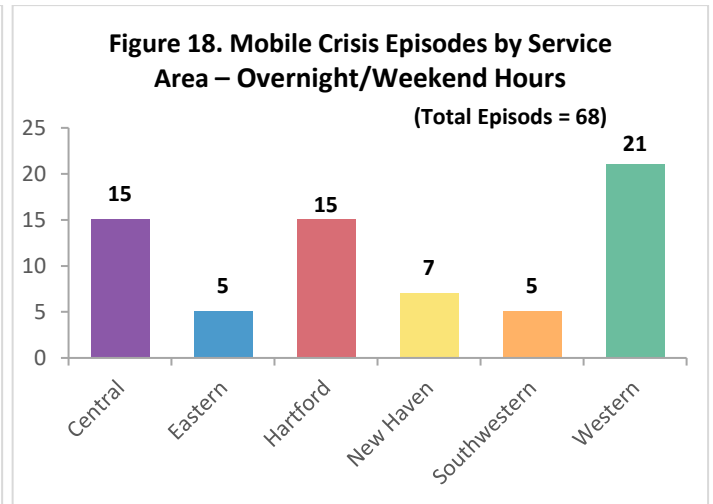
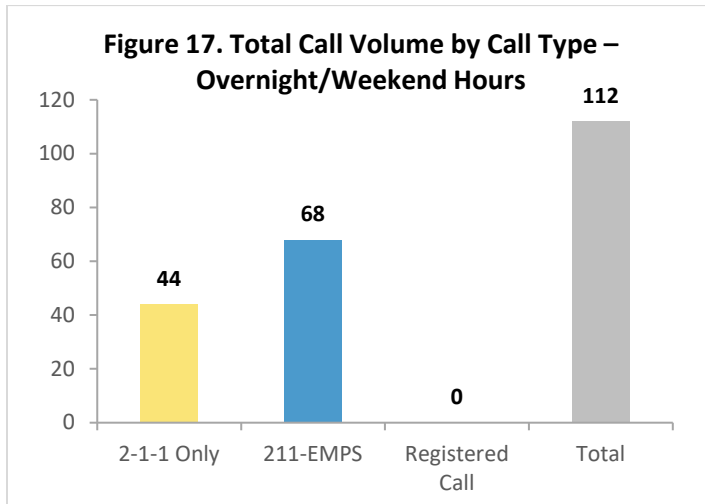
	Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up			
	Number of Episodes	Mean LOS (in days)	Median LOS (in days)	Percent Exceeding 45 Days
<b>STATEWIDE</b>	<b>375</b>	<b>18.5</b>	<b>15.0</b>	<b>3.5% (n = 13)</b>
<b>Central</b>	<b>126</b>	<b>19.7</b>	<b>16.0</b>	<b>5.6% (n =7)</b>
<b>Eastern</b>	<b>16</b>	<b>24.0</b>	<b>21.5</b>	<b>6.3% (n = 1)</b>
<b>Hartford</b>	<b>91</b>	<b>18.0</b>	<b>17.0</b>	<b>0.0% (n = 0)</b>
<b>New Haven</b>	<b>15</b>	<b>20.2</b>	<b>18.0</b>	<b>0.0% (n = 0)</b>
<b>Southwestern</b>	<b>10</b>	<b>43.6</b>	<b>40.5</b>	<b>40.0% (n = 4)</b>
<b>Western</b>	<b>117</b>	<b>14.4</b>	<b>13.0</b>	<b>0.9% (n = 1)</b>

\*Only episodes that had both a start and a discharge date within FY2023 are included in this chart.

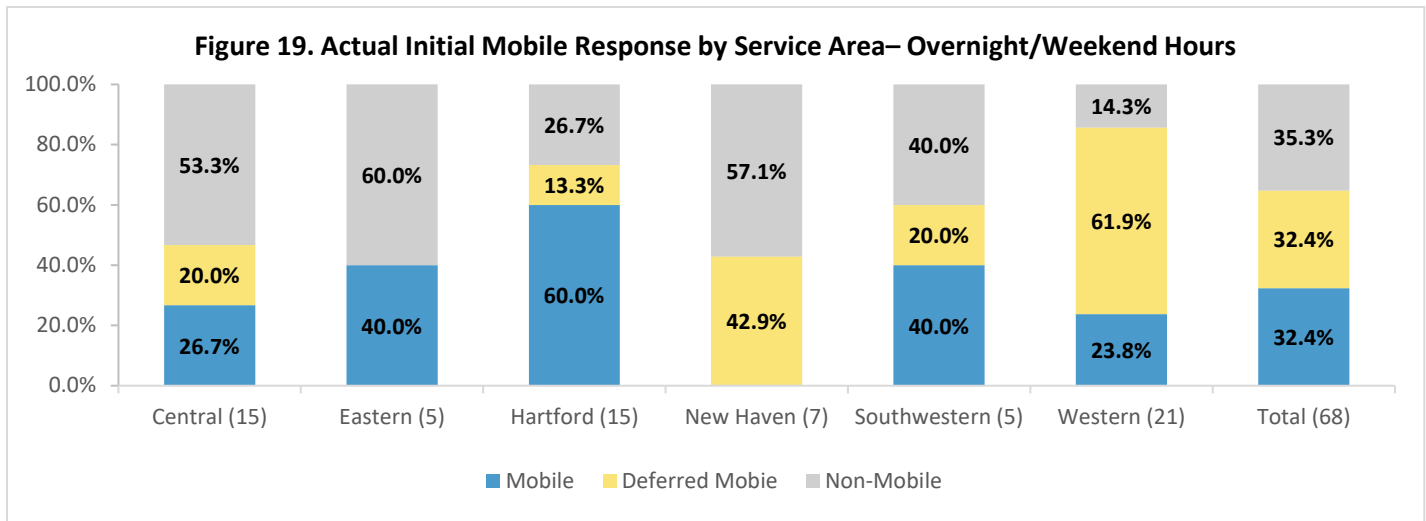


## Appendix: Mobile Crisis Overnight and Weekend Hours

This appendix provides an overview of Mobile Crisis episodes that took place during the new mobile hours in March 2023 (10 p.m. – 6 a.m. on weekdays and 10 p.m. – 1:00 p.m. on weekends). Mobile Crisis and 2-1-1 received 112 calls including 68 calls handled by Mobile Crisis providers and 44 calls handled by 2-1-1 only. Among the 68 episodes of care, episode volume ranged from 5 episodes (Eastern and Southwestern) to 21 episodes (Western).



Statewide, 32.4% of these episodes received a mobile response, 32.4% received a deferred mobile response, and 35.3% received a non-mobile response. During the daytime hours, 64.8% of episodes received a mobile response (Figure 9). Of the 44 mobile and deferred mobile episodes, 12 received a face-to-face assessment, and an additional 29 received a face-to-face assessment plus follow-up.

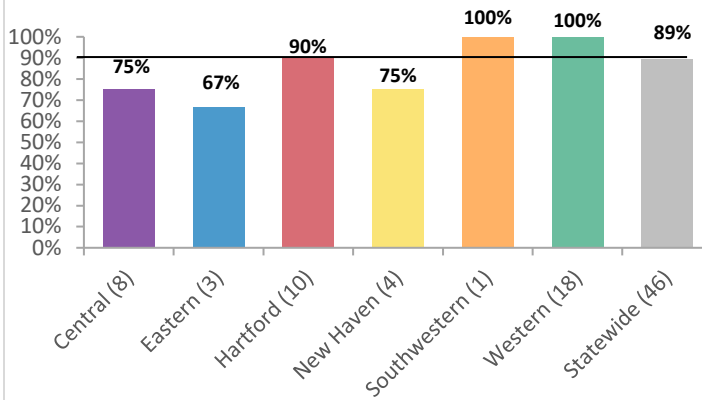


**Table 2. Assessment Type by Response Mode – Overnight/Weekend Hours**

Response Mode	Phone Only	Face-to-Face	Plus Stabilization Follow-Up	Telehealth	Face to Face: Consultation Only	Total
<b>Mobile</b>	2	8	12	0	0	22
<b>Non-Mobile</b>	24	0	0	0	0	24
<b>Deferred Mobile</b>	0	4	17	0	1	22
<b>Total</b>	26	12	29	0	1	68

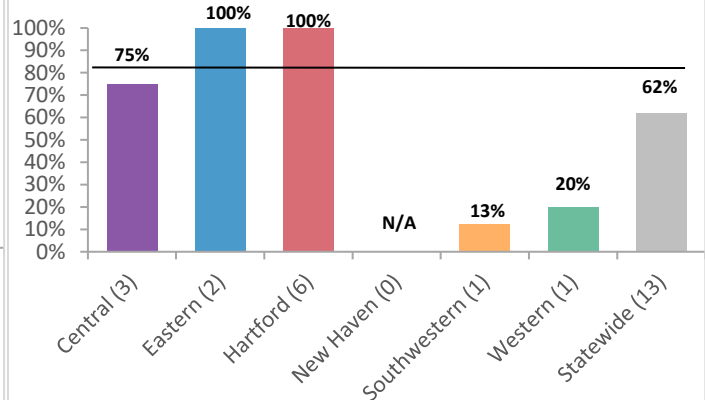
There were 46 episodes that 211 recommended for a mobile (or deferred) response. The statewide mobility rate was 89% with three regions meeting the 90% benchmark. Additionally, of the 21 episodes that had an immediate response, 62% received a face-to-face response in 45 minutes or less, with two of the six regions meeting the 80% benchmark.

**Figure 20. Mobile Response by Service Area – Overnight/Weekend Hours**



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

**Figure 21. Mobile Episodes with a Response time Under 45 Minutes – Overnight/Weekend Hours**



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

The majority of referrals to Mobile Crisis during the overnight/weekend hours were from 'Self/Family' (63%) and Emergency Departments (31%).

**Figure 23. Referral Sources Statewide – Overnight/Weekend Hours**

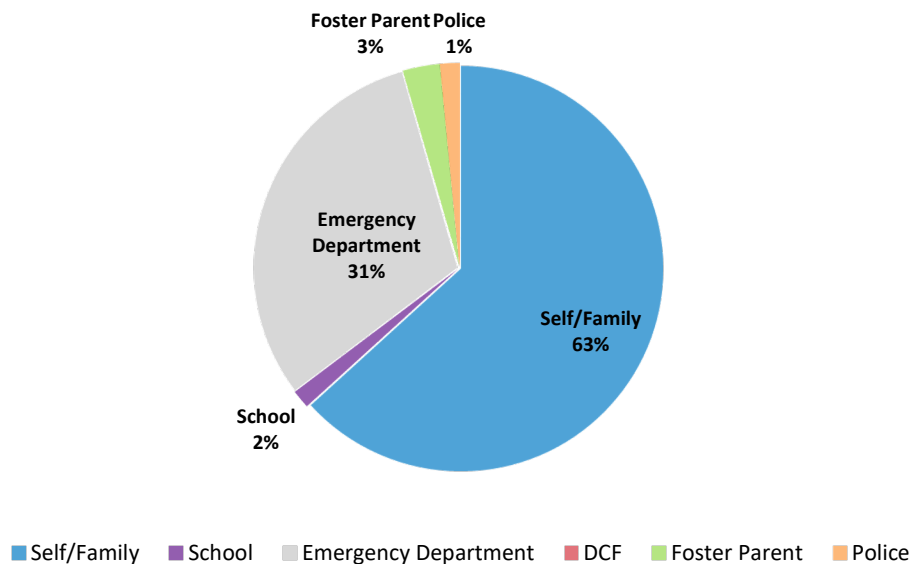


Table 3 reflects the number of calls during the newly added hours broken down by “shift”, combining late night calls with the early morning. The highest volume of calls occurred from Friday at 10 p.m. to Saturday 1 p.m. (20 calls) and on Saturday at 10 p.m. to Sunday 1 p.m. (23 calls), which is 63.2% of the total calls that had occurred within the newly added hours.

**Table 3. Episodes per hour based on day of week – Overnight/Weekend Hours**

Time	Sun 10PM - Mon 6AM	Mon 10PM - Tue 6AM	Tue 10PM - Wed 6AM	Wed 10PM - Thu 6AM	Thur 10PM - Fri 6AM	Fri 10PM - Sat 1PM	Sat 10PM - Sun 1PM	Total
22:00-22:59	1	2	1	2	3	1	1	11
23:00-23:59	1	1	2	2	0	0	1	7
0:00-0:59	0	2	1	0	0	1	0	4
1:00-1:59	1	1	1	0	0	1	0	4
2:00-2:59	1	1	0	0	1	0	1	4
3:00-3:59	0	0	0	0	1	0	0	1
4:00-4:59	0	0	0	0	0	0	1	1
5:00-5:59	0	0	0	0	0	0	1	1
6:00-6:59	N/A	N/A	N/A	N/A	N/A	0	0	0
7:00-7:59	N/A	N/A	N/A	N/A	N/A	0	1	1
8:00-8:59	N/A	N/A	N/A	N/A	N/A	2	2	4
9:00-9:59	N/A	N/A	N/A	N/A	N/A	2	1	3
10:00-10:59	N/A	N/A	N/A	N/A	N/A	5	3	8
11:00-11:59	N/A	N/A	N/A	N/A	N/A	2	5	7
12:00-12:59	N/A	N/A	N/A	N/A	N/A	6	6	12
Total	4	7	5	4	5	20	23	68