MOBILE CRISIS INTERVENTION SERVICES

Performance Improvement Center (PIC)

QUARTERLY REPORT

FY2026: Quarter 2

Updated 2/17/26

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The Mobile Crisis Performance Improvement Center

is housed at the Child Health and Development Institute

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Contents

Executive Summary

> **Note:** As of January 2023, Mobile Crisis providers are available for a mobile response 24 hours a day, 7 days a 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. Unless stated otherwise, the data in this report reflects calls during all 24 hours. Select charts continue to break out data by old and new hours to highlight any differences during the expanded hours.

Call and Episode Volume: In the second quarter of FY2026, **2-1-1 received 4,502 calls** including 3,308 calls (73.5%) handled by Mobile Crisis providers and 1,194 calls (26.5%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This quarter saw a 0.8% decrease in total call volume compared to the same quarter in FY2025 (4,537), and a 1.7% increase in the number of episodes (3,253 in FY2025 Q2). Of the 4,502 calls this quarter, 429 calls (9.5%) came in during the expanded overnight and weekend hours. Of these 429 calls, 266 (62.0%) were handled by Mobile Crisis providers and 163 (38.0%) were handled by 2-1-1 only.

Of the total **3.308 episodes of care** generated in Q2 FY26, episode volume ranged from 399 episodes (Eastern) to 855 episodes (Hartford); 266 (10.8%) episodes of care were initiated during the expanded overnight and weekend hours, with episode volume ranging from 25 episodes (New Haven and Southwestern) to 81 episodes (Hartford).

Relative to the population of children in each service area, the statewide average service reach rate per 1,000 children this quarter was 4.5, with service area rates ranging from 2.9 (Southwestern) to 6.0 (Hartford). Each quarter, every Mobile Crisis site is required to achieve an overall service reach rate of 2.5 episodes per 1,000 children. For this quarter, 12 of the 14 sites met this benchmark. 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 10.0 per 1,000 children in poverty, with service area rates ranging from 5.2 (Southwestern) to 22.7 (Central).

Demographics: Statewide this quarter, 48.6% of services were for children reported as male and 51.4% were for those reported as female.[1] **Care for youth ages 9-12 years old comprised the largest portion of services (32.4%).** Additionally, 31.0% of services were for 13-15 year olds, 18.8% were for 16-18 year olds, 13.8% were for 6-8 year olds, and 3.7% were for children age five or younger. The majority of services were for White children (55.3%), while 22.1% were for African-American or Black children. Roughly one-third (33.2%) of services were for children of Hispanic ethnicity. Most children were insured by Husky A (62.5%) and private insurance (26.2%). Finally, most (86.4%) were not DCF-involved.

Clinical Functioning: The most reported primary presenting problems for clients statewide were: Harm/Risk of Harm to Self (34.2%), Disruptive Behavior (25.0%), Depression (8.8%), Family Conflict (6.6%), Anxiety (6.2%), and Harm/Risk of Harm to Others (5.8%). The top client primary diagnoses at intake this quarter were: Depressive Disorders (24.1%), Adjustment Disorders (17.1%), Anxiety Disorders (15.1%), Attention Deficit/Hyperactivity Disorders (14.7%), Conduct Disorders (7.0%), and Trauma Disorders (9.2%). This quarter, **70.2% 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 36.5%[2],** with service areas ranging from 25.2 (New Haven) to 46.0 (Central). The most common types of trauma exposure reported at intake statewide were: Disrupted Attachment/Multiple Placements (26.5%), Witness Violence (18.6%), Victim of Violence (15.2%), and Sexual Victimization (12.7%). Other types of trauma, including those that do not have a distinct category in PIE, were reported in 27.2% of cases.

The statewide rate for **the percentage of children reporting having been evaluated in an Emergency Department once or more in the six months prior to a current episode of care was 15.9%**. During an episode of care, 4.2% of children reported being evaluated in the Emergency Department at least once.The inpatient admission rate in the six months prior to Mobile Crisis referral was 8.0% statewide, while the admission rate to an inpatient unit during a mobile crisis episode was 1.5%. **Note**: These rates are lower than in

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[1] Per question regarding "Sex Assigned at Birth".

[2] This is lower than rates of trauma reported in previous quarters due to a change in calculation rather than a change in the frequency of trauma being reported.

previous quarters due to a change in calculation. We are now reporting the percent of all children who answered yes to these questions rather than the percent who answered yes out of the percent who answered. Though it can't be confirmed, missing data may often represent a "no" answer.

Referral Sources: Statewide, **44.7% of referrals were received from schools and 36.2% of referrals came from parents, families, and youth**. Emergency Departments (EDs) accounted for 11.2% of all Mobile Crisis referrals. The remaining 7.8% of referrals came from a variety of other sources. During the expanded overnight and weekend hours, the majority of referrals were from parents, family, and youth (64.5%) and emergency departments (27.9%).

ED utilization of Mobile Crisis varies widely among hospitals in Connecticut. This quarter, a total of **372 Mobile Crisis referrals were received from EDs**, including 171 referrals for inpatient diversion and 201 referrals for routine follow-up. Regionally, the highest rate of ED referrals, as a percentage of total referrals, was observed in the Western service area (20.6%) and the lowest was in the Southwestern service area (1.5%). Statewide, 11.2% of all Mobile Crisis episodes came from ED referrals this quarter, higher than the rate from Q2 FY25 (8.7%).

Mobility: The average **statewide mobility this quarter was 96.1%,** similar to the rate in Q2 FY2025 (96.0%). Police referrals are excluded from mobility calculations. All six service areas met the benchmark of 90% this quarter. Mobility rates among service areas ranged from 93.8% (New Haven) to 98.2% (Southwestern). The mobility rates among individual providers ranged from 91.6% (CHR: Middlesex) to 99.0% (CFGC:Bridgeport). All fourteen providers surpassed the 90% benchmark. The mobility rate during the traditional hours (96.6%) was similar to the overall rate, while the mobility rate during the expanded hours was lower (89.7%). During the new overnight and weekend hours, callers are more likely to request a non-mobile response. During the new hours, 49.4% of episodes requested a mobile response, 29.1% requested a deferred mobile response, and 21.5% requested a non-mobile response; in the traditional hours, 67.0% of episodes requested a mobile response, 23.4% requested a deferred mobile response, and 9.6% requested a non-mobile response. As seen in the mobility rate, the vast majority of callers requesting a mobile or deferred mobile response receive it.

Response Time: Statewide this quarter, **89.2% of mobile episodes received a face-to-face response in 45 minutes or less**. Performance on this indicator ranged from 80.9% (Hartford) to 95.4% (Western), with all service areas above the 80% benchmark. Across the state, 13 of the 14 providers met the benchmark. In addition, the statewide median response time this quarter was 30.0 minutes. Statewide, 8.0% of mobile episodes received a response within 45 minutes during the new hours, with performance ranging from 84.2% (Central) to 100% (New Haven). When looking at these rates, it is important to keep in mind that the number of overnight episodes is very low, and the number receiving a Mobile response is even lower.

Length of Stay: Statewide, the median length of service for discharged episodes was two days for eval only episodes, 8 days for connect to care episodes, and 20 days for treatment and connection to care episodes. 56.9% of eval only episodes exceeded one day, 31.5% of connect to care episodes exceeded 14 days, and **2.0% of treatment and connection to care episodes exceeded 45 days, meeting the statewide benchmark of less than 5%.**

Among open episodes of care, the median length of service was 27 days for eval only episodes, 20 days for connect to care episodes, and 25 days for treatment and connection to care episodes. 100% of open eval only episodes exceeded the one day benchmark, 89.4% of open connect to care episodes exceeded the 14 day benchmark, and 26.5% of open treatment and connection to care episodes exceeded the 45 day benchmark. 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.

Note: Length of Stay data only includes episodes that began during the current fiscal year.

Discharge Information: The overwhelming **majority of clients lived in a private residence at discharge from Mobile Crisis (95.6%)**. Statewide, the **top three reasons for client discharge** were: Met Treatment Goals (72.0), Family Discontinued (18.3%), and Client Hospitalized: Psychiatrically (5.1%).

Statewide, clients were most likely to be referred to **outpatient services (31.7%)** or **to their original provider (32.0%) at discharge**. Other care referrals at discharge included: Intensive In-Home Services (6.9%), Inpatient Hospital Care (3.1%), Intensive Outpatient Program (4.3%), Other: Community-Based (3.3%), a Psychiatric provider for medication (2.6%), and Partial Hospital Program (2.5%). An additional 10.4% of clients were reported as receiving no referral at discharge.

Across the state, Ohio Scales showed an average improvement of 1.03 points on worker-rated functioning, while parent-rated functioning scales showed an increase of 1.93 points on average. Worker-rated Problem Severity Scales showed an average decrease of 2.09 points, while parent-rated Problem Severity Scales showed a decrease of 3.17 points on average. Changes on all scales were found to be statistically significant at the statewide level.

Completion rates of the Ohio Scales at discharge for the parent scores increased by 7.4 percentage points when compared to the same quarter in FY2025. The completion rate for worker scores increased by 1.8 percentage points compared to FY2025 Q2.

Satisfaction: This quarter, 64 clients/families and 77 other referrers were surveyed regarding their satisfaction with the service; referrers 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 4.82 and 4.77**. Among **other referrers (e.g. schools, hospitals, DCF, etc.), the average ratings of 2-1-1 and Mobile Crisis were 4.93 and 4.80,** respectively. On a 10-point scale, average ratings of how Mobile Crisis responded overall were 8.93 for clients and 8.91 for other referrers. Qualitative comments (see Section X) varied from very satisfied to dissatisfied.

Training Attendance: Full-time Mobile Crisis clinicians are required to complete six core trainings in their first year. Of the 106 full-time staff who have been with Mobile Crisis at least a year, 42% have completed all six core trainings. The remaining six required trainings are completed by the end of the second year. Of the 89 full-time staff who have been with Mobile Crisis at least 2 years, 35% have completed all 12 required trainings.

Community Outreach: The number of outreaches ranged from 1 (CFGC: South) to 10 (CFGC: Bridgeport). Some sites reported 0 outreaches themselves but were involved in outreaches completed by another site in their region. Providers also frequently do outreaches that are more informal, such as dropping off materials or making phone calls.

SFY 2026 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 2025	State Funding: $13,654,662

How Much Did We Do?

Total Call and Episode Volume
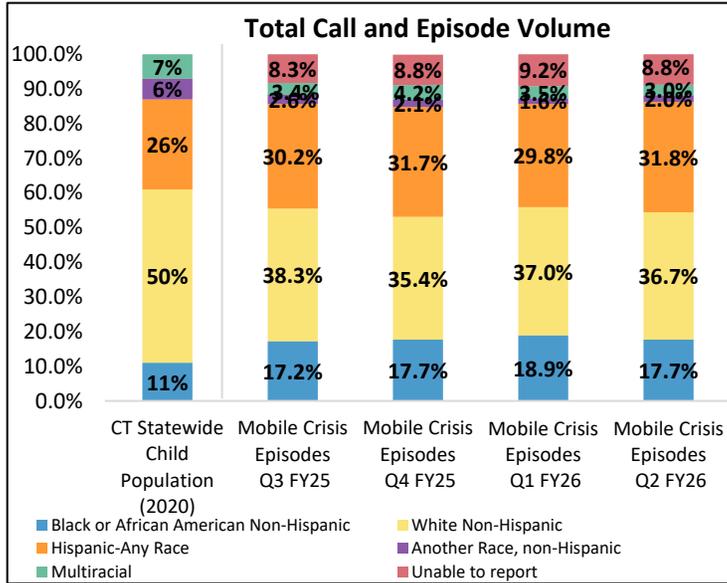
	Q2 FY25	Q3 FY25	Q4 FY25	Q1 FY26	Q2 FY26
Mobile Crisis Episode	3,253	3,212	2,942	2,012	3,308
2-1-1 Only	1,284	1,172	960	844	1,194
Total	4,537	4,384	3,902	2,856	4,502

Story Behind the Baseline: In SFY 26 Q2, there were 4,502 total calls to the 2-1-1 Call Center resulting in 3,038 episodes of care. Compared to the same quarter in SFY 25 this was a 0.8% decrease in call volume and a 1.7% increase in mobile crisis episodes. The percentages of both Black and Hispanic children served continues to be higher than the statewide population, while the percentage of White children is lower.

Trend: →

Differences in Referral Source by Race and Ethincity
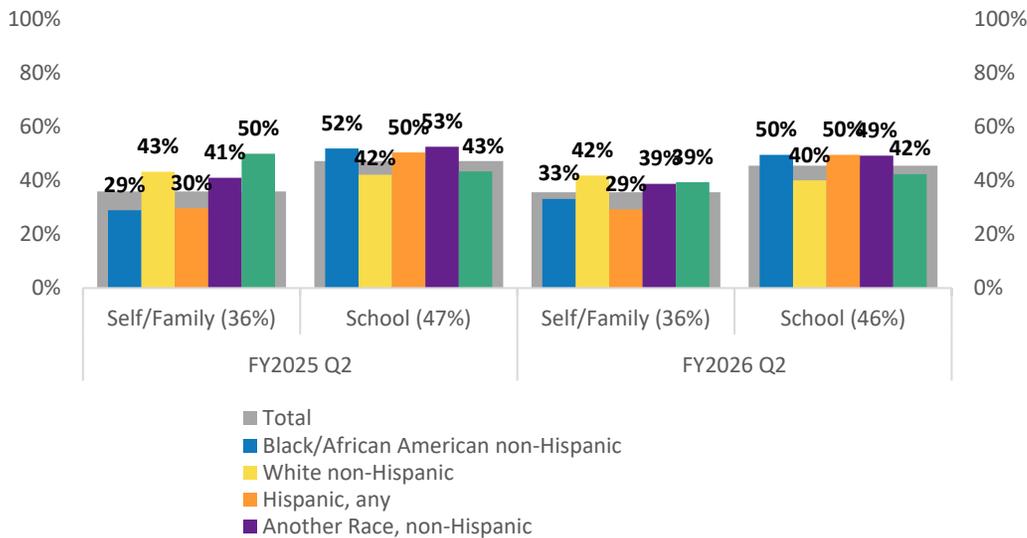
Story Behind the Baseline: In SFY26 Q2, 36% of referrals came from self/family and 46% came from schools. There was statistically significant variation in groups by referral source, with a trend of Black and Hispanic youth having higher rates of school referrals and lower rates of self/family referrals compared to White youth. There is some fluctuation in the referral sources for children of another race and multiracial children, but these numbers should be interpreted with caution due the small number of children included in these groups.

Trend: →

Episodes Per Child SFY 2025								
Quarterly Breakdown					**Past Year: FY25 Q2 – FY26 Q1**			
	FY2025 Q2	**FY2025 Q3**	**FY2025 Q4**	**FY2026 Q1**	**FY2026 Q2**	**Total**	**DCF**	**Non-DCF**
1	2384 (86.7%)	2464 (88.0%)	2225 (87.3%)	1518 (87.3%)	2,427 (86.2%)	6,728 (78.2%)	598 (67.7%)	4,684 (76.2%)
2	277 (10.1%)	276 (9.9%)	261 (10.2%)	184 (10.6%)	319 (11.3%)	1,300 (15.1%)	181 (20.5%)	1,012 (16.5%)
3	66 (2.4%)	45 (1.6%)	54 (2.1%)	28 (1.6%)	60 (2.1%)	335 (3.9%)	57 (6.5%)	265 (4.3%)
4 or more	24 (0.9%)	15 (0.5%)	8 (0.3%)	9 (0.5%)	11 (0.4%)	243 (2.8%)	47 (5.3%)	188 (3.1%)

Story Behind the Baseline: In SFY 26 Q2, of the 2,817 children served by Mobile Crisis 86.2% (2,427) received only one episode of care, and 97.5% (2,746) received one or two episodes of care. These numbers are similar to SFY 25 Q2 which had 86.7% (2,384) and 96.8% (2,661) respectively. The proportion of children with four or more episodes is slightly lower than SFY 25 Q2. Over the past year, of the 8,606 children served, 78.2% (6,728) had only one episode while 93.3% (8,028) had only one or two episodes. The data indicates that most children and families require only one episode of care.

Trend: →

How Well Did We Do?

Statewide Response Time Under 45 Minutes

	Q2 FY25	Q3 FY25	Q4 FY25	Q1 FY26	Q2 FY26
	87.7%	89.1%	87.8%	88.9%	89.2%

Statewide Mobility Rate

	Q2 FY25	Q3 FY25	Q4 FY25	Q1 FY26	Q2 FY26
	96.0%	96.6%	95.7%	94.3%	96.1%

Story Behind the Baseline: In SFY 26 Q2, 89.2% of all mobile responses achieved the 45-minute mark compared to 87.7% for SFY 25 Q2. **The median response time for SFY 26 Q2 was 30 minutes.** Mobile Crisis continues to be a highly responsive statewide service system that responds rapidly to help deescalate a crisis and works to meet the needs of the child and family in their home and community.

Trend: →

Story Behind the Baseline: In SFY 26 Q2, the statewide mobility rate was 96.1%, similar to SFY25 Q2. Mobile Crisis continues to provide children and families with a face-to-face response at a high rate.

Trend: →

Is Anyone Better Off?

Improvement in Functioning as Measured by the Ohio Scales

	Parent-Completed Functioning scale				Worker-Completed Functioning Scale			
Quarter	FY25 Q3	FY25 Q4	FY26 Q1	FY26 Q2	FY25 Q3	FY25 Q4	FY26 Q1	FY26 Q2
N	N=128**	N=136**	N=65	N=130*	N=859**	N=883**	N=406**	N=610**
Total	16.4%	12.5%	6.1%	19.2%	30.5%	28.8%	21.9%	18.3%
% Reliable Improvement	11.7%	9.6%	4.6%	14.6%	16.6%	12.9%	10.6%	7.0%
% Partial Improvement	4.7%	2.9%	1.5%	4.6%	13.9%	15.9%	11.3%	11.3%
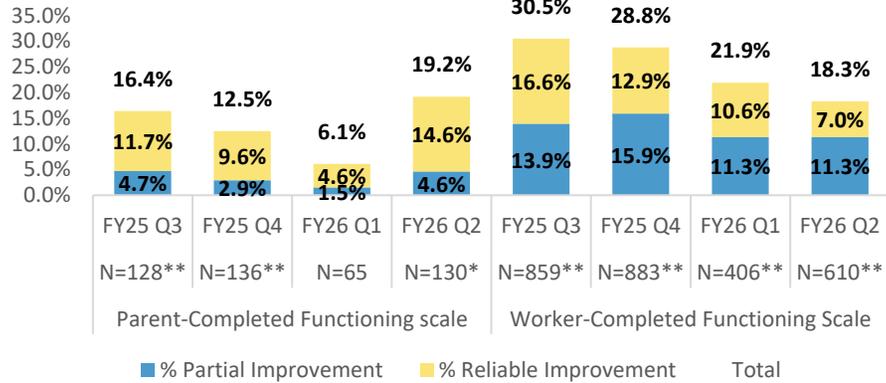
Improvement in Problem Severity as Measured by the Ohio Scales

	Parent-Completed Problem Severity scale				Worker-Completed Problem Severity Scale			
Quarter	FY25 Q3	FY25 Q4	FY26 Q1	FY26 Q2	FY25 Q3	FY25 Q4	FY26 Q1	FY26 Q2
N	N=130**	N=136**	N=65*	N=133**	N=859**	N=883**	N=405**	N=611**
Total	16.9%	11.8%	9.2%	22.5%	29.7%	26.1%	23.9%	19.7%
% Reliable Improvement	11.5%	5.9%	7.7%	15.0%	14.7%	11.4%	11.6%	9.2%
% Partial Improvement	5.4%	5.9%	1.5%	7.5%	15.0%	14.7%	12.3%	10.5%
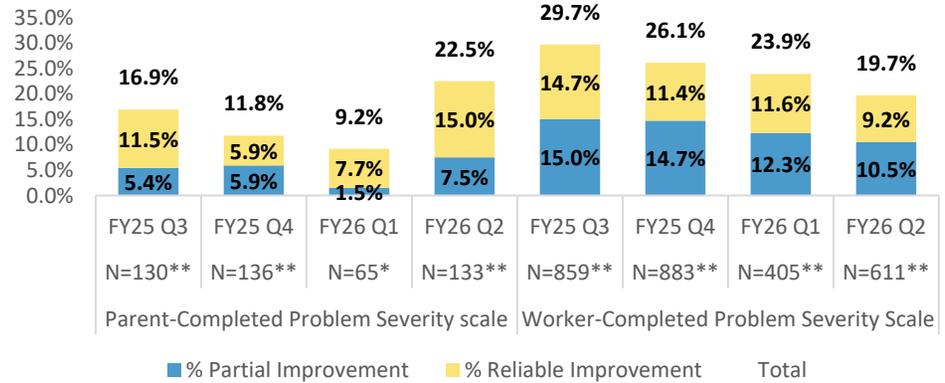
Story Behind the Baseline: The Ohio Scales demonstrated statistically significant positive changes for children following a Mobile Crisis response. For SFY 26 Q2, Ohio worker scales had statistically significant change for 18.3% of episodes in Functioning and 19.7%% in Problem Severity. Both of these numbers are lower than rates in recent quarters. Parent-completed scales had statistically significant change for 19.2% of episodes in Functioning and 22.5% in Problem Severity, both increases from recent quarters. Despite the relative short time of service engagement, the Ohio Scales reflect the continued effectiveness of Mobile Crisis in defusing the immediate crisis and supporting the positive growth and success of youth.

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.
- Plan outreach activities with a lens towards health equity and promoting equitable access to Mobile Crisis across referral sources, including identifying outreach strategies to target self/family referrals.

Data Development Agenda:

- Explore 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 during the extended hours.
- Work with existing data and propose new data elements to better capture the stabilization phase.

Section II: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

	211 Only	211-EMPS	Registered Call	Total
New Hours	163	265	1	429
Old Hours	1031	3016	26	4073
All Hours	1194	3281	27	4502

Legend: Old Hours, New Hours, All Hours

Figure 2. Total Call Volume per Quarter by Call Type

	Q3 FY24	Q4 FY24	Q1 FY25	Q2 FY25	Q3 FY25	Q4 FY25	Q1 FY26	Q2 FY26
Total Call Volume	4398	3914	2852	4537	4384	3902	2856	4502
2-1-1 Mobile Crisis	3308	2918	2054	3227	3194	2910	1984	3281
2-1-1 Only	1077	972	778	1284	1172	960	844	1194
Registered Calls	13	24	20	26	18	32	28	27

Legend: 2-1-1 Only, 2-1-1 Mobile Crisis, Registered Calls, Total Call Volume

Figure 3. Mobile Crisis Episodes by Service Area (N=3,308)

	Central	Eastern	Hartford	New Haven	Southwestern	Western
New Hours	48	26	81	25	25	61
Old Hours	532	373	774	403	442	518
Total	580	399	855	428	467	579

Legend: Old Hours, New Hours

*Excludes 1 crisis response follow up call

Figure 4. Mobile Crisis Episodes per Quarter by Service Area

Legend: Q3 FY24, Q4 FY24, Q1 FY25, Q2 FY25, Q3 FY25, Q4 FY25, Q1 FY26, Q2 FY26

Figure 5. Number Served Per 1,000 Children

Central	Eastern	Hartford	New Haven	Southwestern	Western	Statewide
5.0	5.0	6.0	4.1	2.9	4.5	4.5

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

Legend: Q3 FY24, Q4 FY24, Q1 FY25, Q2 FY25, Q3 FY25, Q4 FY25, Q1 FY26, Q2 FY26

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

Central	Eastern	Hartford	New Haven	Southwestern	Western	Statewide
22.7	10.8	13.7	6.3	5.2	12.4	10.0
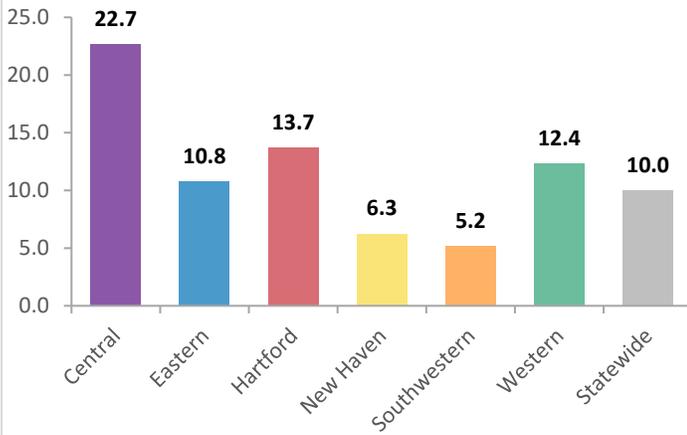
Figure 8. Number Served per 1,000 Children in Poverty per Quarter by Service Area

Q3 FY24 Q4 FY24 Q1 FY25 Q2 FY25
Q3 FY25 Q4 FY25 Q1 FY26 Q2 FY26
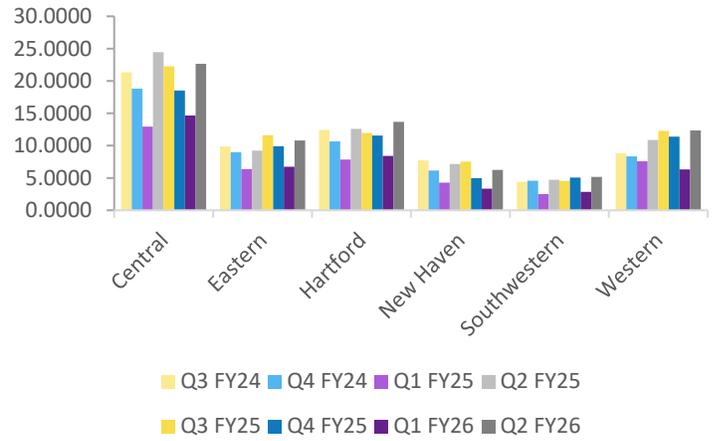
Figure 9. Mobile Response (Mobile and Deferred Mobile) by Service Area

Central (457)	Eastern (335)	Hartford (695)	New Haven (321)	Southwestern (385)	Western (503)	Statewide (2696)
95.6%	95.2%	95.5%	93.8%	98.2%	98.0%	96.1%

Goal=90%
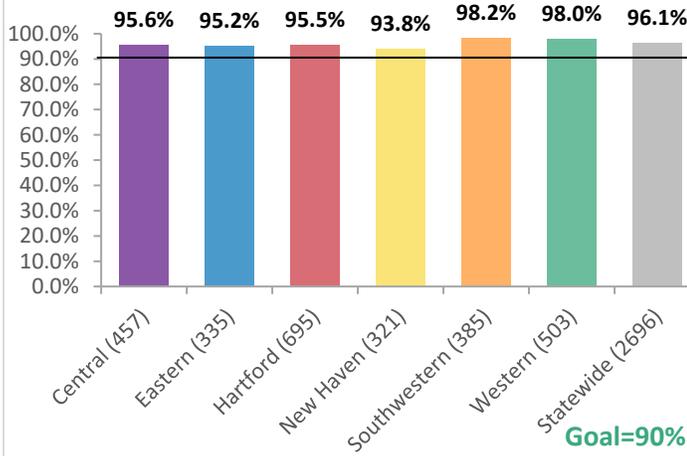
Figure 10. Mobile Response (Mobile and Deferred Mobile) per Quarter by Service Area

Q3 FY24 Q4 FY24 Q1 FY25 Q2 FY25
Q3 FY25 Q4 FY25 Q1 FY26 Q2 FY26
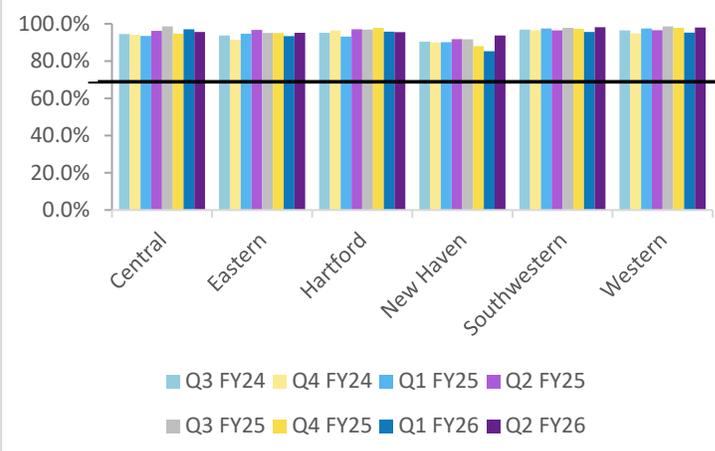
Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes

Central (309)	Eastern (238)	Hartford (427)	New Haven (229)	Southwestern (262)	Western (330)	Statewide (1795)
90.6%	91.5%	80.9%	95.0%	88.5%	95.4%	89.2%

Goal=80%
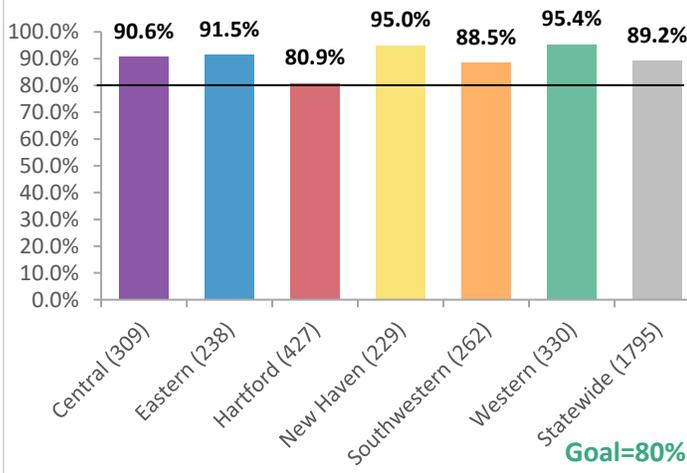
Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes per Quarter by Service Area

Q3 FY24 Q4 FY24 Q1 FY25 Q2 FY25
Q3 FY25 Q4 FY25 Q1 FY26 Q2 FY26

Section III: Mobile Crisis Response

Figure 13. Total Call Volume by Call Type

Call Type	Old Hours	New Hours	Total
211 Only	1031	163	1194
211-EMPS	3016	265	3281
Registered Call	26	1	27
Total	4073	429	4502

Legend: ■ Old Hours ■ New Hours ☐ All Hours
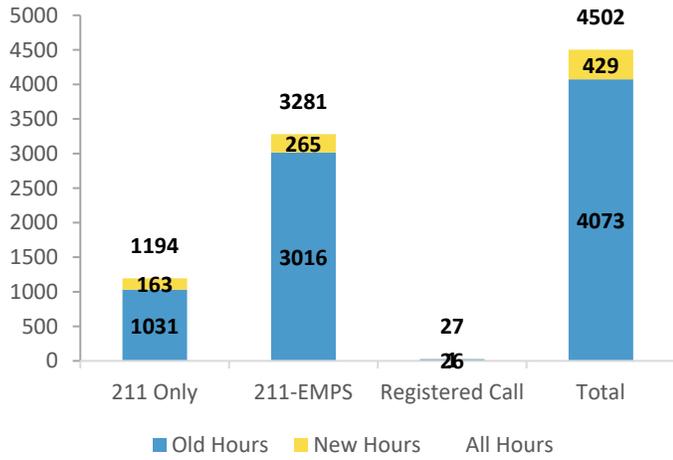
Figure 14. Statewide 2-1-1 Disposition Frequency*

Disposition	Frequency
I&R	414
9-1-1	23
Mobile Crisis Resp	3320
Transfer Follow-up Only	109
Crisis Response Follow-up	636
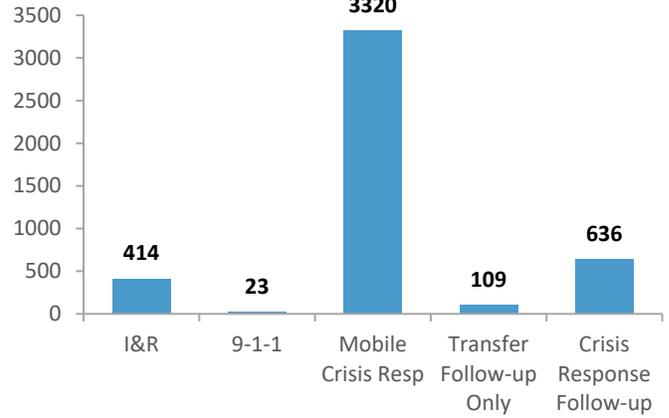
Figure 15. Mobile Crisis Response Episodes by Provider

(Total Episodes = 3,308)

Provider	Episodes
CHR:MiddHosp	138
CHR	442
UCFS:NE	150
UCFS:SE	249
Wheeler:Htfd	370
Wheeler:Meridn	93
Wheeler:NBrit	392
CliffBeers	428
CFGC:South	135
CFGC:Nrwlk	96
CFGC:EMPS	236
Well:Dnby	112
Well:Torr	85
Well:Wtby	382
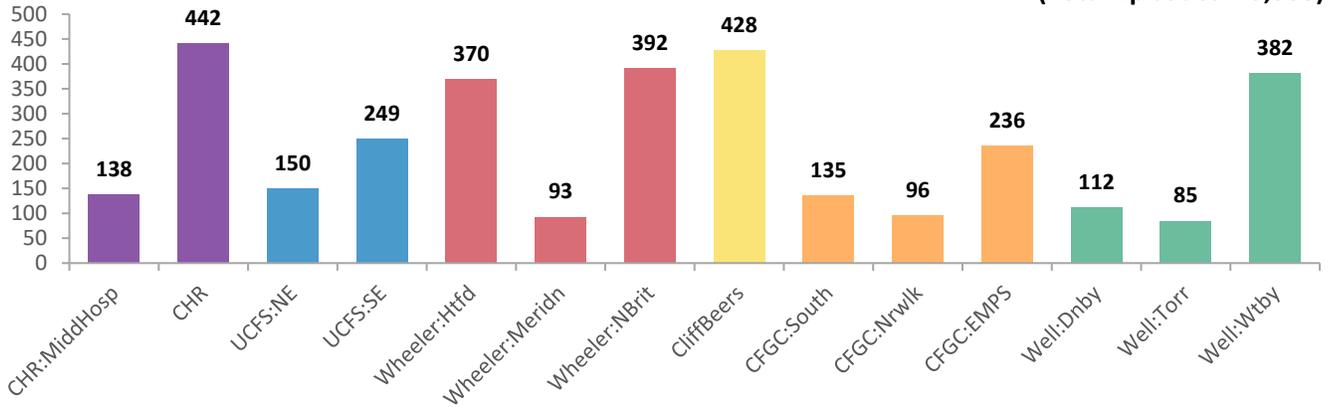
Figure 16. Number Served per 1,000 Children by Provider
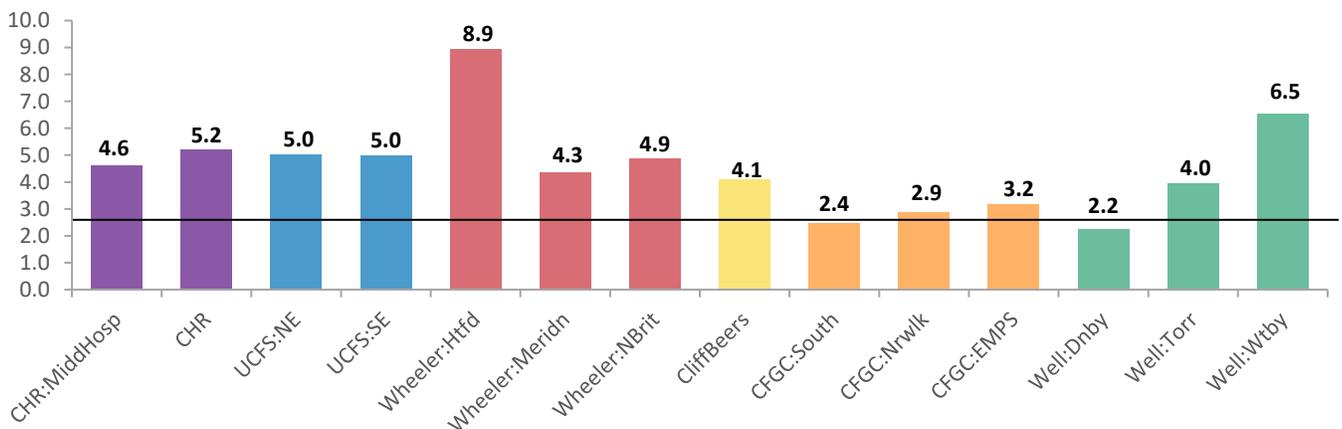
Provider	Number Served per 1,000
CHR:MiddHosp	4.6
CHR	5.2
UCFS:NE	5.0
UCFS:SE	5.0
Wheeler:Htfd	8.9
Wheeler:Meridn	4.3
Wheeler:NBrit	4.9
CliffBeers	4.1
CFGC:South	2.4
CFGC:Nrwlk	2.9
CFGC:EMPS	3.2
Well:Dnby	2.2
Well:Torr	4.0
Well:Wtby	6.5

Goal: 2.5

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

Figure 17. Episode Intervention Crisis Response Types by Service Area

Legend: Phone Only | FTF: Eval Only | FTF: Connect to Care | FTF: Treatment and Connection to Care | Face-to-Face: Consultation Only
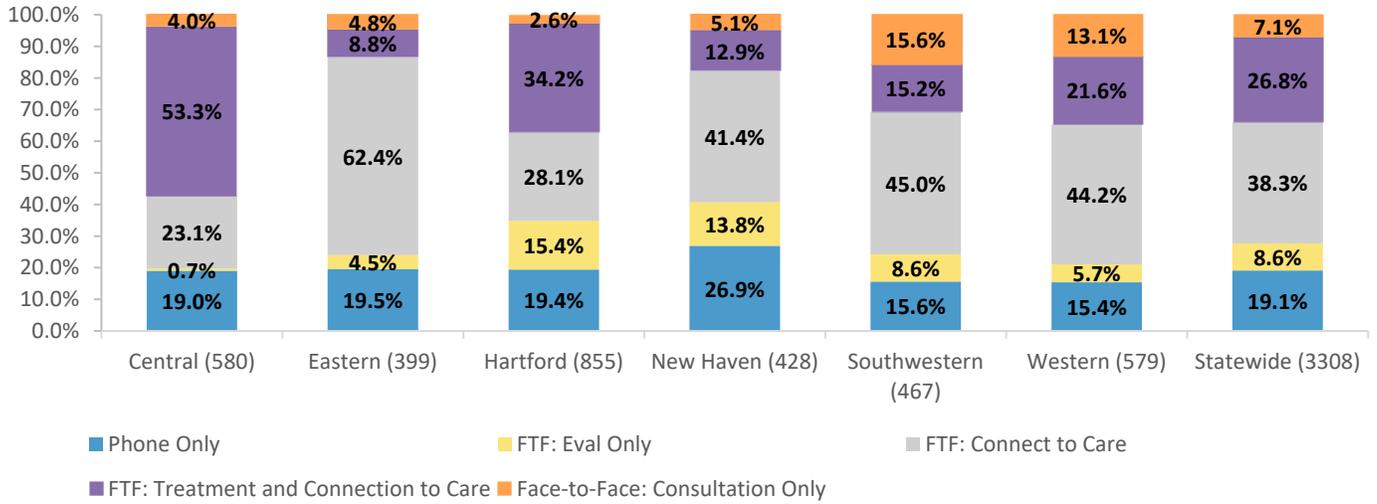
Figure 18. Episode Intervention Crisis Response Type by Provider

Legend: Phone Only | FTF: Eval Only | FTF: Connect to Care | FTF: Treatment and Connection to Care | FTF: Consultation Only
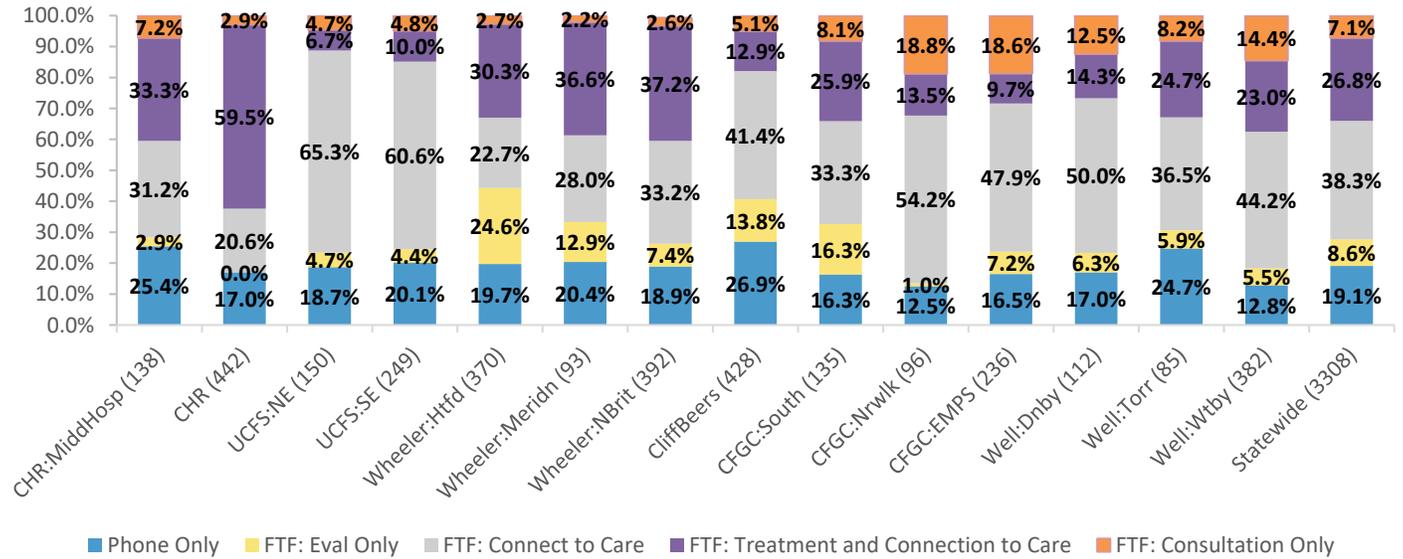
Section IV: Demographics

Figure 19. Sex of Children Served Statewide

(N =3,308)

- Male: 48.6%
- Female: 51.4%
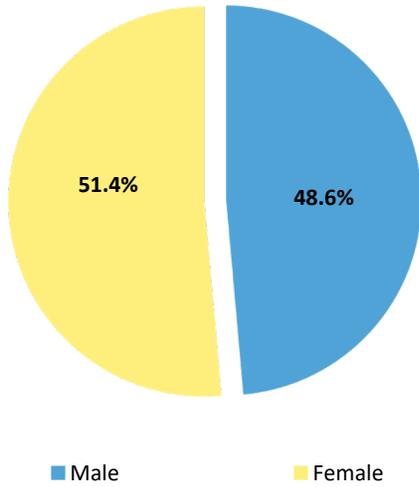
Figure 20. Age Groups of Children Served Statewide

(N =3,308)

- <=5: 3.7%
- 6-8: 13.8%
- 9-12: 32.4%
- 13-15: 31.0%
- 16-18: 18.8%
- 19+: 0.1%
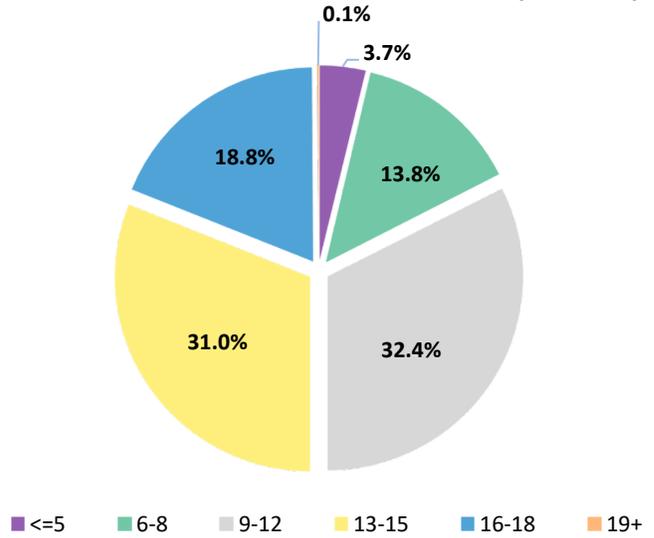
Figure 21. Ethnic Background of Children Served Statewide

(N =3,204)

- Non-Hispanic Origin: 61.5%
- Mexican, Mexican American, Chicano: 0.6%
- Puerto Rican: 8.6%
- Cuban: 0.1%
- Declined/Not Disclosed: 5.3%
- Dominican Republic: 0.5%
- Other Hispanic/Latino Origin: 23.9%
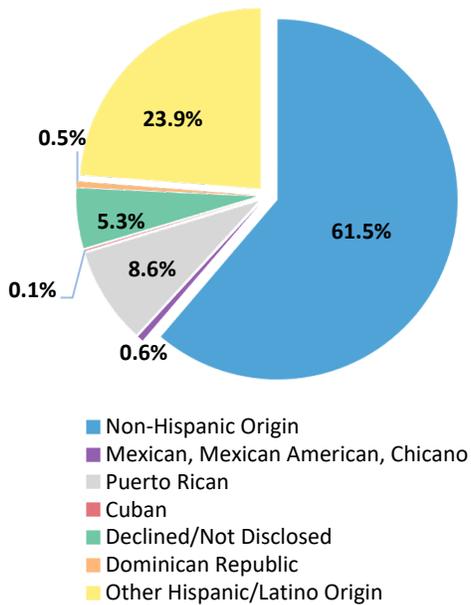
Figure 22. Race of Children Served Statewide

(N = 3,173)

- American Indian/Alaska Native: 0.5%
- Asian: 2.0%
- Black/African American: 22.1%
- Native Hawaiian Pacific Islander: 0.2%
- White: 55.3%
- Multiracial: 5.3%
- Declined/Not Disclosed: 13.8%
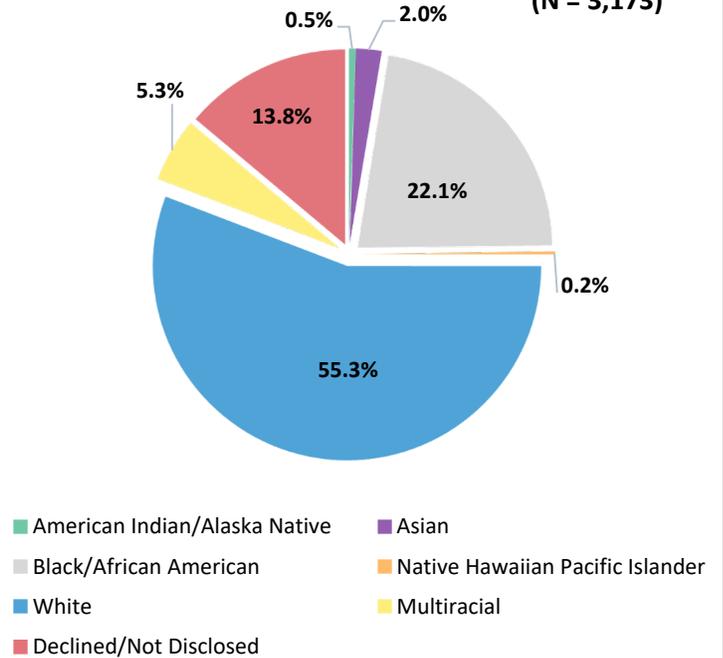
Note: According to the U.S. Census Bureau, "[P]eople who identify their origin as Spanish, Hispanic, or Latino may be of any race…[R]ace is considered a separate concept from Hispanic origin (ethnicity) and, wherever possible, separate questions should be asked on each concept."

Figure 23. Client's Type of Health Insurance at Intake Statewide

Type	Percentage
Husky A	62.5%
Private	26.2%
No Health Insurance	2.0%
Husky B	1.2%
Other	6.3%
Medicaid (non-HUSKY)	1.1%
Military Health Care	0.5%
Medicare	0.1%
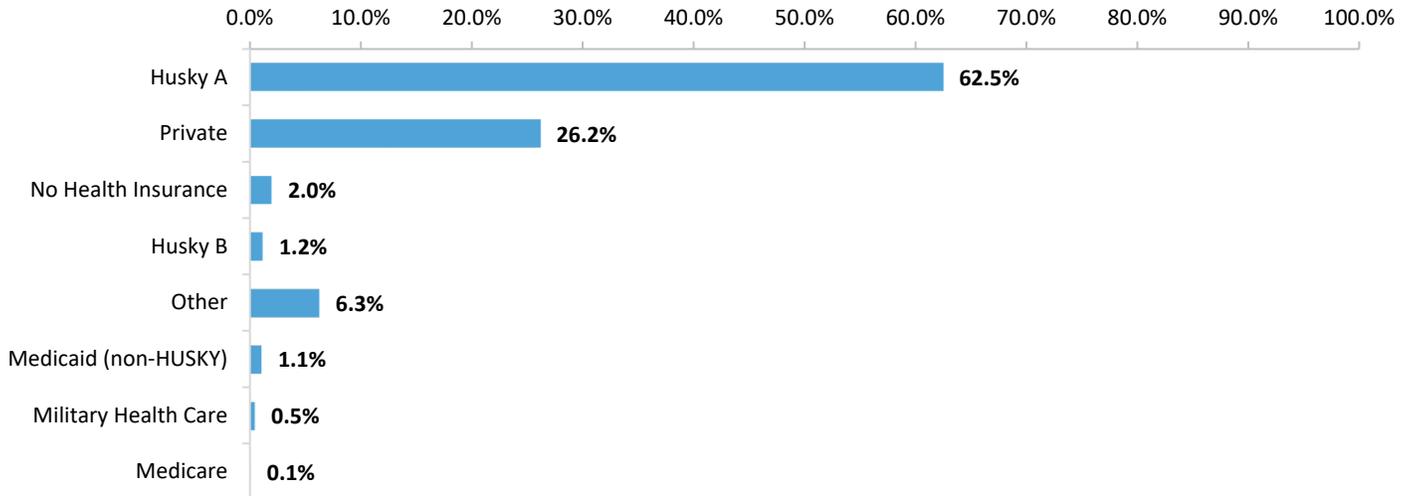
Figure 24. Families that Answered "Yes" TANF* Eligible

Site	Percentage
CHR:MiddHosp	35.5%
CHR	78.1%
UCFS:NE	52.0%
UCFS:SE	52.2%
Wheeler:Htfd	57.0%
Wheeler:Meridn	74.2%
Wheeler:NBrit	56.1%
CliffBeers	37.6%
CFGC:South	36.3%
CFGC:Nrwlk	26.0%
CFGC:EMPS	30.9%
Well:Dnby	49.1%
Well:Torr	48.2%
Well:Wtby	62.6%
Statewide	52.8%
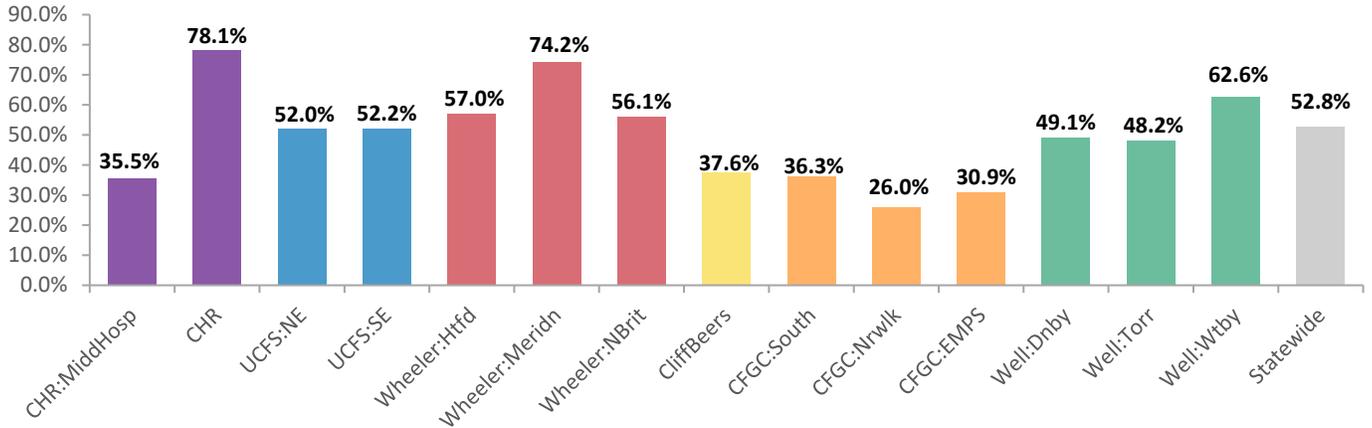
Note: Counts of 211-recommended mobile episodes are in parentheses.

*TANF=Temporary Assistance for Needy Families

Figure 25. Client DCF* Status at Intake Statewide

Status	Percentage
Not DCF	86.4%
Child Protective Services - In Home	6.9%
Child Protective Services - Out of Home	3.6%
Family With Service Needs (FWSN) - In Home	0.0%
Family Assessment Response	1.6%
Voluntary Services Program	0.5%
Termination of Parental Rights	0.2%
Not DCF - Other Court Involved	0.4%
Family With Service Needs (FWSN) - Out of Home	0.0%
Not DCF - On Probation	0.2%
Dual Commitment (JJ and Child Protective Services)	0.0%
Probate	0.0%
Juvenile Justice (delinquency) commitment	0.1%
SPM Services Post Majority	0.0%

*DCF=Department of Children and Families

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Section V: Clinical Functioning

Figure 26. Top Six Client Primary Presenting Problems by Service Area

Legend: Harm/Risk of Harm to Self ■ Disruptive Behavior ■ Depression ■ Family Conflict ■ Anxiety ■ Harm/Risk of Harm to Others ■ Other (Not in top 6) ■

*Excludes clients with missing data or no diagnosis.

Service Area	Harm/Risk of Harm to Self	Disruptive Behavior	Depression	Family Conflict	Anxiety	Harm/Risk of Harm to Others	Other (Not in top 6)
Central	37.1%	27.4%	6.0%	7.3%	7.1%	7.3%	7.8%
Eastern	44.2%	23.1%	4.1%	4.3%	3.0%	10.4%	10.9%
Hartford	28.1%	26.4%	11.1%	6.6%	9.5%	4.6%	13.7%
New Haven	36.9%	23.0%	8.8%	7.0%	5.9%	6.1%	12.3%
Southwestern	33.9%	26.3%	8.9%	5.6%	2.8%	2.5%	20.0%
Western	31.1%	23.1%	11.3%	8.0%	6.3%	5.0%	15.2%
Statewide	34.2%	25.0%	8.8%	6.6%	6.2%	5.8%	13.4%

Figure 27. New Hours - Top 6 Primary Presenting Problems Statewide

Category	Percentage
Harm/Risk of Harm to Self	22.9%
Disruptive Behavior	21.8%
Depression	8.3%
Family Conflict	11.7%
Anxiety	8.3%
Running Away	1.5%
Other (Not in top 6)	25.5%

Legend: Harm/Risk of Harm to Self ■ Disruptive Behavior ■ Depression ■ Family Conflict ■ Anxiety ■ Running Away ■ Other (Not in top 6) ■
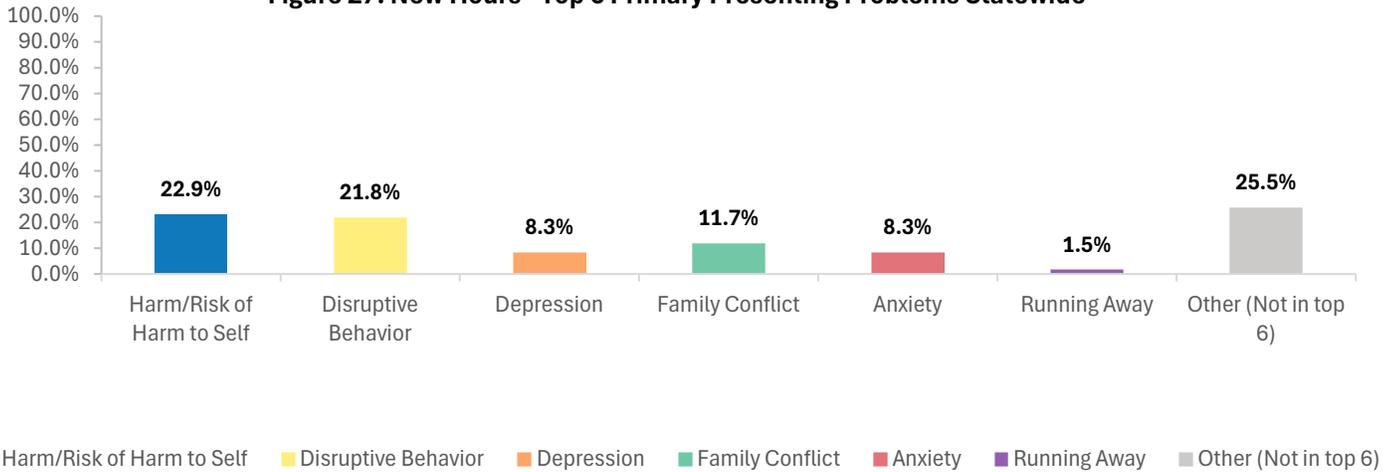
Figure 28. Distribution of Primary Diagnosis Categories at Intake Statewide

Diagnosis Category	Percentage
Depressive Disorders	24.1%
Conduct Disorders	7.0%
Adjustment Disorders	17.1%
Attention Deficit/Hyperactivity Disorders	14.7%
Anxiety Disorders	15.1%
Trauma Disorders	9.2%
Autism Spectrum Disorders	7.9%
Other Disorders	4.9%

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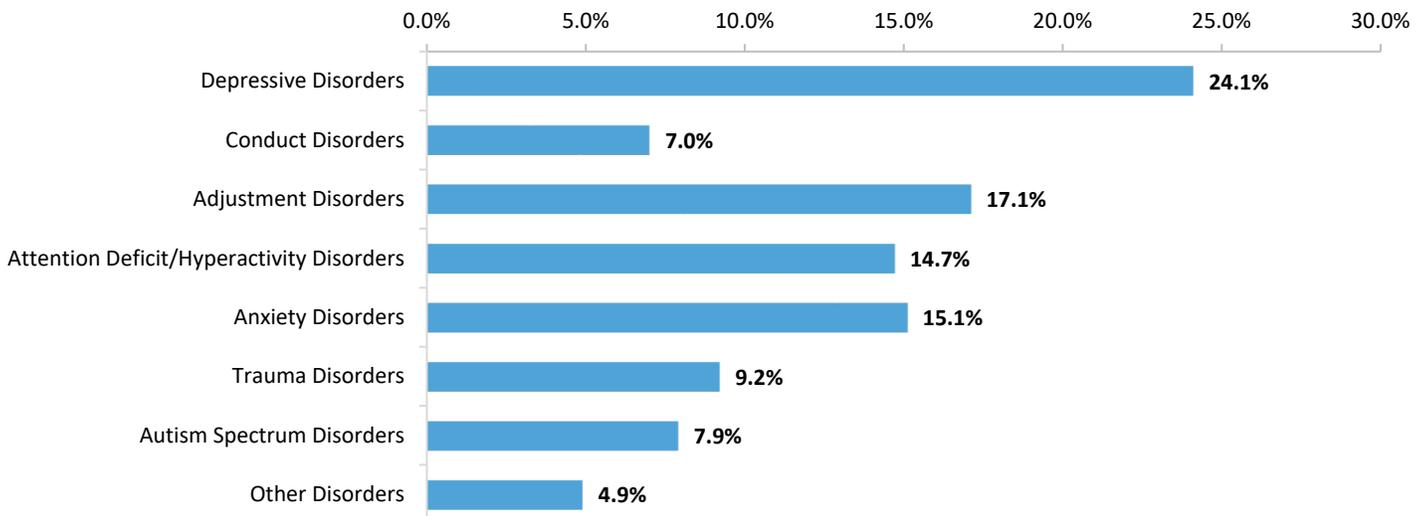
Figure 29. Distribution of Client Secondary Diagnosis Categories at Intake Statewide

Category	Percentage
Depressive Disorders	12.7%
Conduct Disorders	4.1%
Adjustment Disorders	5.5%
Attention Deficit/Hyperactivity Disorders	15.3%
Anxiety Disorders	14.8%
Trauma Disorders	7.9%
Autism Spectrum Disorders	4.3%
Other Disorders	35.4%

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

Central
- Depressive Disorders: 18.1%
- Adjustment Disorders: 13.3%
- Conduct Disorders: 4.7%
- ADHD: 20.5%
- Anxiety Disorders: 18.6%
- Trauma Disorders: 11.9%

Eastern
- Depressive Disorders: 22.4%
- Adjustment Disorders: 24.4%
- Conduct Disorders: 8.6%
- ADHD: 7.6%
- Anxiety Disorders: 9.9%
- Trauma Disorders: 15.5%

Hartford
- Depressive Disorders: 23.4%
- Adjustment Disorders: 13.3%
- Conduct Disorders: 5.5%
- ADHD: 18.5%
- Anxiety Disorders: 17.0%
- Trauma Disorders: 4.8%

New Haven
- Depressive Disorders: 19.7%
- Adjustment Disorders: 22.0%
- Conduct Disorders: 6.1%
- ADHD: 17.0%
- Anxiety Disorders: 15.5%
- Trauma Disorders: 3.0%

Southwestern
- Depressive Disorders: 28.0%
- Adjustment Disorders: 25.4%
- Conduct Disorders: 10.4%
- ADHD: 14.0%
- Anxiety Disorders: 6.8%
- Trauma Disorders: 6.1%

Western
- Depressive Disorders: 33.2%
- Adjustment Disorders: 12.1%
- Conduct Disorders: 8.9%
- ADHD: 7.4%
- Anxiety Disorders: 17.8%
- Trauma Disorders: 14.1%

Statewide
- Depressive Disorders: 24.1%
- Adjustment Disorders: 17.1%
- Conduct Disorders: 7.0%
- ADHD: 14.7%
- Anxiety Disorders: 15.1%
- Trauma Disorders: 9.2%

Note: Excludes clients with missing data or no diagnosis.

Legend: Depressive Disorders, Adjustment Disorders, Conduct Disorders, ADHD, Anxiety Disorders, Trauma Disorders

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

Note: Excludes clients with missing data or no diagnosis.

Legend: Depressive Disorders ■ Adjustment Disorders ■ Conduct Disorders ■ ADHD ■ Anxiety Disorders ■ Trauma Disorders

Central
- Depressive Disorders: 16.7%
- Adjustment Disorders: 0.0%
- Conduct Disorders: 5.2%
- ADHD: 10.4%
- Anxiety Disorders: 12.0%
- Trauma Disorders: 15.1%

Eastern
- Depressive Disorders: 6.7%
- Adjustment Disorders: 0.0%
- Conduct Disorders: 13.3%
- ADHD: 13.3%
- Anxiety Disorders: 20.0%
- Trauma Disorders: 13.3%

Hartford
- Depressive Disorders: 18.4%
- Adjustment Disorders: 5.3%
- Conduct Disorders: 5.3%
- ADHD: 13.2%
- Anxiety Disorders: 24.1%
- Trauma Disorders: 6.1%

New Haven
- Depressive Disorders: 5.9%
- Adjustment Disorders: 2.2%
- Conduct Disorders: 2.2%
- ADHD: 9.7%
- Anxiety Disorders: 8.1%
- Trauma Disorders: 4.8%

Southwestern
- Depressive Disorders: 7.1%
- Adjustment Disorders: 4.3%
- Conduct Disorders: 2.8%
- ADHD: 16.3%
- Anxiety Disorders: 9.9%
- Trauma Disorders: 3.5%

Western
- Depressive Disorders: 17.4%
- Adjustment Disorders: 4.3%
- Conduct Disorders: 0.0%
- ADHD: 21.7%
- Anxiety Disorders: 26.1%
- Trauma Disorders: 13.0%

Statewide
- Depressive Disorders: 12.7%
- Adjustment Disorders: 5.5%
- Conduct Disorders: 4.1%
- ADHD: 15.3%
- Anxiety Disorders: 14.8%
- Trauma Disorders: 7.9%

Figure 32. Children Meeting SED* Criteria by Service Area

Central: 80.7%
Eastern: 57.6%
Hartford: 69.3%
New Haven: 81.8%
Southwestern: 99.5%
Western: 40.6%
Statewide: 70.2%
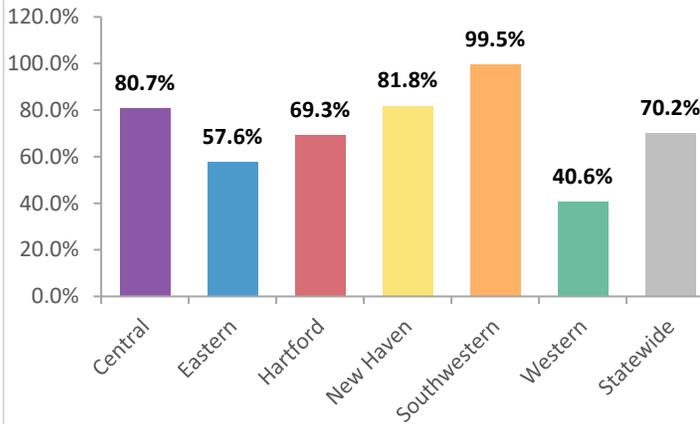
Figure 33. Children with Trauma Exposure Reported at Intake by Service Area

Central: 46.0%
Eastern: 38.8%
Hartford: 35.8%
New Haven: 25.2%
Southwestern: 25.9%
Western: 43.0%
Statewide: 36.5%
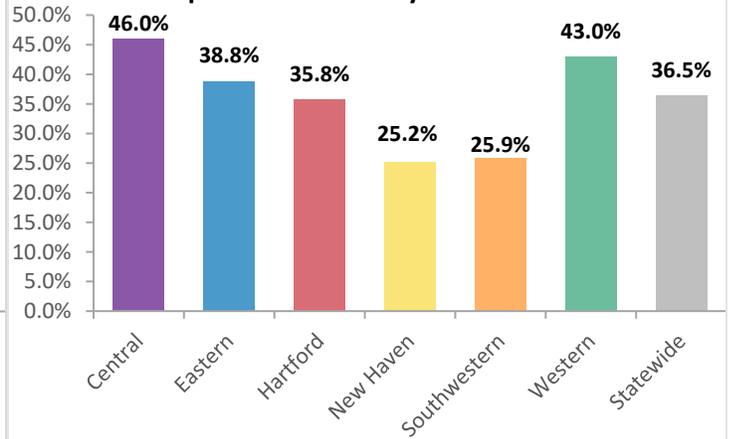
Figure 34. Type of Trauma Reported at Intake by Service Area

	Central	Eastern	Hartford	New Haven	Southwestern	Western	Statewide
Other	25.6%	38.0%	29.6%	39.4%	38.8%	12.7%	27.2%
Sexual...	10.3%	7.5%	13.9%	10.6%	16.5%	16.2%	12.7%
Victim of...	14.3%	9.9%	15.3%	7.6%	16.5%	20.8%	15.2%
Witness...	22.7%	14.1%	20.3%	11.4%	15.1%	17.4%	18.6%
Disrupted Attachment/...	27.2%	30.5%	20.9%	31.1%	12.9%	32.8%	26.5%

Legend: Disrupted Attachment/... · Witness... · Victim of... · Sexual... · Other
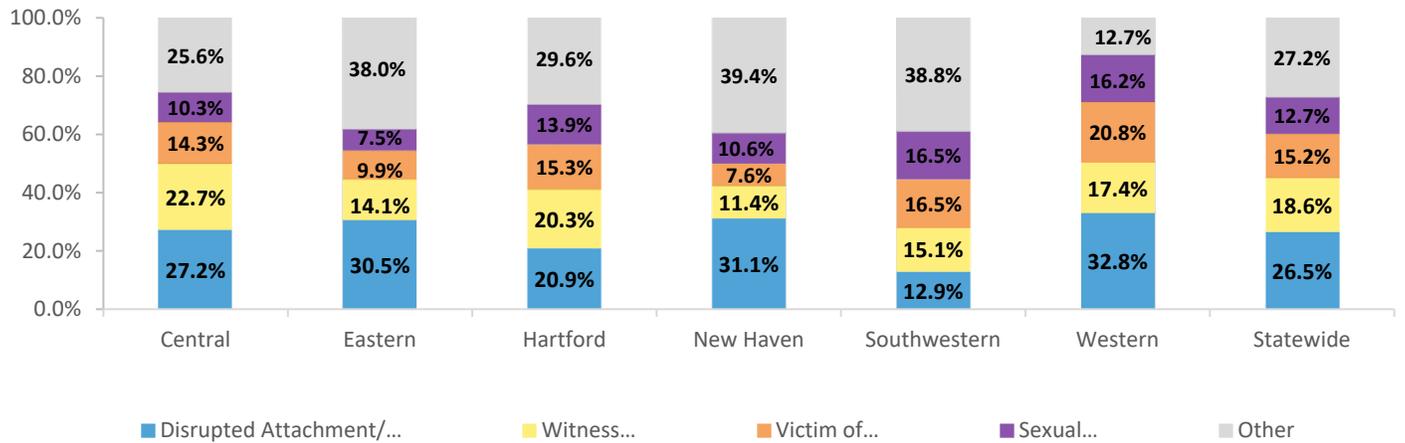
Figure 35. Clients Evaluated in an Emergency Dept. One or More Times in the Six Months Prior and During an Episode of Care
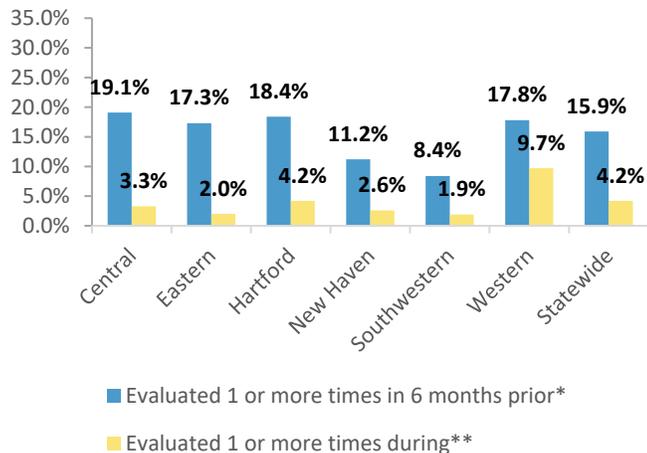
	Evaluated 1 or more times in 6 months prior*	Evaluated 1 or more times during**
Central	19.1%	3.3%
Eastern	17.3%	2.0%
Hartford	18.4%	4.2%
New Haven	11.2%	2.6%
Southwestern	8.4%	1.9%
Western	17.8%	9.7%
Statewide	15.9%	4.2%

*Data not reported for 30% of cases. % out of total episodes.
**Data not reported for 78% of cases. % out of total episodes.

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

	Inpatient 1 or more times in lifetime*	Inpatient 1 or more times in 6 months prior**	Inpatient 1 or more times during***
Central	16.6%	9.1%	1.2%
Eastern	18.8%	9.3%	0.5%
Hartford	13.6%	8.0%	1.2%
New Haven	11.0%	5.8%	0.5%
Southwestern	12.6%	6.9%	1.3%
Western	15.4%	8.6%	4.0%
Statewide	14.6%	8.0%	1.5%

*Data not reported for 30% of cases. % out of total episodes.
**Data not reported for 30% of cases. % out of total episodes.
**Data not reported for 78% of cases. % out of total episodes.

Section VI: Referral Sources

Figure 37. Referral Sources Statewide

Legend: All Hours, Old Hours, New Hours

Data labels by category:
- Self/Family (1198): 36.2%, 33.8%, 64.5%
- School (1479): 44.7%, 48.4%, 2.6%
- Other community provider (63): 1.9%, 1.9%, 1.9%
- Emergency Department (ED) (372): 11.2%, 9.8%, 27.9%
- Probation/Court (5): 0.2%, 0.2%, 0.0%
- Dept. Children & Families (21): 0.6%, 0.7%, 0.0%
- Foster Parent (16): 0.5%, 0.4%, 1.1%
- Police (14): 0.4%, 0.4%, 1.1%
- UCC (1): 0.0%, 0.0%, 0.0%
- Other (139): 4.2%, 4.5%, 0.8%
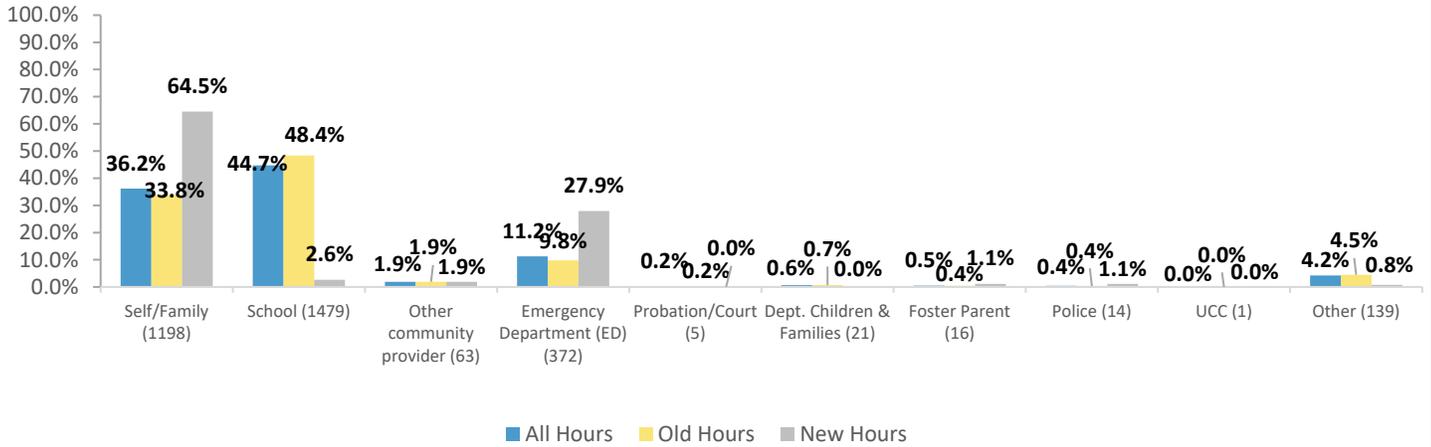
Figure 38. Type of Emergency Dept. Referral

Legend: Routine Followup (201), Inpatient Diversion (171)

- Central (46): 7.9%, 0.0%
- Eastern (7): 1.8%, 0.0%
- Hartford (142): 7.7%, 8.9%
- New Haven (51): 11.7%, 0.2%
- Southwestern (7): 1.5%, 0.0%
- Western (119): 4.3%, 16.2%
- Total (372): 6.1%, 5.2%
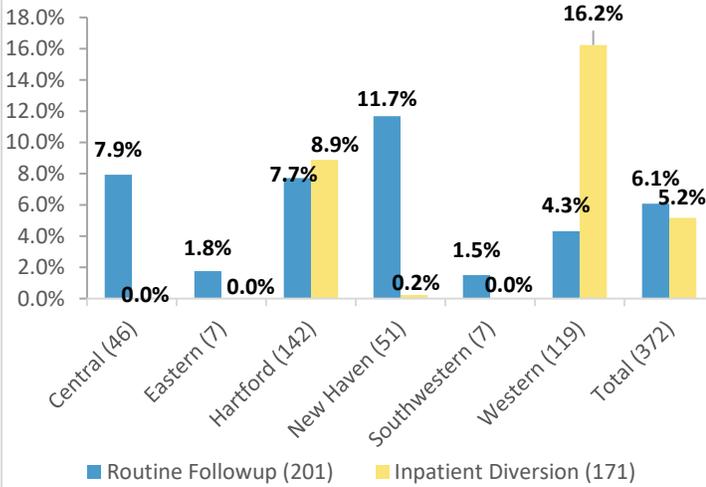
Note: Count total ED referrals are in parenthesis

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

- Central (46): 7.9%
- Eastern (7): 1.8%
- Hartford (142): 16.6%
- New Haven (51): 11.9%
- Southwestern (7): 1.5%
- Western (119): 20.6%
- Total (372): 11.2%
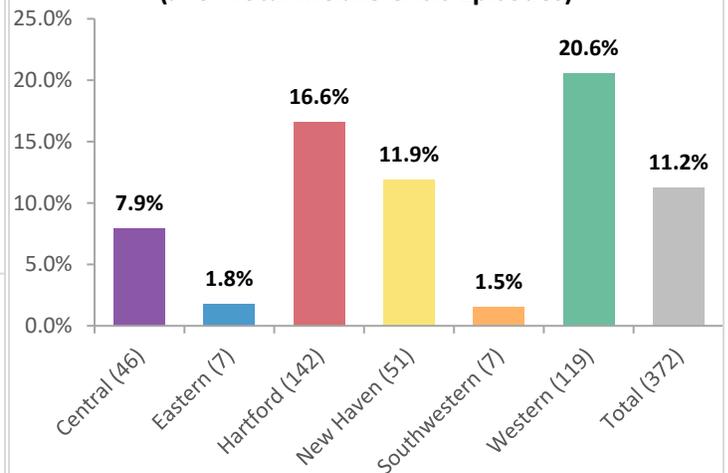
Note: Count total ED referrals are in parenthesis

Figure 40. Type of Emergency Department Referrals by Provider

Legend: Routine Followup (201), Inpatient Diversion (171)

- CHR:MiddHosp (10): 7.2%
- CHR (36): 8.1%
- UCFS:NE (4): 2.7%
- UCFS:SE (3): 1.2%
- Wheeler:Htfd (110): 10.0%, 19.7%
- Wheeler:Meridn (7): 6.5%, 1.1%
- Wheeler:NBrit (25): 5.9%, 0.5%
- CliffBeers (51): 11.7%, 0.2%
- CFGC:South ()
- CFGC:Nrwlk (4): 4.2%
- CFGC:EMPS (3): 1.3%
- Well:Dnby (1): 0.9%
- Well:Torr (3): 3.5%
- Well:Wtby (115): 5.5%, 24.6%

Note: Count total ED referrals are in parenthesis.

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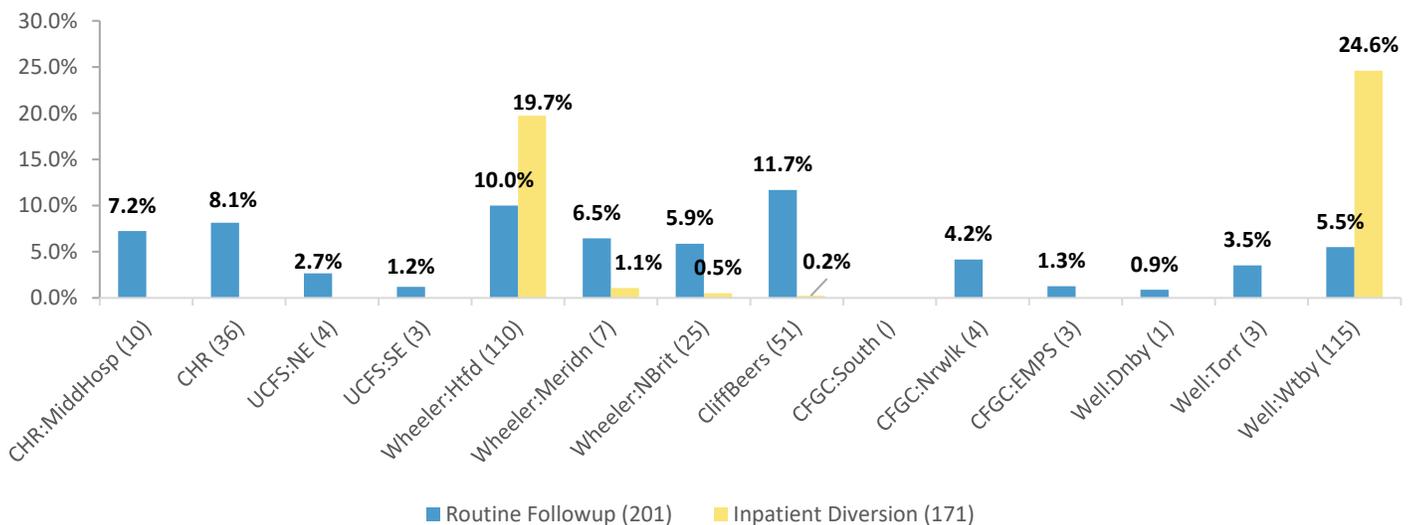
Figure 41. Emergency Dept. Referrals (% of Total Mobile Crisis Episodes) by Provider

Provider	Percentage
CHR:MiddHosp (10)	7.2%
CHR (36)	8.1%
UCFS:NE (4)	2.7%
UCFS:SE (3)	1.2%
Wheeler:Htfd (110)	29.7%
Wheeler:Meridn (7)	7.5%
Wheeler:NBrit (25)	6.4%
CliffBeers (51)	11.9%
CFGC:South ()	0.0%
CFGC:Nrwlk (4)	4.2%
CFGC:EMPS (3)	1.3%
Well:Dnby (1)	0.9%
Well:Torr (3)	3.5%
Well:Wtby (115)	30.1%

Note: Count total ED referrals are in parenthesis.
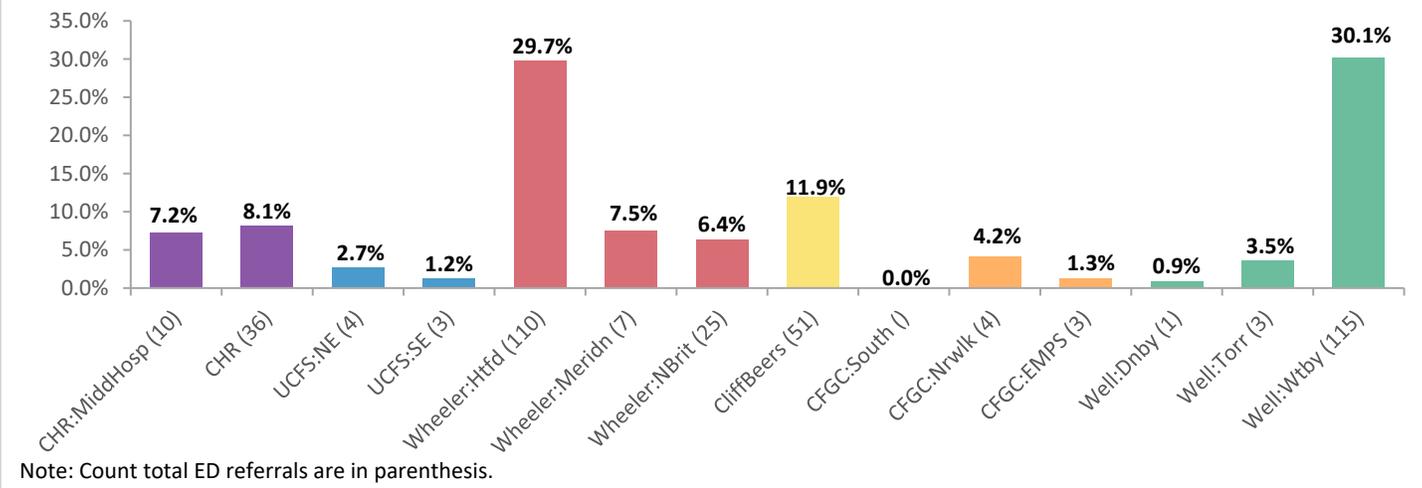
Section VII: 2-1-1 Recommendations and Mobile Crisis Response

Figure 42. 2-1-1 Recommended Initial Response

	CHR:MiddHosp	CHR	UCFS:NE	UCFS:SE	Wheeler:Htfd	Wheeler:Meridn	Wheeler:NBrit	CliffBeers	CFGC:South	CFGC:Nrwlk	CFGC:EMPS	Well:Dnby	Well:Torr	Well:Wtby	Statewide
Non-Mobile	13.0%	10.0%	8.1%	12.9%	7.9%	11.8%	8.2%	12.7%	16.3%	11.5%	14.5%	12.5%	17.6%	5.0%	10.5%
Deferred Mobile	17.4%	29.7%	18.9%	18.1%	24.1%	23.7%	20.4%	26.8%	11.9%	12.5%	13.6%	17.9%	20.0%	41.6%	23.9%
Mobile	69.6%	60.3%	73.0%	69.1%	68.0%	64.5%	71.4%	60.6%	71.9%	76.0%	71.9%	69.6%	62.4%	53.4%	65.6%

Legend: ■ Mobile ■ Deferred Mobile ■ Non-Mobile

Figure 43. Actual Initial Mobile Crisis Provider Response

	CHR:MiddHosp	CHR	UCFS:NE	UCFS:SE	Wheeler:Htfd	Wheeler:Meridn	Wheeler:NBrit	CliffBeers	CFGC:South	CFGC:Nrwlk	CFGC:EMPS	Well:Dnby	Well:Torr	Well:Wtby	Statewide
Non-Mobile	24.6%	16.9%	14.7%	16.5%	16.3%	19.4%	15.5%	26.2%	15.0%	11.5%	15.5%	15.2%	24.7%	10.5%	17.2%
Deferred Mobile	9.4%	23.1%	12.7%	17.7%	18.5%	14.0%	17.1%	15.4%	17.3%	14.6%	14.2%	29.5%	18.8%	27.5%	18.7%
Mobile	65.9%	60.0%	72.7%	65.9%	65.1%	66.7%	67.4%	58.4%	67.7%	74.0%	70.3%	55.4%	56.5%	62.0%	64.1%

Legend: ■ Mobile ■ Deferred Mobile ■ Non-Mobile

Figure 44. 211-Recommended Response - Old vs. New Hours

	Central Old Hours	Central New Hours	Eastern Old Hours	Eastern New Hours	Hartford Old Hours	Hartford New Hours	New Haven Old Hours	New Haven New Hours	Southwestern Old Hours	Southwestern New Hours	Western Old Hours	Western New Hours	Statewide Old Hours	Statewide New Hours
Non-Mobile	10.0%	18.8%	9.9%	28.0%	7.6%	17.3%	11.2%	36.0%	12.9%	40.0%	7.7%	13.1%	9.6%	21.5%
Deferred Mobile	26.2%	33.3%	18.5%	16.0%	23.0%	16.0%	26.2%	36.0%	13.4%	4.0%	31.3%	55.7%	23.4%	29.1%
Mobile	63.8%	47.9%	71.5%	56.0%	69.4%	66.7%	62.6%	28.0%	73.7%	56.0%	61.0%	31.1%	67.0%	49.4%

Legend: ■ Mobile ■ Deferred Mobile ■ Non-Mobile

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

Legend: Actual Response: Non-Mobile | Actual Response: Deferred Mobile

Service	Non-Mobile	Deferred Mobile
CHR:MiddHosp (96)	9.4%	3.1%
CHR (263)	1.5%	0.8%
UCFS:NE (108)	3.7%	2.8%
UCFS:SE (172)	4.1%	8.1%
Wheeler:Htfd (239)	6.3%	4.6%
Wheeler:Meridn (60)	3.3%	0.0%
Wheeler:NBrit (274)	5.5%	2.6%
CliffBeers (258)	5.8%	3.9%
CFGC:South (95)	4.2%	4.2%
CFGC:Nrwlk (73)	2.7%	1.4%
CFGC:EMPS (166)	4.8%	1.8%
Well:Dnby (78)	2.6%	17.9%
Well:Torr (53)	1.9%	11.3%
Well:Wtby (204)	3.4%	2.9%
Statewide (2139)	4.4%	3.9%

Figure 46. 2-1-1 Recomended Non-Mobile Response Where Actual Mobile Crisis Response was Mobile or Deferred Mobile

Legend: Actual Response: Mobile | Actual Response: Deferred Mobile

Service	Mobile	Deferred Mobile
CHR:MiddHosp (18)	27.8%	5.6%
CHR (44)	4.5%	43.2%
UCFS:NE (12)	8.3%	33.3%
UCFS:SE (32)	9.4%	21.9%
Wheeler:Htfd (28)	3.6%	21.4%
Wheeler:Meridn (11)	18.2%	18.2%
Wheeler:NBrit (32)	12.5%	21.9%
CliffBeers (54)	9.3%	31.8%
CFGC:South (22)	0.0%	9.1%
CFGC:Nrwlk (11)	9.1%	0.0%
CFGC:EMPS (33)	9.1%	9.1%
Well:Dnby (14)	0.0%	21.4%
Well:Torr (15)	0.0%	6.7%
Well:Wtby (19)	5.3%	10.5%
Total (345)	8.1%	20.3%

Figure 47. Mobile Response by Service Area

Legend: All Hours | Old Hours | New Hours

Service Area	All Hours	Old Hours	New Hours
Central (457)	95.6%	96.7%	81.8%
Eastern (335)	95.2%	95.9%	83.3%
Hartford (695)	95.5%	96.3%	88.1%
New Haven (321)	93.8%	94.5%	75.0%
Southwestern (385)	98.2%	98.1%	100.0%
Western (503)	98.0%	97.8%	100.0%
Statewide (2696)	96.1%	96.6%	89.7%

Figure 48. Mobile Response (Mobile & Deferred Mobile) By Provider

Provider	Value
CHR:MiddHosp (107)	91.6%
CHR (350)	96.9%
UCFS:NE (127)	95.3%
UCFS:SE (208)	95.2%
Wheeler:Htfd (297)	95.3%
Wheeler:Meridn (74)	94.6%
Wheeler:NBrit (324)	96.0%
CliffBeers (321)	93.8%
CFGC:South (109)	97.3%
CFGC:Nrwlk (85)	97.7%
CFGC:EMPS (191)	99.0%
Well:Dnby (95)	96.8%
Well:Torr (64)	98.4%
Well:Wtby (344)	98.3%

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

Goal = 90%

Section VIII: Response Time

Figure 49. Mobile Episodes with a Response time Under 45 minutes

Service Area	All Hours	Old Hours	New Hours
Central (309)	90.6%	91.0%	84.2%
Eastern (238)	91.5%	91.5%	92.3%
Hartford (427)	80.9%	80.4%	86.4%
New Haven (229)	95.0%	94.9%	100.0%
Southwestern (262)	88.5%	88.5%	88.9%
Western (330)	95.4%	95.9%	88.5%
Statewide (1795)	89.2%	89.3%	88.0%

■ All Hours ■ Old Hours ■ New Hours

Goal:

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

Figure 50. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

Provider	Percent
CHR:MiddHosp (82)	96.5%
CHR (227)	88.7%
UCFS:NE (87)	85.3%
UCFS:SE (151)	95.6%
Wheeler:Htfd (187)	85.4%
Wheeler:Meridn (52)	86.7%
Wheeler:NBrit (188)	75.5%
CliffBeers (229)	95.0%
CFGC:South (72)	83.7%
CFGC:Nrwlk (60)	87.0%
CFGC:EMPS (130)	92.2%
Well:Dnby (56)	90.3%
Well:Torr (41)	85.4%
Well:Wtby (233)	98.7%

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

Goal=80%
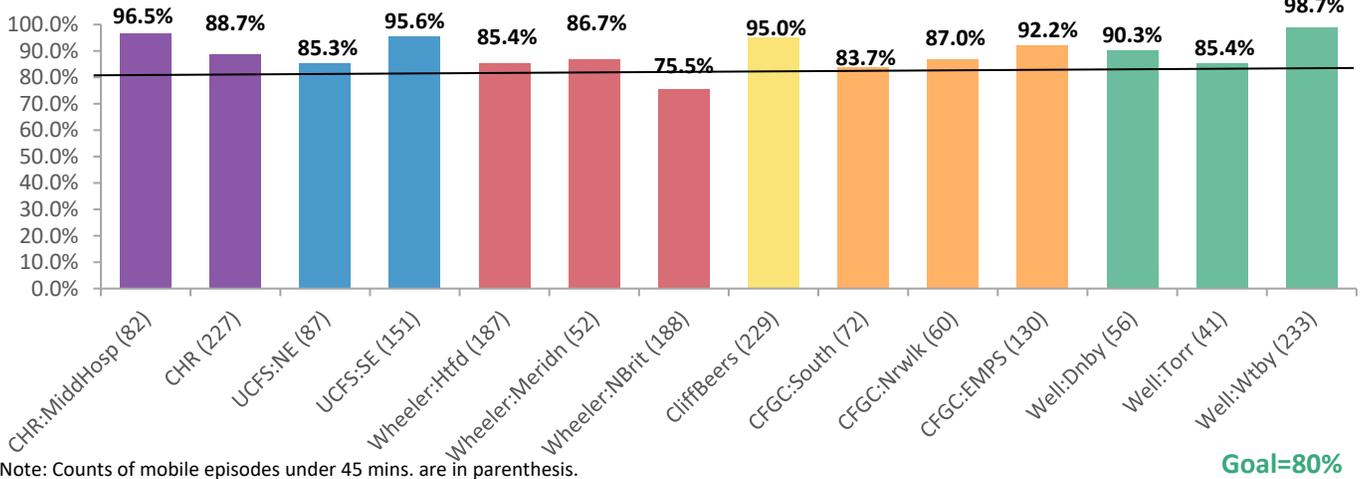
Figure 51. Median Mobile Response Time by Service Area in Minutes

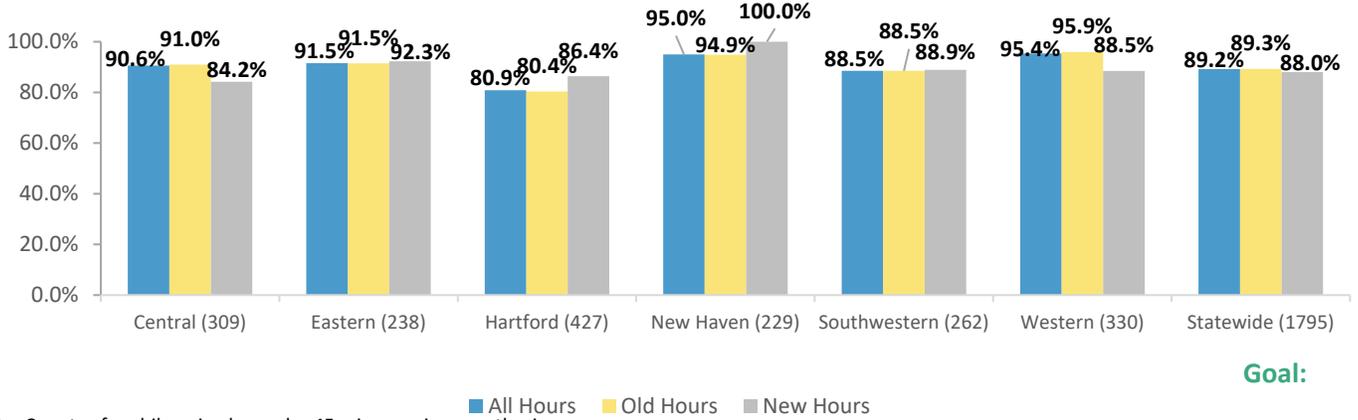| Service Area	Minutes
Central (341)	26.0
Eastern (260)	29.0
Hartford (528)	33.0
New Haven (241)	31.0
Southwestern (296)	31.5
Western (346)	25.0
Total (2012)	30.0
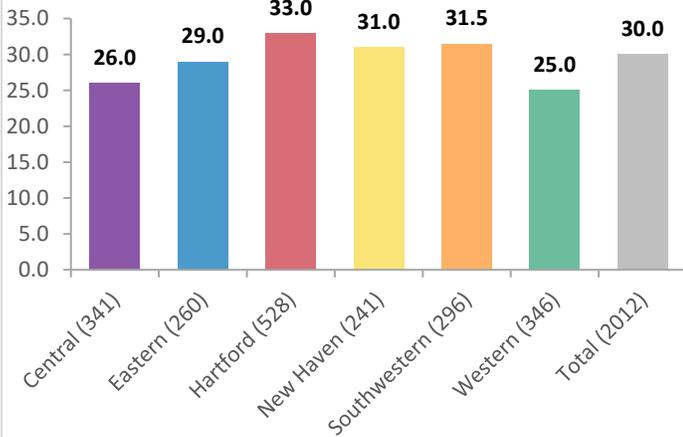
Figure 52. Median Mobile Response Time by Provider in Minutes

Provider	Minutes
CHR:MiddHosp (85)	21.0
CHR (256)	27.0
UCFS:NE (102)	31.5
UCFS:SE (158)	27.0
Wheeler:Htfd (219)	32.0
Wheeler:Meridn (60)	34.0
Wheeler:NBrit (249)	34.0
CliffBeers (241)	31.0
CFGC:South (86)	33.0
CFGC:Nrwlk (69)	32.0
CFGC:EMPS (141)	29.0
Well:Dnby (62)	32.0
Well:Torr (48)	33.0
Well:Wtby (236)	21.0
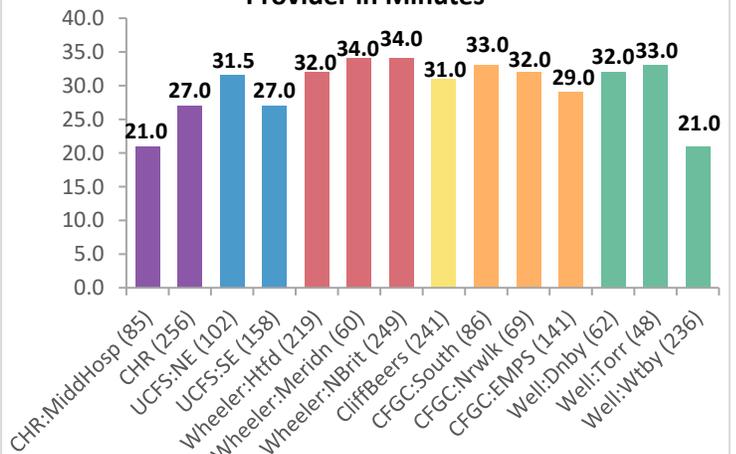
Note: Counts of 211-recommended mobile episodes

Figure 53. Median Deferred Mobile Response Time by Provider in Hours

Provider	Median Hours
Central (114)	22.1
Eastern (63)	4.0
Hartford (140)	5.7
New Haven (64)	13.4
Southwestern (68)	4.0
Western (154)	1.7
Total (603)	4.2
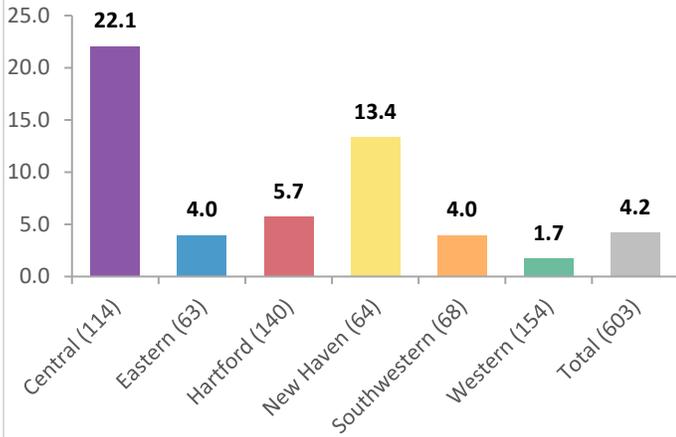
Note: Counts of deferred mobile response episodes are in parenthesis.

Figure 54. Median Deferred Mobile Response Time by Provider in Hours

Provider	Median Hours
CHR.MiddHosp (13)	4.5
CHR (101)	23.6
UCFS:NE (19)	4.5
UCFS:SE (44)	3.8
Wheeler:Htfd (65)	4.4
Wheeler:Meridn (13)	22.7
Wheeler:NBrit (62)	5.5
CliffBeers (64)	13.4
CFGC:South (23)	5.3
CFGC:Nrwlk (13)	4.2
CFGC:EMPS (32)	2.3
Well:Dnby (33)	1.2
Well:Torr (16)	1.4
Well:Wtby (105)	1.9

Note: Counts of deferred mobile response episodes are in parenthesis.

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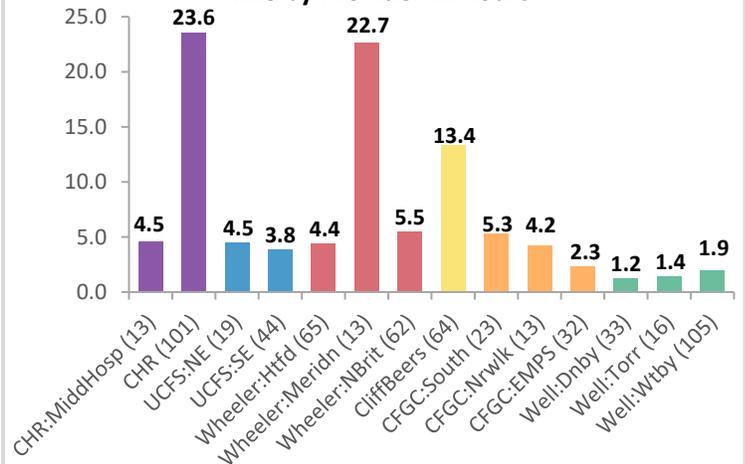
Section IX: Length of Stay and Discharge Information

Table 1. Length of service for discharged episodes.

		Central	Eastern	Hartford	New Haven	South-western	Western	Statewide
Face-to-Face: Eval Only*	**n**	4	18	121	47	29	29	**248**
	Median (Days)	3	3	1	12	0	4	**2**
	Exceeding 1 day	50.0%	72.2%	45.5%	93.6%	37.9%	55.2%	**56.9%**
Face-to-Face: Connect to Care**	**n**	115	247	205	152	157	202	**1078**
	Median	17	6	7	19	10	8	**8**
	Exceeding 14 days	60.0%	7.3%	19.5%	58.6%	43.3%	27.7%	**31.5%**
Face-to-Face: Treatment and Connection to Care***	**n**	275	33	248	39	46	114	**755**
	Median	24	23	17	27	29	14	**20**
	Exceeding 45 days	2.5%	0.0%	0.0%	7.7%	4.3%	2.6%	**2.0%**

*Option was not added to PIE until November 2, 2026
**Includes some episodes from October previously classified as "Face-to-Face"
***Includes some episodes from October previously classified as "Face-to-Face: Plus Stabilization Follow-Up"

Table 2. Length of service for open episodes.

		Central	Eastern	Hartford	New Haven	South-western	Western	Statewide
Face-to-Face: Eval Only*	**n**	0	0	11	12	11	4	**38**
	Median (Days)	.	.	50	22	20	21	**27**
	Exceeding 1 day			100.0%	100.0%	100.0%	100.0%	**100.0%**
Face-to-Face: Connect to Care**	**n**	19	2	35	25	53	54	**188**
	Median	13	12	20	18	28	19	**20**
	Exceeding 14 days	84.2%	100.0%	94.3%	88.0%	96.2%	81.5%	**89.4%**
Face-to-Face: Treatment and Connection to Care***	**n**	34	2	44	16	25	11	**132**
	Median	15	20	29	25	28	54	**25**
	Exceeding 45 days	8.8%	0.0%	36.4%	6.3%	28.0%	72.7%	**26.5%**

*Option was not added to PIE until November 2, 2026
**Includes some episodes from October previously classified as "Face-to-Face"
***Includes some episodes from October previously classified as "Face-to-Face: Plus Stabilization Follow-Up"

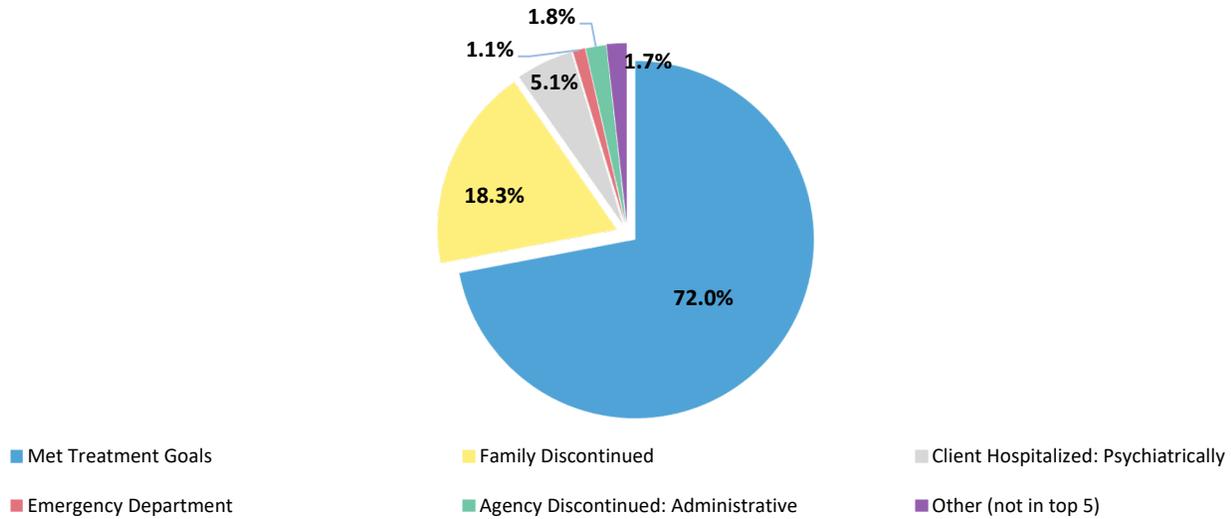**Figure 55. Top Six Reasons for Client Discharge Statewide**

- 1.8%
- 1.1%
- 5.1%
- 1.7%
- 18.3%
- 72.0%

■ Met Treatment Goals ■ Family Discontinued ■ Client Hospitalized: Psychiatrically
■ Emergency Department ■ Agency Discontinued: Administrative ■ Other (not in top 5)

Figure 56. Top Six Places Clients Live at Discharge Statewide

Place	Percentage
Private Residence	95.6%
DCF Foster Home	1.6%
Group Home	0.1%
Homeless/Shelter	0.4%
Crisis Residence	1.9%
Other (not in top 5)	0.4%
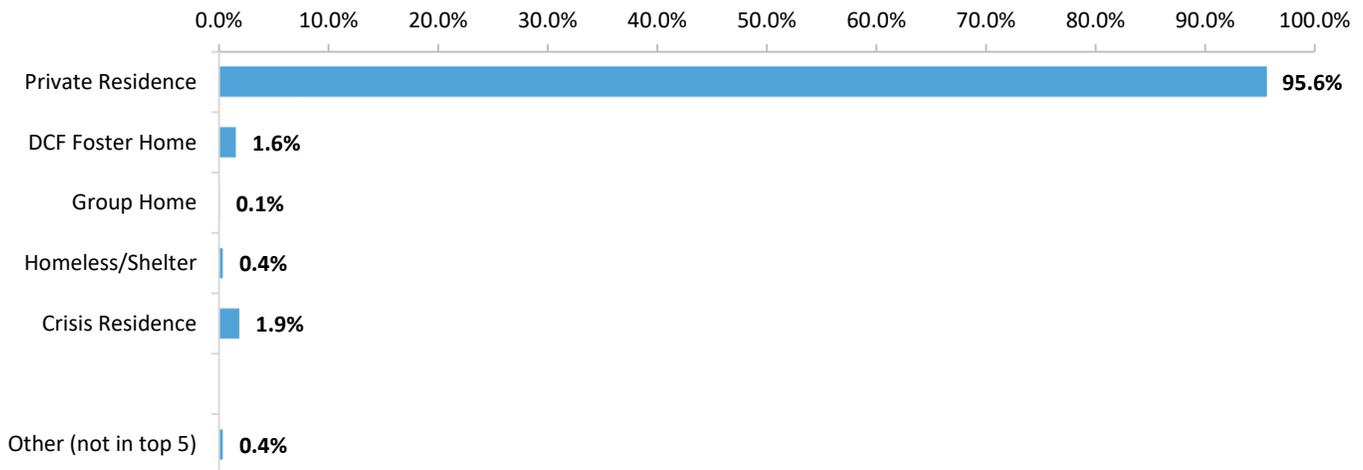
Figure 57. Type of Services Client Referred* to at Discharge Statewide

Service	Percentage
Outpatient Services (1175)	31.7%
Intensive In-Home Services (256)	6.9%
Inpatient Hospital Care (114)	3.1%
Intensive Outpatient Services (159)	4.3%
Other: Community-Based (123)	3.3%
Psychiatric Provider for Medication (96)	2.6%
Partial Hospital Program (93)	2.5%
Care Coordination (48)	1.3%
Extended Day Program (34)	0.9%
Residential Treatment (9)	0.2%
UCC (13)	0.4%
Other: Out-of-Home (5)	0.1%
Group Home (3)	0.1%
SAC (5)	0.1%
Referred Back to Original Provider (1186)	32.0%
None (385)	10.4%

Note: Count for each type of service referral is in parenthesis   * Data include clients referred to more than one type of service

Table 3. Ohio Scales Scores by Service Area

Service Area	N (paired† intake & discharge)	Mean (paired† intake)	Mean (paired† discharge)	Mean Difference (paired† cases)	t-score	Sig.	† .05-.10 * P < .05 **P < .01
STATEWIDE							
Parent Functioning Score	130	41.31	43.24	1.93	2.26	0.026	*
Worker Functioning Score	610	46.08	47.10	1.03	4.36	<.001	**
Parent Problem Score	133	28.69	25.53	-3.17	-3.17	0.002	**
Worker Problem Score	611	28.98	26.89	-2.09	-8.65	<.001	**
Central							
Parent Functioning Score	60	42.55	42.15	-0.40	-1.00	0.321	
Worker Functioning Score	226	49.09	48.65	-0.44	-1.83	0.069	†
Parent Problem Score	60	27.67	27.45	-0.22	-0.46	0.647	
Worker Problem Score	226	28.42	28.05	-0.37	-1.69	0.092	†
Eastern							
Parent Functioning Score	8	36.50	51.75	15.25	3.17	0.016	*
Worker Functioning Score	25	43.16	47.16	4.00	2.45	0.022	*
Parent Problem Score	8	34.75	18.13	-16.63	-3.50	0.010	*
Worker Problem Score	25	29.12	23.80	-5.32	-3.56	0.002	**
Hartford							
Parent Functioning Score	17	45.53	44.06	-1.47	-0.38	0.711	
Worker Functioning Score	196	44.76	45.58	0.83	1.71	0.090	†
Parent Problem Score	17	26.71	20.76	-5.94	-2.17	0.046	*
Worker Problem Score	196	30.05	27.73	-2.32	-4.34	<.001	**
New Haven							
Parent Functioning Score	14	39.43	40.43	1.00	0.70	0.497	
Worker Functioning Score	28	45.39	45.57	0.18	0.50	0.621	
Parent Problem Score	16	26.88	31.44	4.56	1.00	0.333	
Worker Problem Score	28	24.14	23.75	-0.39	-1.39	0.177	
Southwestern							
Parent Functioning Score	22	39.91	46.09	6.18	2.42	0.025	*
Worker Functioning Score	35	47.71	47.60	-0.11	-0.13	0.897	
Parent Problem Score	23	29.39	21.13	-8.26	-2.78	0.011	*
Worker Problem Score	36	21.06	19.92	-1.14	-1.64	0.110	
Western							
Parent Functioning Score	9	35.67	38.78	3.11	1.15	0.282	
Worker Functioning Score	100	42.20	46.83	4.63	7.19	<.001	**
Parent Problem Score	9	35.33	29.00	-6.33	-3.66	0.006	**
Worker Problem Score	100	32.29	26.75	-5.54	-8.56	<.001	**

paired† = Number of cases with both intake and discharge scores

† .05-.10,

 * P < .05,

**P < .01

Section X: Client & Referral Source Satisfaction

Table 4. Client and Referrer Satisfaction for 211 and EMPS

2-1-1 Items*	Clients (n=64)	Referrers (n=77)
The 2-1-1 staff answered my call in a timely manner	4.79	4.96
The 2-1-1 staff was courteous	4.87	4.99
The 2-1-1 staff was knowledgeable	4.81	4.86
My phone call was quickly transferred to the EMPS provider	4.79	4.90
Sub-Total Mean: 2-1-1	**4.82**	**4.93**
Mobile Crisis Items*		
Mobile Crisis responded to the crisis in a timely manner	4.84	4.85
The Mobile Crisis staff was respectful	4.90	4.79
The Mobile Crisis staff was knowledgeable	4.86	4.85
The Mobile Crisis staff spoke to me in a way that I understood	4.90	4.89
Mobile Crisis helped my child/family get the services needed or made contact with my current service provider (if you had one at the time you called Mobile Crisis)	4.52	X
The services or resources my child and/or family received were right for us	4.60	X
The child/family I referred to Mobile Crisis was connected with appropriate services or resources upon discharge from Mobile Crisis	X	4.62
Sub-Total Mean: Mobile Crisis	**4.77**	**4.80**
Overall, I am very satisfied with the way that Mobile Crisis responded to the crisis *This question is rated on a 1 to 10 scale, while the others are rated from 1 to 5*	**8.93**	**8.91**

* All items collected by 2-1-1, in collaboration with the PIC and DCF; measured on a scale of 1 (Strongly Disagree) to 5 (Strongly Agree).

Client Comments:
- The social worker that responded was amazing, followed up the next day.
- She helped my child refocus and feel safe again.
- The clinician was extremely kind curious and gentle with our family and our situation. She was extremely patient and understanding and took the time to explain everything we needed to my husband, and I and our son, she was extremely knowledgeable and experienced. I was so nervous calling and she reassured me that I did the right thing and made the right choice, she made us all feel safe, seen, and heard in such a scary situation.
- At this time services and resources were suggested by the Clinician but have not been initiated as of yet. We are currently waiting for follow-up communication from Clinician to initiate services and resources suggested.
- The only issue was that we had to follow up multiple times for a list of resources we have been promised during the visit.

Referrer Comments:
- Excellent teamwork and communication. Your staff made a challenging situation much more manageable.
- On behalf of the police department, thank you for the support and collaboration on this case.
- The clinician was responsive and communicated clearly once on scene. Thank you for the assistance.
- Communication was clear and helpful, though additional updates during the wait would have been beneficial.
- While the clinician was supportive, the response time was longer than ideal given the urgency of the situation.

Section XI: Training Attendance

Table 5. Statewide Training Completion Rates

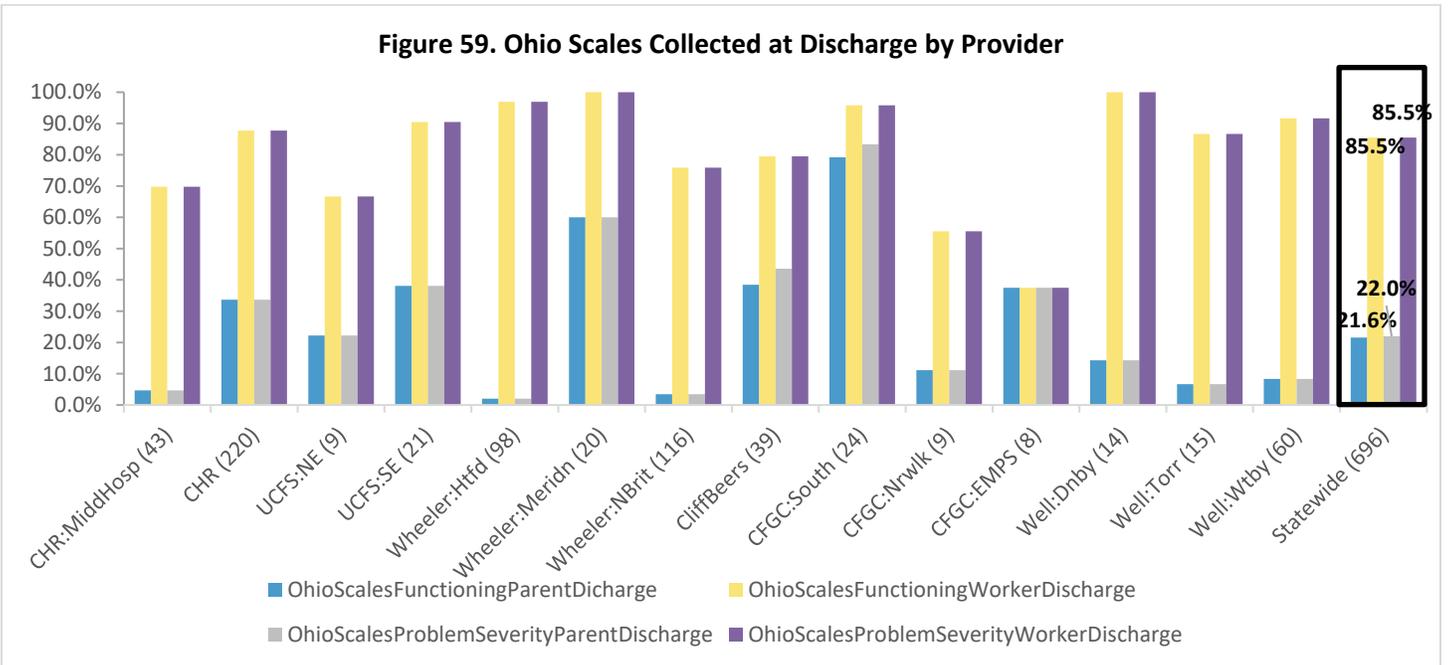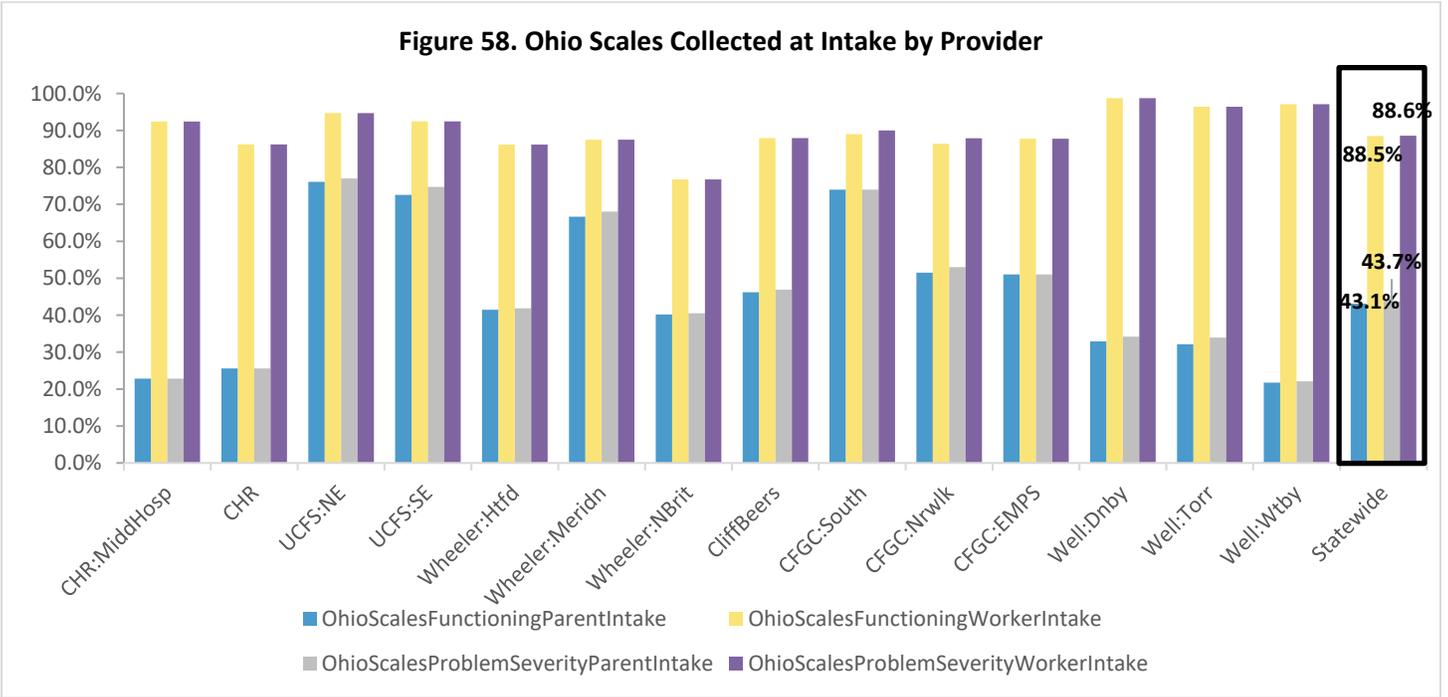|		All Staff	Full Time staff employed at least 1 year
Core Trainings	Crisis Assessment, Planning and Intervention	68%	69%
	Emergency Certificate	57%	64%
	Assessing Violence Risk in Children and Adolescents	50%	61%
	Traumatic Stress and Trauma-Informed Care	53%	61%
	21st Century Culturally Responsive Mental Health Care	56%	61%
	Columbia Suicide Severity Rating Scale	44%	43%
Required Trainings	A-SBIRT (Adolescent Screening, Brief Intervention, and Referral to Treatment	51%	51%
	Autism, Families, and Severe Behavior	49%	57%
	Overview of Developmental Disabilities	53%	62%
	Disaster Behavioral Health Response Network	56%	63%
	Problem Sexual Behavior	59%	64%
	School Refusal	62%	64%
Recommended Trainings	Autism Spectrum Disorders: An Overview of Characteristics, Misconceptions, and Community Resources (advanced course)*	11%	17%
	Clinical and Behavioral Effectiveness with Developmental DIsabilities: Demistifying Conceptualization & Advancing Positive Behavior Support (advanced course)*	18%	24%
	Question, Persuade, and Refer (QPR)	18%	22%
	Effective Family Engagement**	4%	3%
	Race and Mental Health Part 1**	4%	4%
	Race and Mental Health Part 2**	4%	4%

*These trainings were offered for the first time in FY2025.
**These trainings became available at the end of FY26 Q1.

Table 6. Staff Trained by Region

	Total Staff	Full Time staff employed at least 1 year	Core Trainings Completed		Full Time staff employed at least 2 years	Core Trainings Completed	All Required Trainings Completed
Central	41	16	63%		15	67%	20%
Eastern	21	12	83%		10	90%	90%
Hartford	53	35	6%		28	7%	4%
New Haven	14	13	77%		13	77%	69%
Southwestern	26	10	50%		9	56%	44%
Western	26	20	40%		14	57%	36%
Statewide	208	106	42%		89	49%	35%

Section XII: Data Quality Monitoring

Figure 58. Ohio Scales Collected at Intake by Provider

Figure 59. 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 60. Number of Times Providers Conducted Formal* Outreach to the Community
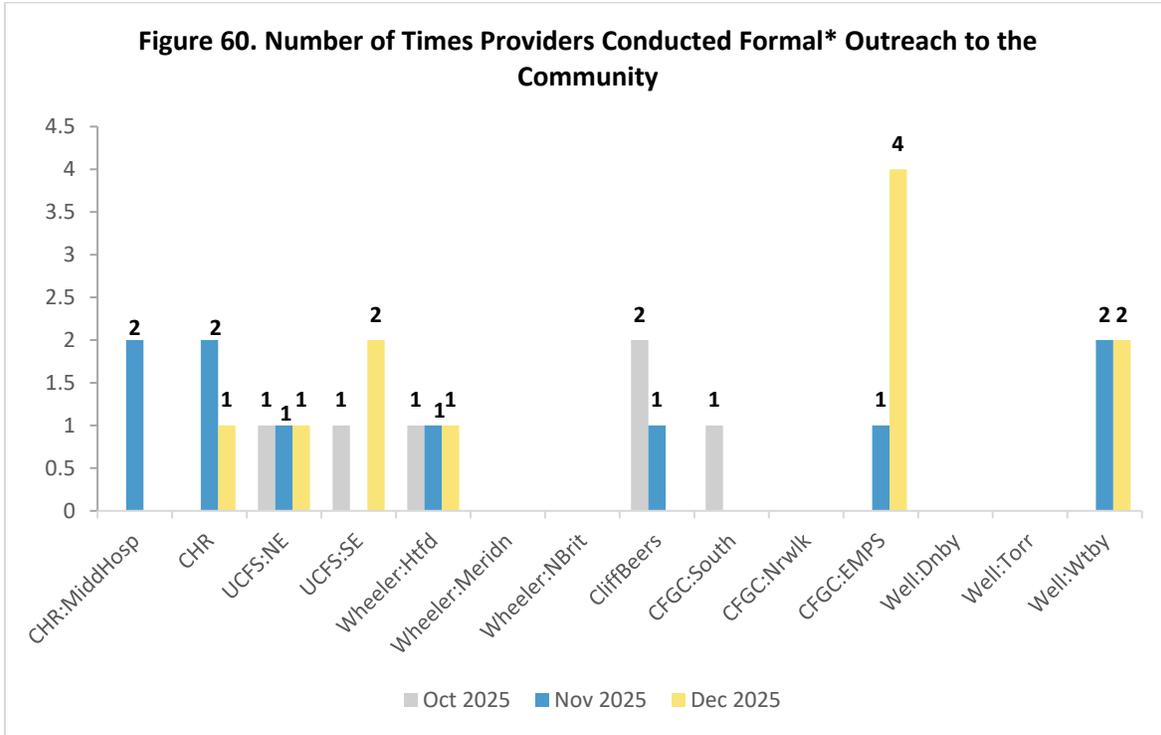
*Formal outreach refers to: 1) In person presentations lasting 30 minutes, preferably more, using the EMPS PowerPoint slides and including distribution to attendees of marketing materials and other EMPS resources; 2) Outreach presentations that are in person that include workshops, conferences, or similar 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.