MOBILE CRISIS
RESPONSE TEAM FOR YOUTH

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

June 2026

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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 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 June 2026, 2-1-1 and Mobile Crisis received 1,147 calls including 810 (70.6%) handled by Mobile Crisis providers and 337 calls (29.4%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 21.4% increase in call volume from June 2025 (n=945) and 18.9% increase in episode volume (681 episodes in June 2025). Of the total calls and episodes, Mobile Crisis and 2-1-1 received 131 calls during the expanded overnight and weekend hours. This included 85 (64.9%) calls handled by Mobile Crisis providers and 46 (35.1%) calls handled by 2-1-1 only. The overnight and weekend call volume in June 2026 was higher than last month (187) and higher than June 2025 (134). There were 10 episodes that did not yet have a completed intake in PIE and were excluded from the rest of this report.

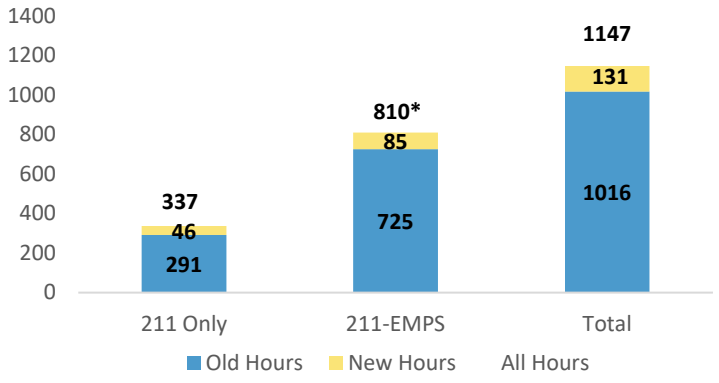
Among the **800 episodes of care** this month, episode volume ranged from 85 episodes (Eastern) to 180 episodes (Hartford). The statewide average service reach rate per 1,000 children this month was 1.1 with service area rates ranging from 0.7 (Southwestern) to 1.3 (Central, Hartford, and Western) relative 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 2.2 per 1,000 children in poverty, with service area rates ranging from 1.3 (New Haven) to 5.1 (Central). During the expanded overnight and weekend hours, there were 85 episodes of care with volume ranging from 4 episodes (Southwestern) to 21 episodes (Western). The number of overnight and weekend episodes in June 2026 was lower than last month (110, May 2026).

Mobility: Statewide mobility was 93.4% this month, which is lower than the rate in May 2025 (96.0%). Five of the six areas surpassed the 90% benchmark this month, with performance ranging from 87.1% (Eastern) to 96.7% (Southwestern). Mobility for individual providers ranged from 73.7% (CHR: Middlesex) to 100% (Wheeler: New Britain). Ten of the fourteen individual providers met or exceeded the 90% mobility rate benchmark. The statewide mobility rate during the new hours was 80.0%, with three of the six regions exceeding the 90% benchmark. Performance ranged from 50.0% (Central and Eastern) to 100% (Hartford, Southwestern, Western). The mobility rate during the traditional Mobile Crisis hours was 94.5%, similar to the overall rate of 93.4%. During the new hours, 29.8% of episodes requested a mobile response, 35.7% requested a deferred mobile response, and 34.5% requested a non-mobile response; in the traditional hours, 61.7% of episodes requested a mobile response, 27.1% requested a deferred mobile response, and 10.9% 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 month **90.0% of mobile episodes received a face-to-face response in 45 minutes or less**, which is higher than the rate in June 2025 (85.3%). All the six service areas were above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 83.6% (Hartford) to 100.0% (Western). Ten of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 29.0 minutes. The rate of episodes meeting response time during the traditional hours (92.3%) was similar to the overall rate of 91.6%. During the expanded hours 80.0% of mobile episodes received a response within 45 minutes, with performance ranging from 66.7% (Central and Hartford) to 100% (Eastern, New Haven, Southwestern, Western). 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.

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type



*Includes 10 episodes that were coded as EMPS response but do not have an intake completed in PIE yet.

Figure 2. Mobile Crisis Episodes by Service Area (Total Episodes=800)

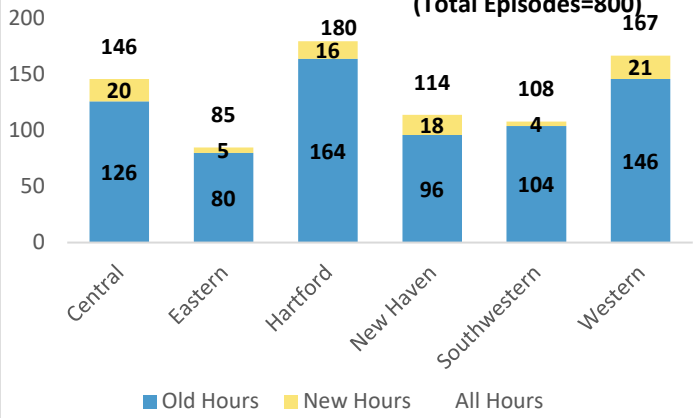


Figure 3. Number Served Per 1,000 Children

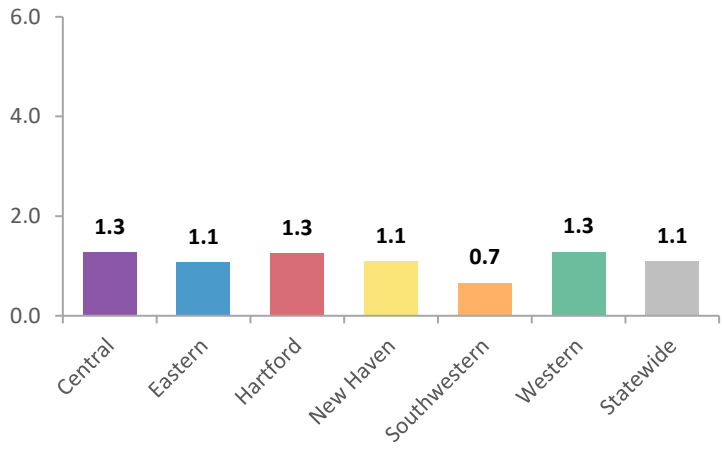


Figure 4. Number Served per 1,000 Children in Poverty

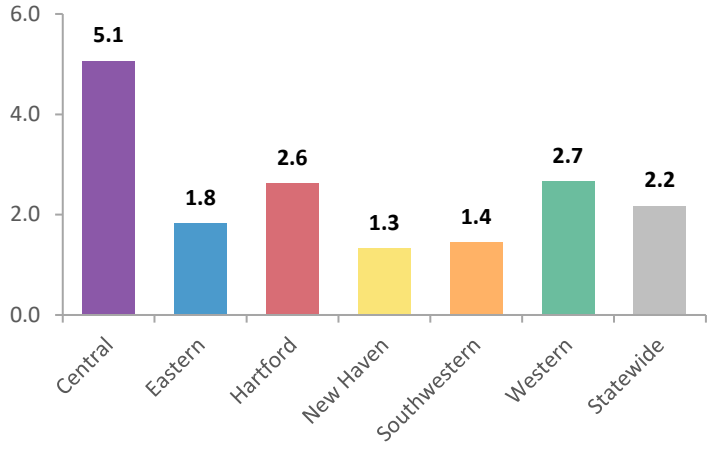
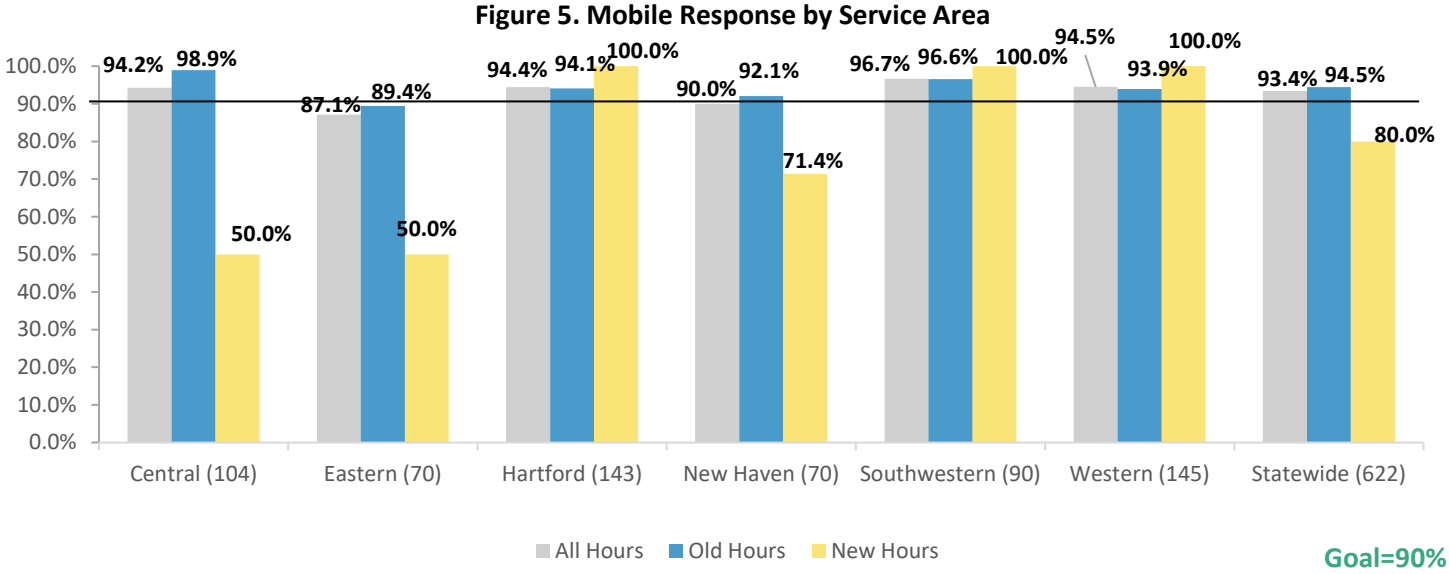
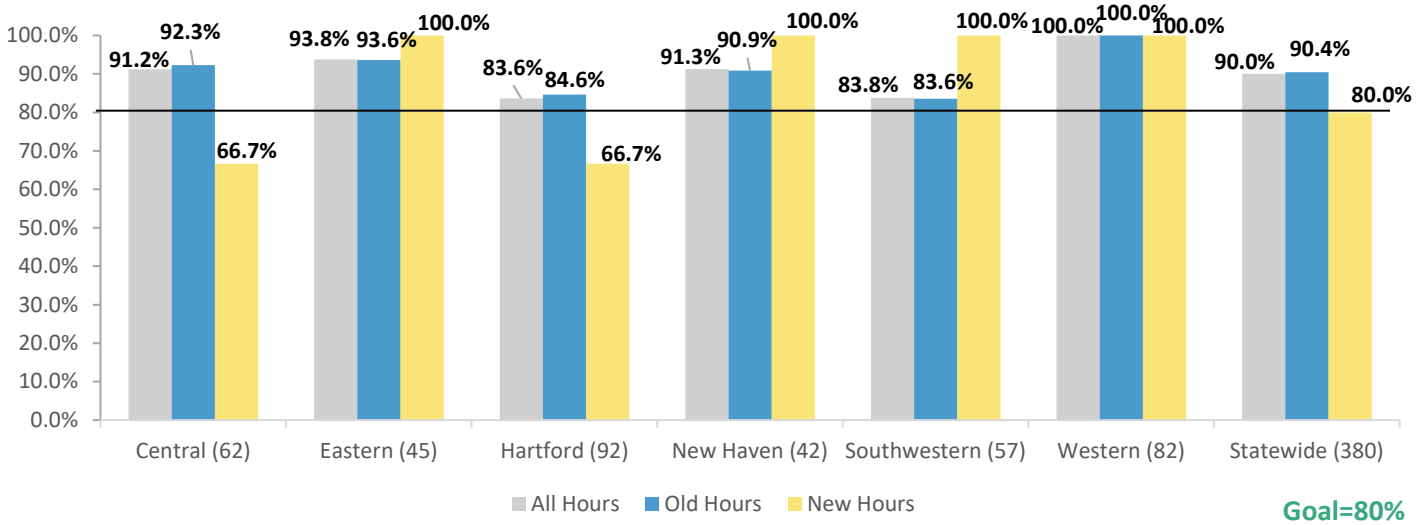


Figure 5. Mobile Response by Service Area



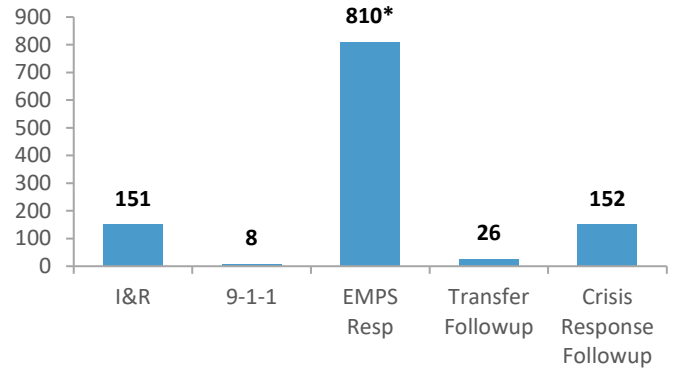
Goal=90%

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



Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition



*Includes 10 episodes that were coded as EMPS response but do not have an intake completed in PIE yet.

Figure 8. Mobile Crisis Episodes by Provider

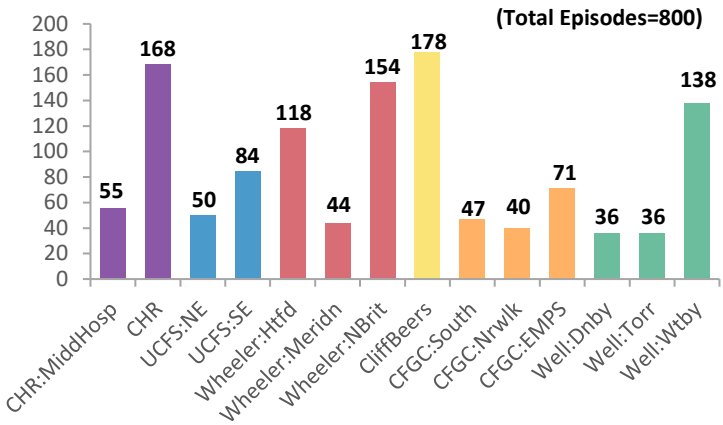


Figure 9. Actual Initial Mobile Crisis Response by Provider

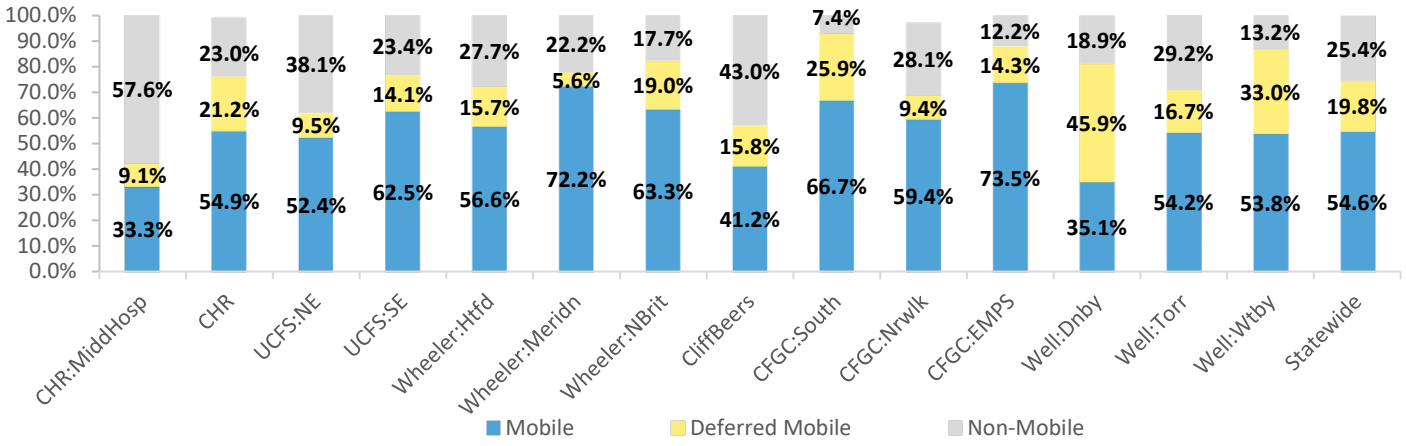


Figure 10. Recommended Response by Service Area - by Service Hours

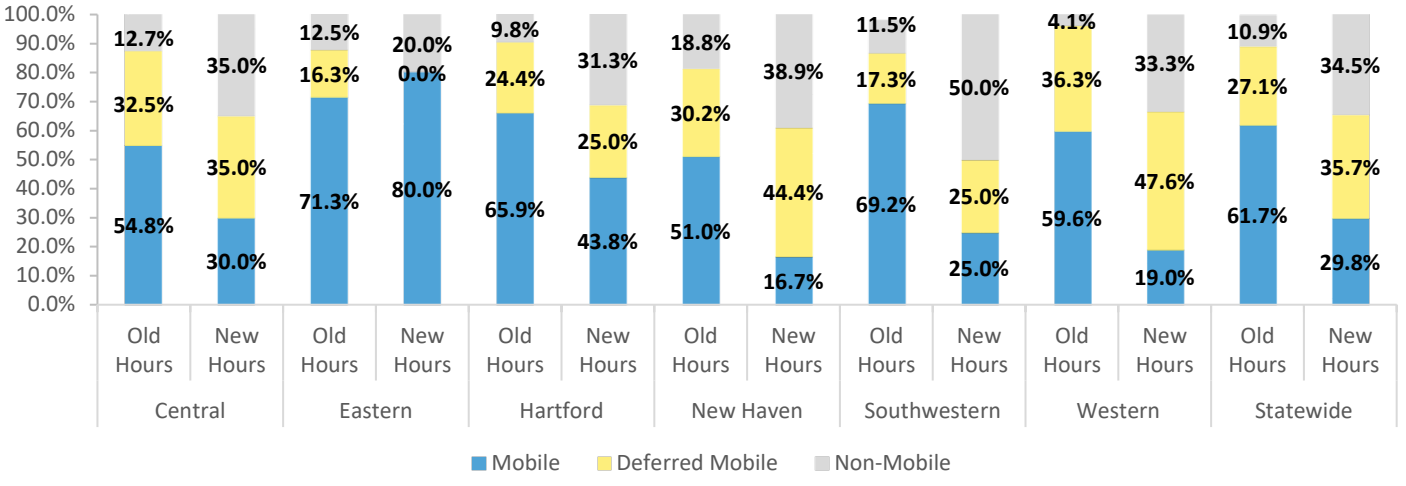
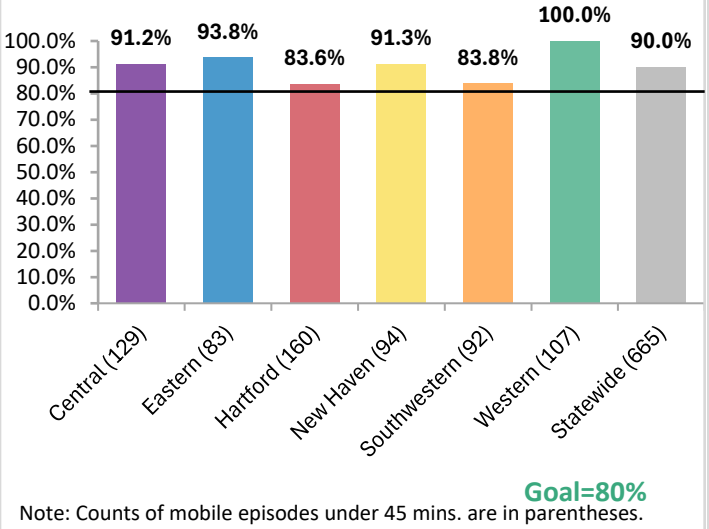


Figure 11. Mobile Response (Mobile & Deferred Mobile) By Provider

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

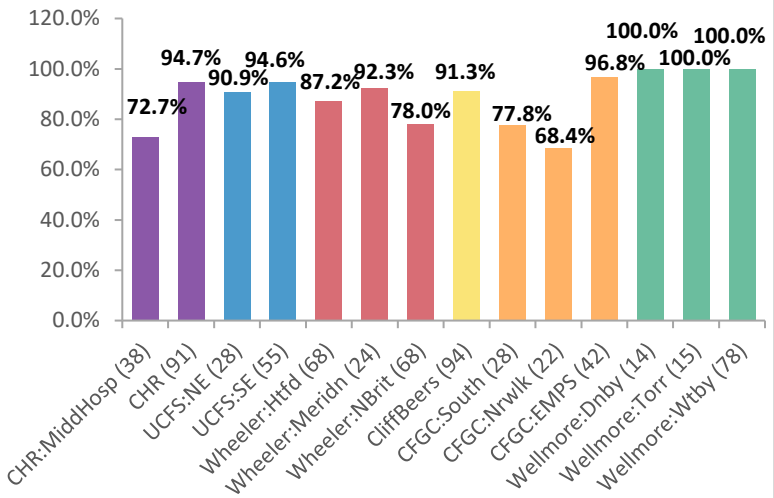
Section III: Response Time

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



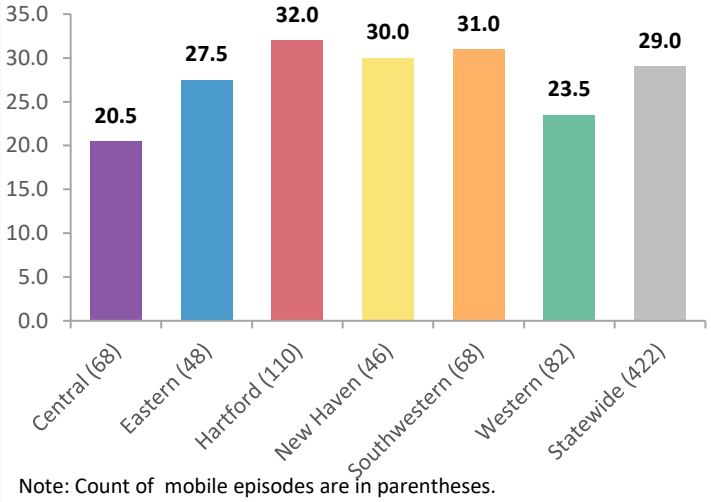
Note: Counts of mobile episodes under 45 mins. are in parentheses.

Figure 13. Mobile Episodes with a Response Time Under 45 Minutes by Provider



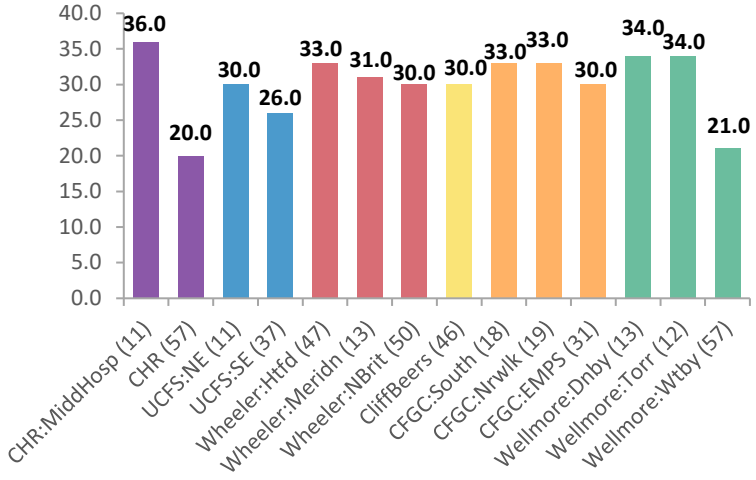
Note: Counts of 211-recommended mobile episodes are in parentheses.

Figure 14. Median Mobile Response Time in Minutes



Note: Count of mobile episodes are in parentheses.

Figure 15. Median Mobile Response Time by Provider in Minutes



Note: Count of mobile episodes are in parentheses.

Section IV: Emergency Department Referrals

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

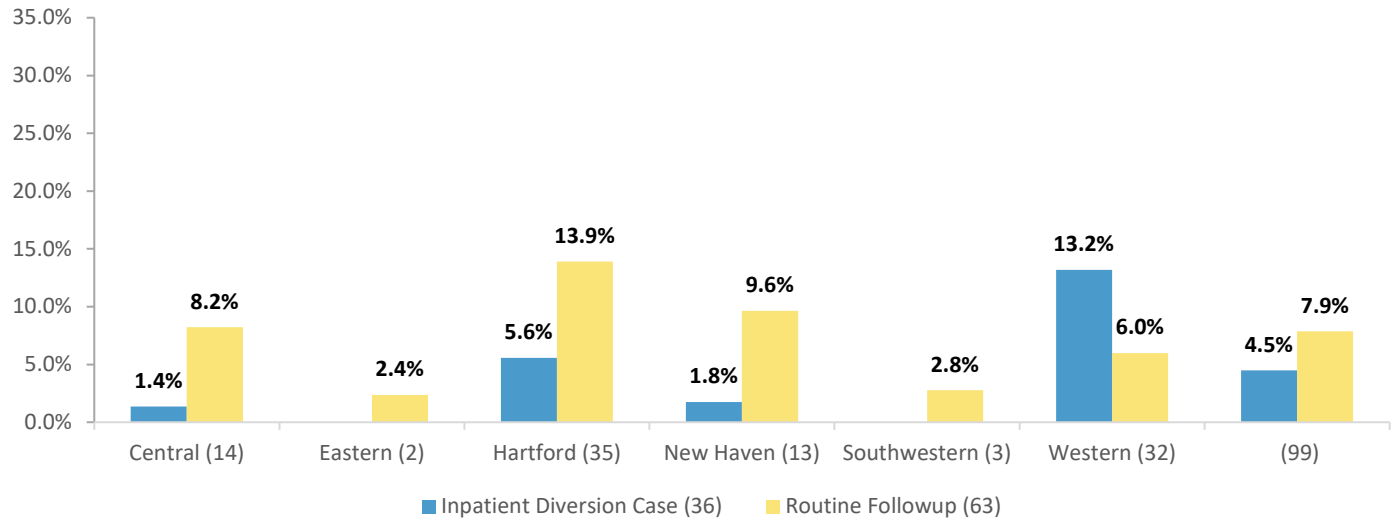


Figure 17. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)