



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

July 2026

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The Mobile Crisis Intervention Services Performance Improvement Center is housed at the



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 July 2026, 2-1-1 and Mobile Crisis received 774 calls including 527 (68.1%) handled by Mobile Crisis providers and 247 calls (31.9%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 21.9% increase in call volume from July 2025 (n=635) and 23.5% increase in episode volume (425 episodes in July 2025). Of the total calls and episodes, Mobile Crisis and 2-1-1 received 149 calls during the expanded overnight and weekend hours. This included 94 (63.1%) calls handled by Mobile Crisis providers and 55 (36.9%) calls handled by 2-1-1 only. The overnight and weekend call volume in July 2026 was higher than both last month (131) and July 2025 (102). There were 2 episodes that did not yet have a completed intake in PIE and were excluded from the rest of this report.

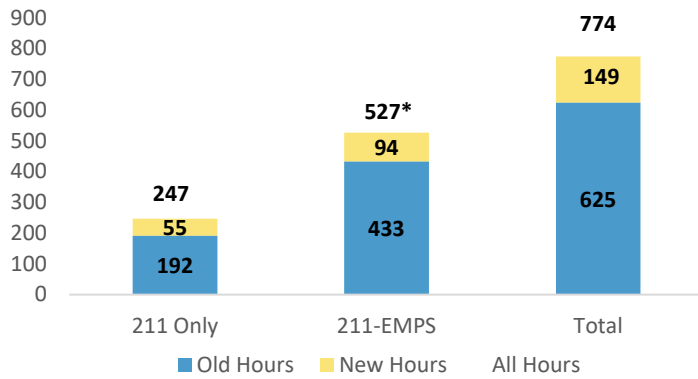
Among the **525 episodes of care** this month, episode volume ranged from 52 episodes (Southwestern) to 138 episodes (Hartford). The statewide average service reach rate per 1,000 children this month was 0.7 with service area rates ranging from 0.3 (Southwestern) to 1.0 (Hartford) relative to their specific child populations. Additionally, the number of episodes generated relative to the number of children in poverty in each service area yielded a statewide average poverty service reach rate of 1.5 per 1,000 children in poverty, with service area rates ranging from 0.7 (Southwestern) to 3.3 (Central). During the expanded overnight and weekend hours, there were 94 episodes of care with volume ranging from 8 episodes (Eastern and Southwestern) to 23 episodes (Western). The number of overnight and weekend episodes in July 2026 was higher than last month (84, June 2026).

Mobility: Statewide mobility was **88.2% this month**, which is similar to the rate in July 2025 (89.3%). Two of the six areas surpassed the 90% benchmark this month, with performance ranging from 79.6% (New Haven) to 91.8% (Central). Mobility for individual providers ranged from 72.7% (CFGCSouth) to 100% (CHR: MiddlexHosp, UCFS:NE). Six of the fourteen individual providers met or exceeded the 90% mobility rate benchmark. The statewide mobility rate during the new hours was 79.0%, with one of the six regions exceeding the 90% benchmark. Performance ranged from 66.7% (Central) to 91.7% (New Haven). The mobility rate during the traditional Mobile Crisis hours was 89.9%, similar to the overall rate of 88.2%. During the new hours, 37.2% of episodes requested a mobile response, 40.4% requested a deferred mobile response, and 22.3% requested a non-mobile response; in the traditional hours, 52.9% of episodes requested a mobile response, 30.9% requested a deferred mobile response, and 14.8% 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 **85.9% of mobile episodes received a face-to-face response in 45 minutes or less**, which is similar to the rate in July 2025 (86.1%). Five of the six service areas were above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 70.4% (Hartford) to 100.0% (Western, New Haven). Twelve of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 31.0 minutes. The rate of episodes meeting response time during the traditional hours (86.3%) was similar to the overall rate of 85.9%. During the expanded hours 83.3% of mobile episodes received a response within 45 minutes, with performance ranging from 50.0% (Hartford) to 100% (Central, 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 2 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

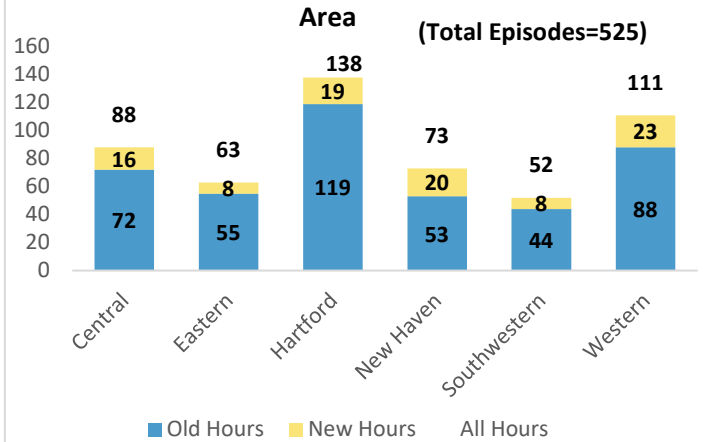


Figure 3. Number Served Per 1,000 Children

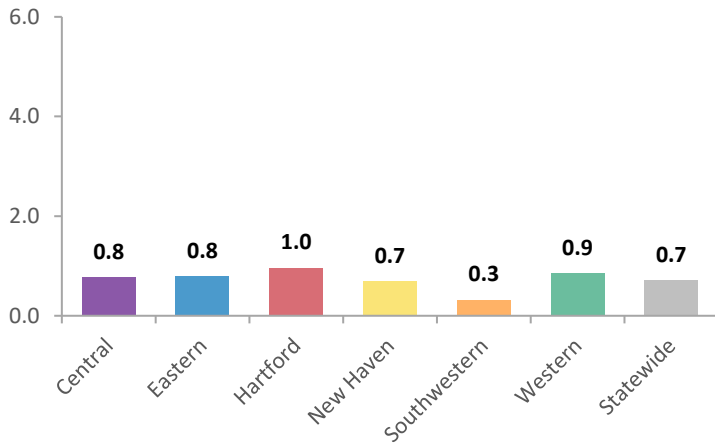


Figure 4. Number Served per 1,000 Children in Poverty

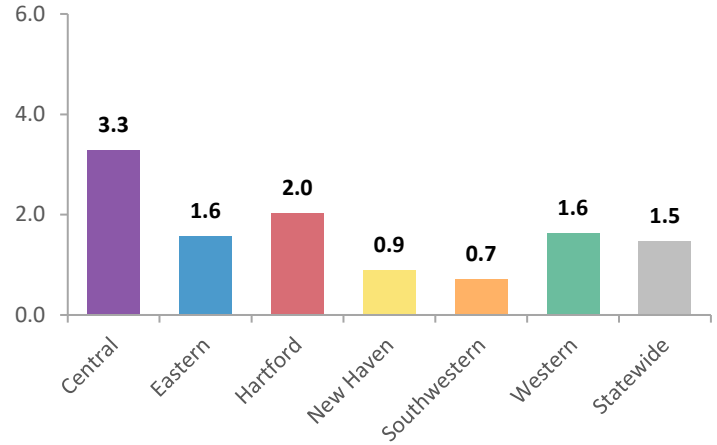
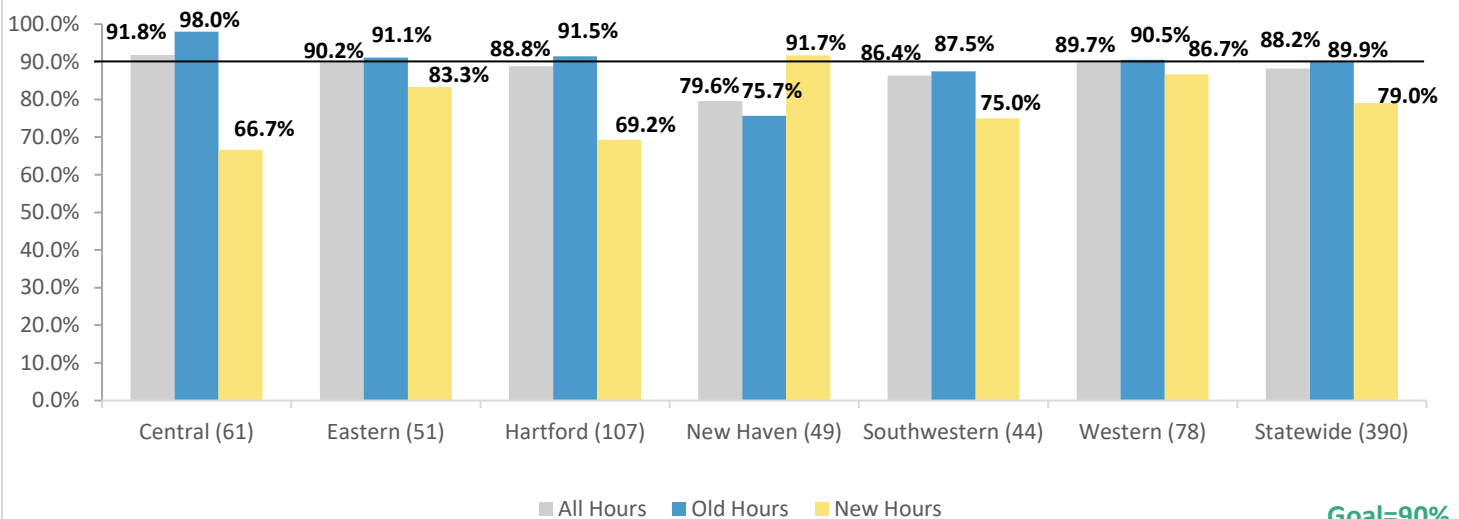
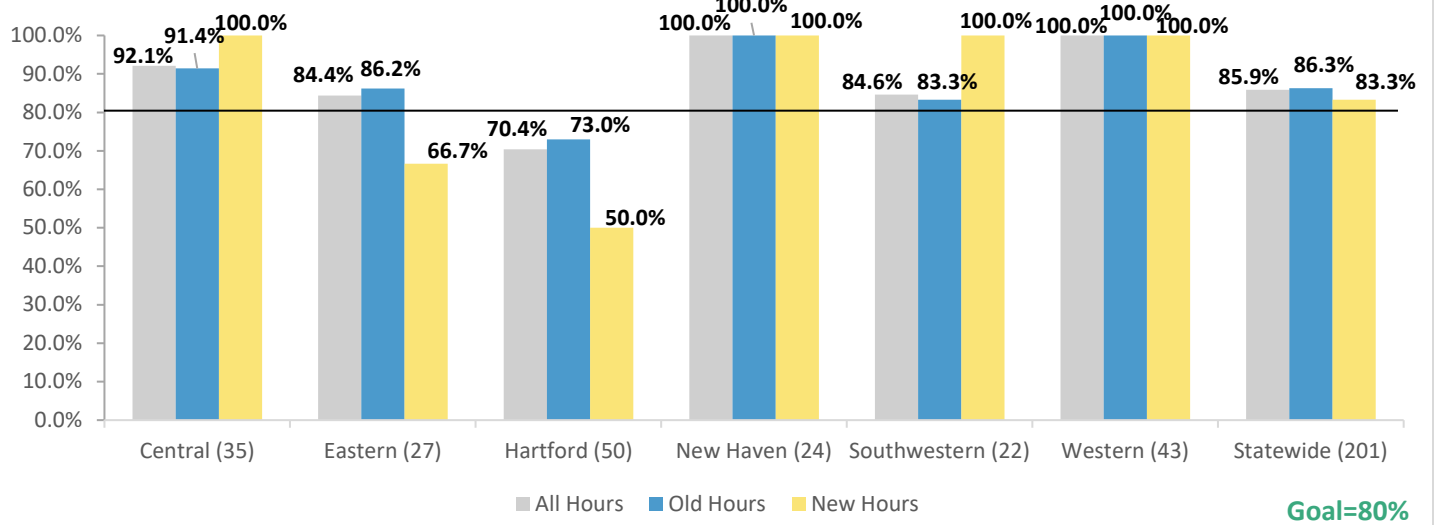


Figure 5. Mobile Response by Service Area



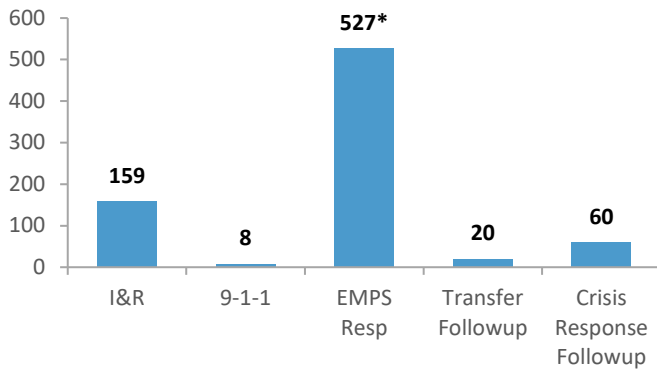
Goal=90%

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

Figure 8. Mobile Crisis Episodes by Provider

(Total Episodes=525)

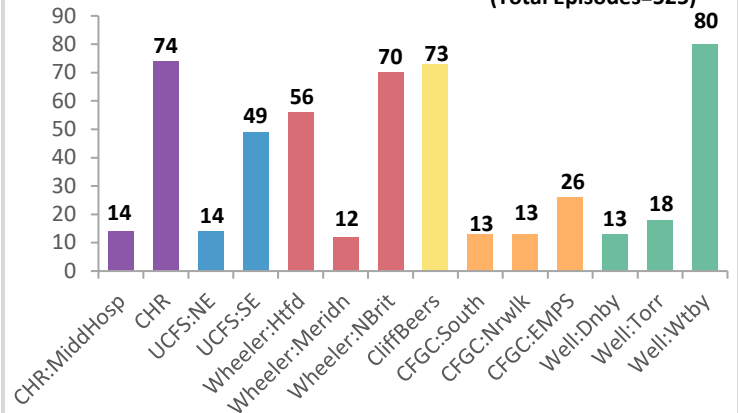


Figure 9. Actual Initial Mobile Crisis Response by Provider

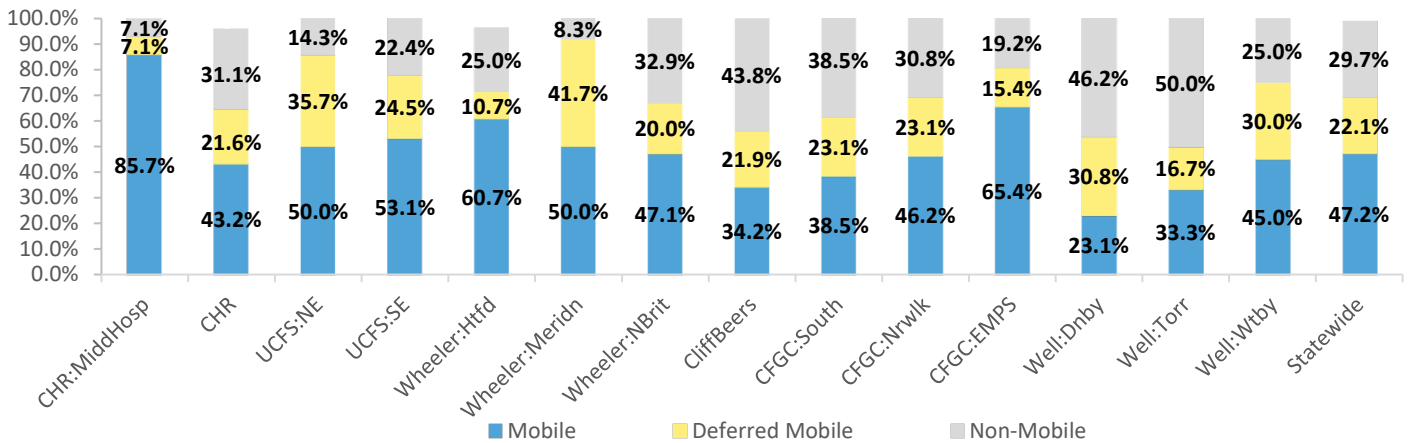


Figure 10. Recommended Response by Service Area - by Service Hours

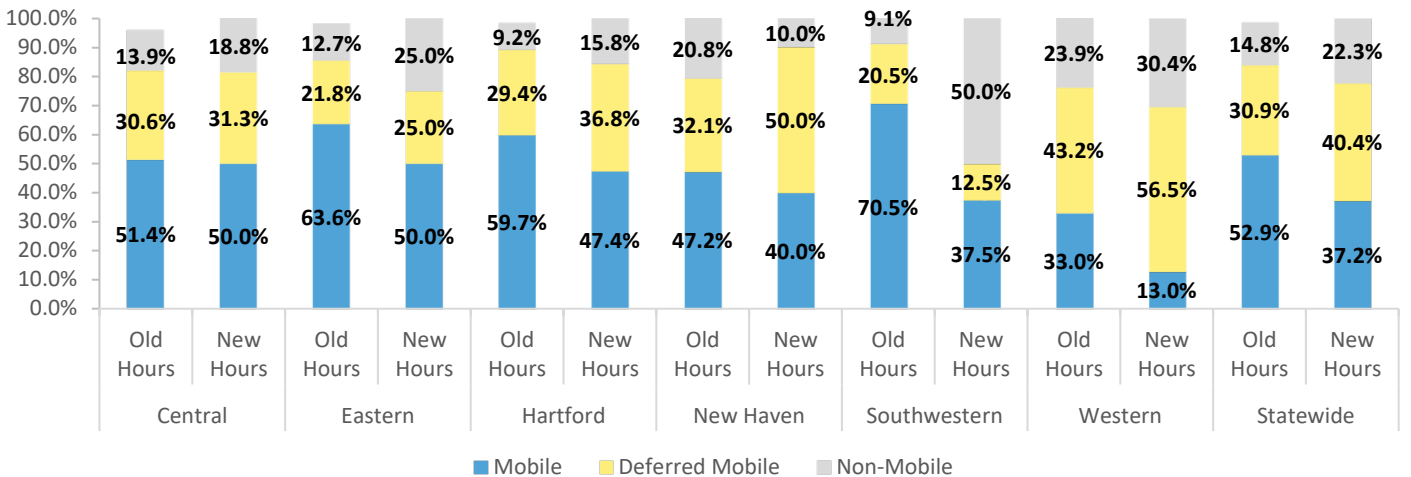
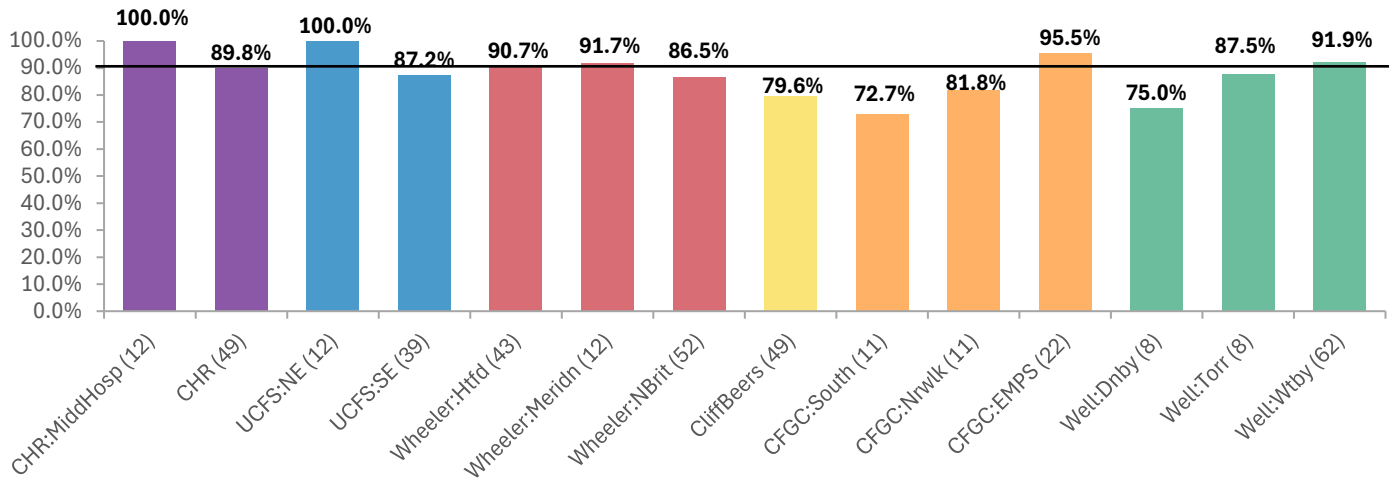


Figure 11. Mobile Response (Mobile & Deferred Mobile) By Provider



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

Goal=90%

Section III: Response Time

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

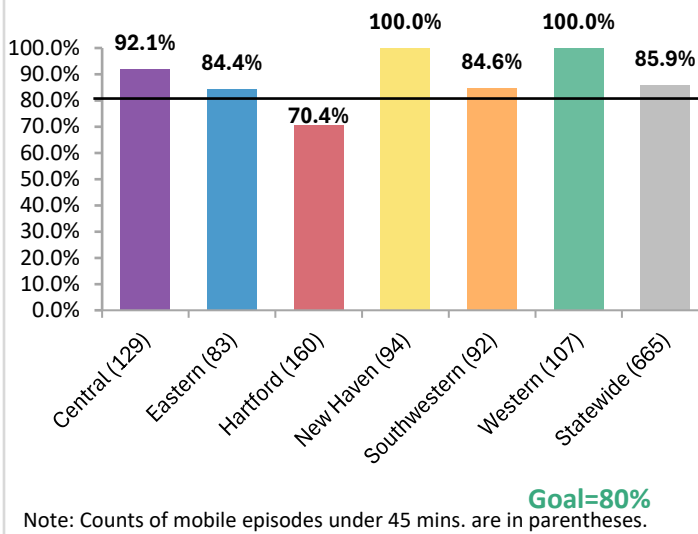


Figure 13. Mobile Episodes with a Response Time Under 45 Minutes by Provider

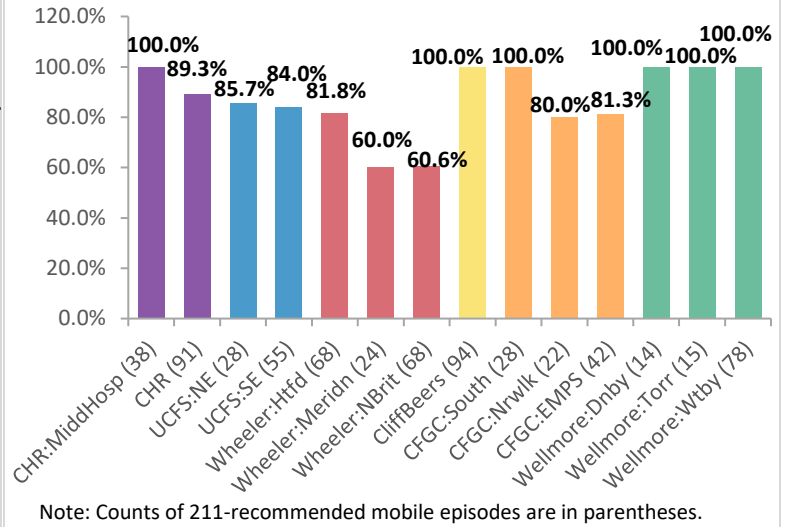


Figure 14. Median Mobile Response Time in Minutes

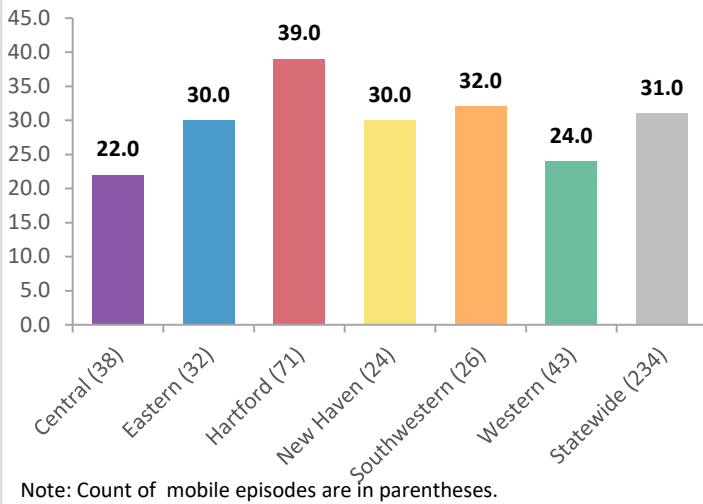
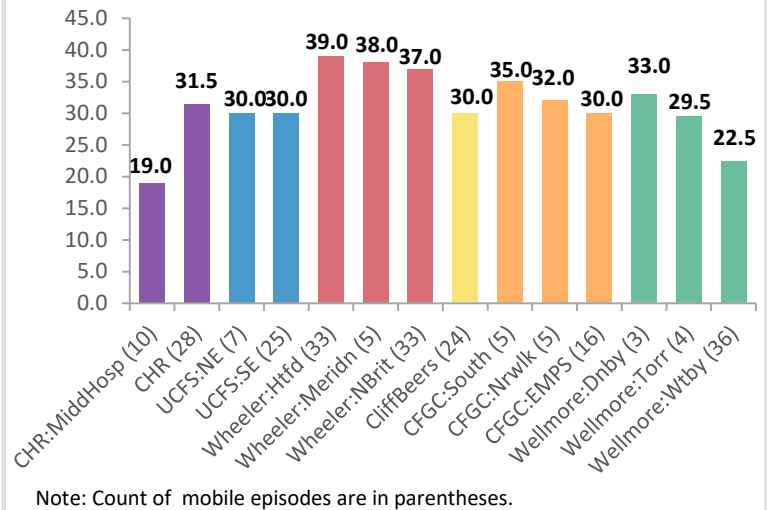


Figure 15. Median Mobile Response Time by Provider in Minutes



Section IV: Emergency Department Referrals

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

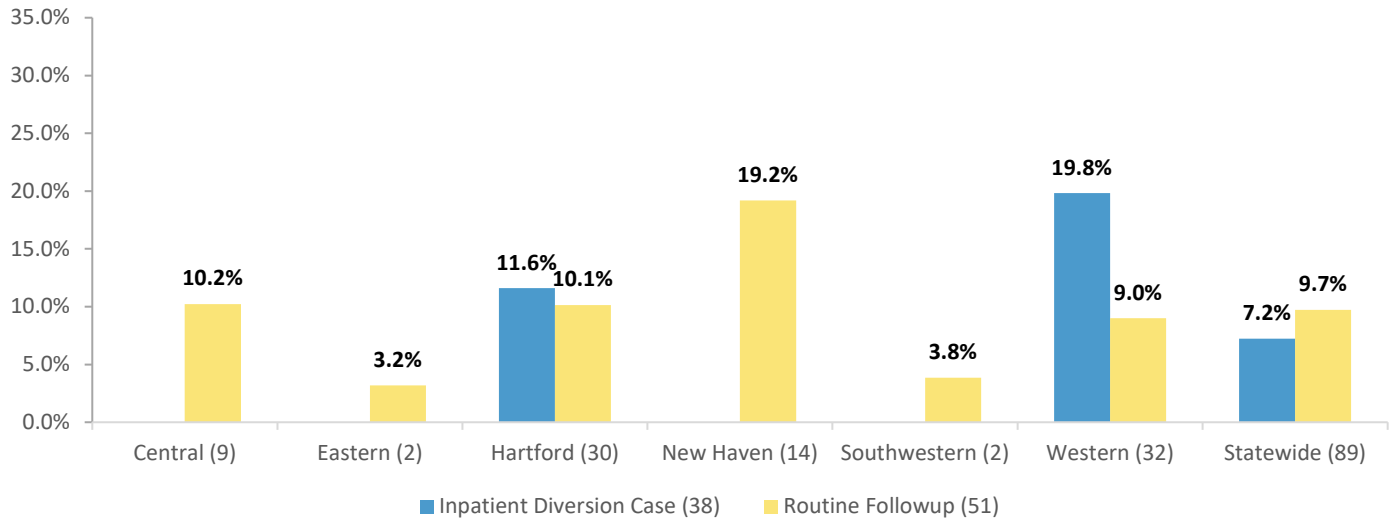


Figure 17. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)

