



MOBILE CRISIS
INTERVENTION SERVICES

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Mobile Crisis Intervention Services Performance Improvement Center (PIC)

Monthly Report: September 2016

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This report was prepared by the Mobile Crisis Intervention Services Performance Improvement Center (PIC):
Jeffrey Vanderploeg, Ph.D., Director; Adora Harizaj, BS, Project Coordinator; Yecenia Casiano, MS, Project
Coordinator; Jeana Bracey, Ph.D., Director; Lori Schon, Office Manager; Janet Hayes, BFA, Training Coordinator
(CT Clearinghouse); Sarah Mucci, LCSW, United Way of CT-211

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



Executive Summary

Additional data and appendices are available online <http://www.chdi.org/publications/> or contact Jeffrey Vanderploeg, PhD, jvanderploeg@uchc.edu for more information.

Call and Episode Volume: In September 2016, 211 and Mobile Crisis received 1,426 calls including 1,060 calls (74.3%) handled by Mobile Crisis providers and 366 calls (25.7%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 2.7% decrease in call volume compared with September 2015 (n=1,466).

Among the **1,058 episodes of care** generated this month, episode volume ranged from 128 episodes (Eastern service area) to 282 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.30, with service area rates ranging from 0.97 (Southwestern) to 1.79 (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 2.54 per 1,000 children in poverty, with service area rates ranging from 1.87 (Southwestern) to 4.16 (Eastern).

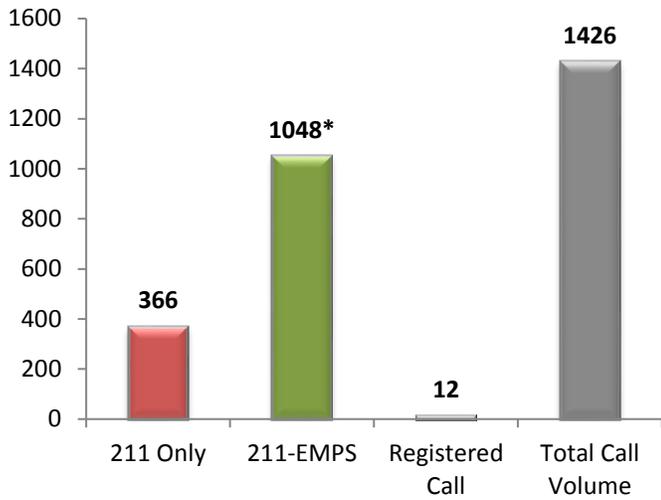
Mobility: Statewide mobility was **94.6% this month**, 0.7% higher than in September 2015. All six service areas were above the 90% benchmark this month, with performance ranging from 91.7% (New Haven) to 97.8% (Western). Mobility for individual providers ranged from 90% (Wheeler-EMPS:Htfd) to 100% (Well-EMPS:Dnby, and Well-EMPS:Torr). All fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month **89% of mobile episodes received a face-to-face response in 45 minutes or less**, which is 2% higher than September 2015 (87%). All six service areas were above the 80% benchmark this month, with performance ranging from 82% (Hartford) to 98% (Eastern). In addition, the statewide median mobile response time was 24 minutes. Twelve of the fourteen sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less.

Length of Stay (LOS): Statewide, among discharged episodes, there were **five (2.9%) plus stabilization follow-up episodes that exceeded 45 days**. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 14.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 13.0 days (Hartford) to 21.0 days (Southwestern).

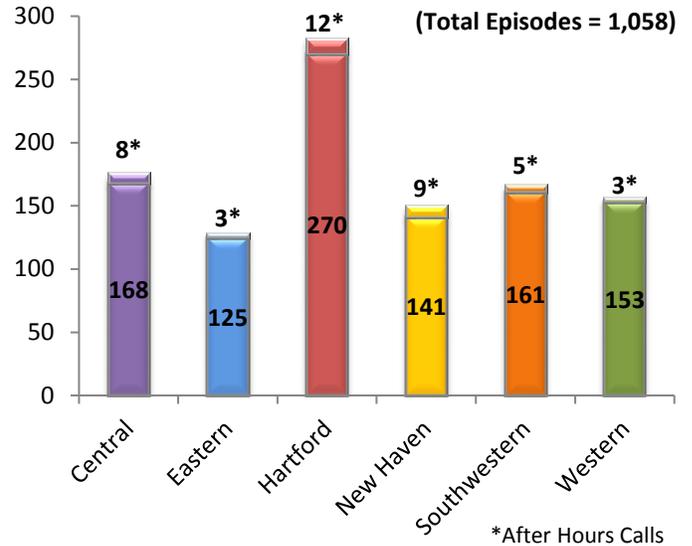
Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type



*Note: 2 are Crisis Response Follow up

Figure 2. Mobile Crisis Episodes by Service Area
(Total Episodes = 1,058)



*After Hours Calls

Figure 3. Number Served Per 1,000 Children

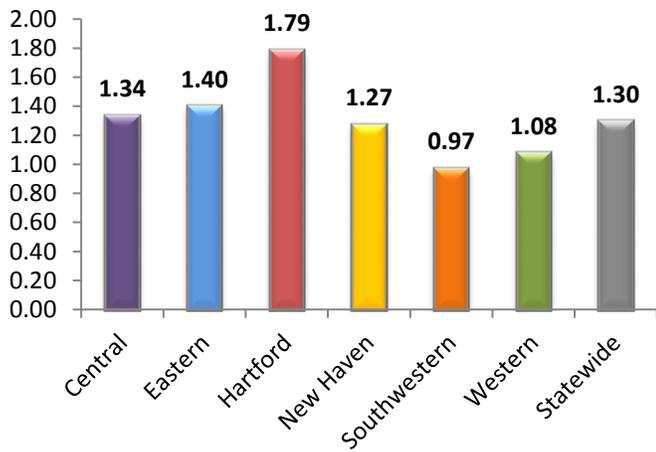


Figure 4. Number Served Per 1,000 Children in Poverty

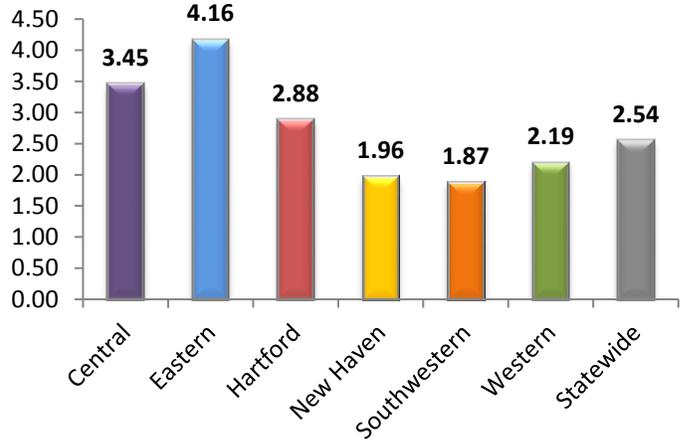


Figure 5. Mobile Response by Service Area

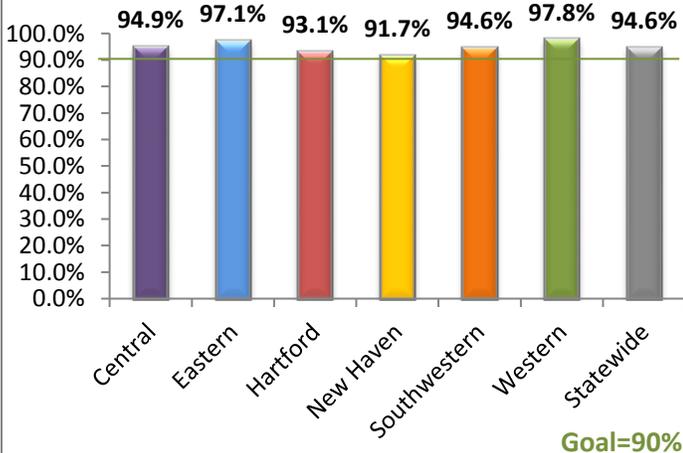
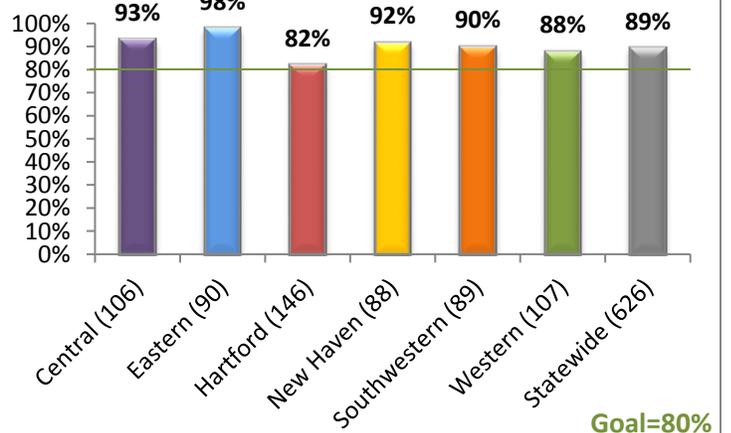


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 211 Call Disposition

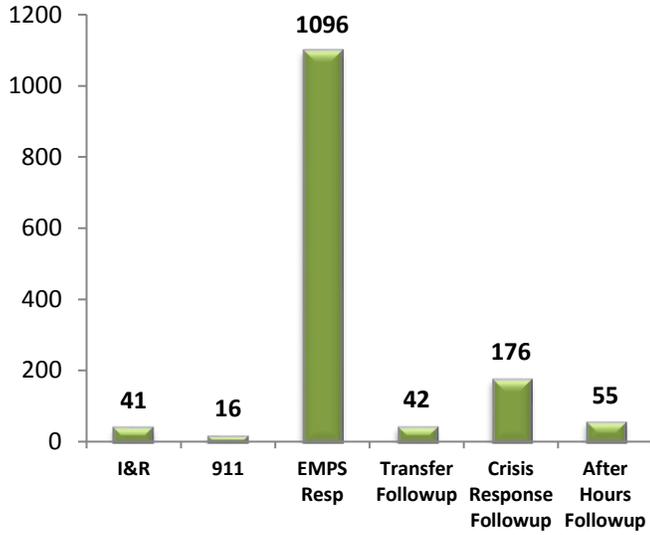


Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,058)

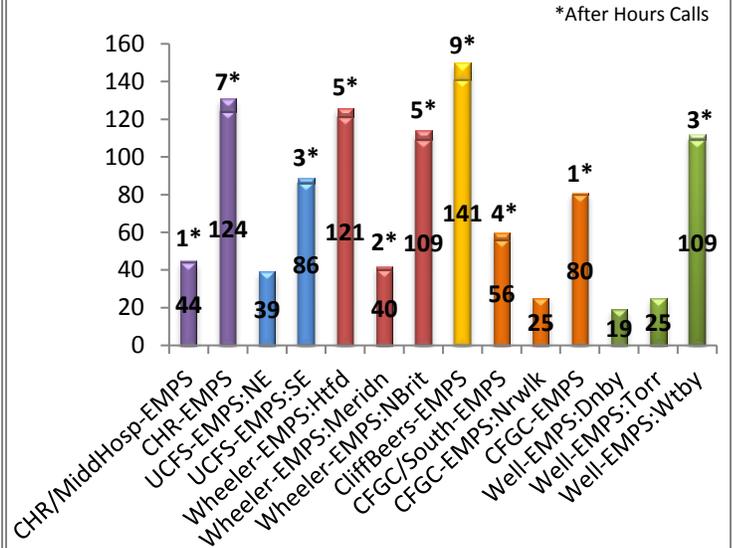


Figure 9. Actual Initial Mobile Crisis Response by Provider

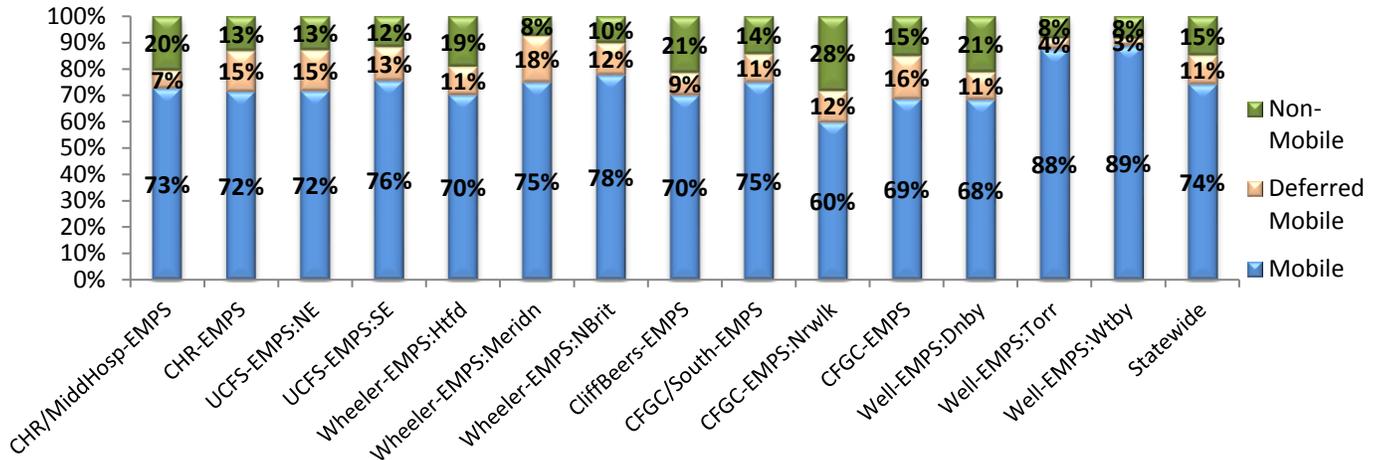
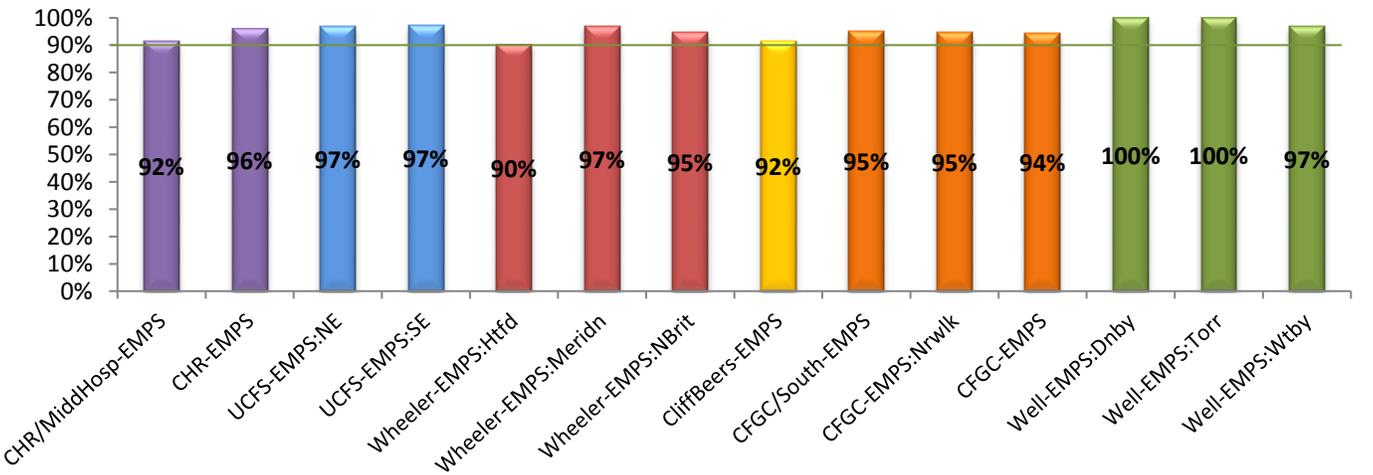


Figure 10. Mobile Response by Provider



Section III: Response Time

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

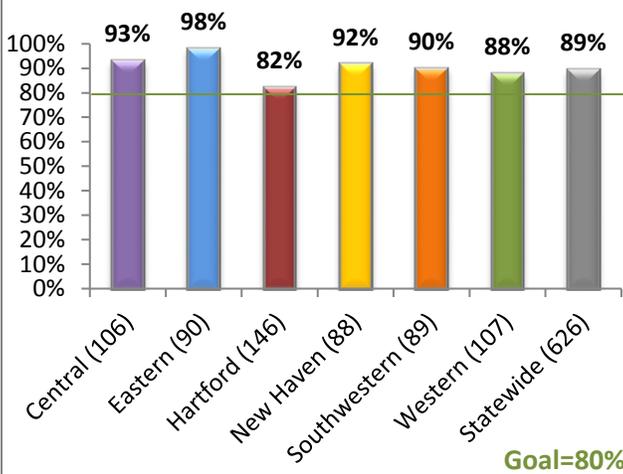


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

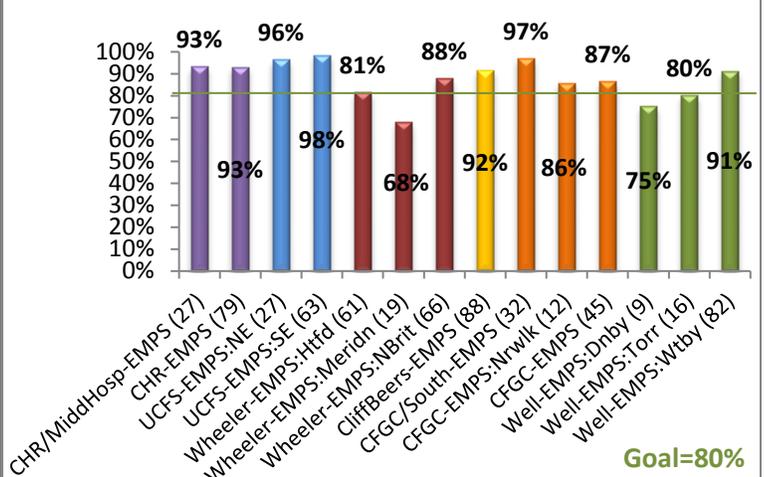


Figure 13. Median Mobile Response Time in Minutes

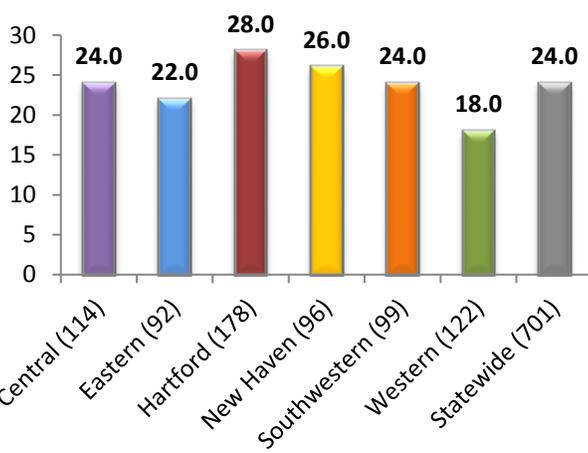
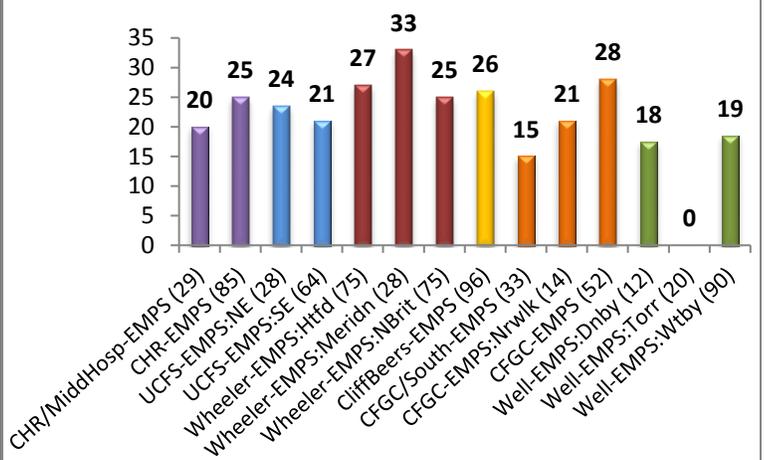
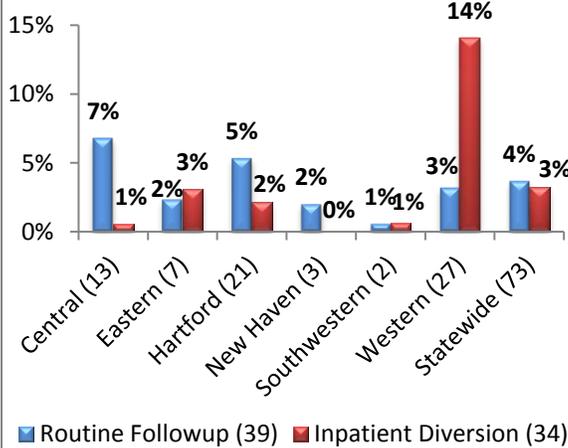


Figure 14. Median Mobile Response Time by Provider in Minutes



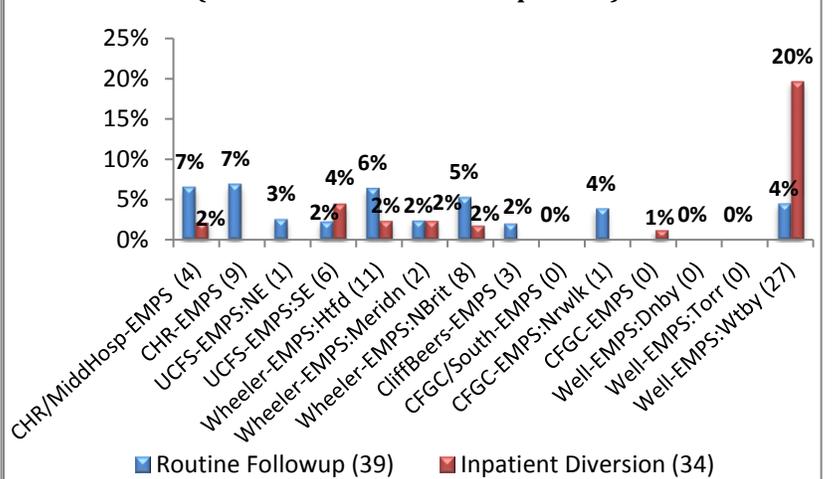
Section IV: Emergency Department Referrals

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



Note: Count total ED referrals are in parenthesis

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



Note: Count total ED referrals are in parenthesis

Section V: Length of Stay (LOS)

Table 1. LOS for Discharged Episodes with a Crisis Response of 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
STATEWIDE	172	16.6	14.0	2.9% (n = 5)
Central	44	19.8	14.5	4.5% (n = 2)
Eastern	21	15.3	14.0	4.8% (n = 1)
Hartford	33	12.8	13.0	0% (n = 0)
New Haven	15	20.9	18.0	6.7% (n = 1)
Southwestern	14	20.7	21.0	7.1% (n = 1)
Western	45	14.3	15.0	0% (n = 0)

Note: Blank cells indicate no data was available for that particular inclusion criteria.