



**MOBILE CRISIS**  
INTERVENTION SERVICES

EMPS Mobile Crisis is a program funded by the State of Connecticut  
in partnership with the United Way of Connecticut 2-1-1.



Connecticut  
**2-1-1**  
Get Connected. Get Answers.



# **Mobile Crisis Intervention Services Performance Improvement Center (PIC)**

---

## **Monthly Report: November 2016**

---

Updated 12/22/16

## **Table of Contents**

<b>Executive Summary .....</b>	<b>2</b>
<b>Section I: Mobile Crisis Statewide/Service Area Dashboard.....</b>	<b>4</b>
Figure 1. Total Call Volume by Call Type .....	4
Figure 2. Mobile Crisis Episodes by Service Area.....	4
Figure 3. Number Served Per 1,000 Children .....	4
Figure 4. Number Served Per 1,000 Children in Poverty .....	4
Figure 5. Mobile Response by Service Area.....	4
Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes .....	4
<b>Section II: Mobile Crisis Response .....</b>	<b>5</b>
Figure 7. Statewide 211 Disposition Frequency.....	5
Figure 8. Mobile Crisis Episodes by Provider .....	5
Figure 9. Actual Initial Mobile Crisis Response by Provider.....	5
Figure 10. Mobile Response by Provider .....	5
<b>Section III: Response Time.....</b>	<b>6</b>
Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes .....	6
Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider .....	6
Figure 13. Median Mobile Response Time in Minutes .....	6
Figure 14. Median Mobile Response Time by Provider in Minutes.....	6
Figure 15. Emergency Department Referrals.....	6
<b>Section IV: Emergency Department Referrals .....</b>	<b>6</b>
Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes) .....	6
<b>Section V: Length of Stay (LOS) .....</b>	<b>7</b>
Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up.....	7

**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](mailto:jvanderploeg@uchc.edu) for more information.*

**Call and Episode Volume:** In November 2016, 211 and Mobile Crisis received 1,690 calls including 1,161 calls (68.7%) handled by Mobile Crisis providers and 529 calls (31.3%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 10.7% increase in call volume compared with November 2015 (n=1,527).

Among the **1,156 episodes of care** generated this month, episode volume ranged from 139 episodes (Eastern service area) to 296 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.42, with service area rates ranging from 0.97 (Southwestern) to 1.88 (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 2.05 per 1,000 children in poverty, with service area rates ranging from 1.39 (Central) to 3.37 (Eastern).

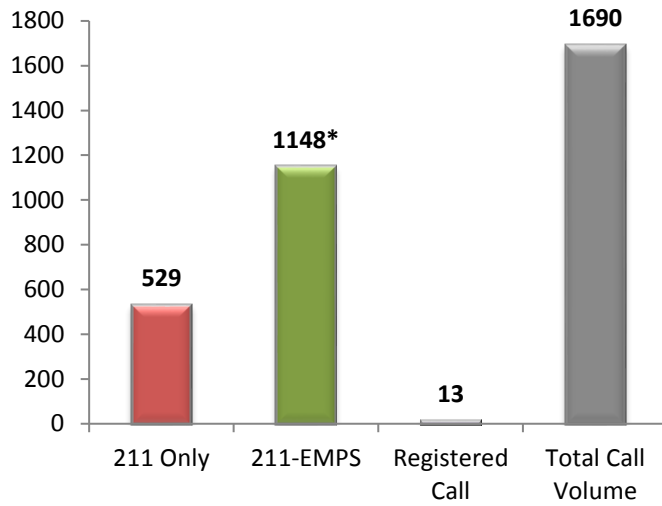
**Mobility:** Statewide mobility was **95.6% this month**, 2.6% higher than in November 2015. All six service areas were above the 90% benchmark this month, with performance ranging from 93.2% (Central) to 97.2% (Hartford). Mobility for individual providers ranged from 87% (Well-EMPS:Dnby) to 100% (Wheeler-EMPS:Meridn, CFGC-EMPS:Nrwk, and Well-EMPS:Torr). Thirteen of the fourteen individual providers had mobility rates at or above the 90% benchmark.

**Response Time:** Statewide, this month **87% of mobile episodes received a face-to-face response in 45 minutes or less**, which is 1% higher than November 2015 (86%). All six service areas were above the 80% benchmark this month, with performance ranging from 80% (Western) to 93% (Eastern). In addition, twelve of the fourteen sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less. The statewide median mobile response time was 26 minutes.

**Length of Stay (LOS):** Statewide, among discharged episodes, there were **15 (4.5%) 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 19.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 14.0 days (Eastern) to 29.0 days (New Haven).

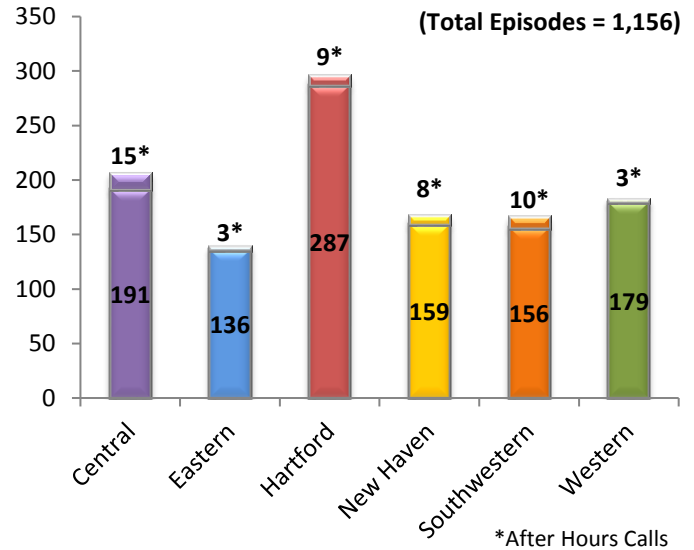
## Section I: Mobile Crisis Statewide/Service Area Dashboard

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



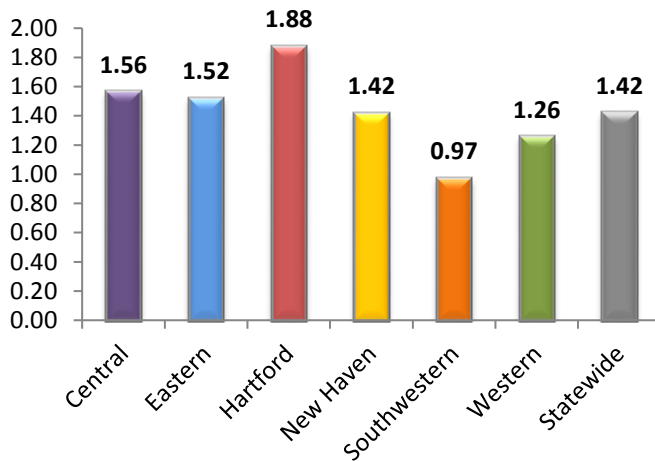
\*Note: 5 are Crisis Response Follow up

**Figure 2. Mobile Crisis Episodes by Service Area**  
(Total Episodes = 1,156)

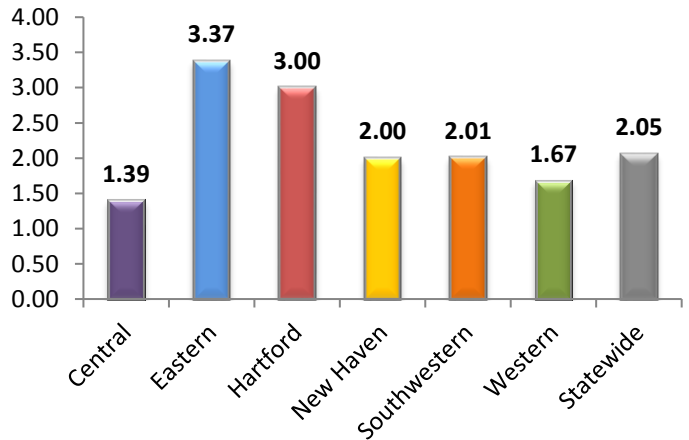


\*After Hours Calls

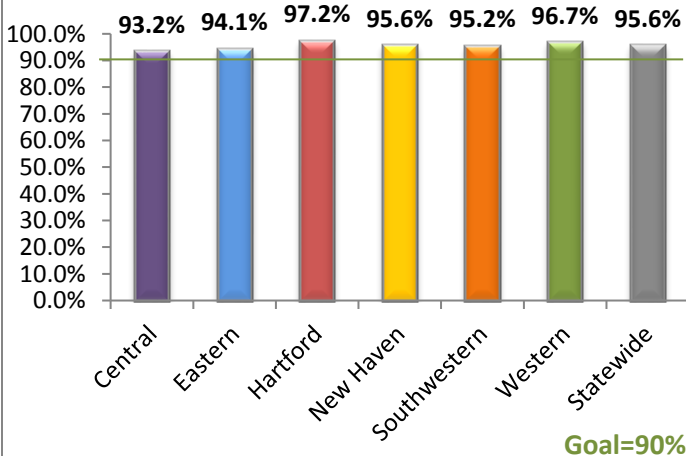
**Figure 3. Number Served Per 1,000 Children**



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

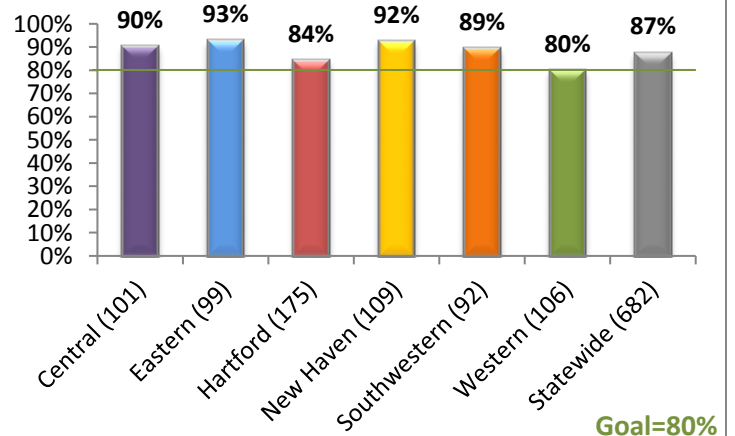


**Figure 5. Mobile Response by Service Area**



Goal=90%

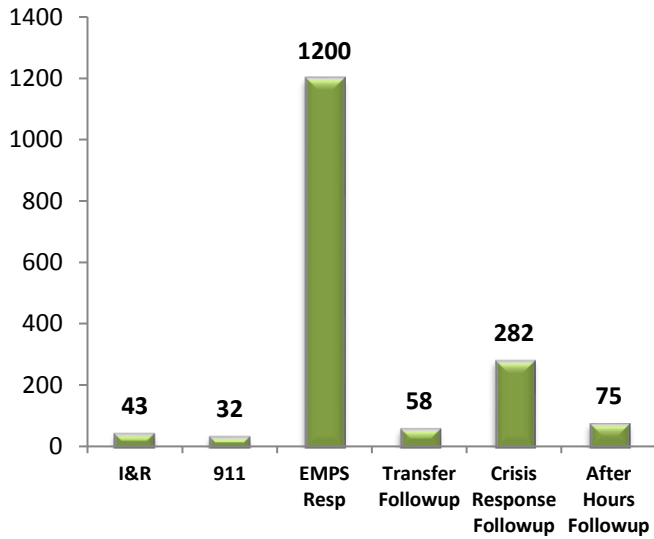
**Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes**



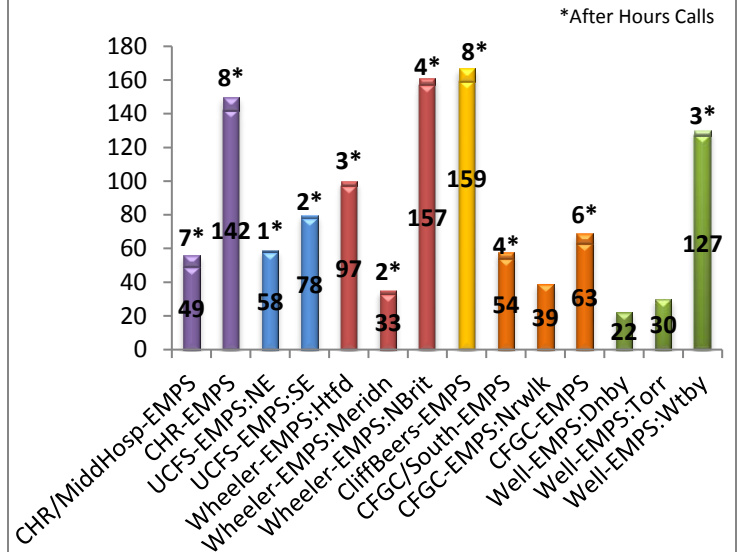
Goal=80%

## Section II: Mobile Crisis Response

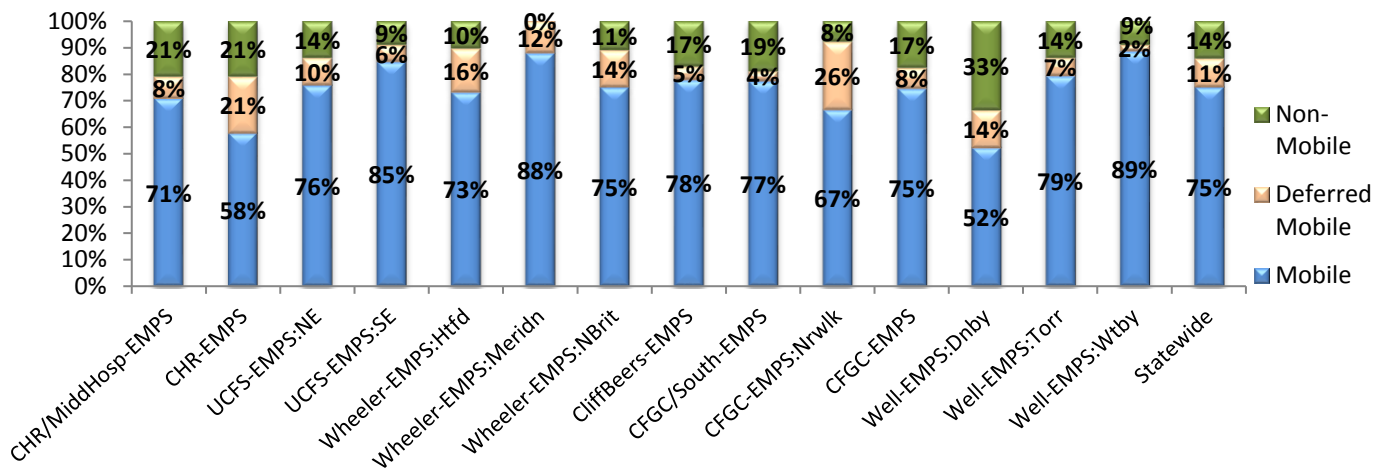
**Figure 7. Statewide 211 Call Disposition**



**Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,156)**

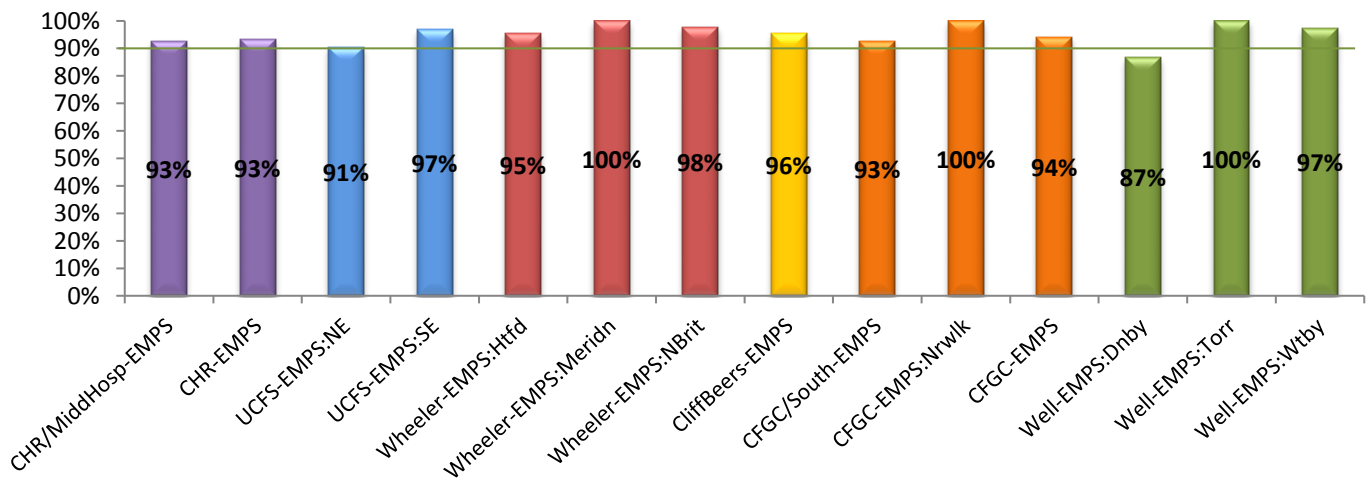


**Figure 9. Actual Initial Mobile Crisis Response by Provider**



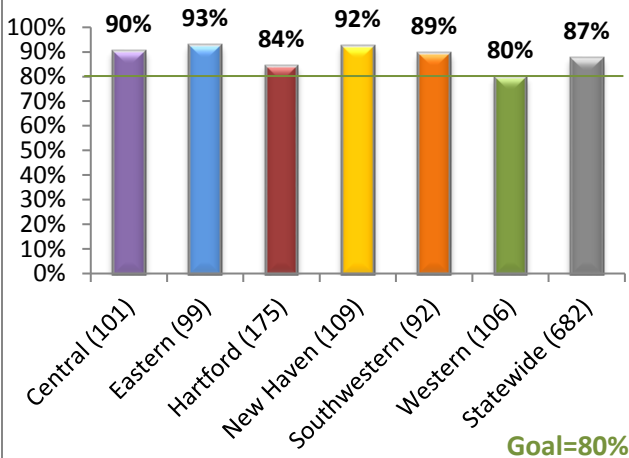
**Figure 10. Mobile Response by Provider**

Goal=90%

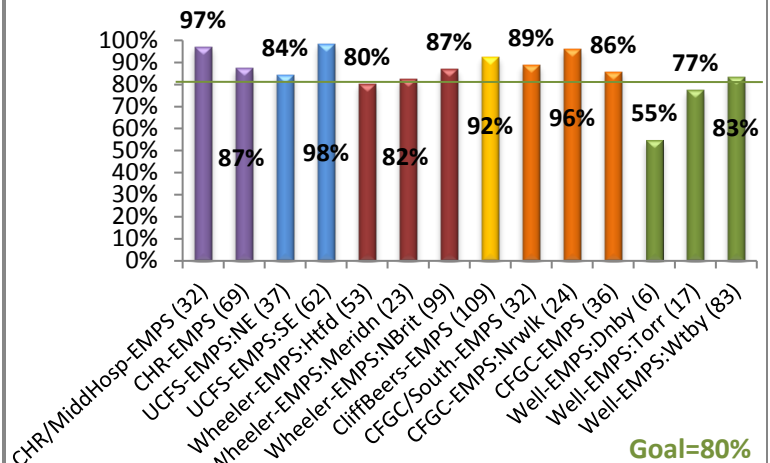


### Section III: Response Time

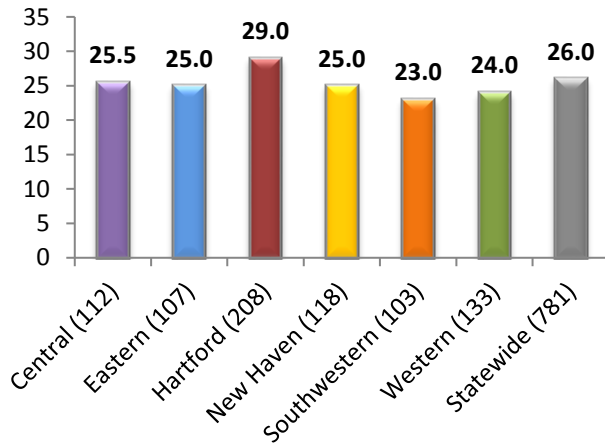
**Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes**



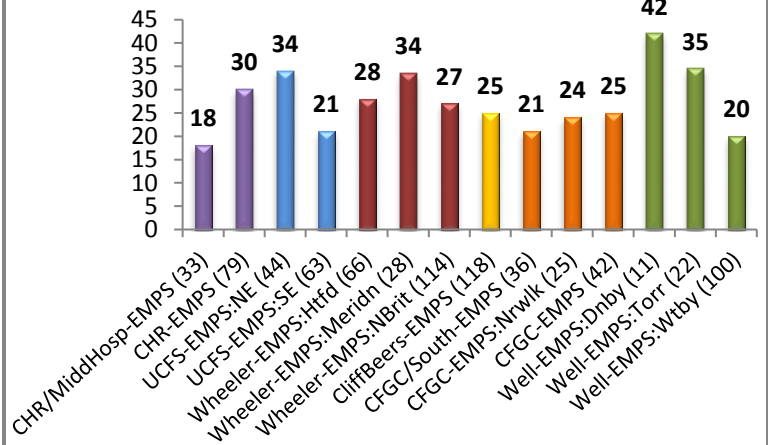
**Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider**



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

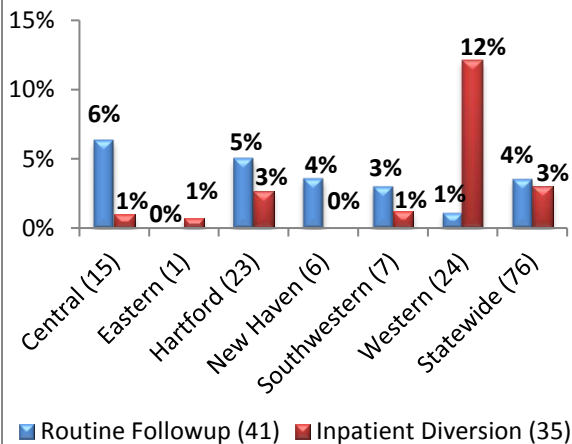


**Figure 14. Median Mobile Response Time by Provider in Minutes**



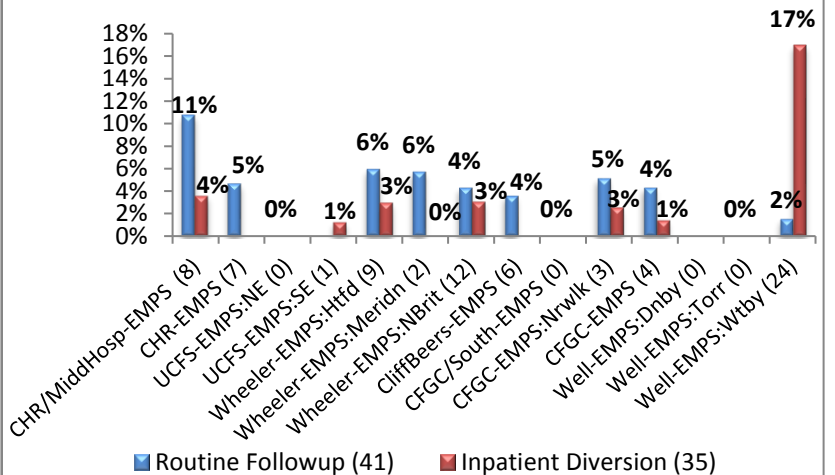
### Section IV: Emergency Department Referrals

**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
<b>STATEWIDE</b>	<b>335</b>	<b>19.9</b>	<b>19.0</b>	<b>4.5% (n = 15)</b>
<b>Central</b>	<b>57</b>	<b>22.3</b>	<b>19.0</b>	<b>8.8% (n = 5)</b>
<b>Eastern</b>	<b>16</b>	<b>17.4</b>	<b>14.0</b>	<b>0% (n = 0)</b>
<b>Hartford</b>	<b>124</b>	<b>18.2</b>	<b>16.5</b>	<b>3.2% (n = 4)</b>
<b>New Haven</b>	<b>21</b>	<b>28.8</b>	<b>29.0</b>	<b>14.3% (n = 3)</b>
<b>Southwestern</b>	<b>37</b>	<b>21.9</b>	<b>25.0</b>	<b>2.7% (n = 1)</b>
<b>Western</b>	<b>80</b>	<b>17.9</b>	<b>17.0</b>	<b>2.5% (n = 2)</b>

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