



**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.



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

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## **Monthly Report: April 2017**

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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 April 2017, 211 and Mobile Crisis received 1,719 calls including 1,274 calls (74.1%) handled by Mobile Crisis providers and 445 calls (25.9%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 13.7% increase in call volume compared with April 2016 (n=1,512).

Among the **1,271 episodes of care** generated this month, episode volume ranged from 159 episodes (New Haven service area) to 340 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.56, with service area rates ranging from 1.01 (Southwestern) to 2.15 (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 3.05 per 1,000 children in poverty, with service area rates ranging from 1.64 (Southwestern) to 5.11 (Eastern).

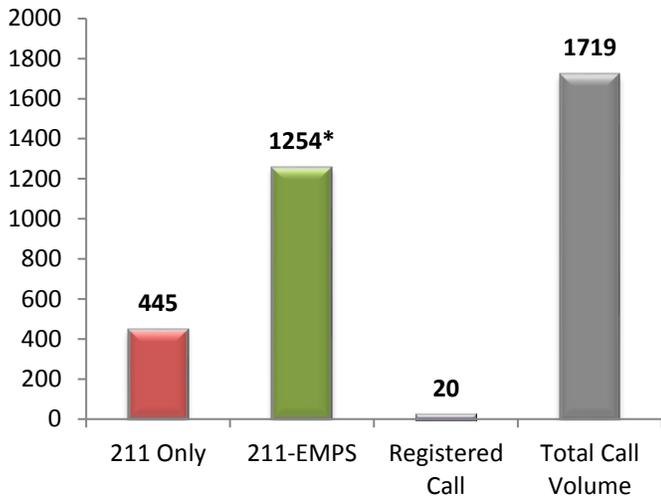
**Mobility: Statewide mobility was 92.0% this month**, 0.7% higher than in April 2016. Four of the six service areas were above the 90% benchmark this month, with performance ranging from 87.7% (Central) to 93.5% (Western). Mobility for individual providers ranged from 83% (Well-EMPS: Dnbry) to 98% (CFGC/South-EMPS). Nine of the fourteen individual providers had mobility rates at or above the 90% benchmark.

**Response Time:** Statewide, this month **88% of mobile episodes received a face-to-face response in 45 minutes or less**, which is the same as April 2016 (88%). All six service areas were above the 80% benchmark this month, with performance ranging from 82% (Western) to 96% (Southwestern). Eleven of the fourteen sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less. In addition, the statewide median mobile response time was 29 minutes.

**Length of Stay (LOS):** Statewide, among discharged episodes, there were **19 (5.6%) plus stabilization follow-up episodes exceeding 45 days**. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 18.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 14.5 days (Hartford) to 21.0 days (Eastern and Southwestern).

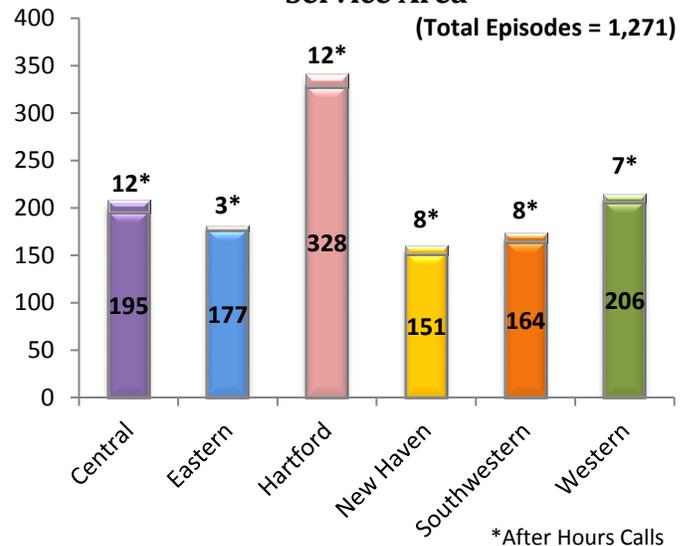
## Section I: Mobile Crisis Statewide/Service Area Dashboard

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

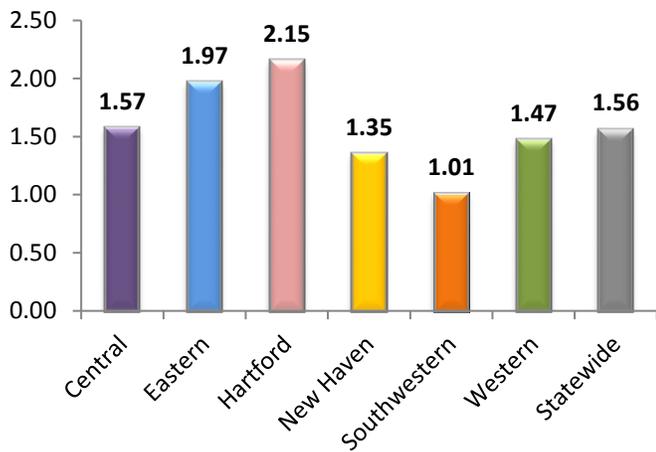


\*Note: 3 calls are Crisis-Response Follow-up

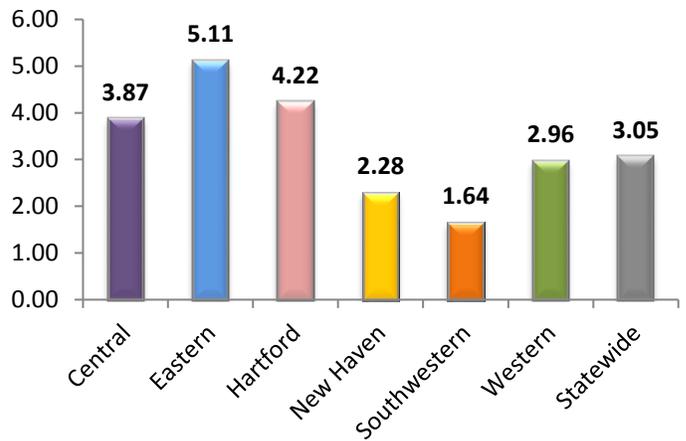
**Figure 2. Mobile Crisis Episodes by Service Area**



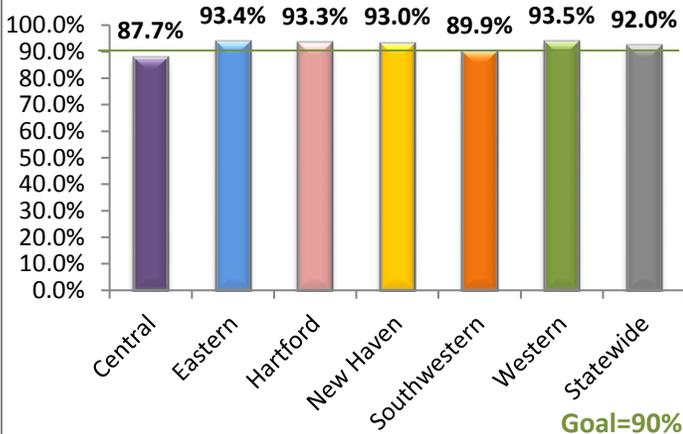
**Figure 3. Number Served Per 1,000 Children**



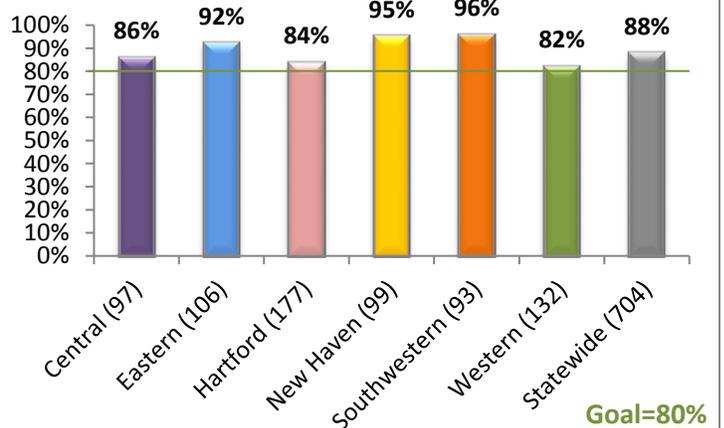
**Figure 4. Number Served Per 1,000 Children in Poverty**



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

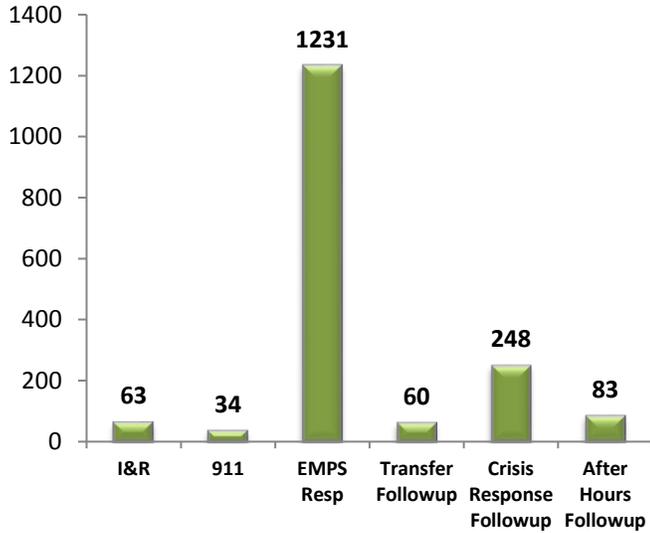


**Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes**

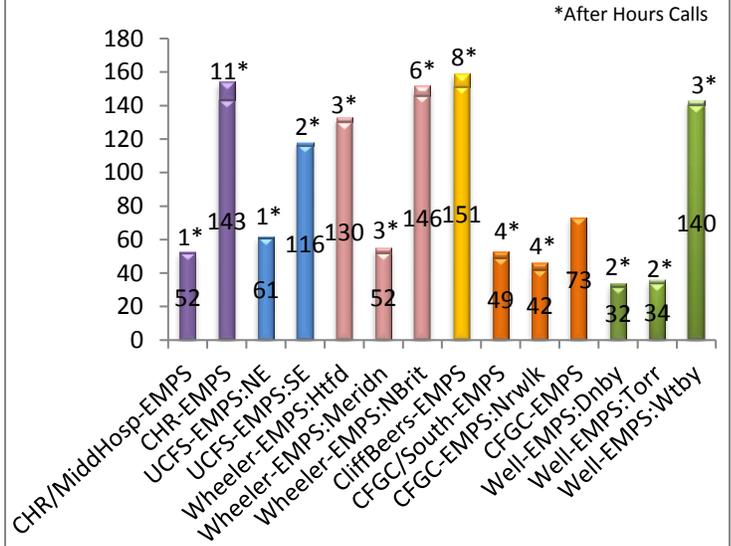


## Section II: Mobile Crisis Response

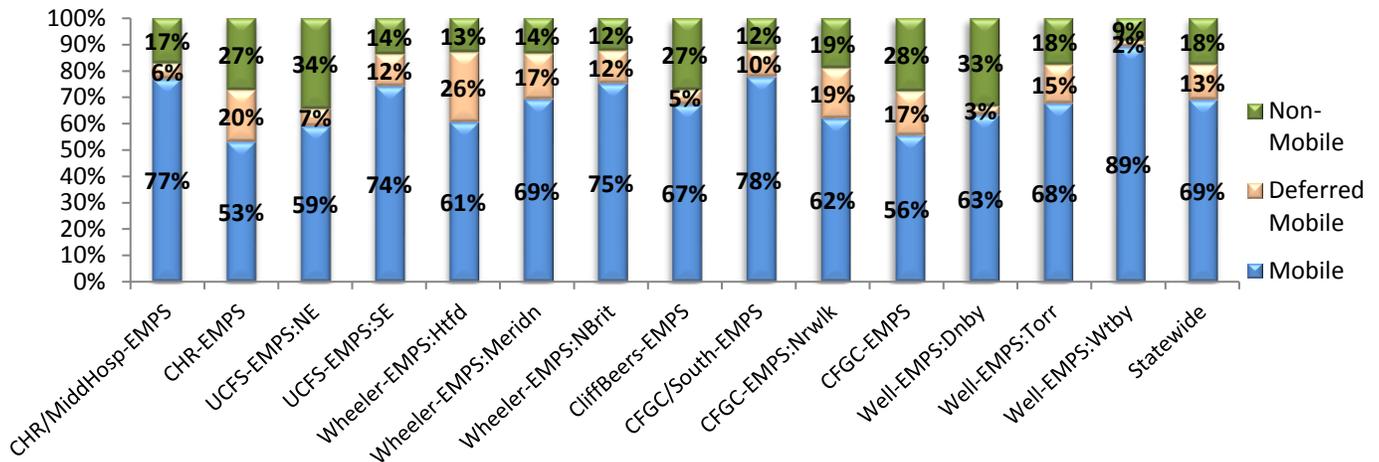
**Figure 7. Statewide 211 Call Disposition**



**Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,271)**

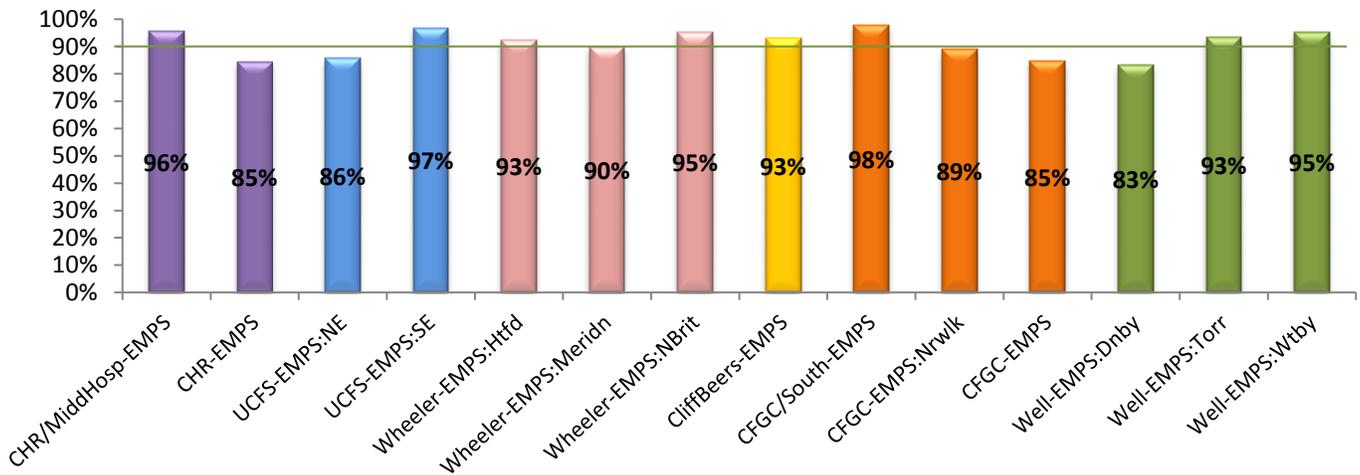


**Figure 9. Actual Initial Mobile Crisis Response by Provider**



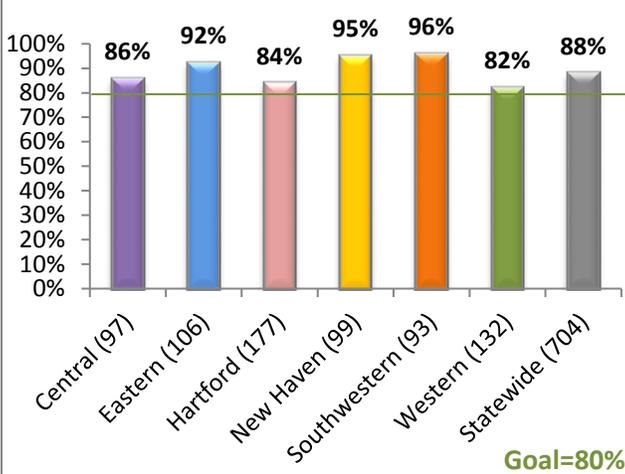
**Figure 10. Mobile Response by Provider**

Goal=90%

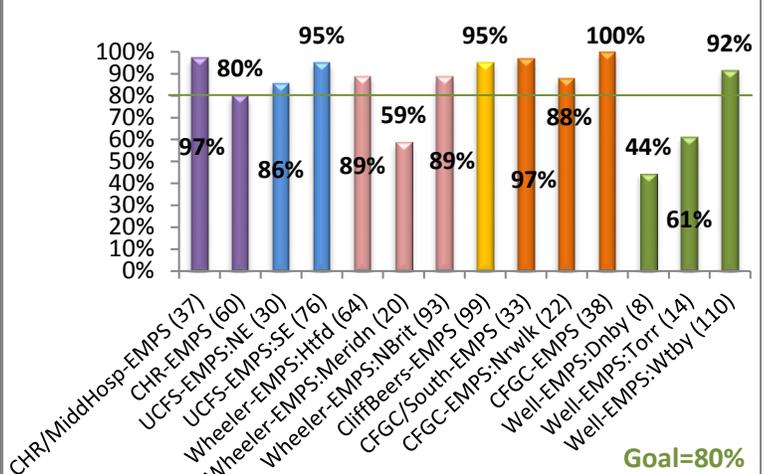


### Section III: Response Time

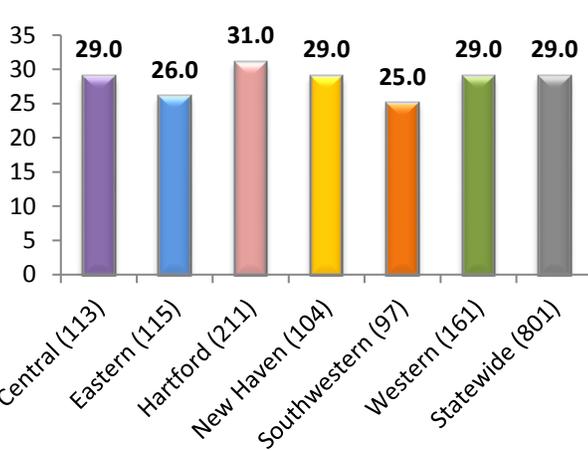
**Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes**



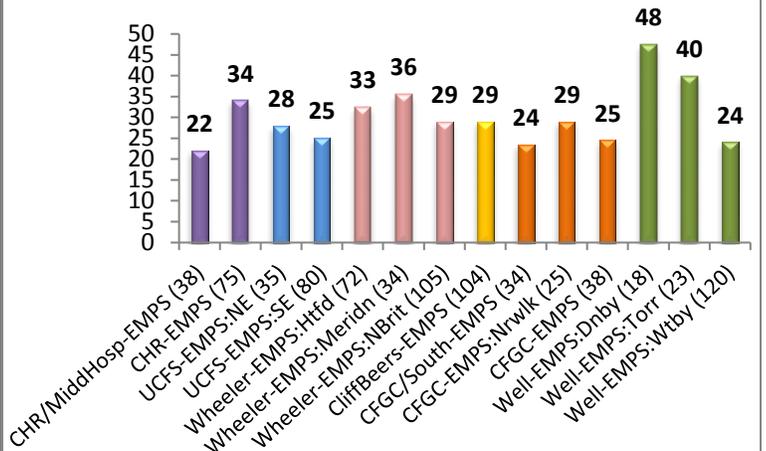
**Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider**



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

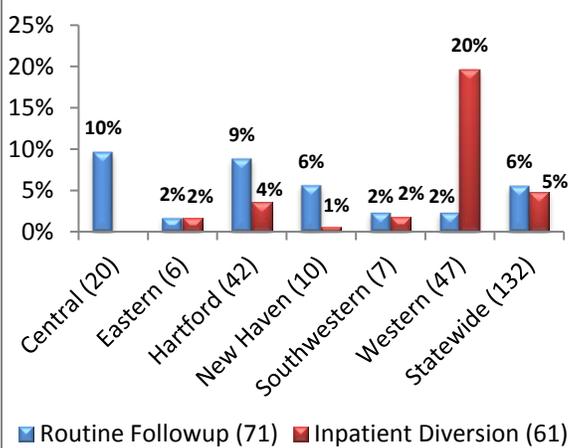


**Figure 14. Median Mobile Response Time by Provider in Minutes**



### Section IV: Emergency Department Referrals

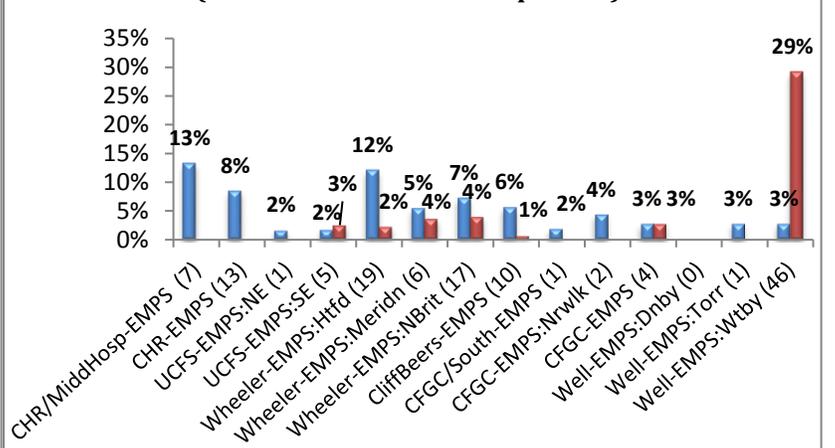
**Figure 15. Emergency Department Referrals (% of Total Mobile Crisis Episodes)**



Legend: Routine Followup (71) Inpatient Diversion (61)

Note: Count total ED referrals are in parenthesis

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



Legend: Routine Followup (71) Inpatient Diversion (61)

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**

<b>Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up</b>				
	Number of Episodes	Mean LOS (in days)	Median LOS (in days)	Percent Exceeding 45 Days
<b>STATEWIDE</b>	<b>342</b>	<b>20.8</b>	<b>18.0</b>	<b>5.6% (n = 19)</b>
<b>Central</b>	<b>77</b>	<b>19.9</b>	<b>17.0</b>	<b>6.5% (n = 5)</b>
<b>Eastern</b>	<b>17</b>	<b>21.8</b>	<b>21.0</b>	<b>0% (n = 0)</b>
<b>Hartford</b>	<b>80</b>	<b>19.1</b>	<b>14.5</b>	<b>5% (n = 4)</b>
<b>New Haven</b>	<b>39</b>	<b>23.2</b>	<b>19.0</b>	<b>7.7% (n = 3)</b>
<b>Southwestern</b>	<b>47</b>	<b>21.3</b>	<b>21.0</b>	<b>0% (n = 0)</b>
<b>Western</b>	<b>82</b>	<b>21.7</b>	<b>17.5</b>	<b>8.5% (n = 7)</b>

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