



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)

## *QUARTERLY REPORT*

### FY2025: Quarter 1

Updated 10/29/24

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



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## 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 the fourth quarter of FY2024, **2-1-1 received 2,852 calls** including 2,074 calls (72.7%) handled by Mobile Crisis providers and 778 calls (27.3%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This quarter saw an 11.4% increase in total call volume compared to the same quarter in FY2023 (2,560), and a 13.4% increase in episodes (1,829 in FY2023 Q1). Though volume had started to increase during FY2022, it then fell again and remains below pre-pandemic levels. This quarter had a 14.0% decrease in calls compared to FY2020 Q1 (3,316) and an 13.9% decrease in episodes (2,410 in FY2020 Q1). Of the 2,852 calls this quarter, 297 calls (10.4%) came in during the expanded overnight and weekend hours. Of these 297 calls, 188 (63.3%) were handled by Mobile Crisis providers and 109 (36.7%) were handled by 2-1-1 only.

Of the total **2,074 episodes of care** generated in Q1 FY25, episode volume ranged from 245 episodes (Eastern) to 519 episodes (Hartford); 188 episodes of care were initiated during the expanded overnight and weekend hours, with episode volume ranging from 14 episodes (Eastern) to 49 episodes (Western). Relative to the population of children in each service area, the statewide average service reach rate per 1,000 children this quarter was 2.8, with service area rates ranging from 1.6 (Southwestern) to 3.6 (Hartford). 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 5.8 per 1,000 children in poverty, with service area rates ranging from 2.5 (Southwestern) to 12.9 (Central).

Each quarter, every Mobile Crisis site is required to achieve an overall service reach rate of 2.5 episodes per 1,000 children. For this quarter, 9 of the 14 sites met this benchmark.

**Demographics:** Statewide this quarter, 50.0% of services were for children reported as female and 50.0% were for those reported as male.<sup>1</sup> **Care for youth ages 13-15 years old comprised the largest portion of services (34.2%).** Additionally, 28.6% of services were for 9-12 year olds, 19.7% were for 16-18 year olds, 12.7% were for 6-8 year olds, and 4.7% were for children age five or younger. The majority of services were for White children (58.0%), while 20.5% were for African-American or Black children. Roughly one-third (31.6%) of services were for youth of Hispanic ethnicity. Most youth were insured by Husky A (60.4%) and private insurance (26.7%). Finally, most clients (85.8%) were not DCF-involved.

**Clinical Functioning:** The most reported primary presenting problems for clients statewide included: Disruptive Behavior (28.6%), Harm/Risk of Harm to Self (25.2%), Depression (10.2%), Anxiety (7.5%), Family Conflict (7.3%), and Harm/Risk of Harm to Others (5.8%). The top client primary diagnoses at intake this quarter were: Depressive Disorders (20.2%), Adjustment Disorders (16.1%), Conduct Disorders (13.2%), Anxiety Disorders (12.7%), Trauma Disorders (11.7%), and Attention Deficit/Hyperactivity Disorders (11.0%). This quarter, **62.4% of Mobile Crisis clients statewide met the definition for Serious Emotional Disturbance (SED).** During the expanded overnight and weekend hours, the top primary presenting problem statewide was Disruptive Behavior (32.5%).

In this quarter, the **statewide percentage of children with trauma exposure reported at intake was 38.3%**<sup>2</sup>, with service areas ranging from 26.1% (Southwestern) to 45.5% (Western). The most common types of trauma exposure reported at intake statewide were: Disrupted Attachment/Multiple Placements (24.9%), Witness Violence (20.0%), Victim of Violence (15.9), and Sexual Victimization (13.2%). Other types of trauma that do not have a distinct category in PIE were reported in 26.1% of cases.

The statewide rate for **the percentage of children evaluated in an Emergency Department once or more in the six months prior to a current episode of care was 24.3%**, lower than 28.3% of the same quarter last fiscal year. During an episode of care, 23.2% of

<sup>1</sup> Per question regarding "Sex Assigned at Birth".

<sup>2</sup> This is lower than rates of trauma reported in previous quarters due to a change in calculation rather than a change in the frequency of trauma being reported.

children were evaluated in the Emergency Department at least once, which is lower than 29.5% of the same quarter of FY2024. The inpatient admission rate in the six months prior to Mobile Crisis referral was 14.4% statewide, which is higher than the rate in the Q1 FY2024 (16.1%). The admission rate to an inpatient unit during a mobile crisis episode was 11.6%, compared to the rate of 10.5% in the same quarter last fiscal year.

**Referral Sources:** Statewide, **49.5% of referrals came from parents, families, and youth, and 27.8% of referrals were received from schools.** Emergency Departments (EDs) accounted for 10.7% of all Mobile Crisis referrals. The remaining 12.0% of referrals came from a variety of other sources. During the expanded overnight and weekend hours, the majority of referrals were from parents, family, and youth (66.0%) and emergency departments (23.9%).

ED utilization of Mobile Crisis varies widely among hospitals in Connecticut. This quarter, a total of **222 Mobile Crisis referrals were received from EDs**, including 108 referrals for inpatient diversion and 114 referrals for routine follow-up. Regionally, the highest rate of ED referrals, as a percentage of total referrals, was observed in the Western service area (25.8%) and the lowest was in the Eastern service area (2.0%). Statewide, 10.7% of all Mobile Crisis episodes came from ED referrals this quarter, similar to the rate from Q1 FY2024 (10.8%).

**Mobility:** The average **statewide mobility this quarter was 94.4%**, higher than the rate in Q1 FY2024 (92.3%). Police referrals are excluded from mobility calculations. All six service areas met the benchmark of 90% this quarter. Mobility rates among service areas ranged from 90.1% (New Haven) to 97.5% (Southwestern). The mobility rates among individual providers ranged from 87.7% (CHR: Middlesex) to 100.0% (CFGC: Norwalk). Thirteen (13) of the fourteen (14) providers surpassed the 90% benchmark. The mobility rate during the traditional hours (95.2%) was similar to the overall rate, while the mobility rate during the expanded hours was lower (85.9%). During the new overnight and weekend hours, callers are more likely to request a non-mobile response. During the new hours, 47.3% of episodes requested a mobile response, 33.0% requested a deferred mobile response, and 19.7% requested a non-mobile response; in the traditional hours, 63.3% of episodes requested a mobile response, 25.0% requested a deferred mobile response, and 11.7% 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 quarter, **86.9% of mobile episodes received a face-to-face response in 45 minutes or less.** Performance on this indicator ranged from 80.6% (Western) to 100.0% (New Haven), with all service areas above the 80% benchmark. Across the state, 11 of the 14 providers met the benchmark. In addition, the statewide median response time this quarter was 30 minutes. During the expanded hours, there was a greater range of performance. Statewide, 80.0% of mobile episodes received a response within 45 minutes during these new hours, with performance ranging from 53.3% (Hartford) to 100% (Eastern, New Haven). 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.

**Length of Stay:** Among discharged episodes statewide this quarter, 26.5% of Phone Only episodes exceeded one day, 32.0% of Face-to-Face episodes exceeded five days, and **0.6% of Stabilization Plus Follow-up episodes exceeded 45 days**, meeting the statewide benchmark of less than 5%. The statewide median LOS among discharged episodes was less than one day for Phone Only, 4.0 days for Face-to-Face episodes, and 13.0 days for *Stabilization Plus*.

Statewide, for open episodes of care, the median Length of Stay (LOS) with a Crisis Response of Phone Only was 21.0 days and ranged from 16.5 days (Hartford) to 68.0 days (Southwestern). The statewide median LOS for Face-to-Face was 10.0 days and ranged from 4.5 days (Eastern) to 14.0 days (Southwestern). For *Stabilization Plus Follow-up*, the statewide median LOS was 11.0 days with a range from 10.0 days (Western) to 19.5 days (Southwestern). Across open episodes of care with phone and face-to-face crisis response categories during the fourth quarter of FY2024, 89.5% of phone-only and 66.9% of face-to-face episodes remained open beyond the benchmarks (1 day for Phone Only, 5 days for Face-to-Face). For open *Stabilization Plus Follow-up*, there was a wide range of cases remaining open past the benchmark (45 days). Statewide, 3.2% of these open cases exceeded the benchmark, while regionally this ranged from 0.0% (Eastern, New Haven, Southwestern) to 6.3% (Hartford). Cases that remain open for services for long periods of time can impact responsiveness as call volume continues to increase and can compromise accurate and timely data entry. It is also likely that many Phone Only and Face-to-Face cases that are open significantly past benchmarks are due to data entry errors or delays in closing the case in PIE.

Note: Length of Stay data only includes episodes that began during the current fiscal year.

**Discharge Information:** The overwhelming **majority of clients lived in a private residence at discharge from Mobile Crisis (94.1%).** Statewide, the **top three reasons for client discharge** were: Met Treatment Goals (66.8%), Family Discontinued (20.7%), and Client Hospitalized: Psychiatrically (8.0%).

Statewide, clients were most likely to be referred to **outpatient services (30.2%)** or to **their original provider (30.7%) at discharge**. Other care referrals at discharge included: Intensive In-Home Services (9.2%), Intensive Outpatient Program (3.7%), Other: Community-Based (3.8%), Inpatient Hospital Care (4.3%), Partial Hospital Program (1.4%), and Care Coordination (1.5%). An additional 13.7% of clients were reported as receiving no referral at discharge.

Across the state, Ohio Scales showed an average improvement of 2.07 points on worker-rated functioning, while parent-rated functioning scales showed an increase of 0.36 points on average. Worker-rated Problem Severity Scales showed an average decrease of 3.53 points, while parent-rated Problem Severity Scales showed a decrease of 6.40 points on average. Changes in worker-rated functioning, worker-rated problem severity, and parent-rated problem severity scores were found to be statistically significant at the statewide level.

Completion rates of the Ohio Scales at discharge for the parent scores decreased by 1.9 percentage point when compared to the same quarter in FY2024. The completion rate for worker scores decreased by 10.7 percentage points compared to FY2024 Q1.

**Satisfaction:** This quarter, 60 clients/families and 61 other referrers were surveyed regarding their satisfaction with the service; referrers gave favorable ratings to 2-1-1 and Mobile Crisis services. On a 5-point scale, **clients' average ratings of 2-1-1 and Mobile Crisis were 4.78 and 4.82**. Among **other referrers (e.g. schools, hospitals, DCF, etc.)**, **the average ratings of 2-1-1 and Mobile Crisis were 4.87 and 4.90**, respectively. Qualitative comments (see Section X) varied from very satisfied to dissatisfied.

**Training Attendance:** The **statewide percentage of all thirteen trainings completed by full-time active staff as of June 2024 is 10%**. This is an increase compared to FY2024 Q1 (3%).

**Community Outreach:** The number of outreaches ranged from 0 (CHR: Middlesex; Wheeler: Hartford and Meriden) to 26 (UCFS: SE). Providers also frequently do outreaches that are more informal, such as dropping off materials or making phone calls.

## SFY 2024 Q4 RBA Report Card: Mobile Crisis Intervention Services

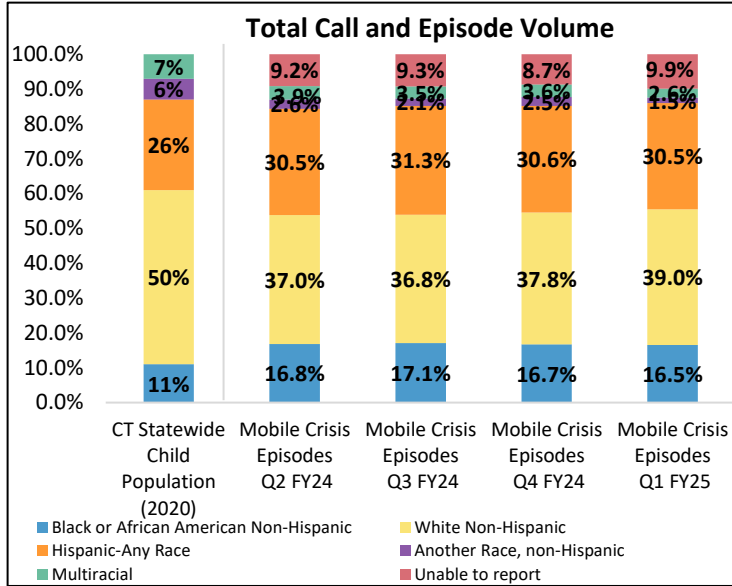
**Quality of Life Result:** Connecticut’s children will live in stable environments, safe, healthy and ready to lead successful lives.

**Contribution to the Result:** The Mobile Crisis services provide an alternative, community based intervention to youth visits to hospital emergency rooms, inpatient hospitalizations and police calls that could remove them from their home and potentially negatively impact their growth and success. Mobile Crisis providers are expected to respond to all episodes of care. Partners with DCF include Child and Health Development Institute (CHDI) as the Performance Improvement Center.

**Program Expenditures: Estimated SFY 2024**

**State Funding: \$13,654,662**

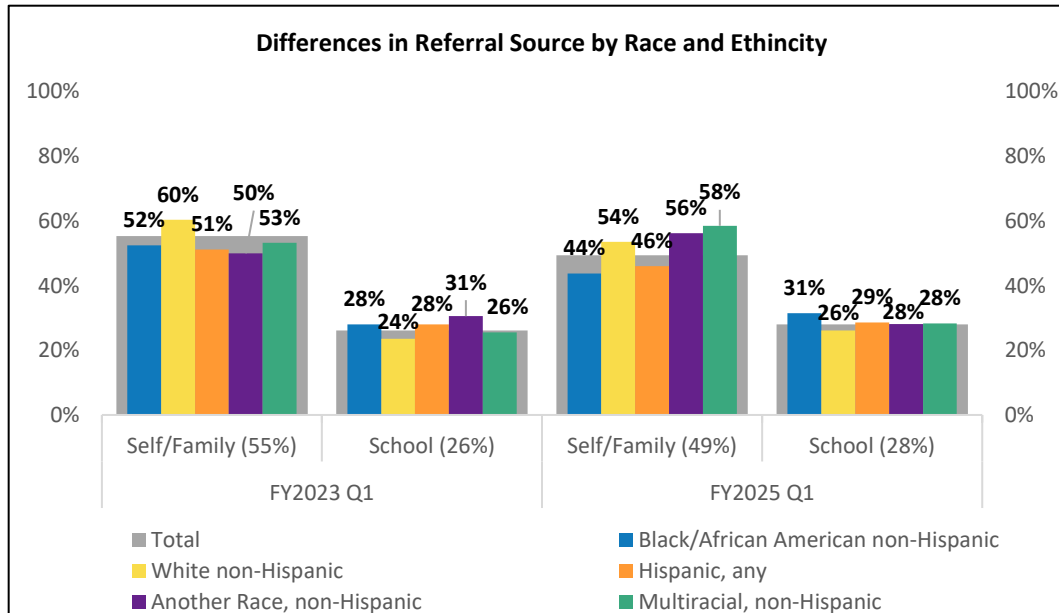
### How Much Did We Do?



	Q1 FY24	Q2 FY24	Q3 FY24	Q4 FY24	Q1 FY25
Mobile Crisis Episode	1,829	3,241	3,321	2,942	2,074
2-1-1 Only	731	1,071	1,077	972	778
Total	2,560	4,312	4,398	3,914	2,852

**Story Behind the Baseline:** In SFY 25 Q1, there were 2,852 total calls to the 2-1-1 Call Center resulting in 2,074 episodes of care. Compared to the same quarter in SFY 24 this was an 11.4% increase in call volume (292 more calls) and a 13.4% increase in mobile episodes of (245 more episodes). The number of episodes and calls remain 14.0% lower than pre-pandemic levels (3,316 total calls in FY20 Q1). The percentages of both Black and Hispanic children served continues to be higher than the statewide population, while the percentage of White children is lower.

**Trend:** ↑



**Story Behind the Baseline:** In SFY25 Q1, 49% of referrals came from self/family while 28% came from schools. Black youth received 44% of their referrals from self/family compared to 46% for Hispanic youth and 54% for White youth. Black youth received 31% of their referrals from schools, while White youth were referred by schools 26% of the time. Though there are slight differences between groups, they are within a similar range. These differences were not tested for statistical significance. There is some fluctuation in the referral sources for children of another race and multiracial children, but these numbers should be interpreted with caution due the small number of children included in this group.

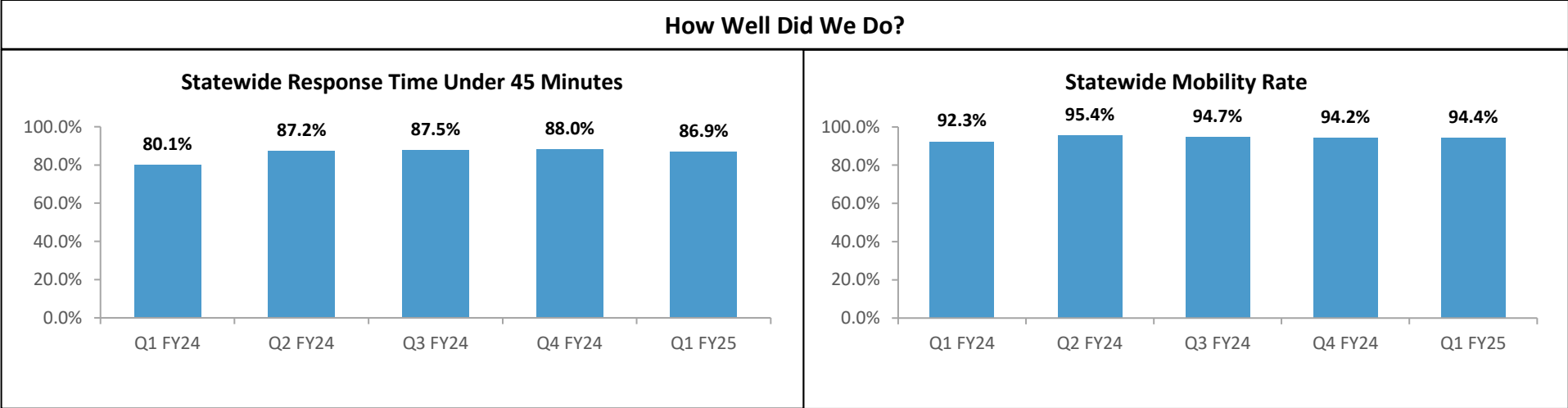
**Trend:** →



Episodes Per Child SFY 2025									
Quarterly Breakdown						Past Year: FY24 Q2 - FY25 Q1			
	FY2024 Q1	FY2024 Q2	FY2024 Q3	FY2024 Q4	FY2025 Q1	Total	DCF	Non-DCF	
1	1385 (88.0%)	2515 (88.5%)	2554 (88.4%)	2302 (89.1%)	1635 (89.2%)	6780 (78.6%)	554 (72.0%)	4821 (80.3%)	
2	150 (9.5%)	274 (9.6%)	266 (9.2%)	224 (8.7%)	162 (8.8%)	1215 (14.1%)	132 (17.2%)	791 (13.2%)	
3	26 (1.7%)	39 (1.4%)	51 (1.8%)	48 (1.9%)	29 (1.6%)	373 (4.3%)	46 (6.0%)	232 (3.9%)	
4 or more	13 (0.8%)	14 (0.5%)	18 (0.6%)	11 (0.4%)	7 (0.4%)	253 (2.9%)	37 (4.8%)	158 (2.6%)	

**Story Behind the Baseline:** In SFY 25 Q1, of the 1,833 children served by Mobile Crisis 89.2% (1,635) received only one episode of care, and 98.0% (1,797) received one or two episodes of care. These numbers are similar to SFY 24 Q1 which had 88.0% (1,385) and 97.5% (1,535) respectively. The proportion of children with four or more episodes is similar to SFY 24 Q1. Over the past year, of the 8,621 children served, 78.6% (6,780) had only one episode while 92.7% had only one or two episodes. The data indicates that most children and families require only one episode of care.

**Trend:** →



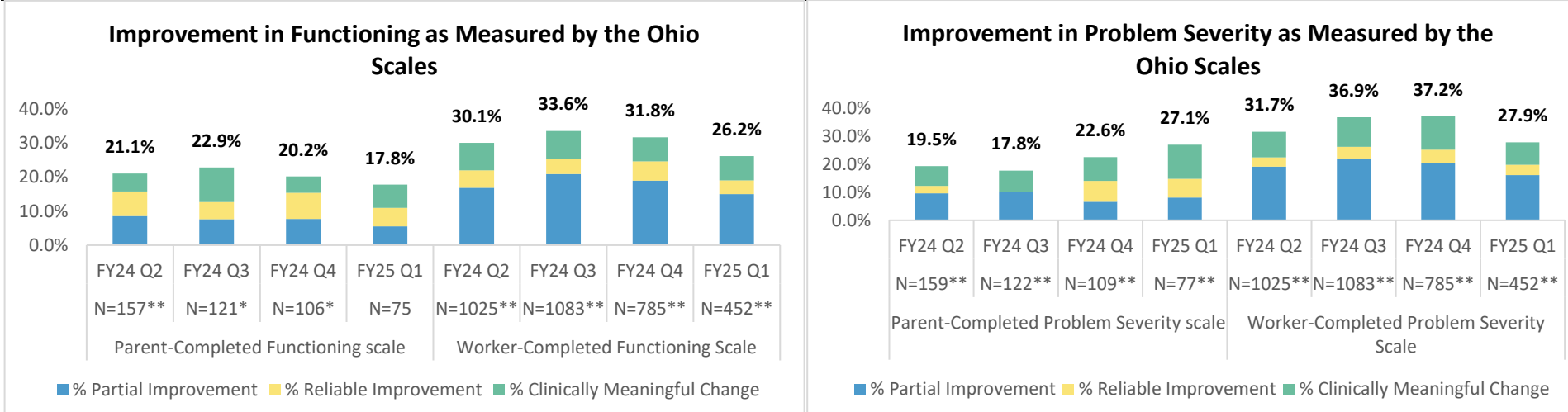
**Story Behind the Baseline:** In SFY 25 Q1, 86.9% of all mobile responses achieved the 45-minute mark compared to 80.1% for SFY 24 Q1. **The median response time for SFY 25 Q1 was 30 minutes.** Mobile Crisis continues to be a highly responsive statewide service system that responds rapidly to help deescalate a crisis and works to meet the needs of the child and family in their home and community.

**Trend:** ↑

**Story Behind the Baseline:** In SFY 25 Q1, the statewide mobility rate was 94.4%, higher than SFY23 Q4. Mobile Crisis continues to provide children and families with a face-to-face response at a high rate.

**Trend:** →

## Is Anyone Better Off?

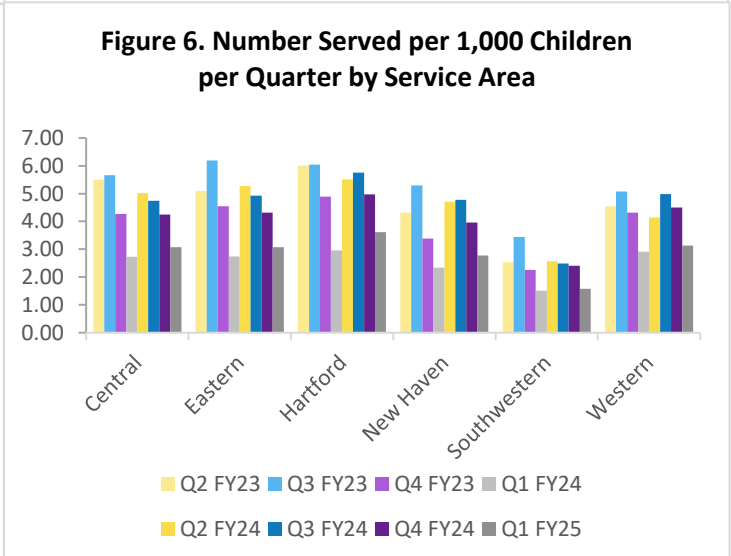
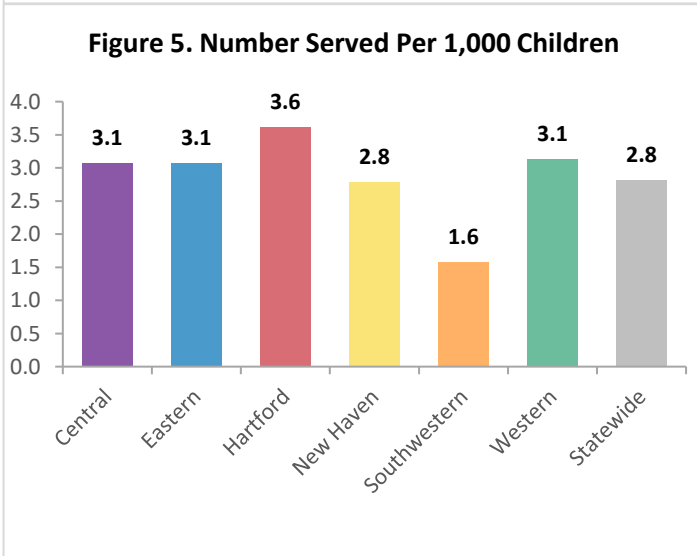
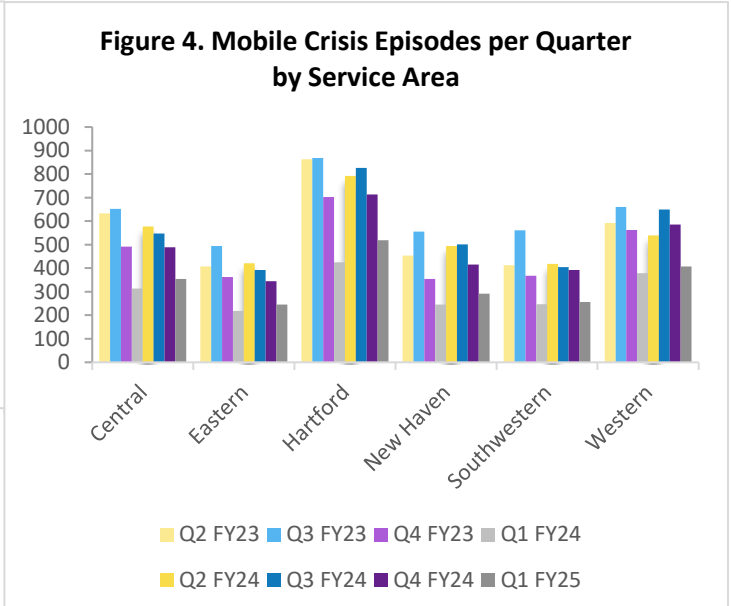
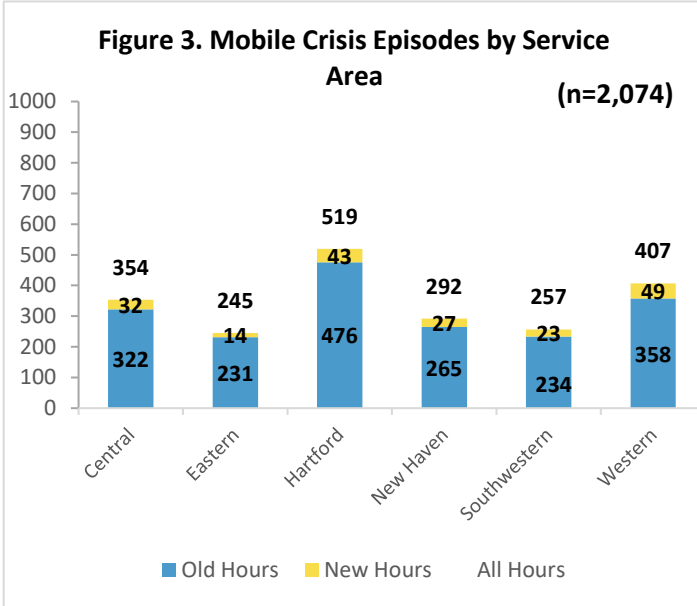
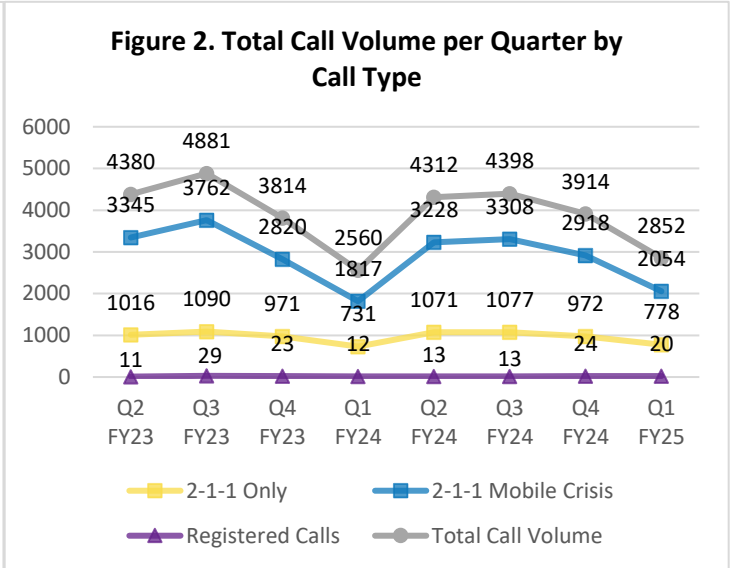
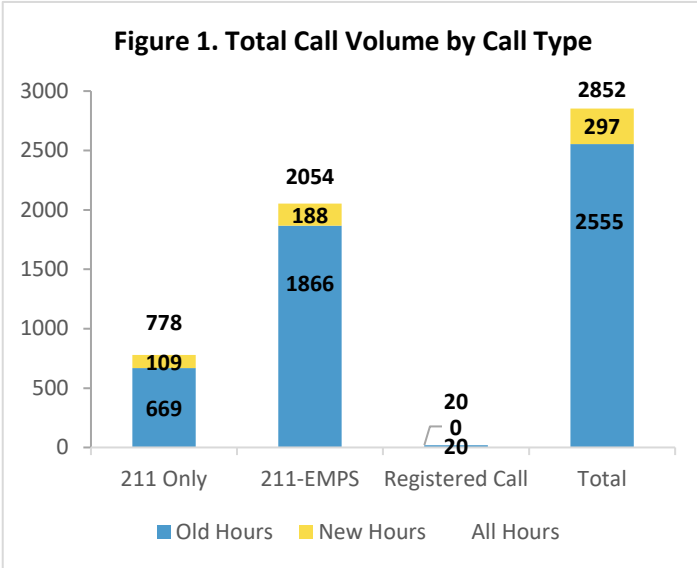


**Story Behind the Baseline:** The Ohio Scales demonstrated clinically significant positive changes for children following a Mobile Crisis response. For SFY 25 Q1, Ohio worker scales had statistically significant change for 26.2% of episodes in Functioning and 27.9% in Problem Severity. Both of these numbers are lower than rates in the recent quarters, though the total number collected was also lower due to lower volume during Q1. For parent-completed scales, the Problem Severity scale showed statistically significant improvement on 27.1% of cases, an increase over the past three quarters. Despite the relative short time of service engagement, the Ohio Scales reflect the continued effectiveness of Mobile Crisis in defusing the immediate crisis and supporting the positive growth and success of youth.

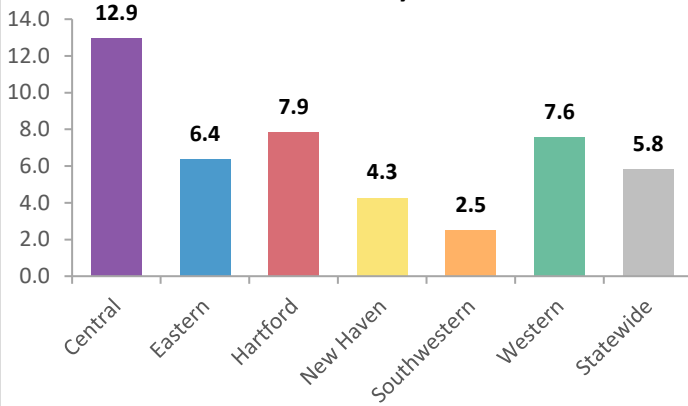
**Trend:** →

- Proposed Actions to Turn the Curve:**
- Mobile Crisis providers will work with schools and Emergency Departments to reduce school utilization of ED’s and increase utilization of Mobile Crisis.
  - Continue outreach to Police Departments to support their ongoing collaboration with Mobile Crisis.
  - Continue to increase the parent completion rates for the Ohio Scales.
  - Review with each provider their self-care activities to support their clinical staff in being continuously effective in delivering Mobile Crisis services.
  - Continue to review RBA report cards on a quarterly basis with each Mobile Crisis provider, with a focus on the racial and ethnic distributions of the children served in each region.
  - Plan outreach activities with a lens towards health equity and promoting equitable access to Mobile Crisis across referral sources, including identifying outreach strategies to target self/family referrals.
- Data Development Agenda:**
- Explore Mobile Crisis data to assess utilization and delivery of services across racial and ethnic groups and to identify opportunities to improve health equity.
  - Work with providers to identify and accurately capture changes in volume and service delivery during the extended hours.
  - Work with existing data and propose new data elements to better capture the stabilization phase.

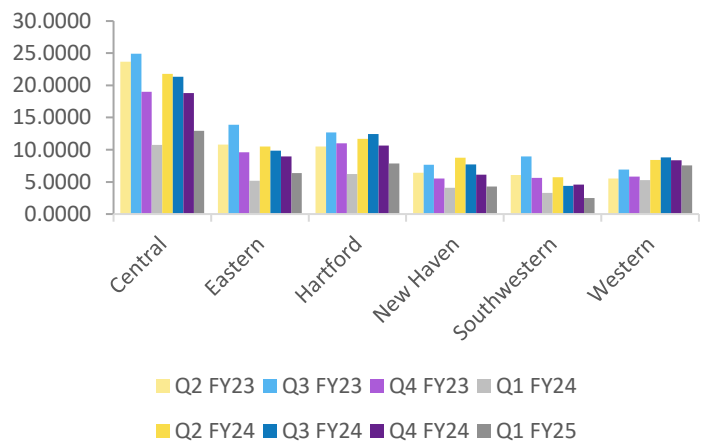
## Section II: Mobile Crisis Statewide/Service Area Dashboard



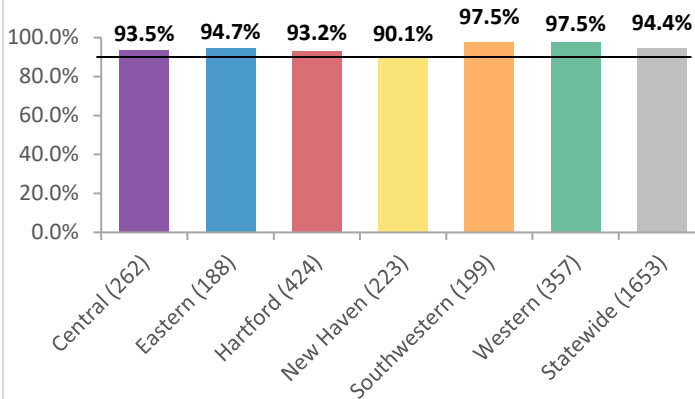
**Figure 7. Number Served per 1,000 Children in Poverty**



**Figure 8. Number Served per 1,000 Children in Poverty per Quarter by Service Area**

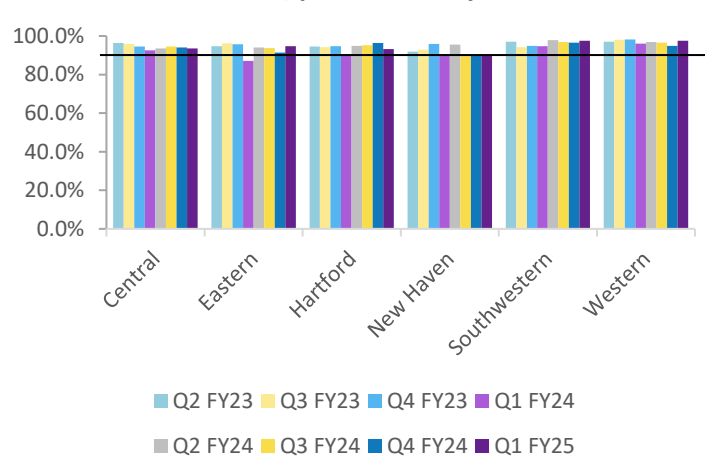


**Figure 9. Mobile Response\* (Mobile and Deferred Mobile) by Service Area**

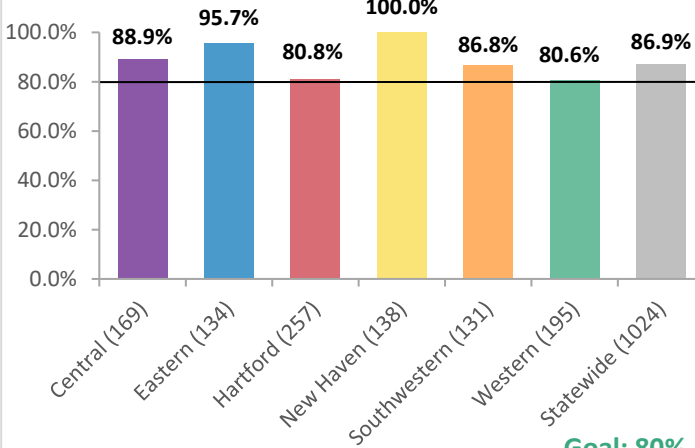


\*Mobility calculation updated – see exec. summary **Goal: 90%**  
 Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

**Figure 10. Mobile Response (Mobile and Deferred Mobile) per Quarter by Service Area**

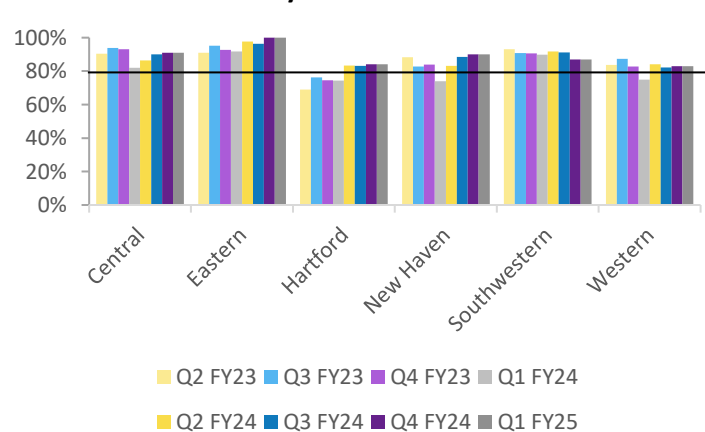


**Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes**

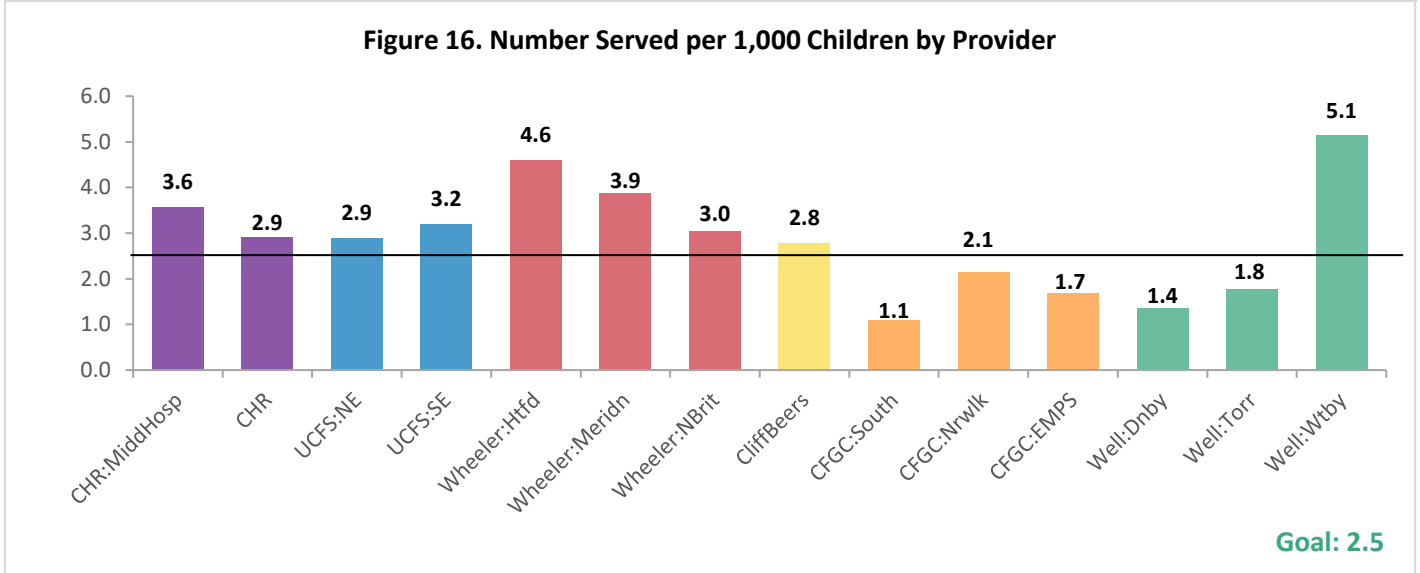
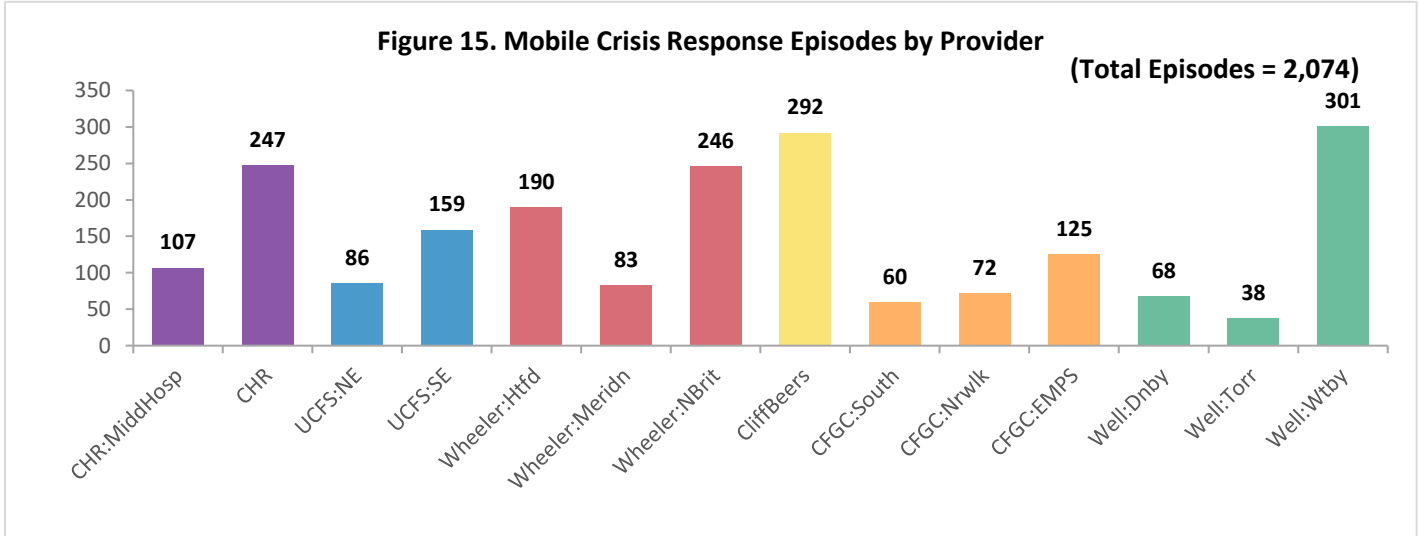
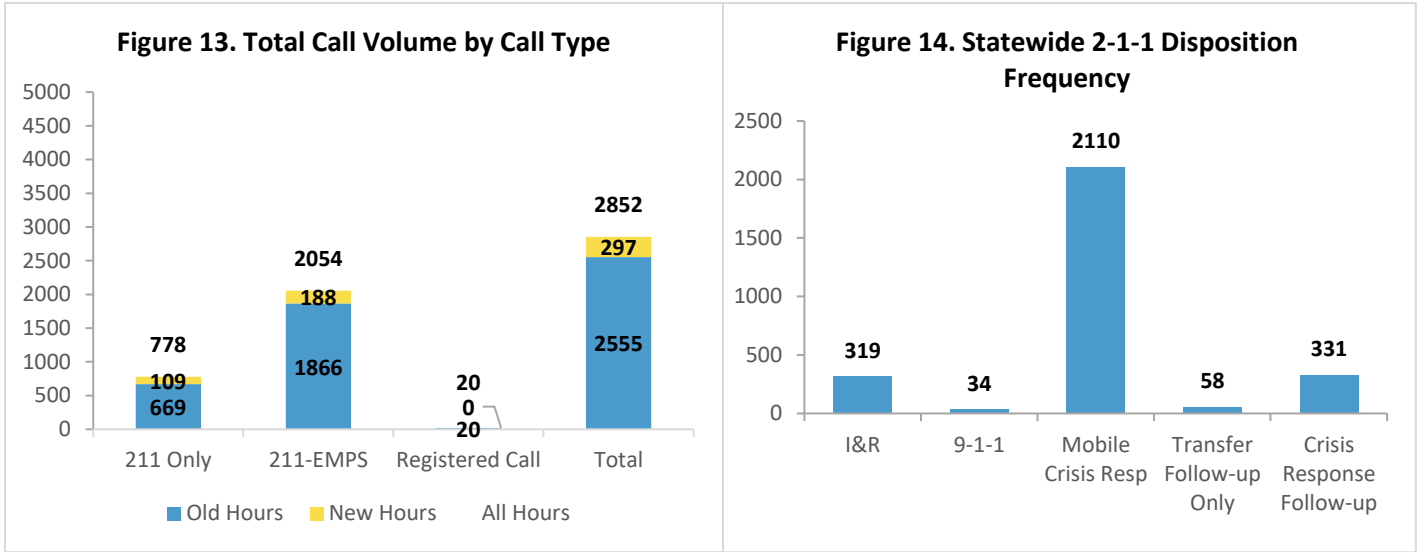


**Goal: 80%**  
 Note: Counts of mobile episodes under 45 mins. are in parenthesis.

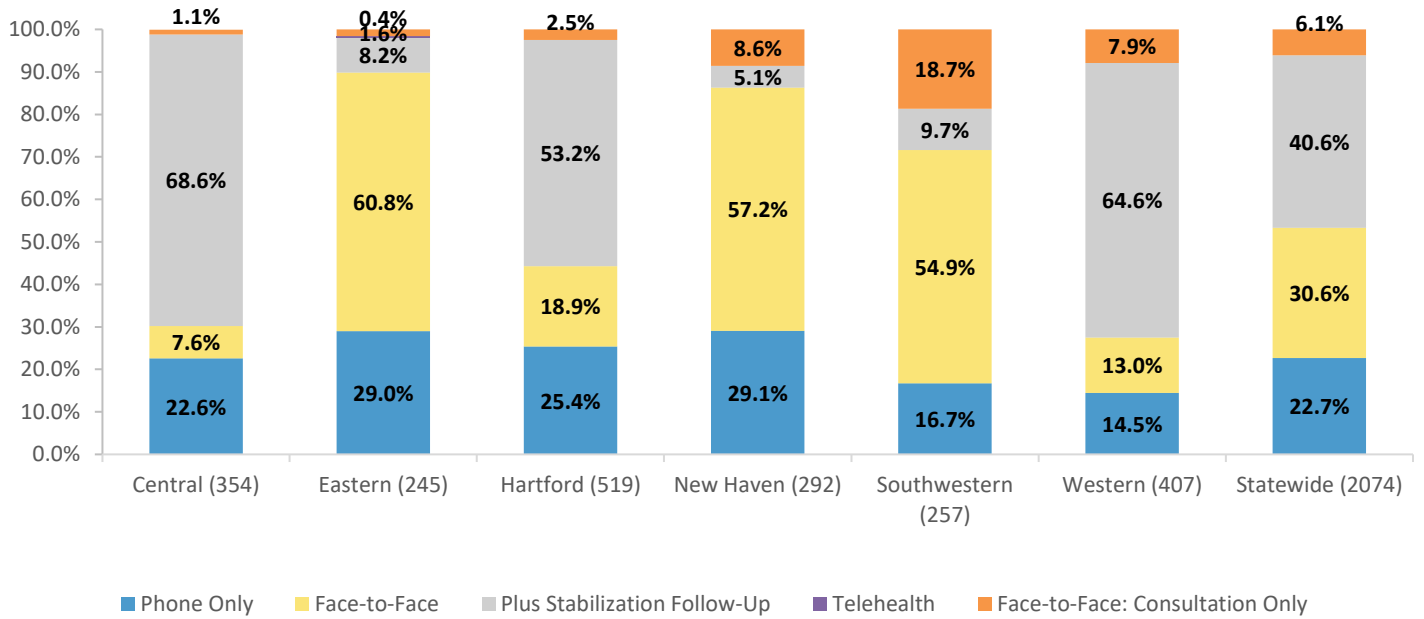
**Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes per Quarter by Service Area**



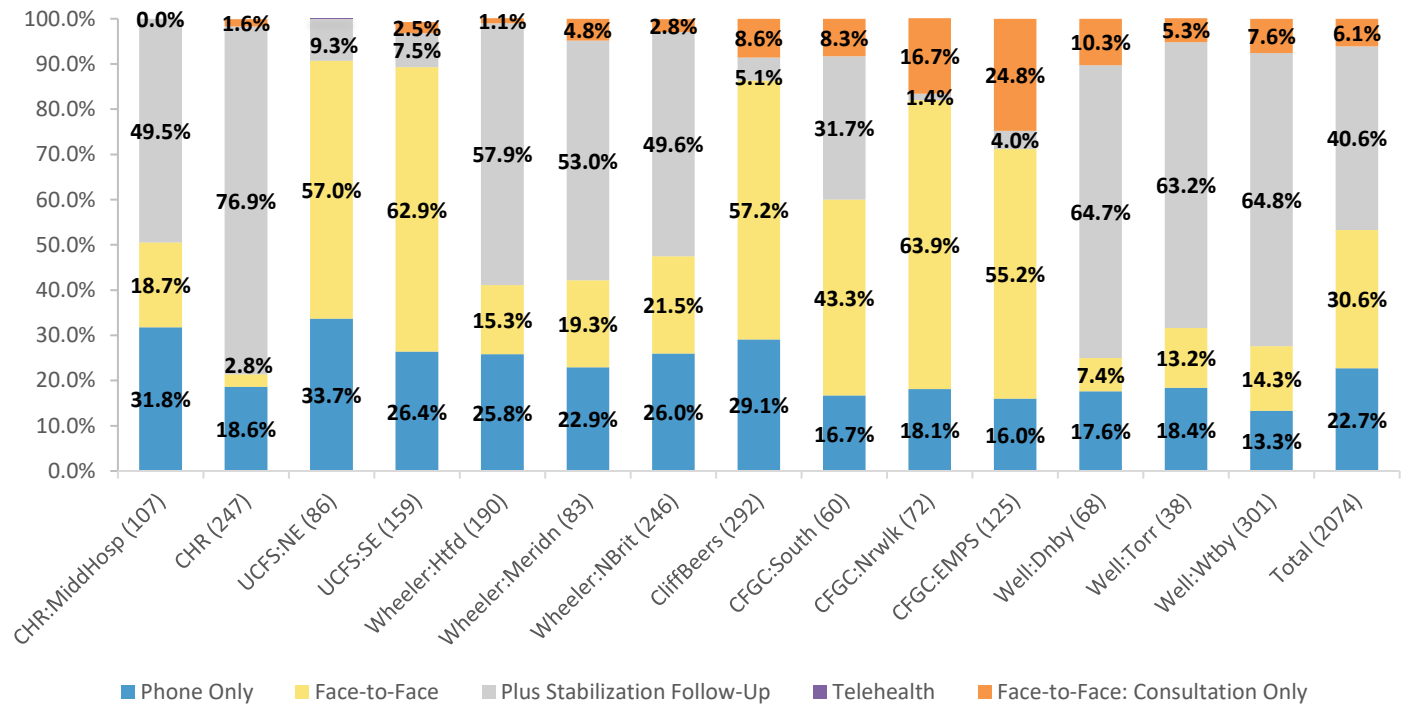
### Section III: Mobile Crisis Response



**Figure 17. Episode Intervention Crisis Response Types by Service Area**



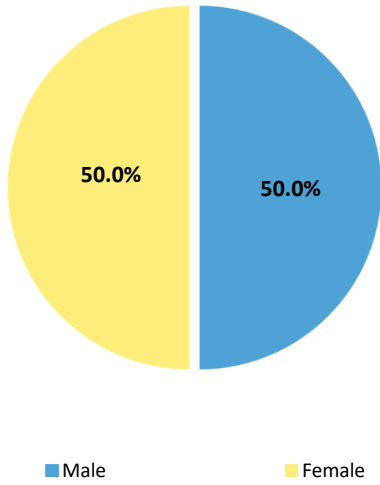
**Figure 18. Episode Intervention Crisis Response Type by Provider**



## Section IV: Demographics

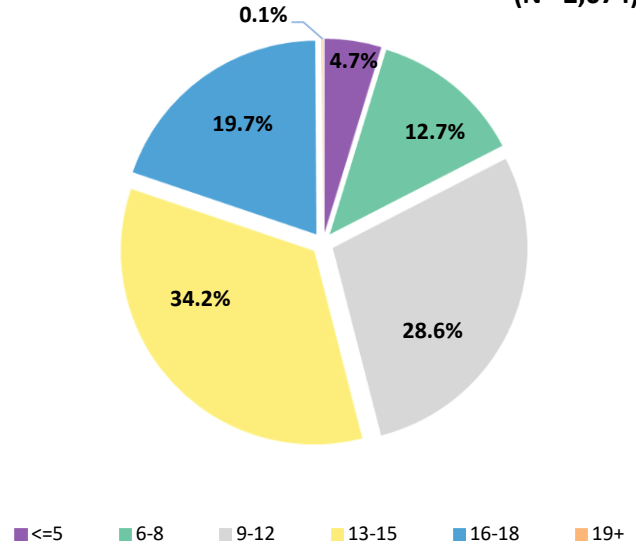
**Figure 19. Sex of Children Served Statewide**

(N =2,074)



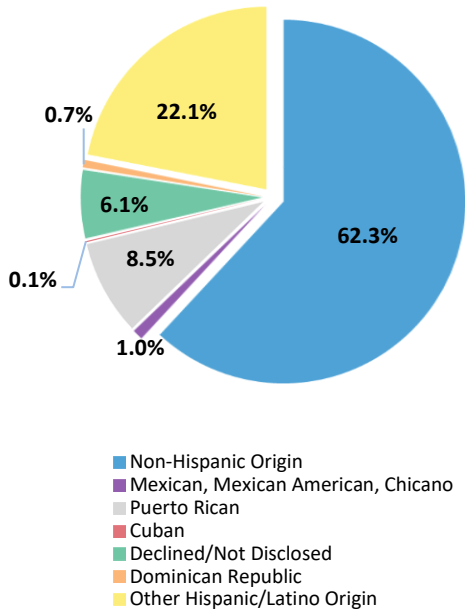
**Figure 20. Age Groups of Children Served Statewide**

(N =2,074)



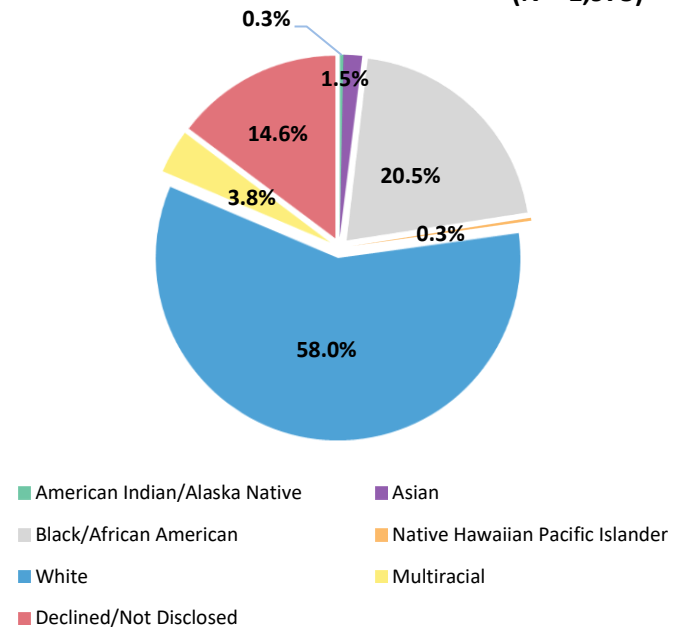
**Figure 21. Ethnic Background of Children Served Statewide**

(N =1,994)



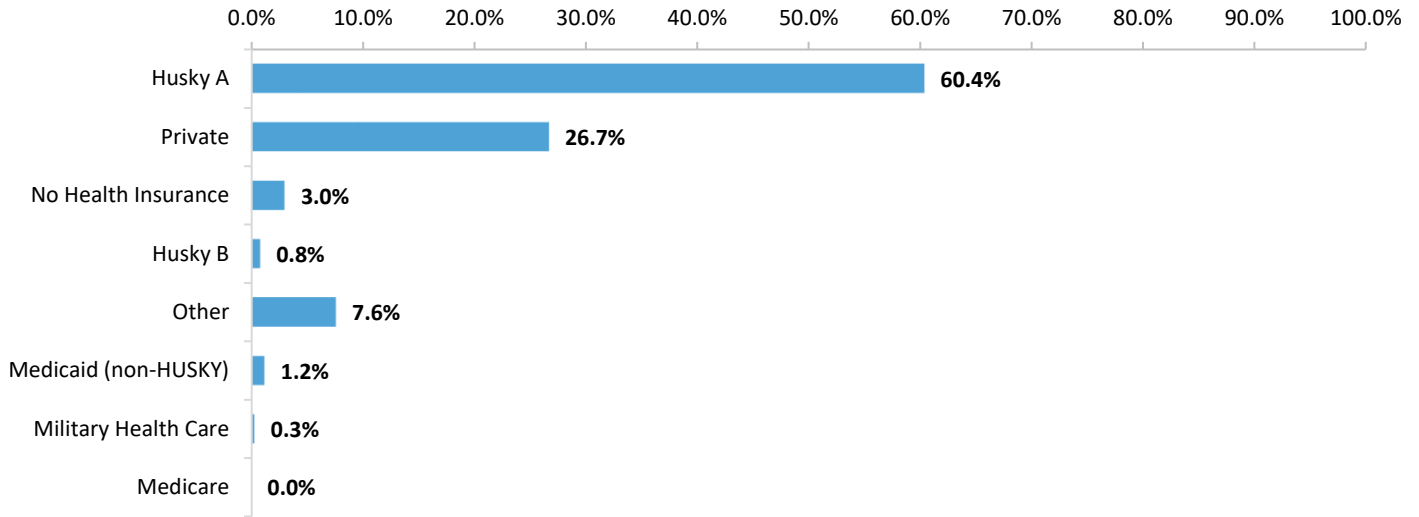
**Figure 22. Race of Children Served Statewide**

(N = 1,975)

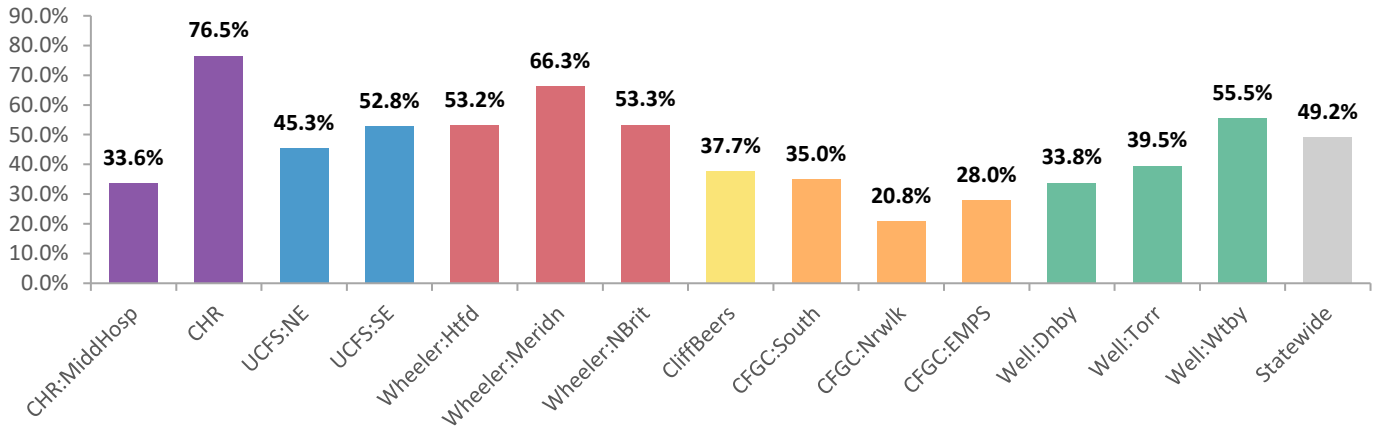


Note: According to the U.S. Census Bureau, “[P]eople who identify their origin as Spanish, Hispanic, or Latino may be of any race...[R]ace is considered a separate concept from Hispanic origin (ethnicity) and, wherever possible, separate questions should be asked on each concept.”

**Figure 23. Client's Type of Health Insurance at Intake Statewide**

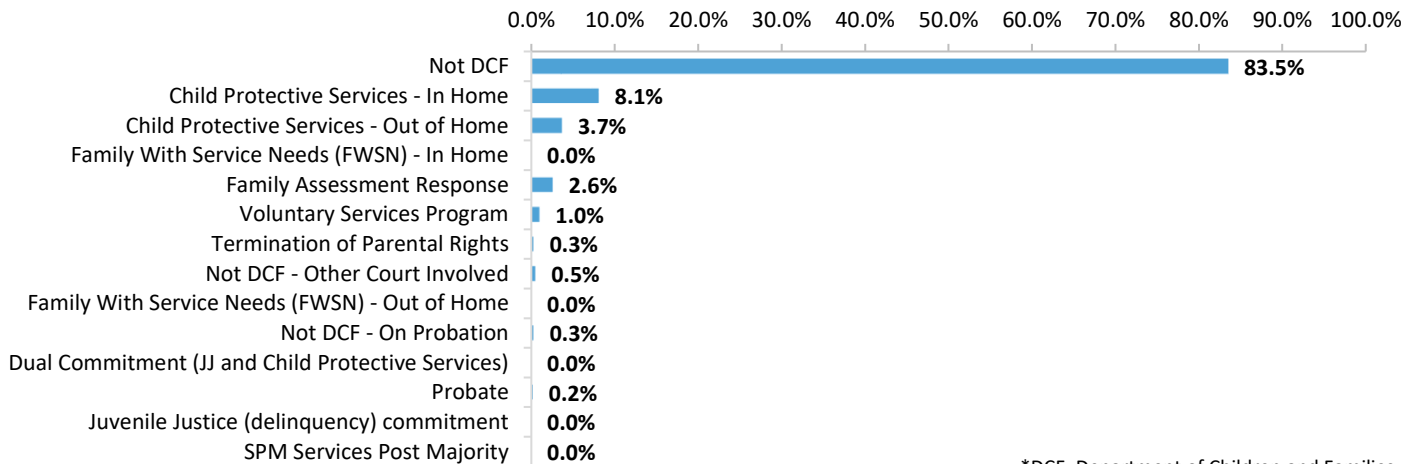


**Figure 24. Families that Answered "Yes" TANF\* Eligible**



\*TANF=Temporary Assistance for Needy Families

**Figure 25. Client DCF\* Status at Intake Statewide**

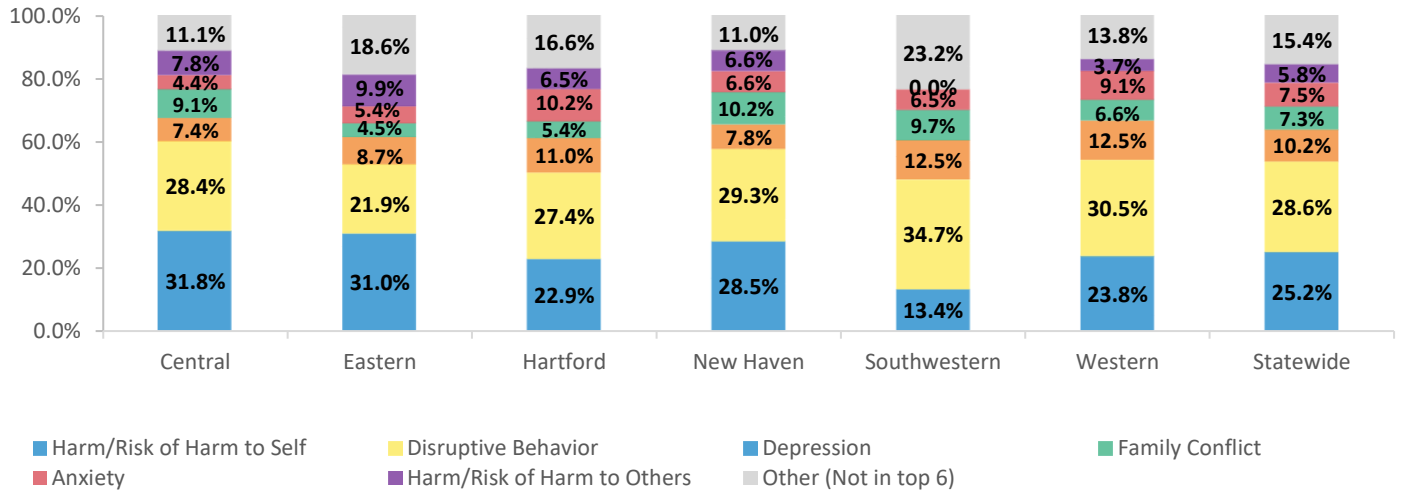


\*DCF=Department of Children and Families

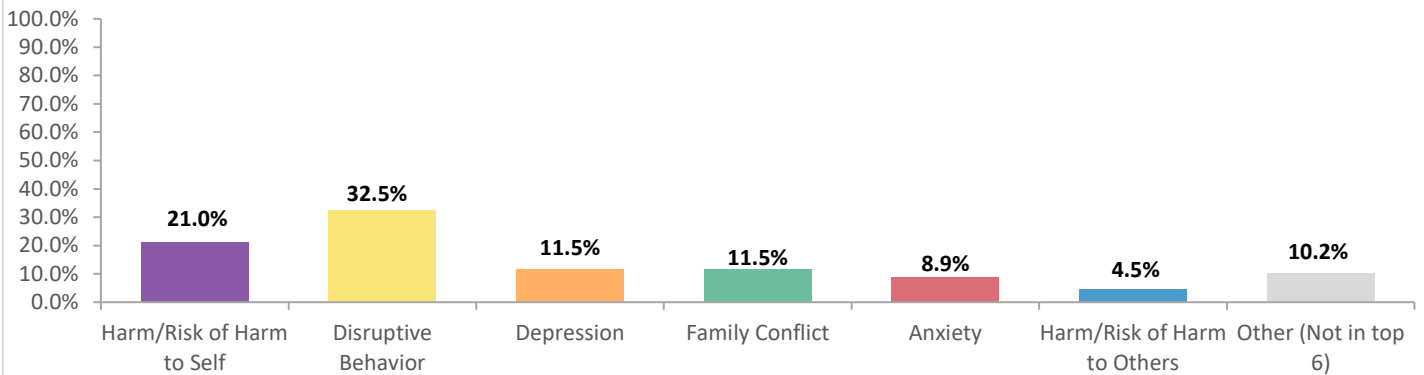


## Section V: Clinical Functioning

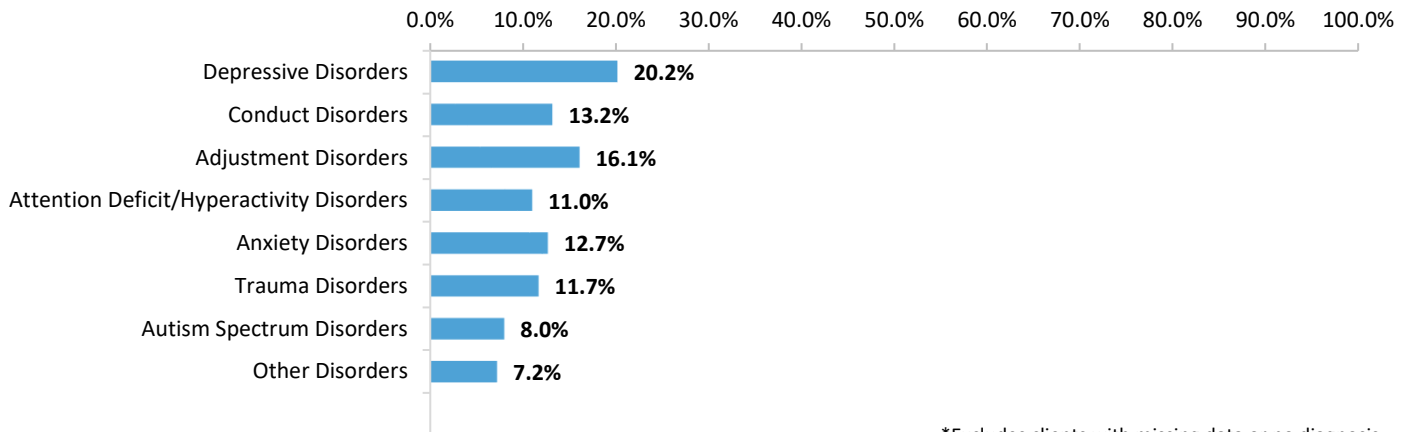
**Figure 26. All Hours - Top Six Client Primary Presenting Problems by Service Area**



**Figure 27. New Hours - Top 6 Presenting Problems Statewide**

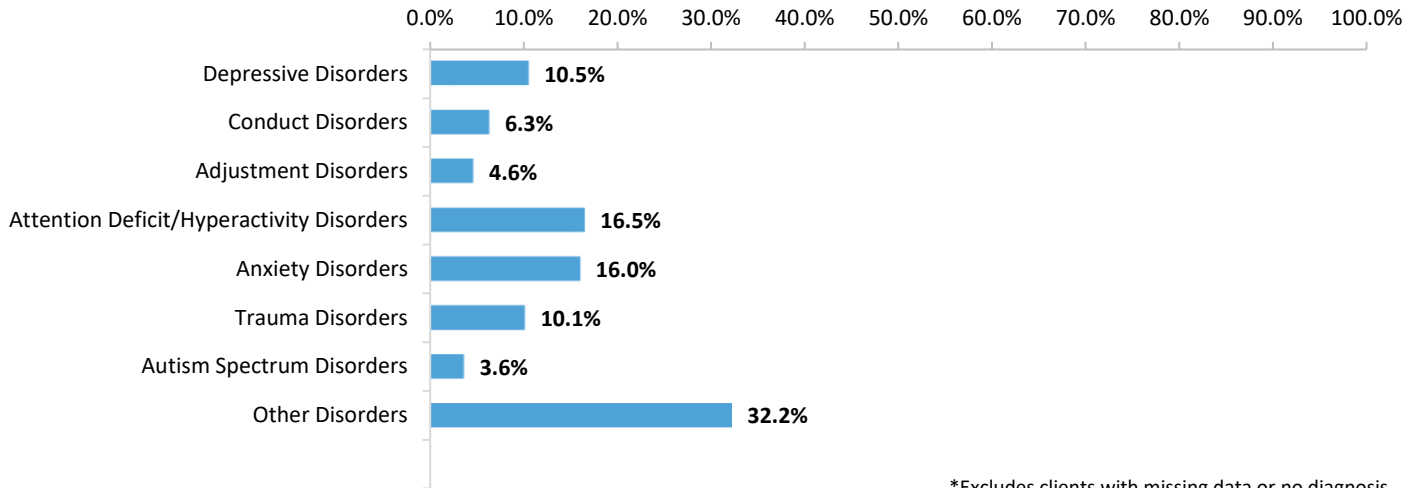


**Figure 28. Distribution of Primary Diagnosis Categories at Intake Statewide**

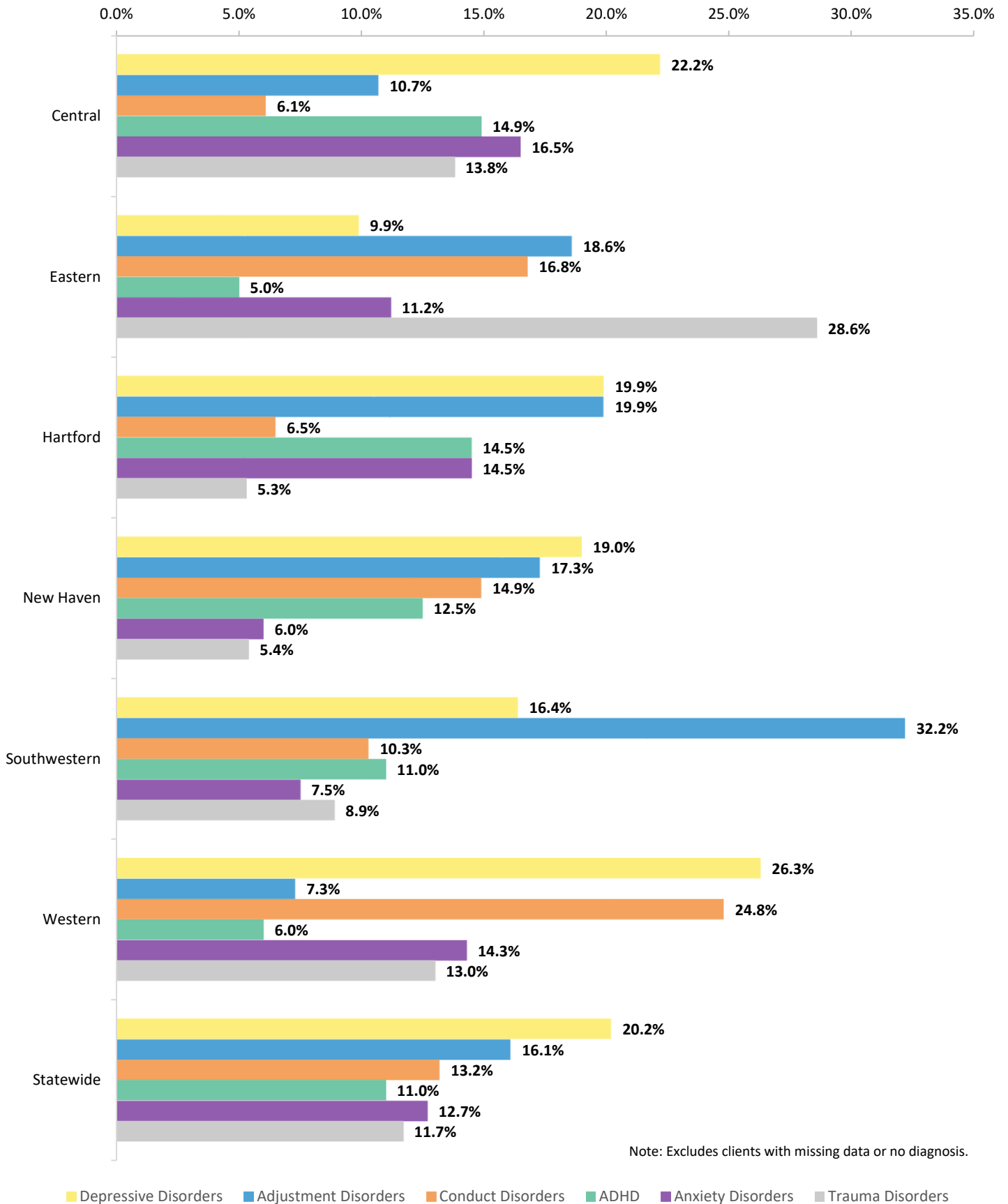


\*Excludes clients with missing data or no diagnosis.

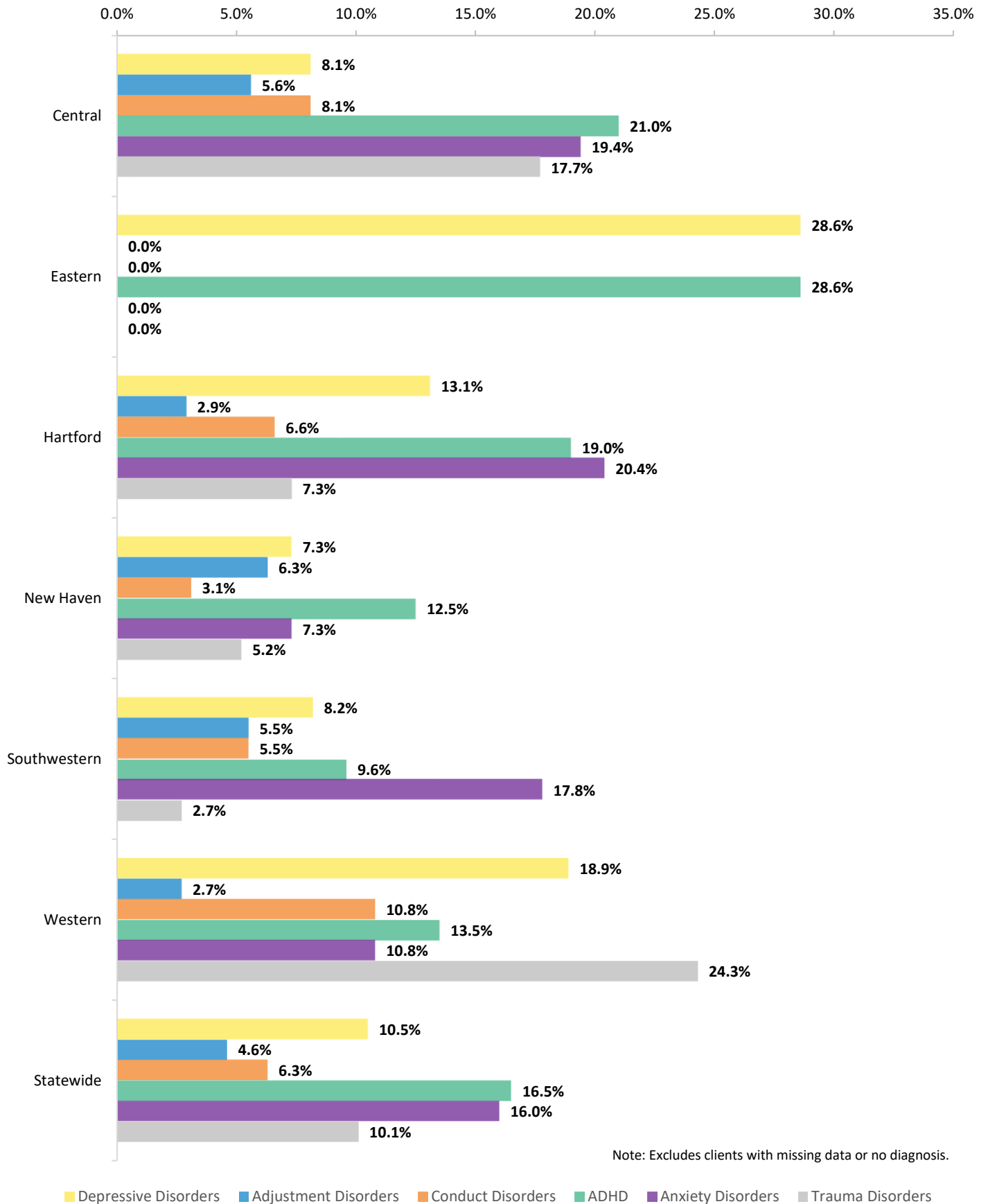
**Figure 29. Distribution of Client Secondary Diagnosis Categories at Intake Statewide**



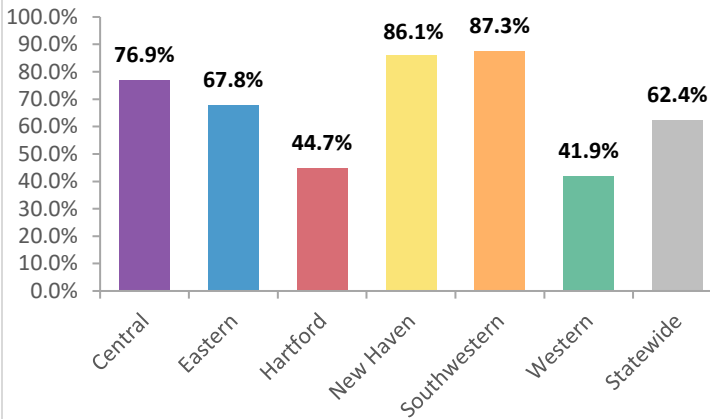
**Figure 30. Top 6 Primary Diagnostic Categories at Intake by Service Area**



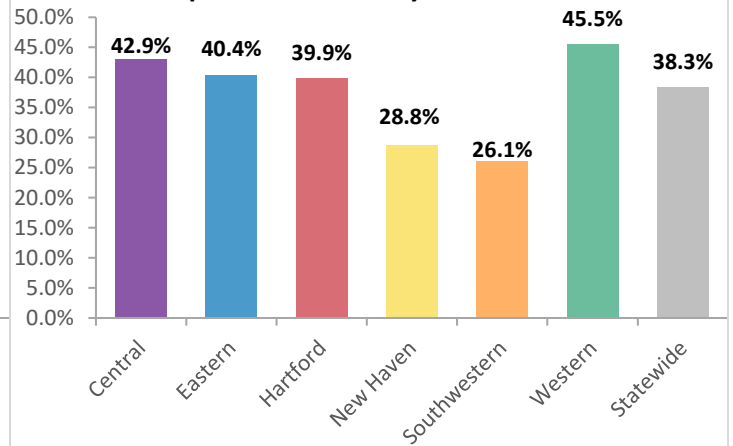
**Figure 31. Top 6 Client Secondary Diagnostic Categories at Intake by Service Area**



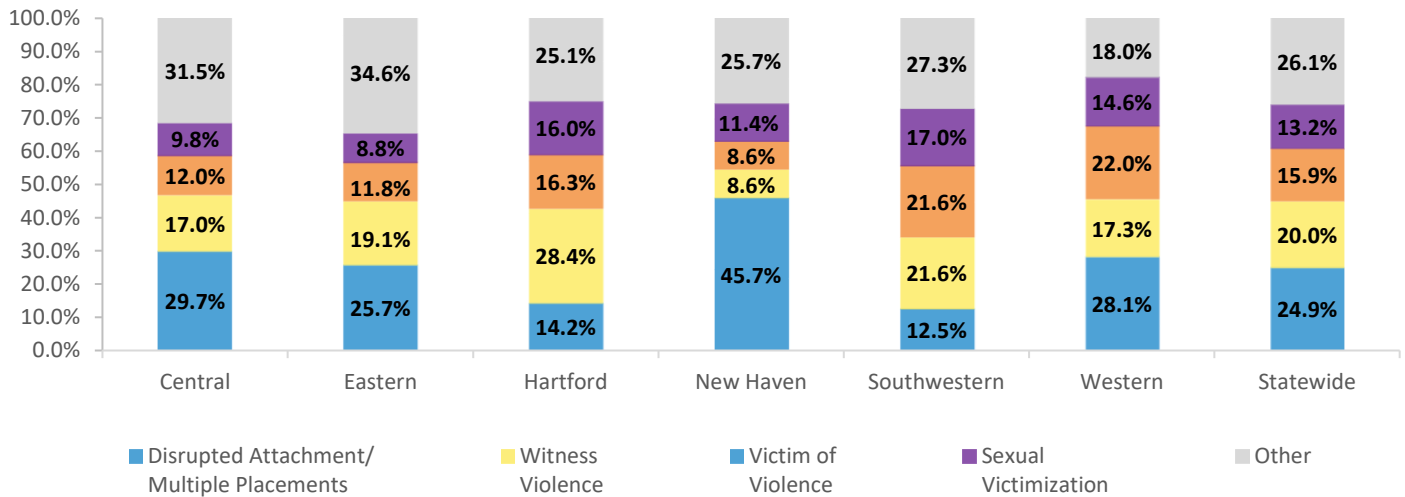
**Figure 32. Children Meeting SED\* Criteria by Service Area**



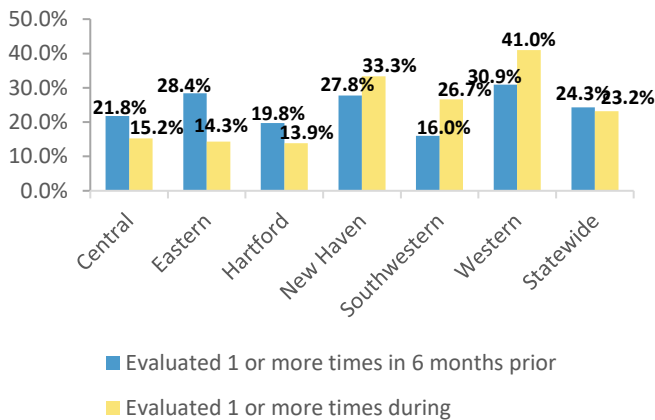
**Figure 33. Children with Trauma Exposure Reported at Intake by Service Area**



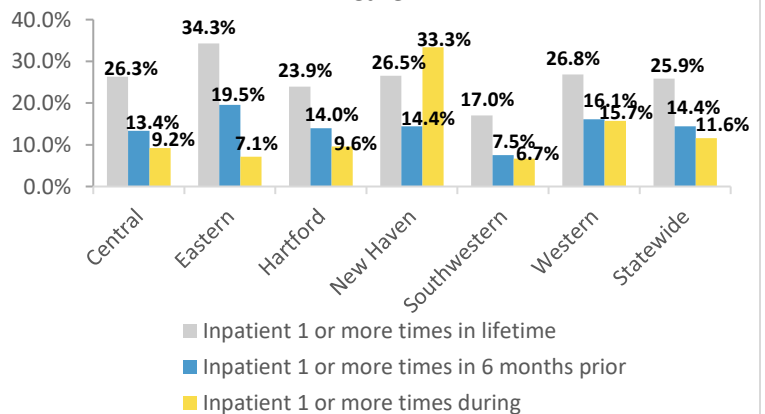
**Figure 34. Type of Trauma Reported at Intake by Service Area**



**Figure 35. Clients Evaluated in an Emergency Dept. One or More Times in the Six Months Prior and During an Episode of Care**



**Figure 36. Clients Admitted to a Hospital (Inpatient) for Psychiatric or Behavioral Health Reasons One or More Times in His/Her Lifetime, in Six Months Prior and During the Episode of Care**



## Section VI: Referral Sources

Figure 37. Referral Source

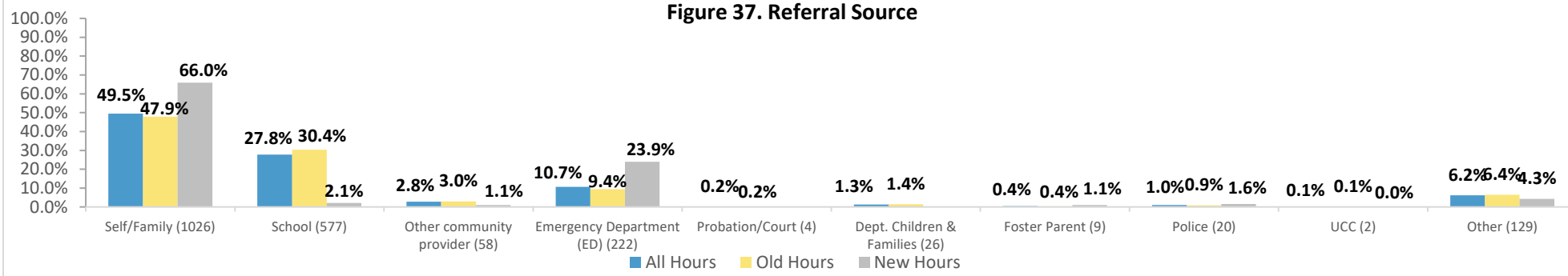
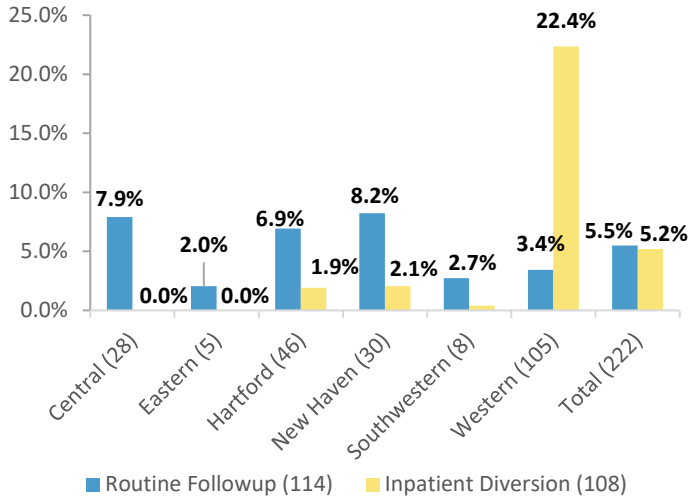


Table 1. Referral Sources (Q1 FY 2025)

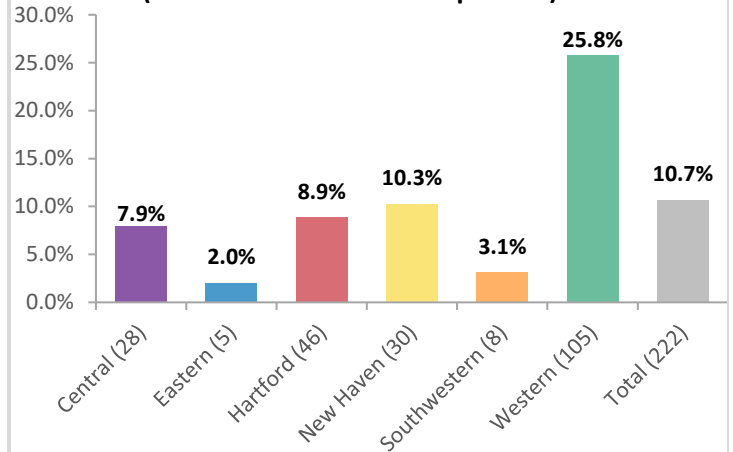
	Self/ Family	Family Adv.	School	Info- Line (2-1-1)	Other Prog. w/in Agency	Other Comm. Provider	Emer Dept. (ED)	Prob. or Court	Dept. of Child & Families (DCF)	Psych Hospital	Cong. Care Facility	Foster Parent	Police	Phys.	Comm. Nat. Supp.	Other State Agency
<b>STATEWIDE</b>	49.5%	0.5%	27.8%	0.3%	0.8%	2.8%	10.7%	0.2%	1.3%	3.6%	0.0%	0.4%	1.0%	0.7%	0.1%	0.1%
<b>CENTRAL</b>	47.7%	0.3%	26.8%	0.3%	1.4%	5.1%	7.9%	0.0%	1.1%	5.9%	0.0%	1.4%	1.4%	0.6%	0.0%	0.0%
CHR:MidHosp	50.5%	0.9%	27.1%	0.9%	0.0%	2.8%	3.7%	0.0%	0.9%	5.6%	0.0%	1.9%	4.7%	0.9%	0.0%	0.0%
CHR	46.6%	0.0%	26.7%	0.0%	2.0%	6.1%	9.7%	0.0%	1.2%	6.1%	0.0%	1.2%	0.0%	0.4%	0.0%	0.0%
<b>EASTERN</b>	52.9%	0.4%	29.9%	0.4%	0.8%	2.5%	2.0%	0.0%	0.8%	6.1%	0.0%	0.4%	2.5%	0.8%	0.4%	0.0%
UCFS:NE	51.2%	0.0%	27.9%	1.2%	1.2%	3.5%	2.3%	0.0%	2.3%	8.1%	0.0%	0.0%	0.0%	1.2%	1.2%	0.0%
UCFS:SE	53.8%	0.6%	31.0%	0.0%	0.6%	1.9%	1.9%	0.0%	0.0%	5.1%	0.0%	0.6%	3.8%	0.6%	0.0%	0.0%
<b>HARTFORD</b>	49.8%	0.2%	30.9%	0.4%	0.4%	1.9%	8.9%	0.0%	2.3%	3.7%	0.0%	0.4%	0.6%	0.6%	0.0%	0.0%
Wheeler:Htfd	43.4%	0.0%	28.6%	0.0%	0.0%	3.2%	14.8%	0.0%	4.8%	2.6%	0.0%	0.5%	1.1%	1.1%	0.0%	0.0%
Wheeler:Meridn	48.2%	1.2%	38.6%	1.2%	0.0%	2.4%	7.2%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Wheeler:NBrit	55.3%	0.0%	30.1%	0.4%	0.8%	0.8%	4.9%	0.0%	1.2%	5.3%	0.0%	0.4%	0.4%	0.4%	0.0%	0.0%
<b>NEW HAVEN</b>	57.7%	0.7%	24.4%	0.7%	0.0%	1.7%	10.3%	0.0%	0.7%	1.4%	0.0%	0.3%	0.3%	1.0%	0.3%	0.3%
CliffBeers	57.7%	0.7%	24.4%	0.7%	0.0%	1.7%	10.3%	0.0%	0.7%	1.4%	0.0%	0.3%	0.3%	1.0%	0.3%	0.3%
<b>SOUTHWESTERN</b>	52.5%	1.6%	31.5%	0.0%	2.3%	2.3%	3.1%	1.2%	2.3%	1.6%	0.0%	0.0%	0.4%	0.8%	0.4%	0.0%
CFG:South	60.0%	1.7%	25.0%	0.0%	1.7%	3.3%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%
CFG:Nrwlk	59.7%	1.4%	27.8%	0.0%	0.0%	1.4%	5.6%	0.0%	1.4%	0.0%	0.0%	0.0%	1.4%	0.0%	1.4%	0.0%
CFG:EMPS	44.8%	1.6%	36.8%	0.0%	4.0%	2.4%	3.2%	2.4%	0.8%	3.2%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%
<b>WESTERN</b>	41.0%	0.5%	23.8%	0.2%	0.5%	3.2%	25.8%	0.2%	0.0%	2.9%	0.0%	0.0%	1.0%	0.5%	0.0%	0.2%
Well:Dnby	64.7%	1.5%	22.1%	0.0%	0.0%	4.4%	1.5%	0.0%	0.0%	4.4%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Well:Torr	47.4%	0.0%	31.6%	2.6%	0.0%	5.3%	2.6%	0.0%	0.0%	2.6%	0.0%	0.0%	5.3%	2.6%	0.0%	0.0%
Well:Wtby	34.9%	0.3%	23.3%	0.0%	0.7%	2.7%	34.2%	0.3%	0.0%	2.7%	0.0%	0.0%	0.3%	0.3%	0.0%	0.3%

**Figure 38. Type of Emergency Dept. Referral**



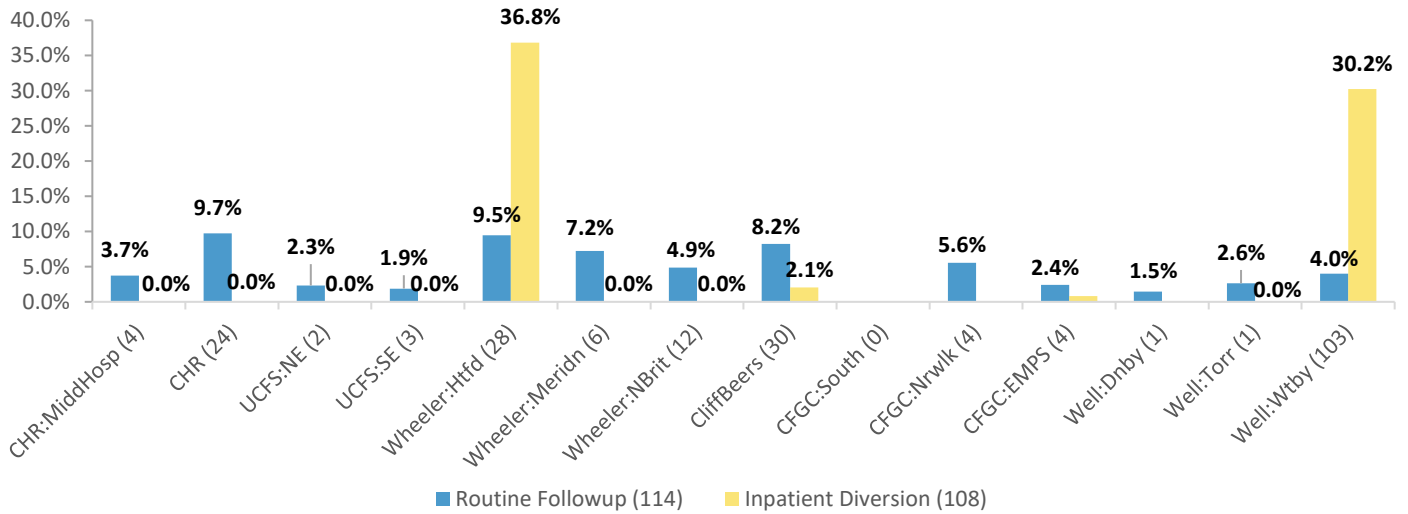
Note: Count total ED referrals are in parenthesis

**Figure 39. Emergency Dept. Referral (% of Total Mobile Crisis Episodes)**



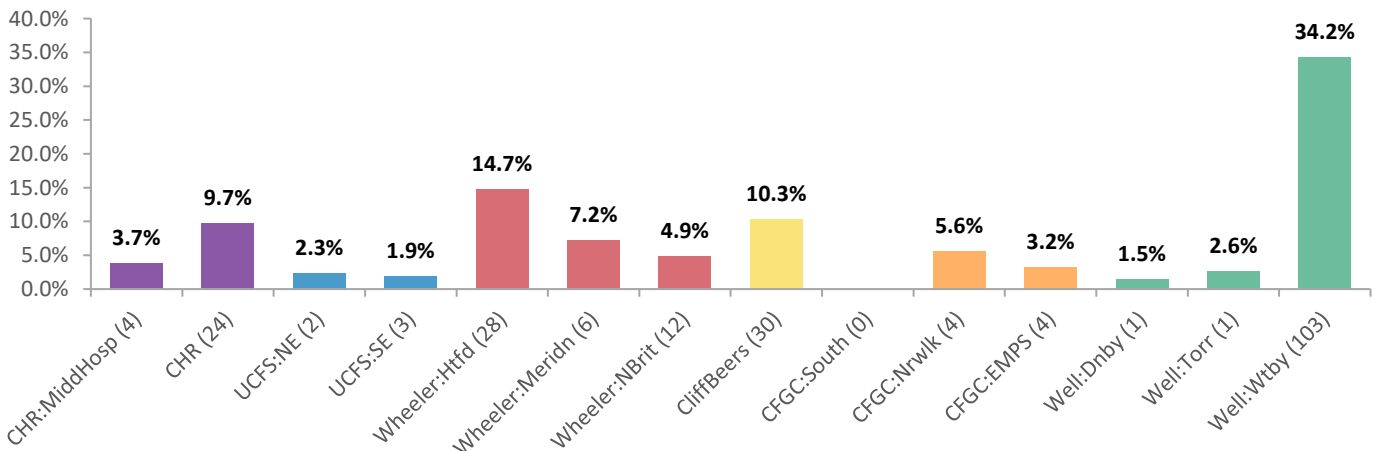
Note: Count total ED referrals are in parenthesis

**Figure 40. Type of Emergency Department Referrals by Provider**



Note: Count total ED referrals are in parenthesis

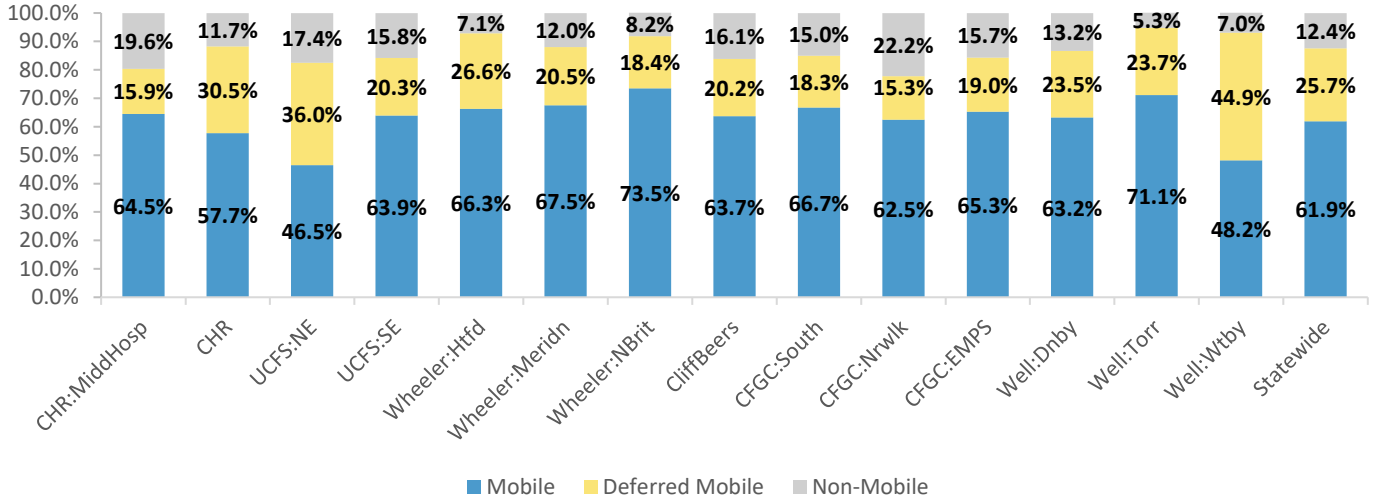
**Figure 41. Emergency Dept. Referral (% of Total Mobile Crisis Episodes) by Provider**



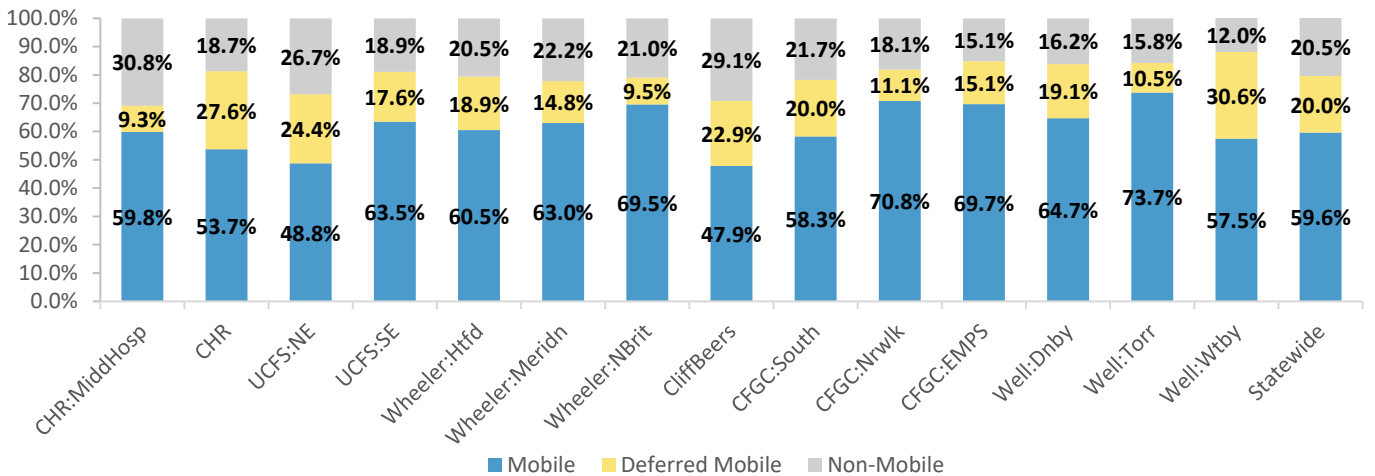
Note: Count total ED referrals are in parenthesis.

## Section VII: 2-1-1 Recommendations and Mobile Crisis Response

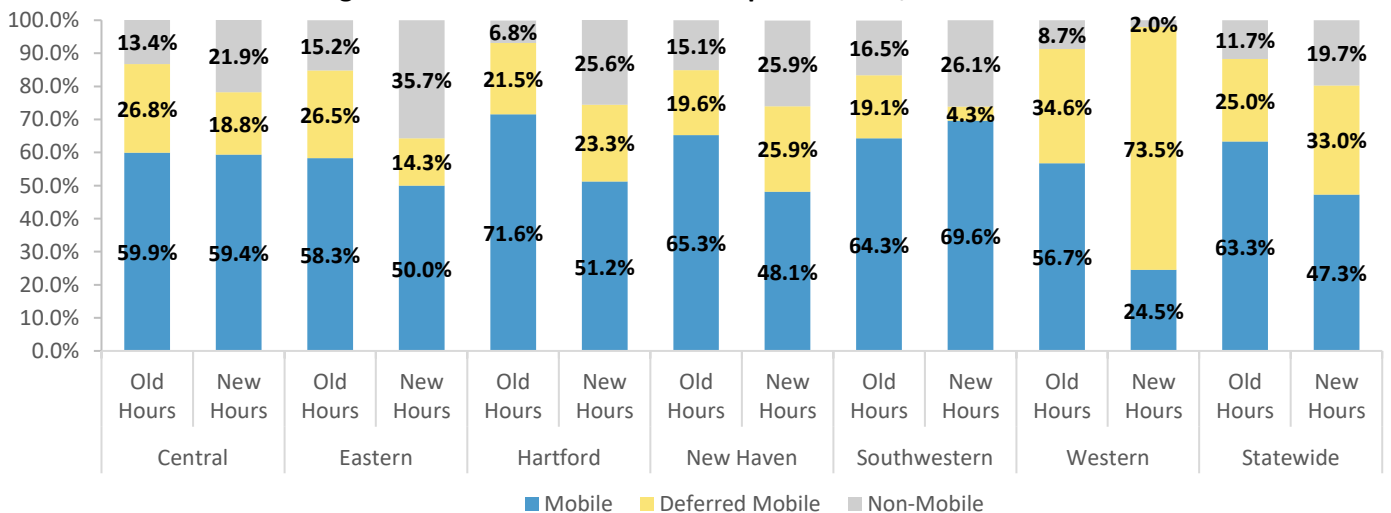
**Figure 42. 2-1-1 Recommended Initial Response**



**Figure 43. Actual Initial Mobile Crisis Provider Response**

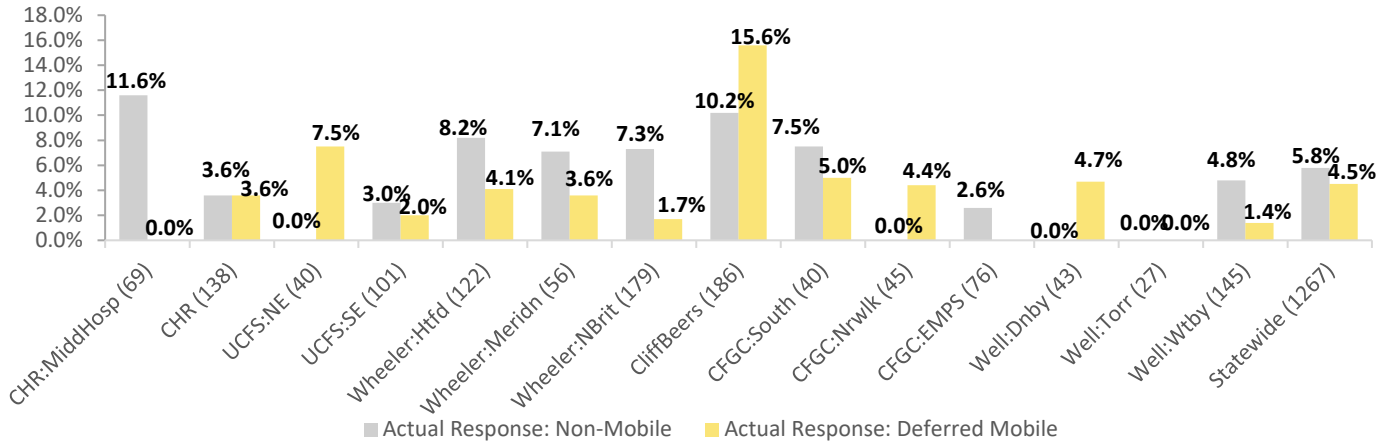


**Figure 44. 2-1-1 Recommended Response - New/Old Hours**



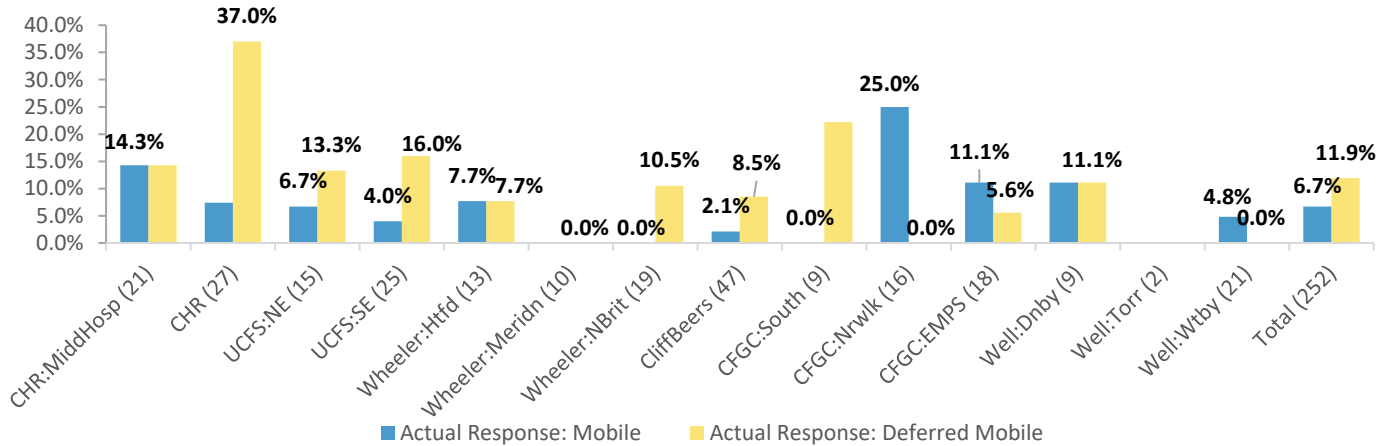


**Figure 45. 2-1-1 Recommended Mobile Response Where Actual Mobile Crisis Response was Non-Mobile or Deferred Mobile**



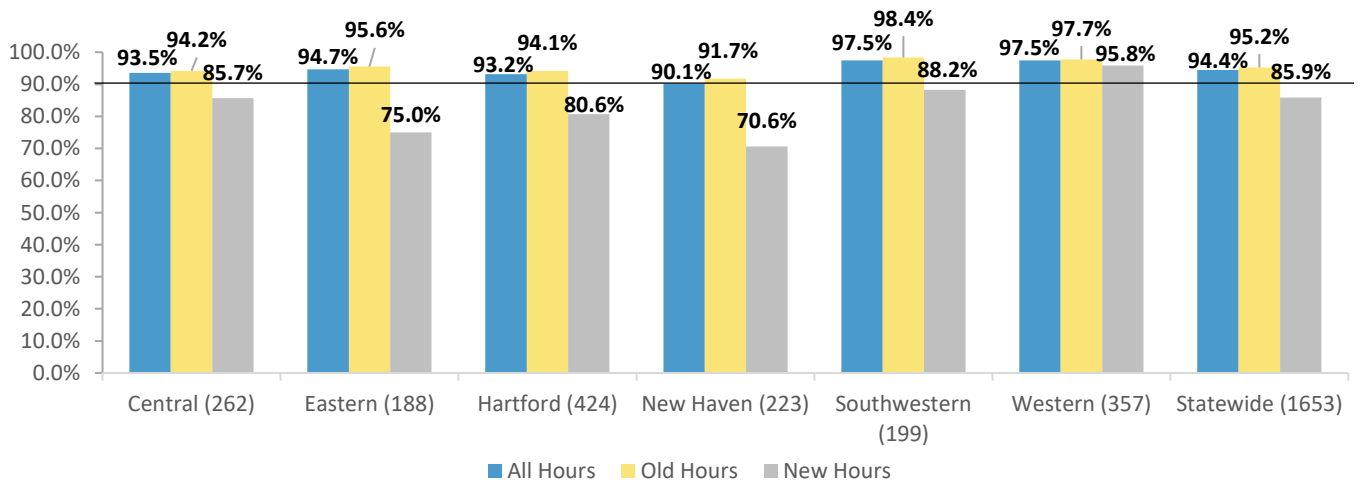
Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

**Figure 46. 2-1-1 Recommended Non-Mobile Response Where Actual Mobile Crisis Response was Mobile or Deferred Mobile**



Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

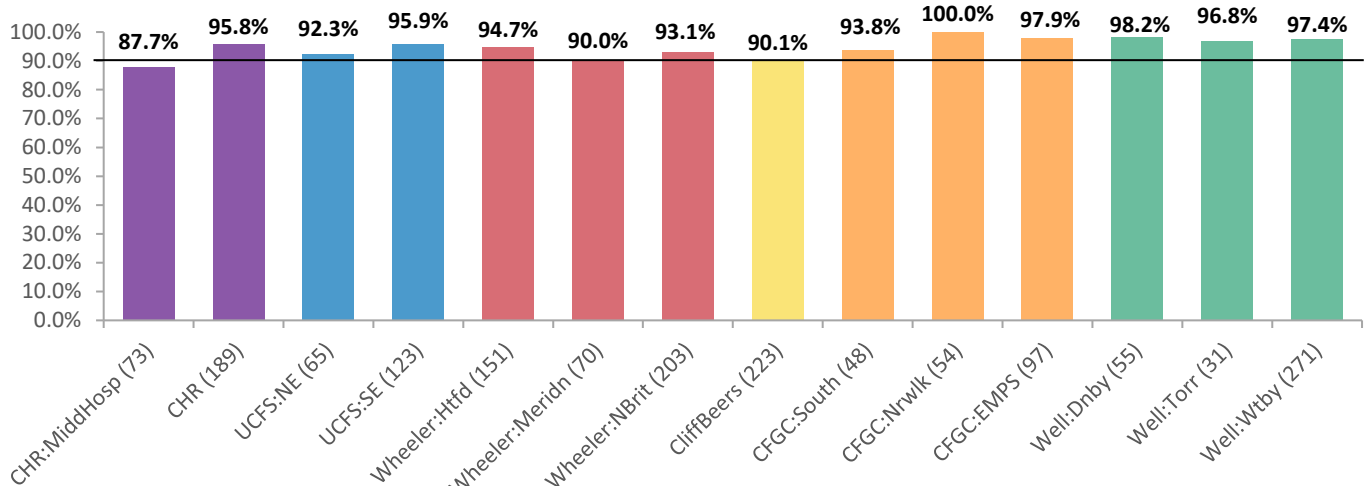
**Figure 47. Mobile Response by Service Area**



Note: Counts of 211-recommended mobile episodes are in parenthesis

**Goal: 90%**

**Figure 48. Mobile Response\* (Mobile & Deferred Mobile) By Provider**



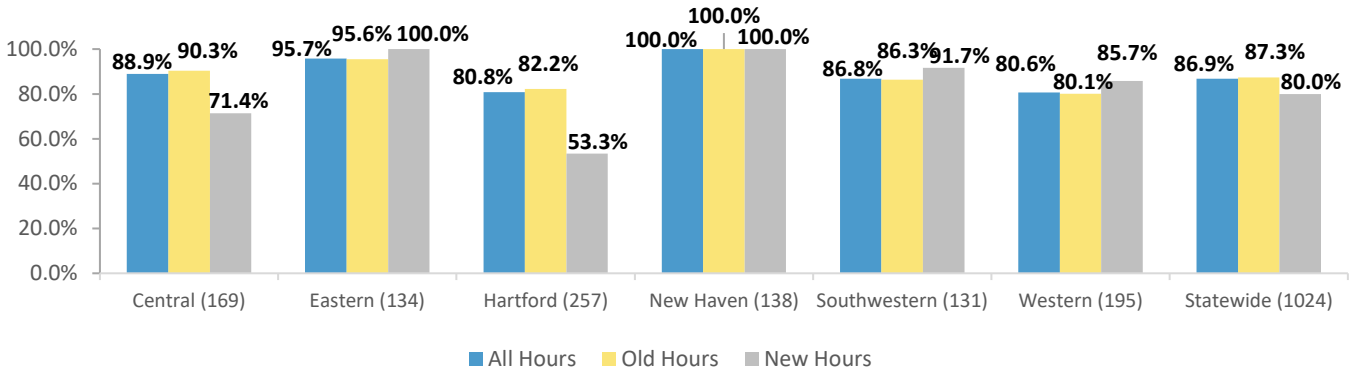
Note: Counts of 211-recommended mobile episodes are in parenthesis

\*Mobility calculation updated – see exec. summary

**Goal: 90%**

## Section VIII: Response Time

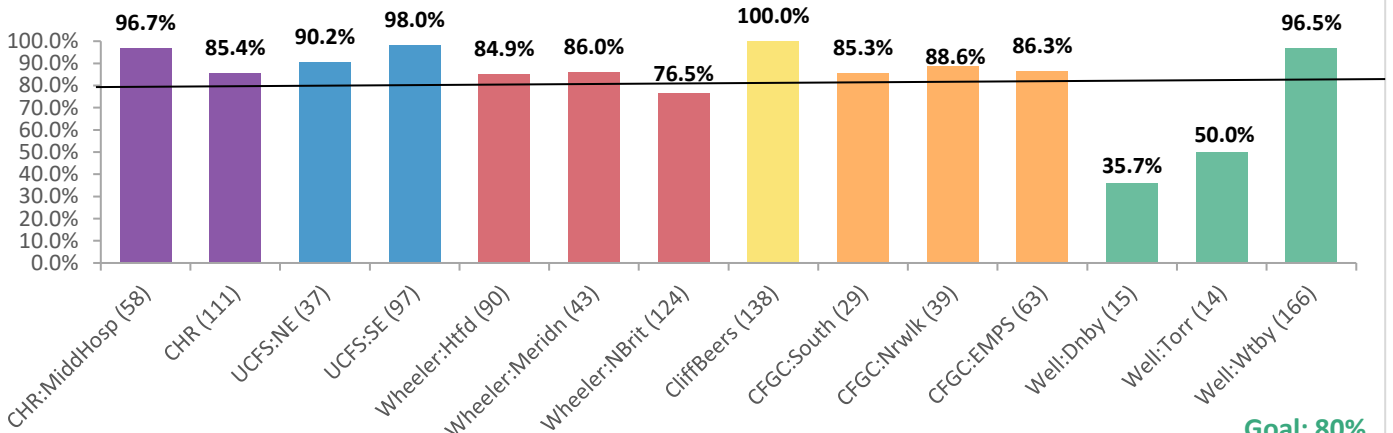
**Figure 49. Mobile Episodes with a Response time Under 45 minutes**



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

Goal: 80%

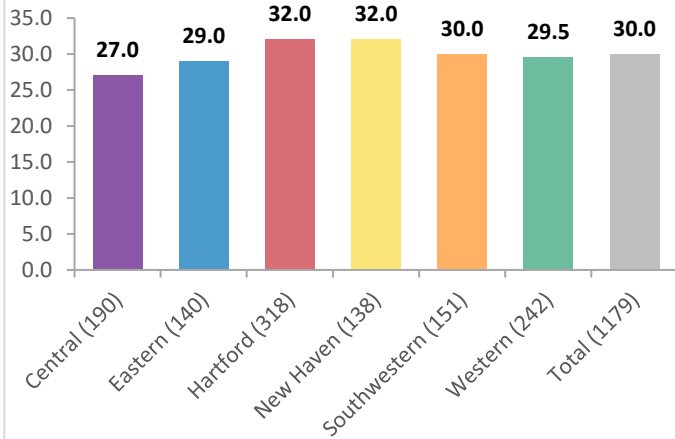
**Figure 50. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider**



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

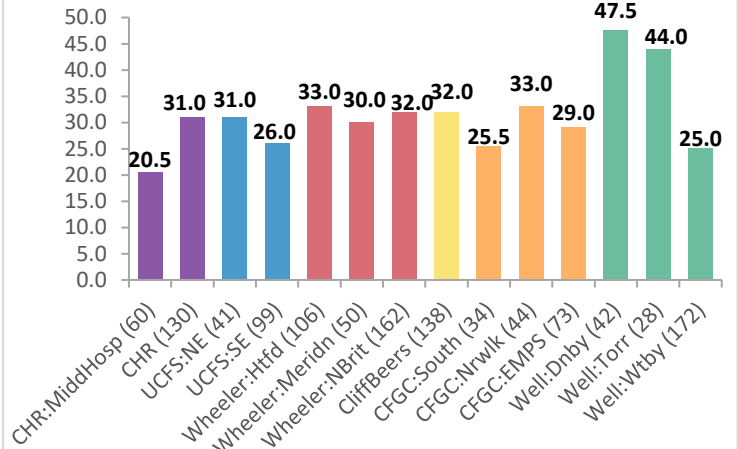
Goal: 80%

**Figure 51. Median Mobile Response Time by Service Area in Minutes**



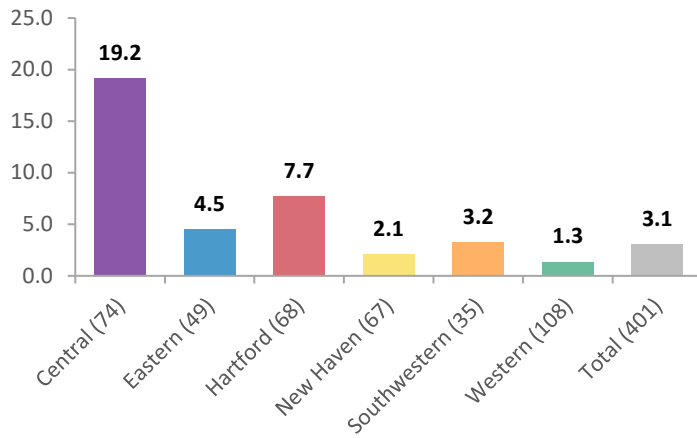
Note: Counts of mobile response episodes are in parenthesis.

**Figure 52. Median Mobile Response Time by Provider in Minutes**



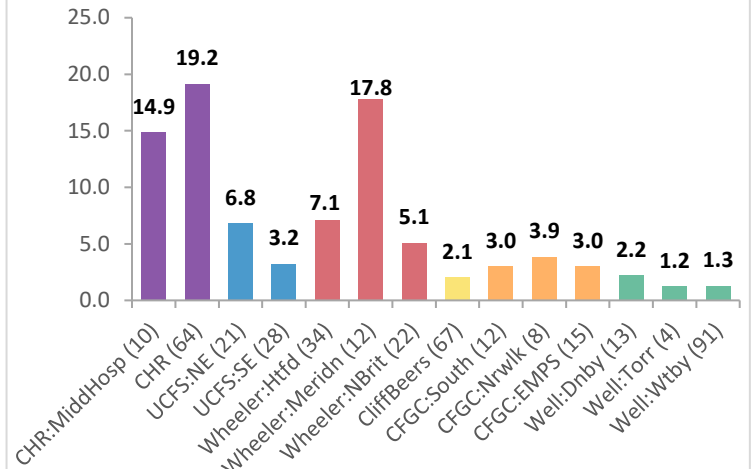
Note: Counts of mobile response episodes are in parenthesis.

**Figure 53. Median Deferred Mobile Response Time by Provider in Hours**



Note: Counts of deferred mobile response episodes are in parenthesis.

**Figure 54. Median Deferred Mobile Response Time by Provider in Hours**



Note: Counts of deferred mobile response episodes are in parenthesis.

## Section IX: Length of Stay and Discharge Information

Table 2. Length of Stay for Discharged Episodes of Care in Days

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
	Discharged Episodes for Current Reporting Period									Cumulative Discharged Episodes*									
	Mean			Median			Percent			Mean			Median			Percent			
	LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	
1	STATEWIDE	1.5	7.4	15.4	0.0	4.0	13.0	26.5%	32.0%	0.6%	1.5	7.4	15.4	0.0	4.0	13.0	26.5%	32.0%	0.6%
2	Central	3.7	2.9	16.2	2.0	1.0	14.0	59.2%	10.5%	0.7%	3.7	2.9	16.2	2.0	1.0	14.0	59.2%	10.5%	0.7%
3	CHR/MiddHosp-EMPS	6.6	3.5	14.4	5.0	2.0	12.0	81.3%	13.3%	0.0%	6.6	3.5	14.4	5.0	2.0	12.0	81.3%	13.3%	0.0%
4	CHR-EMPS	1.6	0.5	16.8	1.0	0.5	15.0	43.2%	0.0%	0.9%	1.6	0.5	16.8	1.0	0.5	15.0	43.2%	0.0%	0.9%
5	Eastern	0.4	3.6	19.1	0.0	4.0	18.0	13.0%	5.9%	0.0%	0.4	3.6	19.1	0.0	4.0	18.0	13.0%	5.9%	0.0%
6	UCFS-EMPS:NE	0.7	3.7	15.8	0.0	4.0	16.0	20.7%	2.2%	0.0%	0.7	3.7	15.8	0.0	4.0	16.0	20.7%	2.2%	0.0%
7	UCFS-EMPS:SE	0.3	3.6	21.9	0.0	3.5	25.0	7.5%	7.8%	0.0%	0.3	3.6	21.9	0.0	3.5	25.0	7.5%	7.8%	0.0%
8	Hartford	1.4	4.5	16.0	0.0	2.0	14.0	27.2%	19.7%	0.0%	1.4	4.5	16.0	0.0	2.0	14.0	27.2%	19.7%	0.0%
9	Wheeler-EMPS:Htfd	1.0	3.6	18.9	0.0	0.5	16.0	21.3%	16.7%	0.0%	1.0	3.6	18.9	0.0	0.5	16.0	21.3%	16.7%	0.0%
10	Wheeler-EMPS:Meridn	0.7	6.1	15.9	0.0	3.0	14.5	26.3%	27.3%	0.0%	0.7	6.1	15.9	0.0	3.0	14.5	26.3%	27.3%	0.0%
11	Wheeler-EMPS:NBrit	1.9	4.4	13.8	0.0	2.0	13.0	32.2%	19.1%	0.0%	1.9	4.4	13.8	0.0	2.0	13.0	32.2%	19.1%	0.0%
12	New Haven	0.5	14.6	28.9	0.0	14.0	25.5	8.4%	75.2%	25.0%	0.5	14.6	28.9	0.0	14.0	25.5	8.4%	75.2%	25.0%
14	CliffBeers-EMPS	0.5	14.6	28.9	0.0	14.0	25.5	8.4%	75.2%	25.0%	0.5	14.6	28.9	0.0	14.0	25.5	8.4%	75.2%	25.0%
15	Southwestern	0.4	12.2	27.6	0.0	7.0	28.0	9.8%	60.3%	0.0%	0.4	12.2	27.6	0.0	7.0	28.0	9.8%	60.3%	0.0%
16	CFGC/South-EMPS	0.0	5.7	28.0	0.0	2.0	35.0	0.0%	27.8%	0.0%	0.0	5.7	28.0	0.0	2.0	35.0	0.0%	27.8%	0.0%
17	CFGC-EMPS:Nrwk	0.4	14.5	28.0	0.0	10.5	28.0	15.4%	71.4%	0.0%	0.4	14.5	28.0	0.0	10.5	28.0	15.4%	71.4%	0.0%
18	CFGC-EMPS	0.7	14.2	25.5	0.0	17.0	25.5	10.5%	70.4%	0.0%	0.7	14.2	25.5	0.0	17.0	25.5	10.5%	70.4%	0.0%
19	Western	2.8	1.9	12.1	1.0	2.0	11.0	37.5%	0.0%	0.0%	2.8	1.9	12.1	1.0	2.0	11.0	37.5%	0.0%	0.0%
20	Well-EMPS:Dnby	2.8	2.8	13.6	1.0	3.5	14.5	45.5%	0.0%	0.0%	2.8	2.8	13.6	1.0	3.5	14.5	45.5%	0.0%	0.0%
21	Well-EMPS:Torr	0.4	2.2	11.1	0.0	2.0	10.0	0.0%	0.0%	0.0%	0.4	2.2	11.1	0.0	2.0	10.0	0.0%	0.0%	0.0%
22	Well-EMPS:Wtby	3.2	1.8	11.9	1.0	2.0	10.5	40.6%	0.0%	0.0%	3.2	1.8	11.9	1.0	2.0	10.5	40.6%	0.0%	0.0%

\* Discharged episodes with end dates from July 1, 2024 to the end of the current reporting period.

**Definitions:**

- LOS: Phone Length of Stay in Days for Phone Only
- LOS: FTF Length of Stay in Days for Face To Face Only
- LOS: Stab. Length of Stay in Days for Plus Stabilization Follow-up Only
- Phone > 1 Percent of episodes that are phone only that are greater than 1 day
- FTF > 5 Percent of episodes that are face to face that are greater than 5 days
- Stab. > 45 Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Table 3. Number of Episodes for Discharged Episodes of Care

		A	B	C	D	E	F	G	H	I	J	K	L
		<i>Discharged Episodes for Current Reporting Period</i>						<i>Cumulative Discharged Episodes*</i>					
		N used Mean/Median			N used for Percent			N used Mean/Median			N used for Percent		
		LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45
1	<b>STATEWIDE</b>	442	453	495	117	145	3	442	453	495	117	145	3
2	<b>Central</b>	76	19	146	45	2	1	76	19	146	45	2	1
3	<b>CHR/MiddHosp-EMPS</b>	32	15	36	26	2	0	32	15	36	26	2	0
4	<b>CHR-EMPS</b>	44	4	110	19	0	1	44	4	110	19	0	1
5	<b>Eastern</b>	69	136	13	9	8	0	69	136	13	9	8	0
6	<b>UCFS-EMPS:NE</b>	29	46	6	6	1	0	29	46	6	6	1	0
7	<b>UCFS-EMPS:SE</b>	40	90	7	3	7	0	40	90	7	3	7	0
8	<b>Hartford</b>	125	76	165	34	15	0	125	76	165	34	15	0
9	<b>Wheeler-EMPS:Htfd</b>	47	18	61	10	3	0	47	18	61	10	3	0
10	<b>Wheeler-EMPS:Meridn</b>	19	11	24	5	3	0	19	11	24	5	3	0
11	<b>Wheeler-EMPS:NBrit</b>	59	47	80	19	9	0	59	47	80	19	9	0
12	<b>New Haven</b>	83	101	8	7	76	2	83	101	8	7	76	2
14	<b>CliffBeers-EMPS</b>	83	101	8	7	76	2	83	101	8	7	76	2
15	<b>Southwestern</b>	41	73	12	4	44	0	41	73	12	4	44	0
16	<b>CFGC/South-EMPS</b>	9	18	9	0	5	0	9	18	9	0	5	0
17	<b>CFGC-EMPS:Nrwlk</b>	13	28	1	2	20	0	13	28	1	2	20	0
18	<b>CFGC-EMPS</b>	19	27	2	2	19	0	19	27	2	2	19	0
19	<b>Western</b>	48	48	151	18	0	0	48	48	151	18	0	0
20	<b>Well-EMPS:Dnby</b>	11	4	24	5	0	0	11	4	24	5	0	0
21	<b>Well-EMPS:Torr</b>	5	5	13	0	0	0	5	5	13	0	0	0
22	<b>Well-EMPS:Wtby</b>	32	39	114	13	0	0	32	39	114	13	0	0

\* Discharged episodes with end dates from July 1, 2024 to the end of the current reporting period.

**Definitions:**

- LOS: Phone Length of Stay in Days for Phone Only
- LOS: FTF Length of Stay in Days for Face To Face Only
- LOS: Stab. Length of Stay in Days for Stabilization Plus Follow-up Only
- Phone > 1 Percent of episodes that are phone only that are greater than 1 day
- FTF > 5 Percent of episodes that are face to face that are greater than 5 days
- Stab. > 45 Percent of episodes that are stabilization plus follow-up that are greater than 45 days

**Table 4. Length of Stay for Open Episodes of Care in Days**

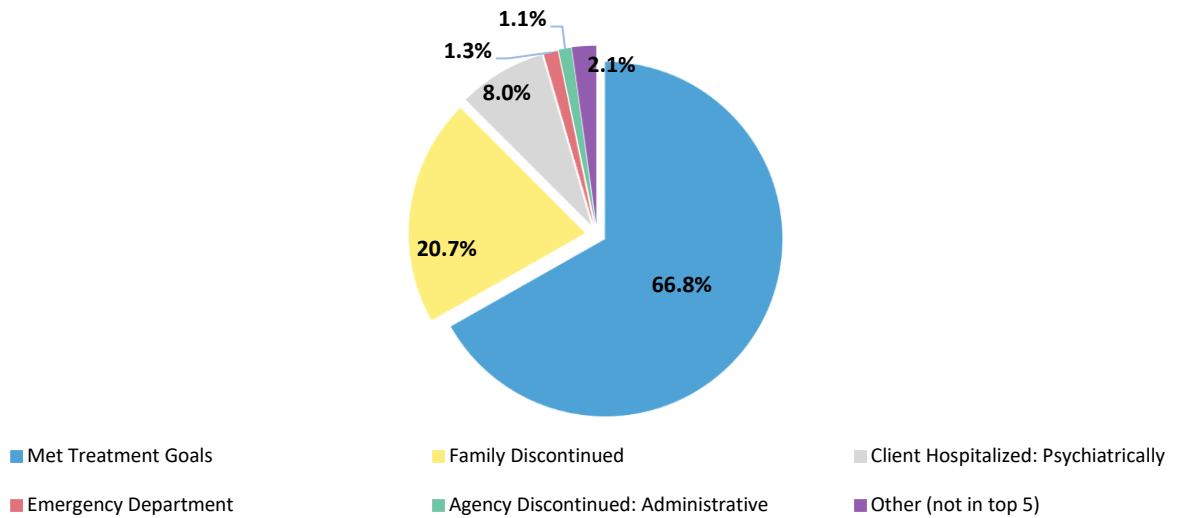
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
		<i>Episodes Still in Care*</i>									<i>N of Episodes Still in Care*</i>					
		Mean			Median			Percent			N used Mean/Median			N used for Percent		
		LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45
1	<b>STATEWIDE</b>	28.8	13.4	13.3	21.0	10.0	11.0	89.5%	66.9%	3.2%	19	136	249	17	91	8
2	<b>Central</b>	43.5	5.6	12.7	43.5	6.0	11.0	50.0%	62.5%	3.5%	2	8	57	1	5	2
3	<b>CHR/MidHosp-EMPS</b>	0.0	6.0	7.5	0.0	7.0	4.5	N/A	60.0%	0.0%	1	5	4	0	3	0
4	<b>CHR-EMPS</b>	87.0	5.0	13.1	87.0	6.0	11.0	100.0%	66.7%	3.8%	1	3	53	1	2	2
5	<b>Eastern</b>	24.0	7.7	14.1	24.0	4.5	18.0	100.0%	33.3%	0.0%	1	6	7	1	2	0
6	<b>UCFS-EMPS:NE</b>	.	9.0	22.5	.	4.0	22.5	N/A	33.3%	0.0%	0	3	2	0	1	0
7	<b>UCFS-EMPS:SE</b>	24.0	6.3	10.8	24.0	5.0	11.0	100.0%	33.3%	0.0%	1	3	5	1	1	0
8	<b>Hartford</b>	13.3	18.8	14.3	16.5	13.0	11.0	100.0%	80.0%	6.3%	4	15	80	4	12	5
9	<b>Wheeler-EMPS:Htfd</b>	2.0	11.1	14.3	2.0	12.0	11.0	100.0%	85.7%	5.3%	1	7	38	1	6	2
10	<b>Wheeler-EMPS:Meridn</b>	.	15.4	12.5	.	19.0	11.0	N/A	80.0%	0.0%	0	5	19	0	4	0
11	<b>Wheeler-EMPS:NBrit</b>	17.0	42.3	15.8	18.0	41.0	6.0	100.0%	66.7%	13.0%	3	3	23	3	2	3
12	<b>New Haven</b>	29.5	11.0	19.2	29.5	7.0	19.0	100.0%	63.3%	0.0%	2	49	5	2	31	0
14	<b>CliffBeers-EMPS</b>	29.5	11.0	19.2	29.5	7.0	19.0	100.0%	63.3%	0.0%	2	49	5	2	31	0
15	<b>Southwestern</b>	68.0	15.9	19.1	68.0	14.0	19.5	100.0%	71.4%	0.0%	1	56	10	1	40	0
16	<b>CFGC/South-EMPS</b>	68.0	3.7	17.7	68.0	0.0	18.0	100.0%	33.3%	0.0%	1	3	9	1	1	0
17	<b>CFGC-EMPS:Nrwk</b>	.	16.8	.	.	16.5	.	N/A	85.7%	0.0%	0	14	0	0	12	0
18	<b>CFGC-EMPS</b>	.	16.5	32.0	.	14.0	32.0	N/A	69.2%	0.0%	0	39	1	0	27	0
19	<b>Western</b>	28.4	7.0	11.7	24.0	7.0	10.0	88.9%	50.0%	1.1%	9	2	90	8	1	1
20	<b>Well-EMPS:Dnby</b>	48.0	.	15.3	48.0	.	12.0	100.0%	N/A	7.1%	1	0	14	1	0	1
21	<b>Well-EMPS:Torr</b>	24.0	.	8.1	24.0	.	4.0	100.0%	N/A	0.0%	2	0	9	2	0	0
22	<b>Well-EMPS:Wtby</b>	26.7	7.0	11.5	15.0	7.0	10.0	83.3%	50.0%	0.0%	6	2	67	5	1	0

\* Data includes episodes still in care with referral dates from July 1, 2024 to end of current reporting period.

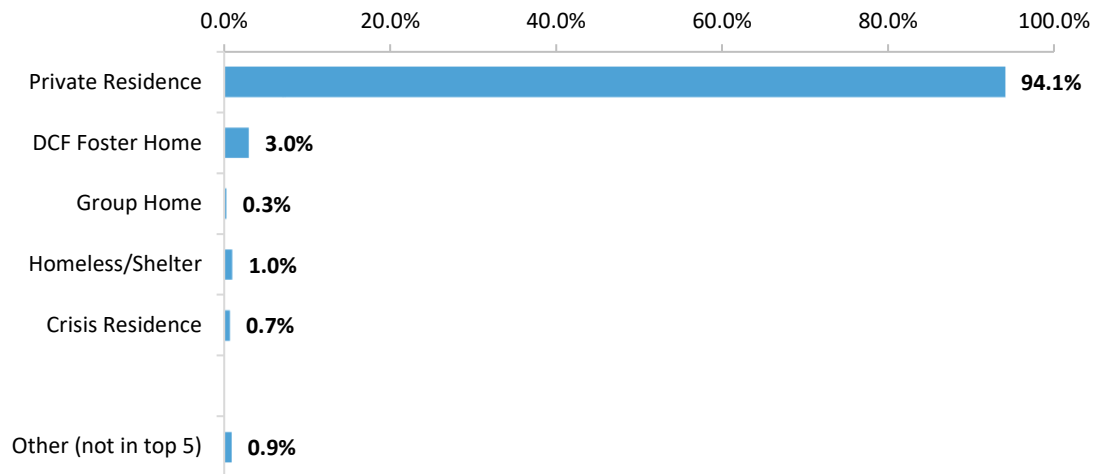
**Definitions:**

- LOS: Phone Length of Stay in Days for Phone Only
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- Phone > 1 Percent of episodes that are phone only that are greater than 1 day
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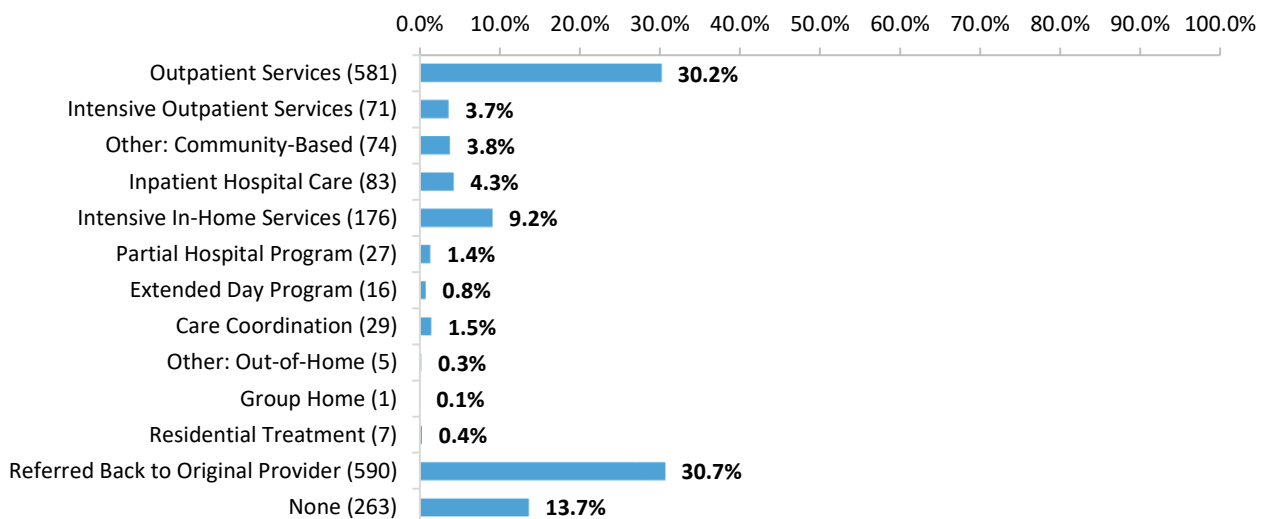
**Figure 54. Top Five Reasons for Client Discharge Statewide**



**Figure 56. Top Five Places Clients Live at Discharge Statewide**



**Figure 57. Type of Services Client Referred\* to at Discharge Statewide**



Note: Count for each type of service referral is in parenthesis

\* Data include clients referred to more than one type of service



Table 5. Ohio Scales Scores by Service Area

Service Area	<i>N</i> (paired intake & discharge)	Mean (paired intake)	Mean (paired discharge)	Mean Difference (paired cases)	<i>t</i> -score	Sig.	† .05-.10 * <i>P</i> < .05 ** <i>P</i> < .01
<b>STATEWIDE</b>							
Parent Functioning Score	75	41.80	42.16	0.36	0.19	0.854	
Worker Functioning Score	452	45.19	47.26	2.07	5.63	<.001	**
Parent Problem Score	77	30.77	24.36	-6.40	-3.87	<.001	**
Worker Problem Score	452	28.14	24.61	-3.53	-8.74	<.001	**
<b>Central</b>							
Parent Functioning Score	24	42.75	44.58	1.83	1.32	0.200	
Worker Functioning Score	100	46.85	47.56	0.71	1.51	0.135	
Parent Problem Score	24	31.29	28.96	-2.33	-2.01	0.057	†
Worker Problem Score	100	25.82	24.14	-1.68	-2.61	0.010	*
<b>Eastern</b>							
Parent Functioning Score	5	25.40	35.40	10.00	2.23	0.090	†
Worker Functioning Score	8	36.13	45.00	8.88	1.38	0.210	
Parent Problem Score	5	39.80	32.80	-7.00	-1.68	0.169	
Worker Problem Score	8	34.13	27.63	-6.50	-1.14	0.294	
<b>Hartford</b>							
Parent Functioning Score	25	40.68	36.28	-4.40	-0.83	0.415	
Worker Functioning Score	158	44.74	46.13	1.39	2.17	0.032	*
Parent Problem Score	27	31.11	18.63	-12.48	-3.01	0.006	**
Worker Problem Score	158	29.55	26.66	-2.89	-3.93	<.001	**
<b>New Haven</b>							
Parent Functioning Score	0	41.50	41.50	0.00	0.00	0.000	N/A
Worker Functioning Score	9	47.00	45.78	-1.22	-0.60	0.567	
Parent Problem Score	0	31.00	31.00	0.00	0.00	0.000	N/A
Worker Problem Score	9	26.44	23.89	-2.56	-1.92	0.092	†
<b>Southwestern</b>							
Parent Functioning Score	14	45.07	46.50	1.43	0.52	0.613	
Worker Functioning Score	17	50.82	51.24	0.41	0.29	0.779	
Parent Problem Score	14	27.43	25.14	-2.29	-0.95	0.360	
Worker Problem Score	17	21.71	22.41	0.71	0.36	0.726	
<b>Western</b>							
Parent Functioning Score	5	50.20	54.80	4.60	1.60	0.185	
Worker Functioning Score	160	44.35	47.97	3.62	5.53	<.001	**
Parent Problem Score	5	26.60	20.00	-6.60	-2.64	0.058	†
Worker Problem Score	160	28.68	23.00	-5.68	-8.56	<.001	**

paired' = Number of cases with both intake and discharge scores

† .05-.10,

\* *P* < .05,

\*\**P* < .01

## Section X: Client & Referral Source Satisfaction

**Table 6. Client and Referrer Satisfaction for 211 and EMPS\***

2-1-1 Items	Clients (n=60)	Referrers (n=61)
The 2-1-1 staff answered my call in a timely manner	4.73	4.83
The 2-1-1 staff was courteous	4.82	4.90
The 2-1-1 staff was knowledgeable	4.78	4.88
My phone call was quickly transferred to the EMPS provider	4.78	4.85
<b>Sub-Total Mean: 2-1-1</b>	<b>4.78</b>	<b>4.87</b>
Mobile Crisis Items		
Mobile Crisis responded to the crisis in a timely manner	4.73	4.85
The Mobile Crisis staff was respectful	4.84	4.93
The Mobile Crisis staff was knowledgeable	4.76	4.90
The Mobile Crisis staff spoke to me in a way that I understood	4.84	X
Mobile Crisis helped my child/family get the services needed or made contact with my current service provider (if you had one at the time you called Mobile Crisis)	4.85	X
The services or resources my child and/or family received were right for us	4.85	X
The child/family I referred to Mobile Crisis was connected with appropriate services or resources upon discharge from Mobile Crisis	X	4.88
Overall, I am very satisfied with the way that Mobile Crisis responded to the crisis	4.85	4.92
<b>Sub-Total Mean: Mobile Crisis</b>	<b>4.82</b>	<b>4.90</b>
<b>Overall Mean Score</b>	<b>4.80</b>	<b>4.88</b>

\* All items collected by 2-1-1, in collaboration with the PIC and DCF; measured on a scale of 5 (Strongly Agree) to 1 (Strongly Disagree)

### Client Comments:

- “You have brought us comfort and suggested great coping skills during times of crisis.”
- “I was very skeptical at first but this service saved my son's life.”
- “As a father the experience was pleasant, not so much helpful for my daughter who struggles with mental health every day. I will try to use again when needed.”
- “You have guided us through every step of the process, providing us with options and a sense of hope.”

### Referrer Comments:

- “Thank you for bringing treatment to young people who might otherwise have trouble accessing it.”
- “You provide, empathy, validation, understanding, and help the youth feel valued during their hard times.”
- “First responders appreciate the work of the mental health workers!”
- “Impressive services provided, you're our go to resource.”

## Section XI: Training Attendance

**Table 7. Trainings Completed for All Active\* Staff**

	DBHRN	Crisis API	DDS	CCSRS	Trauma	Violence	CRC	Emerg. Certificate	QPR	A-SBIRT	ASD	PSB	SR	All 13 Trainings Completed	All 13 Completed for Full-Time Staff Only
Statewide (240)*	40%	63%	53%	33%	60%	40%	50%	49%	23%	29%	49%	49%	57%	7%	12%
CHR:MidHosp (12)*	33%	75%	67%	58%	67%	58%	67%	58%	67%	33%	58%	33%	58%	0%	0%
CHR (32)*	22%	47%	44%	81%	47%	44%	53%	34%	9%	9%	38%	47%	47%	6%	12%
UCFS:NE (7)*	86%	71%	71%	100%	86%	71%	86%	71%	100%	100%	86%	57%	86%	57%	80%
UCFS:SE (18)*	61%	100%	61%	100%	78%	56%	50%	67%	78%	100%	67%	72%	100%	22%	40%
Wheeler:Htfd (25)*	32%	64%	60%	0%	52%	12%	52%	48%	8%	8%	48%	44%	44%	0%	0%
Wheeler:Meridn (14)*	29%	50%	36%	7%	36%	14%	29%	21%	0%	14%	21%	36%	36%	0%	0%
Wheeler:NBrit (27)^	37%	59%	41%	7%	52%	19%	41%	37%	0%	4%	41%	0%	44%	0%	0%
CliffBeers (29)*	55%	69%	79%	59%	83%	62%	72%	62%	66%	66%	83%	79%	72%	21%	24%
CFGC:South (6)	50%	83%	33%	17%	67%	33%	67%	67%	0%	17%	33%	67%	67%	0%	0%
CFGC:Nrwlk (19)*^	47%	68%	53%	5%	58%	58%	47%	63%	0%	21%	58%	42%	63%	0%	0%
CFGC:EMPS (0)	Bridgeport and Norwalk staff counted together under Norwalk														N/A
Well:Dnby (1)*	100%	100%	100%	0%	100%	0%	100%	100%	0%	0%	100%	100%	100%	0%	0%
Well:Torr (2)*	50%	100%	100%	50%	100%	50%	50%	100%	50%	50%	100%	50%	50%	0%	0%
Well:Wtby (44)*^	36%	57%	43%	0%	59%	36%	41%	36%	0%	16%	36%	36%	55%	0%	0%
<b>Full-Time Staff Only (131)</b>	<b>53%</b>	<b>80%</b>	<b>74%</b>	<b>38%</b>	<b>78%</b>	<b>55%</b>	<b>71%</b>	<b>67%</b>	<b>30%</b>	<b>38%</b>	<b>65%</b>	<b>65%</b>	<b>74%</b>	<b>11%</b>	

Note: Count of active staff for each provider or category is in parenthesis.

\* Includes all active full-time, part-time and per diem staff as of March 31, 2024.

^Includes staff who did not have an assigned site reported and/or support multiple sites.

**Training Title Abbreviations:**

DBHRN=Disaster Behavioral Health Response Network

QPR= Question, Persuade and Refer

Crisis API = Crisis Assessment, Planning and Intervention

A-SBIRT= Adolescent Screening, Brief Intervention and Referral to Treatment

DDS=An Overview of Intellectual Developmental Disabilities and Positive Behavioral Supports

ASD = Autism Spectrum Disorder

CCSRS=Columbia Suicide Severity Rating Scale

Trauma = Traumatic Stress and Trauma Informed Care

Violence = Violence Assessment and Prevention

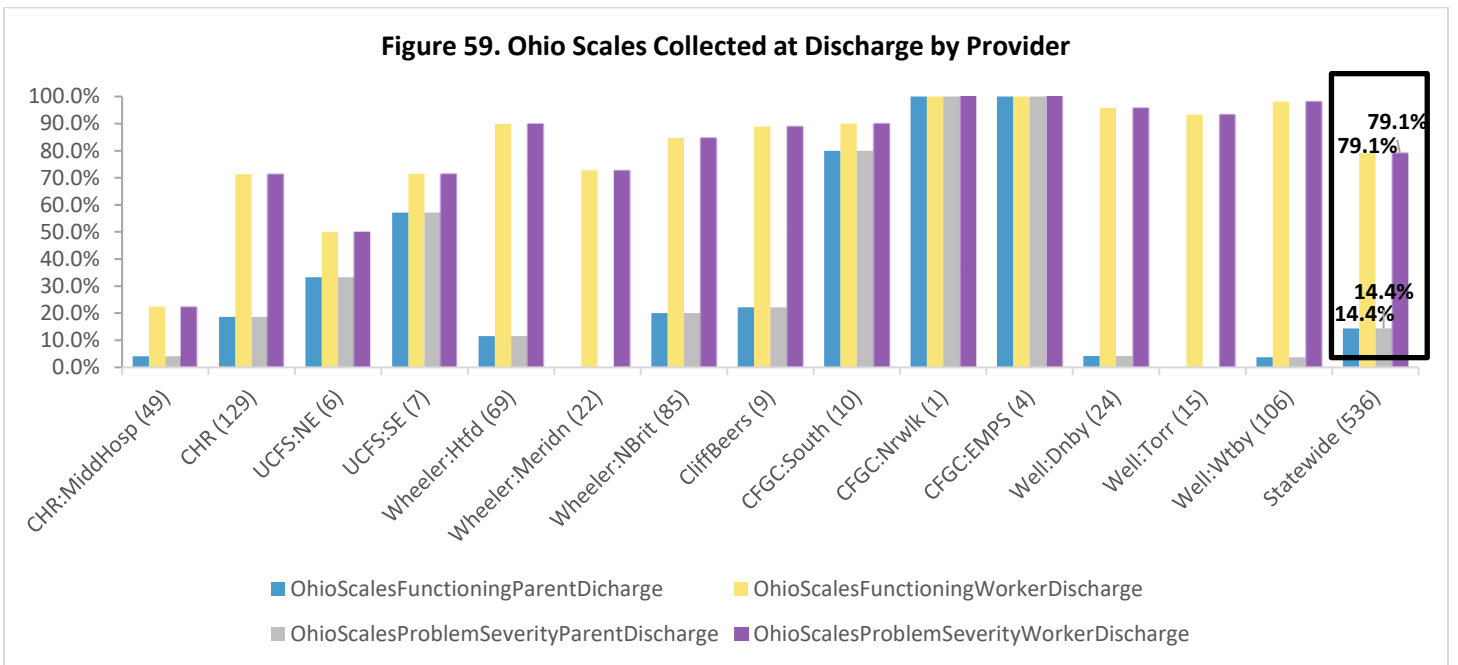
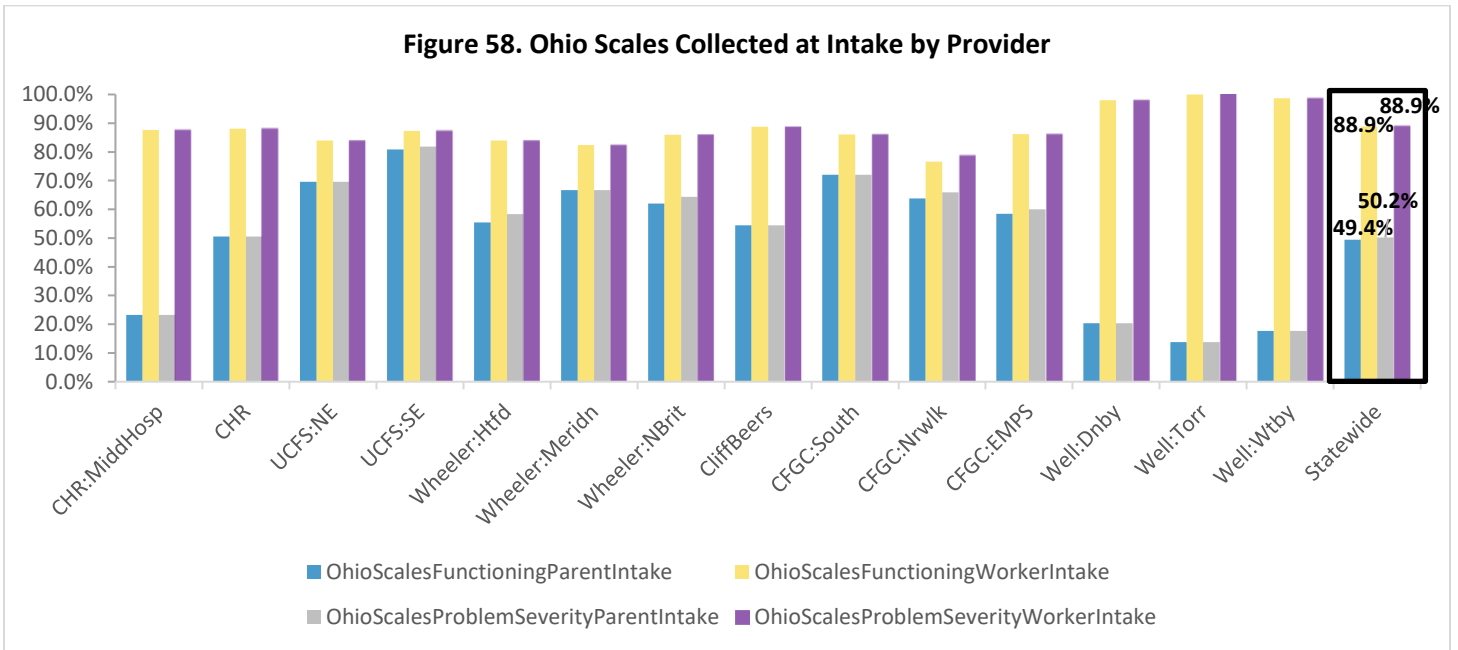
CRC = 21st Century Culturally Responsive Mental Health Care

Emerg. Certificate= Emergency Certificate

PSB = Problem Sexual Behavior (Added October 2019)

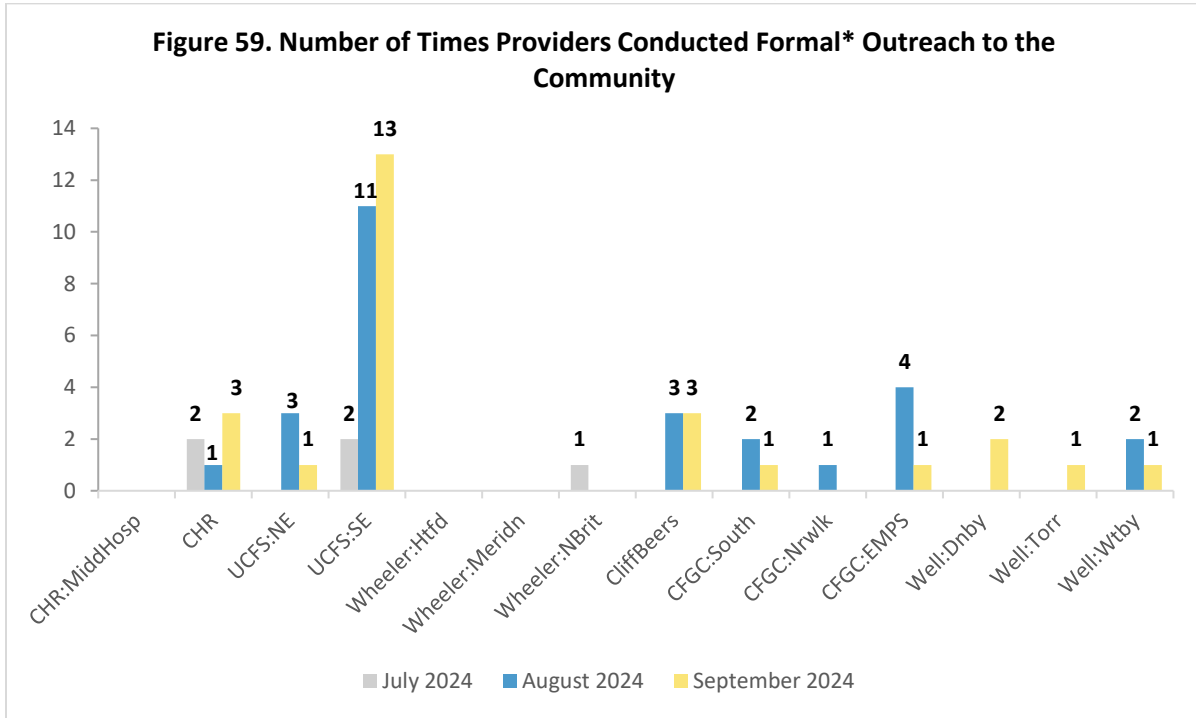
SR = School Refusal (Added August 2019)

## Section XII: Data Quality Monitoring



Note: Number in parentheses refers to the number of episodes meeting criteria for completed Ohio Scales at discharge (crisis response is plus stabilization follow up with a length of stay of five days or more).

### Section XIII: Provider Community Outreach



\*Formal outreach refers to: 1) In person presentations lasting 30 minutes, preferably more, using the EMPS PowerPoint slides and including distribution to attendees of marketing materials and other EMPS resources; 2) Outreach presentations that are in person that include workshops, conferences, or similar gatherings in which EMPS is discussed for at least an hour or more; 3) Outreach presentations that are not in person which may include workshops, conferences, or similar gatherings in which the EMPS marketing video, banner, and table skirt are set up for at least 2 hours with marketing materials made available to those who would like them; 4) The EMPS PIC considers other outreaches for inclusion on a case-by-case basis, as requested by EMPS providers.