



**MOBILE CRISIS
INTERVENTION SERVICES**

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Mobile Crisis Intervention Services Performance Improvement Center (PIC)

Monthly Report: April 2018

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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 Yecenia Casiano, MS, casiano@uchc.edu for more information.

Call and Episode Volume: In April 2018, 211 and Mobile Crisis received 1,785 calls including 1,269 calls (71.1%) handled by Mobile Crisis providers and 516 calls (28.9%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 3.8% increase in call volume compared with April 2017 (n=1,719).

Among the **1,268 episodes of care** generated this month, episode volume ranged from 170 episodes (Eastern service area) to 327 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.56, with service area rates ranging from 1.06 (Southwestern) to 2.07 (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 3.20 per 1,000 children in poverty, with service area rates ranging from 2.16 (Southwestern) to 4.50 (Eastern).

Mobility: Statewide mobility was **92.5% this month**, 0.5% higher than in April 2017. All six service areas were above the 90% benchmark this month, with performance ranging from 90.2% (Eastern) to 96.5% (New Haven). Mobility for individual providers ranged from 87% (Wheeler-EMPS: NBrit) to 100% (Wheeler-EMPS: Meridn). Nine of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month **84% of mobile episodes received a face-to-face response in 45 minutes or less**, which is 4% lower than April 2017 (88%). Five of the six service areas were above the 80% benchmark this month, with performance ranging from 66% (Western) to 95% (Central). 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 30 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, there were **45 (12.6%) 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 20.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 14.0 days (Western) to 29.0 days (Central).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

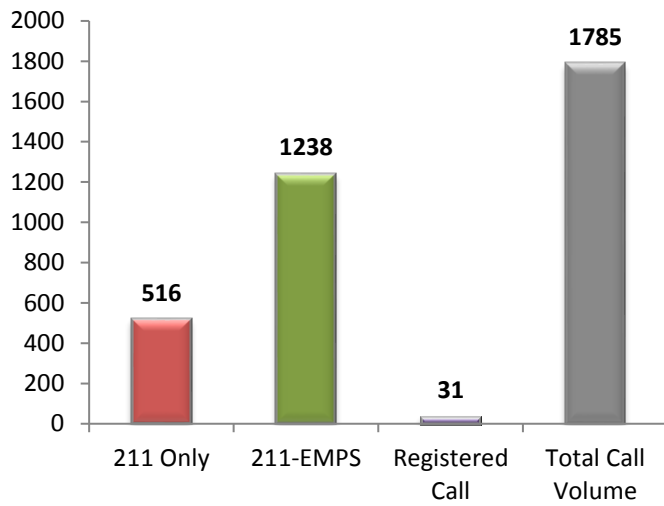


Figure 2. Mobile Crisis Episodes by Service Area

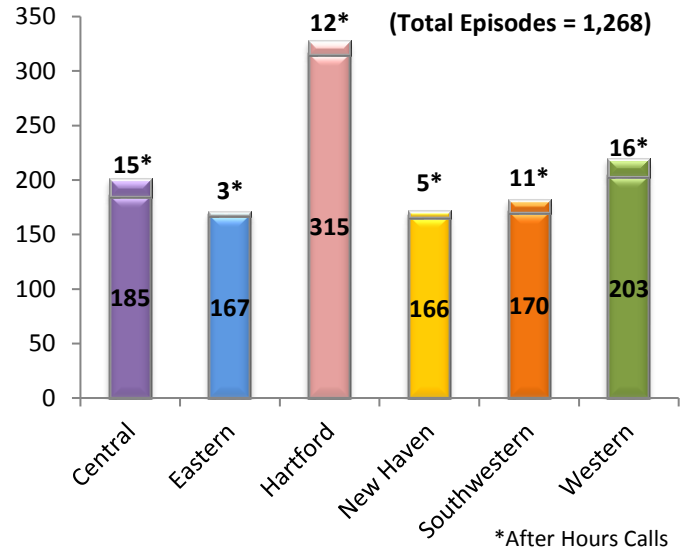


Figure 3. Number Served Per 1,000 Children

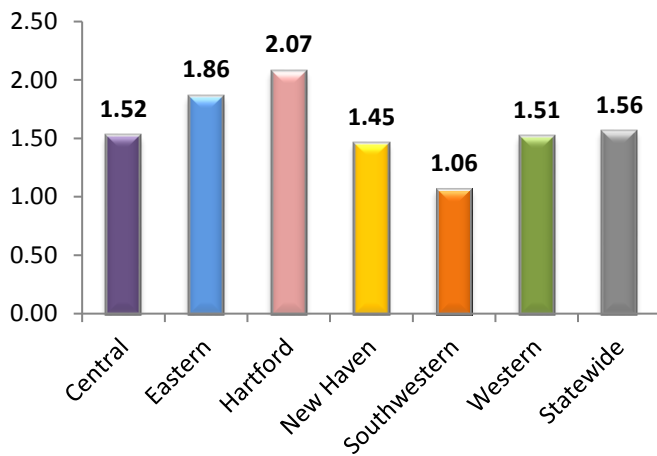


Figure 4. Number Served Per 1,000 Children in Poverty

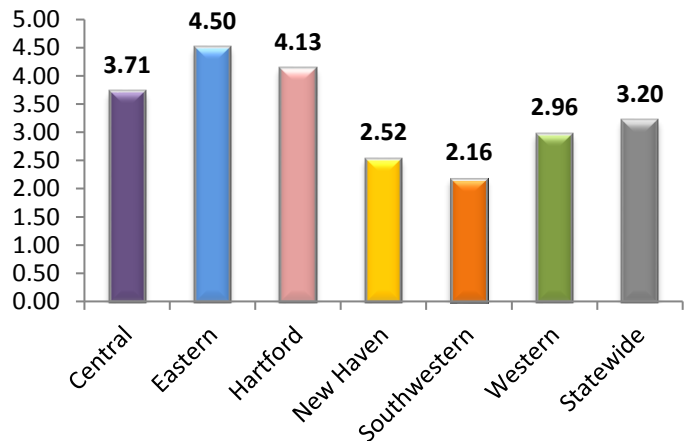


Figure 5. Mobile Response by Service Area

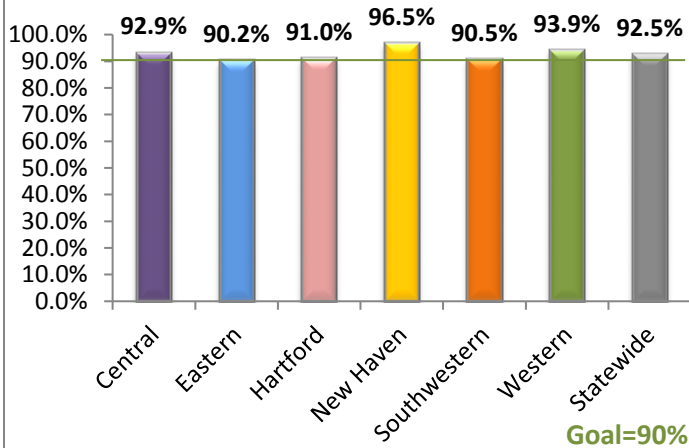
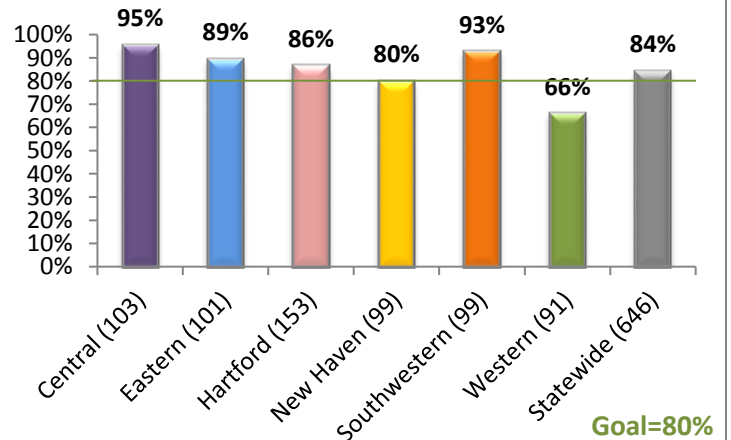


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 211 Call Disposition

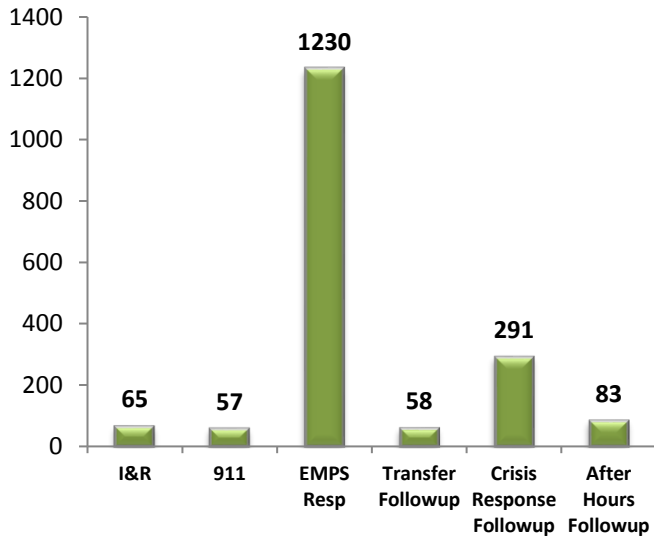


Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,268)

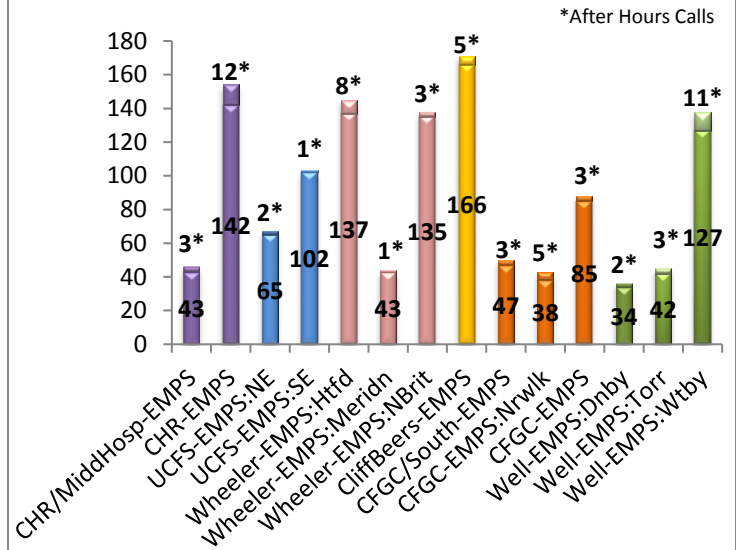


Figure 9. Actual Initial Mobile Crisis Response by Provider

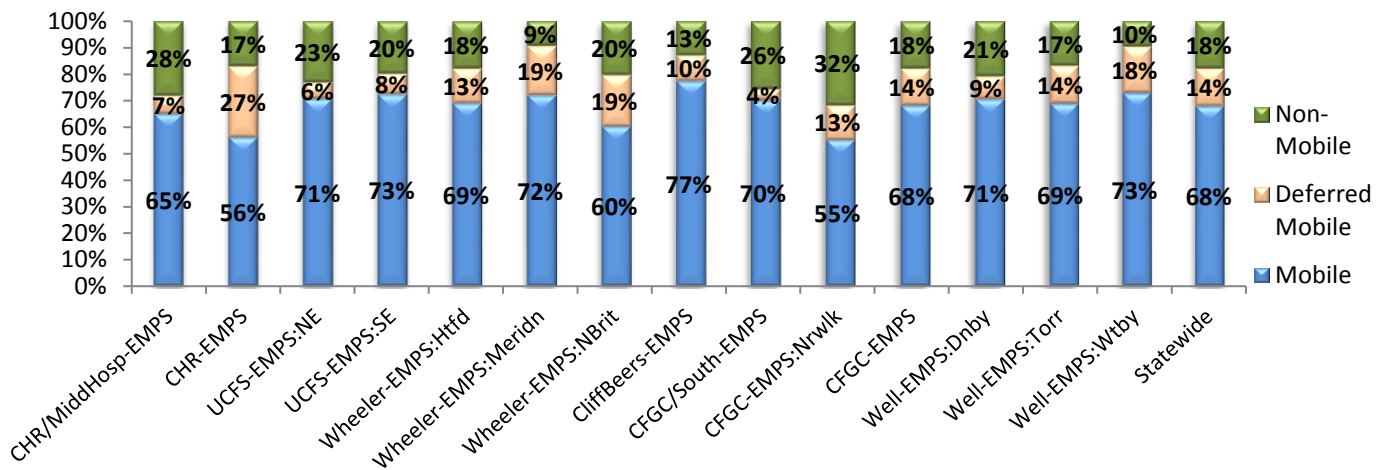
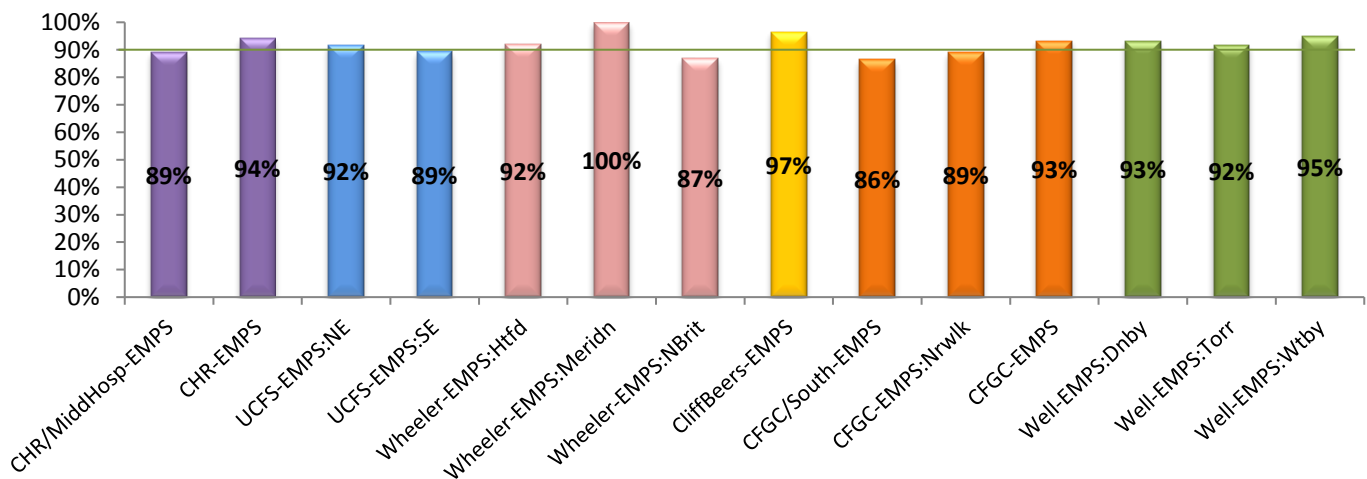


Figure 10. Mobile Response by Provider

Goal=90%



Section III: Response Time

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

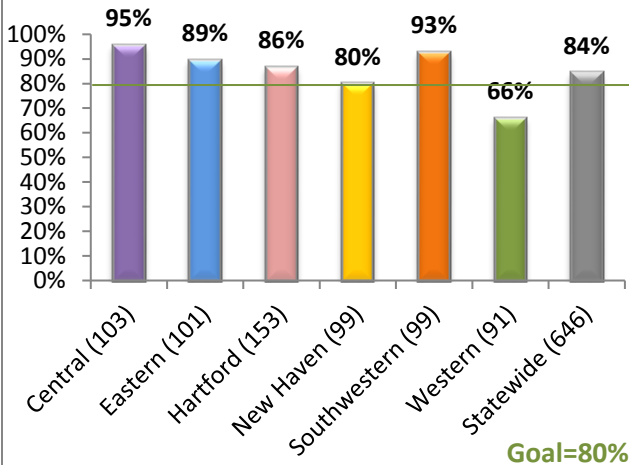


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

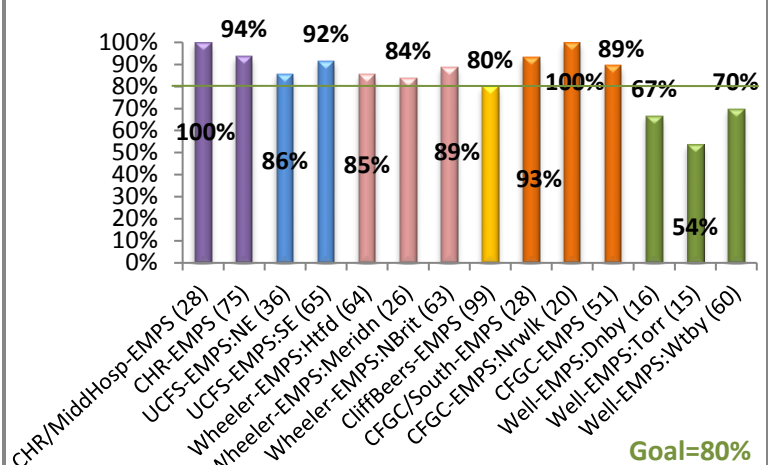


Figure 13. Median Mobile Response Time in Minutes

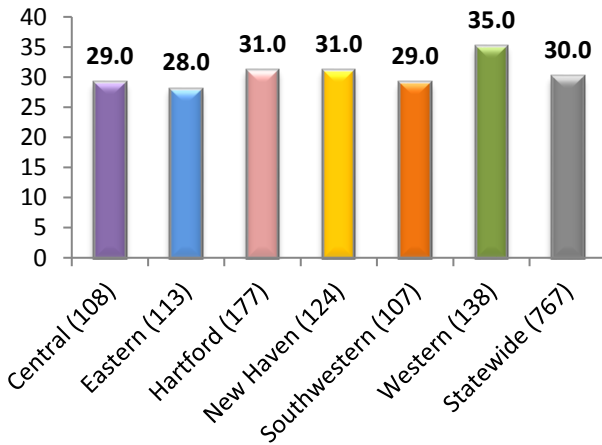
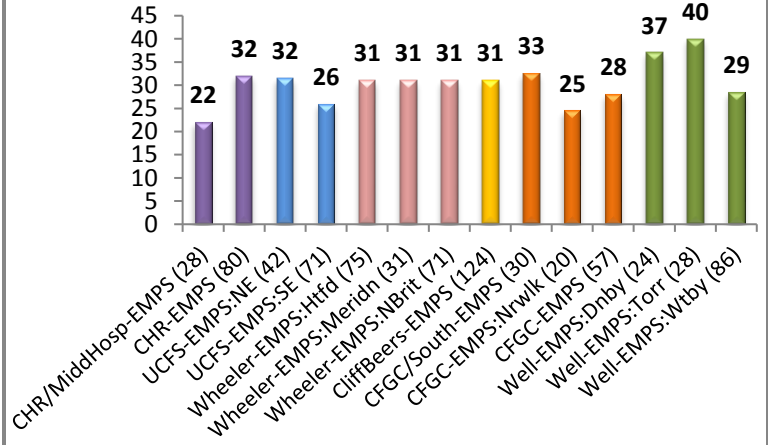
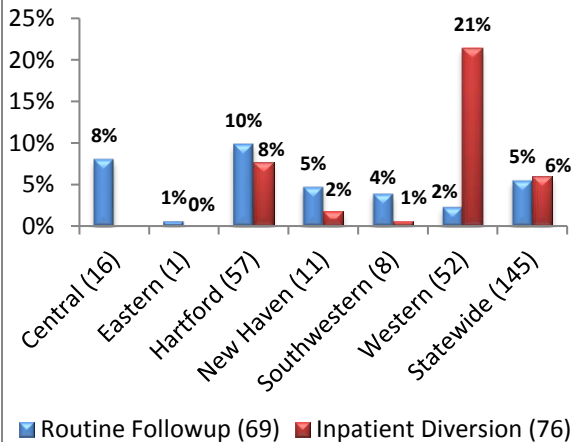


Figure 14. Median Mobile Response Time by Provider in Minutes



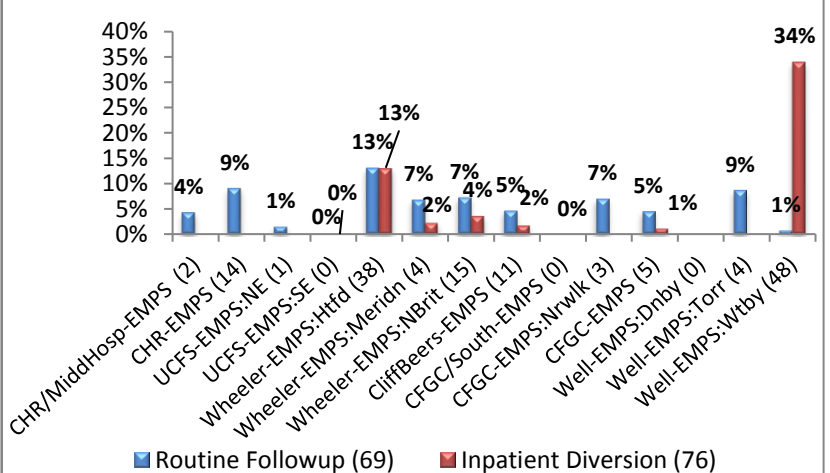
Section IV: Emergency Department Referrals

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
STATEWIDE	356	25.1	20.0	12.6% (n = 45)
Central	64	39.8	29.0	34.4% (n = 22)
Eastern	30	25.1	23.0	6.7% (n = 2)
Hartford	118	20.3	17.0	5.9% (n = 7)
New Haven	39	26.9	28.0	12.8% (n = 5)
Southwestern	22	23.1	27.5	0% (n = 0)
Western	83	20.3	14.0	10.8% (n = 9)

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