



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)**

Monthly Report: August 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 Jeffrey Vanderploeg, PhD, jvanderploeg@uchc.edu for more information.

Call and Episode Volume: In August 2018, 211 and Mobile Crisis received 745 calls including 520 calls (69.8%) handled by Mobile Crisis providers (including one crisis response follow-up call and three registered calls) and 225 calls (30.2%) handled by 211 only (e.g., calls for other information or resources, calls transferred to 911). This month showed an 8.9% decrease in call volume compared with August 2017 (n=818).

Among the **519 episodes of care** generated this month, episode volume ranged from 64 episodes (Southwestern) to 132 episodes (Hartford). The statewide average service reach per 1,000 children this month was 0.64, with service area rates ranging from 0.37 (Southwestern) to 0.84 (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 1.51 per 1,000 children in poverty, with service area rates ranging from 0.79 (Southwestern) to 2.07 (Western).

Mobility: Statewide mobility was **93.2% this month**, 4.2 percentage points higher than in August 2017 (89.0%). Five of the six service areas were above the 90% benchmark this month, with performance ranging from 84.6% (New Haven) to 98.0% (Central). Mobility for individual providers ranged from 84.6% (Wheeler-EMPS: Meriden and CliffBeers-EMPS) to 100.0% (CHR/MiddHosp-EMPS, UCFS-EMPS: NE, Wheeler-EMPS: Htfd, CFGC-EMPS: Nrwlk, and Well-EMPS: Torr). Ten of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month **90.3% of mobile episodes received a face-to-face response in 45 minutes or less**, which is .9 percentage points lower than August 2017 (91.2%). All of the six service areas were above the 80% benchmark this month, with performance ranging from 85.7% (Eastern) to 100.0% (Southwestern). 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 28.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **three plus stabilization follow-up episodes exceeded 45 days**. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 15.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 1.0 day (Southwestern) to 22.0 days (New Haven).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

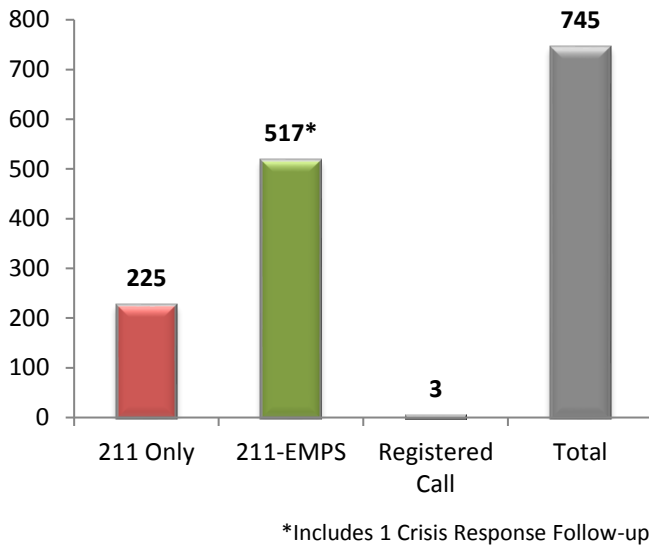


Figure 2. Mobile Crisis Episodes by Service Area

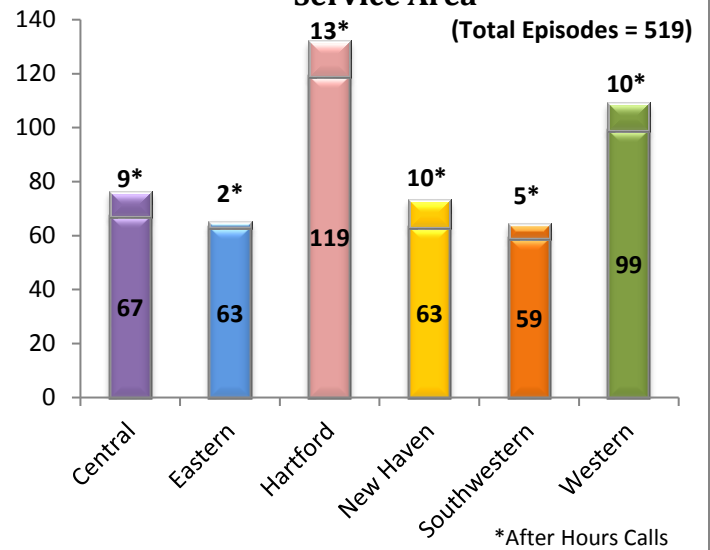


Figure 3. Number Served Per 1,000 Children

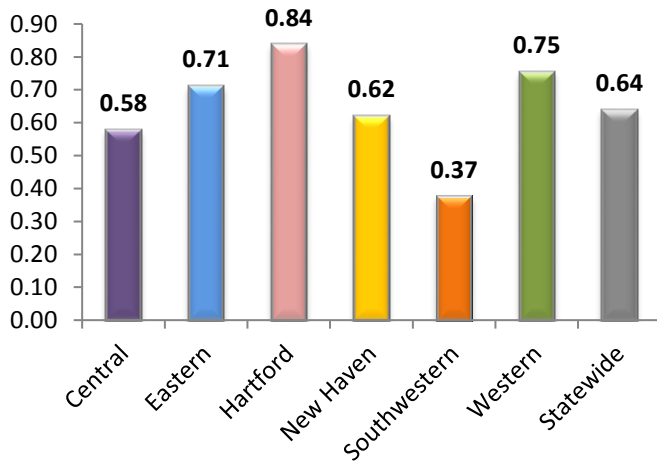


Figure 4. Number Served Per 1,000 Children in Poverty

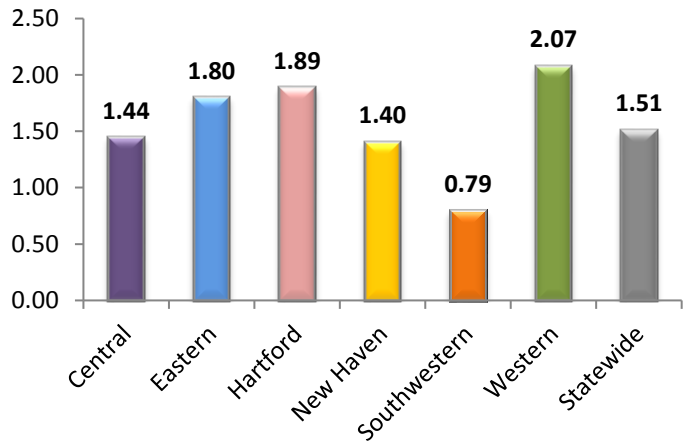


Figure 5. Mobile Response by Service Area

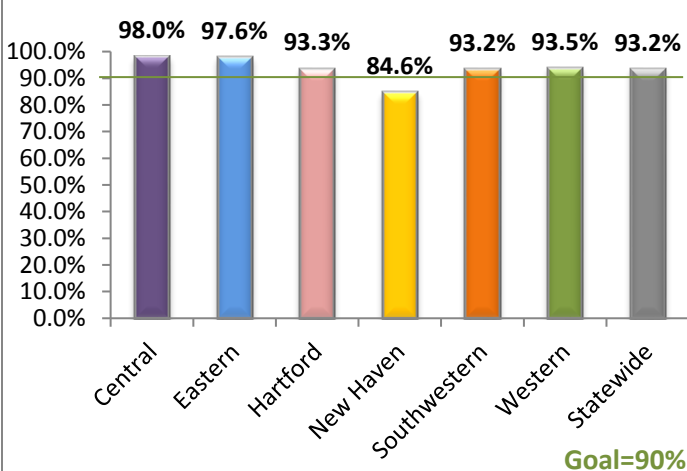
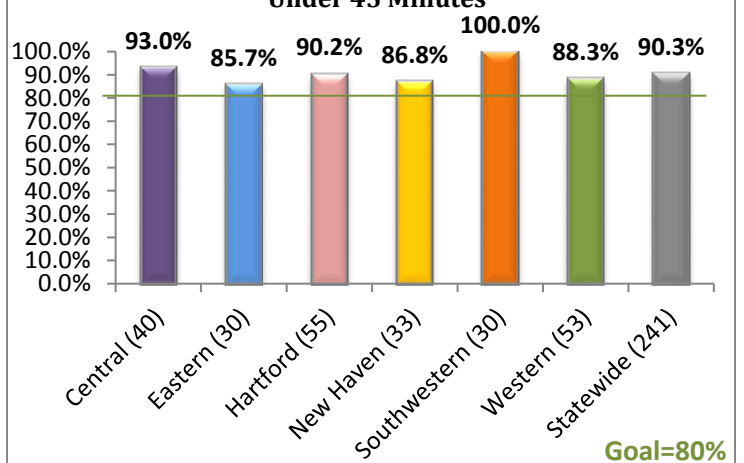


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 211 Call Disposition

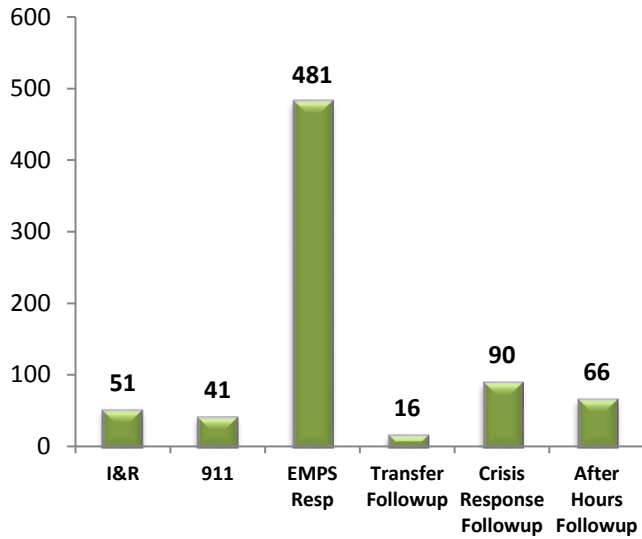


Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 519)

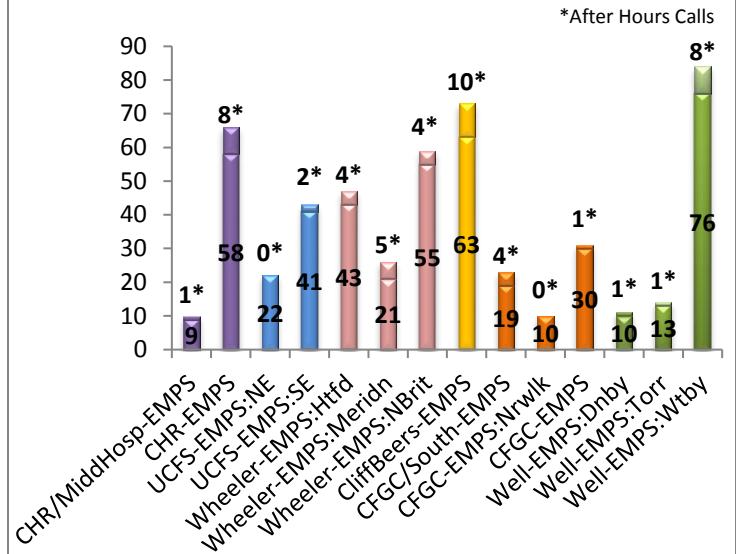


Figure 9. Actual Initial Mobile Crisis Response by Provider

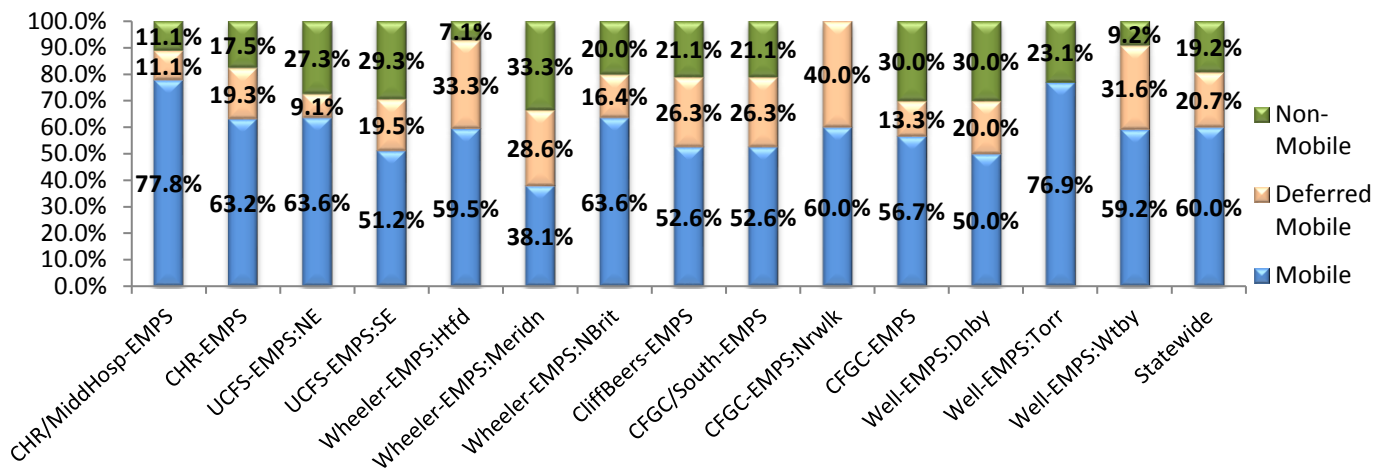
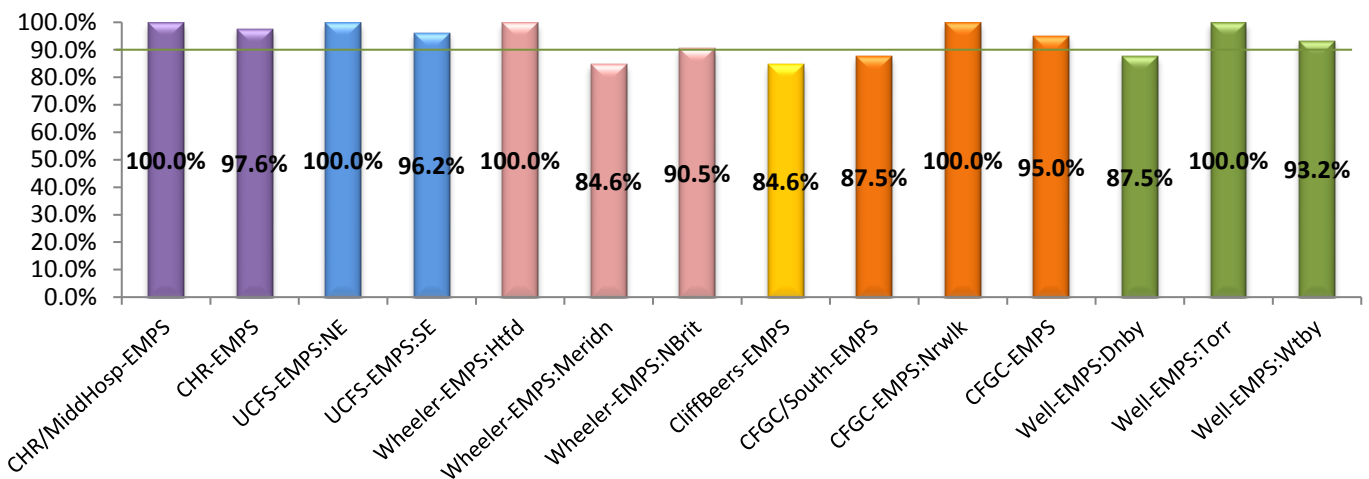


Figure 10. Mobile Response by Provider

Goal=90%



Section III: Response Time

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

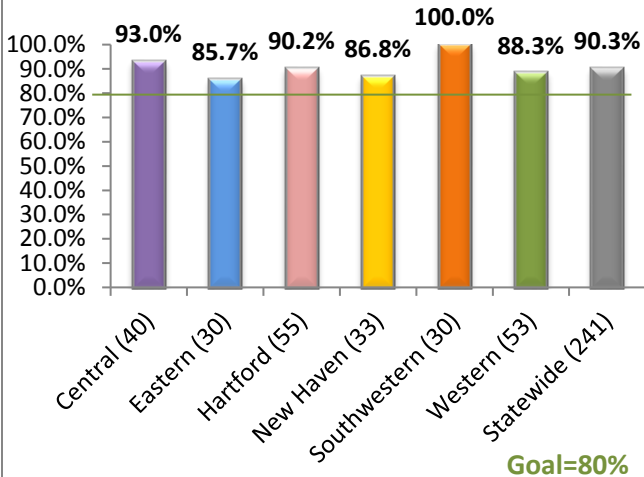


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

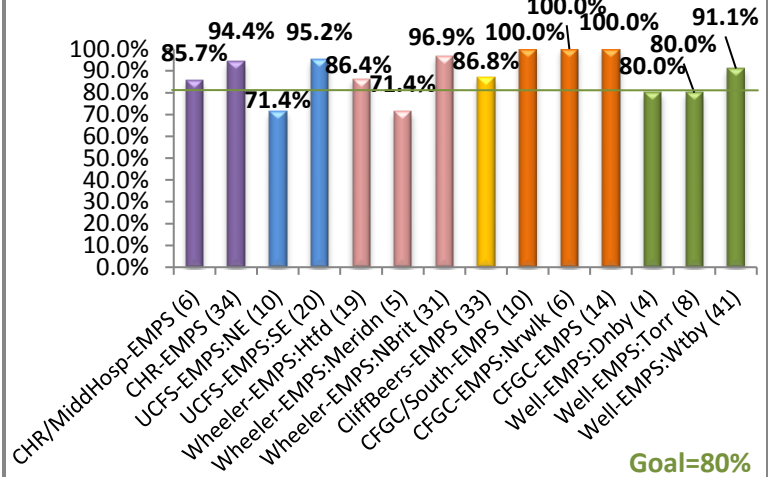


Figure 13. Median Mobile Response Time in Minutes

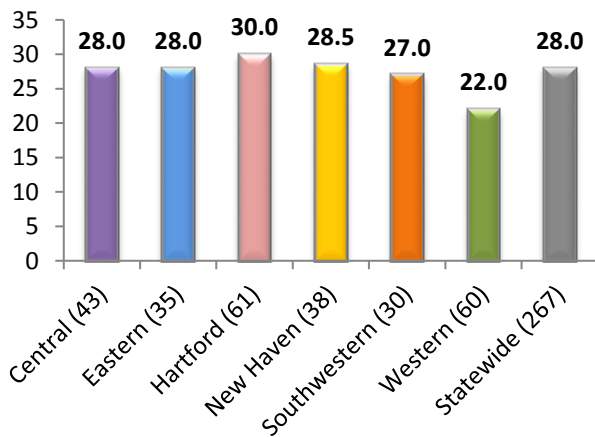
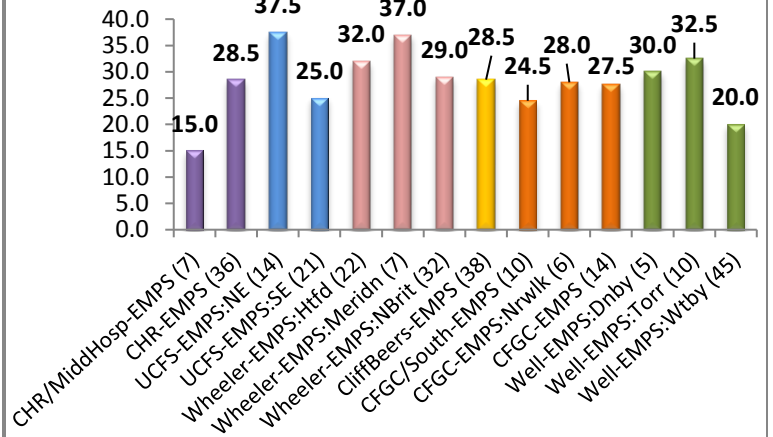
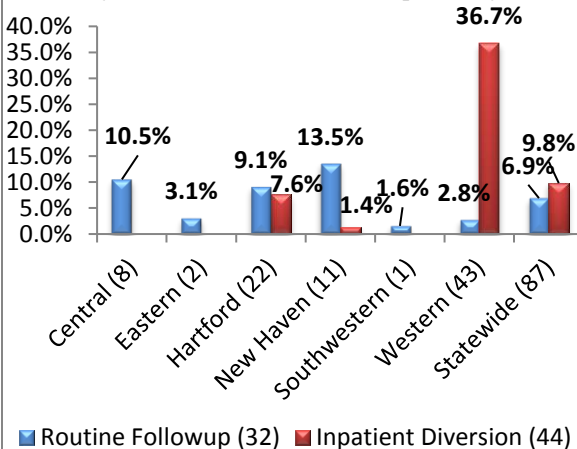


Figure 14. Median Mobile Response Time by Provider in Minutes



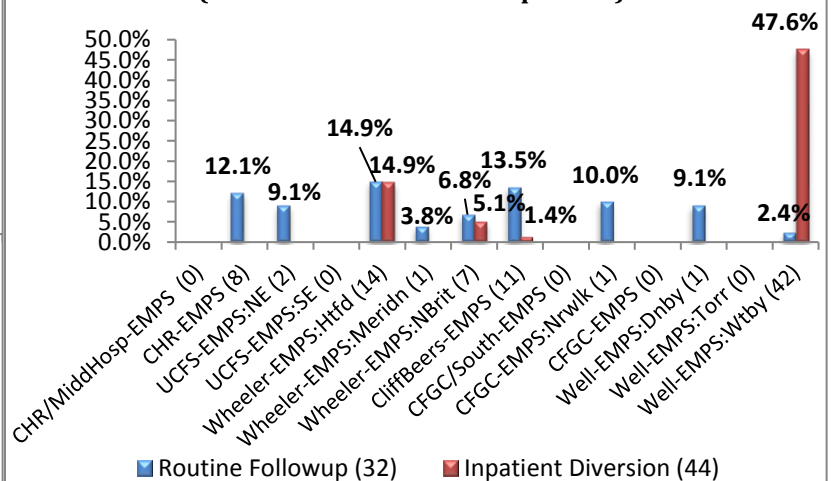
Section IV: Emergency Department Referrals

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	142	17.0	15.0	2.1% (n = 3)
Central	19	19.8	21.0	0% (n = 0)
Eastern	3	15.7	17.0	0% (n = 0)
Hartford	45	16.4	14.0	2.2% (n = 1)
New Haven	11	24.7	22.0	0% (n = 0)
Southwestern	11	8.0	1.0	0% (n = 0)
Western	53	16.9	14.0	3.8% (n = 2)