



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: December 2018

Updated 1/24/19

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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 December 2018, 2-1-1 and Mobile Crisis received 1,720 calls including 1,258 calls (73.1%) handled by Mobile Crisis providers and 462 calls (26.9%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month was similar in call volume to December 2017 (n=1,718).

Among the **1,258 episodes of care** generated this month, episode volume ranged from 154 episodes (Southwestern) to 357 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.5, with service area rates ranging from 0.9 (Southwestern) to 2.3 (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 3.2 per 1,000 children in poverty, with service area rates ranging from 1.7 (Southwestern) to 4.5 (Hartford).

Mobility: Statewide mobility was **93.5% this month**; higher than the rate in December 2017 (90.9%). All of the six service areas were at or above the 90% benchmark this month, with performance ranging from 90.0% (Central) to 97.4% (Western). Mobility for individual providers ranged from 76.0% (CHR:MidHosp) to 100.0% (Wellmore:Dnby). Twelve of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **87.1% of mobile episodes received a face-to-face response in 45 minutes or less**, which is higher than the rate in December 2017 (84%). All of the six service areas were above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 82.0% (Central) to 94.3% (Southwestern). Eleven of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 29.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **0.0% of the 204 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 13.0 days. The regional median LOS ranged from 9.0 days (New Haven) to 20.0 days (Eastern).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

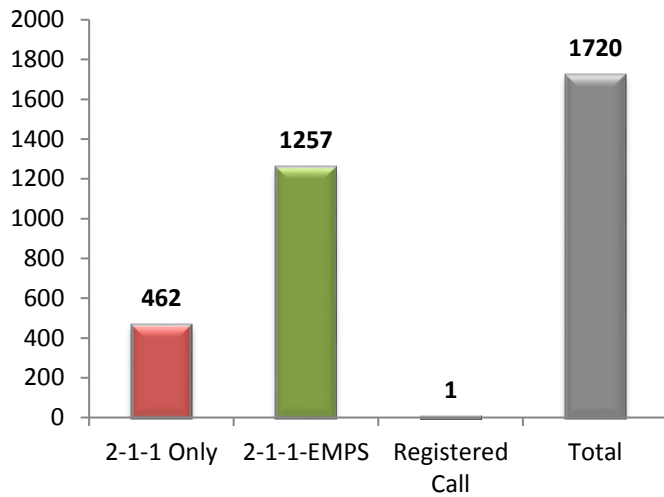


Figure 2. Mobile Crisis Episodes by Service Area
(Total Episodes = 1,258)

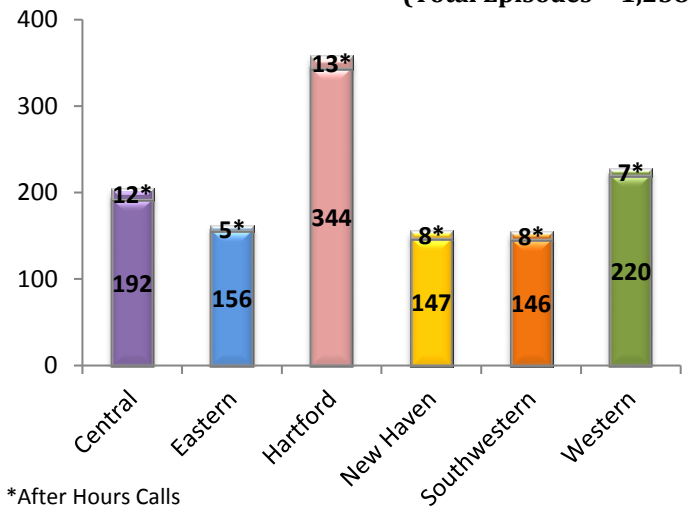


Figure 3. Number Served Per 1,000 Children

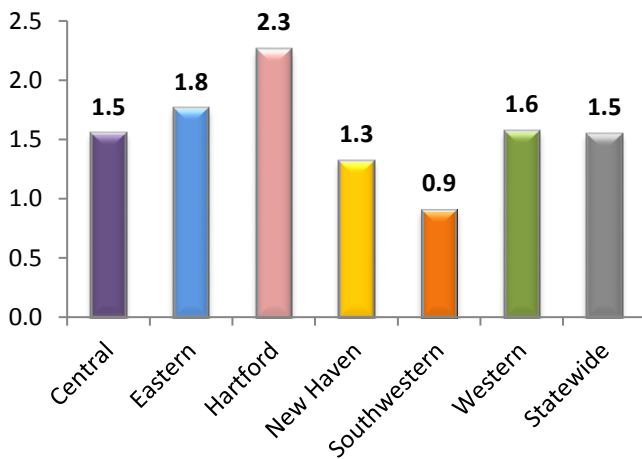


Figure 4. Number Served Per 1,000 Children in Poverty

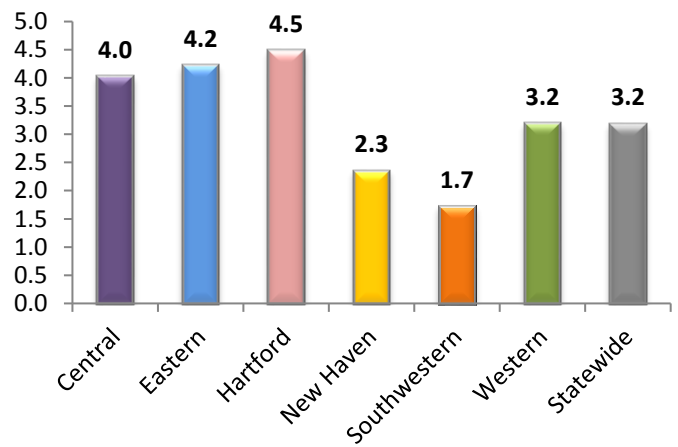


Figure 5. Mobile Response by Service Area

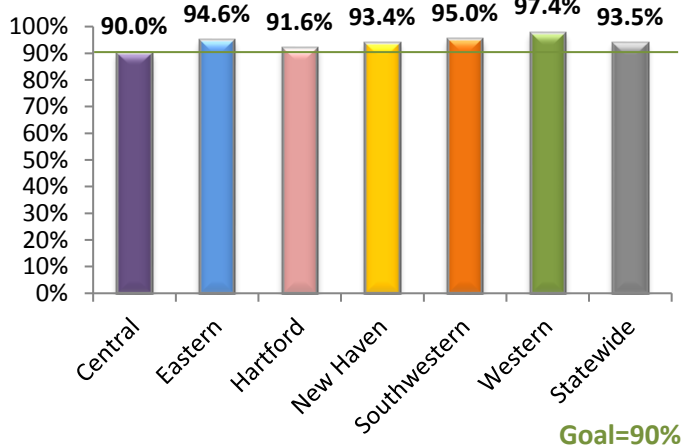
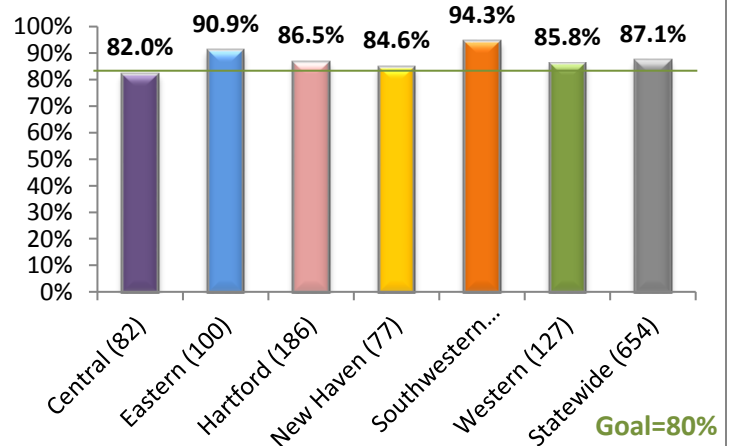
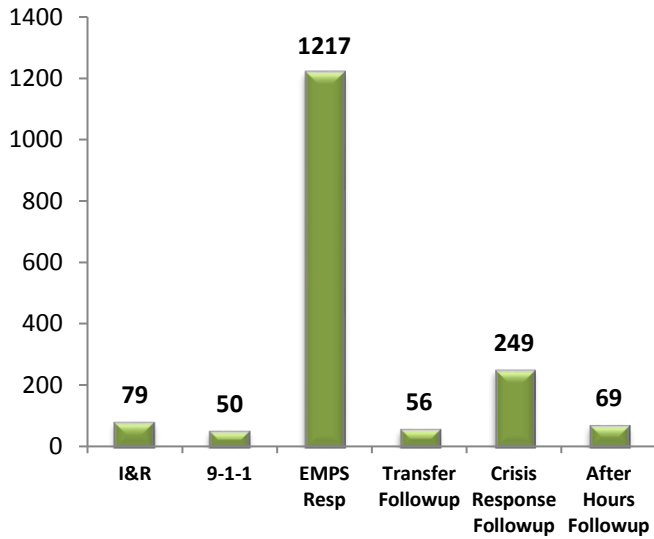


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition



**Figure 8. Mobile Crisis Episodes by Provider
(Total Episodes = 1,258)**

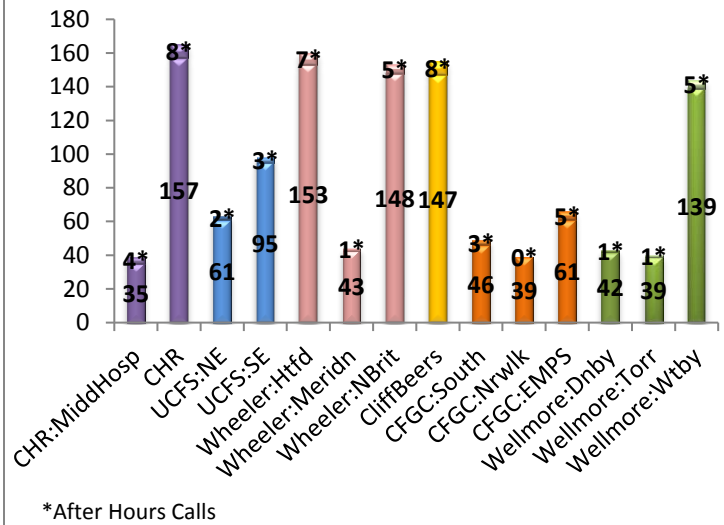


Figure 9. Actual Initial Mobile Crisis Response by Provider

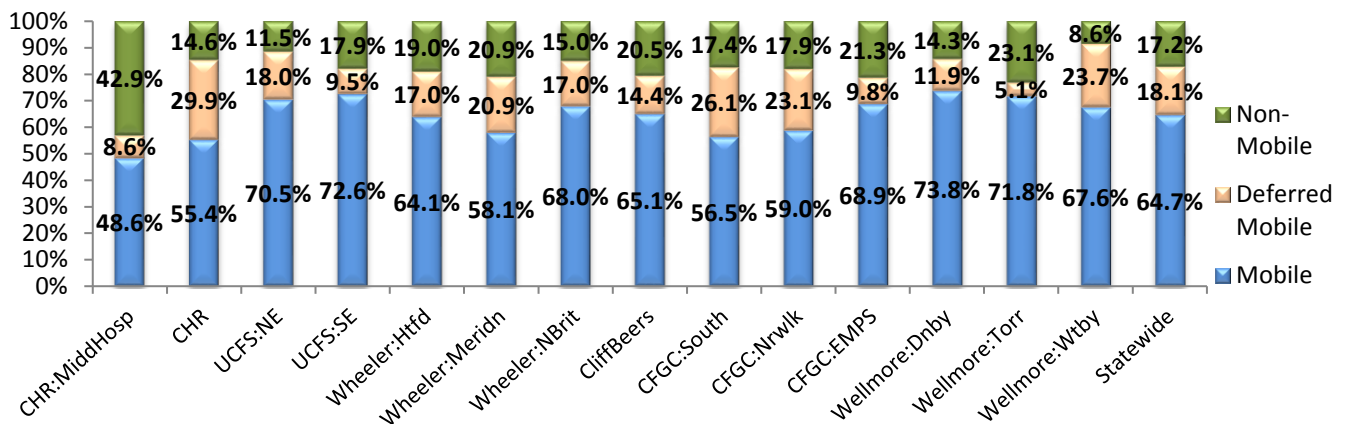
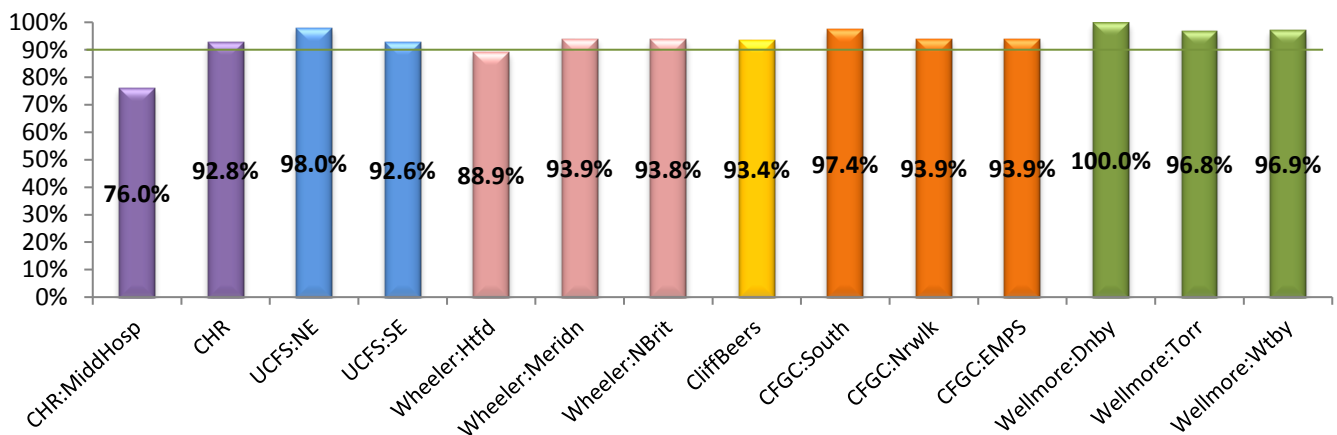


Figure 10. Mobile Response by Provider

Goal=90%



Section III: Response Time

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

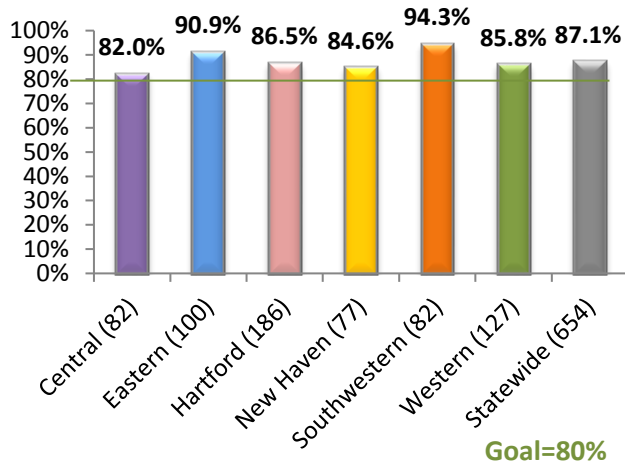


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

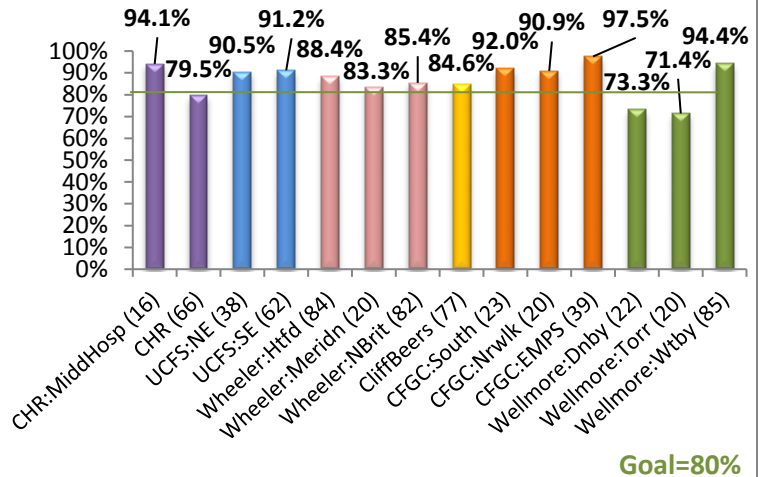


Figure 13. Median Mobile Response Time in Minutes

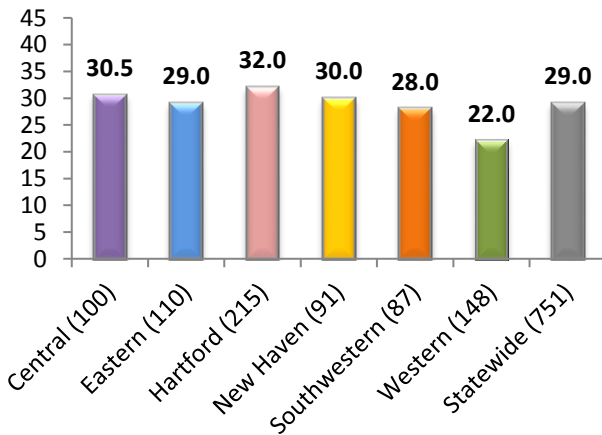
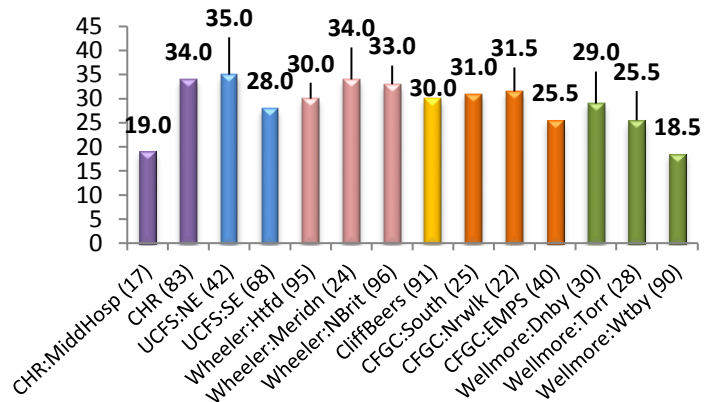
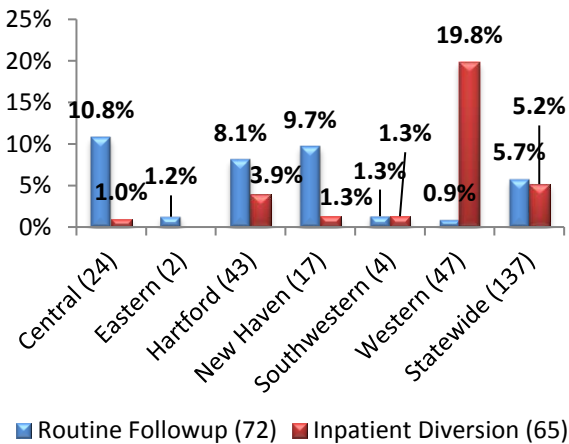


Figure 14. Median Mobile Response Time by Provider in Minutes



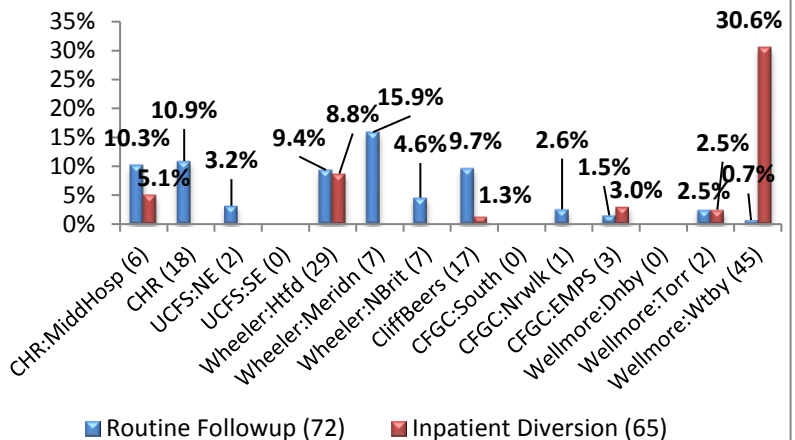
Section IV: Emergency Department Referrals

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



Note: Total ED referrals are in parenthesis.

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



Note: Total ED referrals are in parenthesis.

Section V: Length of Stay (LOS)

Table 1. LOS for Discharged Episodes with a Crisis Response 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	204	13.7	13.0	0% (n = 0)
Central	28	15.8	14.5	0% (n = 0)
Eastern	5	18.8	20.0	0% (n = 0)
Hartford	80	11.2	10.0	0% (n = 0)
New Haven	4	8.8	9.0	0% (n = 0)
Southwestern	9	13.7	12.0	0% (n = 0)
Western	78	15.4	14.0	0% (n = 0)