



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 2019

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The Mobile Crisis Intervention Services Performance Improvement Center is housed at the
Child Health and Development Institute of Connecticut, Inc.



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 2019, 2-1-1 and Mobile Crisis received 803 calls including 571 calls (71.1%) handled by Mobile Crisis providers and 232 calls (28.9%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 7.8% increase in call volume from August 2018 (n=745).

Among the **571 episodes of care** this month, episode volume ranged from 61 episodes (Southwestern) to 143 episodes (Hartford). The statewide average service reach per 1,000 children this month was 0.7, with service area rates ranging from 0.4 (Southwestern) to 0.9 (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 1.3 per 1,000 children in poverty, with service area rates ranging from 0.5 (Southwestern) to 2.0 (Hartford).

Mobility: **Statewide mobility was 88.7% this month;** lower than the rate in August 2018 (93.2%). Three of the six service areas were at or above the 90% benchmark this month, with performance ranging from 86.5% (Western) to 93.3% (New Haven). Mobility for individual providers ranged from 77.8% (CFGF: South) to 100.0% (CFGF: Norwalk). Five of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **87.7% of mobile episodes received a face-to-face response in 45 minutes or less**, which is lower than the rate in August 2018 (90.3%). 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 82.9% (Eastern) to 100.0% (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 115 *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 9.0 days. The regional median LOS ranged from 6.0 days (Hartford, Southwestern) to 17.0 days (Eastern).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

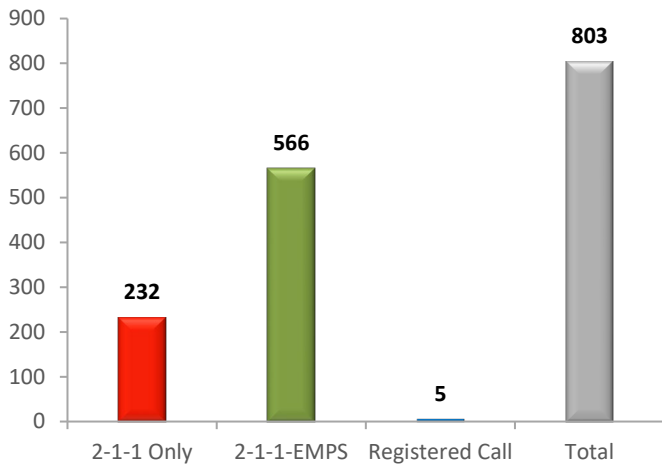
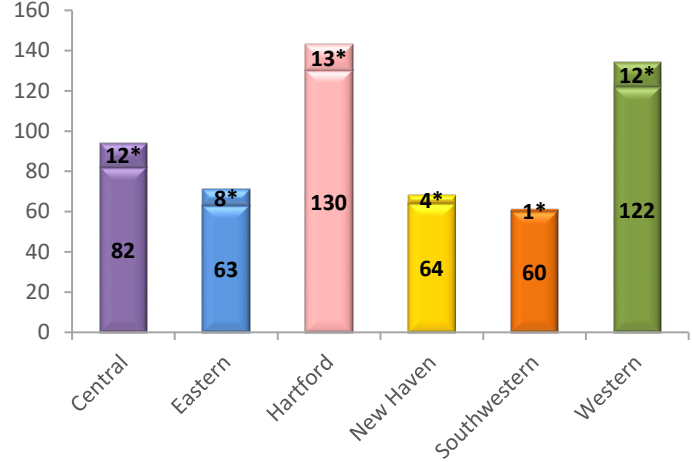


Figure 2. Mobile Crisis Episodes by Service Area
Area (Total: 571)



*After Hours Calls

Figure 3. Number Served Per 1,000 Children

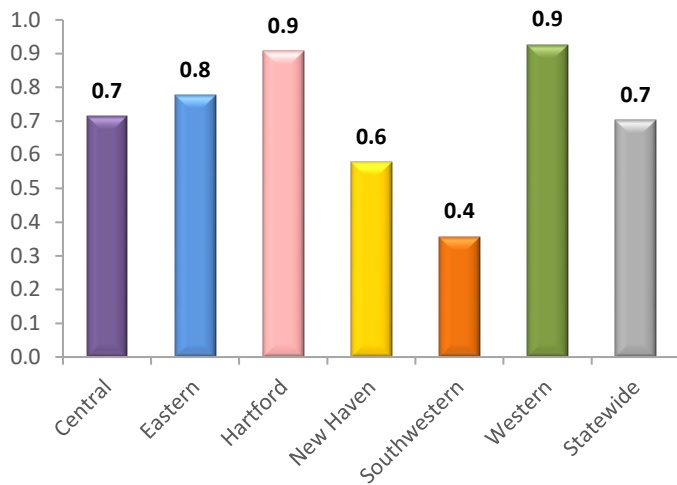


Figure 4. Number Served per 1,000 Children in Poverty

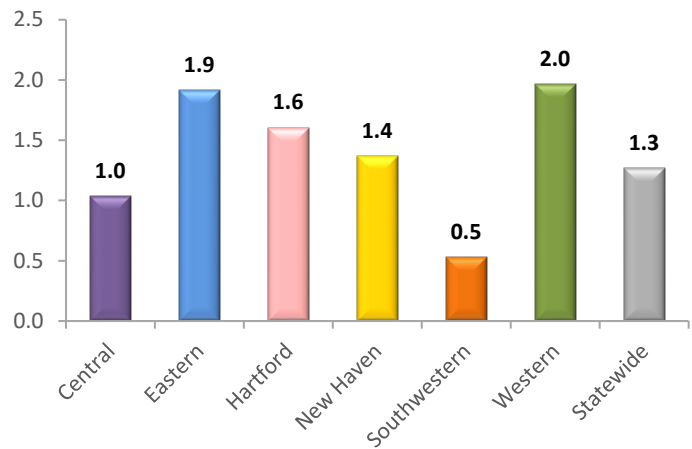


Figure 5. Mobile Response by Service Area

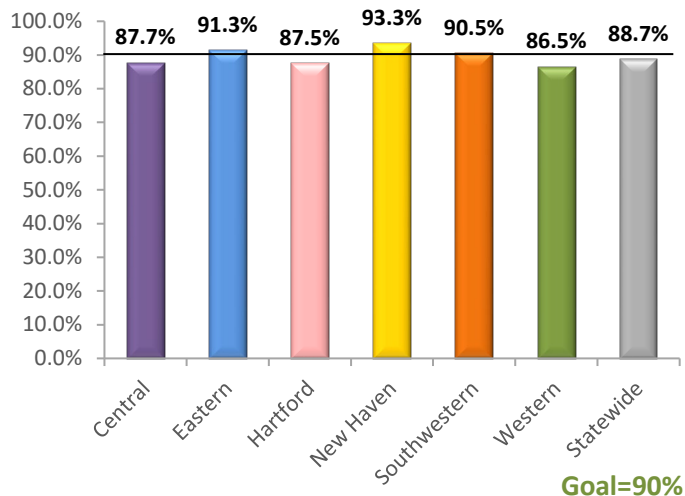
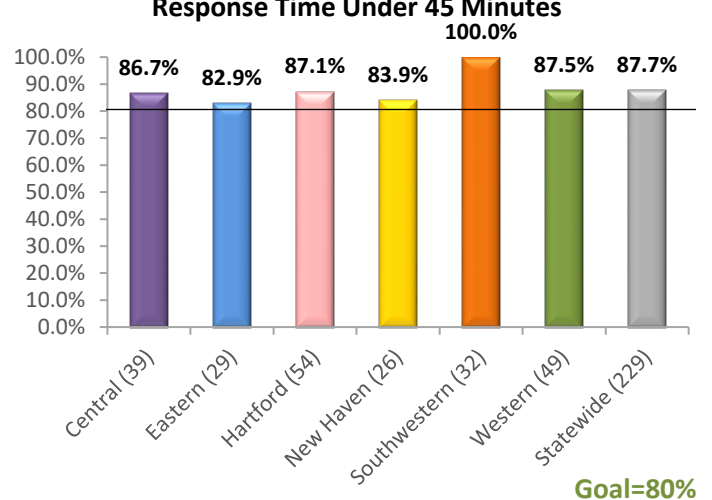


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

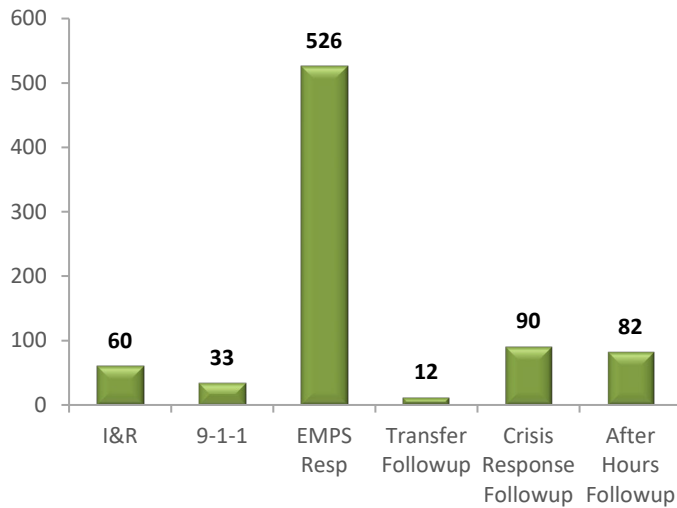


Figure 8. Mobile Crisis Episodes by Provider

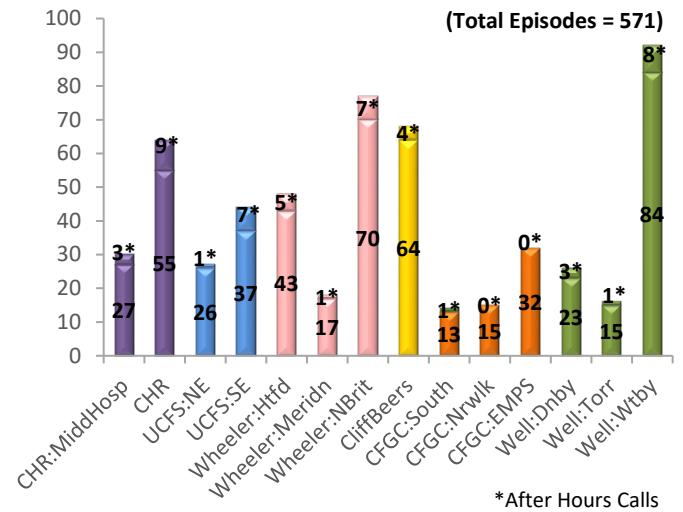


Figure 9. Actual Initial Mobile Crisis Response by Provider

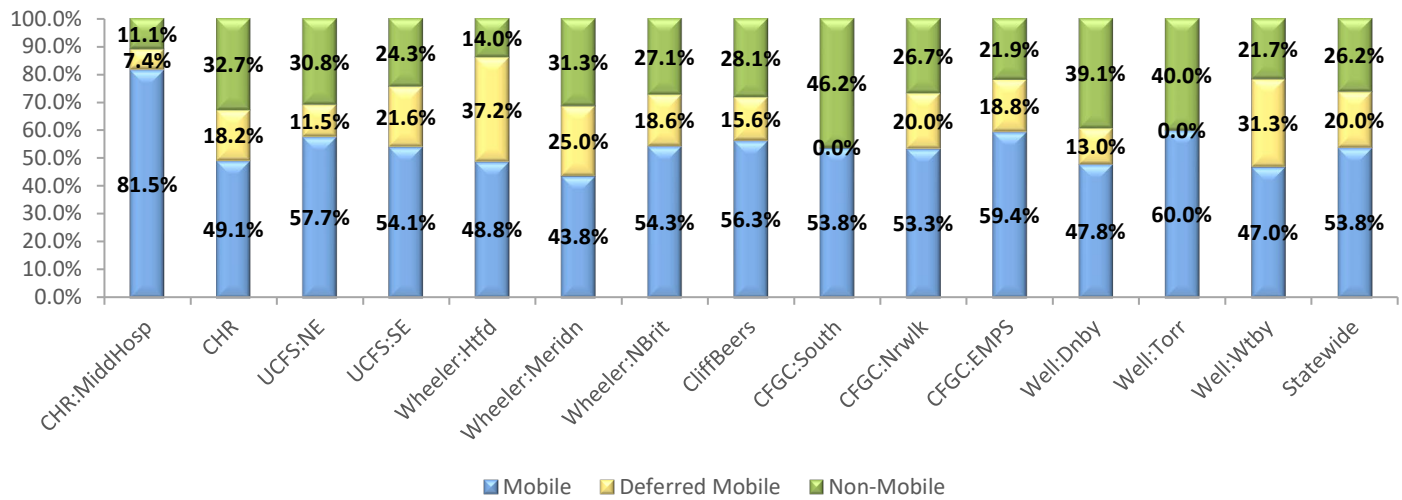
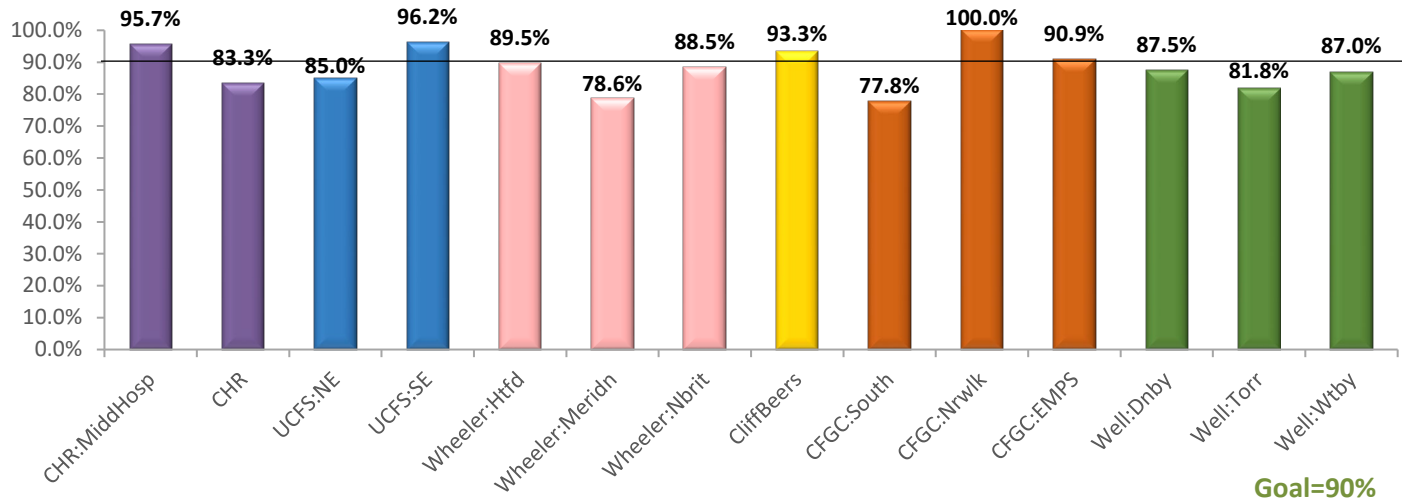


Figure 10. Mobile Response by Provider



Section III: Response Time

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

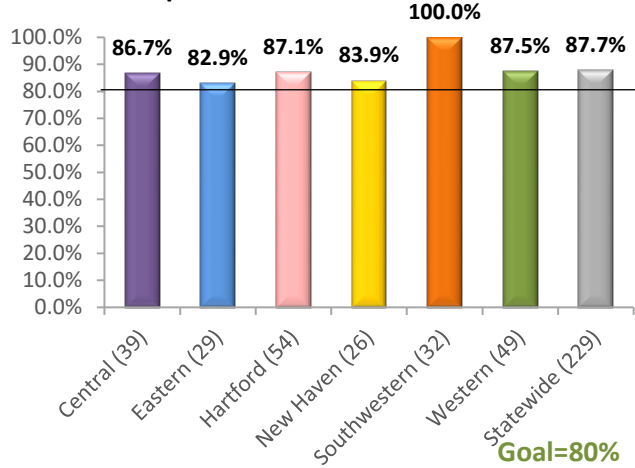


Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider

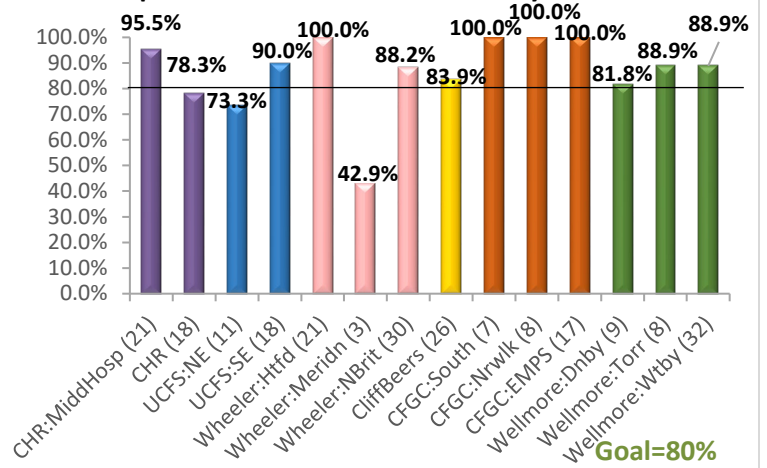


Figure 13. Median Mobile Response Time in Minutes

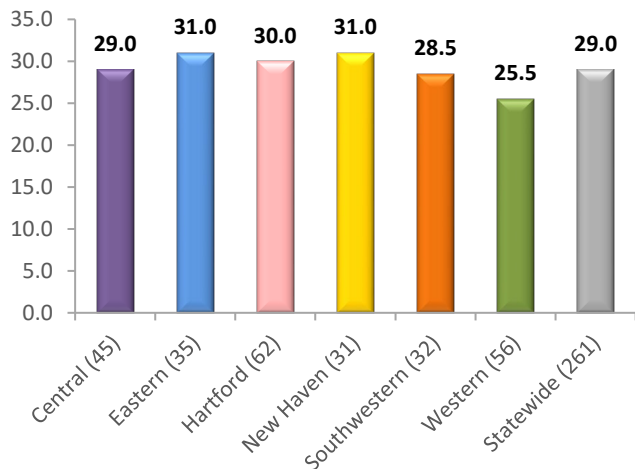
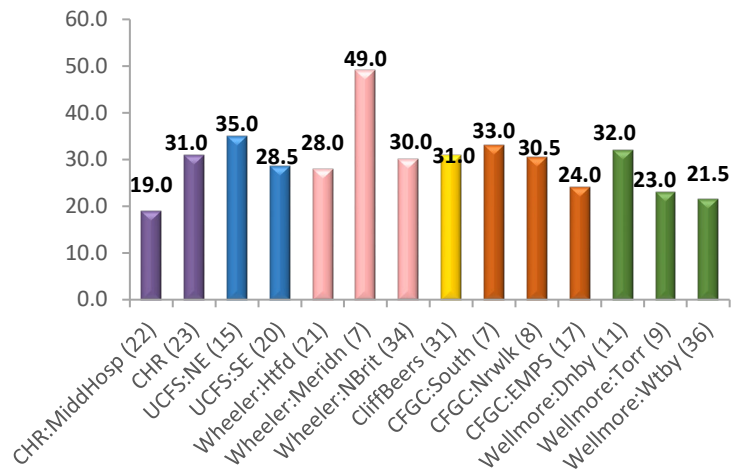


Figure 14. Median Mobile Response Time by Provider in Minutes



Section IV: Emergency Department Referrals

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

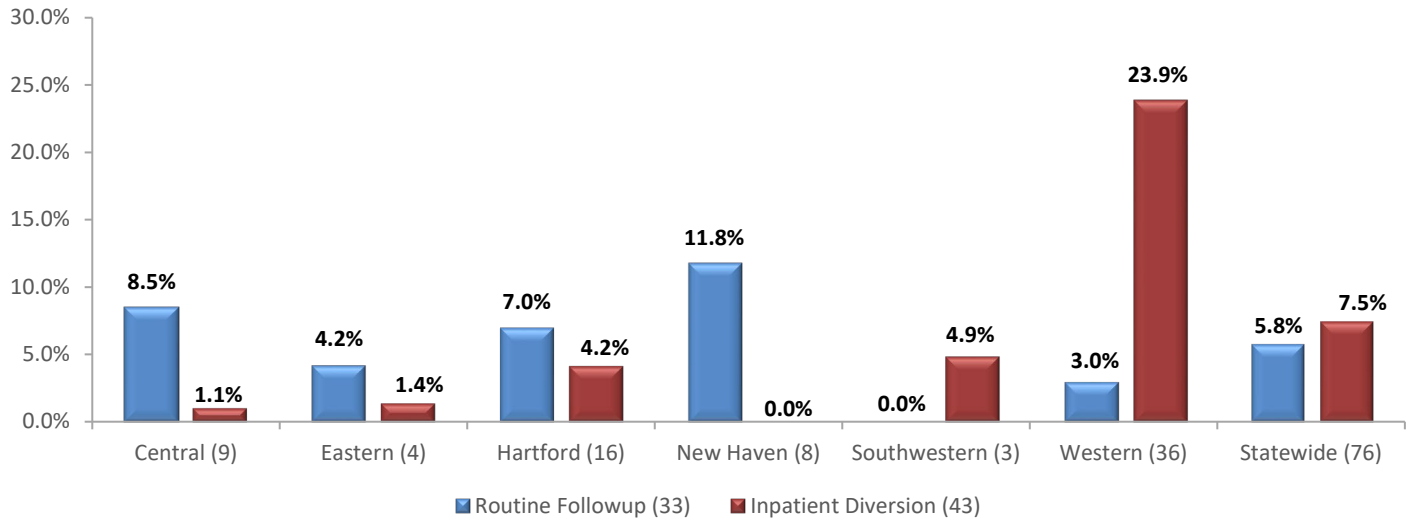
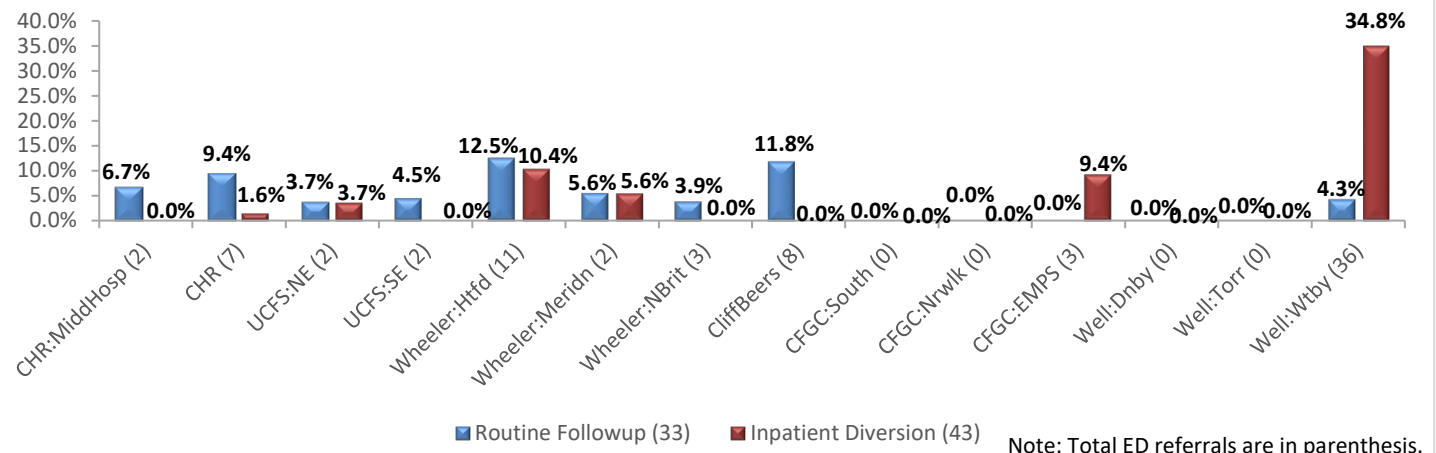


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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 | 115 | 10.3 | 9.0 | 0% (n = 0) |
| Central | 16 | 14.1 | 12.5 | 0% (n = 0) |
| Eastern | 6 | 16.7 | 17.0 | 0% (n = 0) |
| Hartford | 55 | 7.0 | 6.0 | 0% (n = 0) |
| New Haven | 2 | 8.0 | 8.0 | 0% (n = 0) |
| Southwestern | 5 | 8.0 | 6.0 | 0% (n = 0) |
| Western | 31 | 13.5 | 10.0 | 0% (n = 0) |