



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: November 2019

Updated 12/16/19

Table of Contents

Executive Summary	3
Section I: Mobile Crisis Statewide/Service Area Dashboard	4
Figure 1. Total Call Volume by Call Type	4
Figure 2. Mobile Crisis Episodes by Service Area	4
Figure 3. Number Served Per 1,000 Children	4
Figure 4. Number Served Per 1,000 Children in Poverty	4
Figure 5. Mobile Response by Service Area	4
Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes	4
Section II: Mobile Crisis Response	5
Figure 7. Statewide 211 Disposition Frequency.....	5
Figure 8. Mobile Crisis Episodes by Provider	5
Figure 9. Actual Initial Mobile Crisis Response by Provider	5
Figure 10. Mobile Response by Provider	5
Section III: Response Time	6
Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes	6
Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider	6
Figure 13. Median Mobile Response Time in Minutes	6
Figure 14. Median Mobile Response Time by Provider in Minutes.....	6
Section IV: Emergency Department Referrals	7
Figure 15. Emergency Department Referrals.....	7
Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes).....	7
Section V: Length of Stay (LOS)	8
Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up.....	8

This report was prepared by the Mobile Crisis Intervention Services Performance Improvement Center (PIC):

Kayla Theriault, Data Analyst; Aleece Kelly, MPP, Senior Data Analyst; Yecenia Casiano, MS, Project Coordinator; Kellie Randall, Ph.D., Director; Carrie Shaw, Administrative Assistant; Jill Perreault, MS, Training Support Specialist (Wheeler Clinic); Sarah Camerota, LICSW, 2-1-1 EMPS Program Manager (United Way of CT-2-1-1); Jeffrey Vanderploeg, Ph.D., CEO

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 November 2019, 2-1-1 and Mobile Crisis received 1,962 calls including 1,420 calls (72.4%) handled by Mobile Crisis providers and 542 calls (27.6%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 3.1% decrease in call volume from November 2018 (n=2,024). However, there was a 2.4% increase in episode volume compared to this month last year (1,387).

Among the **1,420 episodes of care** this month, episode volume ranged from 151 episodes (Eastern and New Haven) to 427 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.7, with service area rates ranging from 1.2 (Southwestern) to 2.7 (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 2.3 (New Haven and Southwestern) to 4.7 (Hartford).

Mobility: **Statewide mobility was 91.1% this month;** lower than the rate in November 2018 (93.7%). Four of the six service areas were at or above the 90% benchmark this month, with performance ranging from 87.0% (Hartford) to 96.8% (Eastern). Mobility for individual providers ranged from 81.3% (Wheeler: New Britain) to 97.4% (UCFS: NE). Eleven of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **83.3% of mobile episodes received a face-to-face response in 45 minutes or less**, which is lower than the rate in November 2018 (84.3%). Four of the six service areas were above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 75.8% (Western) to 94.6% (Southwestern). Eleven of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 30.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **3.2% of the 429 *plus stabilization follow-up* episodes exceeded 45 days**. The statewide median LOS for episodes discharged this month with a crisis response of *plus stabilization follow-up* was 13.0 days. The regional median LOS ranged from 10.0 days (Hartford) to 28.0 days (New Haven).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

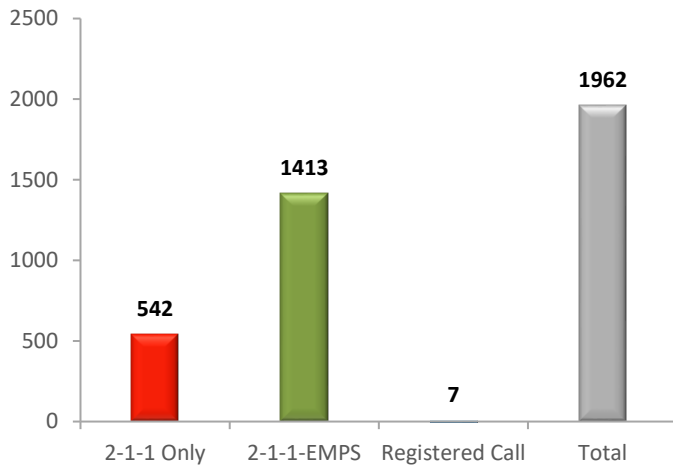


Figure 2. Mobile Crisis Episodes by Service Area

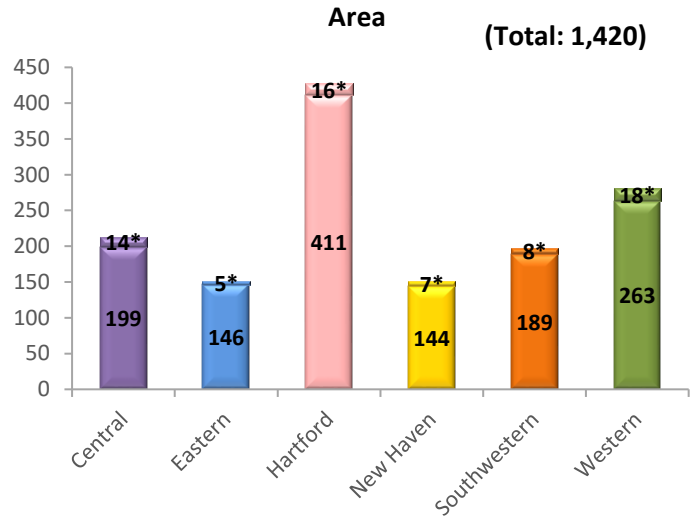


Figure 3. Number Served Per 1,000 Children

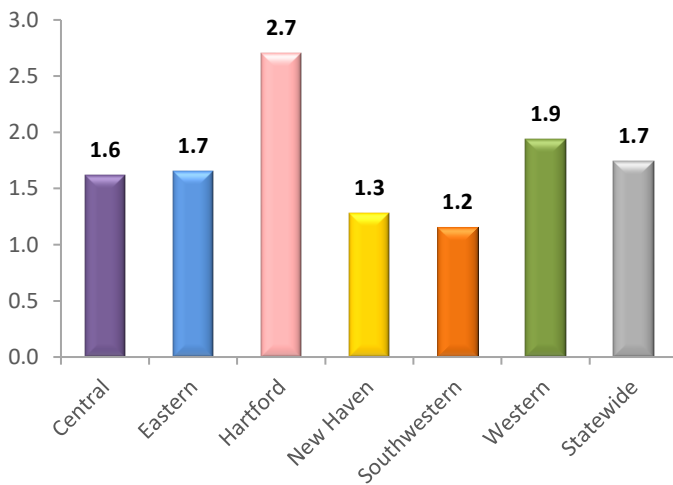


Figure 4. Number Served per 1,000 Children in Poverty

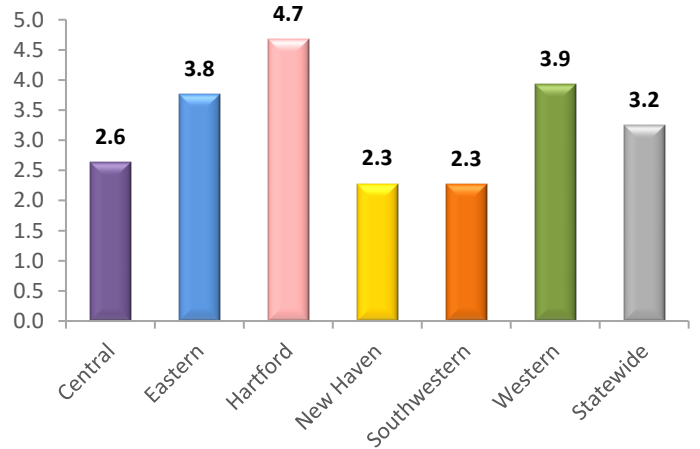


Figure 5. Mobile Response by Service Area

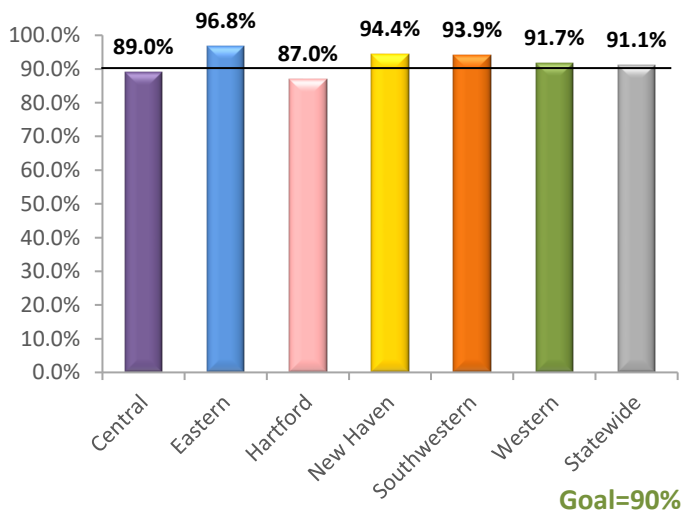
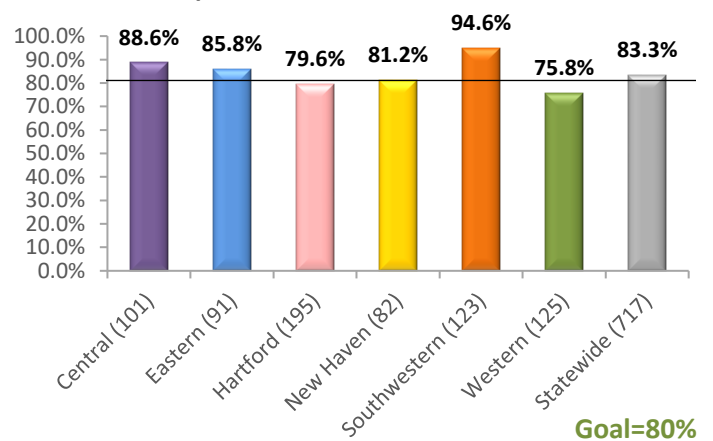


Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes



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

Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

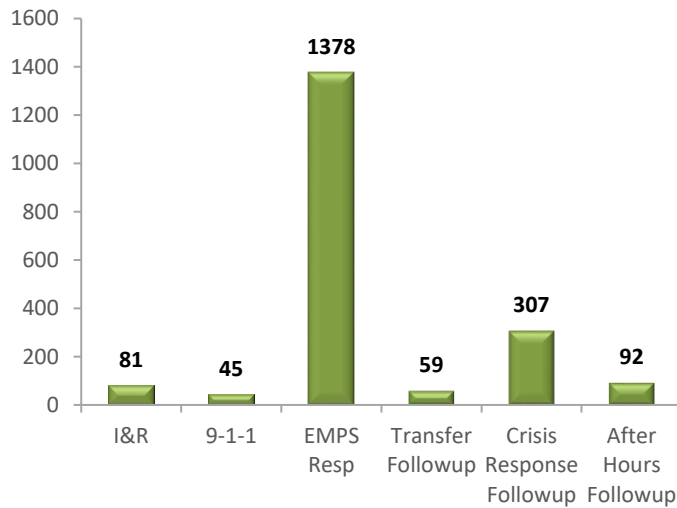


Figure 8. Mobile Crisis Episodes by Provider

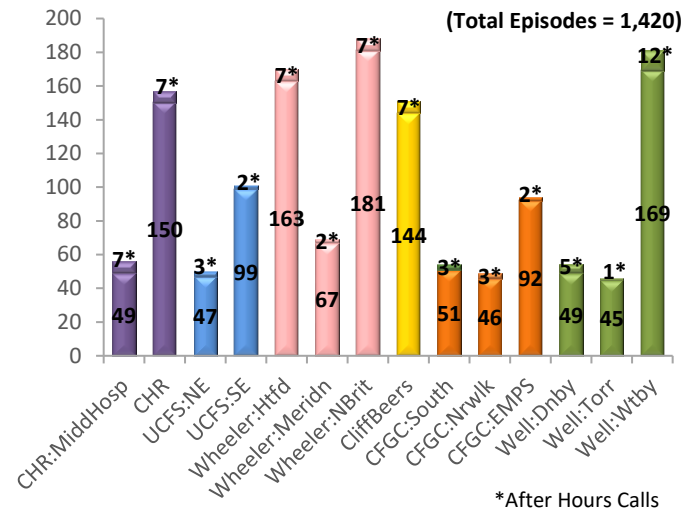


Figure 9. Actual Initial Mobile Crisis Response by Provider

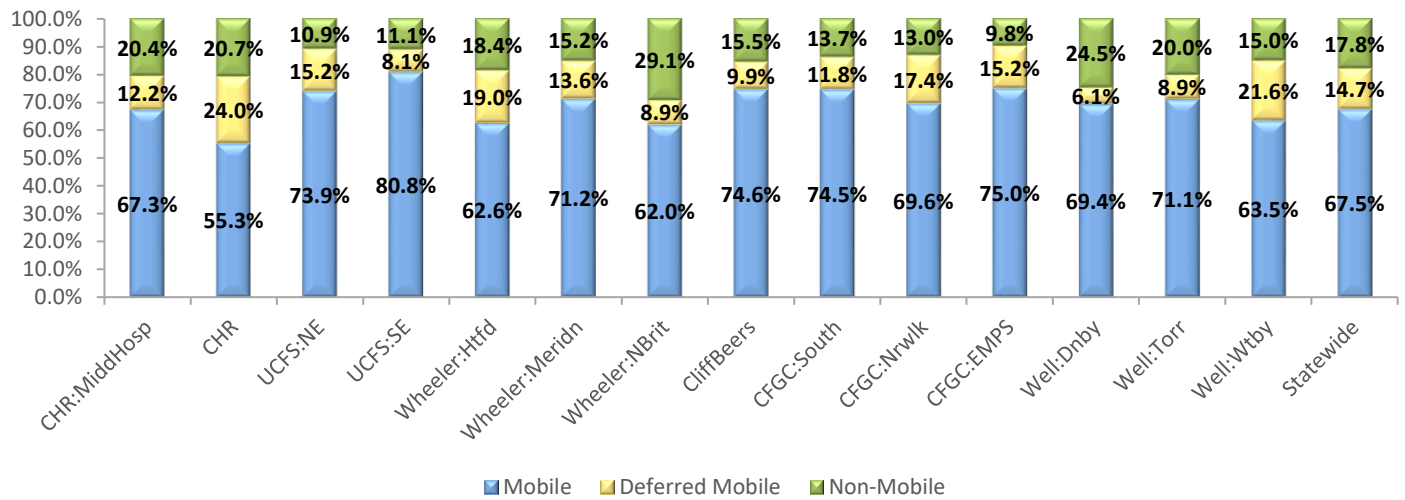
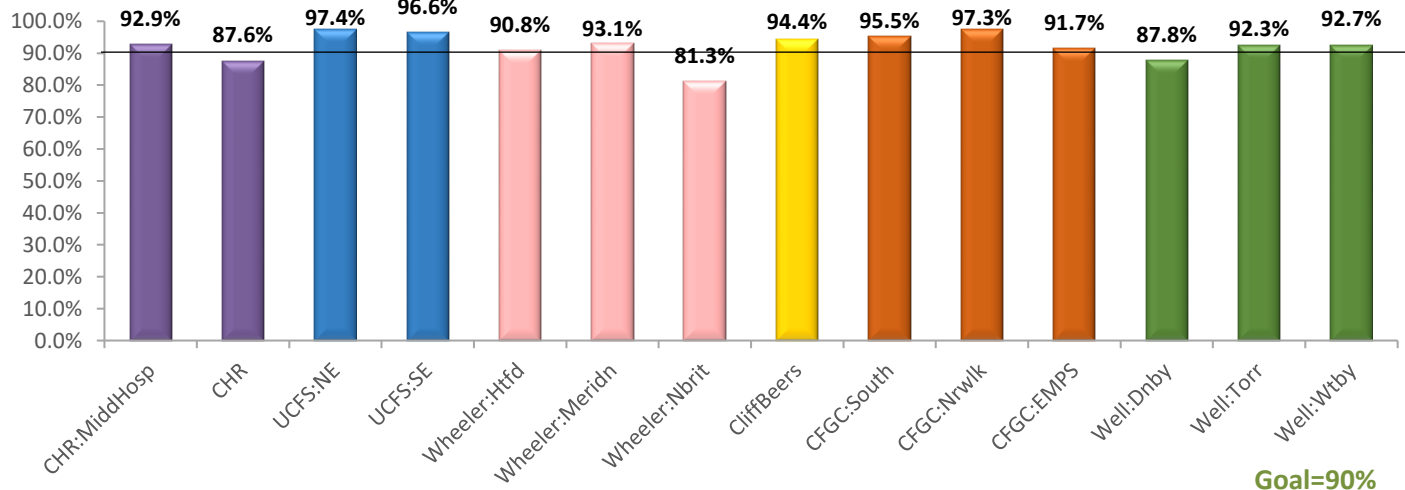
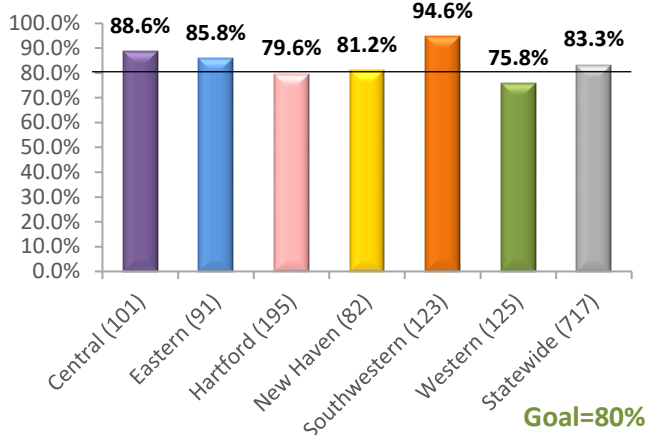


Figure 10. Mobile Response by Provider



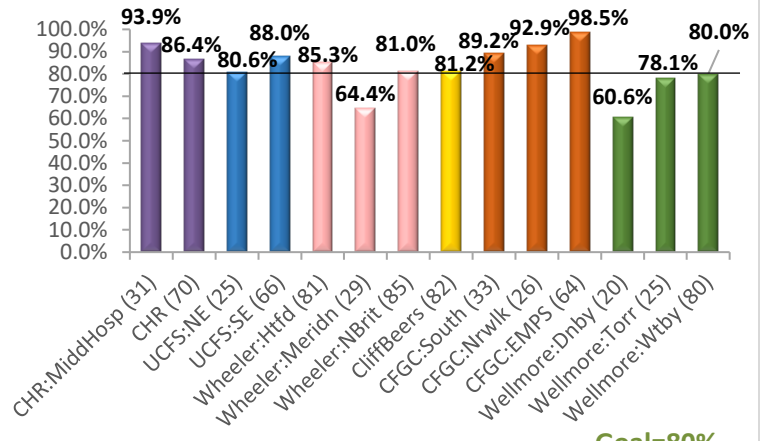
Section III: Response Time

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



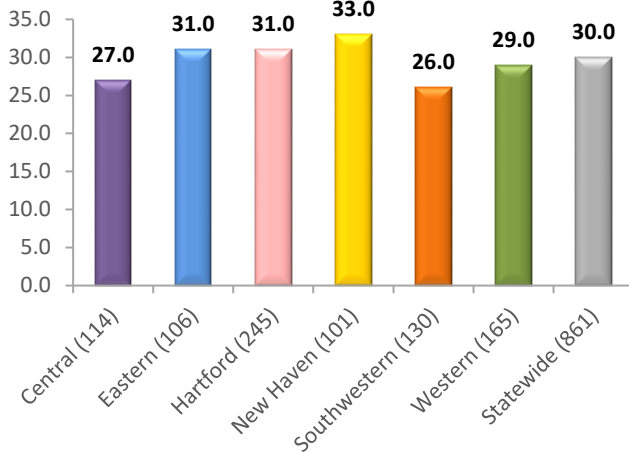
Note: Count of mobile episodes under 45 mins. are in parenthesis.

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



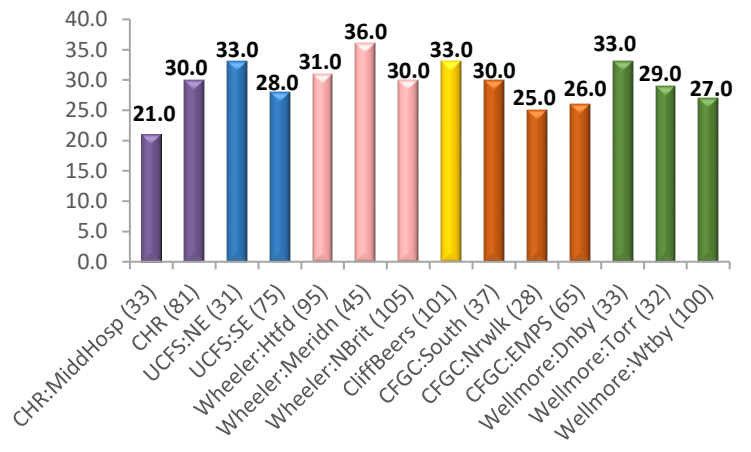
Note: Count of mobile episodes under 45 mins. are in parenthesis.

Figure 13. Median Mobile Response Time in Minutes



Note: Count of mobile EMPS response episodes are in parenthesis.

Figure 14. Median Mobile Response Time by Provider in Minutes



Note: Count of mobile EMPS response episodes are in parenthesis.

Section IV: Emergency Department Referrals

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

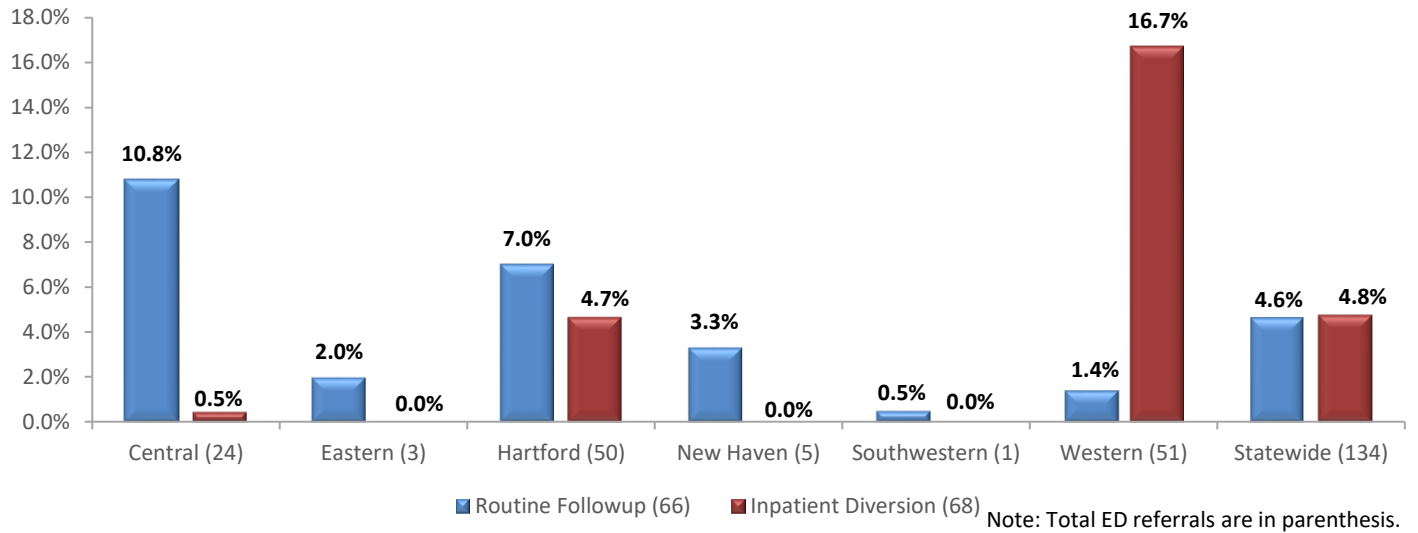
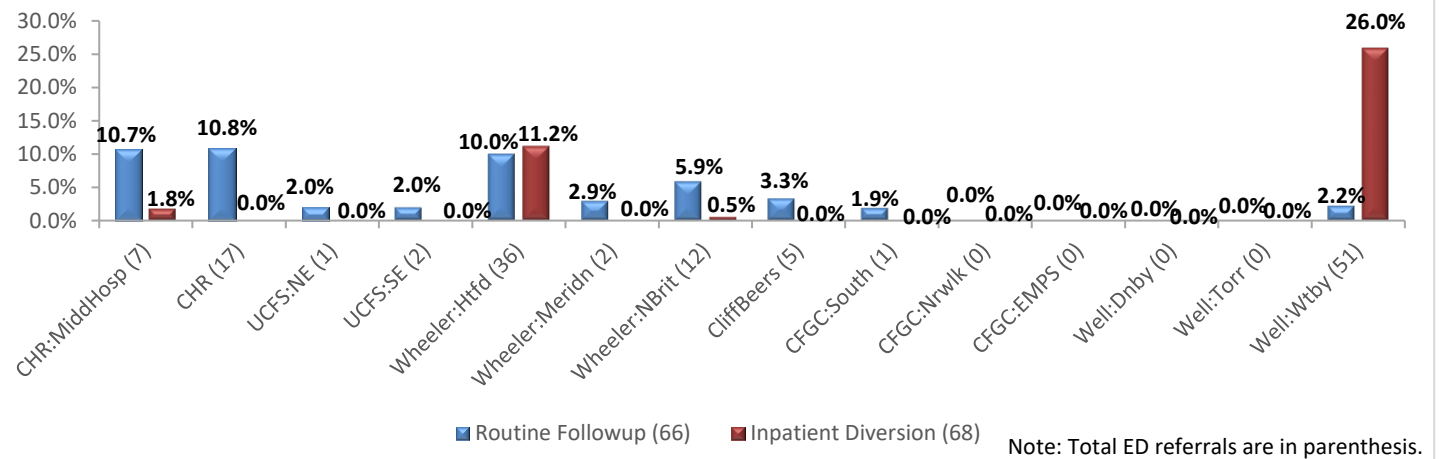


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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	402	16.6	13.0	3.2% (n = 13)
Central	52	26.4	18.5	17.3% (n = 9)
Eastern	27	17.7	14.0	0% (n = 0)
Hartford	176	12.7	10.0	1.1% (n = 2)
New Haven	7	25.6	28.0	14.3% (n = 1)
Southwestern	23	26.4	27.0	0% (n = 0)
Western	117	15.4	13.0	0.8% (n = 1)