



MOBILE CRISIS
INTERVENTION SERVICES

Mobile Crisis Intervention Services 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

July 2020

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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.

Note: Due to COVID-19, schools were closed and stay-at-home orders were put in place for the non-essential workforce in Connecticut beginning in mid-March of 2020. Mobile Crisis is still operational, and as part of the essential workforce providers are working with families to respond to calls via telephone, video conferencing, and in-person responses with safety of the child, family, and clinicians as the top priority. Note that both video and in-person responses during this period may be reflected within the report as 'mobile' responses. Difficulties related to the effects of COVID-19 in both service provision and data collection should be taken into consideration when reviewing this report.

Call and Episode Volume: In July 2020, 2-1-1 and Mobile Crisis received 756 calls including 563 calls (74.5%) handled by Mobile Crisis providers and 193 calls (25.5%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 1.2% increase in call volume from July 2019 (n=747).

Among the **563 episodes of care** this month, episode volume ranged from 67 episodes (New Haven) to 138 episodes (Hartford). The statewide average service reach per 1,000 children this month was 0.7, with service area rates ranging from 0.5 (Southwestern) to 1.0 (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 0.9 per 1,000 children in poverty, with service area rates ranging from 0.4 (Southwestern) to 1.7 (Central).

Mobility: Statewide mobility was **84.8% this month**; slightly lower than the rate in July 2019 (86.9%). Two of the six service areas were at or above the 90% benchmark this month, with performance ranging from 73.7% (Eastern) to 96.6% (New Haven). Mobility for individual providers ranged from 55.6% (CFGF: South) to 100.0% (Wheeler: Meriden; CFGF: Norwalk; Wellmore: Danbury). Seven of the fourteen individual providers had mobility rates above the 90% benchmark.

Response Time: Statewide, this month **69.4% of mobile episodes received a face-to-face response in 45 minutes or less**, which is lower than the rate in July 2019 (88.0%). One of the six service areas was at or above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 50.0% (Southwestern) to 90.3% (Central). Three of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 34.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, **None of the 62 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 7.5 days. The regional median LOS ranged from 7.0 days (Hartford, Western) to 16.5 days (Eastern).

Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

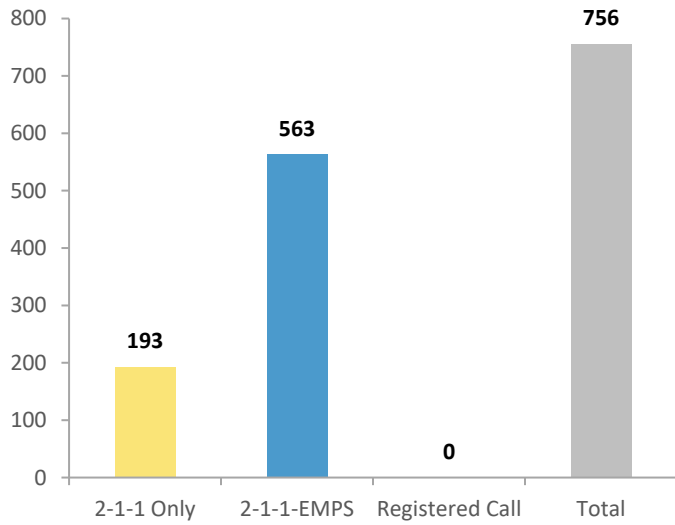
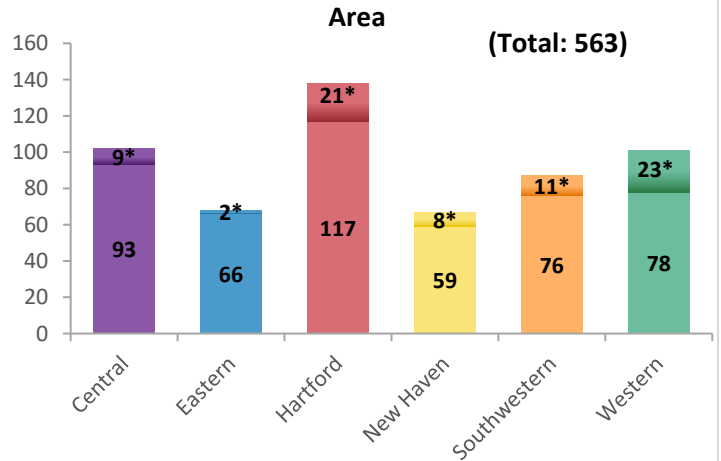


Figure 2. Mobile Crisis Episodes by Service Area



*After Hours Calls

Figure 3. Number Served Per 1,000 Children

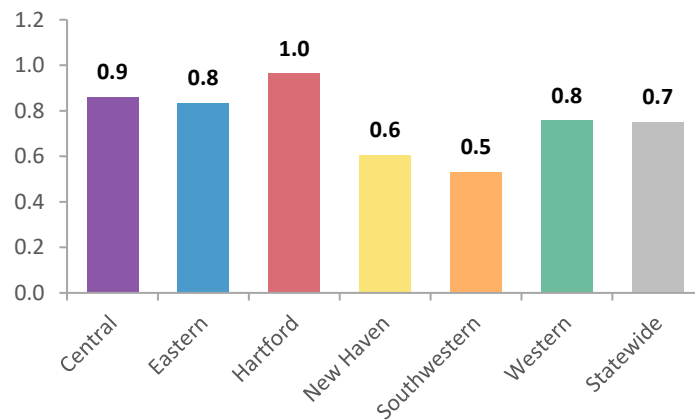


Figure 4. Number Served per 1,000 Children in Poverty

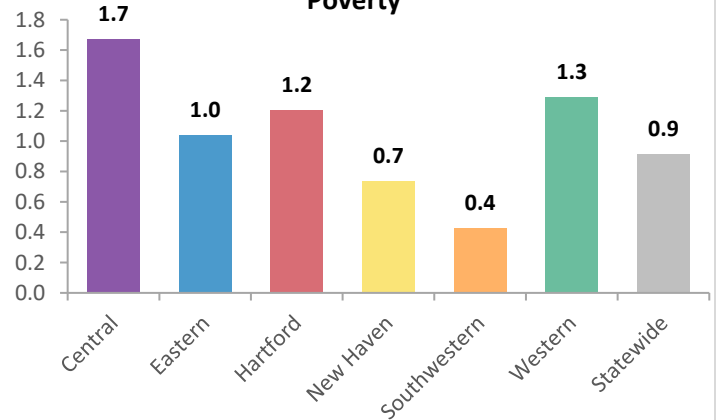
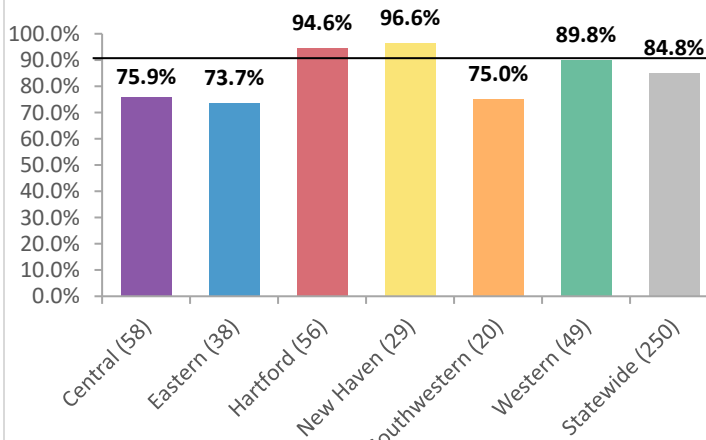


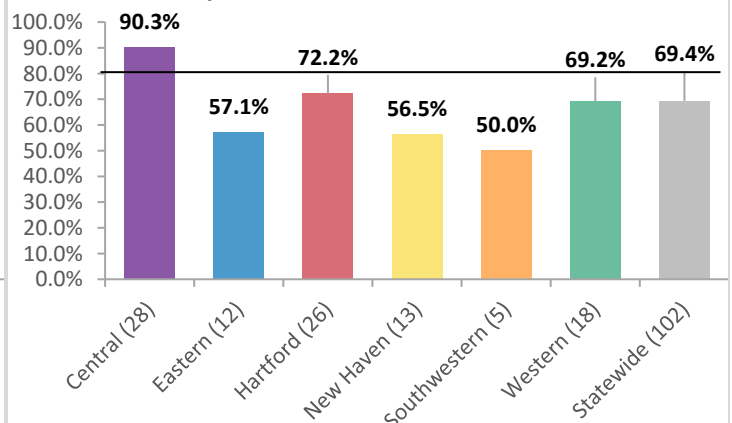
Figure 5. Mobile Response by Service Area



Note: Counts of 211-recommended mobile episodes are in parenthesis.

Goal=90%

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



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

Goal=80%

Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

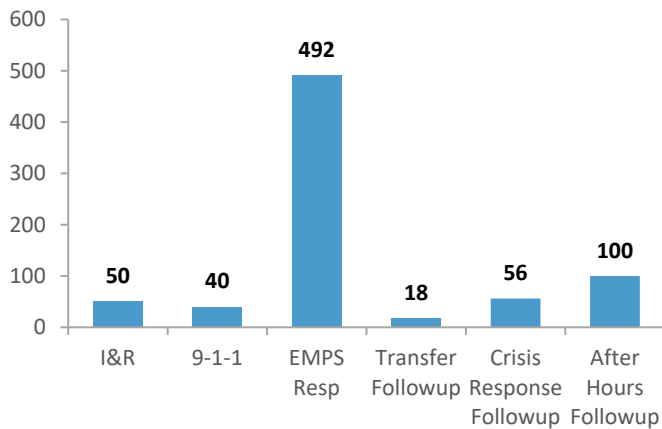


Figure 8. Mobile Crisis Episodes by Provider

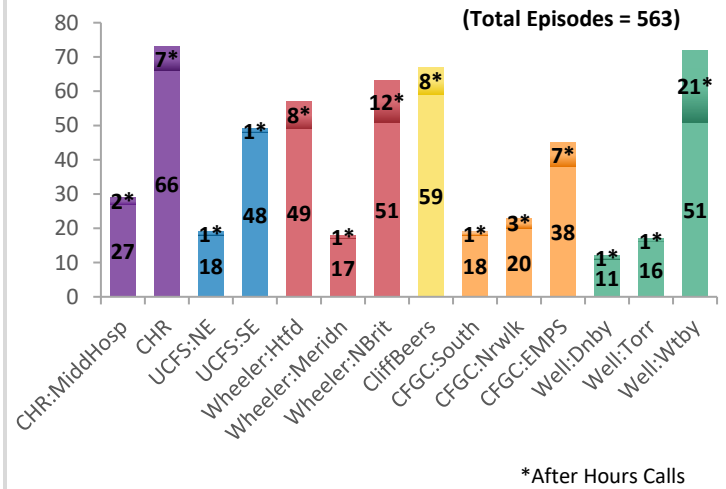


Figure 9. Actual Initial Mobile Crisis Response by Provider

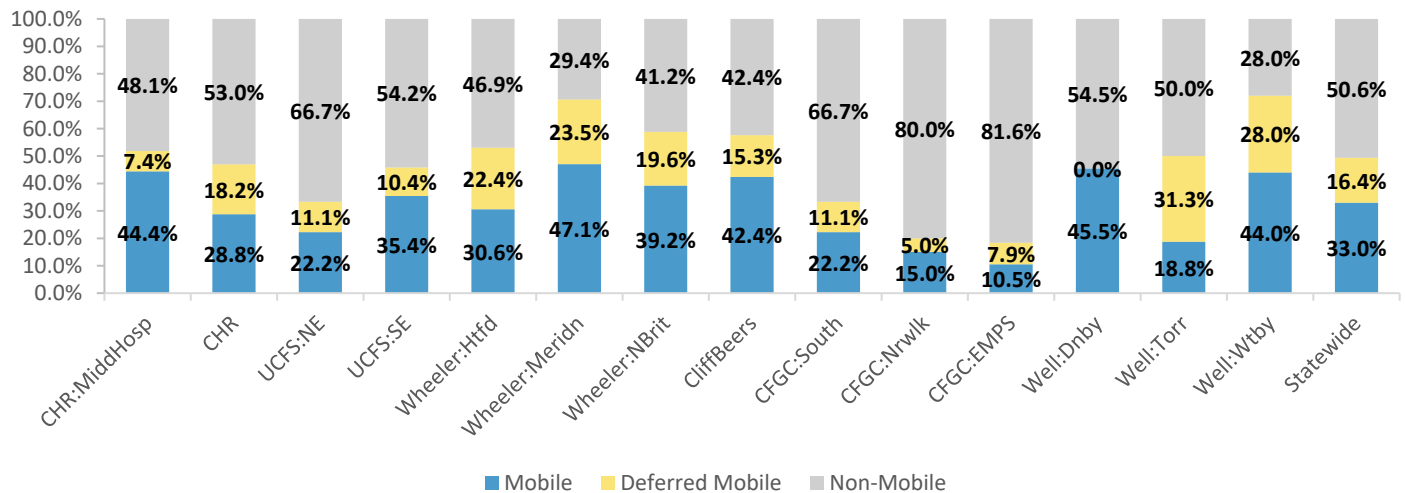
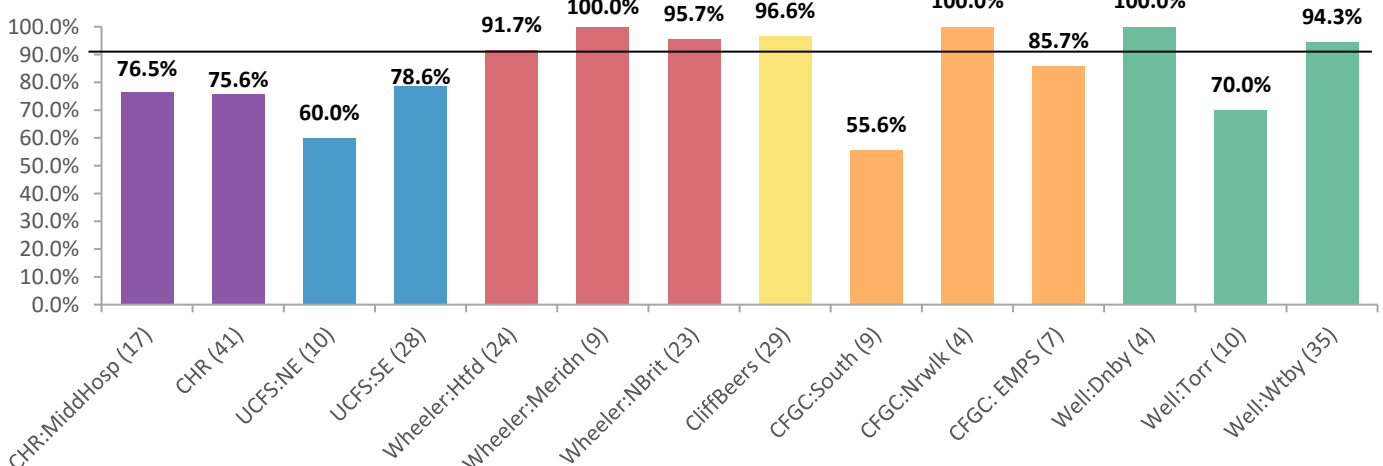


Figure 10. Mobile Response by Provider

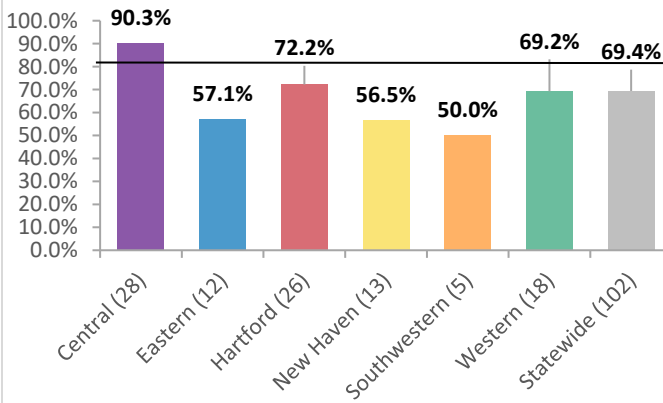


Note: Counts of 211-recommended mobile episodes are in parenthesis.

Goal=90%

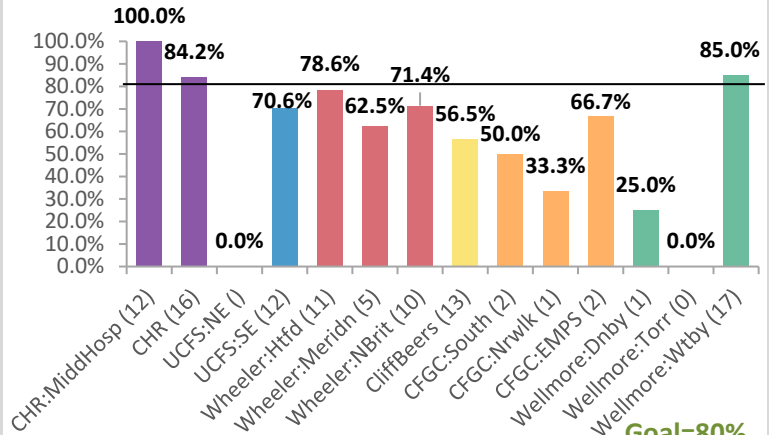
Section III: Response Time

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



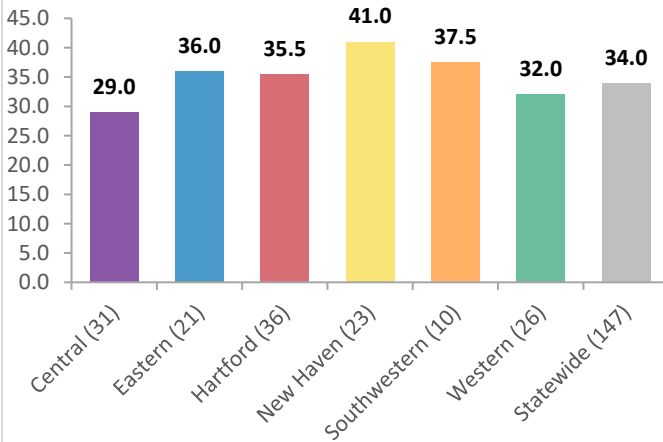
Note: Counts of mobile episodes under 45 mins. are in parenthesis. **Goal=80%**

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



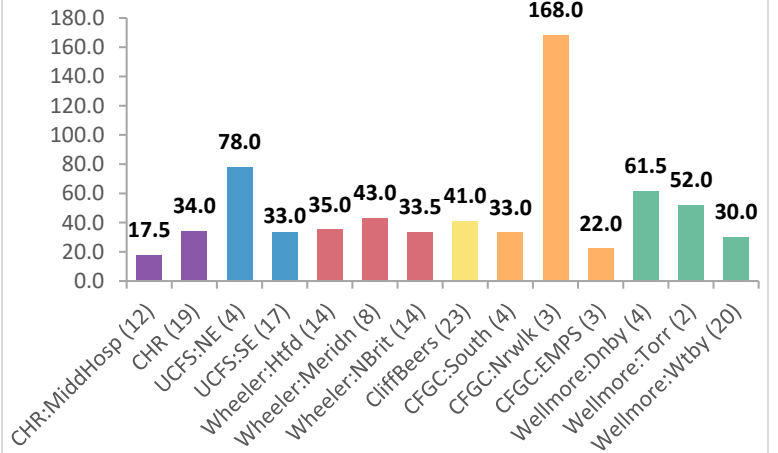
Note: Counts of mobile episodes under 45 mins. are in parenthesis. **Goal=80%**

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)

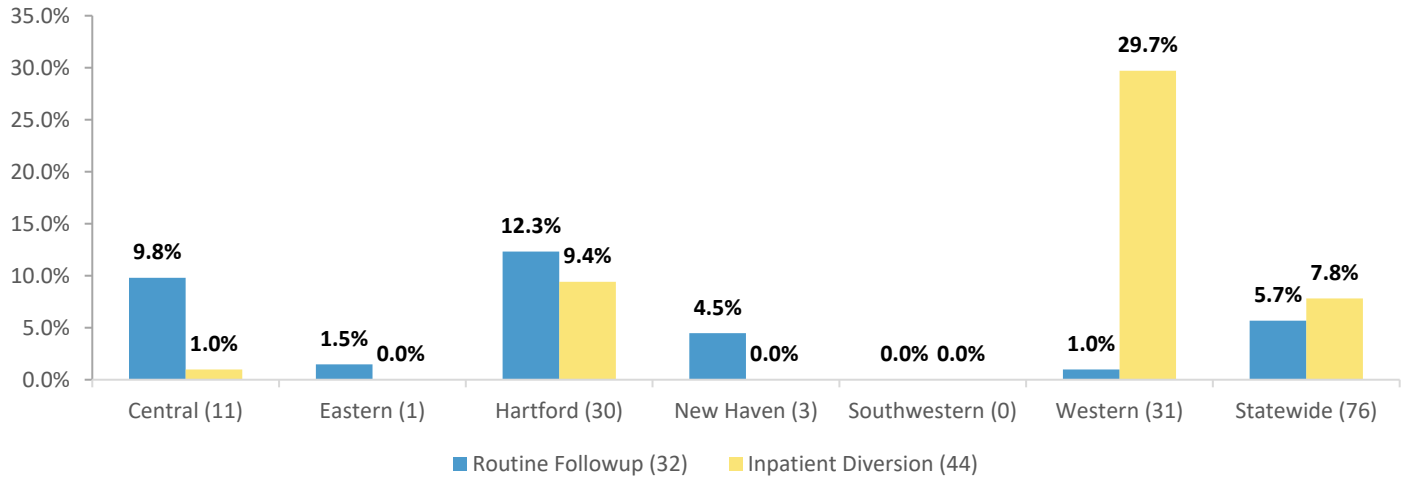
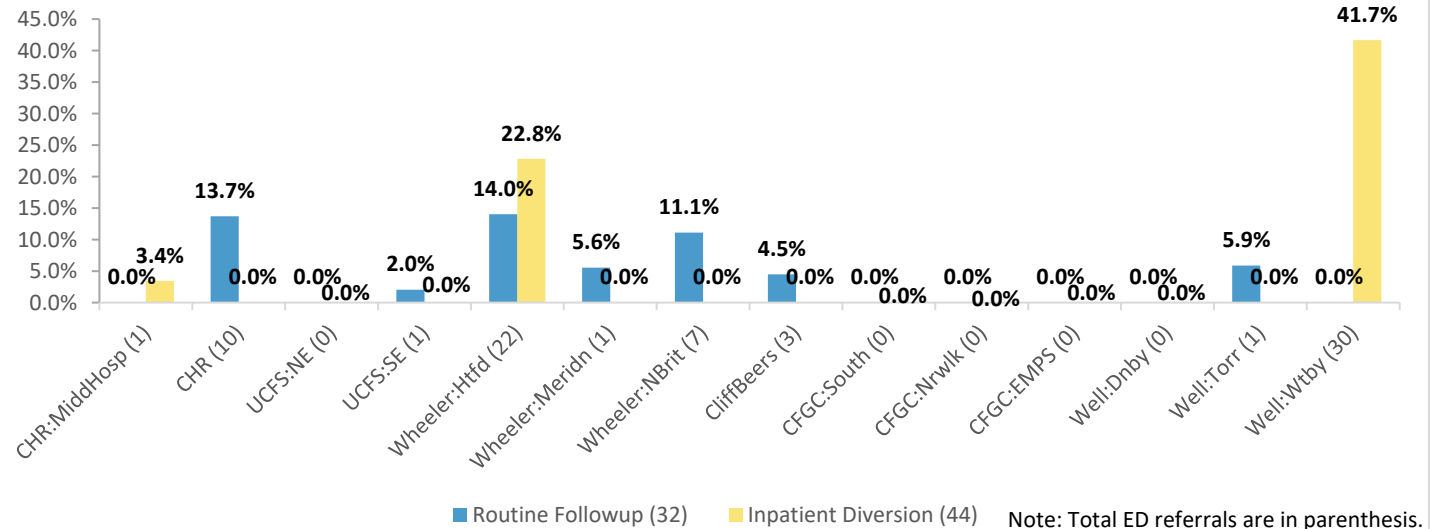


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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	62	8.4	7.5	0.0% (n = 0)
Central	23	9.4	8.0	0.0% (n = 0)
Eastern	2	16.5	16.5	0.0% (n = 0)
Hartford	21	7.4	7.0	0.0% (n = 0)
New Haven	2	9.5	9.5	0.0% (n = 0)
Southwestern	0	N/A	N/A	0.0% (n = 0)
Western	14	7.0	7.0	0.0% (n = 0)

*Only episodes that had both a start and a discharge date within FY2021 are included in this chart.