



**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***

## **December 2020**

**Updated 1/13/20**

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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](mailto: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. While many schools and businesses have now re-opened (with restrictions), the effects of COVID-19 are still being felt significantly. 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 December 2020, 2-1-1 and Mobile Crisis received 1,013 calls including 747 calls (73.7%) handled by Mobile Crisis providers and 266 calls (26.3%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 27.4% decrease in call volume from December 2019 (n=1,396).

Among the **747 episodes of care** this month, episode volume ranged from 80 episodes (Eastern) to 203 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.0, with service area rates ranging from 0.5 (Southwestern) to 1.4 (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 1.6 per 1,000 children in poverty, with service area rates ranging from 0.9 (Southwestern) to 2.6 (Central).

**Mobility: Statewide mobility was 94.0% this month;** similar to the rate in December 2019 (94.5%). Rounding to the nearest whole number, all six service areas were at or above the 90% benchmark this month, with performance ranging from 89.7% (Central) to 100.0% (Southwestern). Mobility for individual providers ranged from 66.7% (CHR: Middlesex) to 100.0% (Wheeler: New Britain; CFGC: All Sites). Eleven of the fourteen individual providers had mobility rates above the 90% benchmark.

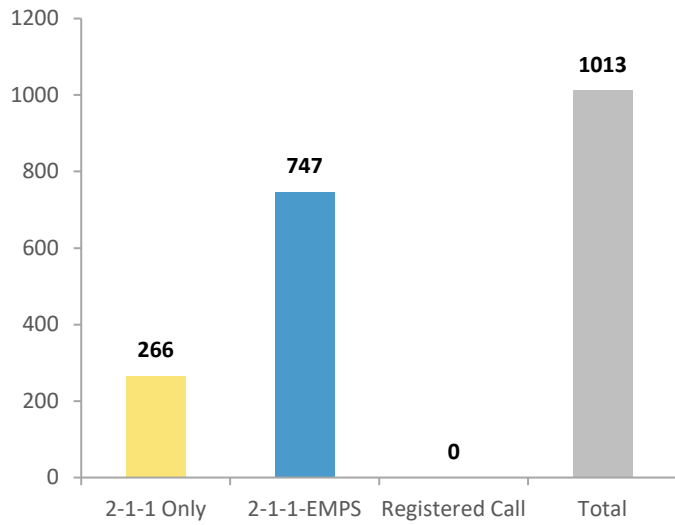
**NOTE:** Beginning with this report, there has been a change in calculation of mobility. If a referral made by a caller other than self/family (e.g. schools, EDs, etc.) is designated by 2-1-1 as mobile or deferred mobile, but is later determined to be non-mobile due to the family declining or not being available after multiple attempts to contact them, the episode will no longer be included in the mobility rate, as these situations are out of the providers' control. Any mobility rates from prior quarters referenced in this report have been recalculated to allow for accurate comparison.

**Response Time:** Statewide, this month **85.4% of mobile episodes received a face-to-face response in 45 minutes or less**, which is higher than the rate in December 2019 (82.7%). All of the six service areas were at or above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 80.0% (Central and New Haven) to 90.0% (Southwestern). Eleven of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 30.0 minutes.

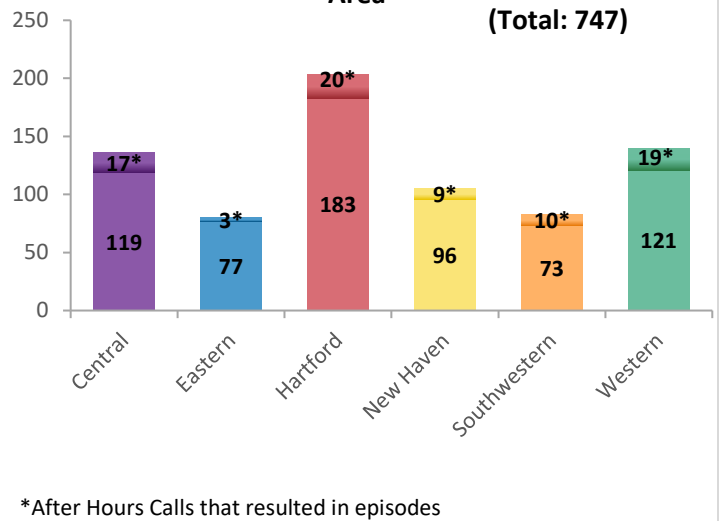
**Length of Stay (LOS):** Statewide, among discharged episodes, **eight of the 273 plus stabilization follow-up episodes exceeded 45 days**. The statewide median LOS for episodes discharged this month with a crisis response of *plus stabilization follow-up* was 15.0 days. The regional median LOS ranged from 13.0 days (Hartford) to 22.0 days (Central).

## Section I: Mobile Crisis Statewide/Service Area Dashboard

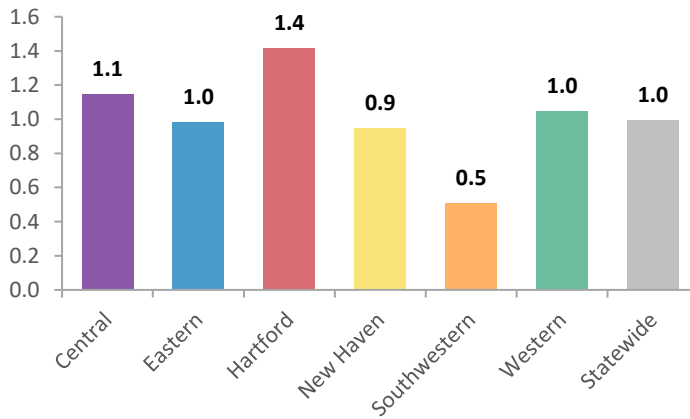
**Figure 1. Total Call Volume by Call Type**



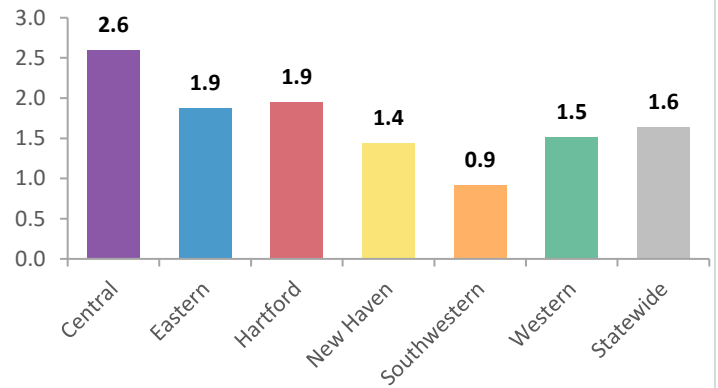
**Figure 2. Mobile Crisis Episodes by Service Area**  
Area (Total: 747)



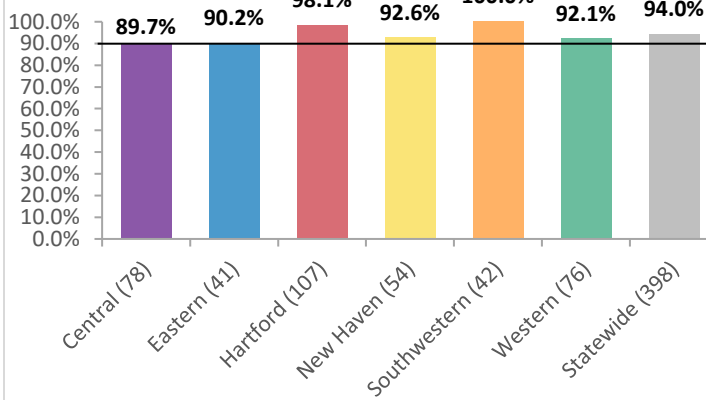
**Figure 3. Number Served Per 1,000 Children**



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



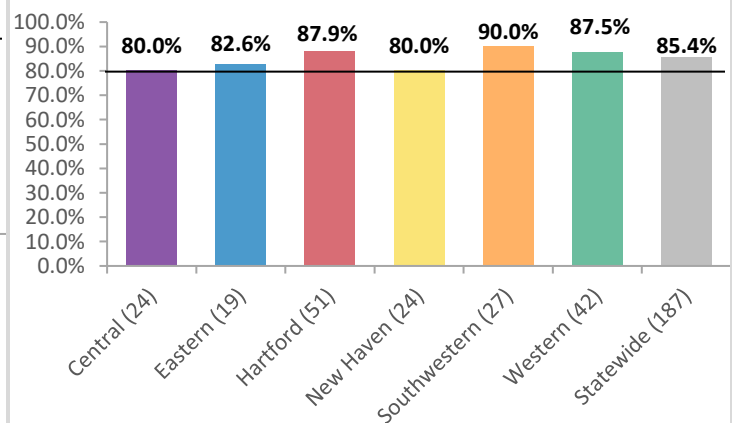
**Figure 5. Mobile Response\* by Service Area**



\*Mobility calculation updated – see exec. summary

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

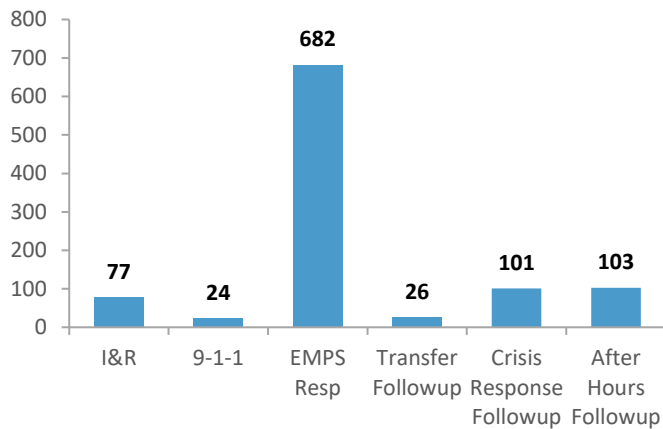
**Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes**



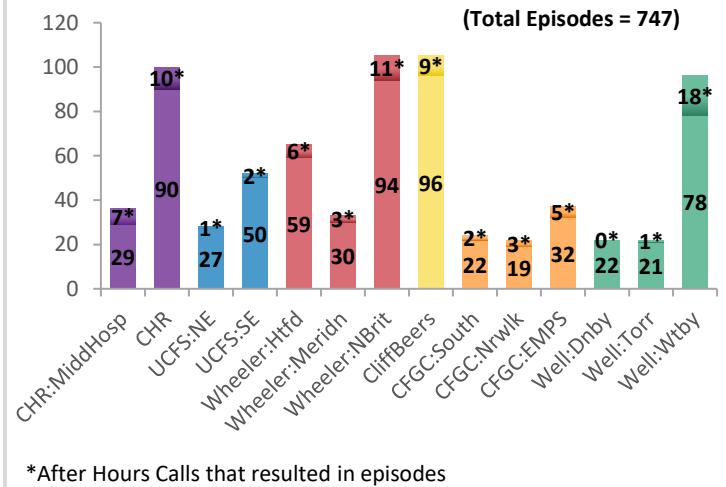
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

## Section II: Mobile Crisis Response

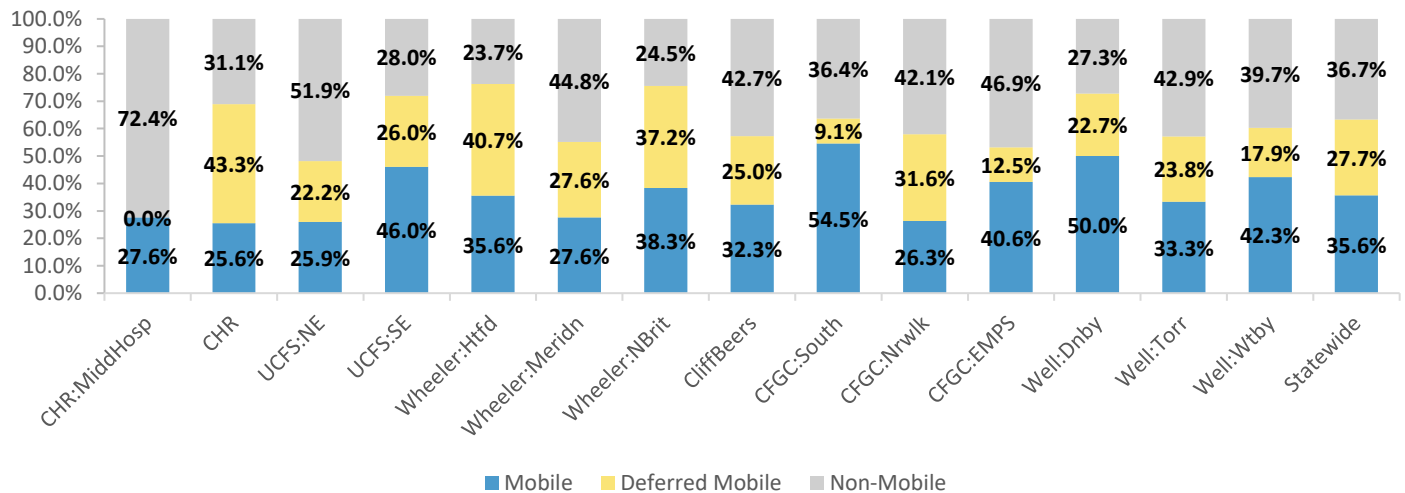
**Figure 7. Statewide 2-1-1 Call Disposition**



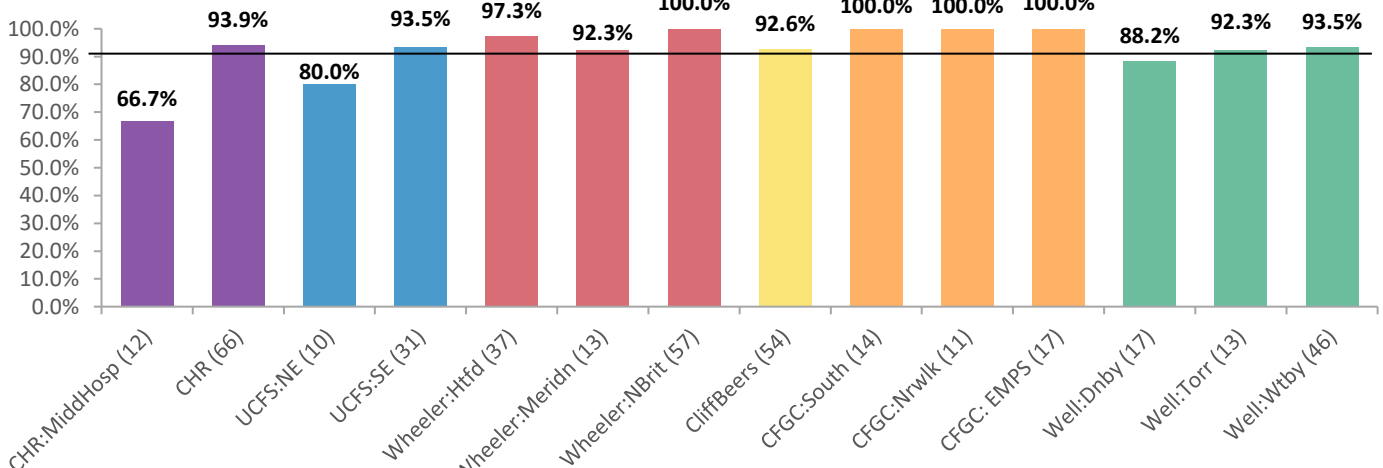
**Figure 8. Mobile Crisis Episodes by Provider**



**Figure 9. Actual Initial Mobile Crisis Response by Provider**



**Figure 10. Mobile Response\* by Provider**



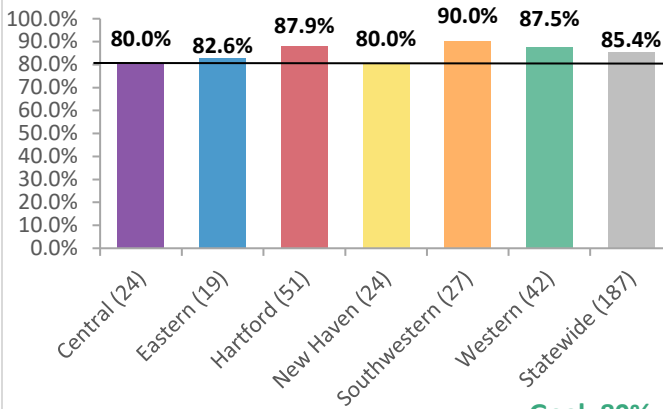
Note: Counts of 211-recommended mobile episodes are in parenthesis.

\*Mobility calculation updated – see exec. summary

**Goal=90%**

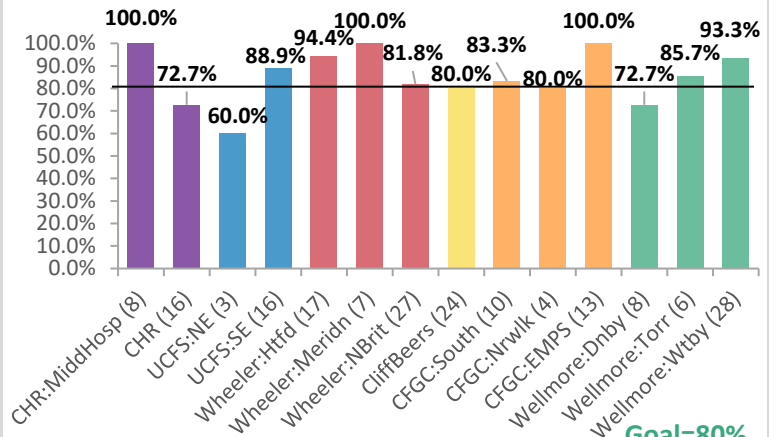
### Section III: Response Time

**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**



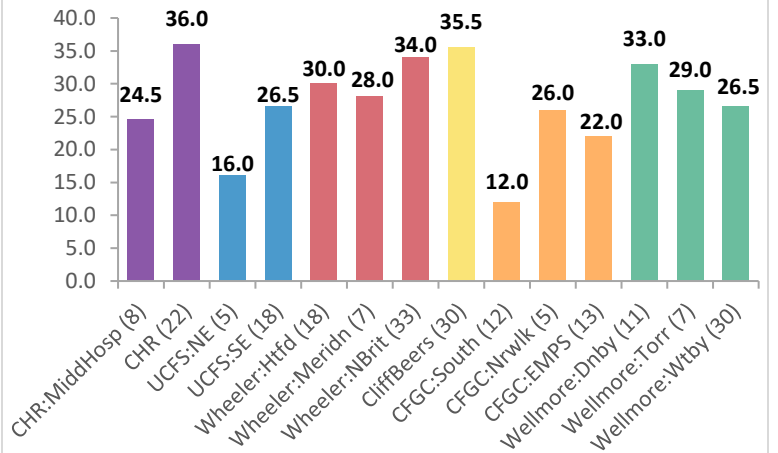
Note: Counts of mobile episodes under 45 mins. are in parenthesis. **Goal=80%**

**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)

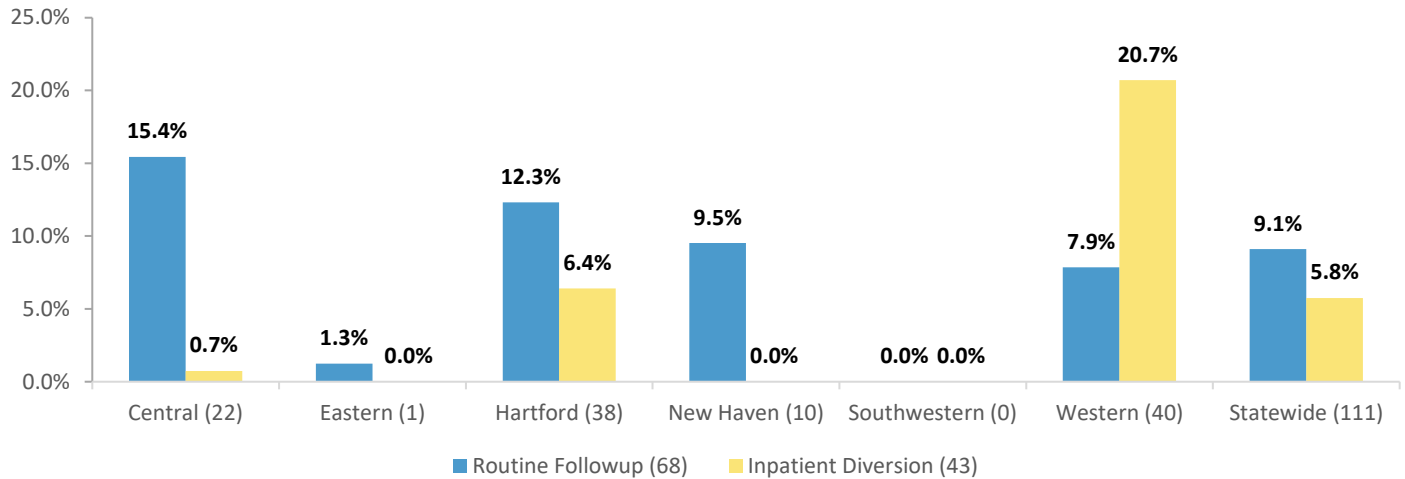
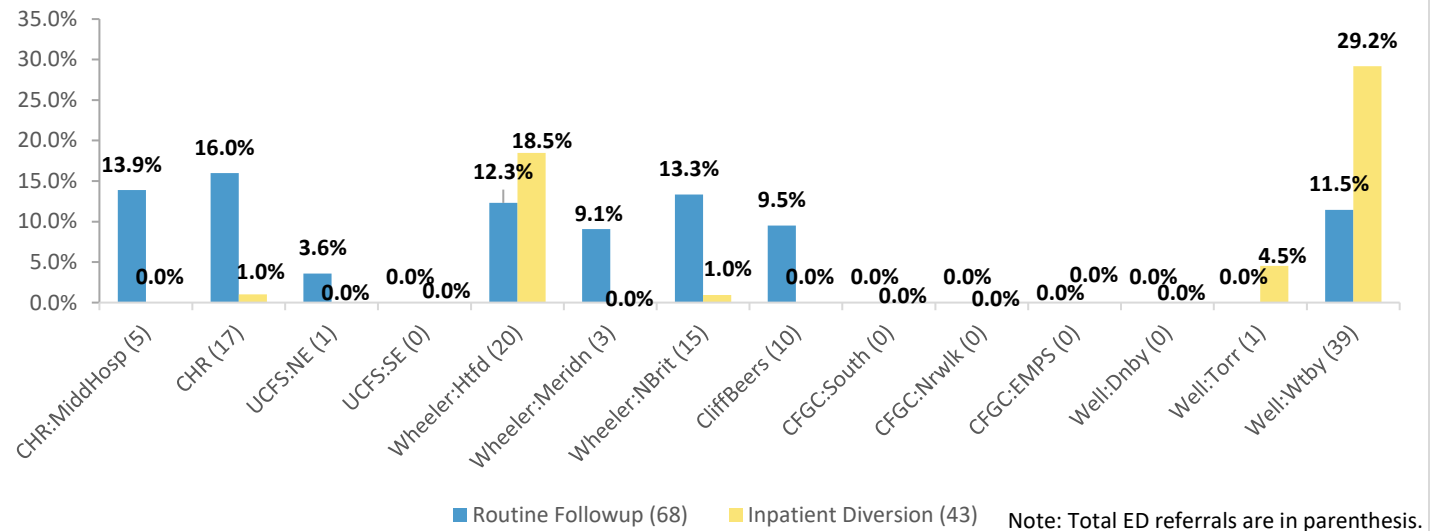


Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



## 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
<b>STATEWIDE</b>	<b>273</b>	<b>18.3</b>	<b>15.0</b>	<b>2.9% (n = 8)</b>
<b>Central</b>	<b>51</b>	<b>22.4</b>	<b>22.0</b>	<b>5.9% (n = 3)</b>
<b>Eastern</b>	<b>17</b>	<b>21.7</b>	<b>21.0</b>	<b>0.0% (n = 0)</b>
<b>Hartford</b>	<b>96</b>	<b>17.0</b>	<b>13.0</b>	<b>3.1% (n = 3)</b>
<b>New Haven</b>	<b>4</b>	<b>21.3</b>	<b>21.5</b>	<b>0.0% (n = 0)</b>
<b>Southwestern</b>	<b>22</b>	<b>20.5</b>	<b>18.5</b>	<b>0.0% (n = 0)</b>
<b>Western</b>	<b>83</b>	<b>15.9</b>	<b>14.0</b>	<b>2.4% (n = 2)</b>

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