



Mobile Crisis Intervention Services is a program funded by the State of Connecticut in partnership with the United Way of Connecticut 2-1-1 and the Child Health and Development Institute (CHDI).



# MOBILE CRISIS INTERVENTION SERVICES

Performance Improvement Center (PIC)

## *QUARTERLY REPORT*

### FY2023: Quarter 2

Updated 2/2/23

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## Executive Summary

**Note:** The COVID-19 pandemic began in March 2020, and while schools and businesses have re-opened, the effects of the pandemic are still ongoing. Mobile Crisis is still fully operational, and on rare occasions may respond to a call using video telehealth due to COVID-related concerns. Possible difficulties related to staffing and 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 the second quarter of FY2023, **2-1-1 received 4,380 calls** including 3,364 calls (76.8%) handled by Mobile Crisis providers and 1,016 calls (23.2%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). There were three crisis response follow-up calls coded as Mobile Crisis episodes that were not counted as episodes of care in this report. Of the 3,364 episodes of care, 3,227 (95.9%) were received during regular hours and 137 (4.1%) were handled after hours. This quarter saw a 16.5% decrease in total call volume compared to the same quarter in FY2022 (5,243), and the total episodes decreased by 14.9% (3,952 in FY2022). During this quarter, there was a 22.3% decrease in calls compared to FY2020 Q2 (5,620), and a 17.9% decrease in episodes (4,099 in FY2020 Q2). Though during FY2022 call and episode volume had been increasing since the start of the pandemic, volume this quarter decreased compared to last year.

Among the **3,361 episodes of care** generated in Q2 FY23, episode volume ranged from 407 episodes including After Hours calls (Eastern area) to 863 episodes including After Hours calls (Hartford service area). Relative to the population of children in each service area, the statewide average service reach rate per 1,000 children this quarter was 4.6, with service area rates ranging from 2.5 (Southwestern) to 6.0 (Hartford). 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 8.6 per 1,000 children in poverty, with service area rates ranging from 5.5 (Western) to 23.7 (Central).

Each quarter, every Mobile Crisis site is required to achieve an overall service reach rate of 2.5 episodes per 1,000 children. For this quarter, 13 of the 14 sites met this benchmark.

**Demographics:** Statewide this quarter, 53.2% of services were for children reported as female and 46.8% were for those reported as male.<sup>1</sup> **Care for youth ages 13-15 years old comprised the largest portion of services (37.0%).** Additionally, 29.7% of services were for 9-12 year olds, 19.9% were for 16-18 year olds, 9.8% were for 6-8 year olds, and 3.3% were for children age five or younger. The majority of services were for White children (56.8%), while 18.6% were for African-American or Black children. Roughly one-third (32.4%) of services were for youth of Hispanic ethnicity. The majority of youth were insured by Husky A (53.5%) and private insurance (28.6%). Finally, the majority of clients (89.0%) were not DCF-involved.

**Clinical Functioning:** The most commonly reported primary presenting problems for clients statewide included: Harm/Risk of Harm to Self (36.2%), Disruptive Behavior (20.8%), Depression (12.8%), Anxiety (6.2%), Harm/Risk of Harm to Others (6.3%), and Family Conflict (3.9%). The top client primary diagnoses at intake this quarter were: Depressive Disorders (28.7%), Anxiety Disorders (15.8%), Adjustment Disorders (15.0%), Conduct Disorders (12.8%), Trauma Disorders (9.8%), and Attention Deficit/Hyperactivity Disorders (8.7%). This quarter, **59.0% of Mobile Crisis clients statewide met the definition for Serious Emotional Disturbance (SED).**

In this quarter, the **statewide percentage of children with trauma exposure reported at intake was 62.2%**, with service areas ranging from 49.1% (Hartford) to 72.0% (Central). The most common types of trauma exposure reported at intake statewide were: Disrupted Attachment/Multiple Placements (26.2%), Witnessing Violence (17.4%), Victim of Violence (14.7%), and Sexual Victimization (13.9%).

The statewide rate for **the percentage of children evaluated in an Emergency Department once or more in the six months prior to a current episode of care was 22.3%**, higher than 17.4% of the same quarter last fiscal year. During an episode of care, 18.0% of children were evaluated in the Emergency Department at least once. The inpatient admission rate in the six months prior to Mobile Crisis referral was 10.9% statewide, which is slightly higher than the rate in the Q2 FY2022 (9.2%). The admission rate to an inpatient

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<sup>1</sup> Per question regarding "Sex Assigned at Birth".

unit during a mobile crisis episode was 8.8%, which is an 87.2% increase compared to the rate of 4.7% in the same quarter last fiscal year.

**Referral Sources:** Statewide, **49.3% of referrals came from schools, and 35.3% of referrals were received from parents, families and youth.** Emergency Departments (EDs) accounted for 9.0% of all Mobile Crisis referrals. The remaining 6.4% of referrals came from a variety of other sources.

ED utilization of Mobile Crisis varies widely among hospitals in Connecticut. This quarter, a total of **302 Mobile Crisis referrals were received from EDs**, including 90 referrals for inpatient diversion and 212 referrals for routine follow-up. Regionally, the highest rate of ED referrals, as a percentage of total referrals, was observed in the Western service area (16.7%) and the lowest was in the Southwestern service area (1.2%). Statewide, 9.0% of all Mobile Crisis episodes came from ED referrals this quarter, similar to the rate from Q2 FY2022 (8.9%).

**Mobility:** The average **statewide mobility this quarter was 95.3%**, higher than the rate in Q2 FY2022 (94.7%). Police referrals are excluded from mobility calculations. All six service areas met the benchmark of 90% this quarter. Mobility rates among service areas ranged from 91.9% (New Haven) to 97.0% (Western). The mobility rates among individual providers ranged from 91.9% (Clifford Beers) to 98.8% (CFGC: Bridgeport). All of the providers surpassed the 90% benchmark.

**Response Time:** Statewide this quarter, **84.4% of mobile episodes received a face-to-face response in 45 minutes or less.** Performance on this indicator ranged from 69.0% (Hartford) to 93.1% (Southwestern), with five of the six service areas above the 80% benchmark. Across the state, nine of the 14 providers met the benchmark. In addition, the statewide median response time this quarter was 30 minutes.

**Length of Stay:** Among discharged episodes statewide this quarter, 18.6% of Phone Only episodes exceeded one day, 45.3% of Face-to-Face episodes exceeded five days, and **4.1% of Stabilization Plus Follow-up episodes exceeded 45 days**, meeting the statewide benchmark of less than 5%. The statewide median LOS among discharged episodes was zero day for Phone Only, 5.0 days for Face-to-Face episodes, and 15.0 days for *Stabilization Plus*.

Statewide, the median Length of Stay (LOS) for open episodes of care with a Crisis Response of Phone Only was 74.0 days and ranged from 0 days (Eastern) to 75.0 days (Hartford). The statewide median LOS for Face-to-Face was 45.0 days and ranged from 5.0 day (Western) to 66.5 days (Hartford). For *Stabilization Plus Follow-up*, the statewide median LOS was 25.0 days with a range from 0 days (New Haven) to 31.0 days (Hartford). Across open episodes of care with phone and face-to-face crisis response categories during the Second quarter of FY2023, 100.0% of phone-only and 100.0% of face-to-face episodes remained open beyond the benchmarks (1 day for Phone Only, 5 days for Face-to-Face). For open *Stabilization Plus Follow-up*, there was a wide range of cases remaining open past the benchmark (45 days). Statewide, 35.8% of these open cases exceeded the benchmark, while regionally this ranged from 0.0% (New Haven) to 45.3% (Hartford). Cases that remain open for services for long periods of time can impact responsiveness as call volume continues to increase and can compromise accurate and timely data entry.

**Discharge Information:** The overwhelming **majority of clients lived in a private residence at discharge from Mobile Crisis (97.7%).** Statewide, the **top three reasons for client discharge** were: Met Treatment Goals (74.8%), Family Discontinued (16.6%), and Client Hospitalized: Psychiatrically (4.7%).

Statewide, clients were most likely to be referred to **Outpatient Services (38.4%) or to their original provider (27.1%) at discharge.** Other care referrals at discharge included: Intensive In-Home Services (6.4%), Intensive Outpatient Program (5.0%), Other Community Based Services (3.4%), Inpatient Hospital (3.1%), Partial Hospital Program (2.1%), and Extended Day Program (1.4%). An additional 10.4% of clients were reported as receiving no referral at discharge.

Across the state, Ohio Scales showed an average improvement of 2.56 points on worker-rated functioning, while parent-rated functioning scales showed an increase of 0.66 points on average. Similarly, worker-rated Problem Severity Scales showed an average decrease of 3.21 points, while parent-rated Problem Severity Scales showed a decrease of 0.59 points on average. Changes in worker-rated functioning and worker-rated problem severity scores were found to be statistically significant at the statewide level.

Completion rates of the Ohio Scales at discharge for the parent scores decreased by 1.6 points when compared to the same quarter in FY2022. The completion rate for worker scores increased 3.1 points compared to FY2022 Q2.

**Satisfaction:** This quarter, 73 clients/families and 66 other referrers were surveyed regarding their satisfaction with the service; referrers gave favorable ratings to 2-1-1 and Mobile Crisis services. On a 5-point scale, **clients' average ratings of 2-1-1 and Mobile**

**Crisis were 4.89 and 4.74.** Among **other referrers (e.g. schools, hospitals, DCF, etc.), the average ratings of 2-1-1 and Mobile Crisis were 4.94 and 4.77,** respectively. Qualitative comments (see Section X) varied from very satisfied to dissatisfied.

**Training Attendance:** The **statewide percentage of all thirteen trainings completed by full-time active staff as of December 2022 is 7%.** This percentage is the same as the full-time staff who had completed all trainings in FY2022 Q2 at 7%.

**Community Outreach:** The number of outreaches ranged from 0 (CHR, CFGC: Norwalk, Wellmore: Danbury and Torrington, Wheeler: Hartford and Meriden) to 5 (Clifford Beers).

## SFY 2023 Q2 RBA Report Card: Mobile Crisis Intervention Services

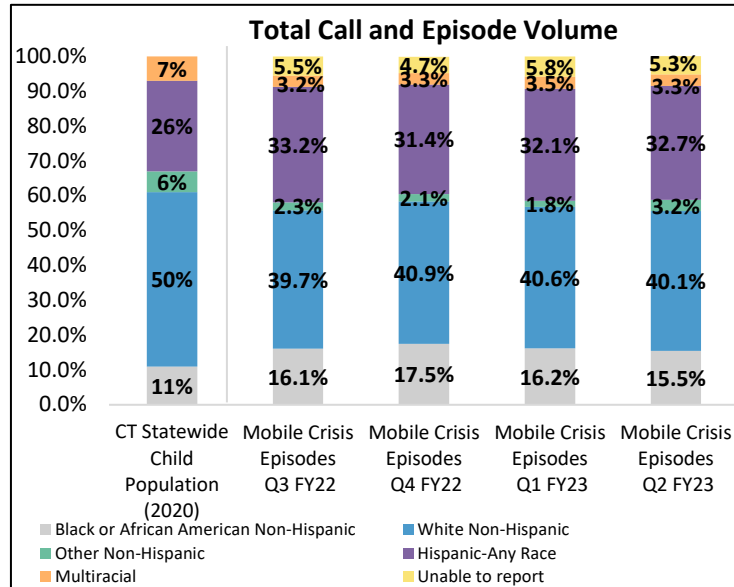
**Quality of Life Result:** Connecticut's children will live in stable environments, safe, healthy and ready to lead successful lives.

**Contribution to the Result:** The Mobile Crisis services provide an alternative, community based intervention to youth visits to hospital emergency rooms, inpatient hospitalizations and police calls that could remove them from their home and potentially negatively impact their growth and success. Mobile Crisis providers are expected to respond to all episodes of care. Partners with DCF include Child and Health Development Institute (CHDI) as the Performance Improvement Center.

**Program Expenditures: Estimated SFY 2022**

**State Funding: \$11,970,297**

### How Much Did We Do?



|                       | Q2 FY22 | Q3 FY22 | Q4 FY22 | Q1 FY23 | Q2 FY23 |
|-----------------------|---------|---------|---------|---------|---------|
| Mobile Crisis Episode | 3,953   | 3,746   | 3,110   | 1,925   | 3,364   |
| 2-1-1 Only            | 1,290   | 1,274   | 1,213   | 653     | 1,016   |
| Total                 | 5,243   | 5,020   | 4,323   | 2,578   | 4,380   |

**Story Behind the Baseline:** In SFY 23 Q2 there were 4,830 total calls to the 2-1-1 Call Center resulting in 3,364 episodes of care. Compared to the same quarter in SFY 22 this represents a decrease in call volume of 16.5% (863 less calls) and a decrease in mobile episodes of 14.9% (589 less episodes). Call volume has increased since falling at the beginning of the pandemic (FY20 Q4), but the numbers of episodes and calls are lower than the same quarter last year and when compared to pre-pandemic levels (5,620 total calls in FY20 Q2). During FY22, call volume had been increasing and nearing pre-pandemic levels; however, the decrease in volume in the current quarter marks a departure from that trend. The percentages of both Black and Hispanic children served continues to be higher than the statewide population percentages, while the percentage of White children is lower. Compared to SFY 22 Q2, the racial composition of children served are relatively similar, though with a slight increase in the percentage of Hispanic children and Other Non-Hispanic children served. **Trend:** ↓

### Episodes Per Child

| Episode   | SFY 2022 Q3 |               |       | SFY 2022 Q4 |               |       | SFY 2022 Q1 |               |       | SFY 2023 Q2 |               |       |
|-----------|-------------|---------------|-------|-------------|---------------|-------|-------------|---------------|-------|-------------|---------------|-------|
|           | DCF Child   | Non-DCF Child | Total | DCF Child   | Non-DCF Child | Total | DCF Child   | Non-DCF Child | Total | DCF Child   | Non-DCF Child | Total |
| 1         | 170 (88.1%) | 1,910 (91.5%) | 2,080 | 168 (88.0%) | 1,507 (92.7%) | 1,675 | 131 (91.0%) | 1,010 (93.8%) | 1,141 | 199 (91.3%) | 1,889 (90.6%) | 2,088 |
| 2         | 21 (10.9%)  | 148 (7.1%)    | 169   | 18 (9.4%)   | 94 (5.8%)     | 112   | 10 (6.9%)   | 53 (4.9%)     | 63    | 16 (7.3%)   | 160 (7.7%)    | 176   |
| 3         | 2 (1.0%)    | 25 (1.2%)     | 27    | 3 (1.6%)    | 20 (1.2%)     | 23    | 3 (2.1%)    | 12 (1.1%)     | 15    | 2 (0.9%)    | 30 (1.4%)     | 32    |
| 4 or more | (0.0%)      | 4 (0.2%)      | 4     | 2 (1.0%)    | 5 (0.3%)      | 7     | (0.0%)      | 2 (0.2%)      | 2     | 1 (0.5%)    | 6 (0.3%)      | 7     |

**Story Behind the Baseline:** In SFY 23 Q2, of the 2,303\* children served by Mobile Crisis 90.7 % (2,088) received only one episode of care, and 98.3% (2,264) received one or two episodes of care; compared to 90.9% (2,199) and 98.3% (2,378) respectively for SFY 22 Q2. The proportion of children with four or more episodes is similar to SFY 22 Q2. The data indicates that most children and families require only one episode of care.

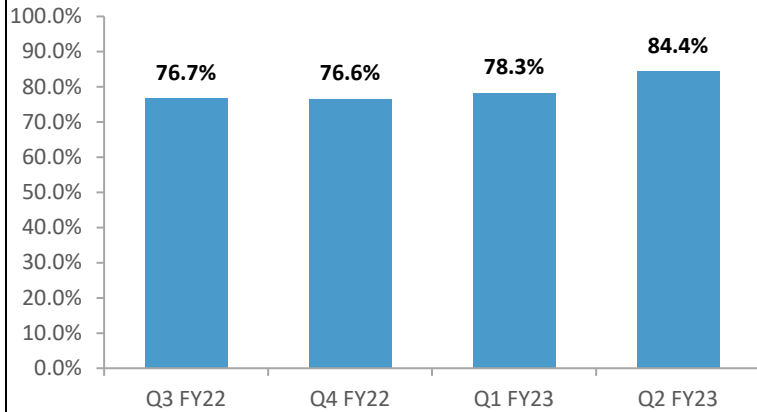
**Trend:** →

\*Note: Only children that had their DCF or non DCF status identified were reported



## How Well Did We Do?

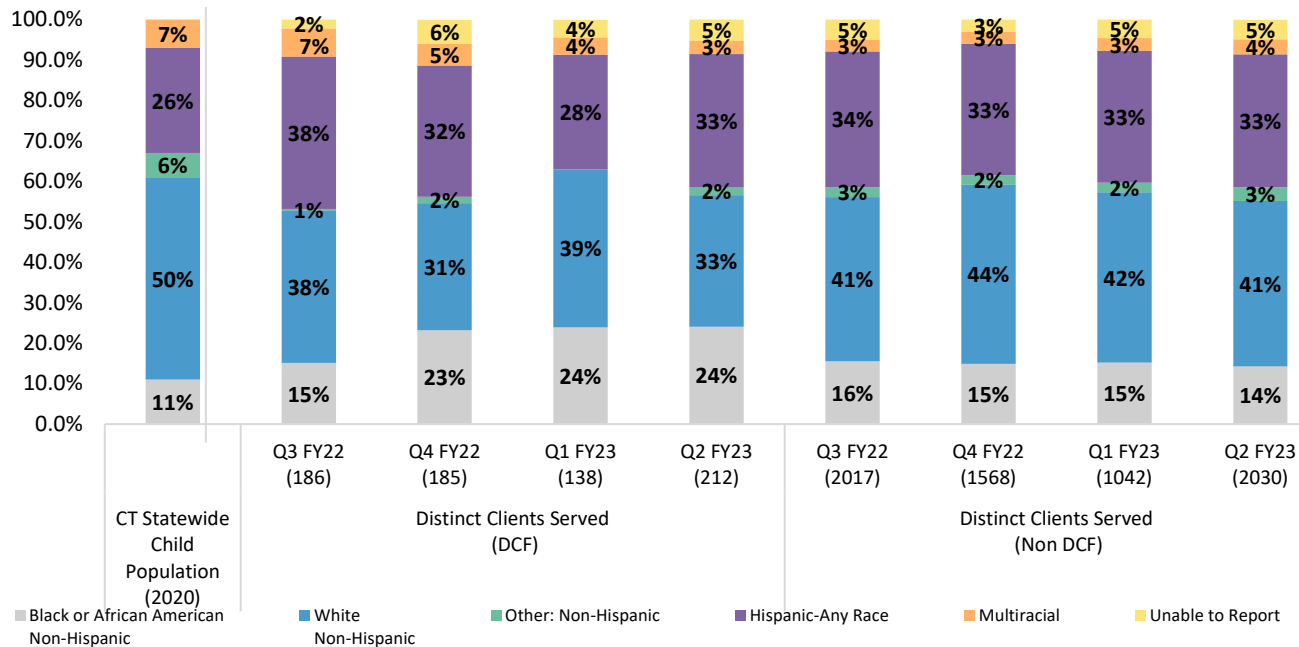
### Statewide Response Time Under 45 Minutes



**Story Behind the Baseline:** In SFY 23 Q2, 84.4% of all mobile responses achieved the 45 minute mark compared to 80.8% for SFY 22 Q2. **The median response time for SFY 23 Q2 was 30 minutes.** While providers have continued to offer mobile responses in homes and community settings throughout the pandemic, a small number episodes received a phone or video telehealth response due to COVID-19 related concerns and staffing challenges. Telehealth responses are not included in response time calculations. Despite these challenges, Mobile Crisis continues to be a highly responsive statewide service system that is present to engage and deescalate a crisis and return stability to the child and family, school or other setting they are in.

Trend: ↑

### Race & Ethnicity of DCF & Non DCF Clients Served



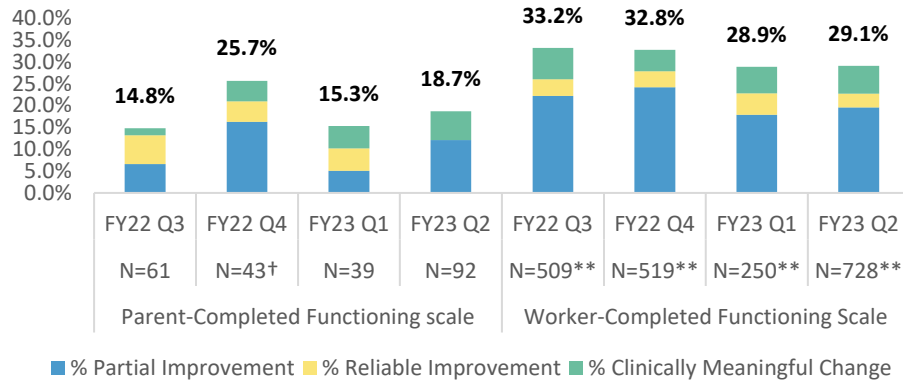
**Story Behind the Baseline:** In SFY 23 Q2 Hispanic and Black DCF and non-DCF involved children<sup>1,2</sup> accessed Mobile Crisis services at rates higher than the CT general population. Both DCF and Non-DCF-involved White children accessed the service at lower rates. White Non-DCF-involved children utilized Mobile Crisis at higher rates than their DCF-involved counterparts. Black DCF-involved children utilized Mobile Crisis at higher rates than Black Non-DCF involved children.

Notes: <sup>1</sup>Only children having their DCF or non-DCF status as well as race/ethnicity identified were included. <sup>2</sup>For the Distinct Clients served some had multiple episodes as identified above in Episodes per Child.

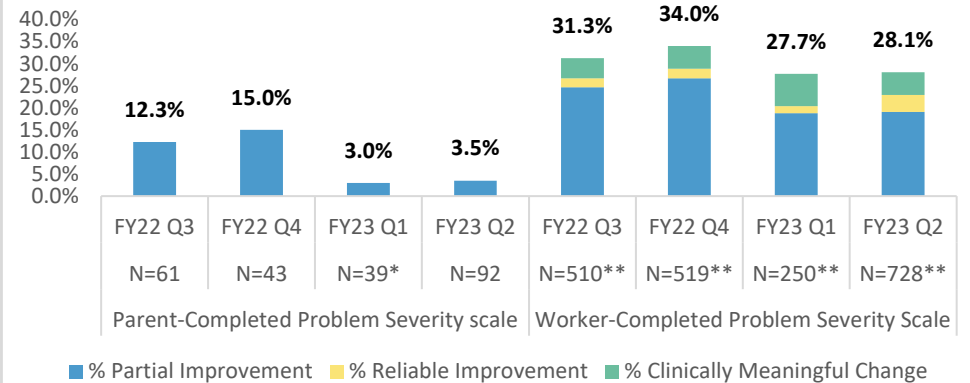
Trend: →

## Is Anyone Better Off?

### Improvement in Functioning as Measured by the Ohio Scales



### Improvement in Problem Severity as Measured by the Ohio Scales



**Story Behind the Baseline:** The Ohio Scales have demonstrated clinically significant positive changes for children following a Mobile Crisis response. For SFY 23 Q2, Worker Functioning and Worker Problem Severity scales showed statistically significant change. Despite the relative short time of service engagement, the Ohio Scales reflect the continued effectiveness of Mobile Crisis in defusing the immediate crisis and supporting the positive growth and success of youth.

**Trend:** ↓

<sup>1</sup>Note: Statewide Ohio Scales Scores are based on paired intake and discharge scores. Discharge scales only collected for episodes 5 days or longer. <sup>2</sup>Note: Statistical Significance: <sup>†</sup> .05-.10; \* P < .05; \*\*P < 0.01

### Proposed Actions to Turn the Curve:

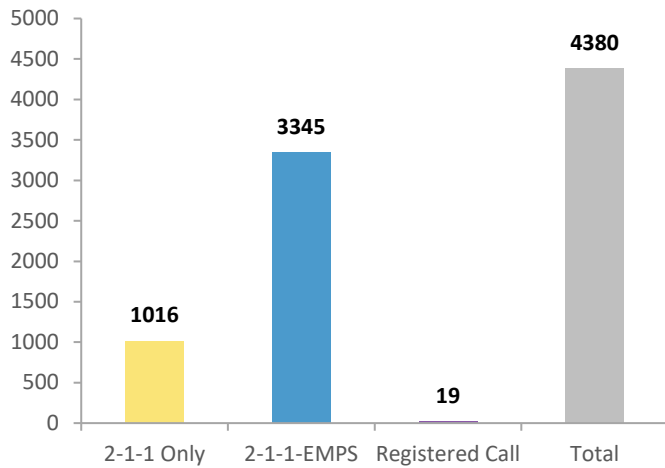
- Mobile Crisis providers will work with schools and Emergency Departments to reduce school utilization of ED's and increase utilization of Mobile Crisis.
- Continue outreach to Police Departments to support their ongoing collaboration with Mobile Crisis.
- Continue to increase the parent completion rates for the Ohio Scales.
- Review with each provider their self-care activities to support their clinical staff in being continuously effective in delivering Mobile Crisis services.
- Continue to review RBA report cards on a quarterly basis with each Mobile Crisis provider, with a focus on the racial and ethnic distributions of the children served in each region.
- Continue to monitor how providers are addressing COVID-19 challenges and providing additional supports or resources if needed.

### Data Development Agenda:

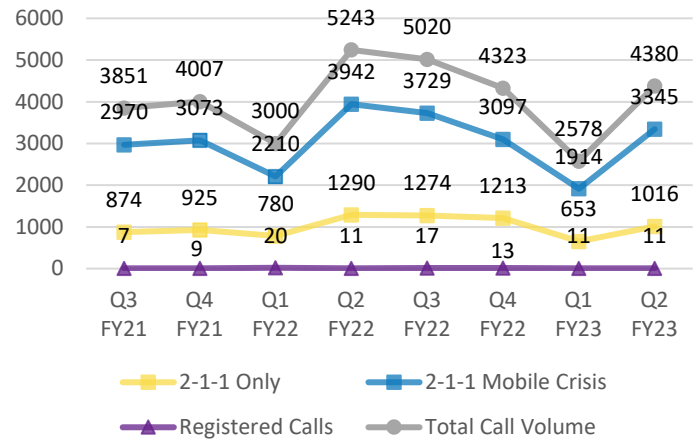
- Explore Mobile Crisis data to assess utilization and delivery of services across racial and ethnic groups and to identify opportunities to improve health equity.
- Work with providers to identify and accurately capture changes in volume and service delivery due to COVID-19.

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

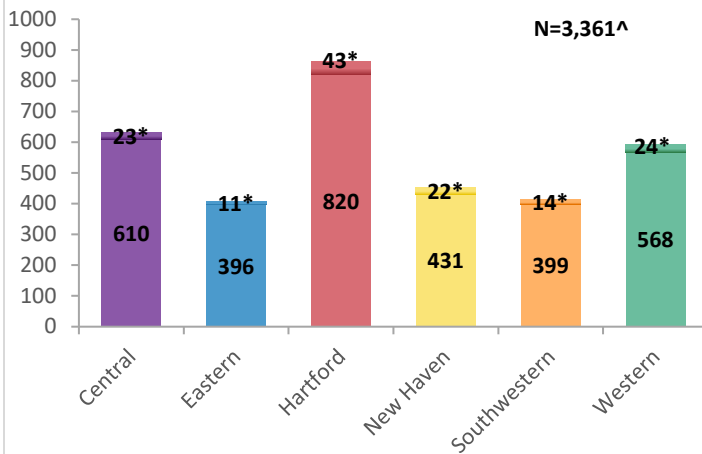
**Figure 1. Total Call Volume by Call Type**



**Figure 2. Total Call Volume per Quarter by Call Type**

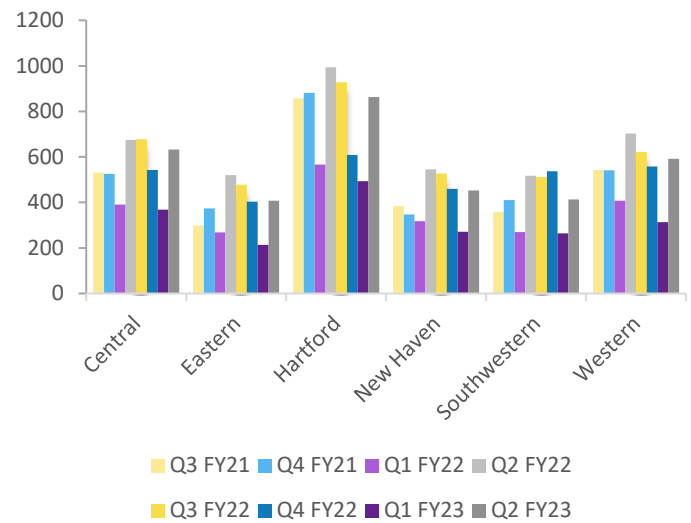


**Figure 3. Mobile Crisis Episodes by Service Area**

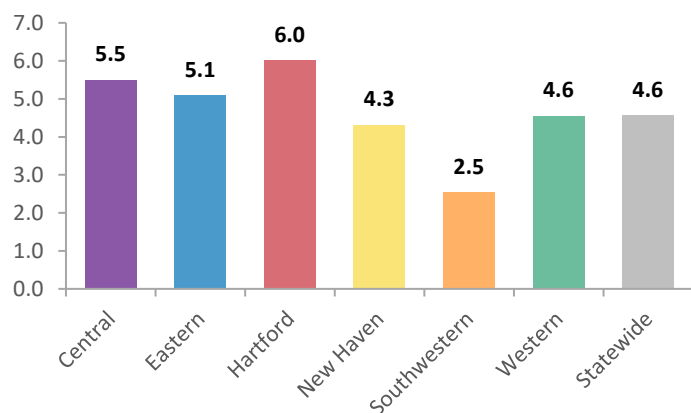


^Excluding 3 Crisis-Response Follow-Up Call  
\*After Hour Calls resulting in an episode

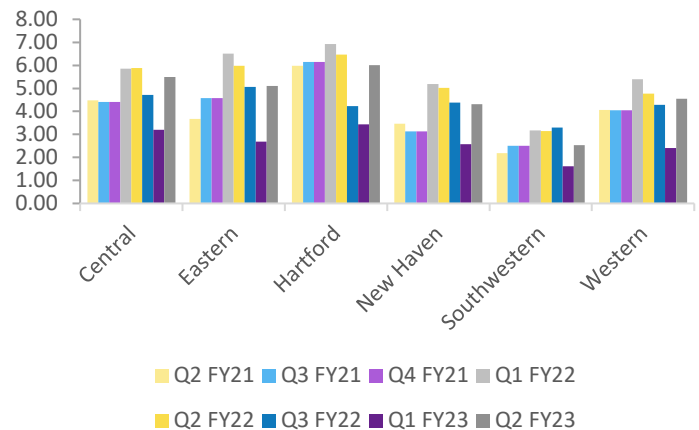
**Figure 4. Mobile Crisis Episodes per Quarter by Service Area**



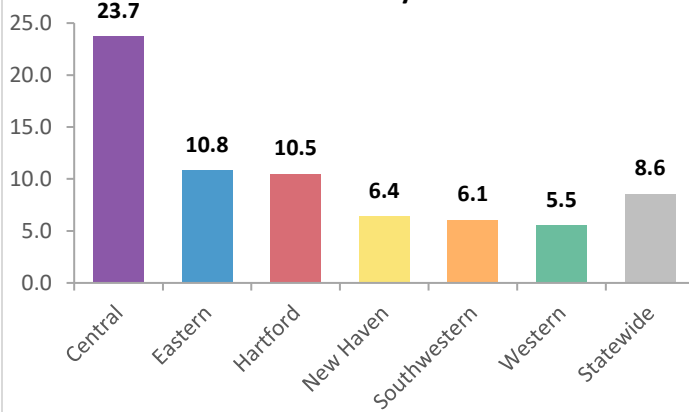
**Figure 5. Number Served Per 1,000 Children**



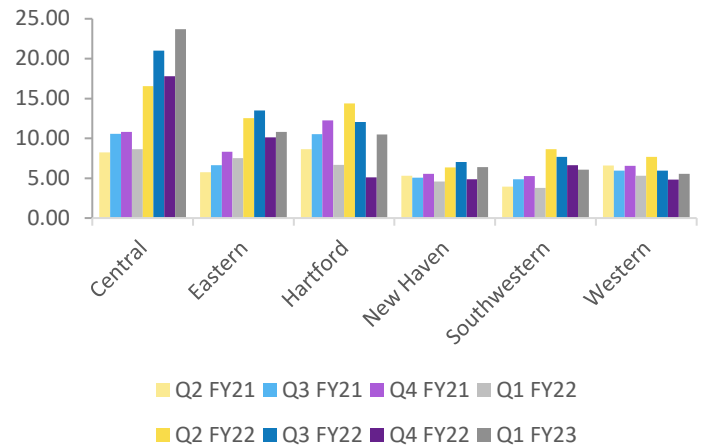
**Figure 6. Number Served per 1,000 Children per Quarter by Service Area**



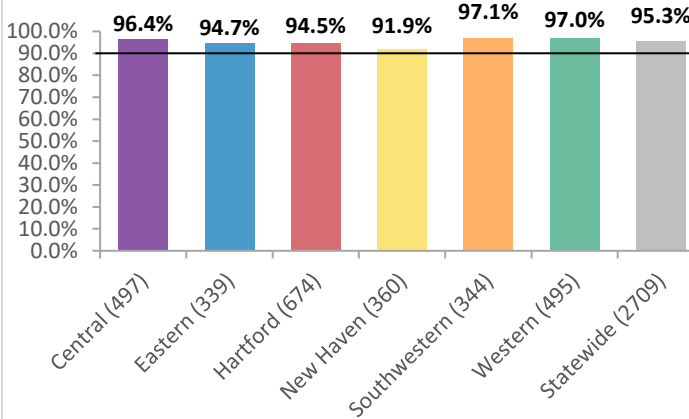
**Figure 7. Number Served per 1,000 Children in Poverty**



**Figure 8. Number Served per 1,000 Children in Poverty per Quarter by Service Area**



**Figure 9. Mobile Response\* (Mobile and Deferred Mobile) by Service Area**

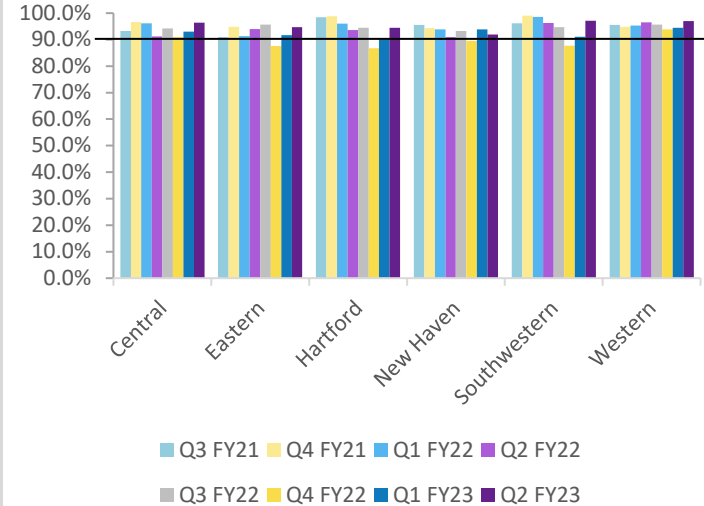


\*Mobility calculation updated – see exec. summary

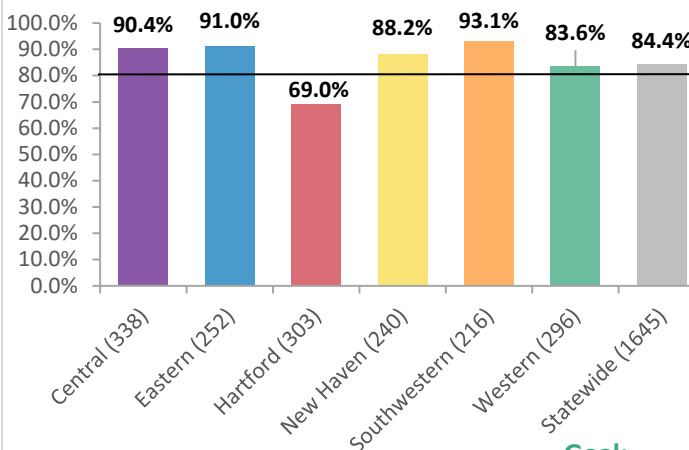
**Goal:**

Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

**Figure 10. Mobile Response (Mobile and Deferred Mobile) per Quarter by Service Area**



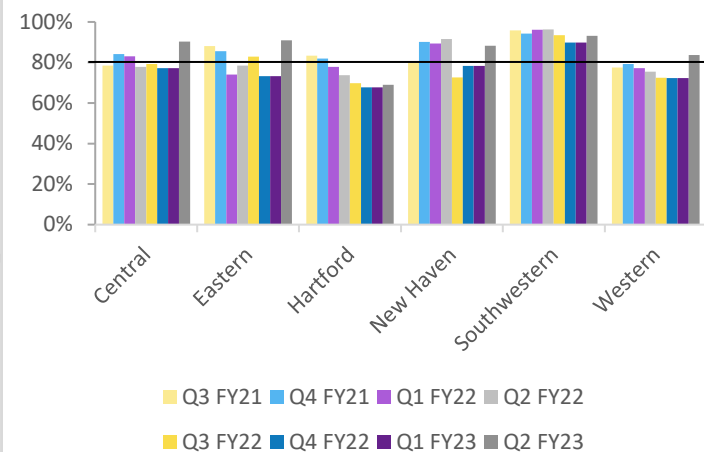
**Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes**



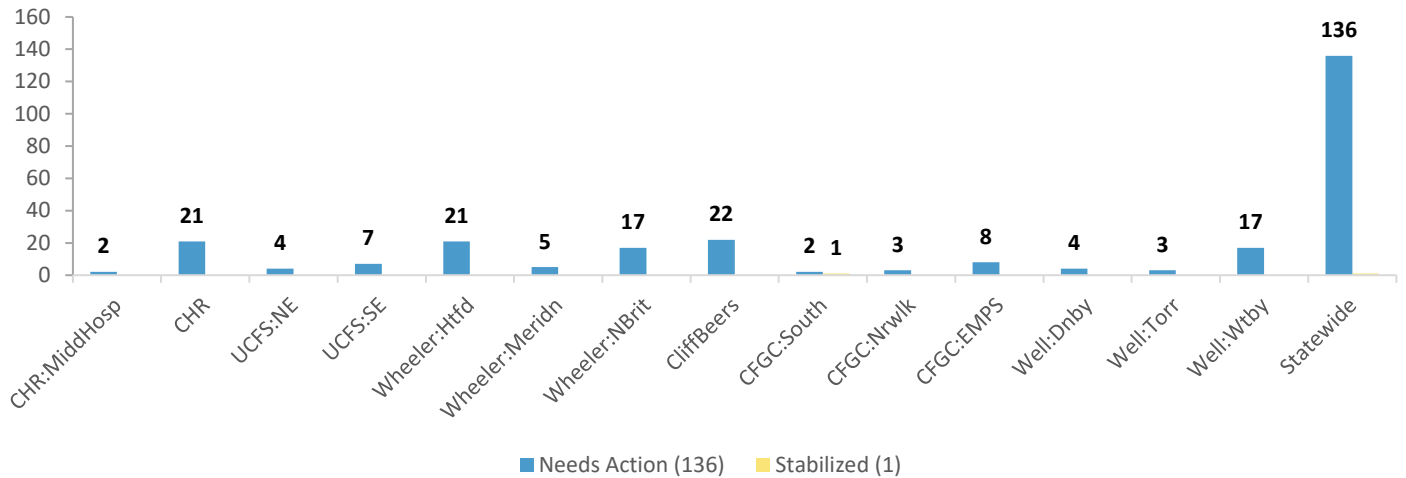
**Goal:**

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

**Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes per Quarter by Service Area**

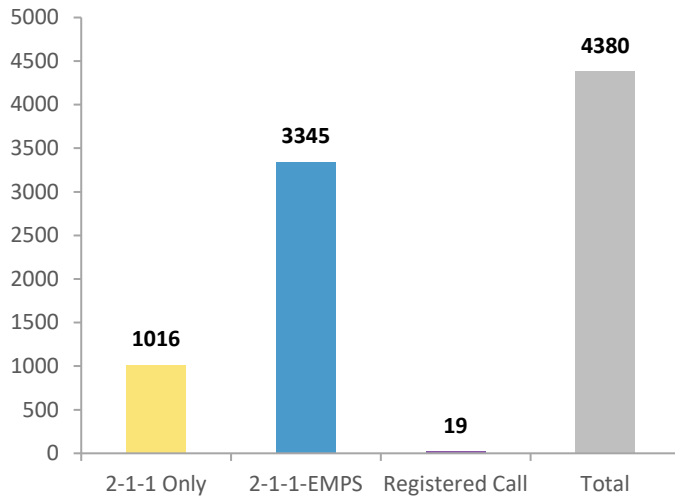


**Figure 13. After Hours Follow-up Calls by Provider**

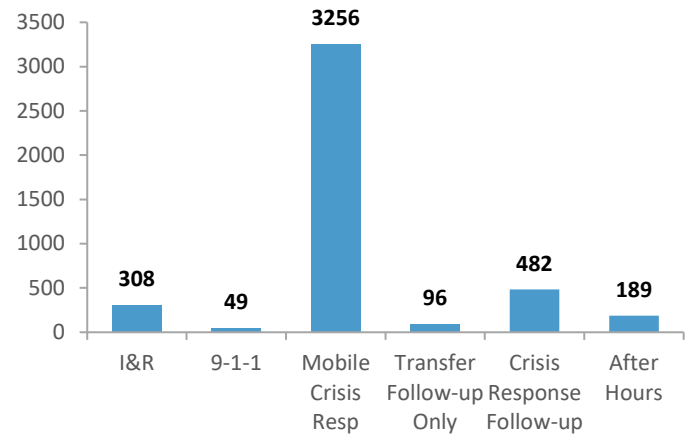


### **Section III: Mobile Crisis Response**

**Figure 14. Total Call Volume by Call Type**

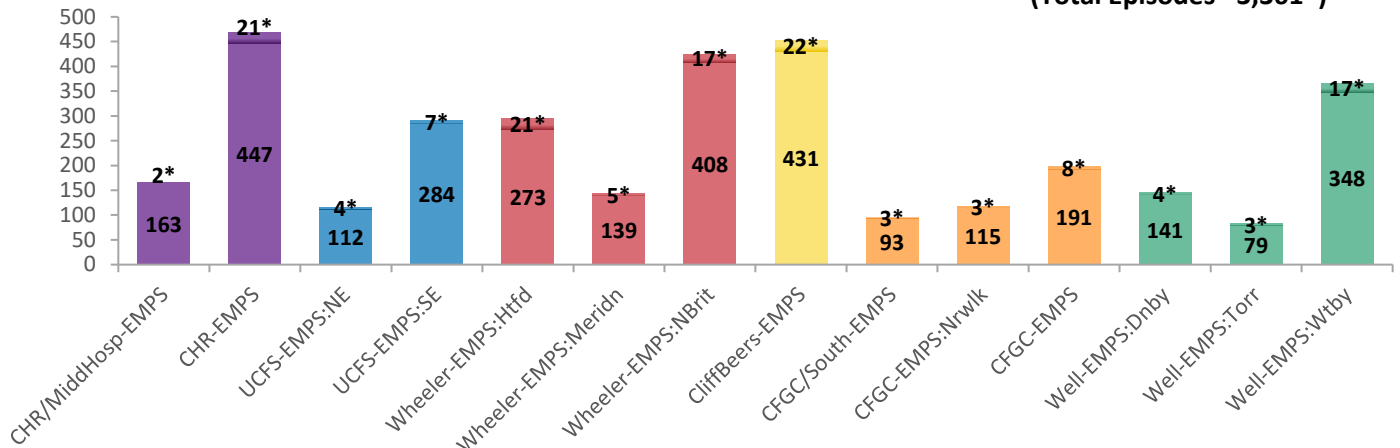


**Figure 15. Statewide 2-1-1 Disposition Frequency**



**Figure 16. Mobile Crisis Response Episodes by Provider**

(Total Episodes = 3,361^)



^Excluding 3 Crisis-Response Follow-Up Calls

\*After Hour Calls resulting in an episode

Figure 17. Number Served per 1,000 Children by Provider

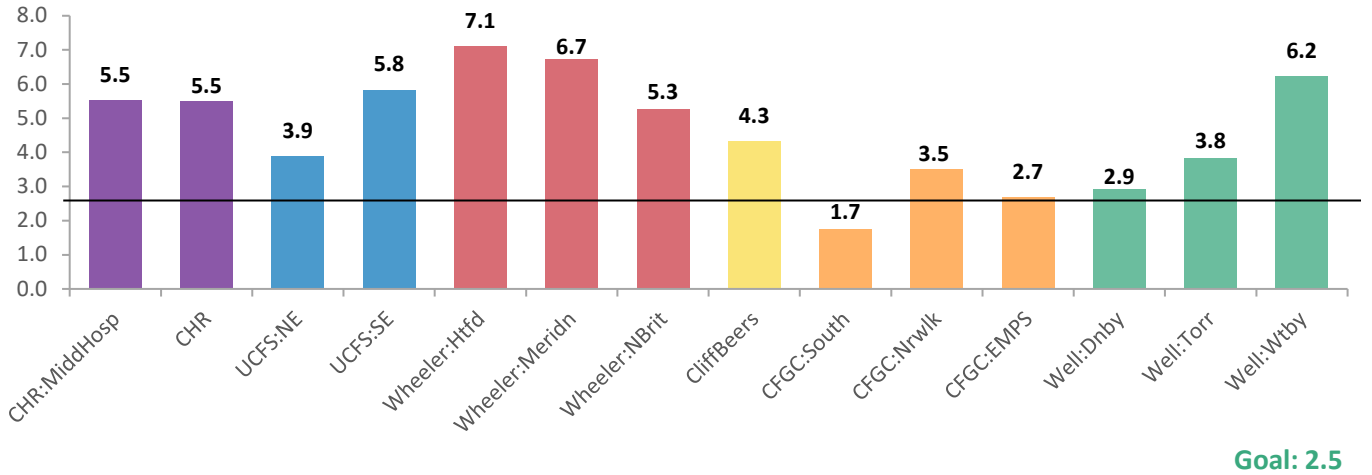


Figure 18. Episode Intervention Crisis Response Types by Service Area

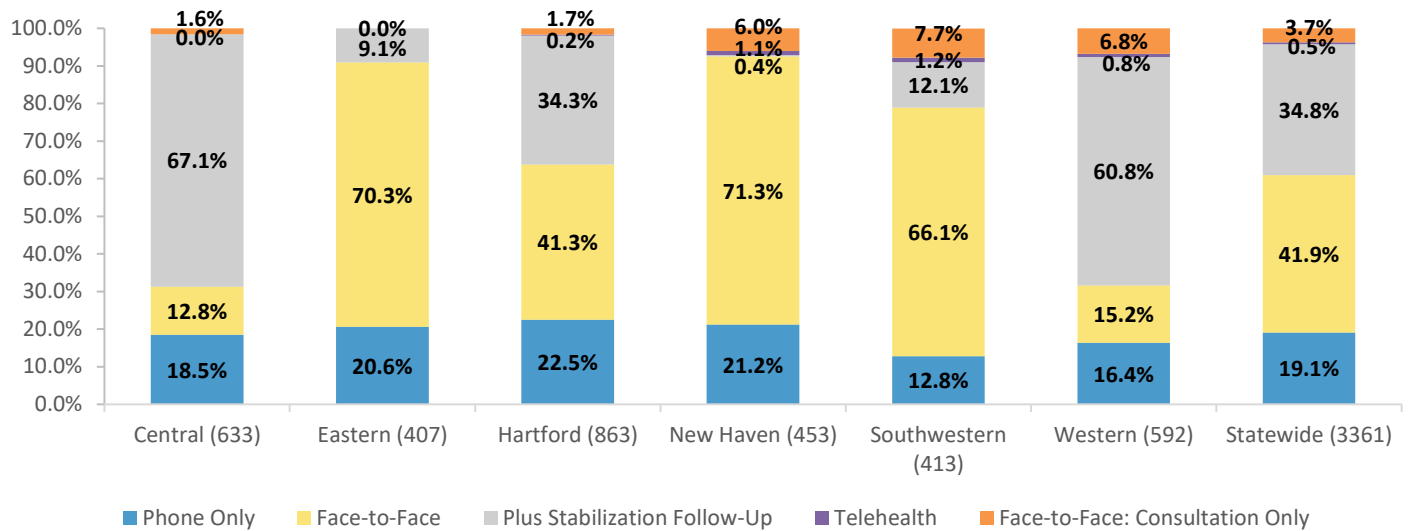
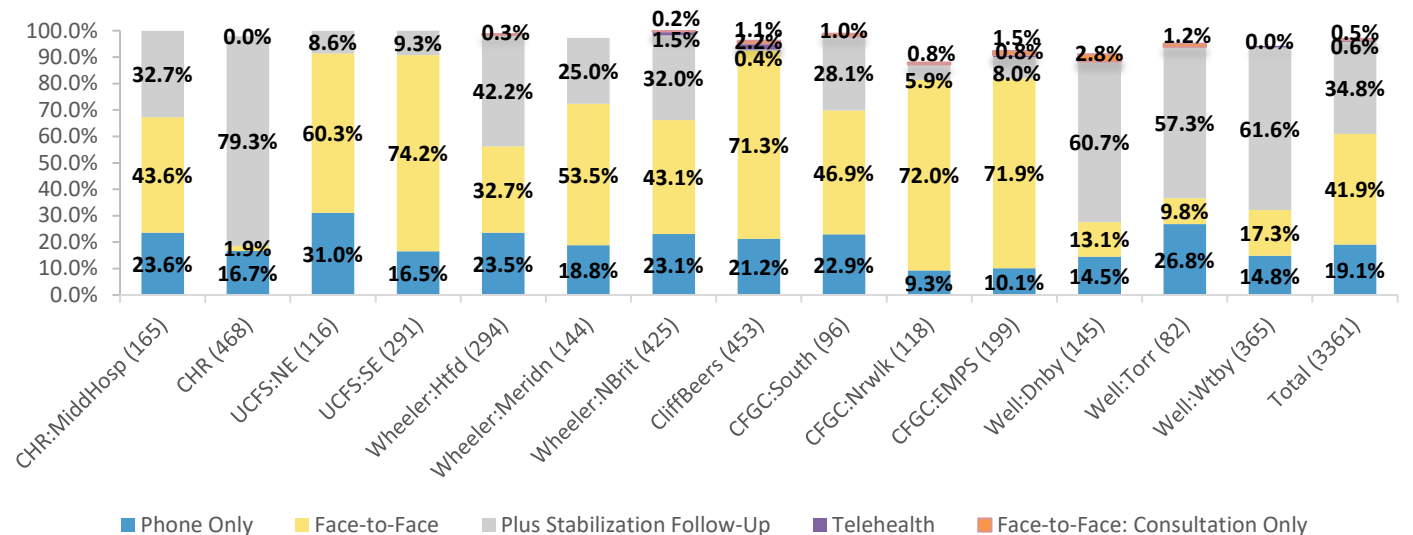
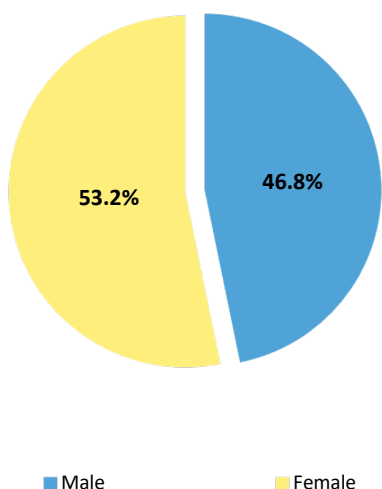


Figure 19. Episode Intervention Crisis Response Type by Provider

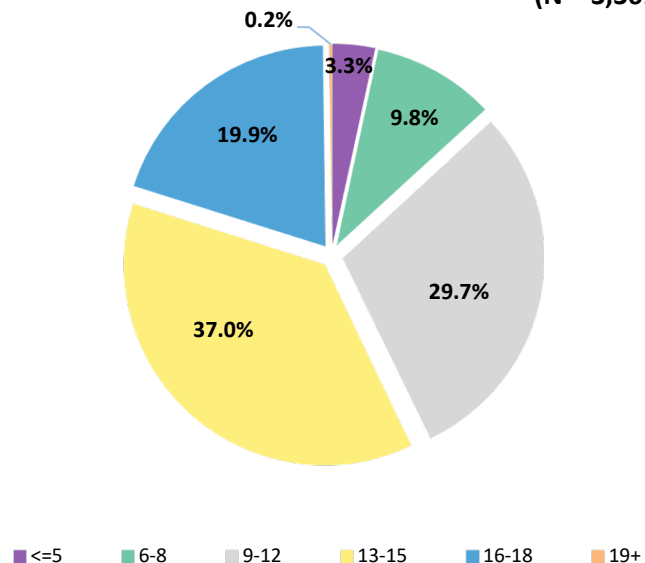


## Section IV: Demographics

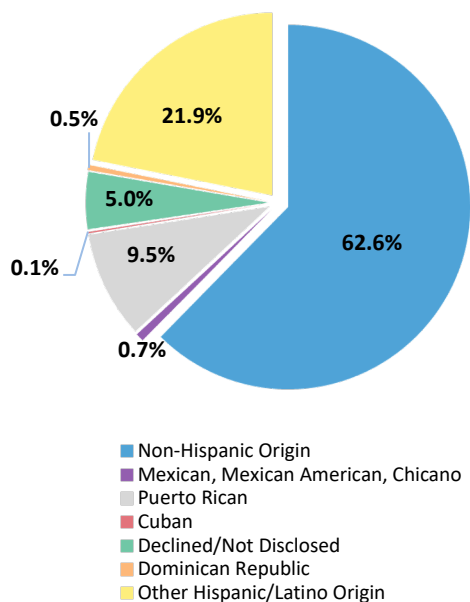
**Figure 20. Sex of Children Served Statewide**  
(N = 3,361)



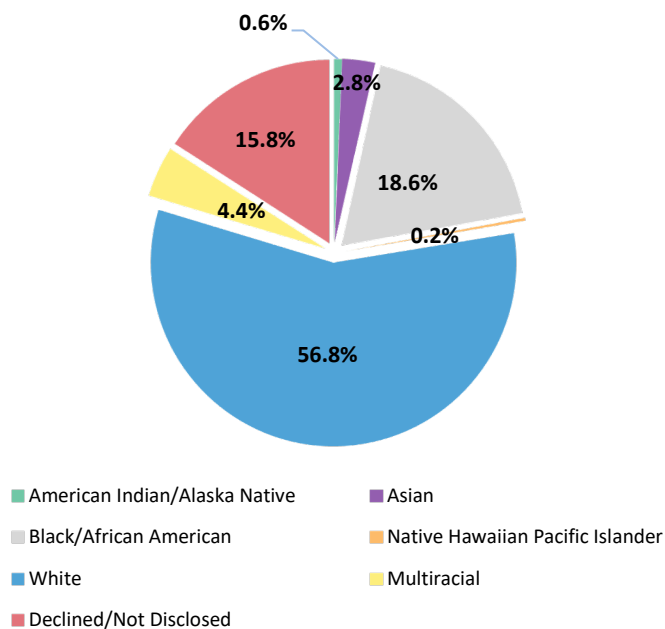
**Figure 21. Age Groups of Children Served Statewide**  
(N = 3,361)



**Figure 22. Ethnic Background of Children Served Statewide**  
(N = 3,282)

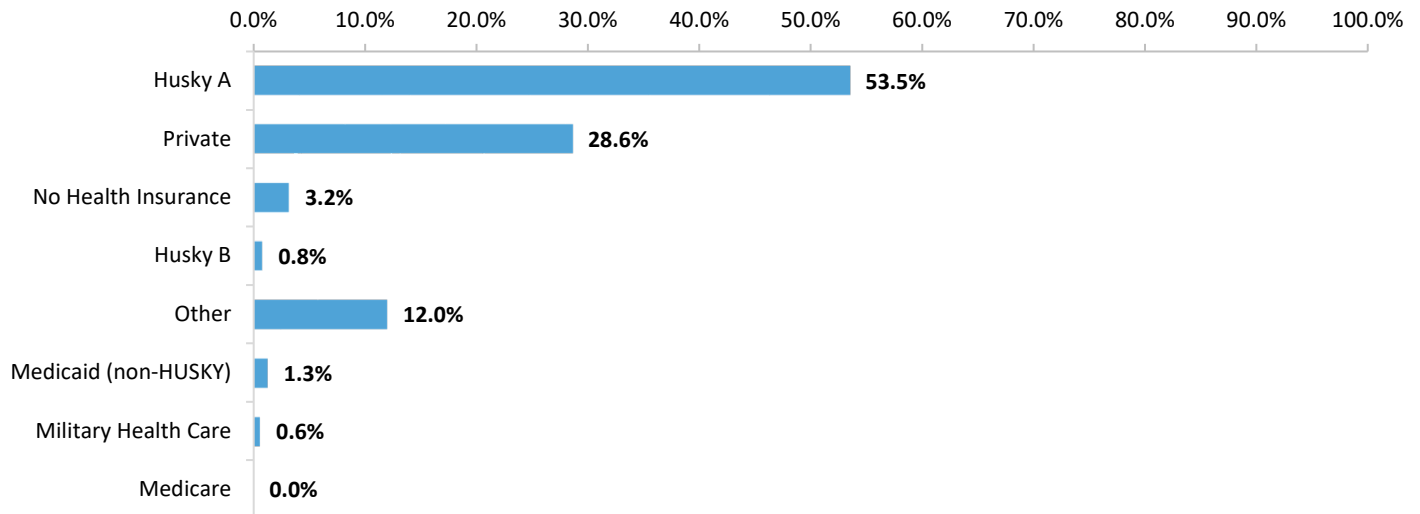


**Figure 23. Race of Children Served Statewide**  
(N = 3,251)

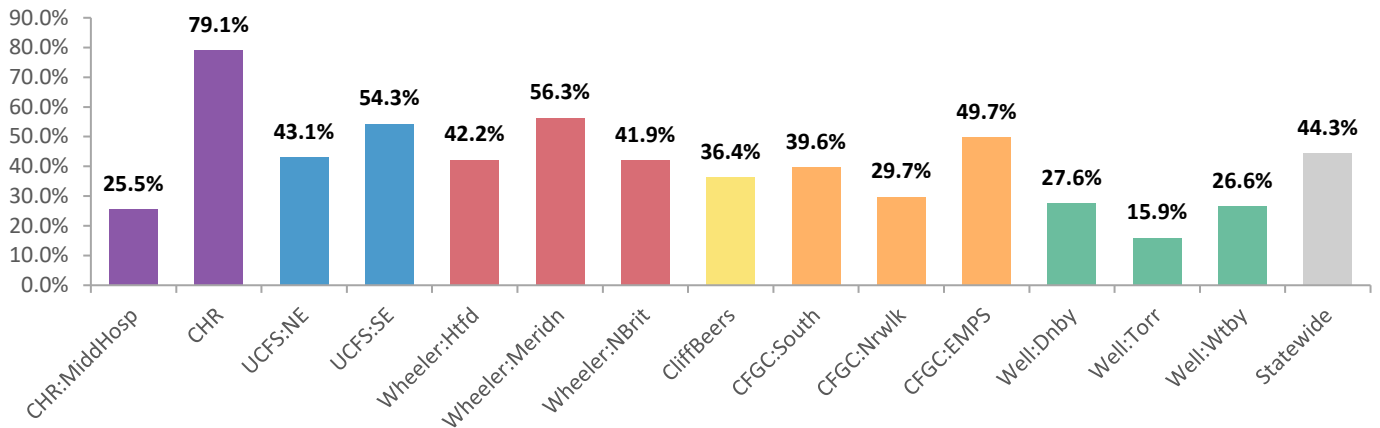


Note: According to the U.S. Census Bureau, “[P]eople who identify their origin as Spanish, Hispanic, or Latino may be of any race...[R]ace is considered a separate concept from Hispanic origin (ethnicity) and, wherever possible, separate questions should be asked on each concept.”

**Figure 24. Client's Type of Health Insurance at Intake Statewide**

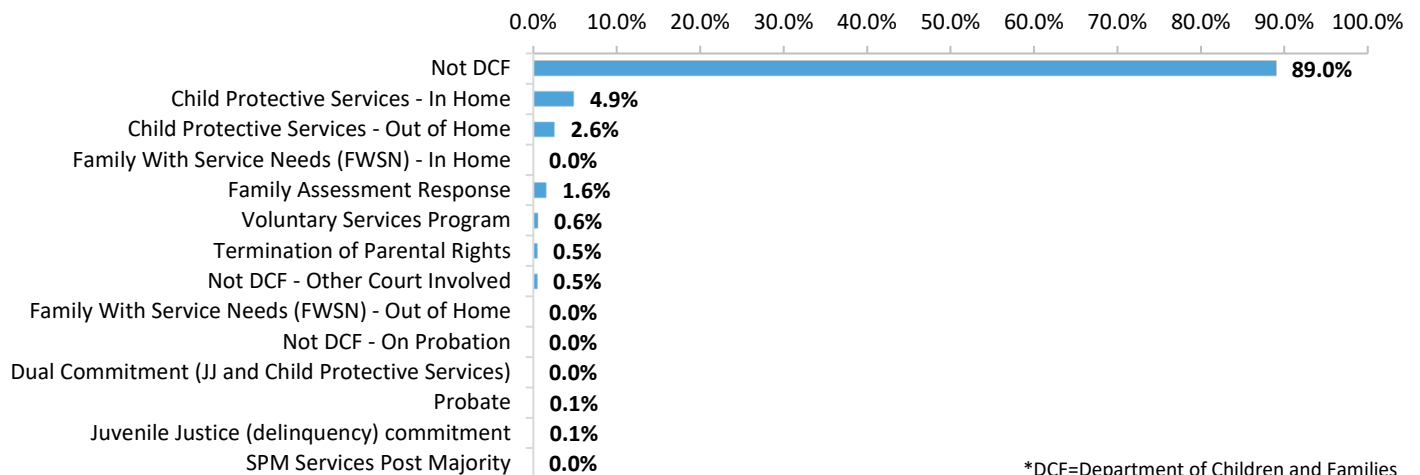


**Figure 25. Families that Answered "Yes" TANF\* Eligible**



\*TANF=Temporary Assistance for Needy Families

**Figure 26. Client DCF\* Status at Intake Statewide**

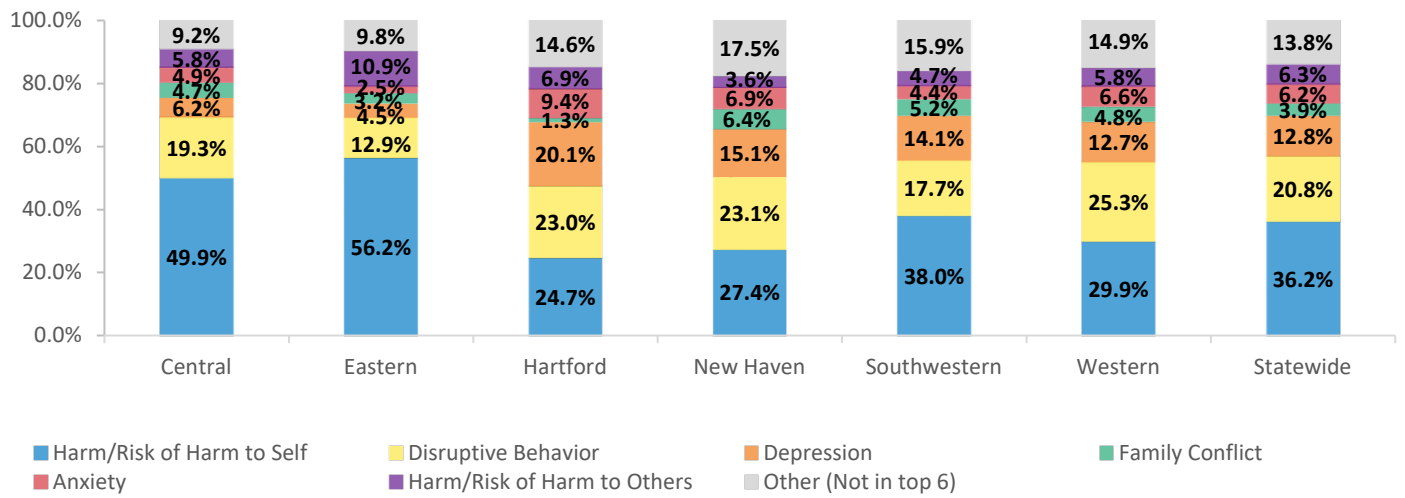


\*DCF=Department of Children and Families

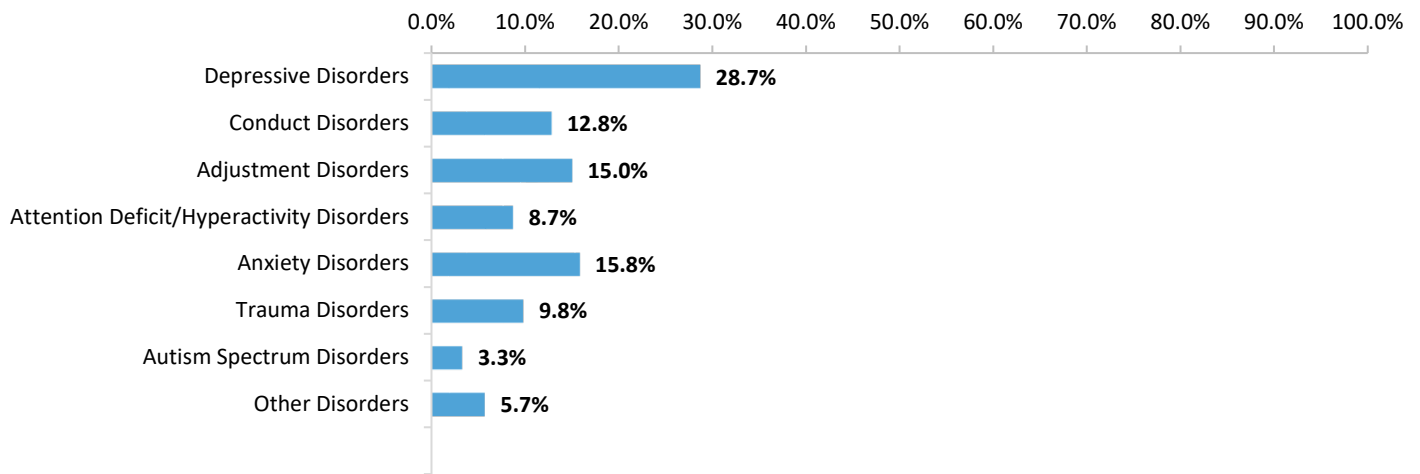


## Section V: Clinical Functioning

**Figure 27. Top Six Client Primary Presenting Problems by Service Area**

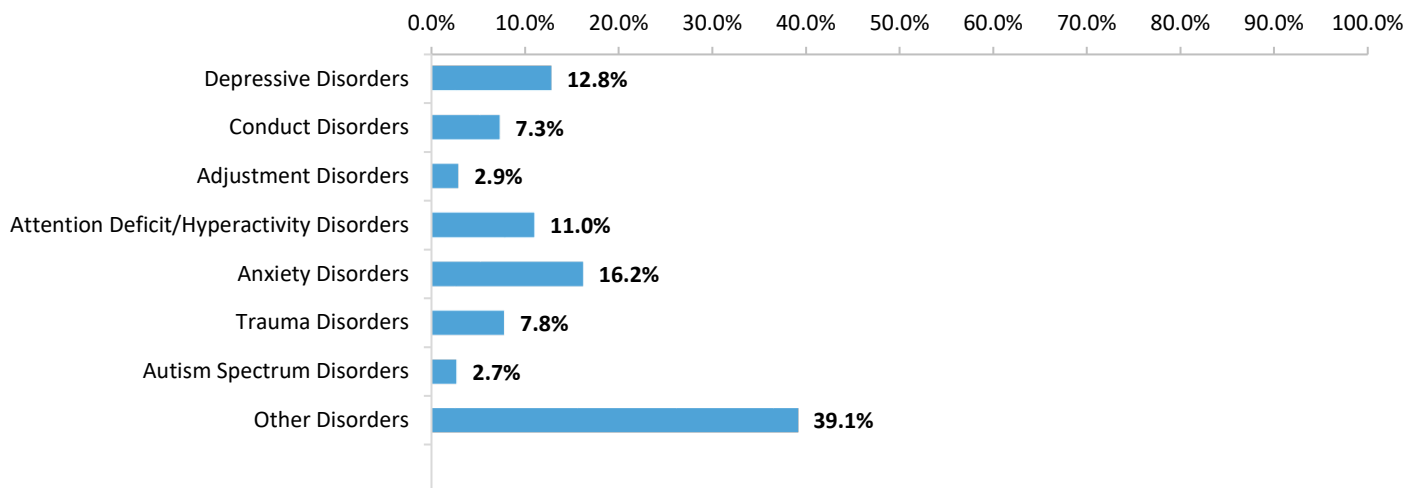


**Figure 28. Distribution of Primary Diagnosis Categories at Intake Statewide**



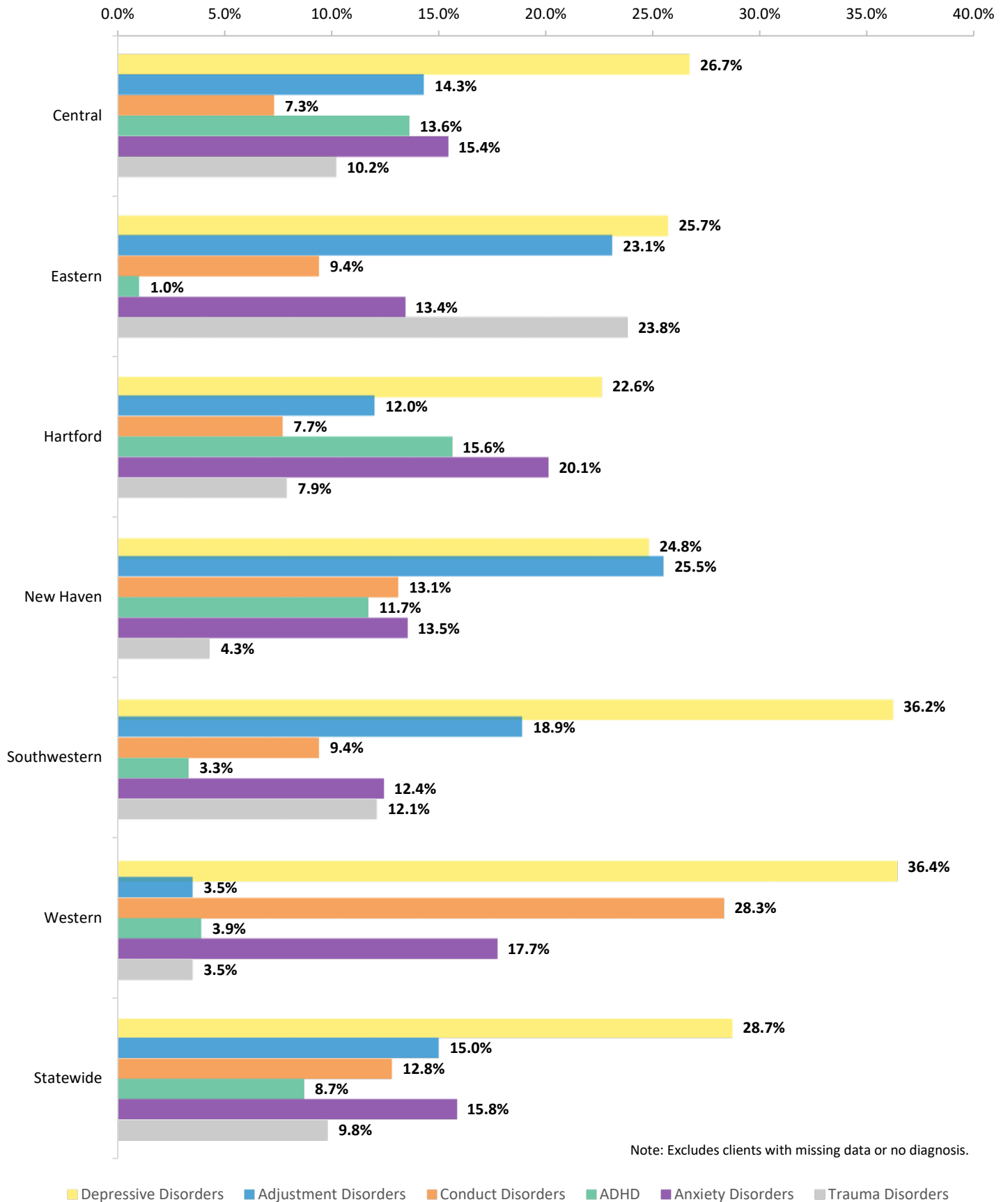
\*Excludes clients with missing data or no diagnosis.

**Figure 29. Distribution of Client Secondary Diagnosis Categories at Intake Statewide**

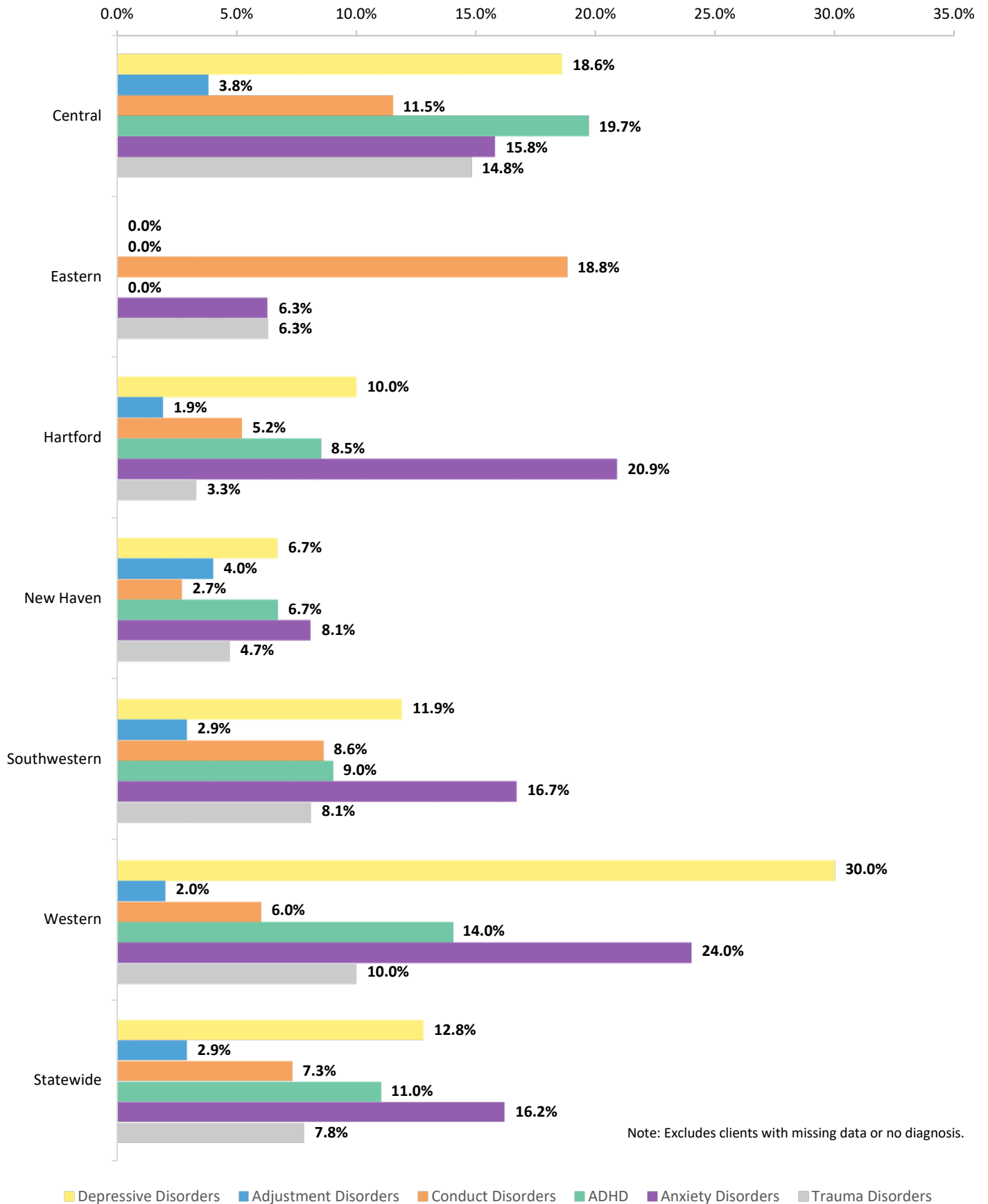


\*Excludes clients with missing data or no diagnosis.

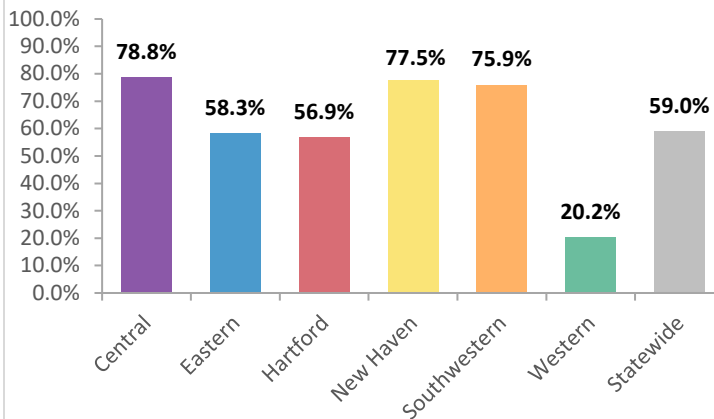
**Figure 30. Top 6 Primary Diagnostic Categories at Intake by Service Area**



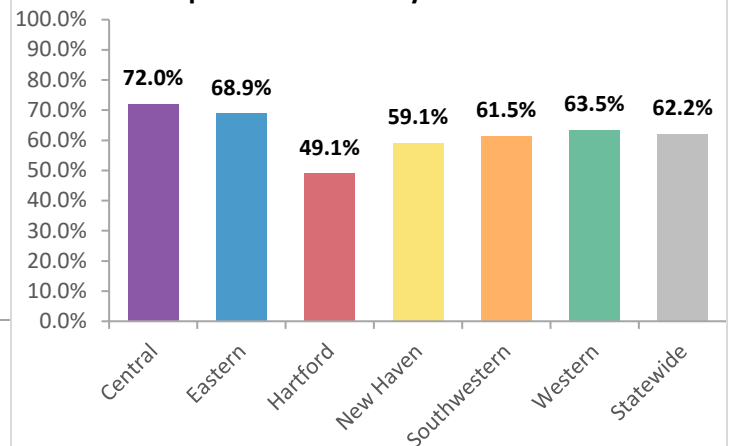
**Figure 31. Top 6 Client Secondary Diagnostic Categories at Intake by Service Area**



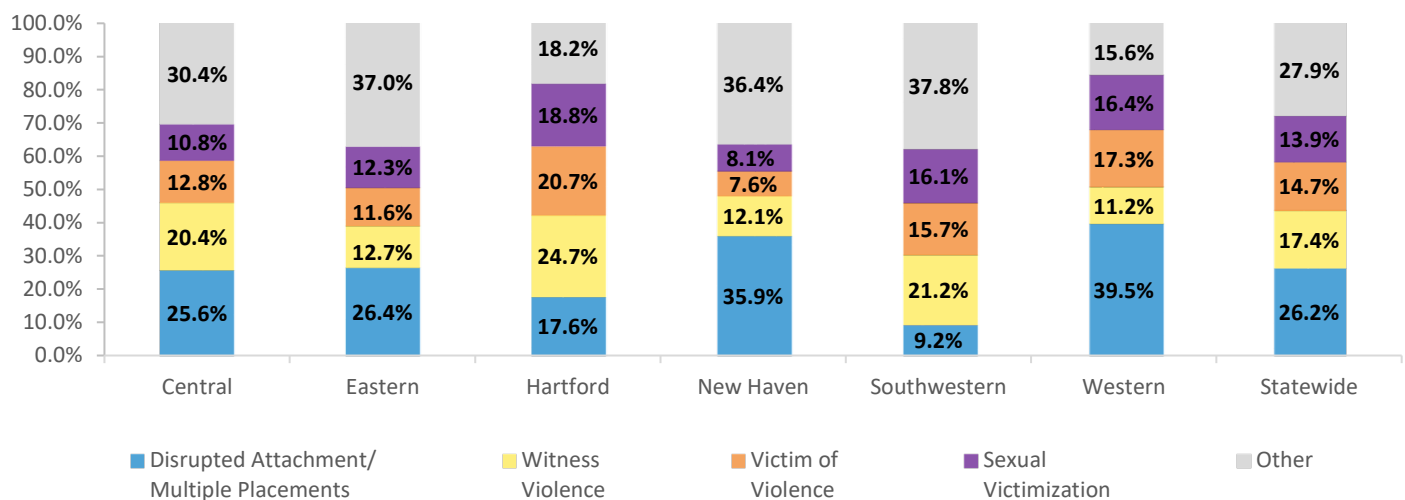
**Figure 32. Children Meeting SED\* Criteria by Service Area**



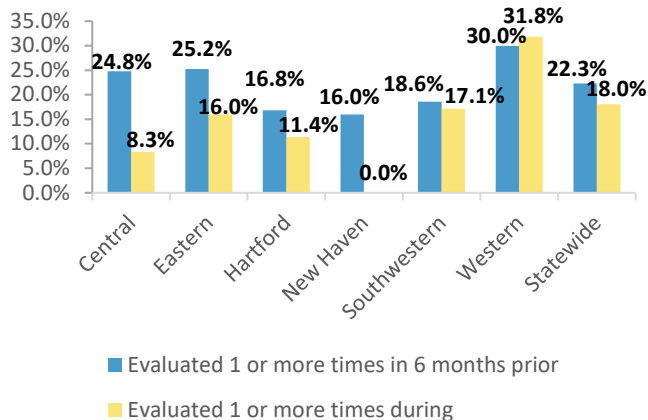
**Figure 33. Children with Trauma Exposure Reported at Intake by Service Area**



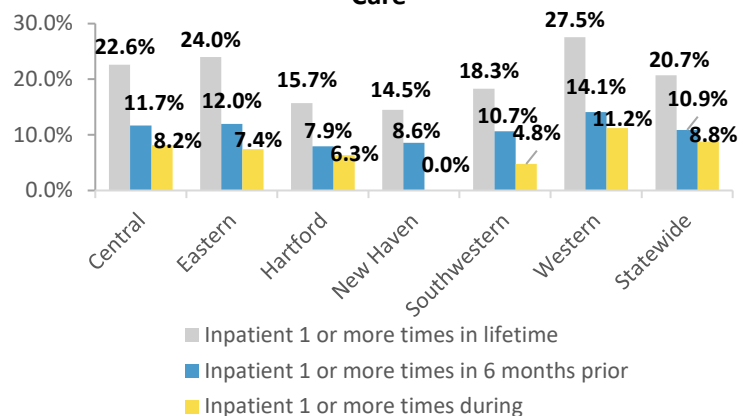
**Figure 34. Type of Trauma Reported at Intake by Service Area**



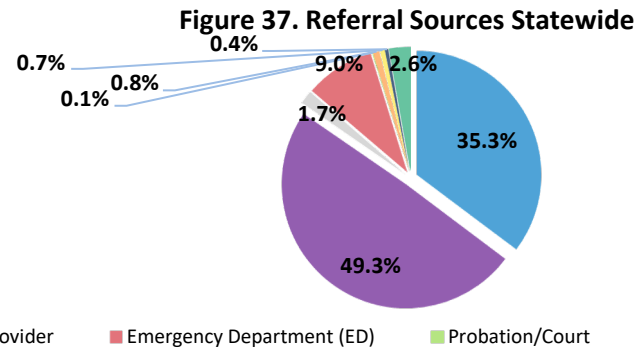
**Figure 35. Clients Evaluated in an Emergency Dept. One or More Times in the Six Months Prior and During an Episode of Care**



**Figure 36. Clients Admitted to a Hospital (Inpatient) for Psychiatric or Behavioral Health Reasons One or More Times in His/Her Lifetime, in Six Months Prior and During the Episode of Care**



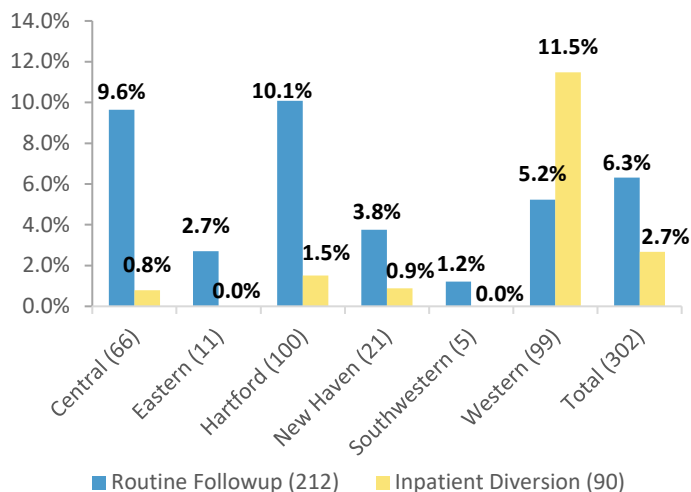
## Section VI: Referral Sources



**Table 1. Referral Sources (Q2 FY 2023)**

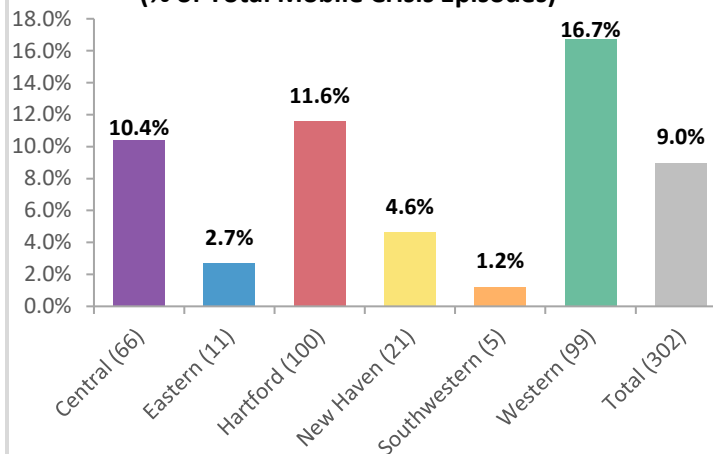
|                     | Self/<br>Family | Family<br>Adv. | School | Info-<br>Line<br>(2-1-1) | Other Prog.<br>w/in<br>Agency | Other<br>Comm.<br>Provider | Emer<br>Dept.<br>(ED) | Prob.<br>or<br>Court | Dept. of<br>Child &<br>Families<br>(DCF) | Psych<br>Hospital | Cong.<br>Care<br>Facility | Foster<br>Parent | Police | Phys. | Comm.<br>Nat.<br>Supp. | Other<br>State<br>Agency |
|---------------------|-----------------|----------------|--------|--------------------------|-------------------------------|----------------------------|-----------------------|----------------------|--|-------------------|---------------------------|------------------|--------|-------|------------------------|--------------------------|
| <b>STATEWIDE</b>    | 35.3%           | 0.2%           | 49.3%  | 0.0%                     | 0.5%                          | 1.7%                       | 9.0%                  | 0.1%                 | 0.8%                                     | 1.2%              | 0.1%                      | 0.7%             | 0.4%   | 0.4%  | 0.2%                   | 0.1%                     |
| <b>CENTRAL</b>      | 34.3%           | 0.2%           | 49.3%  | 0.0%                     | 0.3%                          | 2.2%                       | 10.4%                 | 0.0%                 | 0.5%                                     | 1.6%              | 0.2%                      | 0.3%             | 0.0%   | 0.5%  | 0.2%                   | 0.2%                     |
| CHR:MidHosp         | 36.5%           | 0.0%           | 53.9%  | 0.0%                     | 0.0%                          | 1.8%                       | 6.0%                  | 0.0%                 | 0.0%                                     | 1.2%              | 0.0%                      | 0.0%             | 0.0%   | 0.6%  | 0.0%                   | 0.0%                     |
| CHR                 | 33.5%           | 0.2%           | 47.6%  | 0.0%                     | 0.4%                          | 2.4%                       | 12.0%                 | 0.0%                 | 0.6%                                     | 1.7%              | 0.2%                      | 0.4%             | 0.0%   | 0.4%  | 0.2%                   | 0.2%                     |
| <b>EASTERN</b>      | 37.6%           | 0.2%           | 53.6%  | 0.0%                     | 0.0%                          | 1.5%                       | 2.7%                  | 0.0%                 | 0.7%                                     | 2.0%              | 0.0%                      | 1.0%             | 0.0%   | 0.5%  | 0.0%                   | 0.2%                     |
| UCFS:NE             | 49.1%           | 0.0%           | 42.2%  | 0.0%                     | 0.0%                          | 0.0%                       | 4.3%                  | 0.0%                 | 0.9%                                     | 2.6%              | 0.0%                      | 0.0%             | 0.0%   | 0.0%  | 0.0%                   | 0.9%                     |
| UCFS:SE             | 33.0%           | 0.3%           | 58.1%  | 0.0%                     | 0.0%                          | 2.1%                       | 2.1%                  | 0.0%                 | 0.7%                                     | 1.7%              | 0.0%                      | 1.4%             | 0.0%   | 0.7%  | 0.0%                   | 0.0%                     |
| <b>HARTFORD</b>     | 33.1%           | 0.2%           | 47.6%  | 0.0%                     | 0.7%                          | 2.1%                       | 11.6%                 | 0.0%                 | 0.9%                                     | 0.8%              | 0.1%                      | 0.8%             | 0.8%   | 0.7%  | 0.5%                   | 0.0%                     |
| Wheeler:Htfd        | 24.5%           | 0.0%           | 50.3%  | 0.0%                     | 1.7%                          | 2.4%                       | 16.7%                 | 0.0%                 | 0.3%                                     | 0.7%              | 0.0%                      | 1.0%             | 2.0%   | 0.3%  | 0.0%                   | 0.0%                     |
| Wheeler:Meridn      | 37.5%           | 0.0%           | 50.7%  | 0.0%                     | 0.0%                          | 1.4%                       | 6.9%                  | 0.0%                 | 0.0%                                     | 0.7%              | 0.0%                      | 0.0%             | 0.7%   | 0.7%  | 1.4%                   | 0.0%                     |
| Wheeler:NBrit       | 37.6%           | 0.5%           | 44.7%  | 0.0%                     | 0.2%                          | 2.1%                       | 9.6%                  | 0.0%                 | 1.6%                                     | 0.9%              | 0.2%                      | 0.9%             | 0.0%   | 0.9%  | 0.5%                   | 0.0%                     |
| <b>NEW HAVEN</b>    | 42.3%           | 0.2%           | 47.4%  | 0.0%                     | 0.7%                          | 1.3%                       | 4.6%                  | 0.4%                 | 0.7%                                     | 0.7%              | 0.0%                      | 0.7%             | 0.9%   | 0.2%  | 0.0%                   | 0.0%                     |
| CliffBeers          | 42.3%           | 0.2%           | 47.4%  | 0.0%                     | 0.7%                          | 1.3%                       | 4.6%                  | 0.4%                 | 0.7%                                     | 0.7%              | 0.0%                      | 0.7%             | 0.9%   | 0.2%  | 0.0%                   | 0.0%                     |
| <b>SOUTHWESTERN</b> | 34.9%           | 0.0%           | 56.7%  | 0.0%                     | 1.0%                          | 1.5%                       | 1.2%                  | 0.2%                 | 0.7%                                     | 1.5%              | 0.0%                      | 0.7%             | 0.7%   | 0.5%  | 0.5%                   | 0.0%                     |
| CFG:South           | 43.8%           | 0.0%           | 45.8%  | 0.0%                     | 0.0%                          | 2.1%                       | 1.0%                  | 1.0%                 | 0.0%                                     | 2.1%              | 0.0%                      | 0.0%             | 0.0%   | 2.1%  | 2.1%                   | 0.0%                     |
| CFG:Nrwk            | 28.8%           | 0.0%           | 65.3%  | 0.0%                     | 0.0%                          | 1.7%                       | 0.8%                  | 0.0%                 | 0.8%                                     | 0.0%              | 0.0%                      | 0.8%             | 1.7%   | 0.0%  | 0.0%                   | 0.0%                     |
| CFG:EMPS            | 34.2%           | 0.0%           | 56.8%  | 0.0%                     | 2.0%                          | 1.0%                       | 1.5%                  | 0.0%                 | 1.0%                                     | 2.0%              | 0.0%                      | 1.0%             | 0.5%   | 0.0%  | 0.0%                   | 0.0%                     |
| <b>WESTERN</b>      | 32.6%           | 0.2%           | 45.3%  | 0.0%                     | 0.3%                          | 1.4%                       | 16.7%                 | 0.3%                 | 1.4%                                     | 1.0%              | 0.0%                      | 0.5%             | 0.2%   | 0.0%  | 0.0%                   | 0.2%                     |
| Well:Dnby           | 41.4%           | 0.7%           | 47.6%  | 0.0%                     | 0.0%                          | 0.7%                       | 4.1%                  | 0.0%                 | 2.8%                                     | 0.7%              | 0.0%                      | 0.7%             | 0.7%   | 0.0%  | 0.0%                   | 0.7%                     |
| Well:Torr           | 41.5%           | 0.0%           | 47.6%  | 0.0%                     | 0.0%                          | 2.4%                       | 3.7%                  | 0.0%                 | 1.2%                                     | 3.7%              | 0.0%                      | 0.0%             | 0.0%   | 0.0%  | 0.0%                   | 0.0%                     |
| Well:Wtby           | 27.1%           | 0.0%           | 43.8%  | 0.0%                     | 0.5%                          | 1.4%                       | 24.7%                 | 0.5%                 | 0.8%                                     | 0.5%              | 0.0%                      | 0.5%             | 0.0%   | 0.0%  | 0.0%                   | 0.0%                     |

**Figure 38. Type of Emergency Dept. Referral**



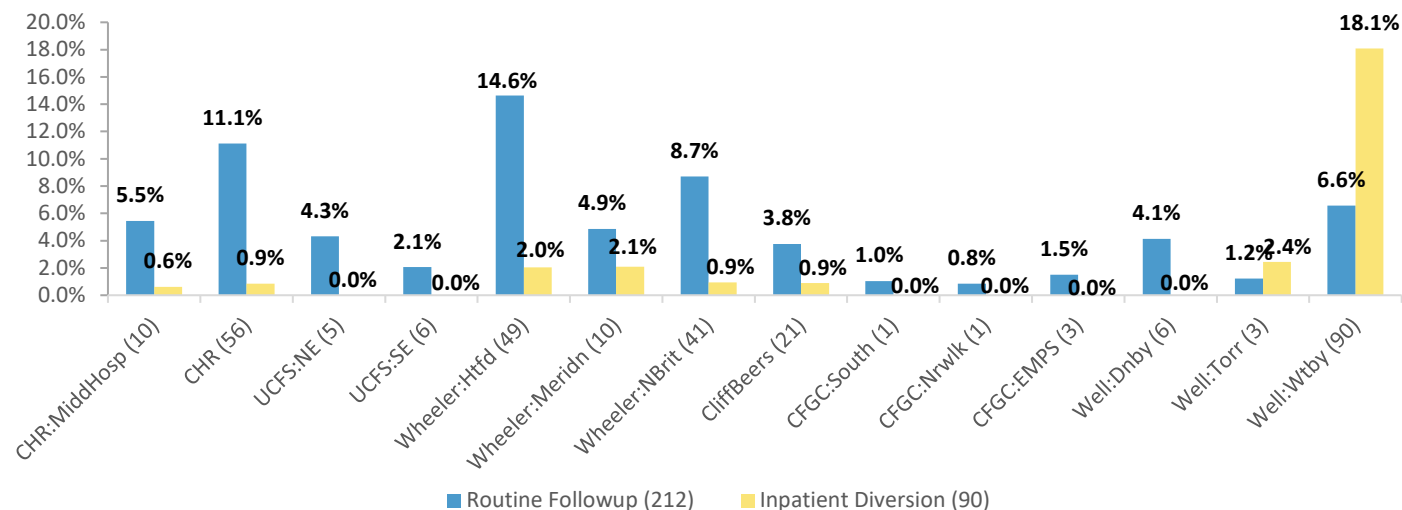
Note: Count total ED referrals are in parenthesis

**Figure 39. Emergency Dept. Referral (% of Total Mobile Crisis Episodes)**



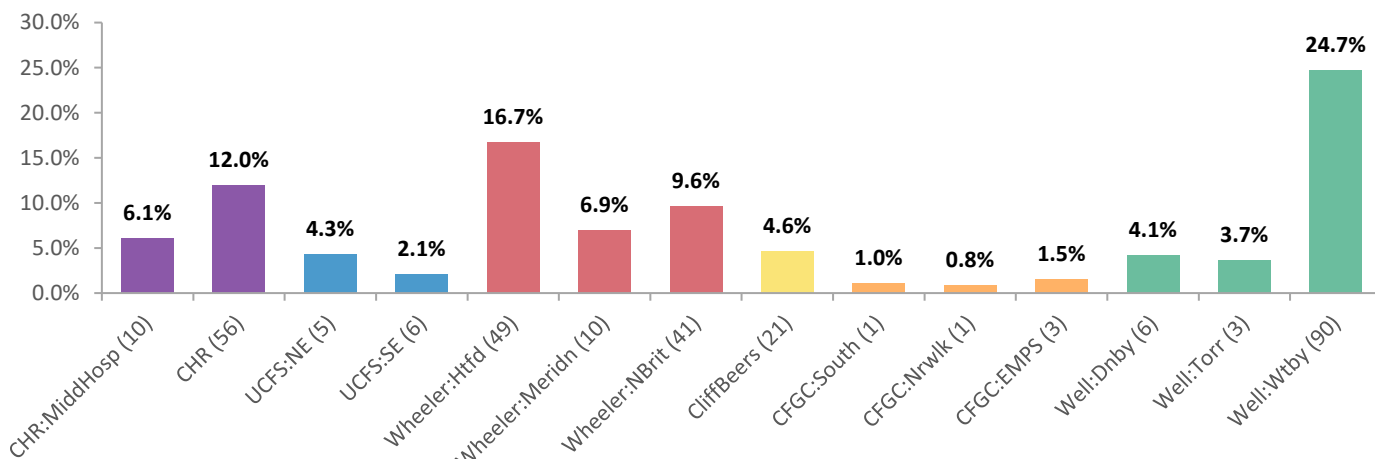
Note: Count total ED referrals are in parenthesis

**Figure 40. Type of Emergency Department Referrals by Provider**



Note: Count total ED referrals are in parenthesis

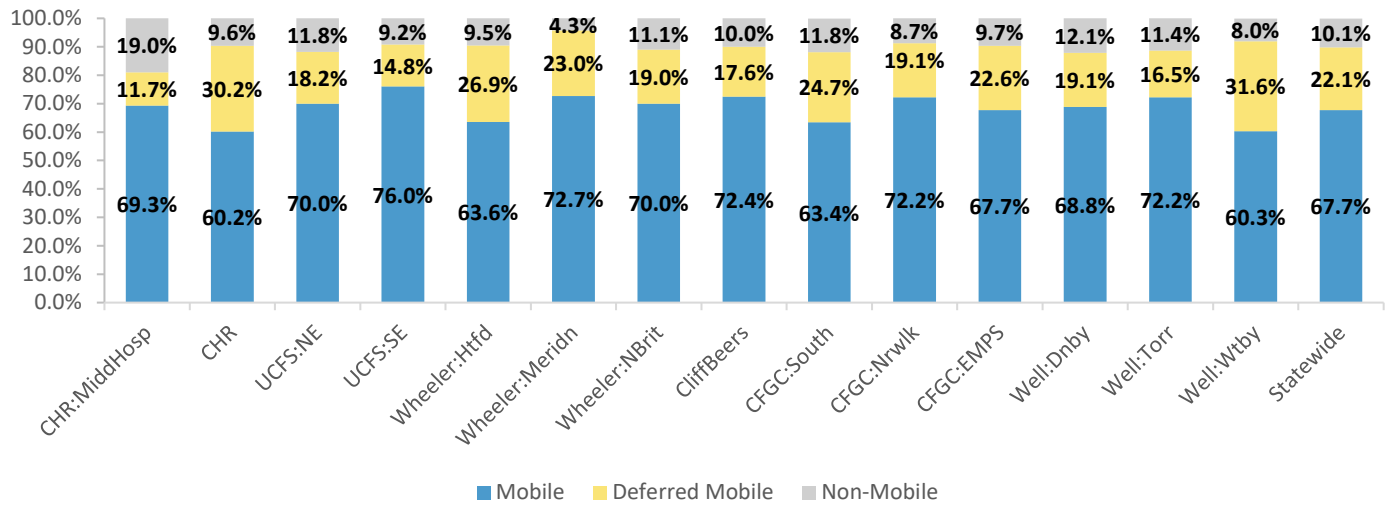
**Figure 41. Emergency Dept. Referral (% of Total Mobile Crisis Episodes) by Provider**



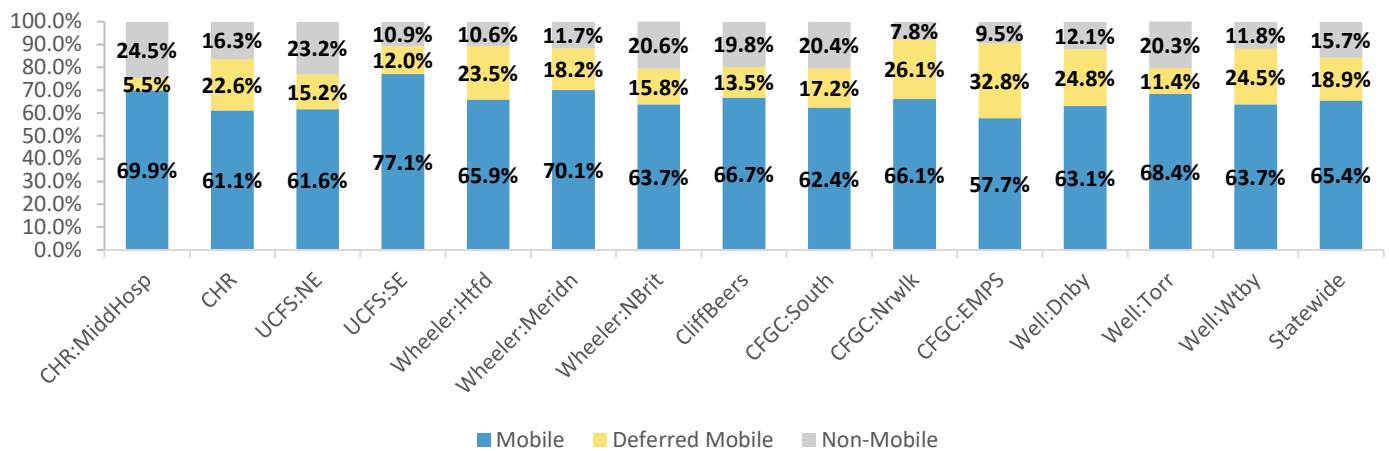
Note: Count total ED referrals are in parenthesis.

## Section VII: 2-1-1 Recommendations and Mobile Crisis Response

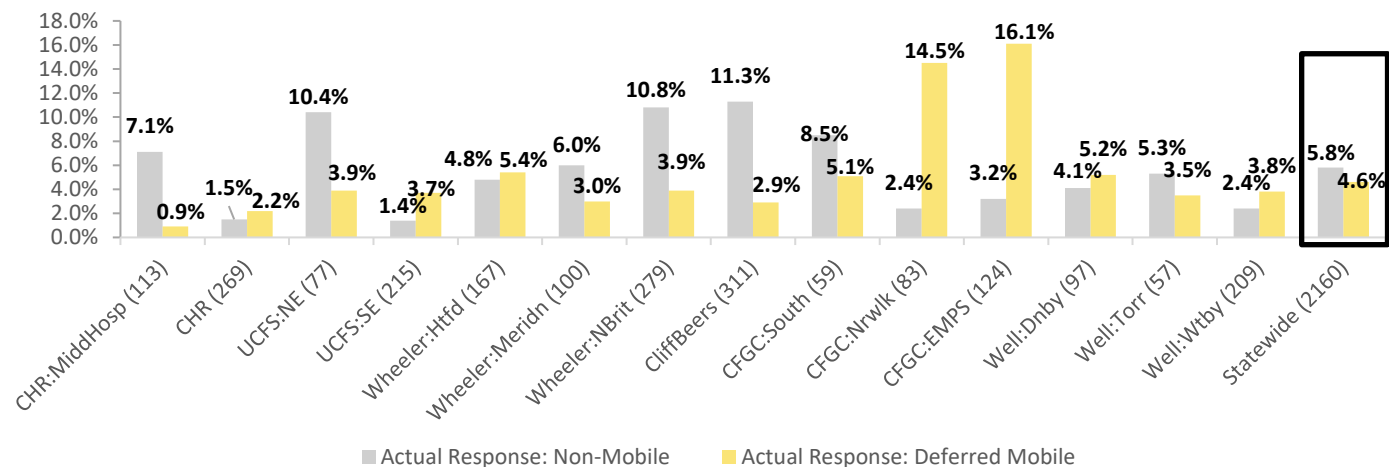
**Figure 42. 2-1-1 Recommended Initial Response**



**Figure 43. Actual Initial Mobile Crisis Provider Response**

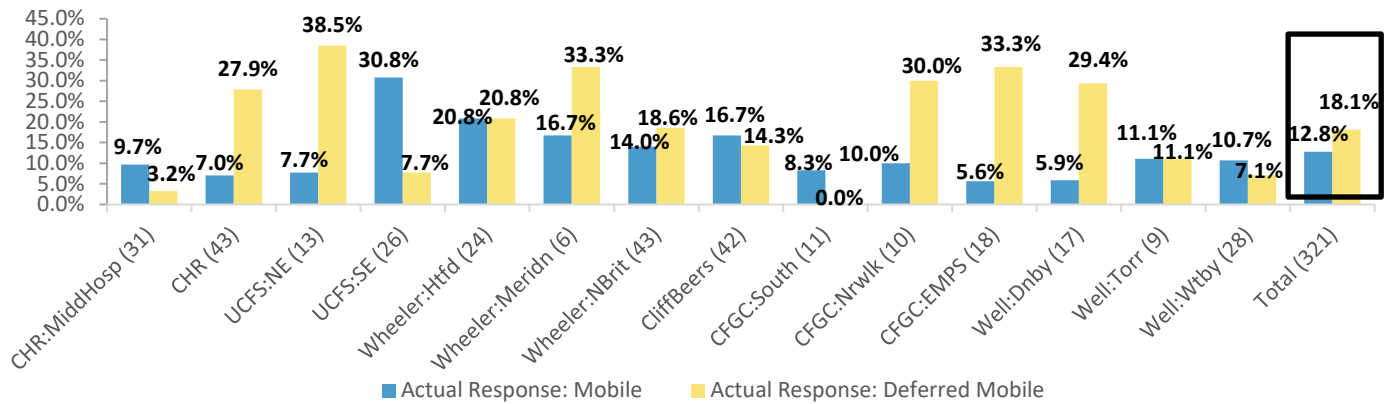


**Figure 44. 2-1-1 Recommended Mobile Response Where Actual Mobile Crisis Response was Non-Mobile or Deferred Mobile**



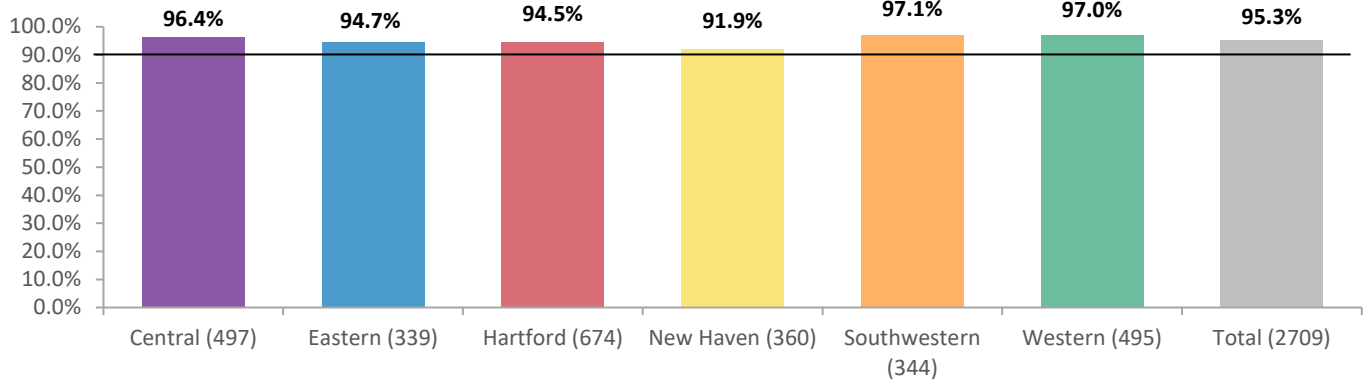
Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

**Figure 45. 2-1-1 Recommended Non-Mobile Response Where Actual Mobile Crisis Response was Mobile or Deferred Mobile**



Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

**Figure 46. Mobile Response\* (Mobile & Deferred Mobile) By Service Area**

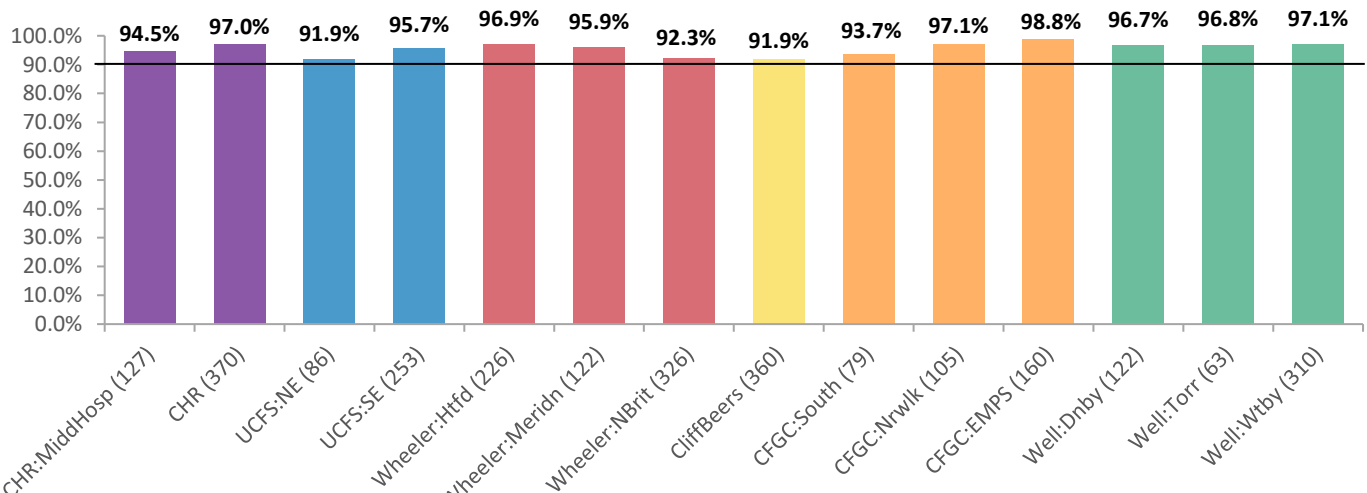


\*Mobility calculation updated – see exec. summary

Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

**Goal: 90%**

**Figure 47. Mobile Response\* (Mobile & Deferred Mobile) By Provider**



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

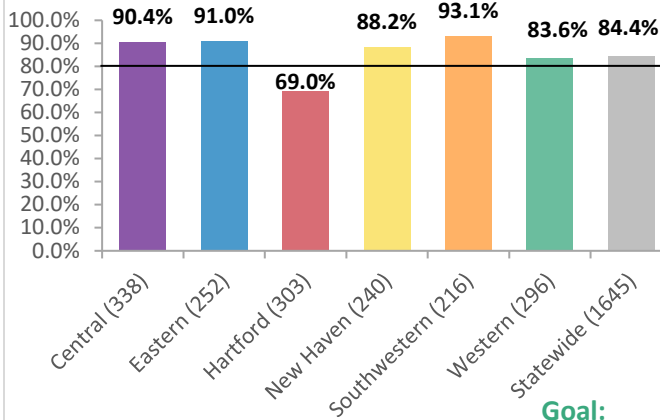
\*Mobility calculation updated – see exec. summary

**Goal: 90%**



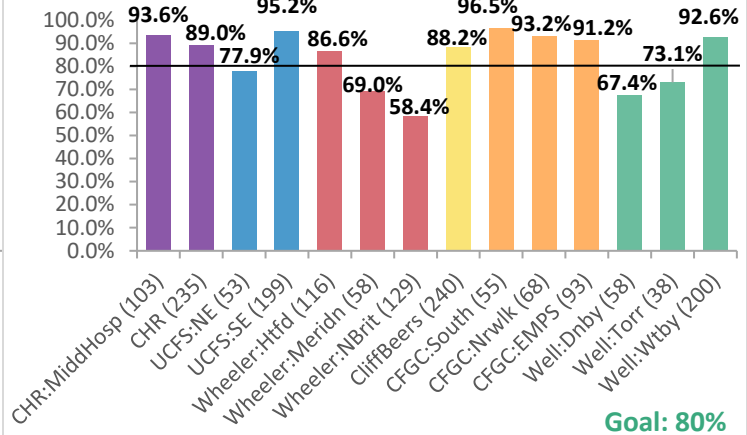
## Section VIII: Response Time

**Figure 48. Total Mobile Episodes with a Reponse Time Under 45 Minutes**



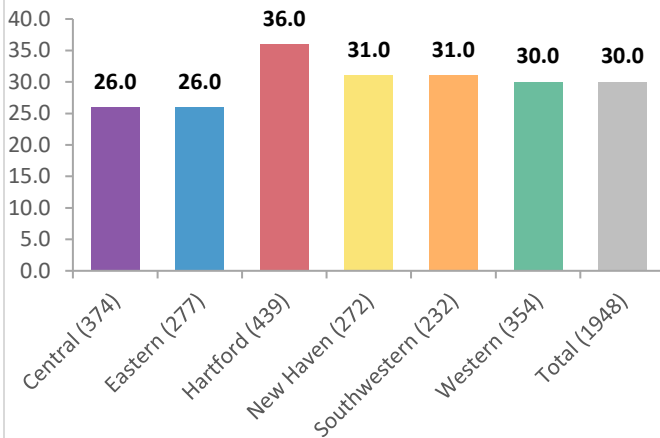
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

**Figure 49. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider**



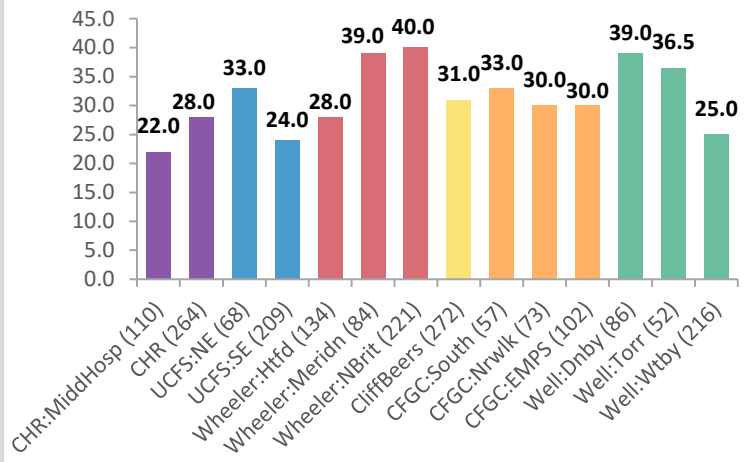
Note: Counts of mobile episodes under 45 mins. are in parenthesis.

**Figure 50. Median Mobile Response Time by Service Area in Minutes**



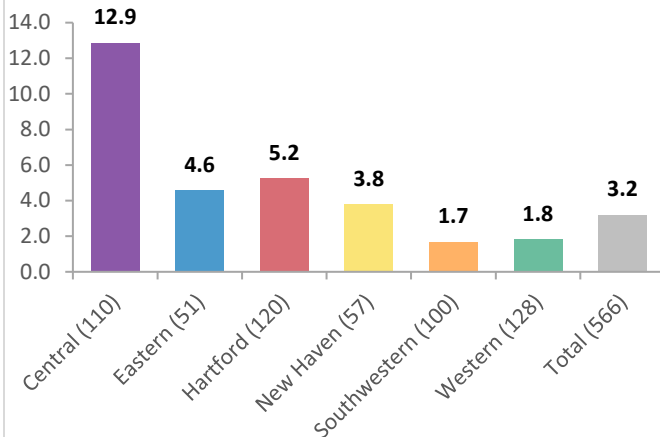
Note: Counts of mobile response episodes are in parenthesis.

**Figure 51. Median Mobile Response Time by Provider in Minutes**



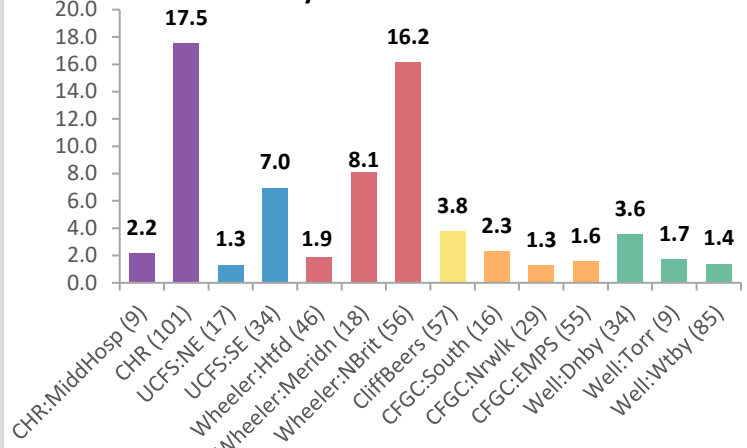
Note: Counts of mobile response episodes are in parenthesis.

**Figure 52. Median Deferred Mobile Response Time by Provider in Hours**



Note: Counts of deferred mobile response episodes are in parenthesis.

**Figure 53. Median Deferred Mobile Response Time by Provider in Hours**



Note: Counts of deferred mobile response episodes are in parenthesis.

## Section IX: Length of Stay and Discharge Information

Table 2. Length of Stay for Discharged Episodes of Care in Days

|    |                       | A   | B        | C          | D          | E        | F          | G         | H       | I          | J                                      | K        | L          | M          | N        | O          | P         | Q       | R          |
|----|-----------------------|---|----------|------------|------------|----------|------------|-----------|---------|------------|--|----------|------------|------------|----------|------------|-----------|---------|------------|
|    |                       | <i>Discharged Episodes for Current Reporting Period</i> |          |            |            |          |            |           |         |            | <i>Cumulative Discharged Episodes*</i> |          |            |            |          |            |           |         |            |
|    |                       | Mean  |          |            | Median     |          |            | Percent   |         |            | Mean                                   |          |            | Median     |          |            | Percent   |         |            |
|    |                       | LOS: Phone  | LOS: FTF | LOS: Stab. | LOS: Phone | LOS: FTF | LOS: Stab. | Phone > 1 | FTF > 5 | Stab. > 45 | LOS: Phone                             | LOS: FTF | LOS: Stab. | LOS: Phone | LOS: FTF | LOS: Stab. | Phone > 1 | FTF > 5 | Stab. > 45 |
| 1  | <b>STATEWIDE</b>      | 1.4   | 10.8     | 19.2       | 0.0        | 5.0      | 16.0       | 18.6%     | 45.3%   | 4.1%       | 1.3                                    | 9.4      | 18.0       | 0.0        | 5.0      | 15.0       | 18.3%     | 41.0%   | 3.5%       |
| 2  | <b>Central</b>        | 3.0   | 4.7      | 18.6       | 0.0        | 3.0      | 16.0       | 35.6%     | 26.3%   | 6.0%       | 2.6                                    | 4.5      | 17.8       | 0.0        | 3.0      | 15.0       | 34.1%     | 24.6%   | 5.1%       |
| 3  | <b>CHR:MiddHosp</b>   | 6.7   | 5.0      | 14.5       | 3.0        | 3.0      | 12.5       | 62.8%     | 28.0%   | 40.0%      | 6.0                                    | 4.8      | 14.1       | 3.0        | 3.0      | 11.0       | 64.0%     | 26.4%   | 0.0%       |
| 4  | <b>CHR</b>            | 0.8   | 0.2      | 19.4       | 0.0        | 0.0      | 16.0       | 20.0%     | 0.0%    | 0.0%       | 0.8                                    | 0.1      | 18.5       | 0.0        | 0.0      | 15.0       | 18.6%     | 0.0%    | 6.1%       |
| 5  | <b>Eastern</b>        | 0.6   | 4.0      | 21.4       | 0.0        | 4.0      | 22.0       | 8.3%      | 13.8%   | 3.7%       | 0.5                                    | 3.6      | 20.4       | 0.0        | 3.0      | 20.0       | 9.4%      | 10.7%   | 3.1%       |
| 6  | <b>UCFS:NE</b>        | 0.9   | 4.4      | 23.8       | 0.0        | 4.0      | 20.0       | 13.9%     | 12.8%   | 12.5%      | 0.6                                    | 3.8      | 20.0       | 0.0        | 3.0      | 15.5       | 11.5%     | 10.0%   | 10.0%      |
| 7  | <b>UCFS:SE</b>        | 0.4   | 3.8      | 20.4       | 0.0        | 3.0      | 22.0       | 4.2%      | 14.1%   | 0.0%       | 0.4                                    | 3.5      | 20.6       | 0.0        | 3.0      | 21.5       | 8.0%      | 10.9%   | 0.0%       |
| 8  | <b>Hartford</b>       | 1.7   | 8.7      | 21.3       | 0.0        | 6.0      | 19.0       | 24.3%     | 50.9%   | 2.8%       | 1.5                                    | 8.0      | 19.6       | 0.0        | 5.0      | 16.0       | 22.5%     | 47.9%   | 2.8%       |
| 9  | <b>Wheeler:Htfd</b>   | 1.9   | 11.3     | 26.5       | 0.0        | 5.0      | 24.5       | 21.7%     | 45.1%   | 3.2%       | 1.2                                    | 10.0     | 25.3       | 0.0        | 5.0      | 24.0       | 16.1%     | 45.6%   | 3.8%       |
| 10 | <b>Wheeler:Meridn</b> | 1.2   | 7.9      | 19.7       | 0.5        | 6.0      | 14.5       | 33.3%     | 54.3%   | 2.6%       | 2.0                                    | 7.1      | 18.9       | 1.0        | 5.0      | 14.0       | 37.7%     | 48.3%   | 2.2%       |
| 11 | <b>Wheeler:NBrit</b>  | 1.7   | 7.8      | 17.7       | 0.0        | 6.0      | 14.0       | 23.7%     | 52.4%   | 2.5%       | 1.5                                    | 7.3      | 16.2       | 0.0        | 5.0      | 13.0       | 22.5%     | 49.1%   | 2.4%       |
| 12 | <b>New Haven</b>      | 0.4   | 19.2     | 31.3       | 0.0        | 14.0     | 35.0       | 3.3%      | 76.4%   | 0.0%       | 0.3                                    | 17.0     | 26.8       | 0.0        | 13.0     | 35.0       | 2.6%      | 74.1%   | 0.0%       |
| 13 | <b>CliffBeers</b>     | 0.4   | 19.2     | 31.3       | 0.0        | 14.0     | 35.0       | 3.3%      | 76.4%   | 0.0%       | 0.3                                    | 17.0     | 26.8       | 0.0        | 13.0     | 35.0       | 2.6%      | 74.1%   | 0.0%       |
| 14 | <b>Southwestern</b>   | 0.2   | 18.3     | 34.8       | 0.0        | 12.0     | 34.5       | 1.9%      | 66.1%   | 15.4%      | 0.3                                    | 14.1     | 32.8       | 0.0        | 6.0      | 34.0       | 4.8%      | 53.0%   | 12.1%      |
| 15 | <b>CFG:South</b>      | 0.3   | 0.8      | 27.2       | 0.0        | 0.0      | 30.0       | 4.5%      | 0.0%    | 0.0%       | 0.2                                    | 0.8      | 27.4       | 0.0        | 0.0      | 29.0       | 2.3%      | 1.4%    | 0.0%       |
| 16 | <b>CFG:Nrwk</b>       | 0.0   | 20.8     | 53.8       | 0.0        | 13.5     | 55.0       | 0.0%      | 81.3%   | 54.5%      | 0.3                                    | 15.2     | 49.8       | 0.0        | 8.0      | 48.5       | 4.8%      | 61.8%   | 50.0%      |
| 17 | <b>CFG:EMPS</b>       | 0.2   | 23.0     | 34.6       | 0.0        | 20.0     | 35.5       | 0.0%      | 80.9%   | 14.3%      | 0.5                                    | 18.7     | 32.1       | 0.0        | 13.0     | 35.0       | 7.3%      | 68.4%   | 10.5%      |
| 18 | <b>Western</b>        | 1.1   | 2.3      | 16.0       | 0.0        | 2.0      | 14.0       | 19.5%     | 1.1%    | 1.4%       | 1.3                                    | 2.6      | 14.9       | 0.0        | 2.0      | 13.0       | 19.5%     | 4.1%    | 1.0%       |
| 19 | <b>Well:Dnby</b>      | 1.4   | 2.3      | 15.2       | 0.0        | 2.0      | 13.0       | 31.6%     | 0.0%    | 1.0%       | 1.7                                    | 2.4      | 14.3       | 0.0        | 2.0      | 12.0       | 27.0%     | 0.0%    | 0.8%       |
| 20 | <b>Well:Torr</b>      | 1.1   | 1.3      | 15.3       | 0.0        | 1.0      | 15.0       | 15.8%     | 0.0%    | 2.1%       | 1.2                                    | 2.0      | 14.8       | 0.0        | 1.5      | 14.0       | 21.2%     | 8.3%    | 1.6%       |
| 21 | <b>Well:Wtby</b>      | 1.0   | 2.4      | 16.5       | 0.0        | 2.0      | 14.0       | 16.3%     | 1.6%    | 1.4%       | 1.1                                    | 2.7      | 15.2       | 0.0        | 2.0      | 13.0       | 15.5%     | 4.8%    | 1.0%       |

\* Discharged episodes with end dates from July 1, 2021 to the end of the current reporting period.

Note: Blank cells indicate no data was available for that particular inclusion criteria

### Definitions:

|            |   |
|------------|---|
| LOS: Phone | Length of Stay in Days for Phone Only   |
| LOS: FTF   | Length of Stay in Days for Face To Face Only  |
| LOS: Stab. | Length of Stay in Days for Plus Stabilization Follow-up Only                            |
| Phone > 1  | Percent of episodes that are phone only that are greater than 1 day                     |
| FTF > 5    | Percent of episodes that are face to face that are greater than 5 days                  |
| Stab. > 45 | Percent of episodes that are stabilization plus follow-up that are greater than 45 days |

**Table 3. Number of Episodes for Discharged Episodes of Care**

|    |                       | A   | B        | C          | D                  | E       | F          | G                                      | H        | I          | J                  | K       | L          |
|----|-----------------------|---|----------|------------|--------------------|---------|------------|--|----------|------------|--------------------|---------|------------|
|    |                       | <i>Discharged Episodes for Current Reporting Period</i> |          |            |                    |         |            | <i>Cumulative Discharged Episodes*</i> |          |            |                    |         |            |
|    |                       | N used Mean/Median                                      |          |            | N used for Percent |         |            | N used Mean/Median                     |          |            | N used for Percent |         |            |
|    |                       | LOS: Phone  | LOS: FTF | LOS: Stab. | Phone > 1          | FTF > 5 | Stab. > 45 | LOS: Phone                             | LOS: FTF | LOS: Stab. | Phone > 1          | FTF > 5 | Stab. > 45 |
| 1  | <b>STATEWIDE</b>      | 608   | 1283     | 1102       | 113                | 581     | 45         | 1134                                   | 1812     | 1464       | 208                | 743     | 51         |
| 2  | <b>Central</b>        | 118   | 80       | 402        | 42                 | 21      | 24         | 220                                    | 118      | 545        | 75                 | 29      | 28         |
| 3  | <b>CHR:MiddHosp</b>   | 43  | 75       | 60         | 27                 | 21      | 24         | 75                                     | 110      | 84         | 48                 | 29      | 0          |
| 4  | <b>CHR</b>            | 75  | 5        | 342        | 15                 | 0       | 0          | 145                                    | 8        | 461        | 27                 | 0       | 28         |
| 5  | <b>Eastern</b>        | 84  | 298      | 27         | 7                  | 41      | 1          | 149                                    | 422      | 32         | 14                 | 45      | 1          |
| 6  | <b>UCFS:NE</b>        | 36  | 78       | 8          | 5                  | 10      | 1          | 61                                     | 120      | 10         | 7                  | 12      | 1          |
| 7  | <b>UCFS:SE</b>        | 48  | 220      | 19         | 2                  | 31      | 0          | 88                                     | 302      | 22         | 7                  | 33      | 0          |
| 8  | <b>Hartford</b>       | 177   | 320      | 251        | 43                 | 163     | 7          | 355                                    | 430      | 321        | 80                 | 206     | 9          |
| 9  | <b>Wheeler:Htfd</b>   | 60  | 82       | 94         | 13                 | 37      | 3          | 124                                    | 125      | 106        | 20                 | 57      | 4          |
| 10 | <b>Wheeler:Meridn</b> | 24  | 70       | 38         | 8                  | 38      | 1          | 53                                     | 87       | 45         | 20                 | 42      | 1          |
| 11 | <b>Wheeler:NBrit</b>  | 93  | 168      | 119        | 22                 | 88      | 3          | 178                                    | 218      | 170        | 40                 | 107     | 4          |
| 12 | <b>New Haven</b>      | 90  | 258      | 3          | 3                  | 197     | 0          | 151                                    | 359      | 5          | 4                  | 266     | 0          |
| 13 | <b>CliffBeers</b>     | 90  | 258      | 3          | 3                  | 197     | 0          | 151                                    | 359      | 5          | 4                  | 266     | 0          |
| 14 | <b>Southwestern</b>   | 52  | 239      | 52         | 1                  | 158     | 8          | 105                                    | 362      | 66         | 5                  | 192     | 8          |
| 15 | <b>CFGC:South</b>     | 22  | 44       | 27         | 1                  | 0       | 0          | 43                                     | 73       | 35         | 1                  | 1       | 0          |
| 16 | <b>CFGC:Nrwlk</b>     | 10  | 64       | 11         | 0                  | 52      | 6          | 21                                     | 102      | 12         | 1                  | 63      | 6          |
| 17 | <b>CFGC:EMPS</b>      | 20  | 131      | 14         | 0                  | 106     | 2          | 41                                     | 187      | 19         | 3                  | 128     | 2          |
| 18 | <b>Western</b>        | 87  | 88       | 367        | 17                 | 1       | 5          | 154                                    | 121      | 495        | 30                 | 5       | 5          |
| 19 | <b>Well:Dnby</b>      | 19  | 19       | 102        | 6                  | 0       | 1          | 37                                     | 25       | 129        | 10                 | 0       | 1          |
| 20 | <b>Well:Torr</b>      | 19  | 7        | 47         | 3                  | 0       | 1          | 33                                     | 12       | 63         | 7                  | 1       | 1          |
| 21 | <b>Well:Wtby</b>      | 49  | 62       | 218        | 8                  | 1       | 3          | 84                                     | 84       | 303        | 13                 | 4       | 3          |

\* Discharged episodes with end dates from July 1, 2021 to the end of the current reporting period.

Note: Blank cells indicate no data was available for that particular inclusion criteria

**Definitions:**

LOS: Phone

Length of Stay in Days for Phone Only

LOS: FTF

Length of Stay in Days for Face To Face Only

LOS: Stab.

Length of Stay in Days for Stabilization Plus Follow-up Only

Phone > 1

Percent of episodes that are phone only that are greater than 1 day

FTF > 5

Percent of episodes that are face to face that are greater than 5 days

Stab. > 45

Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Table 4. Length of Stay for Open Episodes of Care in Days

|    |                | A                              | B           | C          | D             | E           | F          | G         | H       | I          | J                                   | K           | L             | M                  | N          | O             |
|----|----------------|--------------------------------|-------------|------------|---------------|-------------|------------|-----------|---------|------------|-------------------------------------|-------------|---------------|--------------------|------------|---------------|
|    |                | <i>Episodes Still in Care*</i> |             |            |               |             |            |           |         |            | <i>N of Episodes Still in Care*</i> |             |               |                    |            |               |
|    |                | Mean                           |             |            | Median        |             |            | Percent   |         |            | N used<br>Mean/Median               |             |               | N used for Percent |            |               |
|    |                | LOS:<br>Phone                  | LOS:<br>FTF | LOS: Stab. | LOS:<br>Phone | LOS:<br>FTF | LOS: Stab. | Phone > 1 | FTF > 5 | Stab. > 45 | LOS:<br>Phone                       | LOS:<br>FTF | LOS:<br>Stab. | Phone<br>> 1       | FTF ><br>5 | Stab.<br>> 45 |
| 1  | STATEWIDE      | 73.2                           | 51.5        | 35.2       | 74.0          | 45.0        | 25.0       | 100.0%    | 100.0%  | 35.8%      | 58                                  | 297         | 232           | 58                 | 297        | 83            |
| 2  | Central        | 61.8                           | 41.6        | 36.1       | 60.0          | 37.5        | 26.0       | 100.0%    | 100.0%  | 39.7%      | 4                                   | 8           | 78            | 4                  | 8          | 31            |
| 3  | CHR:MiddHosp   | 0.0                            | 17.3        | 0.0        | 0.0           | 11.0        | 0.0        | N/A       | 100.0%  | N/A        | 0                                   | 3           | 0             | 0                  | 3          | 0             |
| 4  | CHR            | 61.8                           | 56.2        | 36.1       | 60.0          | 48.0        | 26.0       | 100.0%    | 100.0%  | 39.7%      | 4                                   | 5           | 78            | 4                  | 5          | 31            |
| 5  | Eastern        | 0.0                            | 9.0         | 20.4       | 0.0           | 9.0         | 22.0       | N/A       | 100.0%  | 16.7%      | 0                                   | 2           | 12            | 0                  | 2          | 2             |
| 6  | UCFS:NE        | 0.0                            | 0.0         | 27.5       | 0.0           | 0.0         | 27.5       | N/A       | N/A     | 50.0%      | 0                                   | 0           | 2             | 0                  | 0          | 1             |
| 7  | UCFS:SE        | 0.0                            | 9.0         | 19.0       | 0.0           | 9.0         | 18.5       | N/A       | 100.0%  | 10.0%      | 0                                   | 2           | 10            | 0                  | 2          | 1             |
| 8  | Hartford       | 75.3                           | 67.7        | 41.5       | 75.0          | 66.5        | 31.0       | 100.0%    | 100.0%  | 45.3%      | 28                                  | 86          | 95            | 28                 | 86         | 43            |
| 9  | Wheeler:Htfd   | 77.0                           | 55.3        | 39.4       | 75.0          | 54.0        | 26.0       | 100.0%    | 100.0%  | 42.2%      | 12                                  | 27          | 45            | 12                 | 27         | 19            |
| 10 | Wheeler:Meridn | 58.1                           | 71.1        | 37.5       | 50.0          | 68.0        | 37.0       | 100.0%    | 100.0%  | 50.0%      | 7                                   | 17          | 4             | 7                  | 17         | 2             |
| 11 | Wheeler:NBrit  | 86.4                           | 74.4        | 43.8       | 89.0          | 73.0        | 31.0       | 100.0%    | 100.0%  | 47.8%      | 9                                   | 42          | 46            | 9                  | 42         | 22            |
| 12 | New Haven      | 70.7                           | 53.0        | 0.0        | 75.0          | 45.0        | 0.0        | 100.0%    | 100.0%  | N/A        | 10                                  | 128         | 0             | 10                 | 128        | 0             |
| 13 | CliffBeers     | 70.7                           | 53.0        | 0.0        | 75.0          | 45.0        | 0.0        | 100.0%    | 100.0%  | N/A        | 10                                  | 128         | 0             | 10                 | 128        | 0             |
| 14 | Southwestern   | 52.0                           | 33.3        | 40.4       | 52.0          | 23.5        | 30.0       | 100.0%    | 100.0%  | 33.3%      | 1                                   | 70          | 15            | 1                  | 70         | 5             |
| 15 | CFGC:South     | 0.0                            | 17.5        | 23.7       | 0.0           | 17.5        | 25.0       | N/A       | 100.0%  | 0.0%       | 0                                   | 2           | 6             | 0                  | 2          | 0             |
| 16 | CFGC:Nrwk      | 52.0                           | 28.0        | 20.5       | 52.0          | 20.5        | 20.5       | 100.0%    | 100.0%  | 0.0%       | 1                                   | 26          | 2             | 1                  | 26         | 0             |
| 17 | CFGC           | 0.0                            | 37.3        | 60.4       | 0.0           | 25.5        | 72.0       | N/A       | 100.0%  | 71.4%      | 0                                   | 42          | 7             | 0                  | 42         | 5             |
| 18 | Western        | 75.3                           | 4.7         | 17.3       | 64.0          | 5.0         | 13.5       | 100.0%    | 100.0%  | 6.3%       | 15                                  | 3           | 32            | 15                 | 3          | 2             |
| 19 | Well:Dnby      | 81.8                           | 0.0         | 12.0       | 71.0          | 0.0         | 10.5       | 100.0%    | N/A     | 0.0%       | 4                                   | 0           | 4             | 4                  | 0          | 0             |
| 20 | Well:Torr      | 67.8                           | 5.0         | 11.0       | 69.5          | 5.0         | 11.0       | 100.0%    | 100.0%  | 0.0%       | 4                                   | 1           | 2             | 4                  | 1          | 0             |
| 21 | Well:Wtby      | 76.0                           | 4.5         | 18.6       | 64.0          | 4.5         | 16.5       | 100.0%    | 100.0%  | 7.7%       | 7                                   | 2           | 26            | 7                  | 2          | 2             |

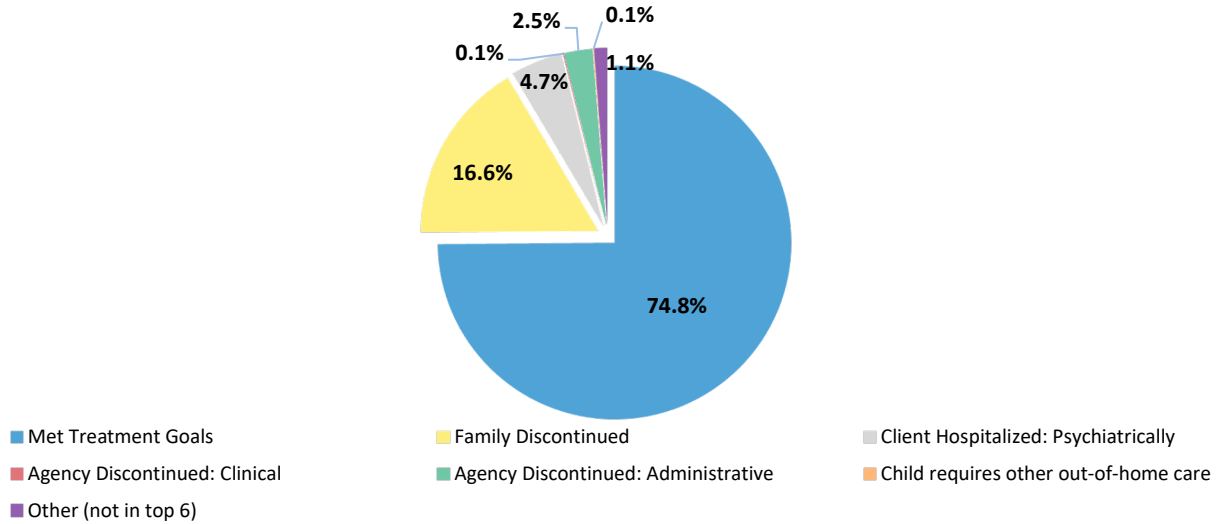
\* Data includes episodes still in care with referral dates from July 1, 2021 to end of current reporting period.

Note: Blank cells indicate no data was available for that particular inclusion criteria

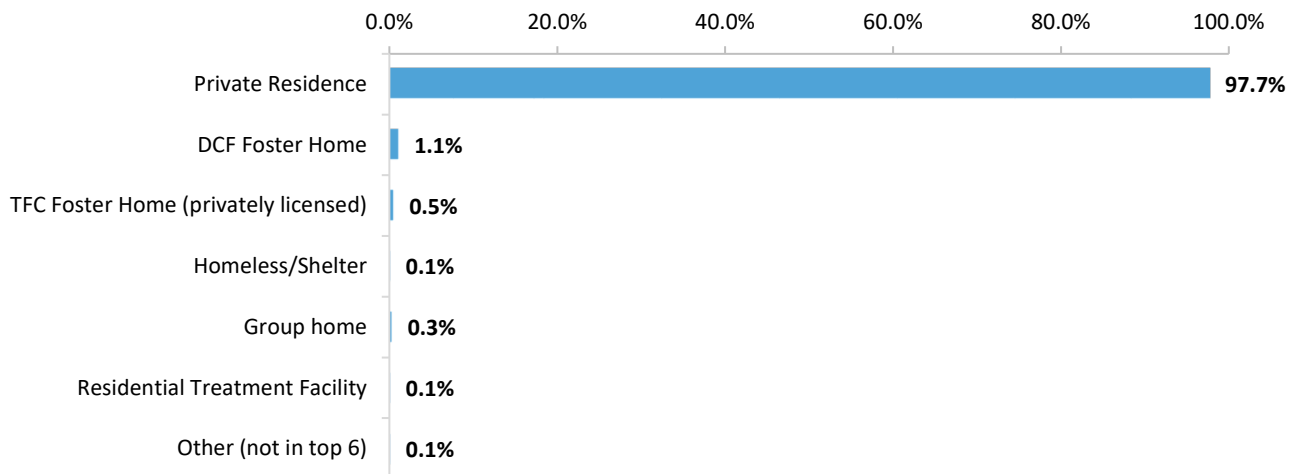
**Definitions:**

|            |   |
|------------|---|
| LOS: Phone | Length of Stay in Days for Phone Only   |
| LOS: FTF   | Length of Stay in Days for Face To Face Only  |
| LOS: Stab. | Length of Stay in Days for Stabilization Plus Follow-up Only                            |
| Phone > 1  | Percent of episodes that are phone only that are greater than 1 day                     |
| FTF > 5    | Percent of episodes that are face to face that are greater than 5 days                  |
| Stab. > 45 | Percent of episodes that are stabilization plus follow-up that are greater than 45 days |

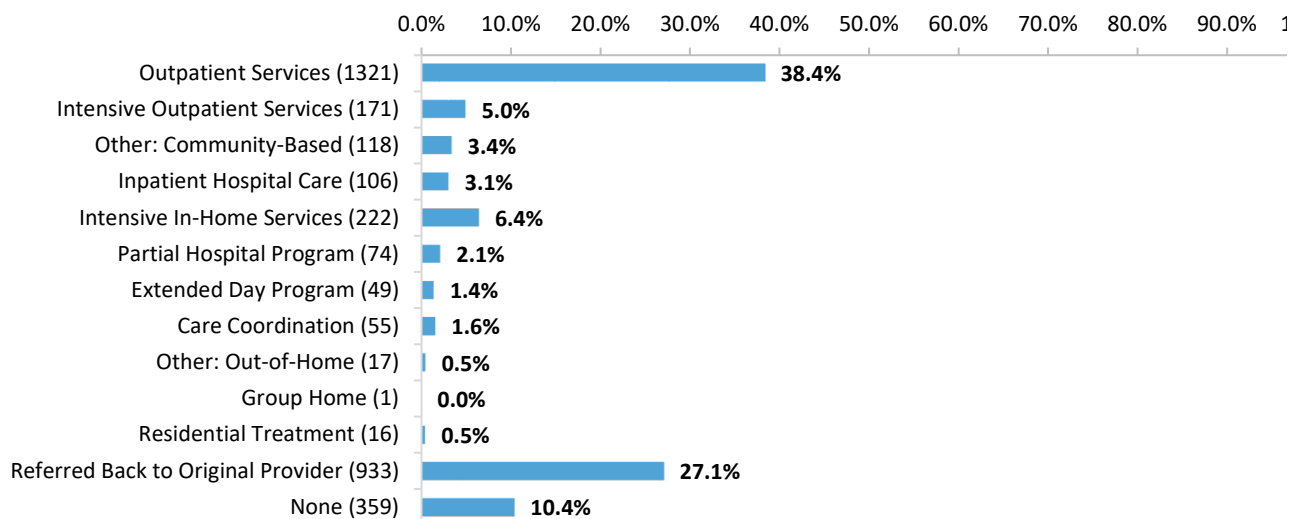
**Figure 54. Top Six Reasons for Client Discharge Statewide**



**Figure 55. Top Six Places Clients Live at Discharge Statewide**



**Figure 56. Type of Services Client Referred\* to at Discharge Statewide**



Note: Count for each type of service referral is in parenthesis

\* Data include clients referred to more than one type of service

Table 5. Ohio Scales Scores by Service Area

| Service Area             | <i>N (paired<br/>intake &amp;<br/>discharge)</i> | <i>Mean<br/>(paired<br/>intake)</i> | <i>Mean<br/>(paired<br/>discharge)</i> | <i>Mean<br/>Difference<br/>(paired<br/>cases)</i> | <i>t-score</i> | <i>Sig.</i> | <i>† .05-.10<br/>* P &lt; .05<br/>**P &lt; .01</i> |
|--------------------------|--|-------------------------------------|--|---|----------------|-------------|--|
| <b>STATEWIDE</b>         |  |                                     |  |   |                |             |  |
| Parent Functioning Score | 92   | 45.97                               | 46.63                                  | 0.66  | 0.89           | 0.376       |  |
| Worker Functioning Score | 728  | 44.78                               | 47.34                                  | 2.56  | 11.31          | <.001       | **   |
| Parent Problem Score     | 92   | 25.10                               | 24.51                                  | -0.59   | -0.76          | 0.452       |  |
| Worker Problem Score     | 728  | 28.67                               | 25.46                                  | -3.21   | -12.26         | <.001       | **   |
| <b>Central</b>           |  |                                     |  |   |                |             |  |
| Parent Functioning Score | 51   | 44.61                               | 45.71                                  | 1.10  | 1.22           | 0.227       |  |
| Worker Functioning Score | 230  | 48.99                               | 49.90                                  | 0.90  | 2.42           | 0.016       | *  |
| Parent Problem Score     | 51   | 26.49                               | 24.41                                  | -2.08   | -2.12          | 0.039       | *  |
| Worker Problem Score     | 230  | 24.85                               | 23.84                                  | -1.01   | -2.96          | 0.003       | *  |
| <b>Eastern</b>           |  |                                     |  |   |                |             |  |
| Parent Functioning Score | 9  | 45.22                               | 45.56                                  | 0.33  | 0.13           | 0.902       |  |
| Worker Functioning Score | 18   | 40.22                               | 43.78                                  | 3.56  | 1.64           | 0.119       |  |
| Parent Problem Score     | 9  | 24.22                               | 29.00                                  | 4.78  | 1.64           | 0.140       |  |
| Worker Problem Score     | 18   | 34.89                               | 30.50                                  | -4.39   | -1.76          | 0.097       | †  |
| <b>Hartford</b>          |  |                                     |  |   |                |             |  |
| Parent Functioning Score | 7  | 43.29                               | 40.00                                  | -3.29   | -1.16          | 0.292       |  |
| Worker Functioning Score | 128  | 42.14                               | 44.43                                  | 2.29  | 3.29           | 0.001       | **   |
| Parent Problem Score     | 7  | 20.14                               | 25.43                                  | 5.29  | 1.44           | 0.199       |  |
| Worker Problem Score     | 128  | 33.98                               | 29.98                                  | -4.01   | -3.97          | <.001       | **   |
| <b>New Haven</b>         |  |                                     |  |   |                |             |  |
| Parent Functioning Score | 0  | .                                   | .                                      | 0.00  | 0.00           | 0.000       | N/A  |
| Worker Functioning Score | 2  | 54.50                               | 54.50                                  | 0.00  | 0.00           | 0.000       | N/A  |
| Parent Problem Score     | 0  | .                                   | .                                      | 0.00  | 0.00           | 0.000       | N/A  |
| Worker Problem Score     | 2  | 30.00                               | 30.00                                  | 0.00  | 0.00           | 0.000       | N/A  |
| <b>Southwestern</b>      |  |                                     |  |   |                |             |  |
| Parent Functioning Score | 14   | 49.86                               | 48.36                                  | -1.50   | -0.62          | 0.548       |  |
| Worker Functioning Score | 31   | 45.48                               | 46.55                                  | 1.07  | 0.95           | 0.348       |  |
| Parent Problem Score     | 14   | 24.07                               | 22.93                                  | -1.14   | -0.98          | 0.345       |  |
| Worker Problem Score     | 31   | 25.71                               | 24.61                                  | -1.10   | -1.15          | 0.260       |  |
| <b>Western</b>           |  |                                     |  |   |                |             |  |
| Parent Functioning Score | 11   | 49.64                               | 53.82                                  | 4.18  | 2.30           | 0.044       | *  |
| Worker Functioning Score | 319  | 42.93                               | 46.90                                  | 3.97  | 14.18          | <.001       | **   |
| Parent Problem Score     | 11   | 23.82                               | 22.73                                  | -1.09   | -0.49          | 0.635       |  |
| Worker Problem Score     | 319  | 29.23                               | 24.59                                  | -4.64   | -15.70         | <.001       | **   |

paired' = Number of cases with both intake and discharge scores

† .05-.10,

\* P < .05,

\*\*P < .01

## Section X: Client & Referral Source Satisfaction

**Table 6. Client and Referrer Satisfaction for 211 and EMPS\***

| <b>2-1-1 Items</b>  | <b>Clients<br/>(n=73)</b> | <b>Referrers<br/>(n=66)</b> |
|---|---------------------------|-----------------------------|
| The 2-1-1 staff answered my call in a timely manner   | 4.89                      | 4.94                        |
| The 2-1-1 staff was courteous   | 4.97                      | 5.00                        |
| The 2-1-1 staff was knowledgeable   | 4.92                      | 4.97                        |
| My phone call was quickly transferred to the EMPS provider  | 4.78                      | 4.86                        |
| <b>Sub-Total Mean: 2-1-1</b>  | <b>4.89</b>               | <b>4.94</b>                 |
| <b>Mobile Crisis Items</b>  |                           |                             |
| Mobile Crisis responded to the crisis in a timely manner  | 4.83                      | 4.74                        |
| The Mobile Crisis staff was respectful  | 5.00                      | 4.88                        |
| The Mobile Crisis staff was knowledgeable   | 4.95                      | 4.88                        |
| The Mobile Crisis staff spoke to me in a way that I understood  | 4.97                      | X                           |
| Mobile Crisis helped my child/family get the services needed or made contact with my current service provider (if you had one at the time you called Mobile Crisis) | 4.51                      | X                           |
| The services or resources my child and/or family received were right for us   | 4.29                      | X                           |
| The child/family I referred to Mobile Crisis was connected with appropriate services or resources upon discharge from Mobile Crisis                                 | X                         | 4.49                        |
| Overall, I am very satisfied with the way that Mobile Crisis responded to the crisis  | 4.62                      | 4.85                        |
| <b>Sub-Total Mean: Mobile Crisis</b>  | <b>4.74</b>               | <b>4.77</b>                 |
| <b>Overall Mean Score</b>   | <b>4.79</b>               | <b>4.89</b>                 |

\* All items collected by 2-1-1, in collaboration with the PIC and DCF; measured on a scale of 5 (Strongly Agree) to 1 (Strongly Disagree)

### **Client Comments:**

- Caller was very impressed with 211 and the clinician who responded. Caller reports that she felt very cared for and wouldn't hesitate to use 211 Youth Mobile Crisis again.
- Caller thanked 211/EMPS for being there.
- Caller stated excellent service.
- Caller stated that she felt that there was more of a need for male therapists.
- Caller reports that she feels all the demographic questions during the intake process are unnecessary. Caller states that there are too many questions to answer before being transferred to a clinician.
- Caller expressed his gratitude for EMPS.

### **Referrer Comments:**

- Caller stated sometimes social worker gets feedback that EMPS does not respond or does not respond in a timely manner.
- Caller reports that she is aware of a few occasions on deferred cases in which MCI did not follow up with the family and would like to know how to track those cases.
- Caller stated too long of a wait for children to get an individual therapist although caller states this feedback is unrelated to the services MCI provides.

## Section XI: Training Attendance

**Table 7. Trainings Completed for All Active\* Staff**

|                           | DBHRN | Crisis API | DDS | CCSRS | Trauma | Violence | CRC | Emerg. Certificate | QPR | A-SBIRT | ASD  | PSB | SR  | All 13 Trainings Completed | All 13 Completed for Full-Time Staff Only |
|---------------------------|-------|------------|-----|-------|--------|----------|-----|--------------------|-----|---------|------|-----|-----|----------------------------|---|
| Statewide (143)*          | 59%   | 66%        | 62% | 53%   | 65%    | 64%      | 59% | 62%                | 28% | 43%     | 55%  | 9%  | 27% | 2%                         | 3%  |
| CHR:MidHosp (9)*          | 42%   | 58%        | 25% | 58%   | 50%    | 58%      | 50% | 67%                | 50% | 33%     | 58%  | 25% | 33% | 8%                         | 25%                                       |
| CHR (10)*                 | 27%   | 47%        | 13% | 33%   | 33%    | 53%      | 47% | 27%                | 7%  | 7%      | 40%  | 40% | 53% | 0%                         | 0%  |
| UCFS:NE (7)*              | 71%   | 71%        | 71% | 100%  | 86%    | 57%      | 86% | 71%                | 57% | 71%     | 57%  | 43% | 71% | 14%                        | 17%                                       |
| UCFS:SE (13)*             | 38%   | 38%        | 29% | 67%   | 48%    | 29%      | 29% | 24%                | 29% | 62%     | 38%  | 19% | 43% | 5%                         | 11%                                       |
| Wheeler:Htfd (16)*^       | 53%   | 59%        | 59% | 6%    | 65%    | 41%      | 59% | 53%                | 12% | 6%      | 53%  | 41% | 24% | 0%                         | 0%  |
| Wheeler:Meridn (5)*       | 50%   | 50%        | 50% | 50%   | 50%    | 50%      | 50% | 50%                | 0%  | 0%      | 50%  | 50% | 50% | 0%                         | 0%  |
| Wheeler:NBrit (16)*       | 25%   | 25%        | 17% | 0%    | 25%    | 25%      | 17% | 17%                | 0%  | 0%      | 25%  | 0%  | 33% | 0%                         | 0%  |
| CliffBeers (24)*          | 41%   | 55%        | 50% | 59%   | 82%    | 59%      | 64% | 59%                | 45% | 50%     | 73%  | 50% | 73% | 18%                        | 15%                                       |
| CFGC:South (6)*           | 67%   | 67%        | 33% | 17%   | 50%    | 17%      | 67% | 33%                | 0%  | 17%     | 33%  | 50% | 33% | 0%                         | 0%  |
| CFGC:Nrwk (4)*^           | 0%    | 0%         | 0%  | 0%    | 0%     | 0%       | 0%  | 0%                 | 0%  | 0%      | 100% | 0%  | 0%  | 0%                         | #DIV/0!                                   |
| CFGC:EMPS (8)*            | 42%   | 33%        | 33% | 17%   | 67%    | 67%      | 33% | 33%                | 0%  | 17%     | 67%  | 42% | 67% | 0%                         | 0%  |
| Well:Dnby (15)*^          | 25%   | 25%        | 25% | 0%    | 38%    | 38%      | 13% | 38%                | 0%  | 0%      | 50%  | 25% | 38% | 0%                         | 0%  |
| Well:Torr (3)*            | 67%   | 67%        | 67% | 33%   | 67%    | 67%      | 67% | 67%                | 33% | 67%     | 67%  | 33% | 0%  | 0%                         | 0%  |
| Well:Wtby (7)*            | 40%   | 60%        | 40% | 5%    | 50%    | 45%      | 30% | 40%                | 5%  | 10%     | 40%  | 30% | 55% | 5%                         | 0%  |
|                           |       |            |     |       |        |          |     |                    |     |         |      |     |     |                            |   |
| Full-Time Staff Only (95) | 61%   | 72%        | 64% | 61%   | 66%    | 66%      | 63% | 64%                | 34% | 48%     | 58%  | 12% | 34% | 3%                         |   |

Note: Count of active staff for each provider or category is in parenthesis.

\* Includes all active full-time, part-time and per diem staff as of March 31, 2022.

^Includes staff who did not have an assigned site reported and/or support multiple sites.

### Training Title Abbreviations:

DBHRN=Disaster Behavioral Health Response Network

QPR= Question, Persuade and Refer

Crisis API = Crisis Assessment, Planning and Intervention

A-SBIRT= Adolescent Screening, Brief Intervention and Referral to Treatment

DDS=An Overview of Intellectual Developmental Disabilities and Positive Behavioral Supports

ASD = Autism Spectrum Disorder

CCSRS=Columbia Suicide Severity Rating Scale

Trauma = Traumatic Stress and Trauma Informed Care

Violence = Violence Assessment and Prevention

CRC = 21st Century Culturally Responsive Mental Health Care

Emerg. Certificate= Emergency Certificate

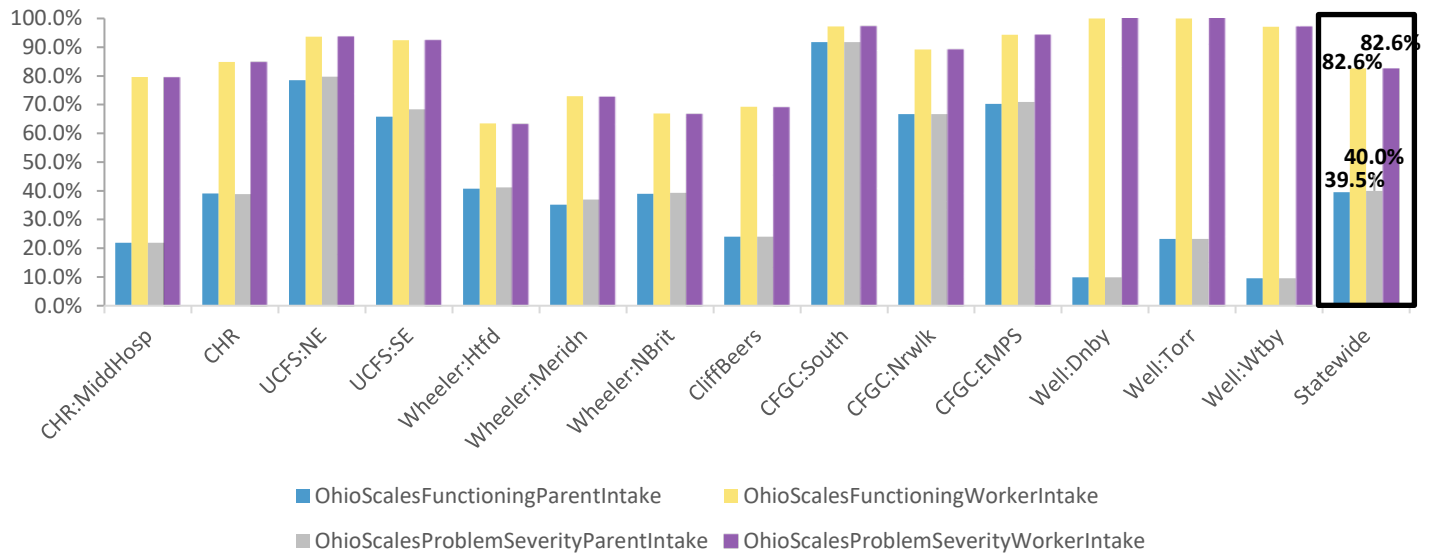
PSB = Problem Sexual Behavior (Added October 2019)

SR = School Refusal (Added August 2019)



## Section XII: Data Quality Monitoring

**Figure 57. Ohio Scales Collected at Intake by Provider**



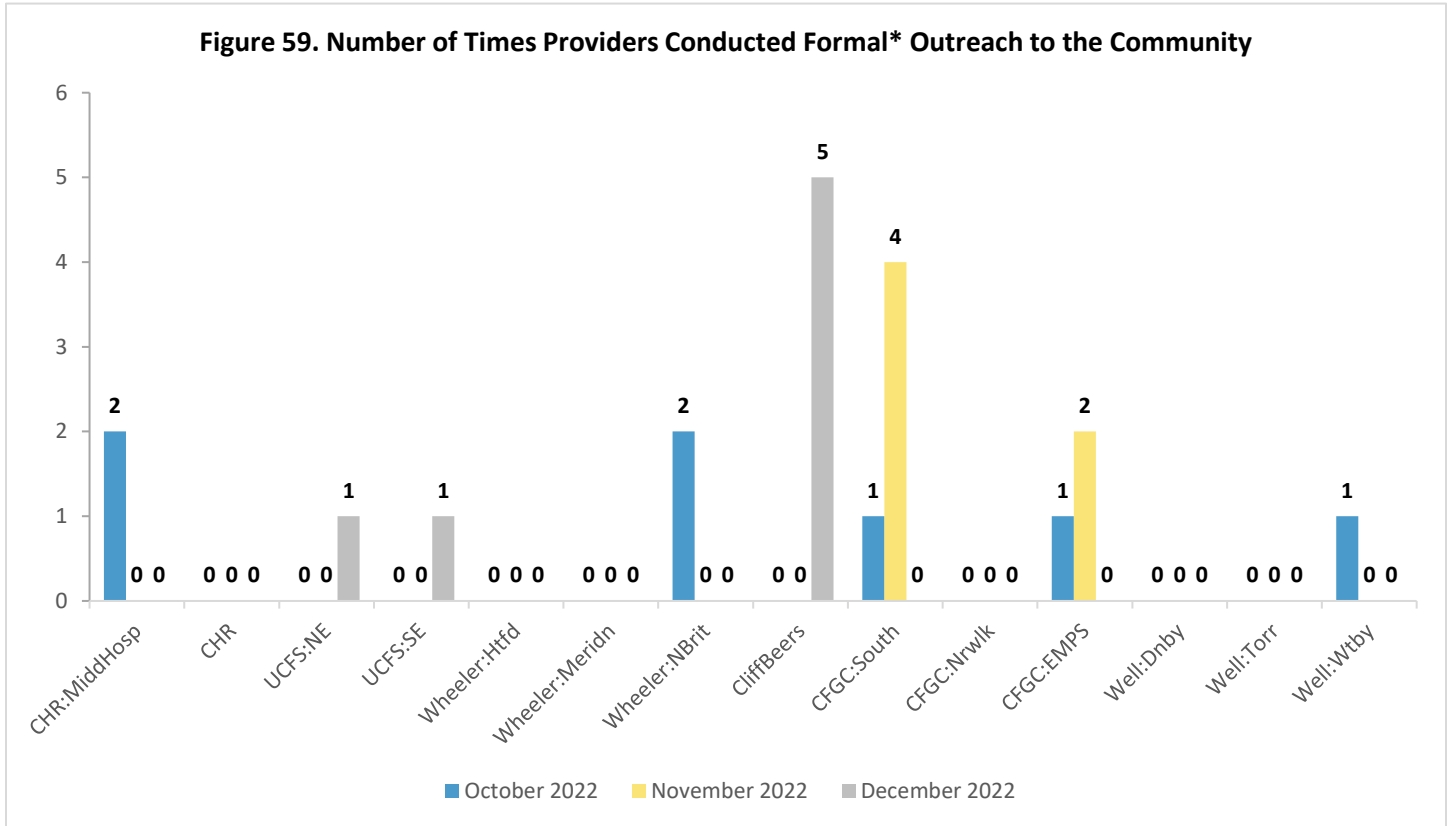
**Figure 58. Ohio Scales Collected at Discharge by Provider**



Note: Number in parentheses refers to the number of episodes meeting criteria for completed Ohio Scales at discharge (crisis response is plus stabilization follow up with a length of stay of five days or more).

### Section XIII: Provider Community Outreach

**Figure 59. Number of Times Providers Conducted Formal\* Outreach to the Community**



\*Formal outreach refers to: 1) In person presentations lasting 30 minutes, preferably more, using the EMPS PowerPoint slides and including distribution to attendees of marketing materials and other EMPS resources; 2) Outreach presentations that are in person that include workshops, conferences, or similar gatherings in which EMPS is discussed for at least an hour or more; 3) Outreach presentations that are not in person which may include workshops, conferences, or similar gatherings in which the EMPS marketing video, banner, and table skirt are set up for at least 2 hours with marketing materials made available to those who would like them; 4) The EMPS PIC considers other outreaches for inclusion on a case-by-case basis, as requested by EMPS providers.