



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)

## *MONTHLY REPORT*

# October 2023

Updated 11/16/23

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The Mobile Crisis Intervention Services Performance Improvement Center is housed at the



## Executive Summary

**Note:** As of January 2023, Mobile Crisis providers are available for a mobile response 24 hours a day, 7 days a week. Prior to January 2023, a mobile response was only available Monday – Friday 6:00 AM to 10:00 PM and from 1:00 PM to 10:00 PM on weekends. Unless stated otherwise, the data in this report reflects calls during all 24 hours. Select charts continue to break out data by old and new hours to highlight any differences during the expanded hours.

**Call and Episode Volume:** In October 2023, 2-1-1 and Mobile Crisis received 1,550 calls including 1,164 calls (75.1%) handled by Mobile Crisis providers and 386 calls (24.9%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 0.4% increase in call volume from October 2022 (n=1,544). Call volume remains 31.4% lower than the same month in 2019 (n=2,259), prior to the start of the pandemic. During the expanded overnight and weekend hours, Mobile Crisis and 2-1-1 received 85 calls including 60 (70.6%) calls handled by Mobile Crisis providers and 25 (29.4%) calls handled by 2-1-1 only. The overnight and weekend call volume in October 2023 decreased compared to last month (104, September 2023).

Among the **1,164 episodes of care** this month, episode volume ranged from 150 episodes (Eastern) to 288 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.6, with service area rates ranging from 1.0 (Southwestern) to 2.0 (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 3.8 per 1,000 children in poverty, with service area rates ranging from 2.3 (Southwestern) to 7.4 (Central). During the expanded overnight and weekend hours, there were 60 episodes of care with episode volume ranging from 3 episodes (Eastern) to 25 episodes (Western). The overnight and weekend episodes in October 2023 decreased 11.7, compared to last month (68, September 2023).

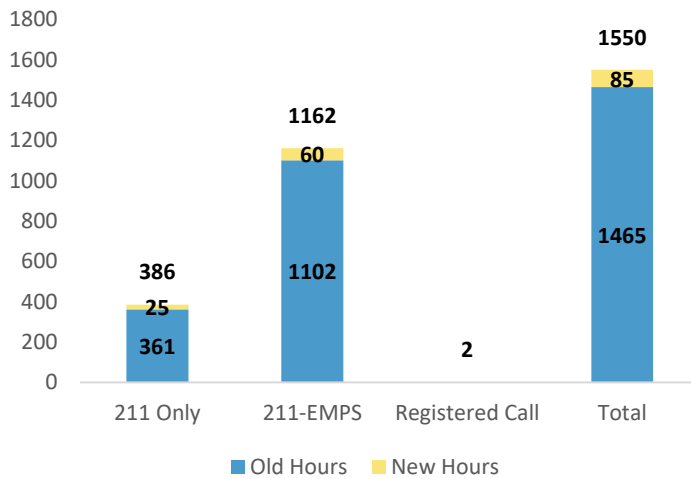
**Mobility:** **Statewide mobility was 96.6% this month**, which is similar to the rate in October 2022 (96.1%). All service areas were above the 90% benchmark this month, with performance ranging from 95.7% (Western) to 98.5% (Eastern). Mobility for individual providers ranged from 90.6% (CFGC: Norwalk) to 100% (CFGC: EMPS). All fourteen individual providers had mobility rates above the 90% benchmark. Since the beginning of the COVID-19 pandemic, both video telehealth and in-person responses are reflected within the report as “mobile” responses. Beginning in FY2022, the number of video telehealth episodes can be found in Figure 9. There were no telehealth responses this month, which is a decrease from last month (2, September 2023). The statewide mobility rate during the new hours was 87.8%, with three regions meeting the 90% benchmark. Performance ranged from 0% (Eastern) to 100% (New Haven and Central). The mobility rate during the traditional Mobile Crisis hours was 97.0%, slightly higher than the overall rate of 96.6%. During the new hours, 33.3% of episodes received a mobile response, 36.7% received a deferred mobile response, and 30.0% received a non-mobile response; in the traditional hours, 68.7% of episodes received a mobile response, 17.7% received a deferred mobile response, and 13.6% received a non-mobile response.

**Response Time:** Statewide, this month **87.1% of mobile episodes received a face-to-face response in 45 minutes or less**, which is higher than the rate in October 2022 (84.6%). While video telehealth responses are counted as “mobile” responses, they are excluded from the response time calculations in this report. Five 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 73.7% (New Haven) to 97.3% (Eastern). Eleven of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 29.0 minutes. The rate of episodes meeting response time during the traditional hours (87.2%) is slightly higher than the overall rate of 87.1%. During the expanded hours, there was a greater range of performance. Statewide, 84.2% of mobile episodes received a response within 45 minutes during these new hours, with performance ranging from 50.0% (Central) to 100.0% (New Haven and Southwestern).

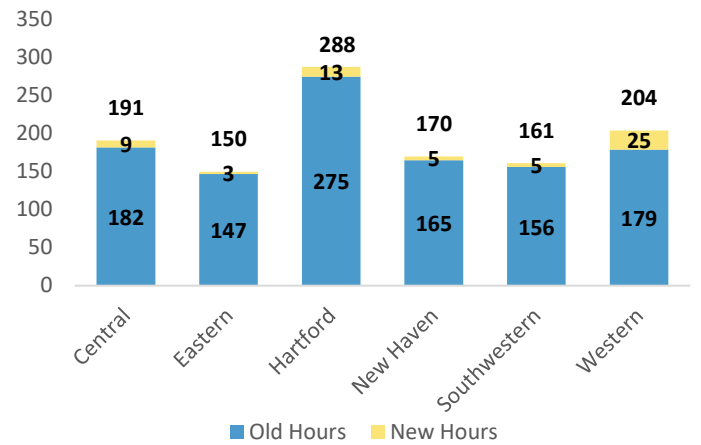
**Length of Stay (LOS):** Statewide, among discharged episodes, **three of the 395 *plus stabilization follow-up* episodes exceeded 45 days**. The statewide median LOS for episodes discharged this month with a crisis response of *plus stabilization follow-up* was 13.0 days. The regional median LOS ranged from 10.5 days (Eastern) to 26.0 days (Southwestern). Note: these calculations only include episodes that began during FY2024.

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

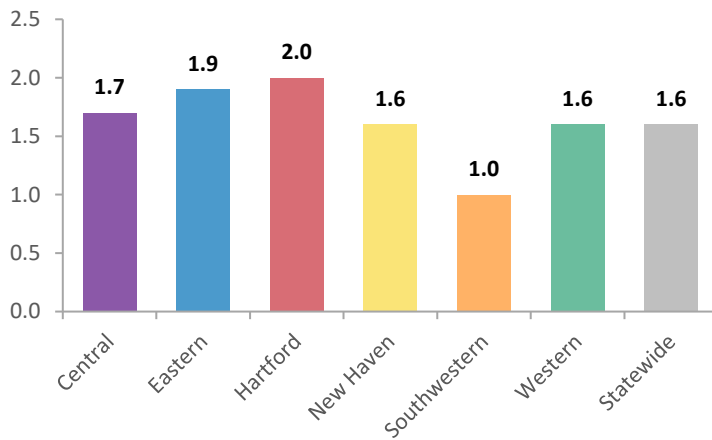
**Figure 1. Total Call Volume by Call Type**



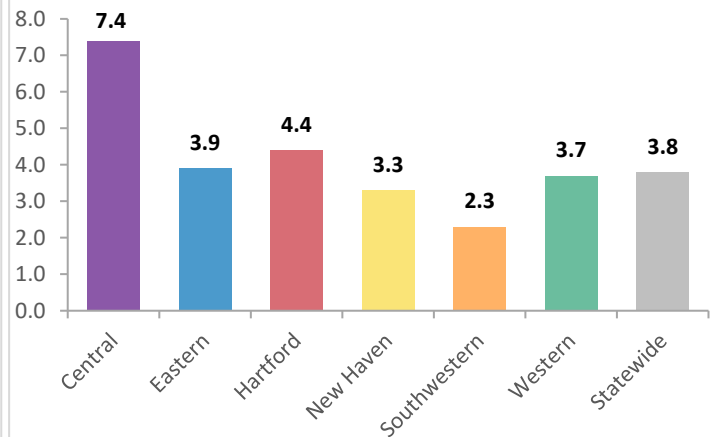
**Figure 2. Mobile Crisis Episodes by Service Area**  
(Total Episodes = 1,164)



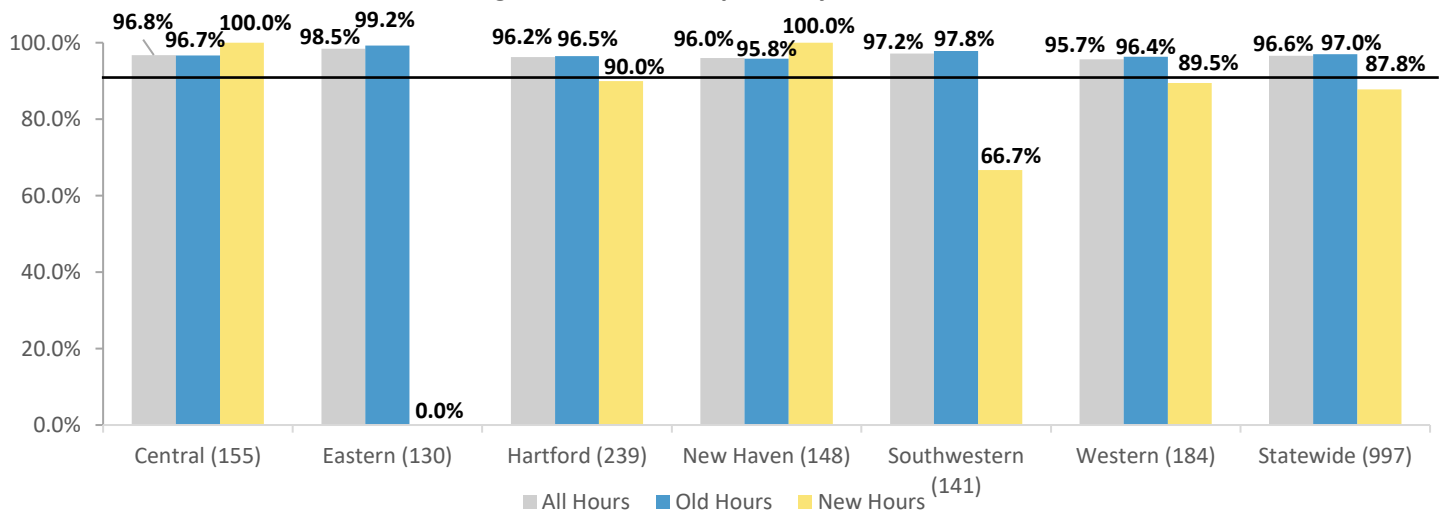
**Figure 3. Number Served Per 1,000 Children**



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



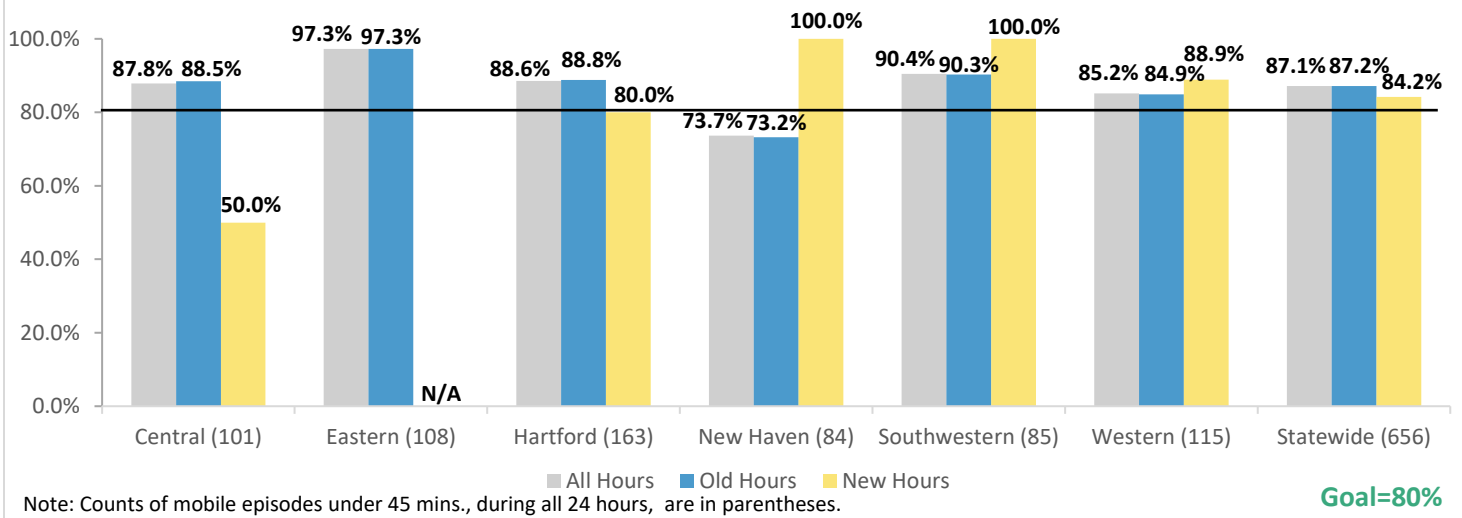
**Figure 5. Mobile Response by Service Area**



Note: Counts of 211-recommended mobile episodes, during all 24 hours, are in parentheses.

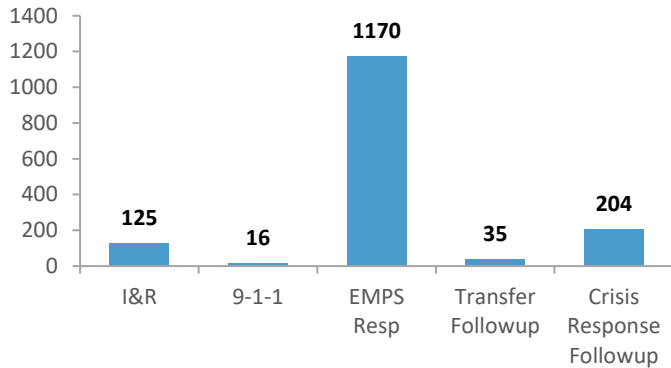
Goal=90%

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

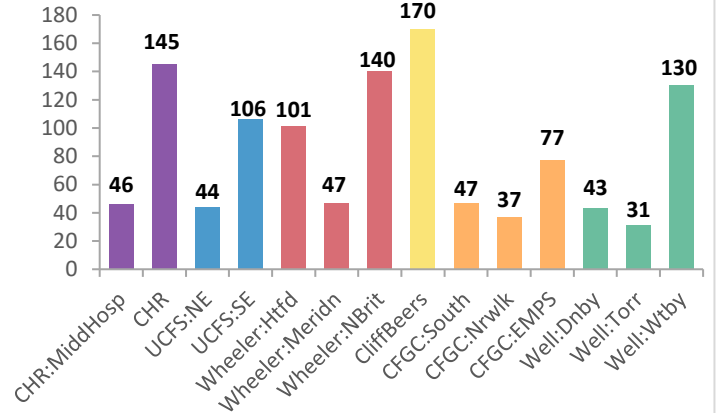


## Section II: Mobile Crisis Response

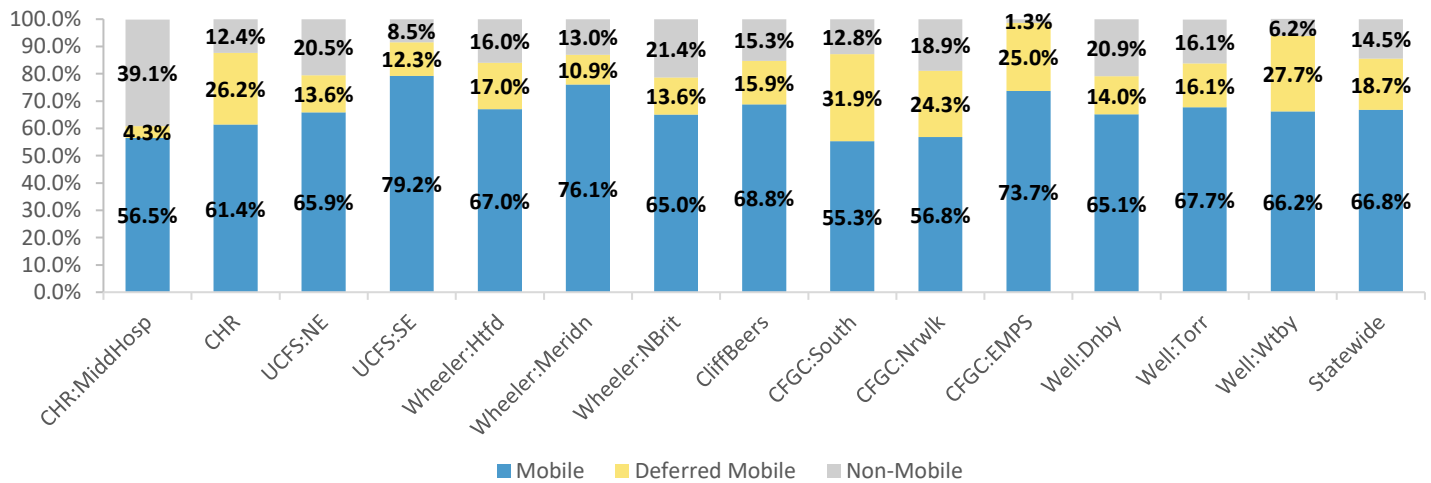
**Figure 7. Statewide 2-1-1 Call Disposition**



**Figure 8. Mobile Crisis Episodes by Provider**  
(Total Episodes = 1,164)



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



\*Statewide, there were 0 mobile or deferred mobile episodes that were performed via video telehealth.

**Figure 10. Actual Initial Mobile Crisis Response by Service Area - by Service Hours**

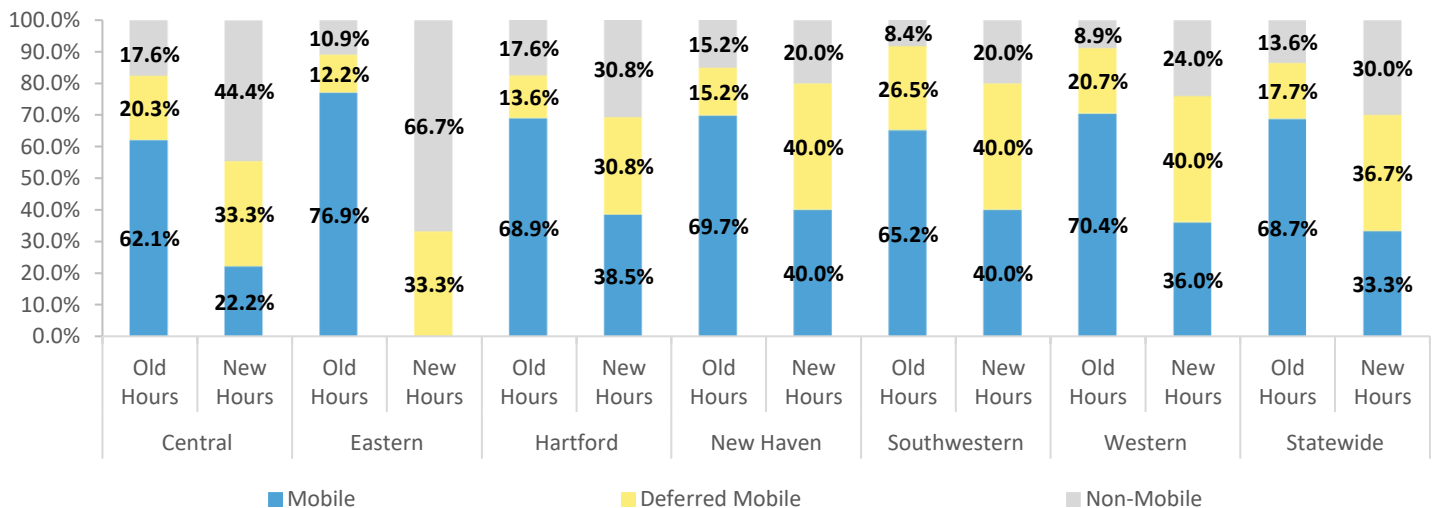
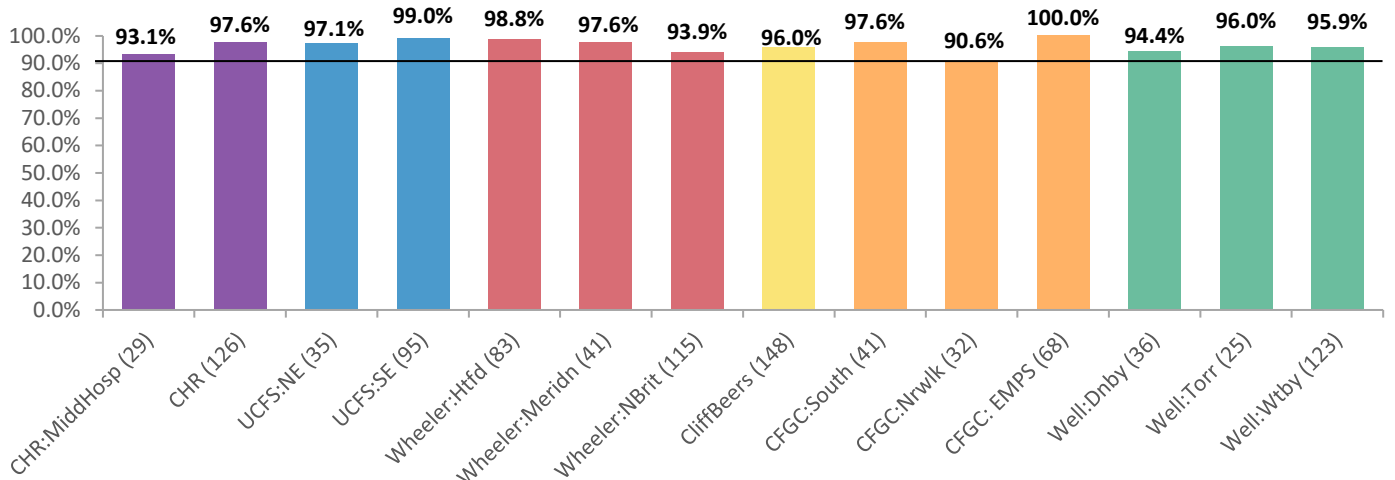


Figure 11. Mobile Response\* by Provider



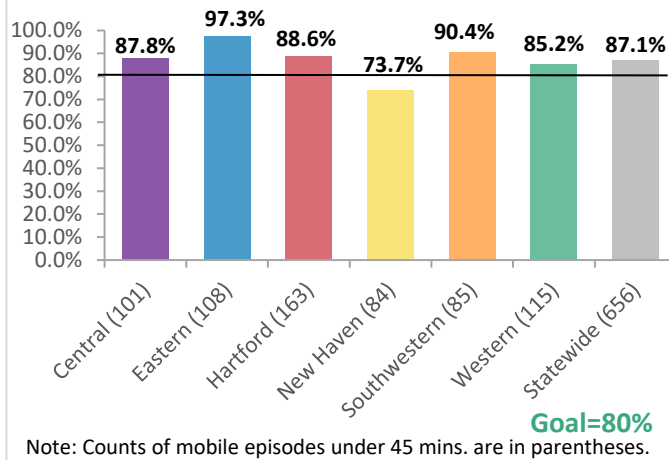
Note: Counts of 211-recommended mobile episodes are in parentheses.

Goal=90%

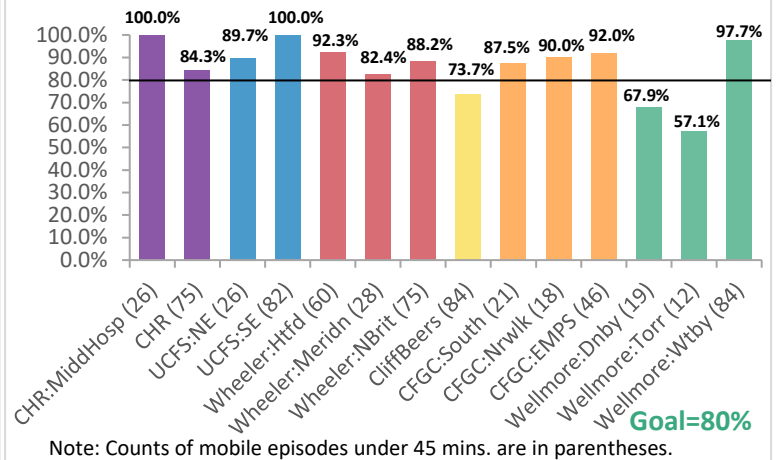


### Section III: Response Time

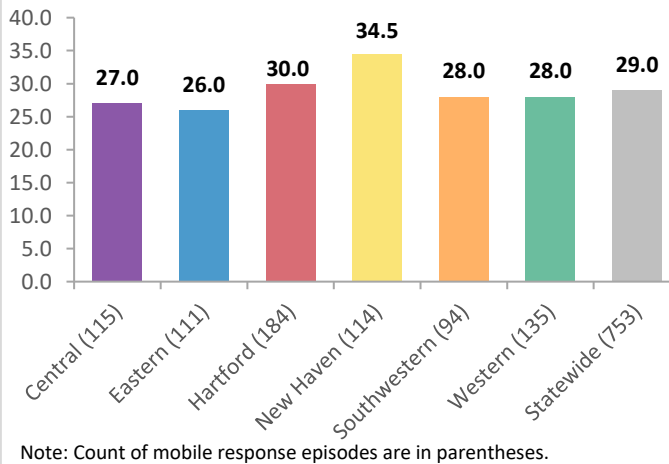
**Figure 12. Mobile Episodes with a Response Time Under 45 Minutes**



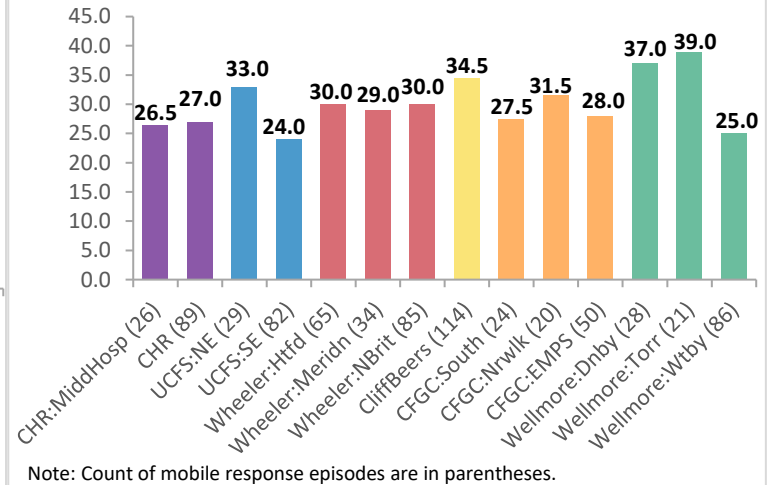
**Figure 13. Mobile Episodes with a Response Time Under 45 Minutes by Provider**



**Figure 14. Median Mobile Response Time in Minutes**

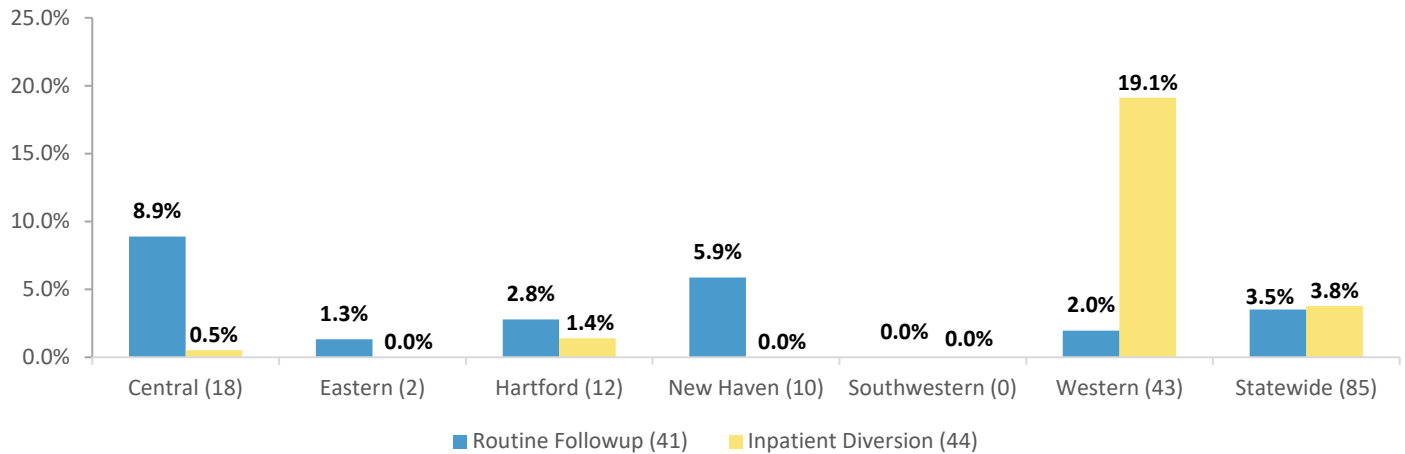


**Figure 15. Median Mobile Response Time by Provider in Minutes**

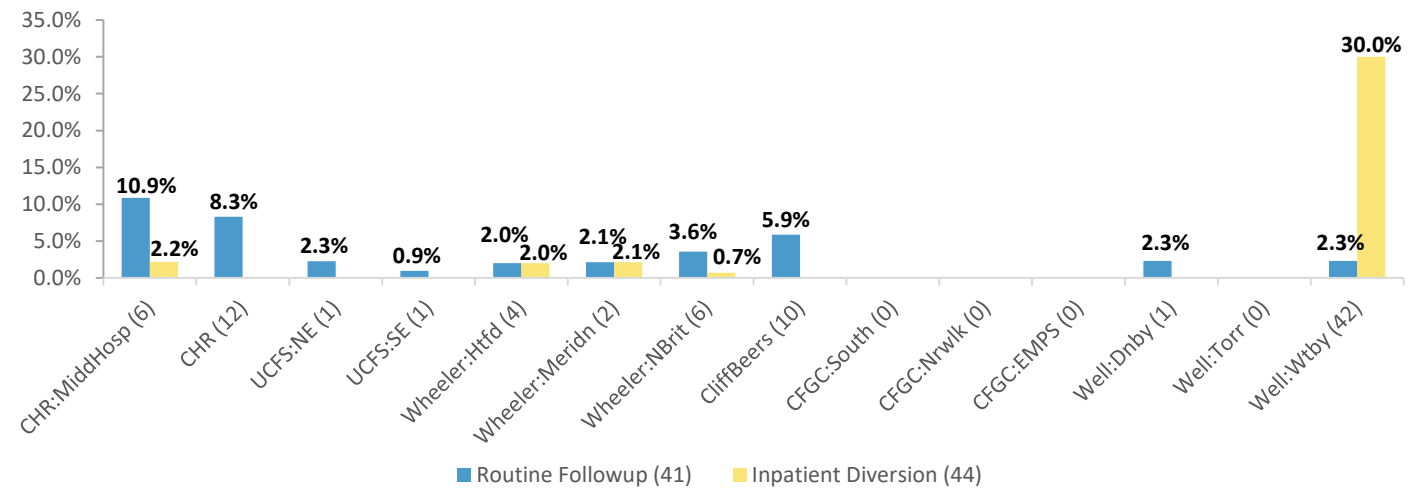


## Section IV: Emergency Department Referrals

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



**Figure 17. 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>395</b>	<b>15.5</b>	<b>13.0</b>	<b>0.8% (n = 3)</b>
<b>Central</b>	<b>123</b>	<b>14.7</b>	<b>12.0</b>	<b>1.6% (n = 2)</b>
<b>Eastern</b>	<b>10</b>	<b>12.1</b>	<b>10.5</b>	<b>0% (n = 0)</b>
<b>Hartford</b>	<b>115</b>	<b>16.0</b>	<b>14.0</b>	<b>0% (n = 0)</b>
<b>New Haven</b>	<b>8</b>	<b>21.3</b>	<b>21.5</b>	<b>12.5% (n = 1)</b>
<b>Southwestern</b>	<b>10</b>	<b>26.2</b>	<b>26.0</b>	<b>0% (n = 0)</b>
<b>Western</b>	<b>129</b>	<b>14.8</b>	<b>13.0</b>	<b>0% (n = 0)</b>

\*Only episodes that had both a start and a discharge date within FY2024 are included in this chart

