



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

December 2023

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

Kagnica Seng, MA, Data Analyst; Kayla Theriault, MPH, Senior Associate; Yecenia Casiano, MS, Senior Project Coordinator; Kellie Randall, Ph.D., Director; Heather Clinger, MPH, CPS, Program Manager (Wheeler Clinic); Sarah Camerota, LICSW, 2-1-1 MCIS Program Manager (United Way of CT-2-1-1); Jeffrey Vanderploeg, Ph.D., CEO

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



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 December 2023, 2-1-1 and Mobile Crisis received 1,259 calls including 941 calls (74.7%) handled by Mobile Crisis providers and 318 calls (25.3%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 4.5% decrease in call volume from December 2022 (n=1,318). Call volume remains 9.8% lower than the same month in 2019 (n=1,396), prior to the start of the pandemic. During the expanded overnight and weekend hours, Mobile Crisis and 2-1-1 received 119 calls including 75 (63.0%) calls handled by Mobile Crisis providers and 44 (37.0%) calls handled by 2-1-1 only. The overnight and weekend call volume in December 2023 increased compared to last month (101, November 2023).

Among the **941 episodes of care** this month, episode volume ranged from 115 episodes (Southwestern) to 246 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.3, with service area rates ranging from 0.7 (Southwestern) to 1.7 (Hartford) relative to their specific child populations. Additionally, the number of episodes generated relative to the number of children in poverty in each service area yielded a statewide average poverty service reach rate of 2.8 per 1,000 children in poverty, with service area rates ranging from 1.6 (Southwestern) to 6.4 (Central). During the expanded overnight and weekend hours, there were 75 episodes of care with episode volume ranging from 4 episodes (Eastern and Southwestern) to 23 episodes (Hartford). The overnight and weekend episodes in December 2023 increased 13.6%, compared to last month (66, November 2023).

Mobility: Statewide mobility was **95.8% this month**, which is slightly higher than the rate in December 2022 (93.9%). All six service areas were above the 90% benchmark this month, with performance ranging from 91.7% (Eastern) to 99.0% (Southwestern). Mobility for individual providers ranged from 89.0% (UCFS: SE) to 100% (CFGF: South and EMPS, Wheeler: Meriden, Wellmore: Torrington and Waterbury). Thirteen of the 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 was one telehealth response this month, which is the same as last month (1, November 2023). The statewide mobility rate during the new hours was 87.5%, with two regions meeting the 90% benchmark. Performance ranged from 50.0% (Eastern) to 100% (Southwestern and Western). The mobility rate during the traditional Mobile Crisis hours was 96.5%, slightly higher than the overall rate of 95.8%. During the new hours, 48.0% of episodes received a mobile response, 18.7% received a deferred mobile response, and 33.3% received a non-mobile response; in the traditional hours, 64.7% of episodes received a mobile response, 18.2% received a deferred mobile response, and 17.1% received a non-mobile response.

Response Time: Statewide, this month **86.5% of mobile episodes received a face-to-face response in 45 minutes or less**, which is similar to the rate in December 2022 (86.1%). While video telehealth responses are counted as “mobile” responses, they are excluded from the response time calculations in this report. Four 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 76.7% (Western) to 100% (Eastern). Ten 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 (87.0%) is similar to the overall rate of 86.5%. During the expanded hours, there was a greater range of performance. Statewide, 80.0% of mobile episodes received a response within 45 minutes during these new hours, with performance ranging from 50.0% (Hartford) to 100.0% (Eastern, New Haven, and Southwestern).

Length of Stay (LOS): Statewide, among discharged episodes, **13 of the 364 *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 16.0 days. The regional median LOS ranged from 14.0 days (Central and Western) to 42.0 days (New Haven). 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

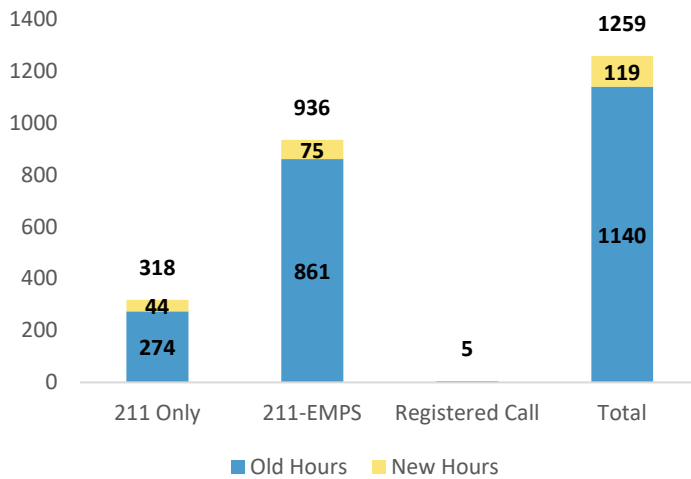


Figure 2. Mobile Crisis Episodes by Service Area
(Total Episodes = 941)

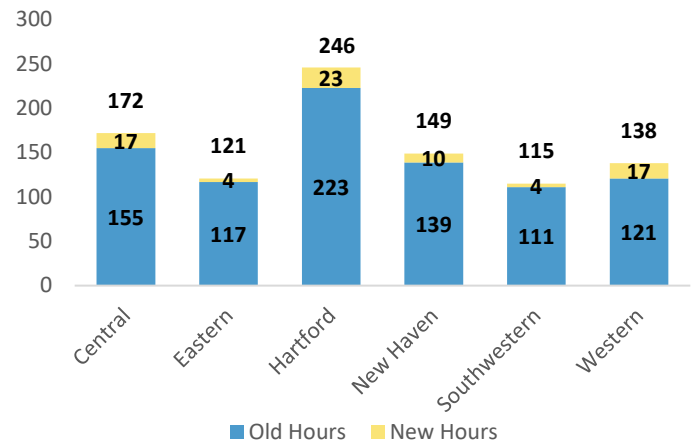


Figure 3. Number Served Per 1,000 Children

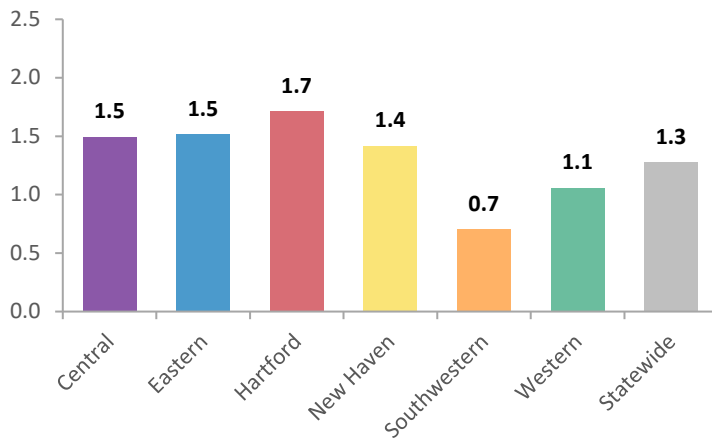


Figure 4. Number Served per 1,000 Children in Poverty

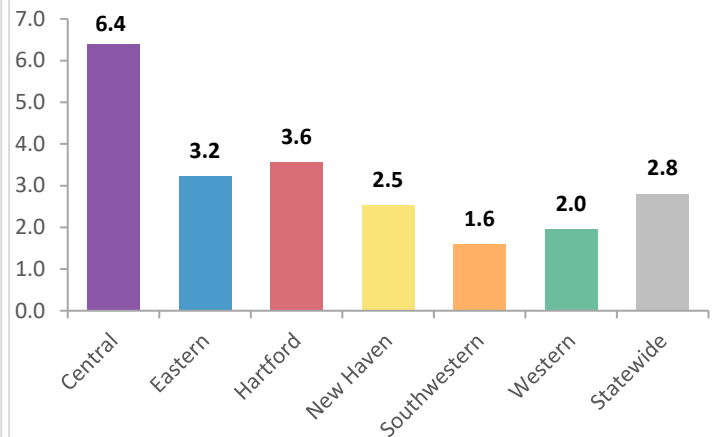
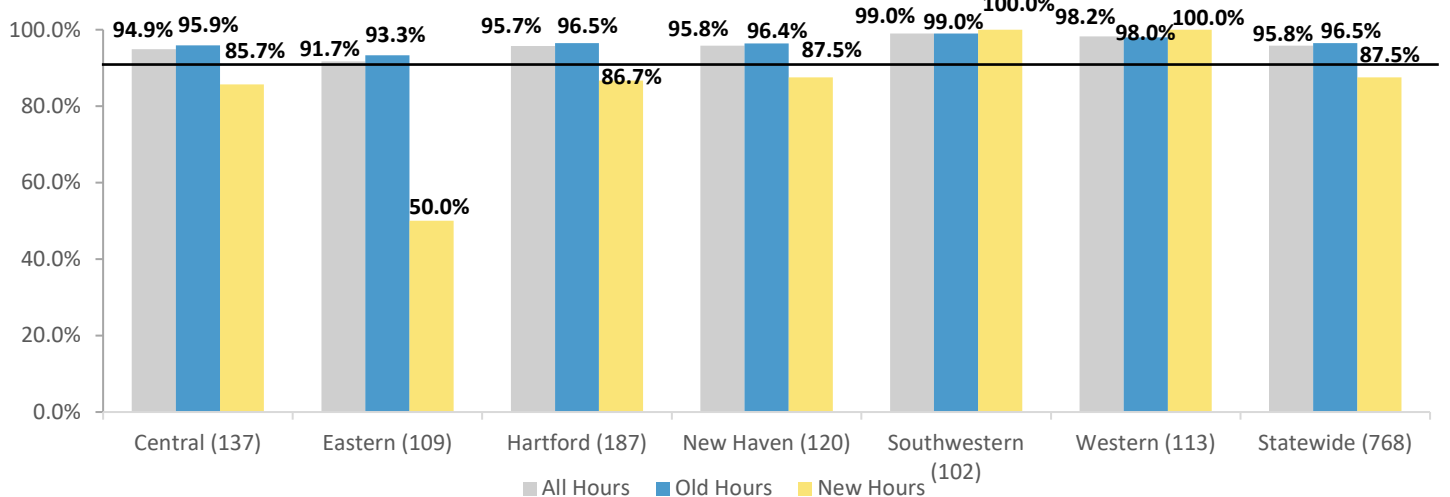


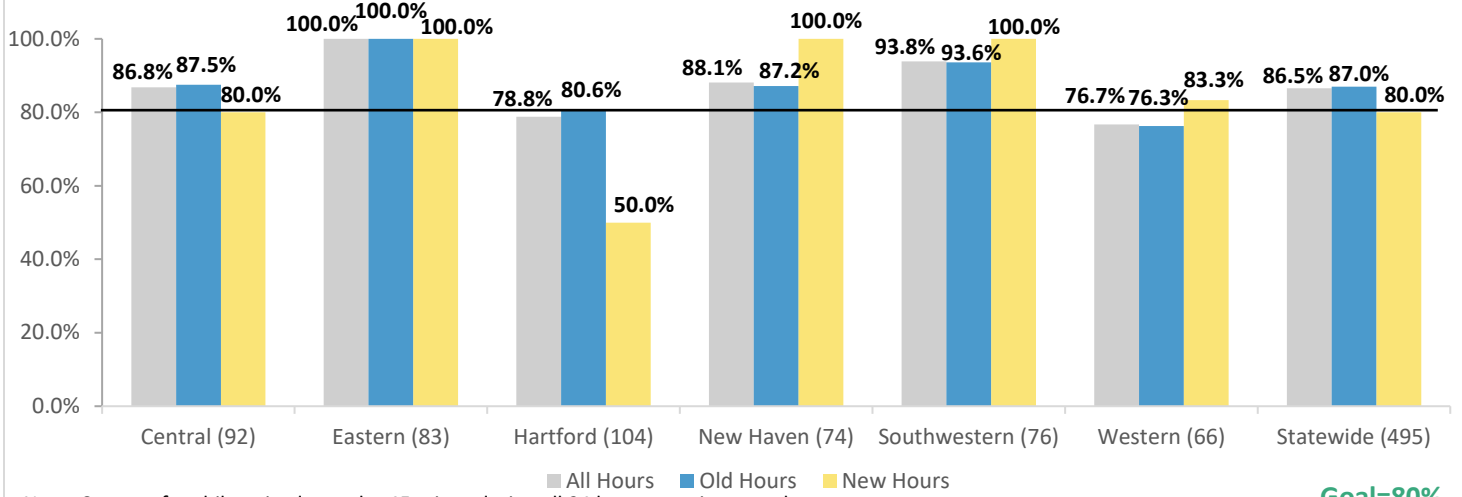
Figure 5. Mobile Response by Service Area



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

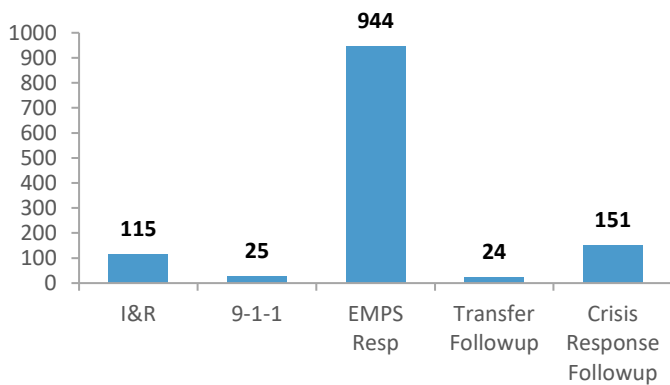


Figure 8. Mobile Crisis Episodes by Provider
(Total Episodes = 941)

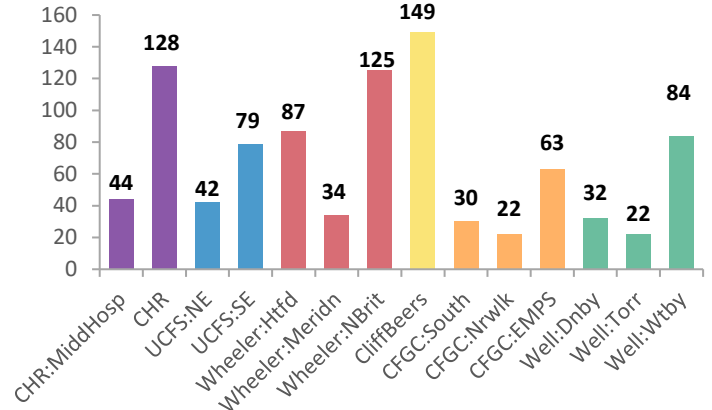
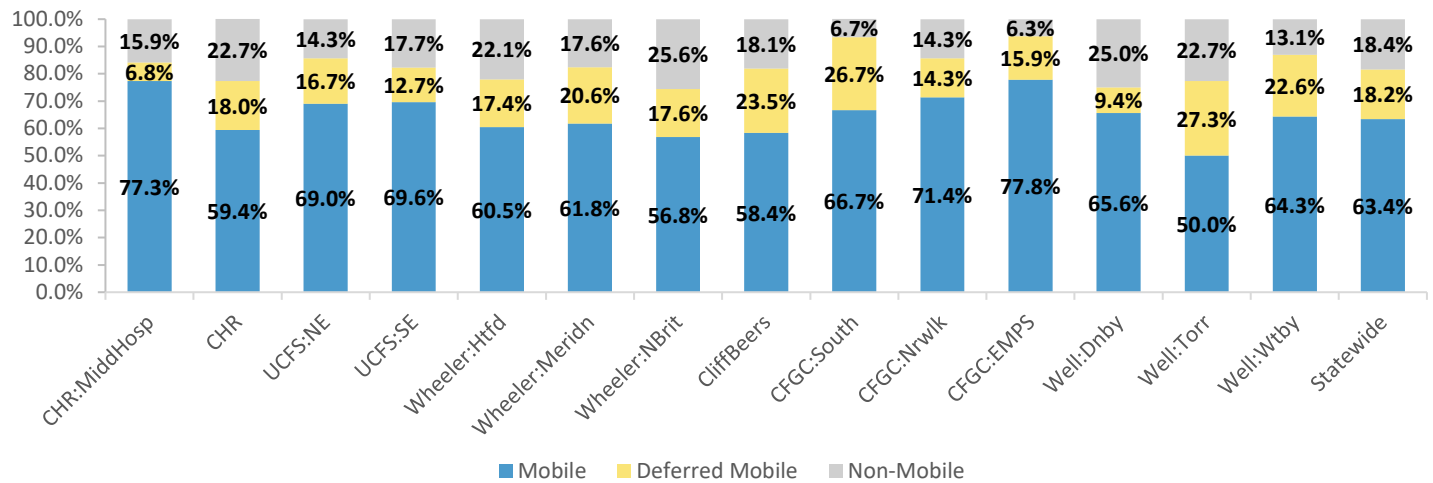


Figure 9. Actual Initial Mobile Crisis Response* by Provider



*Statewide, there were 1 mobile or deferred mobile episodes that were performed via video telehealth.

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

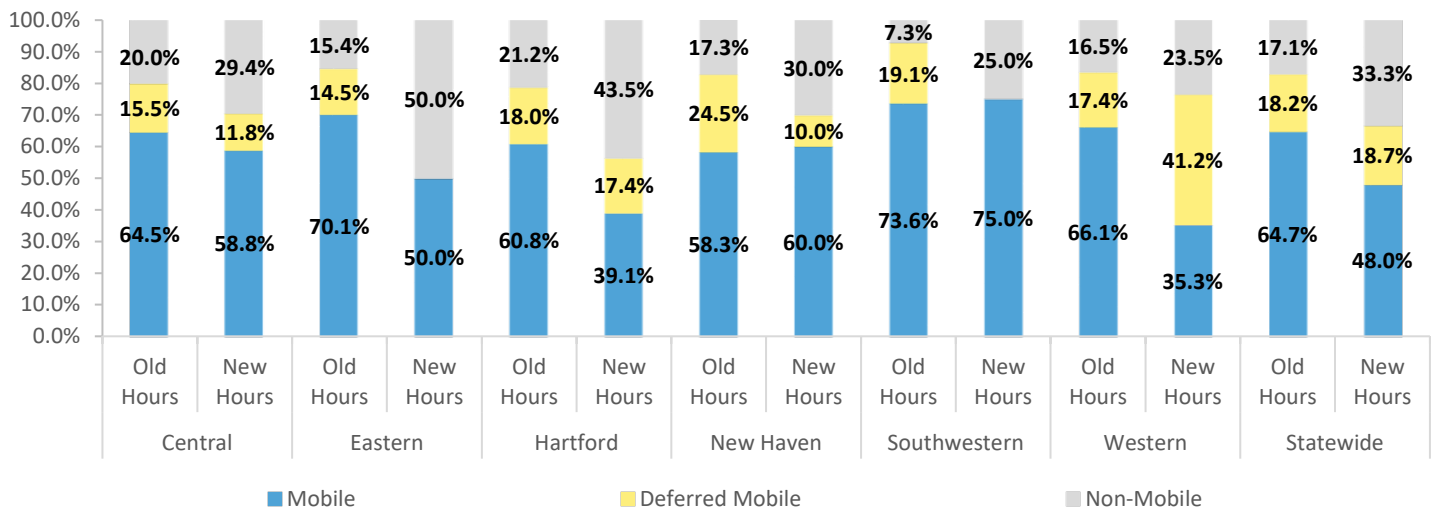
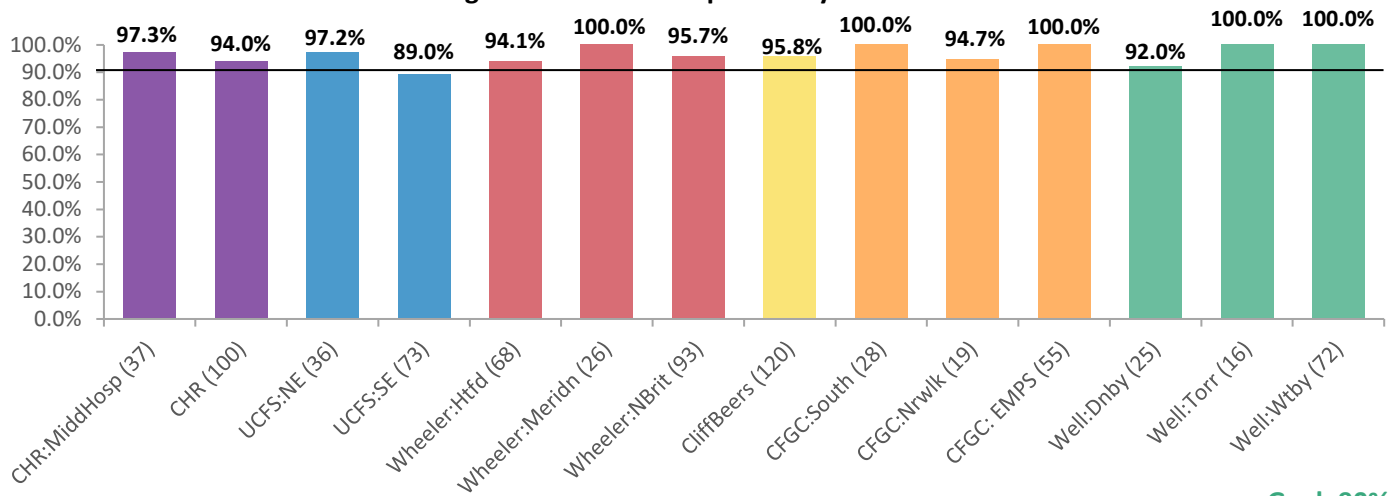


Figure 11. Mobile Response* by Provider



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

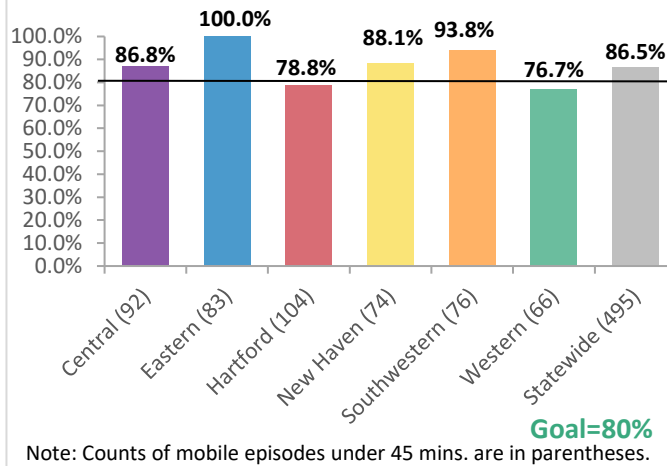


Figure 13. Mobile Episodes with a Response Time Under 45 Minutes by Provider

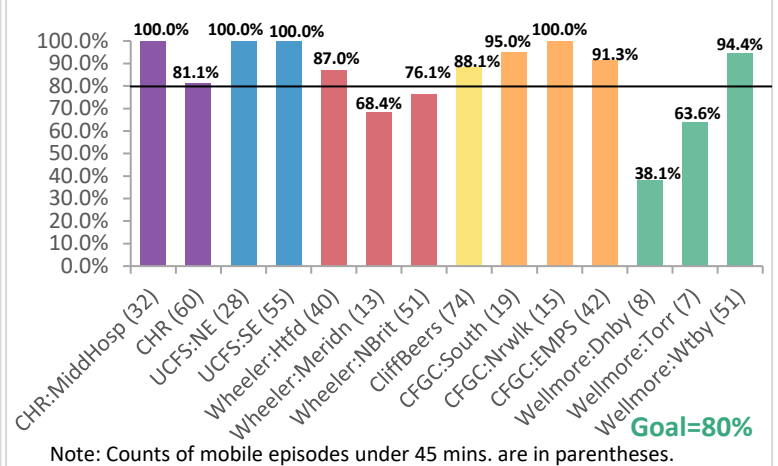


Figure 14. Median Mobile Response Time in Minutes

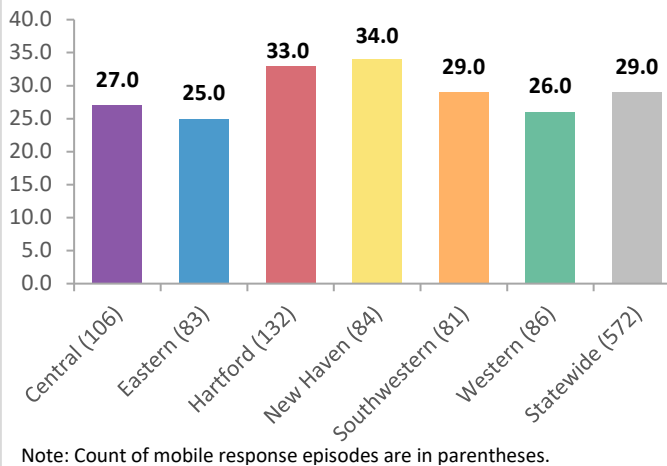
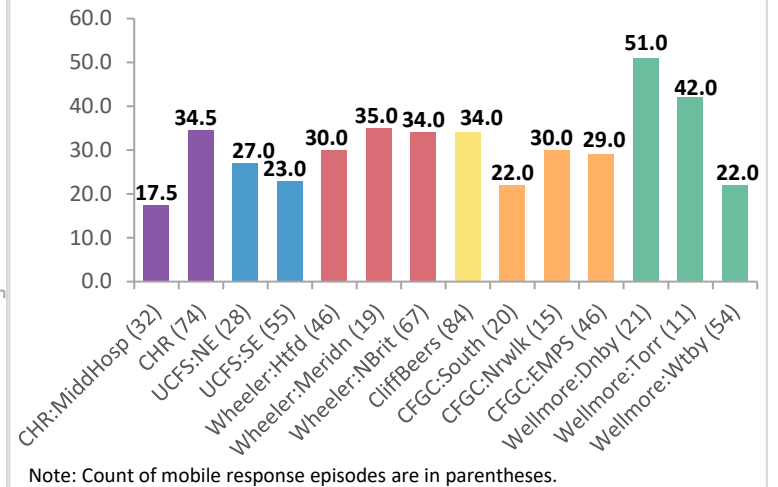


Figure 15. Median Mobile Response Time by Provider in Minutes



Section IV: Emergency Department Referrals

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

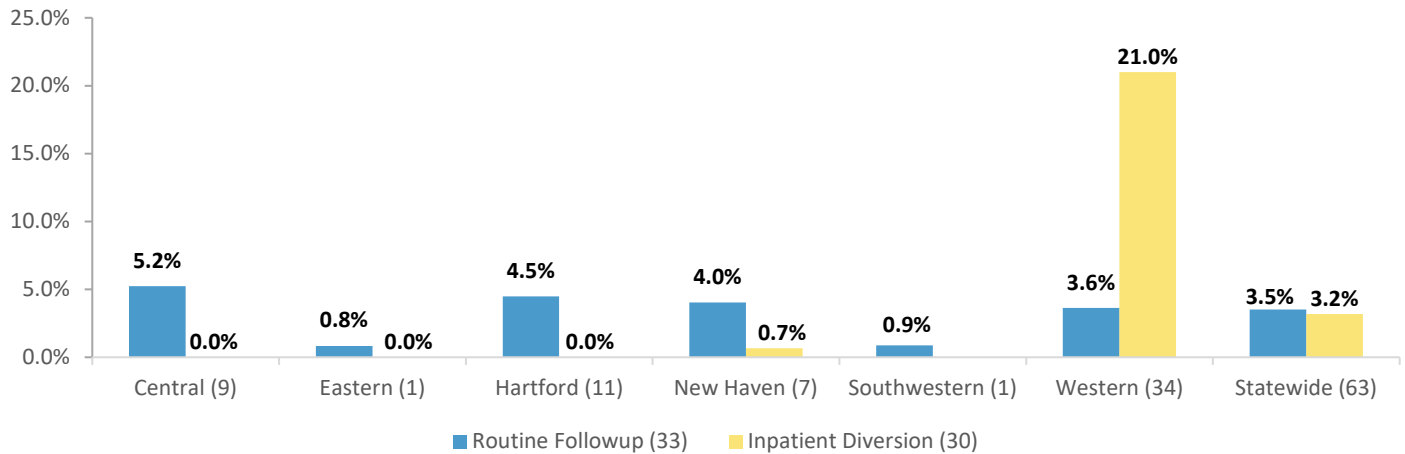
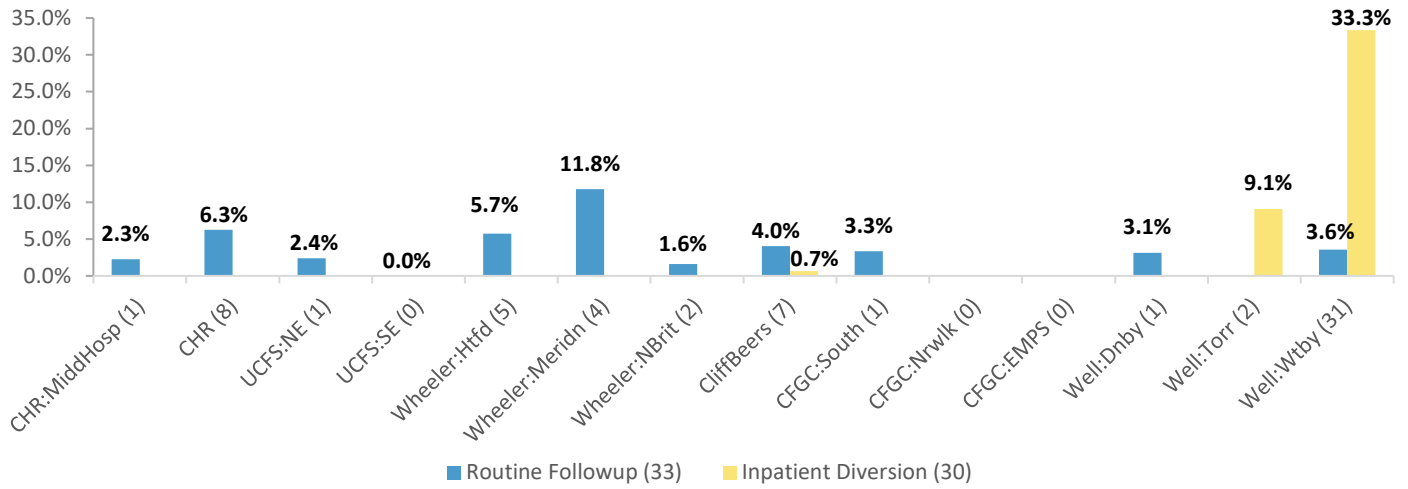


Figure 17. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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
STATEWIDE	364	19.9	16.0	3.6% (n = 13)
Central	115	17.3	14.0	4.3% (n = 5)
Eastern	13	21.2	21.0	0.0% (n = 0)
Hartford	110	18.8	16.0	0.0% (n = 0)
New Haven	5	39.4	42.0	20.0% (n = 1)
Southwestern	23	42.5	41.0	17.4% (n = 4)
Western	98	17.6	14.0	3.1% (n = 3)

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

