



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

September 2023

Updated 10/13/23

Table of Contents

Executive Summary	3
Section I: Mobile Crisis Statewide/Service Area Dashboard.....	5
Figure 1. Total Call Volume by Call Type	5
Figure 2. Mobile Crisis Episodes by Service Area	5
Figure 3. Number Served Per 1,000 Children	5
Figure 4. Number Served Per 1,000 Children in Poverty	5
Figure 5. Mobile Response by Service Area	5
Figure 6. Mobile Episodes with a Response Time Under 45 Minutes	6
Section II: Mobile Crisis Response	7
Figure 7. Statewide 211 Disposition Frequency.....	7
Figure 8. Mobile Crisis Episodes by Provider	7
Figure 9. Actual Initial Mobile Crisis Response by Provider.....	7
Figure 10. Actual Initial Mobile Crisis Response by Service Area – Overnight/Weekend Hours.....	7
Figure 11. Mobile Response by Provider.....	8
Section III: Response Time.....	9
Figure 12. Mobile Episodes with a Response Time Under 45 Minutes	9
Figure 13. Mobile Episodes with a Response Time Under 45 Minutes by Provider	9
Figure 14. Median Mobile Response Time in Minutes	9
Figure 15. Median Mobile Response Time by Provider in Minutes.....	9
Section IV: Emergency Department Referrals	10
Figure 16. Emergency Department Referrals.....	10
Figure 17. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes).....	10
Section V: Length of Stay (LOS)	11
Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up.....	11

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 September 2023, 2-1-1 and Mobile Crisis received 1,273 calls including 934 calls (73.4%) handled by Mobile Crisis providers and 339 calls (26.6%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed an 8.3% decrease in call volume from September 2022 (n=1,388). Call volume remains 27.9% lower than the same month in 2019 (n=1,766), prior to the start of the pandemic. During the expanded overnight and weekend hours, Mobile Crisis and 2-1-1 received 104 calls including 68 (65.4%) calls handled by Mobile Crisis providers and 36 (34.6%) calls handled by 2-1-1 only. The overnight and weekend call volume in September 2023 slightly decreased compared to last month (108, August 2023).

Among the **934 episodes of care** this month, episode volume ranged from 102 episodes (Eastern) to 212 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.3, with service area rates ranging from 0.9 (Southwestern) to 1.5 (Hartford and Western) 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 1.9 (Southwestern) to 5.5 (Central). During the expanded overnight and weekend hours, there were 68 episodes of care with episode volume ranging from 6 episodes (Eastern and Southwestern) to 19 episodes (Western). The overnight and weekend episodes in September 2023 decreased 5.6%, compared to last month (72, August 2023).

Mobility: Statewide mobility was **94.6% this month**, which is similar to the rate in September 2022 (95.4%). Five of the six service areas were above the 90% benchmark this month, with performance ranging from 89.9% (Eastern) to 97.8% (Western). Mobility for individual providers ranged from 85.9% (Wheeler: New Britain) to 100% (Wellmore: Danbury). Twelve 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 were two telehealth responses this month which increased from last month (0, August 2023). The statewide mobility rate during the new hours was 79.0%, with two regions meeting the 90% benchmark. Performance ranged from 16.7% (Eastern) to 100% (New Haven and Western). The mobility rate during the traditional Mobile Crisis hours was 95.9%, slightly higher than the overall rate of 94.6%. During the new hours, 38.8% of episodes received a mobile response, 34.3% received a deferred mobile response, and 26.9% received a non-mobile response; in the traditional hours, 67.6% of these episodes received a mobile response, 17.3% received a deferred mobile response, and 15.1% received a non-mobile response.

Response Time: Statewide, this month **82.2% of mobile episodes received a face-to-face response in 45 minutes or less**, which is higher than the rate in September 2022 (79.9%). 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 66.7% (New Haven) to 93.9% (Eastern). Ten of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 30.0 minutes. The rate of episodes meeting response time during the traditional hours (84.0%) is slightly higher than the overall rate of 82.2%. During the expanded hours, there was a greater range of performance. Statewide, 39.1% of mobile episodes received a response within 45 minutes during these new hours, with performance ranging from 25.0% (Hartford) to 100.0% (Eastern and Southwestern).

Length of Stay (LOS): Statewide, among discharged episodes, **one of the 219 *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 12.0 days. The regional median LOS ranged from 10.0 days (Western) to 23.0 days (Eastern). 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

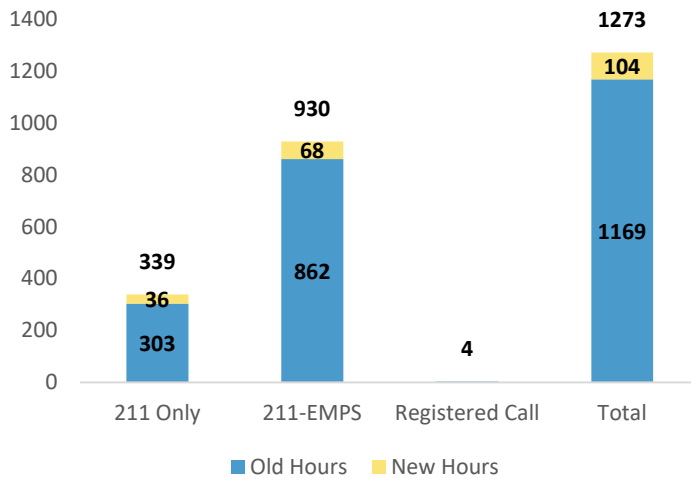


Figure 2. Mobile Crisis Episodes by Service Area
(Total Episodes = 934)

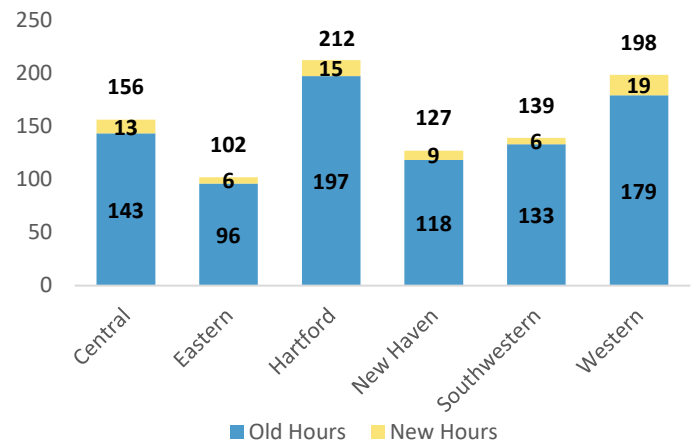


Figure 3. Number Served Per 1,000 Children

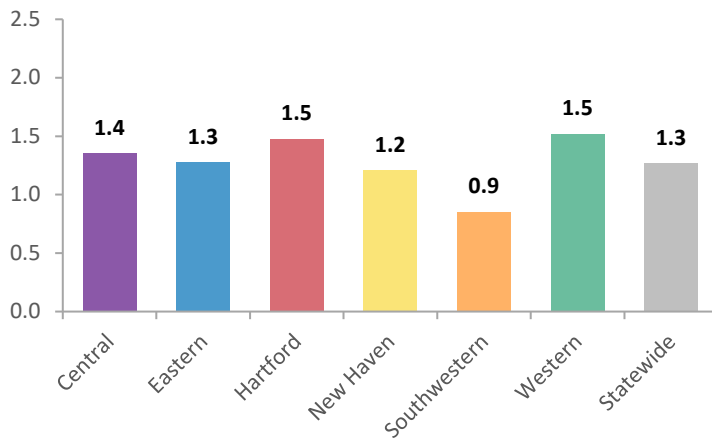


Figure 4. Number Served per 1,000 Children in Poverty

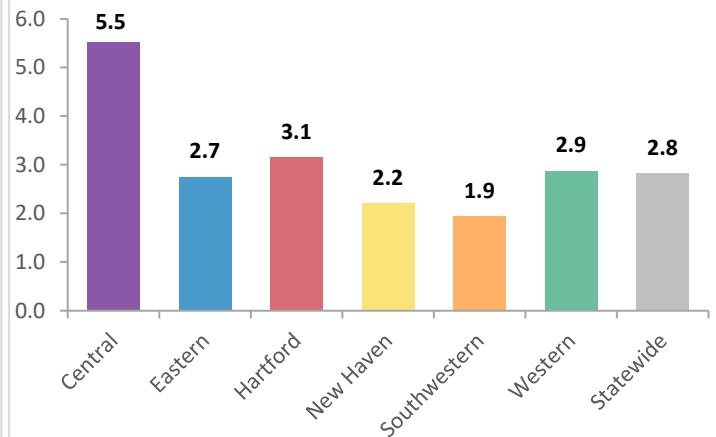
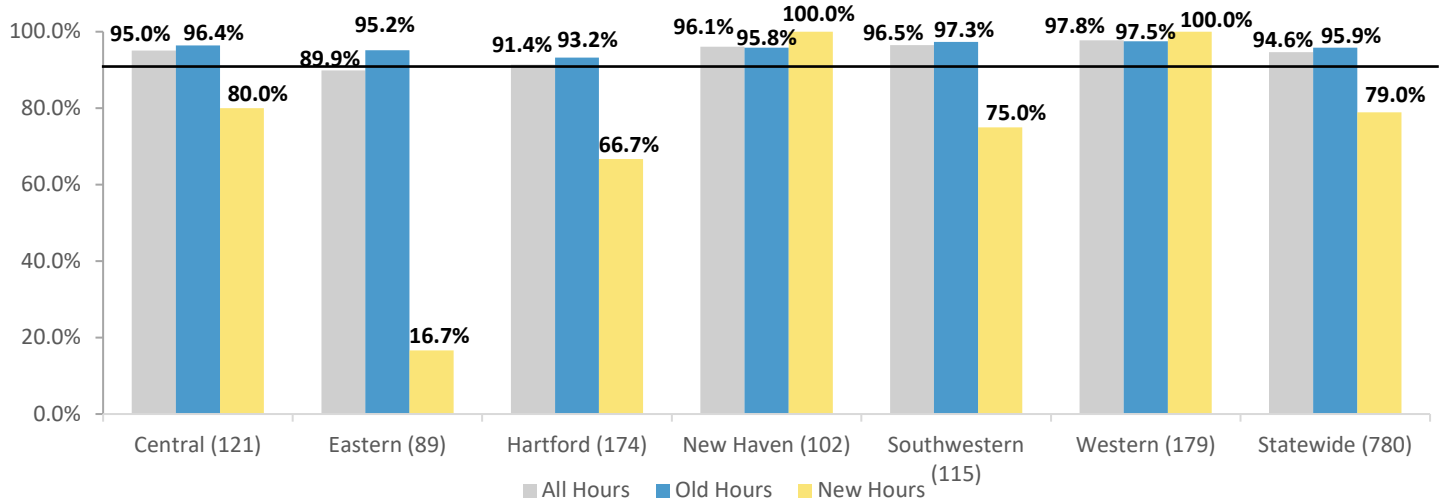


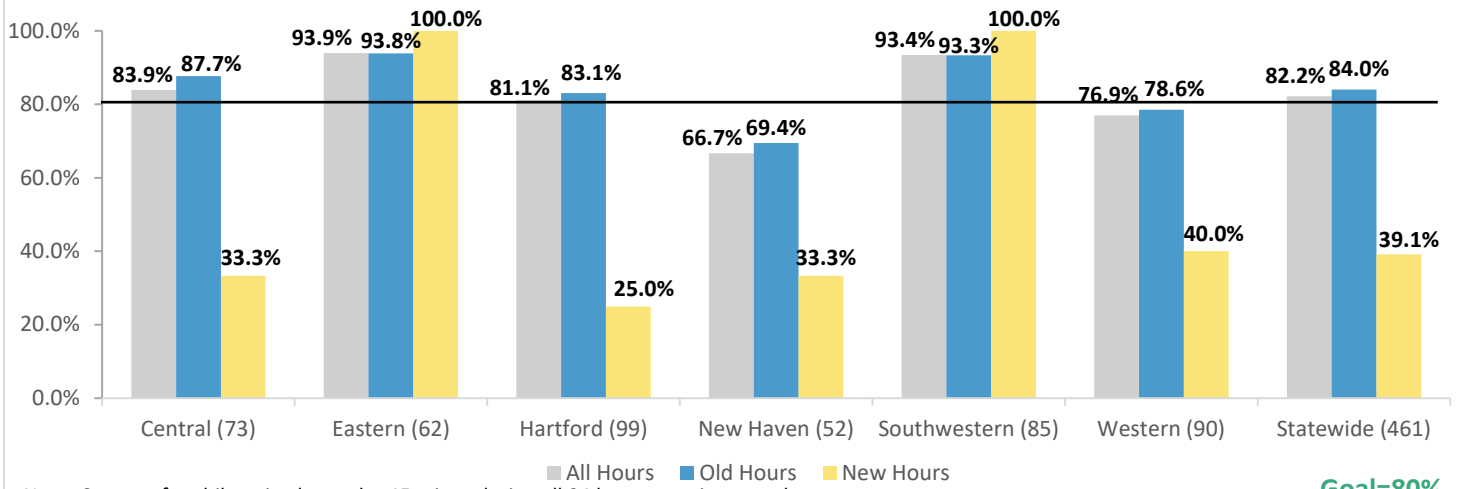
Figure 5. Mobile Response by Service Area



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

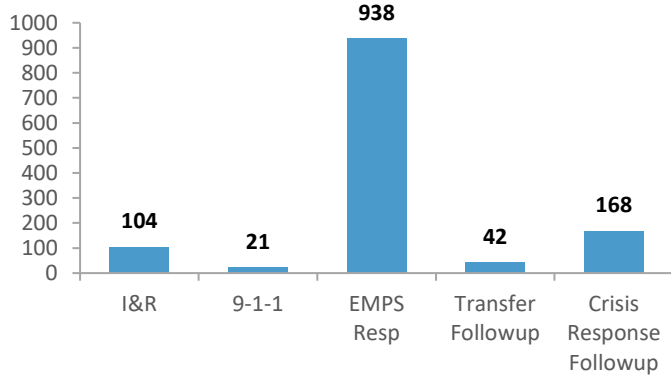


Figure 8. Mobile Crisis Episodes by Provider
(Total Episodes = 934)

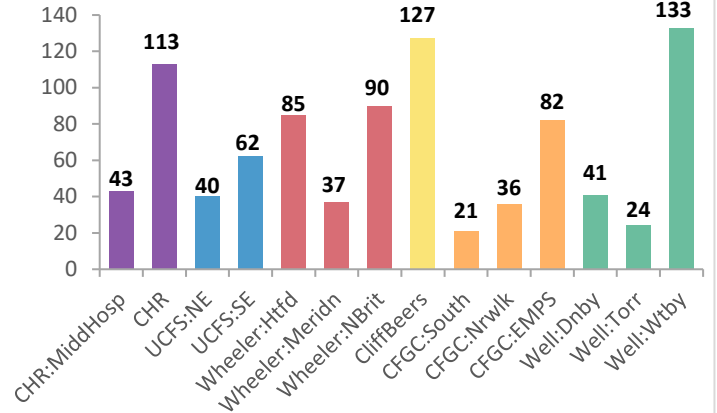
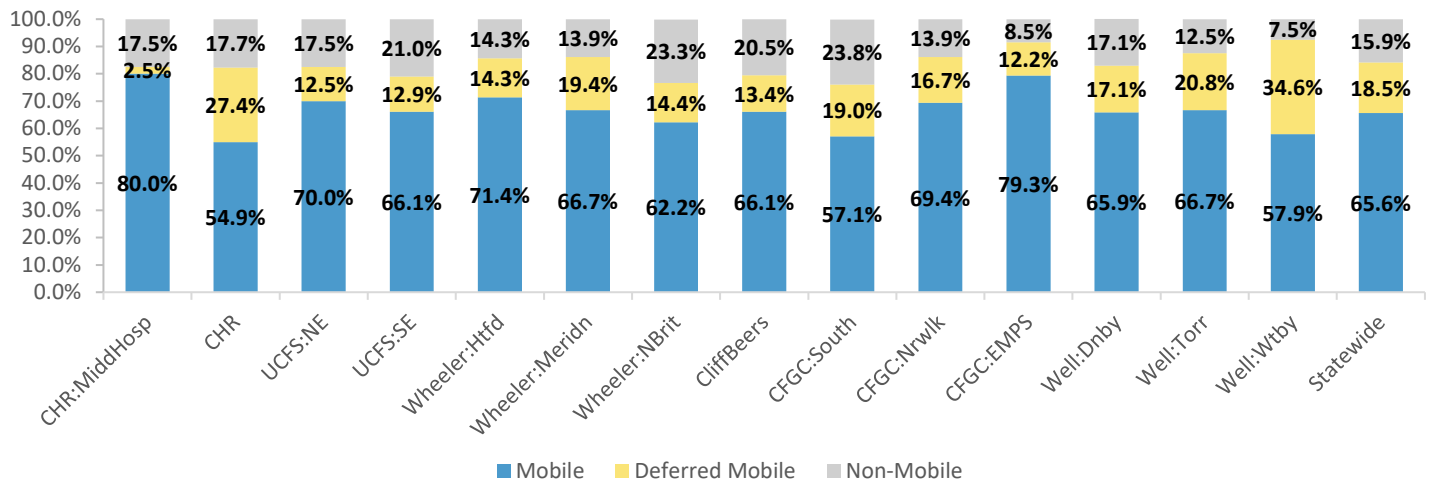


Figure 9. Actual Initial Mobile Crisis Response* by Provider



*Statewide, there were 2 mobile or deferred mobile episode that was performed via video telehealth.

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

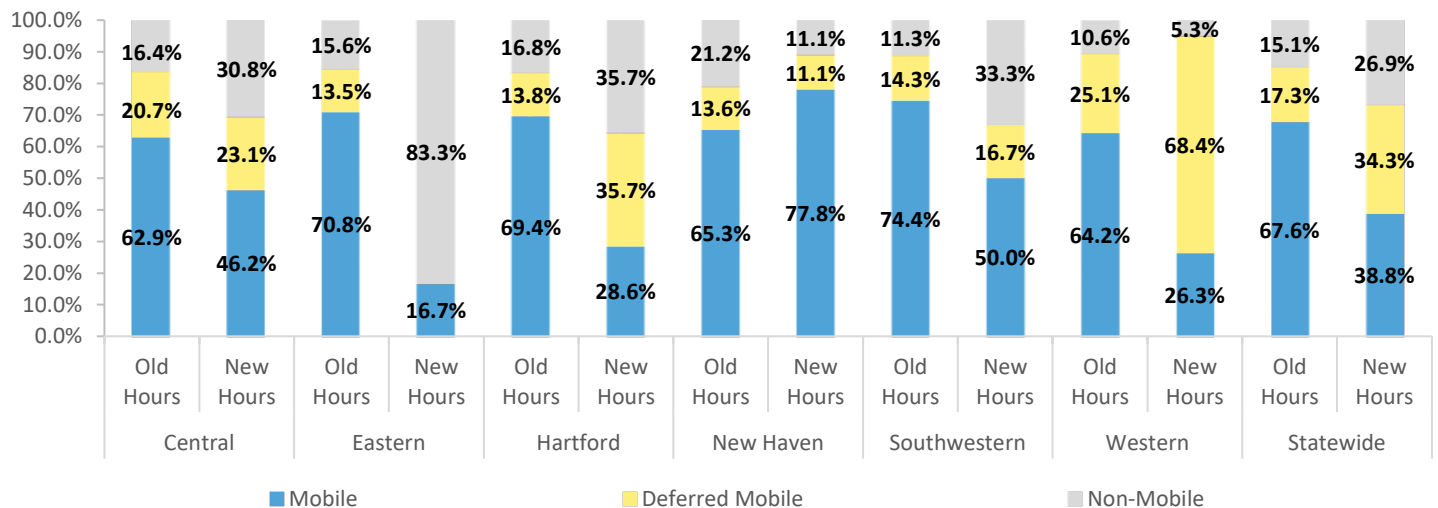
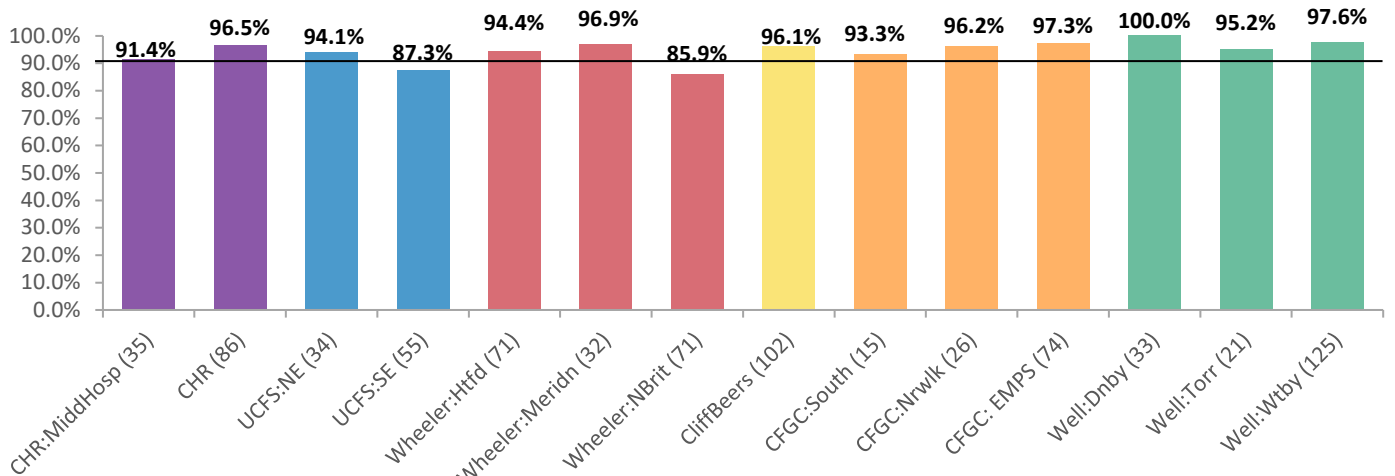


Figure 11. Mobile Response* by Provider

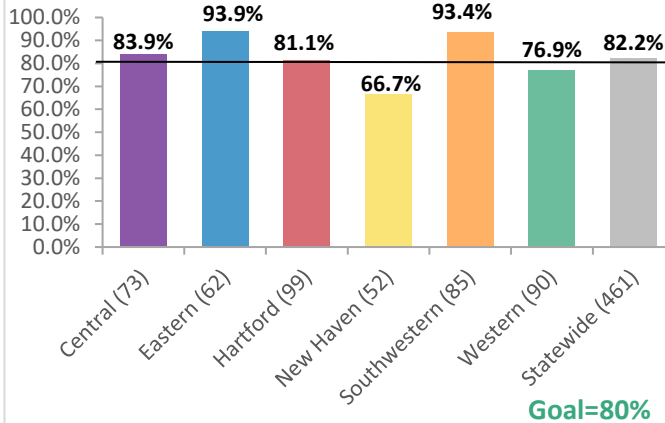


Note: Counts of 211-recommended mobile episodes are in parentheses.

Goal=90%

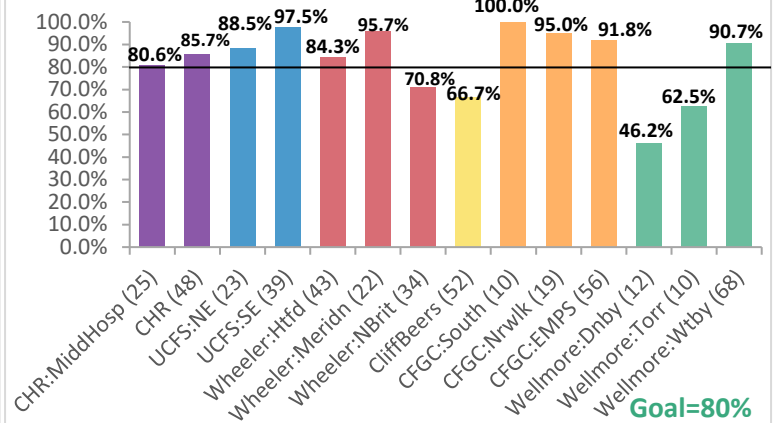
Section III: Response Time

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



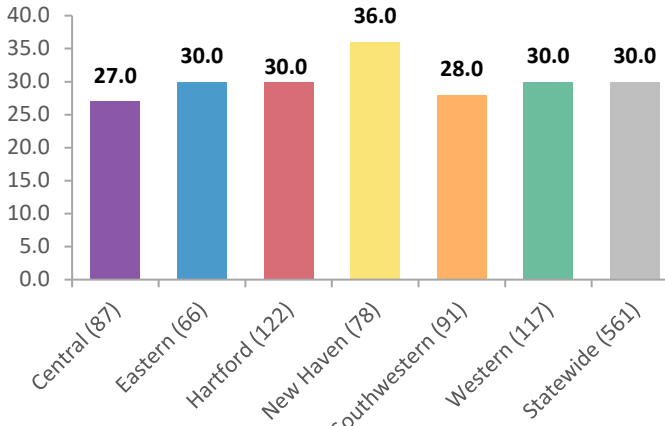
Note: Counts of mobile episodes under 45 mins. are in parentheses.

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



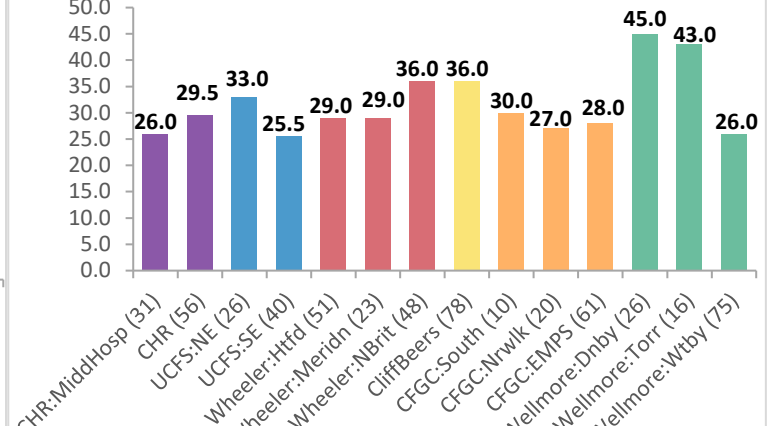
Note: Counts of mobile episodes under 45 mins. are in parentheses.

Figure 14. Median Mobile Response Time in Minutes



Note: Count of mobile response episodes are in parentheses.

Figure 15. Median Mobile Response Time by Provider in Minutes



Note: Count of mobile response episodes are in parentheses.

Section IV: Emergency Department Referrals

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

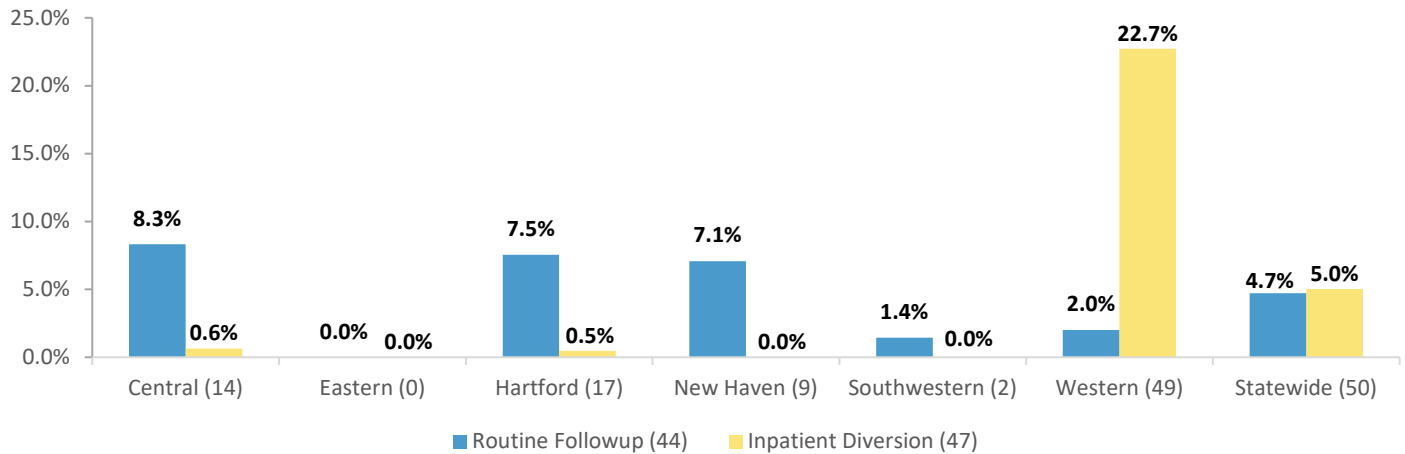
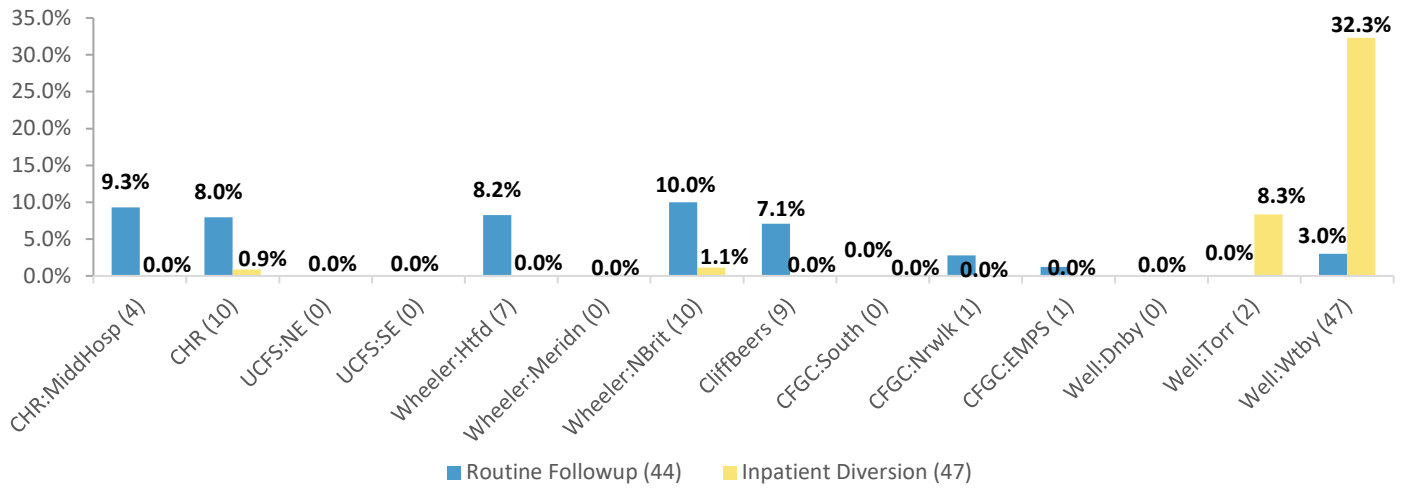


Figure 17. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



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	219	14.2	12.0	0.5% (n = 1)
Central	88	14.8	13.0	1.1% (n = 1)
Eastern	8	22.1	23.0	0% (n = 0)
Hartford	39	13.5	13.0	0% (n = 0)
New Haven	5	10.0	11.0	0% (n = 0)
Southwestern	5	21.4	15.0	0% (n = 0)
Western	74	12.8	10.0	0% (n = 0)

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

