



**MOBILE CRISIS**  
INTERVENTION SERVICES

EMPS Mobile Crisis is a program funded by the State of Connecticut  
in partnership with the United Way of Connecticut 2-1-1.



# **Mobile Crisis Intervention Services**

## **Performance Improvement Center (PIC)**

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### **Monthly Report: September 2018**

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Updated 10/16/18

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The Mobile Crisis Intervention Services Performance Improvement Center is housed at the  
Child Health and Development Institute



## Executive Summary

*Additional data and appendices are available online <http://www.chdi.org/publications/> or contact Jeffrey Vanderploeg, PhD, [jvanderploeg@uchc.edu](mailto:jvanderploeg@uchc.edu) for more information.*

**Call and Episode Volume:** In September 2018, 2-1-1 and Mobile Crisis received 1,664 calls including 1,220 calls (73.3%) handled by Mobile Crisis providers and 444 calls (26.7%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month was nearly identical in call volume in comparison to September 2017 (n=1,665).

Among the **1,220 episodes of care** generated this month, episode volume ranged from 140 episodes (Southwestern) to 334 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.5, with service area rates ranging from 0.8 (Southwestern) to 2.1 (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 3.0 per 1,000 children in poverty, with service area rates ranging from 1.6 (Southwestern) to 4.5 (Hartford).

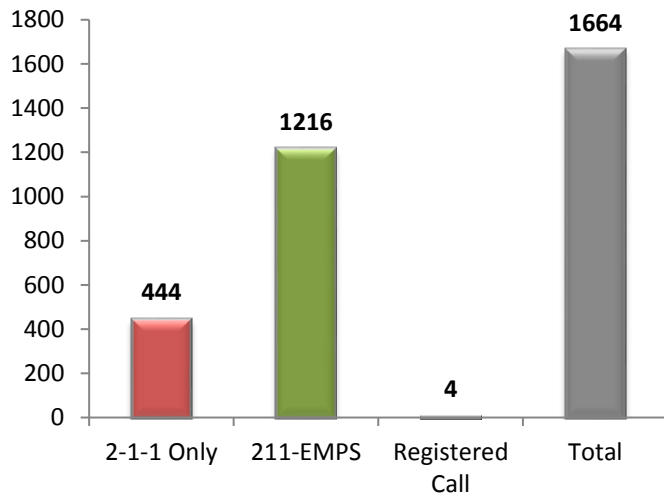
**Mobility:** Statewide mobility was **93.8% this month**; just slightly higher than the rate in August 2017 (93.2%). All six service areas were above the 90% benchmark this month, with performance ranging from 90.3% (New Haven) to 97.3% (Western). Mobility for individual providers ranged from 88.2% (Wheeler: Meriden) to 100.0% (Wellmore: Danbury). Thirteen of the fourteen individual providers had mobility rates at or above the 90% benchmark.

**Response Time:** Statewide, this month **87.9% of mobile episodes received a face-to-face response in 45 minutes or less**, which is four percentage points higher than September 2017 (83.9%). All six service areas were above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 80.4% (New Haven) to 100.0% (Southwestern). In addition, thirteen of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 30.0 minutes.

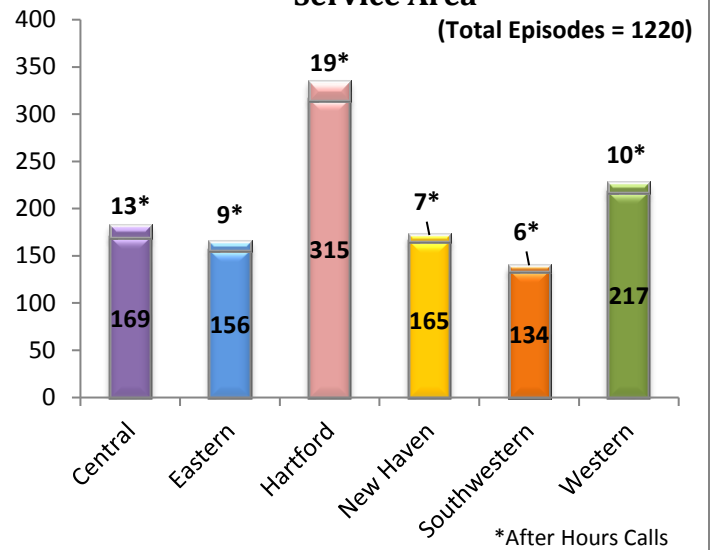
**Length of Stay (LOS):** Statewide, among discharged episodes, **ten plus stabilization follow-up episodes exceeded 45 days**. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 11.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 3.5 days (Southwestern) to 21.0 days (Eastern).

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

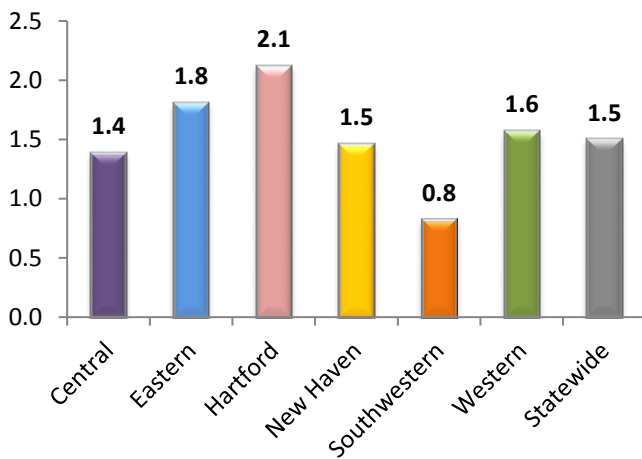
**Figure 1. Total Call Volume by Call Type**



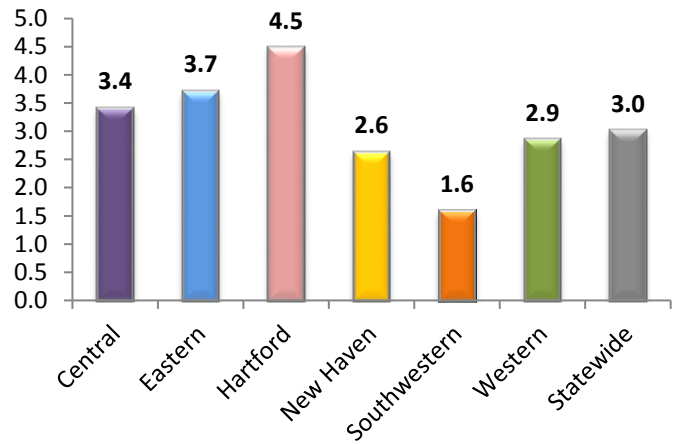
**Figure 2. Mobile Crisis Episodes by Service Area**



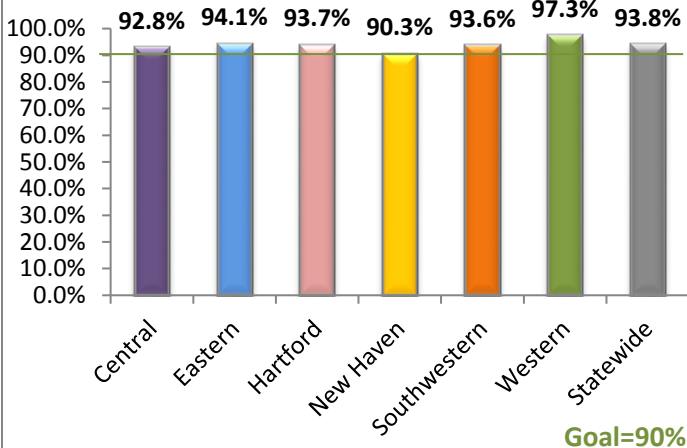
**Figure 3. Number Served Per 1,000 Children**



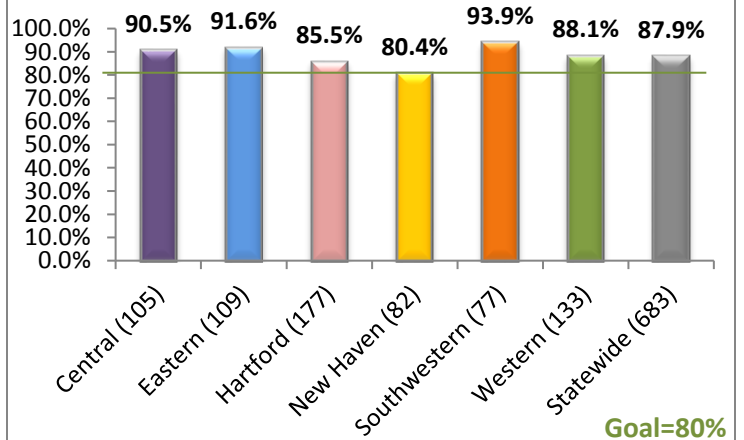
**Figure 4. Number Served Per 1,000 Children in Poverty**



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

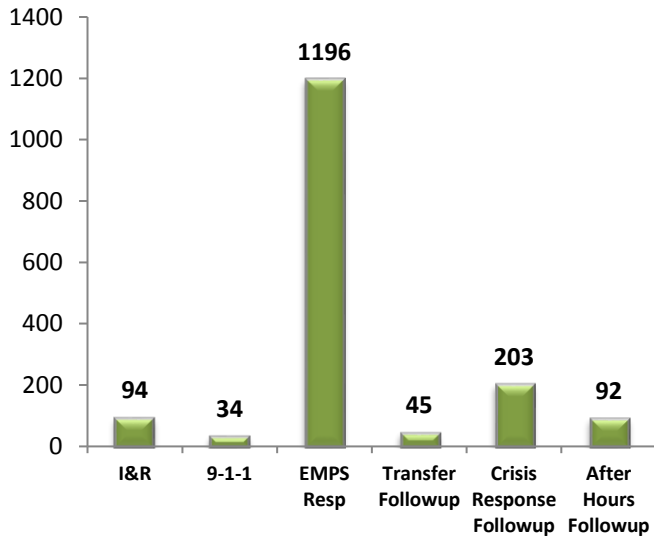


**Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes**

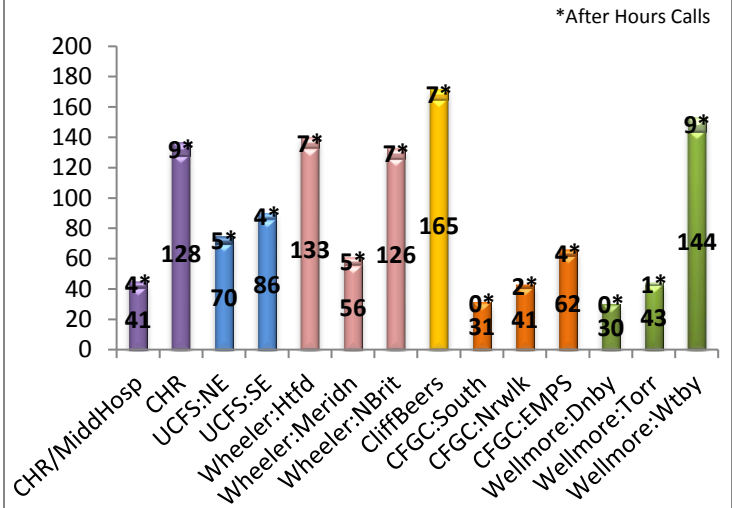


## Section II: Mobile Crisis Response

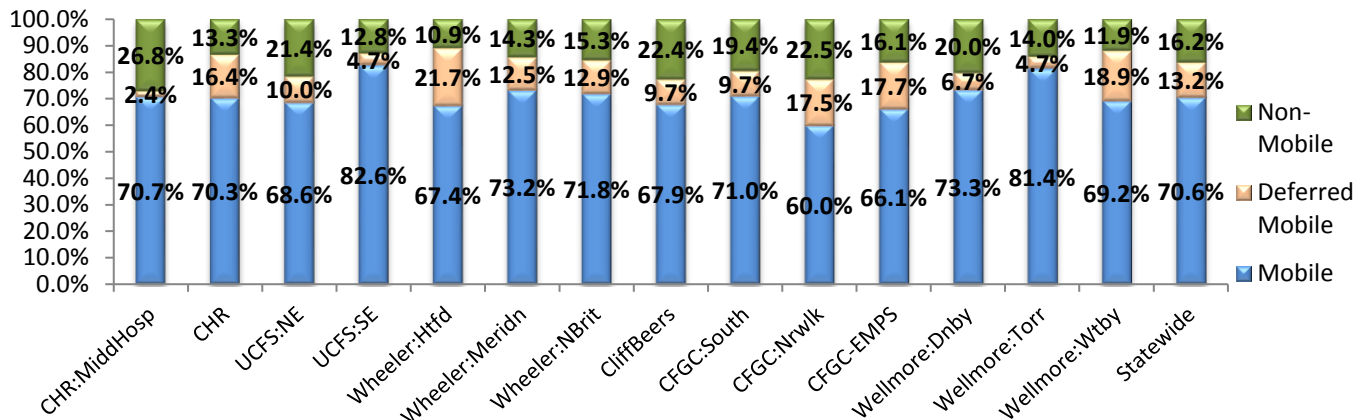
**Figure 7. Statewide 211 Call Disposition**



**Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1220)**

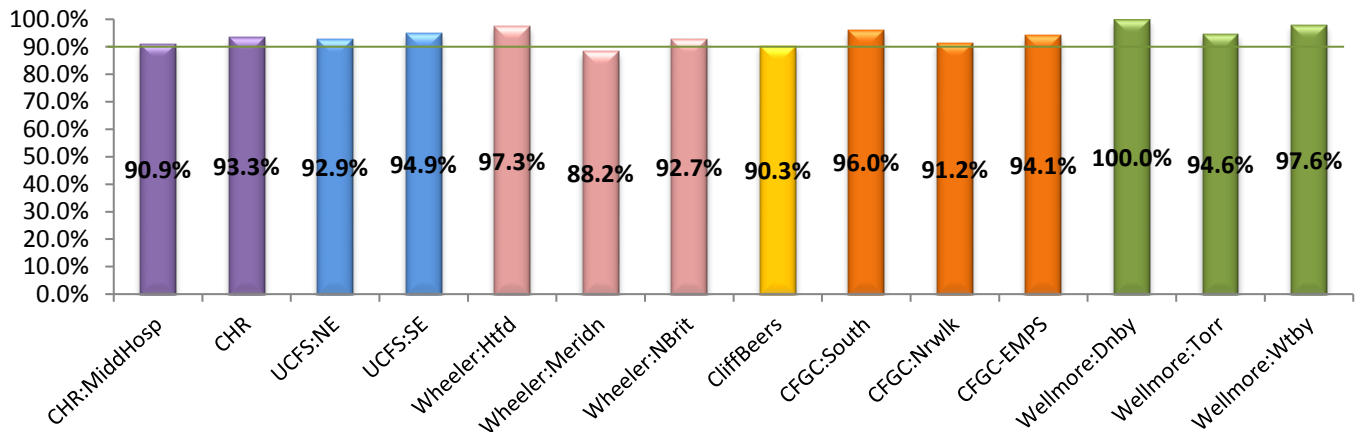


**Figure 9. Actual Initial Mobile Crisis Response by Provider**



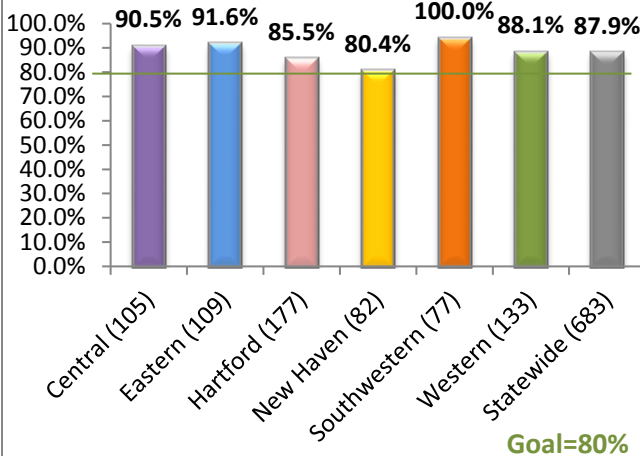
**Figure 10. Mobile Response by Provider**

Goal=90%

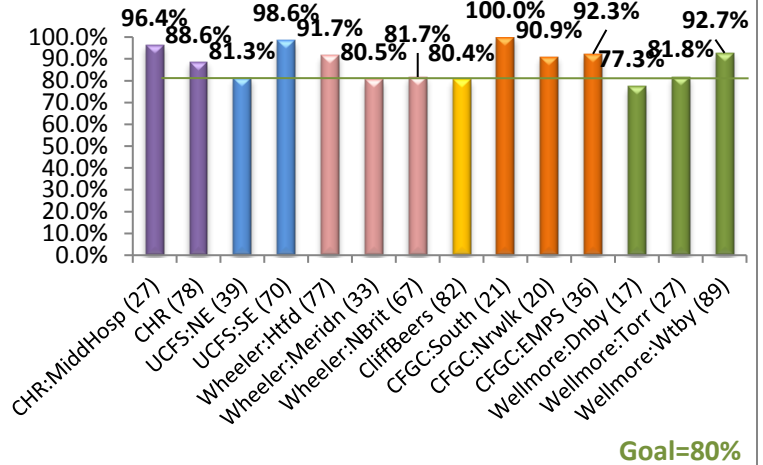


### Section III: Response Time

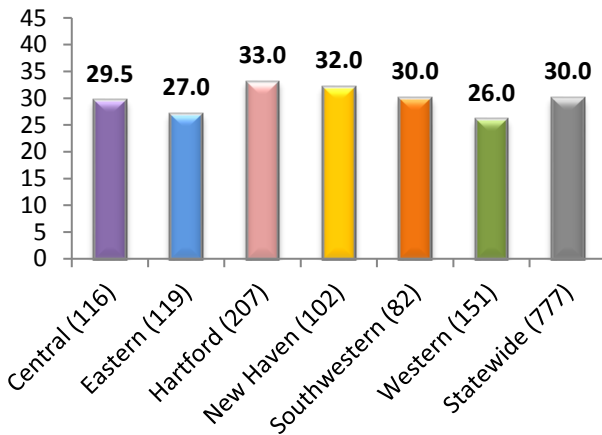
**Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes**



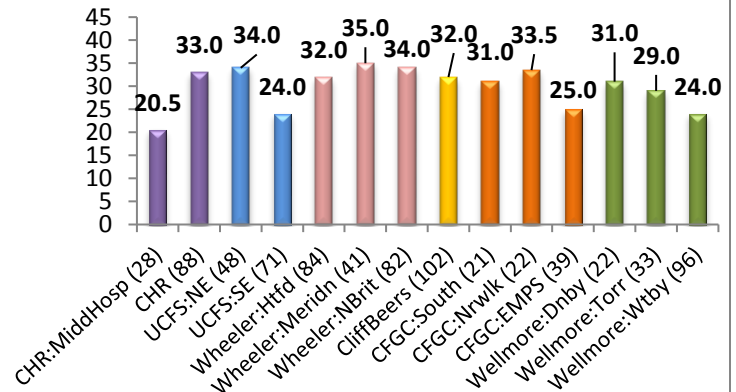
**Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider**



**Figure 13. Median Mobile Response Time in Minutes**

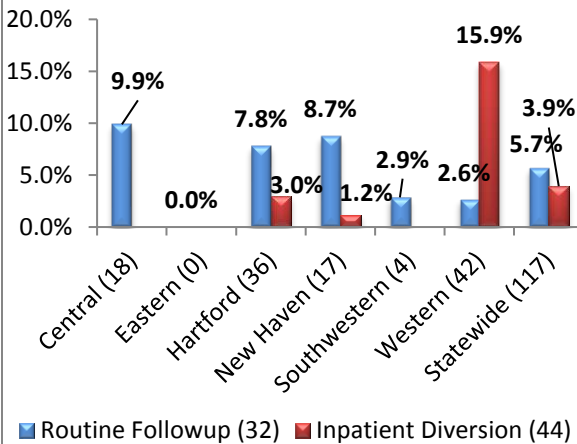


**Figure 14. Median Mobile Response Time by Provider in Minutes**



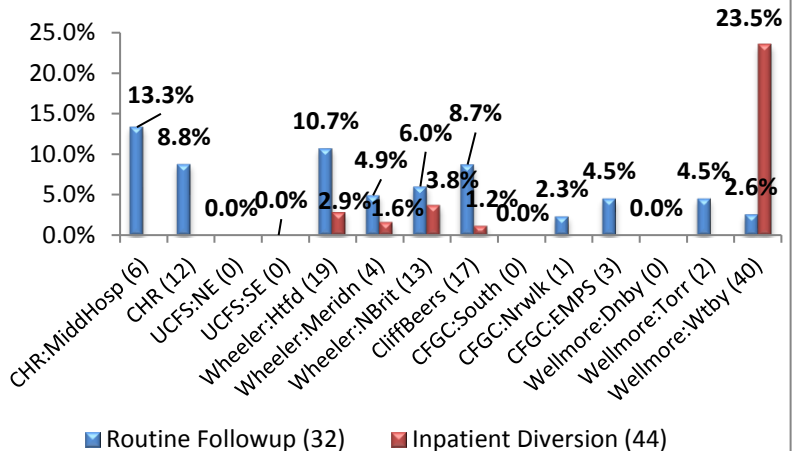
### Section IV: Emergency Department Referrals

**Figure 15. Emergency Department Referrals (% of Total Mobile Crisis Episodes)**



Note: Count total ED referrals are in parenthesis

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



Note: Count total ED referrals are in parenthesis

## Section V: Length of Stay (LOS)

**Table 1. LOS for Discharged Episodes with a Crisis Response of 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>209</b>	<b>14.7</b>	<b>11.0</b>	<b>4.8% (n = 10)</b>
<b>Central</b>	<b>33</b>	<b>22.8</b>	<b>19.0</b>	<b>12.1% (n = 4)</b>
<b>Eastern</b>	<b>5</b>	<b>18.4</b>	<b>21.0</b>	<b>0% (n = 0)</b>
<b>Hartford</b>	<b>88</b>	<b>11.7</b>	<b>9.0</b>	<b>2.3% (n = 2)</b>
<b>New Haven</b>	<b>13</b>	<b>21.2</b>	<b>16.0</b>	<b>23.1% (n = 3)</b>
<b>Southwestern</b>	<b>6</b>	<b>8.0</b>	<b>3.5</b>	<b>0% (n = 0)</b>
<b>Western</b>	<b>64</b>	<b>13.8</b>	<b>12.5</b>	<b>1.6% (n = 1)</b>