Table of Contents

Executive Summary ................................................................................................................................. 2

Section I: EMPS Statewide/Service Area Dashboard .................................................................................. 4

Figure 1. Total Call Volume by Call Type .................................................................................................. 4
Figure 2. EMPS Episodes by Service Area ................................................................................................. 4
Figure 3. Number Served Per 1,000 Children .......................................................................................... 4
Figure 4. Number Served Per 1,000 Children in Poverty ........................................................................ 4
Figure 5. Mobile Response by Service Area ............................................................................................. 4
Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes ............................................... 4

Section II: EMPS Response ...................................................................................................................... 5

Figure 7. Statewide 211 Disposition Frequency ......................................................................................... 5
Figure 8. EMPS Episodes by Provider ...................................................................................................... 5
Figure 9. Actual Initial EMPS Response by Provider ................................................................................ 5
Figure 10. Mobile Response by Provider .................................................................................................. 5

Section III: Response Time ....................................................................................................................... 6

Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes ............................................. 6
Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider .......................... 6
Figure 13. Median Mobile Response Time in Minutes ............................................................................ 6
Figure 14. Median Mobile Response Time by Provider in Minutes .......................................................... 6
Figure 15. Emergency Department Referrals ........................................................................................... 6

Section IV: Emergency Department Referrals .......................................................................................... 6

Figure 16. Emergency Department Referrals by Provider (% of Total EMPS Episodes) ............................ 6

Section V: Length of Stay (LOS) ............................................................................................................... 7

Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up .................. 7

This report was prepared by the EMPS Crisis Intervention Services Performance Improvement Center (PIC):
Jeffrey Vanderploeg, Ph.D., Director; Jack Lu, Ph.Dc, LCSW, Senior Project Coordinator; Yecenia Casiano, MS,
Project Coordinator; Lori Schon, Office Manager; Manu Singh-Looney, Ph.D., Evaluation Consultant; Janet
Hayes, BFA, Training Coordinator (CT Clearinghouse); Sarah Mucci, LCSW, United Way of CT-211

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

Child Health and Development Institute of Connecticut, Inc.
Executive Summary

Additional data and appendices are available online http://www.chdi.org/news-detail.php?id=33 or contact Jeffrey Vanderploeg, PhD, jvanderploeg@uchc.edu for more information.

Call and Episode Volume: In December 2014, 211 received 1,456 calls including 1,092 calls (75.0%) handled by EMPS providers and 364 calls (25.0%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents an 8.3% increase in call volume compared with December 2013 (n=1,345).

Among the 1,092 episodes of care generated this month, episode volume ranged from 128 episodes (Eastern service area) to 308 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.34, with service area rates ranging from 0.95 (Western) to 1.95 (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 2.91 per 1,000 children in poverty, with service area rates ranging from 2.03 (New Haven) to 3.92 (Central).

Mobility: Statewide mobility was 93.4% this month, 2.1% higher than in December 2013. All six service areas were above the 90% benchmark this month, with performance ranging from 91.2% (Hartford) to 98.2% (Western). Mobility for individual providers ranged from 88% (Wheeler-EMPS:Htfd) to 100% (Well-EMPS:Dnby). Thirteen of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month 86% of mobile episodes received a face-to-face response in 45 minutes or less, which is the same as December 2013 (86%). All six service areas were above the 80% benchmark this month, with performance ranging from 67% (Well-EMPS:Torr) to 100% (CFGC/South-EMPS). In addition, the statewide median mobile response time was 28.0 minutes. Eleven sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less.

Length of Stay (LOS): Statewide, among discharged episodes, 31 (8.2%) of plus stabilization follow-up episodes exceeding 45 days. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 19.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 13.0 days (Western) to 34.0 days (New Haven).
Section I: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

- 211 Only: 364
- 211-EMPS: 1076
- Registered Call: 16
- Total Call Volume: 1456

Figure 2. EMPS Episodes by Service Area (Total Episodes = 1092)

- Central: 166
- Eastern: 122
- Hartford: 297
- New Haven: 142
- Northwestern: 177
- Western: 134

*After Hours Calls

Figure 3. Number Served Per 1,000 Children

- Central: 1.37
- Eastern: 1.40
- Hartford: 1.95
- New Haven: 1.26
- Southwestern: 1.12
- Western: 0.95
- Statewide: 1.34

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

- Central: 3.92
- Eastern: 2.87
- Hartford: 3.33
- New Haven: 2.03
- Southwestern: 2.90
- Western: 2.56
- Statewide: 2.91

Figure 5. Mobile Response by Service Area

- Central: 94.1%
- Eastern: 92.1%
- Hartford: 91.2%
- New Haven: 92.1%
- Southwestern: 94.7%
- Western: 98.2%
- Statewide: 93.4%

Goal=90%

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

- Central: 86%
- Eastern: 91%
- Hartford: 83%
- New Haven: 85%
- Southwestern: 90%
- Western: 85%
- Statewide: 86%

Goal=80%
Section II: EMPS Response

Figure 7. Statewide 211 Call Disposition

Figure 8. EMPS Episodes by Provider (Total Episodes = 1092)

Figure 9. Actual Initial EMPS 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**

![Graph showing response times for different regions.]

**Goal = 80%**

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

![Graph showing response times for different providers.]

**Goal = 80%**

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

![Graph showing median response times for different regions.]

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

![Graph showing median response times for different providers.]

**Section IV: Emergency Department Referrals**

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

![Graph showing ED referrals.]

**Routine Followup (58)  Inpatient Diversion (29)**

*Note: Count total ED referrals are in parenthesis*

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

![Graph showing ED referrals by provider.]

**Routine Followup (58)  Inpatient Diversion (29)**

*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

<table>
<thead>
<tr>
<th>Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up</th>
<th>Number of Episodes</th>
<th>Mean LOS (in days)</th>
<th>Median LOS (in days)</th>
<th>Percent Exceeding 45 Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>STATEWIDE</td>
<td>377</td>
<td>22.7</td>
<td>19.0</td>
<td>8.2% (n = 31)</td>
</tr>
<tr>
<td>Central</td>
<td>42</td>
<td>24.5</td>
<td>17.5</td>
<td>11.9% (n = 5)</td>
</tr>
<tr>
<td>Eastern</td>
<td>26</td>
<td>22.0</td>
<td>18.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Hartford</td>
<td>163</td>
<td>23.5</td>
<td>20.0</td>
<td>10.4% (n = 17)</td>
</tr>
<tr>
<td>New Haven</td>
<td>23</td>
<td>32.7</td>
<td>34.0</td>
<td>13% (n = 3)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>45</td>
<td>25.7</td>
<td>26.0</td>
<td>4.4% (n = 2)</td>
</tr>
<tr>
<td>Western</td>
<td>78</td>
<td>15.5</td>
<td>13.0</td>
<td>5.1% (n = 4)</td>
</tr>
</tbody>
</table>