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Executive Summary

Additional data and appendices are available online [http://www.chdi.org/news-detail.php?id=33](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 November 2014, 211 received 1,359 calls including 987 calls (72.6%) handled by EMPS providers and 372 calls (27.4%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 18.7% decrease in call volume compared with November 2013 (n=1,672).

Among the 987 episodes of care generated this month, episode volume ranged from 116 episodes (Eastern service area) to 240 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.21, with service area rates ranging from 1.01 (New Haven) to 1.52 (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 2.50 per 1,000 children in poverty, with service area rates ranging from 2.03 (New Haven) to 3.15 (Central).

**Mobility:** Statewide mobility was 90.6% this month, 1.8% lower than in November 2013. Four of the six service areas were above the 90% benchmark this month, with performance ranging from 88.7% (Hartford) to 94.6% (New Haven). Mobility for individual providers ranged from 83% (CFGC-EMPS:Nrwik) to 96% (CHR/MiddHosp-EMPS). Ten of the fourteen individual providers had mobility rates above the 90% benchmark.

**Response Time:** Statewide, this month 88% of mobile episodes received a face-to-face response in 45 minutes or less, which is higher than November 2013 (87%). All six service areas were above the 80% benchmark this month, with performance ranging from 82% (Western) to 95% (Southwestern). In addition, the statewide median mobile response time was 26.0 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, 18 (6%) of plus stabilization follow-up episodes that exceeded 45 days. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 18.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 11.0 days (Western) to 35.5 days (Southwestern).
Section I: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

- 211 Only: 372
- 211-EMPS: 969
- Registered Call: 18
- Total Call Volume: 1359

Figure 2. EMPS Episodes by Service Area (Total Episodes = 987)

- Central: 20*
- Eastern: 107
- Hartford: 224
- New Haven: 115
- Southwestern: 168
- Western: 151

*After Hours Calls

Figure 3. Number Served Per 1,000 Children

- Central: 1.35
- Eastern: 1.27
- Hartford: 1.52
- New Haven: 1.01
- Southwestern: 1.04
- Western: 1.08
- Statewide: 1.21

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

- Central: 3.15
- Eastern: 2.53
- Hartford: 2.31
- New Haven: 2.03
- Southwestern: 2.35
- Western: 2.85
- Statewide: 2.50

Figure 5. Mobile Response by Service Area

- Central: 89.1%
- Eastern: 91.5%
- Hartford: 88.7%
- New Haven: 94.6%
- Southwestern: 90.6%
- Western: 91.4%
- Statewide: 90.6%

Goal=90%

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

- Central: 94%
- Eastern (53): 84%
- Hartford (112): 87%
- New Haven (65): 86%
- Southwestern (103): 95%
- Western (90): 82%
- Statewide (405): 88%

Goal=80%
Section II: EMPS Response

Figure 7. Statewide 211 Call Disposition

Figure 8. EMPS Episodes by Provider (Total Episodes = 987)

*After Hours Calls

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

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 EMPS Episodes)

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

<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>301</td>
<td>21.2</td>
<td>18.0</td>
<td>6% (n = 18)</td>
</tr>
<tr>
<td>Central</td>
<td>51</td>
<td>24.9</td>
<td>18.0</td>
<td>15.7% (n = 8)</td>
</tr>
<tr>
<td>Eastern</td>
<td>26</td>
<td>21.2</td>
<td>19.5</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Hartford</td>
<td>80</td>
<td>22.2</td>
<td>20.5</td>
<td>3.8% (n = 3)</td>
</tr>
<tr>
<td>New Haven</td>
<td>25</td>
<td>22.8</td>
<td>21.0</td>
<td>4% (n = 1)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>26</td>
<td>32.1</td>
<td>35.5</td>
<td>11.5% (n = 3)</td>
</tr>
<tr>
<td>Western</td>
<td>93</td>
<td>14.7</td>
<td>11.0</td>
<td>3.2% (n = 3)</td>
</tr>
</tbody>
</table>