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

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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 September 2015, 211 and EMPS received 1,466 calls including 1,076 calls (73.4%) handled by EMPS providers and 390 calls (26.6%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 0.9% decrease in call volume compared with August 2014 (n=1,480).

Among the 1,076 episodes of care generated this month, episode volume ranged from 135 episodes (Eastern service area) to 289 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.32, with service area rates ranging from 0.92 (Southwestern) to 1.83 (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 2.99 per 1,000 children in poverty, with service area rates ranging from 2.00 (New Haven) to 3.88 (Eastern).

Mobility: Statewide mobility was 93.9% this month, 0.1% lower than in September 2014. Five of the six service areas were above the 90% benchmark this month, with performance ranging from 88.8% (Southwestern) to 99.3% (Western). Mobility for individual providers ranged from 88% (CFGC/South-EMPS and CFGC-EMPS) to 100% (Wheeler-EMPS:Meridn, Well-EMPS:Dnby, and Well-EMPS:Torr). Twelve of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month 87% of mobile episodes received a face-to-face response in 45 minutes or less, which is the same as September 2014 (87%). Five of the six service areas were above the 80% benchmark this month, with performance ranging from 78% (Western) to 95% (Eastern and Southwestern). In addition, the statewide median mobile response time was 26 minutes. Thirteen of the fourteen 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, 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 12.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 9.5 days (Western) to 30.0 days (New Haven).
Section I: EMPS Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

Figure 2. EMPS Episodes by Service Area
(Total Episodes = 1,076)

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: EMPS Response

Figure 7. Statewide 211 Call Disposition

I&R 911 EMPS Resp Transfer Followup Crisis Response Followup After Hours Followup
66 27 1047 44 191 91

Figure 8. EMPS Episodes by Provider
(Total Episodes = 1,076)

*After Hours Calls

Figure 9. Actual Initial EMPS Response by Provider

Non-Mobile Deferred Mobile Mobile

Figure 10. Mobile Response by Provider

Goal=90%

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>202</td>
<td>16.4</td>
<td>12.0</td>
<td>5% (n = 10)</td>
</tr>
<tr>
<td>Central</td>
<td>20</td>
<td>16.2</td>
<td>11.5</td>
<td>5% (n = 1)</td>
</tr>
<tr>
<td>Eastern</td>
<td>15</td>
<td>16.7</td>
<td>15.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Hartford</td>
<td>68</td>
<td>14.6</td>
<td>10.5</td>
<td>4.4% (n = 3)</td>
</tr>
<tr>
<td>New Haven</td>
<td>24</td>
<td>30.8</td>
<td>30.0</td>
<td>25% (n = 6)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>19</td>
<td>20.4</td>
<td>17.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Western</td>
<td>56</td>
<td>11.0</td>
<td>9.5</td>
<td>0% (n = 0)</td>
</tr>
</tbody>
</table>

Note: Blank cells indicate no data was available for that particular inclusion criteria.