Mobile Crisis Intervention Services
Performance Improvement Center (PIC)

Monthly Report: November 2017

Updated 12/13/17
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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 Yecenia Casiano, MS, casiano@uchc.edu for more information.

Call and Episode Volume: In November 2017, 211 and Mobile Crisis received 1,910 calls including 1,390 calls (72.8%) handled by Mobile Crisis providers and 520 calls (27.2%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 13% increase in call volume compared with November 2016 (n=1,690).

Among the 1,390 episodes of care generated this month, episode volume ranged from 159 episodes (Eastern service area) to 386 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 1.71, with service area rates ranging from 1.14 (Southwestern) to 2.45 (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 3.27 per 1,000 children in poverty, with service area rates ranging from 2.03 (Southwestern) to 5.23 (Eastern).

Mobility: Statewide mobility was 90.6% this month, 5% lower than in November 2016 (95.6%). Four of the six service areas were above the 90% benchmark this month, with performance ranging from 80.2% (Central) to 95.7% (Eastern). Mobility for individual providers ranged from 78% (CHR-EMPS) to 99% (UCFS-EMPS: SE). Nine 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 1% lower than November 2016 (87%). Five of the six service areas were above the 80% benchmark this month, with performance ranging from 70% (Western) to 98% (Southwestern). In addition, eleven of the fourteen sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less. The statewide median mobile response time was 28 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, there were 9 (2.1%) 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 15.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 13.0 days (Hartford) to 20.0 days (Eastern and Western).
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 = 1,390)

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

<table>
<thead>
<tr>
<th>I&amp;R</th>
<th>911</th>
<th>EMPS Resp</th>
<th>Transfer</th>
<th>Followup</th>
<th>Crisis</th>
<th>Response</th>
<th>Followup</th>
<th>After Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>33</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

### Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,390)

*After Hours Calls*

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>7*</td>
<td>6*</td>
<td>6*</td>
<td>54</td>
<td>54</td>
<td>64</td>
<td>44</td>
<td>43</td>
<td>40</td>
<td>40</td>
<td>2*</td>
<td>1*</td>
<td>4*</td>
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</tbody>
</table>

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

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</tr>
</thead>
<tbody>
<tr>
<td>Non-Mobile</td>
<td>30%</td>
<td>14%</td>
<td>18%</td>
<td>18%</td>
<td>10%</td>
<td>11%</td>
<td>11%</td>
<td>15%</td>
<td>15%</td>
<td>23%</td>
<td>19%</td>
<td>11%</td>
</tr>
<tr>
<td>Deferred Mobile</td>
<td>27%</td>
<td>27%</td>
<td>11%</td>
<td>19%</td>
<td>12%</td>
<td>17%</td>
<td>25%</td>
<td>9%</td>
<td>7%</td>
<td>16%</td>
<td>19%</td>
<td>25%</td>
</tr>
<tr>
<td>Mobile</td>
<td>59%</td>
<td>56%</td>
<td>71%</td>
<td>72%</td>
<td>72%</td>
<td>76%</td>
<td>61%</td>
<td>67%</td>
<td>74%</td>
<td>65%</td>
<td>68%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Goal=90%

### Figure 10. Mobile Response by Provider

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>86%</td>
<td>78%</td>
<td>91%</td>
<td>99%</td>
<td>93%</td>
<td>86%</td>
<td>97%</td>
<td>95%</td>
<td>85%</td>
<td>94%</td>
<td>92%</td>
<td>91%</td>
<td>96%</td>
</tr>
</tbody>
</table>
**Section III: Response Time**

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

![Bar Chart](chart1.png)

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

![Bar Chart](chart2.png)

**Section IV: Emergency Department Referrals**

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

![Bar Chart](chart3.png)

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

![Bar Chart](chart4.png)
### 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>431</td>
<td>17.7</td>
<td>15.0</td>
<td>2.1% (n = 9)</td>
</tr>
<tr>
<td>Central</td>
<td>62</td>
<td>20.2</td>
<td>16.0</td>
<td>3.2% (n = 2)</td>
</tr>
<tr>
<td>Eastern</td>
<td>33</td>
<td>21.4</td>
<td>20.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Hartford</td>
<td>161</td>
<td>14.7</td>
<td>13.0</td>
<td>2.5% (n = 4)</td>
</tr>
<tr>
<td>New Haven</td>
<td>30</td>
<td>20.7</td>
<td>16.5</td>
<td>3.3% (n = 1)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>70</td>
<td>18.2</td>
<td>15.0</td>
<td>2.9% (n = 2)</td>
</tr>
<tr>
<td>Western</td>
<td>75</td>
<td>18.5</td>
<td>20.0</td>
<td>0% (n = 0)</td>
</tr>
</tbody>
</table>

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