Mobile Crisis Intervention Services
Performance Improvement Center (PIC)

Monthly Report: August 2017

Updated 9/25/17
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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 Jeffrey Vanderploeg, PhD, jvanderploeg@uchc.edu for more information.

Call and Episode Volume: In August 2017, 211 and Mobile Crisis received 818 calls including 568 calls (69.4%) handled by Mobile Crisis providers and 250 calls (31.6%) 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 August 2016 (n=724).

Among the 566 episodes of care generated this month, episode volume ranged from 76 episodes (New Haven service area) to 142 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 0.70, with service area rates ranging from 0.47 (Southwestern) to 0.93 (Eastern) 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 1.22 per 1,000 children in poverty, with service area rates ranging from 0.81 (New Haven) to 2.53 (Eastern).

Mobility: Statewide mobility was 89% this month, 1.1% higher than in August 2016. Three of the six service areas were above the 90% benchmark this month, with performance ranging from 83.3% (Eastern) to 94.0% (Western). Mobility for individual providers ranged from 67% (Well-EMPS:Dnby) to 100% (CFGC-EMPS:Nrwlk and Well-EMPS:Torr). Seven of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month 91% of mobile episodes received a face-to-face response in 45 minutes or less, which is 4% higher than August 2016 (87%). All six service areas were above the 80% benchmark this month, with performance ranging from 83% (Western) to 100% (Southwestern). Thirteen of the fourteen sites met the benchmark of at least 80% of mobile responses provided in 45 minutes or less. In addition, the statewide median mobile response time was 29 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, zero plus stabilization follow-up episode exceeded 45 days. This month the statewide median LOS for discharged episodes with a crisis response of plus stabilization follow-up was 15 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 11 days (Southwestern) to 22.0 days (New Haven).
Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

<table>
<thead>
<tr>
<th></th>
<th>211 Only</th>
<th>211-EMPS</th>
<th>Registered Call</th>
<th>Total Call Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>250</td>
<td>563*</td>
<td>5</td>
<td>818</td>
<td></td>
</tr>
</tbody>
</table>

* 2 Crisis response follow-up

Figure 2. EMPS Episodes by Service Area (Total Episodes = 566)

<table>
<thead>
<tr>
<th></th>
<th>Central</th>
<th>Eastern</th>
<th>Hartford</th>
<th>New Haven</th>
<th>Southwestern</th>
<th>Western</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>11*</td>
<td>82</td>
<td>76</td>
<td>129</td>
<td>69</td>
<td>7*</td>
<td>7*</td>
<td>8*</td>
</tr>
</tbody>
</table>

*After Hours Calls

Figure 3. Number Served Per 1,000 Children

<table>
<thead>
<tr>
<th></th>
<th>Central</th>
<th>Eastern</th>
<th>Hartford</th>
<th>New Haven</th>
<th>Southwestern</th>
<th>Western</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.71</td>
<td>0.93</td>
<td>0.90</td>
<td>0.65</td>
<td>0.61</td>
<td>0.70</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Central</th>
<th>Eastern</th>
<th>Hartford</th>
<th>New Haven</th>
<th>Southwestern</th>
<th>Western</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.29</td>
<td>2.53</td>
<td>1.67</td>
<td>0.81</td>
<td>0.84</td>
<td>1.07</td>
<td>1.22</td>
<td></td>
</tr>
</tbody>
</table>

Figure 5. Mobile Response by Service Area

<table>
<thead>
<tr>
<th></th>
<th>Central</th>
<th>Eastern</th>
<th>Hartford</th>
<th>New Haven</th>
<th>Southwestern</th>
<th>Western</th>
<th>Statewide</th>
<th>Goal=90%</th>
</tr>
</thead>
<tbody>
<tr>
<td>84.9%</td>
<td>83.3%</td>
<td>90.0%</td>
<td>88.0%</td>
<td>91.8%</td>
<td>94.0%</td>
<td>89.0%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>Central (31)</th>
<th>Eastern (37)</th>
<th>Hartford (50)</th>
<th>New Haven (34)</th>
<th>Southwestern (37)</th>
<th>Western (50)</th>
<th>Statewide (299)</th>
<th>Goal=80%</th>
</tr>
</thead>
<tbody>
<tr>
<td>94%</td>
<td>97%</td>
<td>93%</td>
<td>85%</td>
<td>100%</td>
<td>83%</td>
<td>91%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Section II: Mobile Crisis Response

Figure 7. Statewide 211 Call Disposition

Figure 8. EMPS Episodes by Provider (Total Episodes = 566)

*After Hours Calls

Figure 9. Actual Initial EMPS Response by Provider

Figure 10. Mobile Response by Provider

Goal=90%

Non-Mobile
Deferred Mobile
Mobile
**Section III: Response Time**

- **Figure 11.** Total Mobile Episodes with a Response Time Under 45 Minutes
  - Central (21) 94%
  - Eastern (37) 97%
  - Hartford (50) 93%
  - Southwestern (34) 85%
  - Western (60) 100%
  - Statewide (239) 91%
  - Goal = 80%

- **Figure 12.** Total Mobile Episodes with a Response Time Under 45 Minutes by Provider
  - Central/Mecklenburg-EMPS (17)
  - UCSF-EMPS (24)
  - Wheeler-EMPS-NE (15)
  - Wheeler-EMPS-North (22)
  - UCSF-EMPS-Medlin (6)
  - Wheeler-EMPS-Meridian (7)
  - CFS/EMPS-South (34)
  - CGC/EMPS-Norwalk (16)
  - Well-EMPS-Charlottesville (4)
  - Well-EMPS-Walton (6)
  - Goal = 80%

- **Figure 13.** Median Mobile Response Time in Minutes
  - Central (25) 32.0
  - Eastern (38) 30.5
  - Hartford (54) 29.5
  - Southwestern (37) 35.0
  - Western (60) 24.0
  - Statewide (262) 29.0

- **Figure 14.** Median Mobile Response Time by Provider in Minutes
  - Central/Mecklenburg-EMPS (26)
  - UCSF-EMPS (16)
  - Wheeler-EMPS-NE (22)
  - Wheeler-EMPS-North (25)
  - UCSF-EMPS-Medlin (7)
  - Wheeler-EMPS-Meridian (40)
  - CGC/EMPS-South (13)
  - CGC/EMPS-Norwalk (8)
  - Well-EMPS-Charlottesville (12)
  - Well-EMPS-Walton (44)

**Section IV: Emergency Department Referrals**

- **Figure 15.** Emergency Department Referrals (% of Total EMPS Episodes)
  - Central (19) 19%
  - Eastern (33) 3%
  - Hartford (22) 11%
  - Southwestern (18) 5%
  - Western (31) 9%
  - Statewide (87) 6%
  - Routine Followup (52)
  - Inpatient Diversion (35)

- **Figure 16.** Emergency Department Referrals by Provider (% of Total EMPS Episodes)
  - Central/Mecklenburg-EMPS (5)
  - UCSF-EMPS (14)
  - Wheeler-EMPS-NE (12)
  - Wheeler-EMPS-North (11)
  - UCSF-EMPS-Medlin (11)
  - Wheeler-EMPS-Meridian (20)
  - CFS/EMPS-South (31)
  - CGC/EMPS-Norwalk (8)
  - Well-EMPS-Charlottesville (31)
  - Well-EMPS-Walton (8)
  - Routine Followup (52)
  - Inpatient Diversion (35)

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>144</td>
<td>16.0</td>
<td>15.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Central</td>
<td>31</td>
<td>17.9</td>
<td>17.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Eastern</td>
<td>8</td>
<td>18.6</td>
<td>16.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Hartford</td>
<td>45</td>
<td>15.7</td>
<td>15.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>New Haven</td>
<td>5</td>
<td>19.0</td>
<td>22.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>25</td>
<td>14.6</td>
<td>11.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Western</td>
<td>30</td>
<td>14.2</td>
<td>14.5</td>
<td>0% (n = 0)</td>
</tr>
</tbody>
</table>

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