Mobile Crisis Intervention Services
Performance Improvement Center (PIC)

Monthly Report: July 2017

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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 July 2017, 211 and Mobile Crisis received 798 calls including 529 calls (66.3%) handled by Mobile Crisis providers and 269 calls (33.7%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents a 21.7% increase in call volume compared with July 2016 (n=656).

Among the 528 episodes of care generated this month, episode volume ranged from 65 episodes (New Haven) to 139 episodes (Hartford service area). The statewide average service reach per 1,000 children this month was 0.65, with service area rates ranging from 0.39 (Southwestern) to 0.88 (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 1.20 per 1,000 children in poverty, with service area rates ranging from 0.69 (New Haven) to 2.02 (Eastern).

Mobility: Statewide mobility was 88.3% this month, 1.7% lower than in July 2016 (90.0%). Three of the six service areas were above the 90% benchmark this month, with performance ranging from 81.4% (Central) to 95.2% (Southwestern). Mobility for individual providers ranged from 71% (UCFS-EMPS:NE) to 100% (Wheeler-EMPS:Meriden, CFGC-EMPS-Nrwlk, CFGC-EMPS, and Well-EMPS: Torr). Seven 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 3.0% lower than July 2016 (90%). All six service areas were above the 80% benchmark this month, with performance ranging from 83% (Central) to 97% (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 29 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, no 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 7.0 days. The median LOS for discharged episodes with a crisis response of plus stabilization follow-up ranged from 6.0 days (New Haven) to 10.0 days (Eastern).
Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

*1 Crisis response follow-up

Figure 2. Mobile Crisis Episodes by Service Area

(Total Episodes = 528)

*After Hours Calls

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

Goal=90%

Goal=80%
Section II: Mobile Crisis Response

Figure 7. Statewide 211 Call Disposition

Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 528)

Figure 9. Actual Initial Mobile Crisis 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 Mobile Crisis Episodes)

Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis 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></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><strong>STATEWIDE</strong></td>
<td>57</td>
<td>8.8</td>
<td>7.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td><strong>Central</strong></td>
<td>7</td>
<td>8.6</td>
<td>7.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td><strong>Eastern</strong></td>
<td>5</td>
<td>12.8</td>
<td>10.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td><strong>Hartford</strong></td>
<td>18</td>
<td>8.6</td>
<td>7.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td><strong>New Haven</strong></td>
<td>3</td>
<td>9.0</td>
<td>6.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td><strong>Southwestern</strong></td>
<td>11</td>
<td>7.4</td>
<td>7.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td><strong>Western</strong></td>
<td>13</td>
<td>8.8</td>
<td>7.0</td>
<td>0% (n = 0)</td>
</tr>
</tbody>
</table>

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