Mobile Crisis Intervention Services
Performance Improvement Center (PIC)

Monthly Report: July 2018

Updated 8/15/18
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 2018, 211 and Mobile Crisis received 653 calls including 451 calls (69.1%) handled by Mobile Crisis providers and 202 calls (30.9%) handled by 211 (e.g., calls for other information or resources, calls transferred to 911). This month represents an 18.2% decrease in call volume compared with July 2017 (n=798).

Among the 451 episodes of care generated this month, episode volume ranged from 42 episodes (Eastern) to 121 episodes (Hartford). The statewide average service reach per 1,000 children this month was 0.55, with service area rates ranging from 0.37 (Southwestern) to 0.77 (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 0.72 per 1,000 children in poverty, with service area rates ranging from 0.34 (Southwestern) to 1.39 (Central).

**Mobility:** Statewide mobility was 91.7% this month, 3.4% higher than in July 2017 (88.3%). Three of the six service areas were above the 90% benchmark this month, with performance ranging from 84.8% (Hartford) to 98.4% (Western). Mobility for individual providers ranged from 78% (UCFS-EMPS:NE) to 100% (CFGC-EMPS, Well-EMPS: Dnby, and Well-EMPS: Torr). 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 1.0% lower than July 2017 (87%). Five of the six service areas were above the 80% benchmark this month, with performance ranging from 79% (New Haven) to 92% (Central). In addition, twelve 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 30 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 3.5 days (Southwestern) to 16.0 days (New Haven).
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 = 451)

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

Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 451)

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

Goal=80%

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>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>43</td>
<td>8.1</td>
<td>7.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Central</td>
<td>6</td>
<td>7.8</td>
<td>8.5</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Eastern</td>
<td>2</td>
<td>15.0</td>
<td>15.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Hartford</td>
<td>17</td>
<td>6.6</td>
<td>4.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>New Haven</td>
<td>1</td>
<td>16.0</td>
<td>16.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>6</td>
<td>5.0</td>
<td>3.5</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Western</td>
<td>11</td>
<td>10.3</td>
<td>8.0</td>
<td>0% (n = 0)</td>
</tr>
</tbody>
</table>

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