Mobile Crisis Intervention Services
Performance Improvement Center (PIC)

Monthly Report: November 2018

Updated 12/24/18
## Table of Contents

**Executive Summary** .......................................................................................................................... 3

**Section I: Mobile Crisis Statewide/Service Area Dashboard** .................................................................. 4

  - Figure 1. Total Call Volume by Call Type ......................................................................................... 4
  - Figure 2. Mobile Crisis Episodes by Service Area ............................................................................. 4
  - Figure 3. Number Served Per 1,000 Children .................................................................................. 4
  - Figure 4. Number Served Per 1,000 Children in Poverty ................................................................. 4
  - Figure 5. Mobile Response by Service Area .................................................................................... 4
  - Figure 6. Total Mobile Episodes with a Response Time Under 45 Minutes ...................................... 4

**Section II: Mobile Crisis Response** .................................................................................................... 5

  - Figure 7. Statewide 211 Disposition Frequency ................................................................................ 5
  - Figure 8. Mobile Crisis Episodes by Provider .................................................................................. 5
  - Figure 9. Actual Initial Mobile Crisis Response by Provider ............................................................ 5
  - Figure 10. Mobile Response by Provider .......................................................................................... 5

**Section III: Response Time** ................................................................................................................ 6

  - Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes ..................................... 6
  - Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider .................. 6
  - Figure 13. Median Mobile Response Time in Minutes .................................................................... 6
  - Figure 14. Median Mobile Response Time by Provider in Minutes ............................................... 6

**Section IV: Emergency Department Referrals** .................................................................................. 6

  - Figure 15. Emergency Department Referrals ................................................................................ 6
  - Figure 16. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes) ........ 6

**Section V: Length of Stay (LOS)** ........................................................................................................ 7

  - Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up .......... 7

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This report was prepared by the Mobile Crisis Intervention Services Performance Improvement Center (PIC):
Aleece Kelly, MPP, Senior Data Analyst; Yecenia Casiano, MS, Project Coordinator; Kellie Randall, Ph.D.,
Director; Carrie Shaw, Administrative Assistant; Jill Perreault, MS, Training Support Specialist (Wheeler Clinic);
Sarah Camerota, LICSW, 2-1-1 EMPS Program Manager (United Way of CT-211); Jeffrey Vanderploeg, Ph.D.,
CEO

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 November 2018, 2-1-1 and Mobile Crisis received 2,024 calls including 1,387 calls (68.5%) handled by Mobile Crisis providers and 637 calls (45.9%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month was 6.0% higher in call volume in comparison to November 2017 (n=1,910).

Among the 1,387 episodes of care generated this month, episode volume ranged from 179 episodes (Southwestern) to 317 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.7, with service area rates ranging from 1.0 (Southwestern) to 2.0 (Eastern and 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 3.4 per 1,000 children in poverty, with service area rates ranging from 2.2 (Southwestern) to 4.7 (Eastern).

Mobility: Statewide mobility was 93.7% this month; 3.4% higher than the rate in November 2017 (90.6%). Five of the six service areas were above the 90% benchmark this month, with performance ranging from 89.9% (New Haven) to 96.7% (Western). Mobility for individual providers ranged from 82.9% (CHR:MiddHosp) to 100.0% (Wheeler:Meridn and Wellmore:Dnby). Eleven of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month 84.3% of mobile episodes received a face-to-face response in 45 minutes or less, which is lower than the rate in November 2017 (86.1%). All of the six service areas were above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 80.2% (Hartford) to 95.1% (Southwestern). Twelve of the fourteen sites met the 80% benchmark. The statewide median mobile response time was 30.0 minutes.

Length of Stay (LOS): Statewide, among discharged episodes, 6.4% of the 362 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 19.0 days. The regional median LOS ranged from 14.0 days (Hartford) to 33.0 days (New Haven).
Section I: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

- 2-1-1 Only: 637
- 2-1-1-EMPS: 1379
- Registered Call: 8
- Total: 2024

Figure 2. Mobile Crisis Episodes by Service Area (Total Episodes = 1,387\(^*\))

- Central: 231
- Eastern: 176
- Hartford: 305
- New Haven: 209
- Southwestern: 175
- Western: 238

*After Hours Calls
\(^*\)Three episodes missing disposition information.

Figure 3. Number Served Per 1,000 Children

- Central: 1.8
- Eastern: 2.0
- Hartford: 2.0
- New Haven: 1.9
- Southwestern: 1.0
- Western: 1.7
- Statewide: 1.7

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

- Central: 4.6
- Eastern: 4.7
- Hartford: 4.0
- New Haven: 3.0
- Southwestern: 2.2
- Western: 3.2
- Statewide: 3.4

Figure 5. Mobile Response by Service Area

- Central: 91.3%
- Eastern: 95.3%
- Hartford: 94.9%
- New Haven: 89.9%
- Southwestern: 93.3%
- Western: 96.7%
- Statewide: 93.7%

Goal=90%

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

- Central (118): 84.3%
- Eastern (110): 85.3%
- Hartford (158): 80.2%
- New Haven (116): 80.6%
- Southwestern (96): 95.1%
- Western (134): 84.8%
- Statewide (734): 84.3%

Goal=80%
Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition^ 

<table>
<thead>
<tr>
<th>Call</th>
<th>I&amp;R</th>
<th>9-1-1</th>
<th>EMPS Resp</th>
<th>Transfer</th>
<th>Followup</th>
<th>Crisis Response</th>
<th>Followup</th>
<th>After Hours</th>
<th>Followup</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Volume</td>
<td>97</td>
<td>48</td>
<td>62</td>
<td>287</td>
<td>63</td>
<td>1464</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

^Three calls missing disposition information.

Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,387^) 

<table>
<thead>
<tr>
<th>Provider</th>
<th>Non-Mobile</th>
<th>Deferred</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHRMiddHosp</td>
<td>36.2%</td>
<td>17.4%</td>
<td>19.0%</td>
</tr>
<tr>
<td>CHR</td>
<td>2.1%</td>
<td>22.3%</td>
<td>12.7%</td>
</tr>
<tr>
<td>UCS/NE</td>
<td>12.4%</td>
<td>8.0%</td>
<td>10.0%</td>
</tr>
<tr>
<td>UCS/SE</td>
<td>21.8%</td>
<td>20.2%</td>
<td>4.4%</td>
</tr>
<tr>
<td>Wheeler/Hfd</td>
<td>20.2%</td>
<td>20.2%</td>
<td>4.4%</td>
</tr>
<tr>
<td>Wheeler/Meridh</td>
<td>14.3%</td>
<td>8.2%</td>
<td>12.2%</td>
</tr>
<tr>
<td>CliffBeers</td>
<td>12.0%</td>
<td>28.9%</td>
<td>16.7%</td>
</tr>
<tr>
<td>CFGC/South</td>
<td>23.1%</td>
<td>22.9%</td>
<td>16.3%</td>
</tr>
<tr>
<td>CFGC/Nwik</td>
<td>68.8%</td>
<td>67.4%</td>
<td>16.3%</td>
</tr>
<tr>
<td>CFGC/EMS</td>
<td>56.4%</td>
<td>68.8%</td>
<td>67.4%</td>
</tr>
<tr>
<td>Wellmore/Doby</td>
<td>82.1%</td>
<td>56.4%</td>
<td>68.8%</td>
</tr>
<tr>
<td>Wellmore/Torr</td>
<td>61.7%</td>
<td>60.3%</td>
<td>68.8%</td>
</tr>
<tr>
<td>Wellmore/Whby</td>
<td>20.2%</td>
<td>8.2%</td>
<td>12.2%</td>
</tr>
<tr>
<td>Statewide</td>
<td>82.9%</td>
<td>93.3%</td>
<td>96.0%</td>
</tr>
</tbody>
</table>

Figure 9. Actual Initial Mobile Crisis Response by Provider 

<table>
<thead>
<tr>
<th>Provider</th>
<th>Non-Mobile</th>
<th>Deferred</th>
<th>Mobile</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHRMiddHosp</td>
<td>90.0%</td>
<td>49.9%</td>
<td>100.0%</td>
</tr>
<tr>
<td>CHR</td>
<td>89.9%</td>
<td>93.0%</td>
<td>48.9%</td>
</tr>
<tr>
<td>UCS/NE</td>
<td>96.0%</td>
<td>94.9%</td>
<td>97.3%</td>
</tr>
<tr>
<td>UCS/SE</td>
<td>88.2%</td>
<td>93.3%</td>
<td>48.9%</td>
</tr>
<tr>
<td>Wheeler/Hfd</td>
<td>95.7%</td>
<td>100.0%</td>
<td>90.3%</td>
</tr>
<tr>
<td>Wheeler/Meridh</td>
<td>90.0%</td>
<td>49.9%</td>
<td>100.0%</td>
</tr>
<tr>
<td>CliffBeers</td>
<td>93.3%</td>
<td>48.9%</td>
<td>100.0%</td>
</tr>
<tr>
<td>CFGC/South</td>
<td>93.3%</td>
<td>48.9%</td>
<td>100.0%</td>
</tr>
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<td>CFGC/Nwik</td>
<td>93.3%</td>
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<td>CFGC/EMS</td>
<td>93.3%</td>
<td>48.9%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Wellmore/Doby</td>
<td>93.3%</td>
<td>48.9%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Wellmore/Torr</td>
<td>93.3%</td>
<td>48.9%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Wellmore/Whby</td>
<td>93.3%</td>
<td>48.9%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

Goal=90%

Figure 10. Mobile Response by Provider
### Section III: Response Time

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

- Central (118)
- Eastern (110)
- Hartford (158)
- New Haven (116)
- Southwestern (98)
- Western (134)
- Statewide (734)

Goal = 80%

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

- CHR:Middlesex (25)
- CHR: (92)
- UCSF-SE (28)
- UCSF-NE (24)
- Wheeler-Morris (23)
- Wheeler-Nott (58)
- Clifford-Mills (116)
- CGMC-South (21)
- CGMC-North (23)
- Wellmore-Denby (18)
- Wellmore-Torr (18)
- Wellmore-WDDY (98)

Goal = 80%

### Section IV: Emergency Department Referrals

**Figure 13.** Median Mobile Response Time in Minutes

- Central (140)
- Eastern (129)
- Hartford (197)
- New Haven (144)
- Southwestern (105)
- Western (159)
- Statewide (871)

**Figure 14.** Median Mobile Response Time by Provider in Minutes

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

- Routine Followup (83)
- Inpatient Diversion (63)

Note: Total ED referrals are in parenthesis.

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

- Routine Followup (83)
- Inpatient Diversion (63)

Note: 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>362</td>
<td>21.8</td>
<td>19.0</td>
<td>6.4% (n = 23)</td>
</tr>
<tr>
<td>Central</td>
<td>57</td>
<td>28.4</td>
<td>23.0</td>
<td>14% (n = 8)</td>
</tr>
<tr>
<td>Eastern</td>
<td>24</td>
<td>26.3</td>
<td>24.0</td>
<td>8.3% (n = 2)</td>
</tr>
<tr>
<td>Hartford</td>
<td>104</td>
<td>17.8</td>
<td>14.0</td>
<td>4.8% (n = 5)</td>
</tr>
<tr>
<td>New Haven</td>
<td>21</td>
<td>32.0</td>
<td>33.0</td>
<td>23.8% (n = 5)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>31</td>
<td>21.5</td>
<td>18.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Western</td>
<td>125</td>
<td>19.7</td>
<td>18.0</td>
<td>2.4% (n = 3)</td>
</tr>
</tbody>
</table>