Mobile Crisis Intervention Services
Performance Improvement Center (PIC)

Monthly Report: October 2018

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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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2
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 October 2018, 2-1-1 and Mobile Crisis received 2,156 calls including 1,597 calls (74.1%) handled by Mobile Crisis providers and 559 calls (25.9%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month was 11.5% higher in call volume in comparison to October 2017 (n=1,933).

Among the 1,597 episodes of care generated this month, episode volume ranged from 190 episodes (New Haven) to 433 episodes (Hartford). The statewide average service reach per 1,000 children this month was 2.0, with service area rates ranging from 1.2 (Southwestern) to 2.7 (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 4.2 per 1,000 children in poverty, with service area rates ranging from 2.5 (Southwestern) to 5.8 (Hartford).

Mobility: Statewide mobility was 94.8% this month; just slightly higher than the rate in October 2017 (94.6%). All six service areas were above the 90% benchmark this month, with performance ranging from 92.3% (Central) to 96.3% (Western). Mobility for individual providers ranged from 85.4% (CHR:MiddHosp) to 98.4% (UCFS:NE). Twelve of the fourteen individual providers had mobility rates at or above the 90% benchmark.

Response Time: Statewide, this month 86.8% of mobile episodes received a face-to-face response in 45 minutes or less, which is similar to the rate in September 2017 (86.6%). Five of the six service areas were above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 75.6% (New Haven) to 93.9% (Eastern). In addition, eleven 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, 2.1% of the 383 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 16.0 days. The regional median LOS ranged from 13.0 days (Hartford) to 28.0 days (Eastern).
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 = 1,597^)

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 2-1-1 Call Disposition

Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,597*)

*After Hours Calls
*One episode missing disposition information

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

Goal=80%

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

Goal=80%

Section IV: Emergency Department Referrals

Figure 13. Median Mobile Response Time in Minutes

Figure 14. Median Mobile Response Time by Provider in Minutes

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

Note: Count total ED referrals are in parenthesis

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>383</td>
<td>18.6</td>
<td>16.0</td>
<td>2.1% (n = 8)</td>
</tr>
<tr>
<td>Central</td>
<td>46</td>
<td>25.4</td>
<td>18.0</td>
<td>8.7% (n = 4)</td>
</tr>
<tr>
<td>Eastern</td>
<td>19</td>
<td>27.2</td>
<td>28.0</td>
<td>5.3% (n = 1)</td>
</tr>
<tr>
<td>Hartford</td>
<td>135</td>
<td>15.3</td>
<td>13.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>New Haven</td>
<td>15</td>
<td>24.1</td>
<td>23.0</td>
<td>6.7% (n = 1)</td>
</tr>
<tr>
<td>Southwestern</td>
<td>14</td>
<td>21.4</td>
<td>20.0</td>
<td>0% (n = 0)</td>
</tr>
<tr>
<td>Western</td>
<td>154</td>
<td>17.6</td>
<td>16.0</td>
<td>1.3% (n = 2)</td>
</tr>
</tbody>
</table>