



Mobile Crisis Intervention Services is a program funded by the State of Connecticut in partnership with the United Way of Connecticut 2-1-1 and the Child Health and Development Institute (CHDI).



MOBILE CRISIS INTERVENTION SERVICES

Performance Improvement Center (PIC)

MONTHLY REPORT

February 2024

Updated 3/13/24

Table of Contents

Executive Summary	3
Section I: Mobile Crisis Statewide/Service Area Dashboard	5
Figure 1. Total Call Volume by Call Type	5
Figure 2. Mobile Crisis Episodes by Service Area	5
Figure 3. Number Served Per 1,000 Children	5
Figure 4. Number Served Per 1,000 Children in Poverty	5
Figure 5. Mobile Response by Service Area	5
Figure 6. Mobile Episodes with a Response Time Under 45 Minutes	6
Section II: Mobile Crisis Response	7
Figure 7. Statewide 211 Disposition Frequency.....	7
Figure 8. Mobile Crisis Episodes by Provider	7
Figure 9. Actual Initial Mobile Crisis Response by Provider.....	7
Figure 10. Actual Initial Mobile Crisis Response by Service Area – Overnight/Weekend Hours.....	7
Figure 11. Mobile Response by Provider.....	8
Section III: Response Time	9
Figure 12. Mobile Episodes with a Response Time Under 45 Minutes	9
Figure 13. Mobile Episodes with a Response Time Under 45 Minutes by Provider	9
Figure 14. Median Mobile Response Time in Minutes	9
Figure 15. Median Mobile Response Time by Provider in Minutes.....	9
Section IV: Emergency Department Referrals	10
Figure 16. Emergency Department Referrals.....	10
Figure 17. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes).....	10
Section V: Length of Stay (LOS)	11
Table 1. LOS for Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up.....	11

This report was prepared by the Mobile Crisis Intervention Services Performance Improvement Center (PIC):

Peri Sosensky, Data and Quality Improvement Intern; Kayla Theriault, MPH, Senior Associate; Yecenia Casiano, MS, Senior Project Coordinator; Kellie Randall, Ph.D., Associate Vice President of Quality Improvement; Heather Clinger, MPH, CPS, Program Manager (Wheeler Clinic); Eliana Colón, 2-1-1 Services Manager; Ronette Daniels, Director of 2-1-1 Services (United Way of CT-2-1-1); Jeffrey Vanderploeg, Ph.D., CEO

The Mobile Crisis Intervention Services Performance Improvement Center is housed at the



Executive Summary

Note: As of January 2023, Mobile Crisis providers are available for a mobile response 24 hours a day, 7 days a week. Prior to January 2023, a mobile response was only available Monday – Friday 6:00 AM to 10:00 PM and from 1:00 PM to 10:00 PM on weekends. Unless stated otherwise, the data in this report reflects calls during all 24 hours. Select charts continue to break out data by old and new hours to highlight any differences during the expanded hours.

Call and Episode Volume: In February 2024, 2-1-1 and Mobile Crisis received 1,352 calls including 1,014 calls (75.0%) handled by Mobile Crisis providers and 338 calls (25.0%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 14.7% decrease in call volume from February 2023 (n=1,585). Call volume remains 34.6% lower than the same month in 2020 (n=2,068), prior to the start of the pandemic. Of the total calls and episodes, Mobile Crisis and 2-1-1 received 102 calls during the expanded overnight and weekend hours. This included 66 (64.7%) calls handled by Mobile Crisis providers and 36 (35.3%) calls handled by 2-1-1 only. The overnight and weekend call volume in February 2024 was lower than last month (115, January 2024).

Among the **1,014 episodes of care** this month, episode volume ranged from 106 episodes (Southwestern) to 273 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.4, with service area rates ranging from 0.6 (Southwestern) to 1.9 (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 2.7 per 1,000 children in poverty, with service area rates ranging from 1.0 (Southwestern) to 6.2 (Central). During the expanded overnight and weekend hours, there were 66 episodes of care with episode volume ranging from 3 episodes (Eastern) to 17 episodes (Hartford). The overnight and weekend episodes in February 2024 decreased 19.5%, compared to last month (82, January 2024).

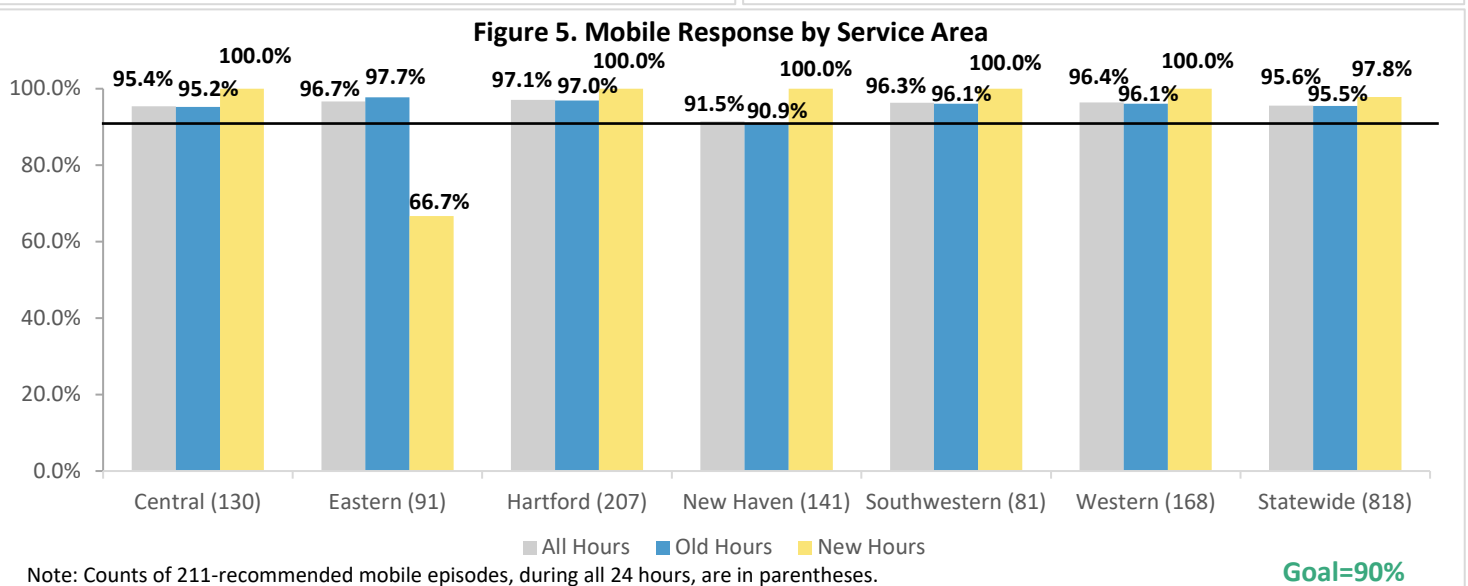
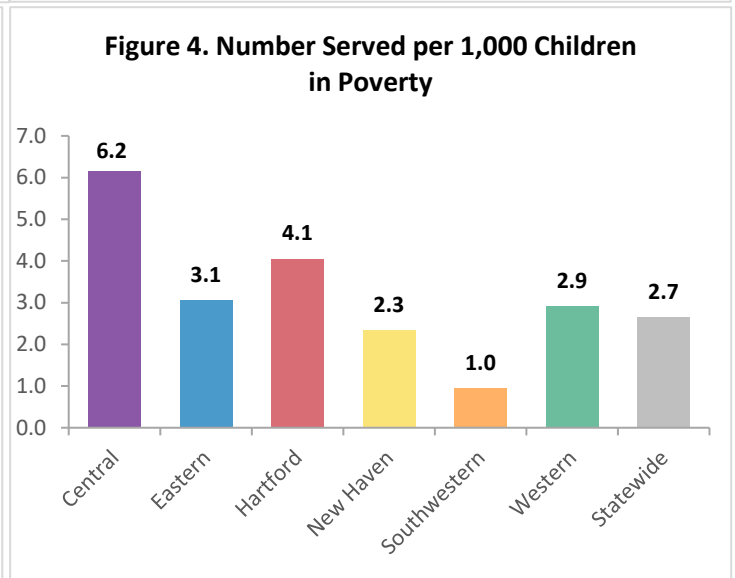
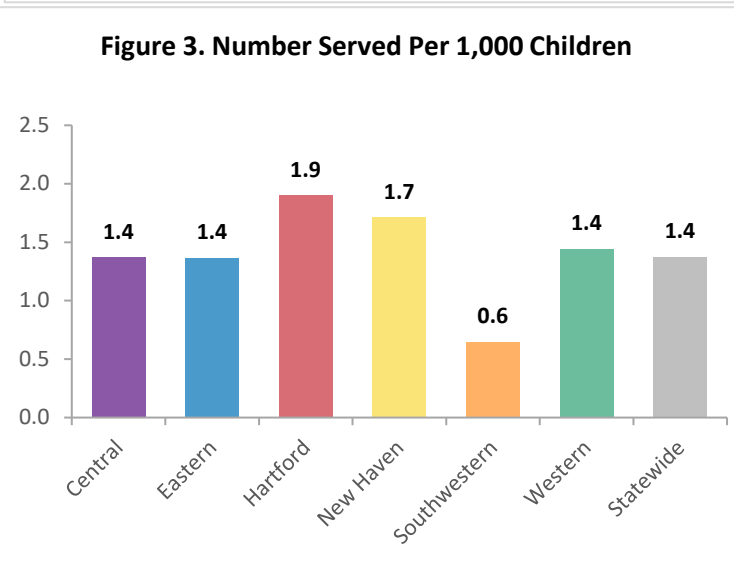
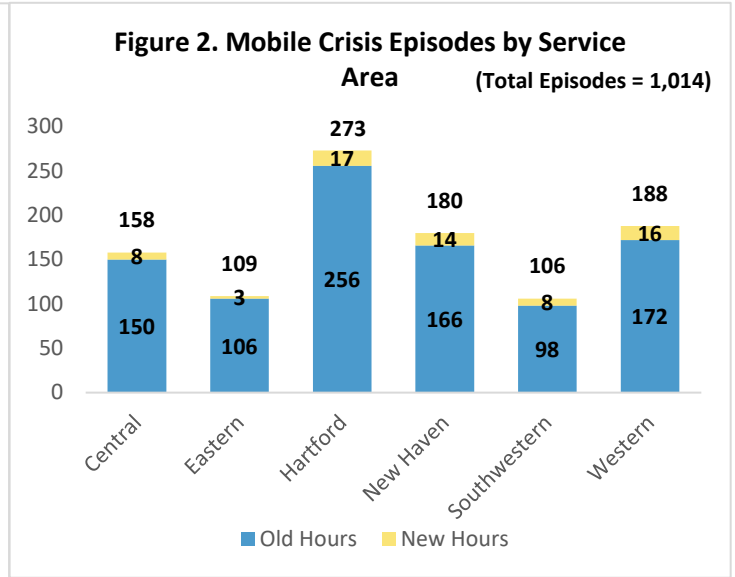
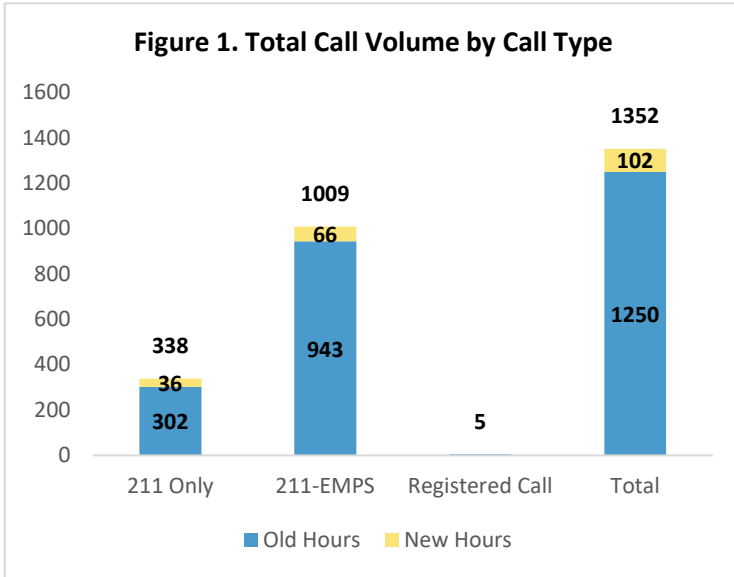
Mobility: Statewide mobility was 95.6% this month, which is similar to the rate in February 2023 (95.1%). All six service areas surpassed the 90% benchmark this month, with performance ranging from 91.5% (New Haven) to 97.1% (Hartford). Mobility for individual providers ranged from 83.3% (CFGC South) to 100% (CHR MiddHosp, UCFS NE, Wheeler Meriden, and CFGC Norwalk). Thirteen (13) of the fourteen (14) individual providers met or exceeded the 90% mobility rate benchmark. Since the beginning of the COVID-19 pandemic, both video telehealth and in-person responses are reflected within the report as “mobile” responses. Beginning in FY2022, the number of video telehealth episodes can be found in Figure 9. There were four (4) telehealth responses this month, compared to none (0) in January 2024. The statewide mobility rate during the new hours was 97.8%, with five (5) regions meeting or exceeding the 90% benchmark. Performance ranged from 66.7% (Eastern) to 100% (Central, Hartford, New Haven, Southwestern, and Western). The mobility rate during the traditional Mobile Crisis hours was 95.5%, nearly the same as the overall rate of 95.6%. During the new hours, 42.4% of episodes received a mobile response, 31.8% received a deferred mobile response, and 25.8% received a non-mobile response; in the traditional hours, 64.2% of episodes received a mobile response, 17.4% received a deferred mobile response, and 18.5% received a non-mobile response. While the overall rate of non-mobile episodes presented here is higher than the 95.6% mobility rate would suggest, the mobility rate does not include episodes where the family requests a non-mobile response. While mobility is a priority, meeting the needs of each family is also critical. The vast majority of families that want a face-to-face response continue to receive one.

Response Time: Statewide, this month **88.5% of mobile episodes received a face-to-face response in 45 minutes or less**, which is similar to the rate in February 2023 (88.3%). While video telehealth responses are counted as “mobile” responses, they are excluded from the response time calculations in this report. All six service areas were at or above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 85.3% (New Haven) to 94.5% (Eastern). Twelve (12) of the fourteen (14) sites met the 80% benchmark. The statewide median mobile response time was 29.0 minutes. The rate of episodes meeting response time during the traditional hours (88.6%) is

nearly the same as the overall rate of 88.5%. During the expanded hours, there was a greater range of performance. Statewide, 85.2% of mobile episodes received a response within 45 minutes during these new hours, with performance ranging from 57.1% (Hartford) to 100.0% (Central, Eastern, Southwestern, and Western).

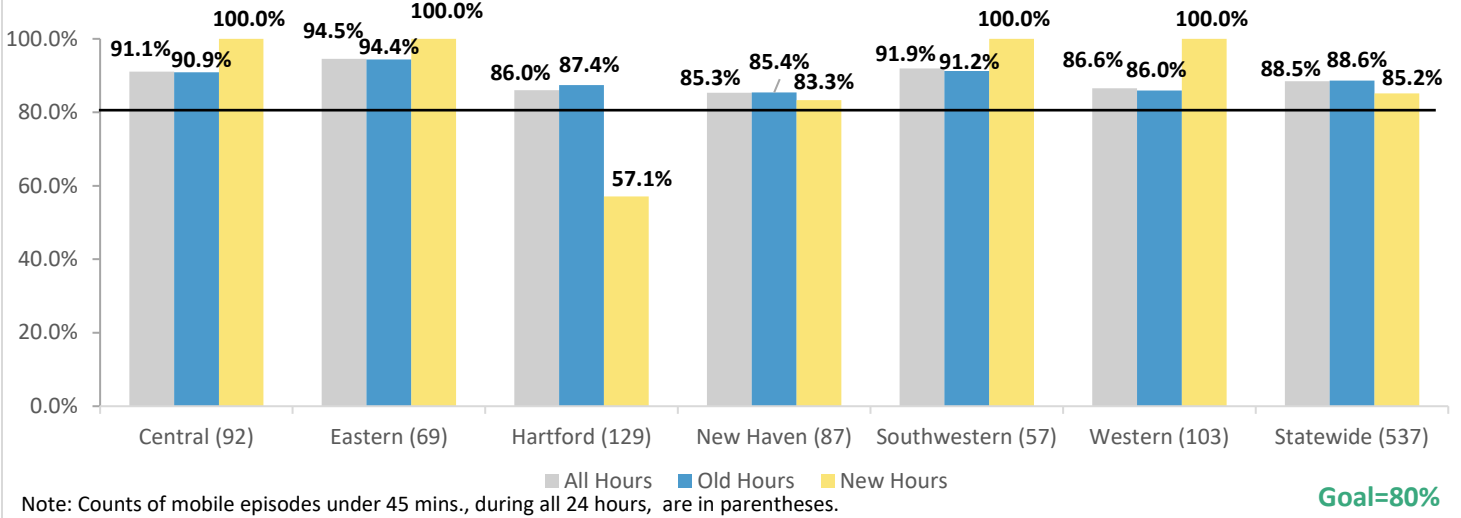
Length of Stay (LOS): Statewide, among discharged episodes, **9 of the 332 *plus stabilization follow-up* episodes exceeded 45 days**. The statewide median LOS for episodes discharged this month with a crisis response of *plus stabilization follow-up* was 16.0 days. The regional median LOS ranged from 13.0 days (New Haven and Western) to 38.5 days (Southwestern). Note: these calculations only include episodes that began during FY2024.

Section I: Mobile Crisis Statewide/Service Area Dashboard



Note: Counts of 211-recommended mobile episodes, during all 24 hours, are in parentheses.

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



Section II: Mobile Crisis Response

Figure 7. Statewide 2-1-1 Call Disposition

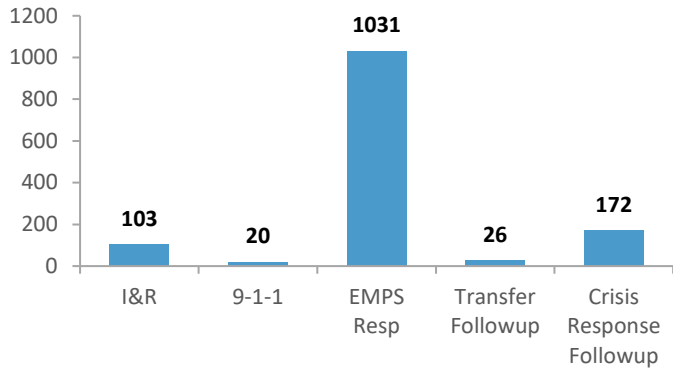


Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,014)

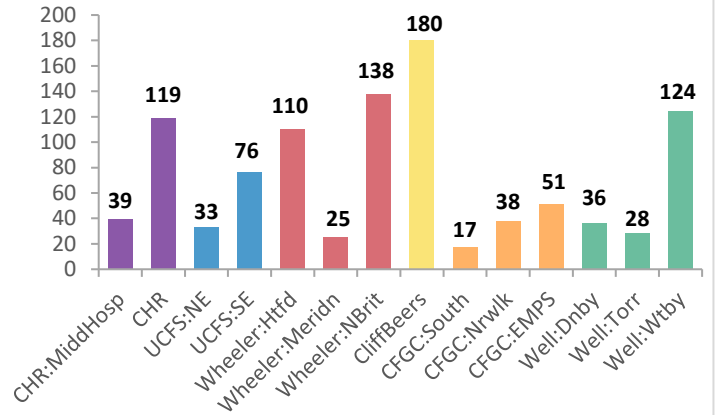
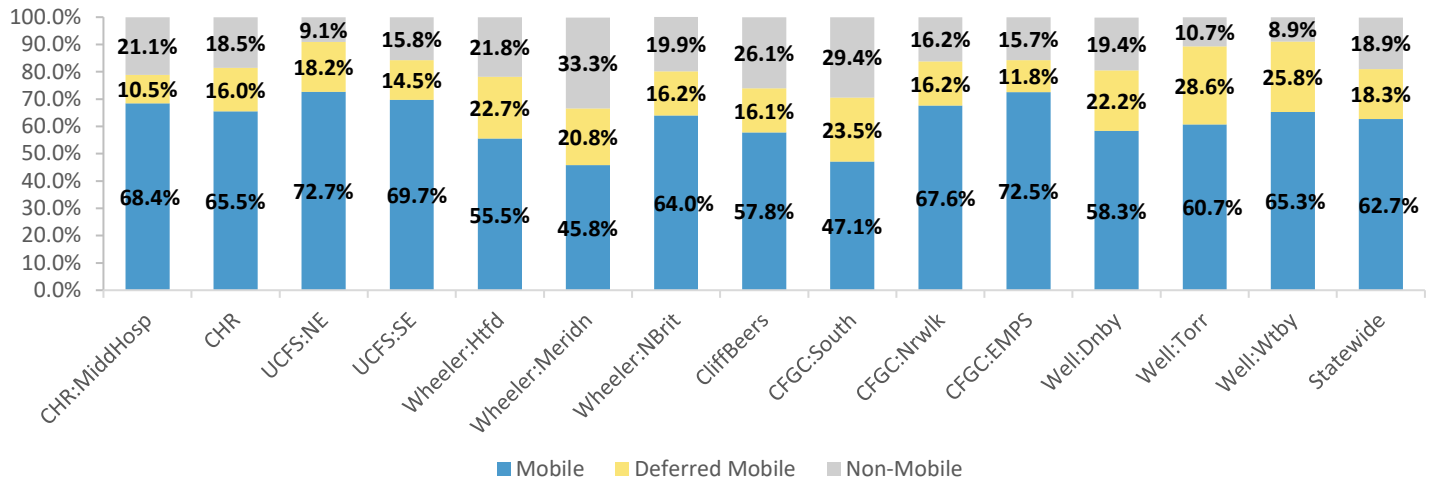


Figure 9. Actual Initial Mobile Crisis Response* by Provider



*Statewide, there were 4 mobile or deferred mobile episodes that were performed via video telehealth.

Figure 10. Actual Initial Mobile Crisis Response by Service Area - by Service Hours

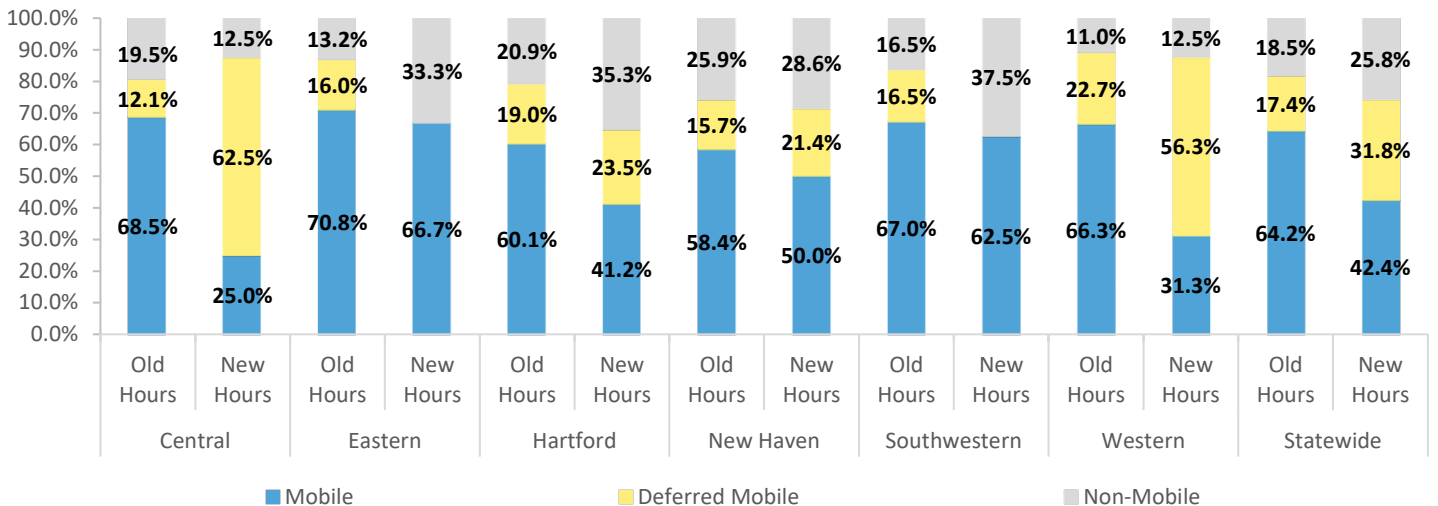
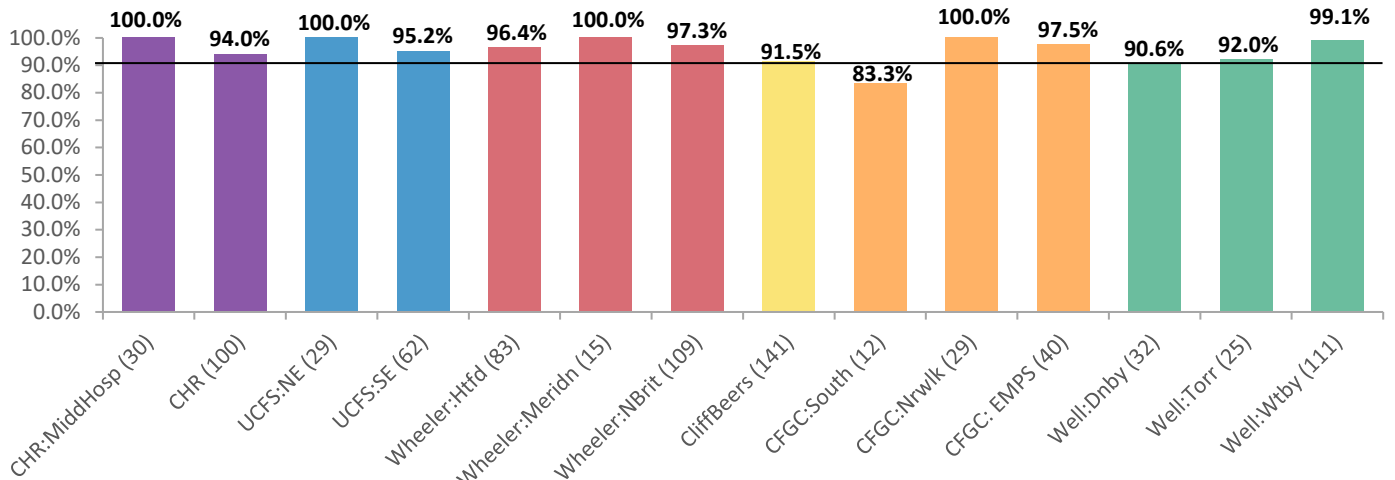


Figure 11. Mobile Response* by Provider

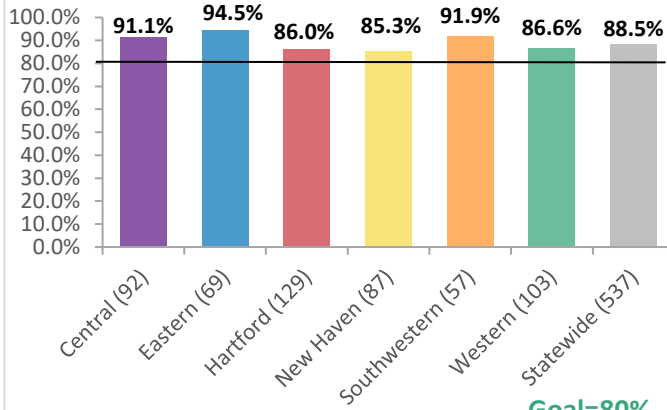


Note: Counts of 211-recommended mobile episodes are in parentheses.

Goal=90%

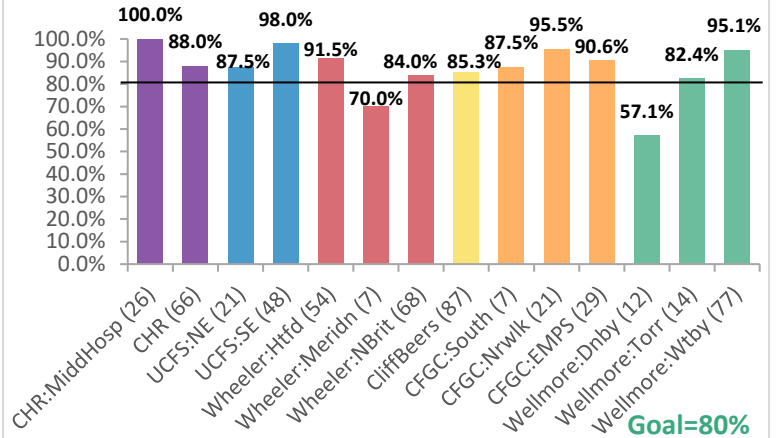
Section III: Response Time

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



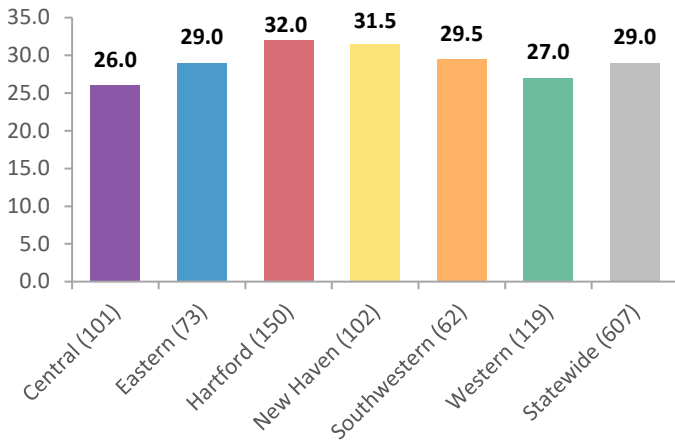
Note: Counts of mobile episodes under 45 mins. are in parentheses. **Goal=80%**

Figure 13. Mobile Episodes with a Response Time Under 45 Minutes by Provider



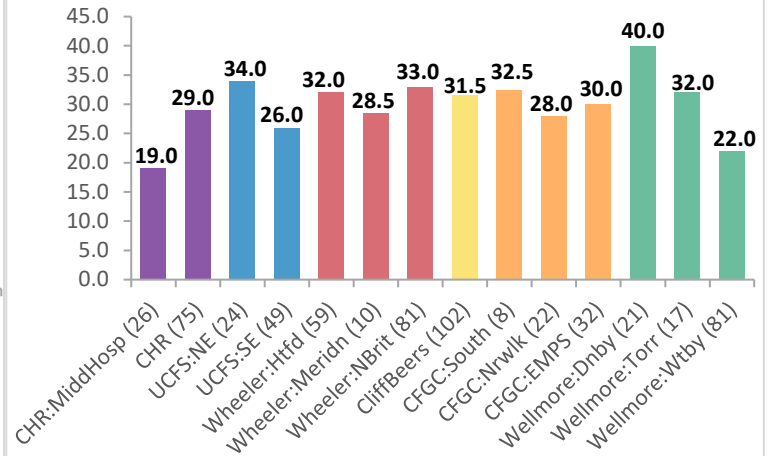
Note: Counts of mobile episodes under 45 mins. are in parentheses. **Goal=80%**

Figure 14. Median Mobile Response Time in Minutes



Note: Count of mobile response episodes are in parentheses.

Figure 15. Median Mobile Response Time by Provider in Minutes



Note: Count of mobile response episodes are in parentheses.

Section IV: Emergency Department Referrals

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

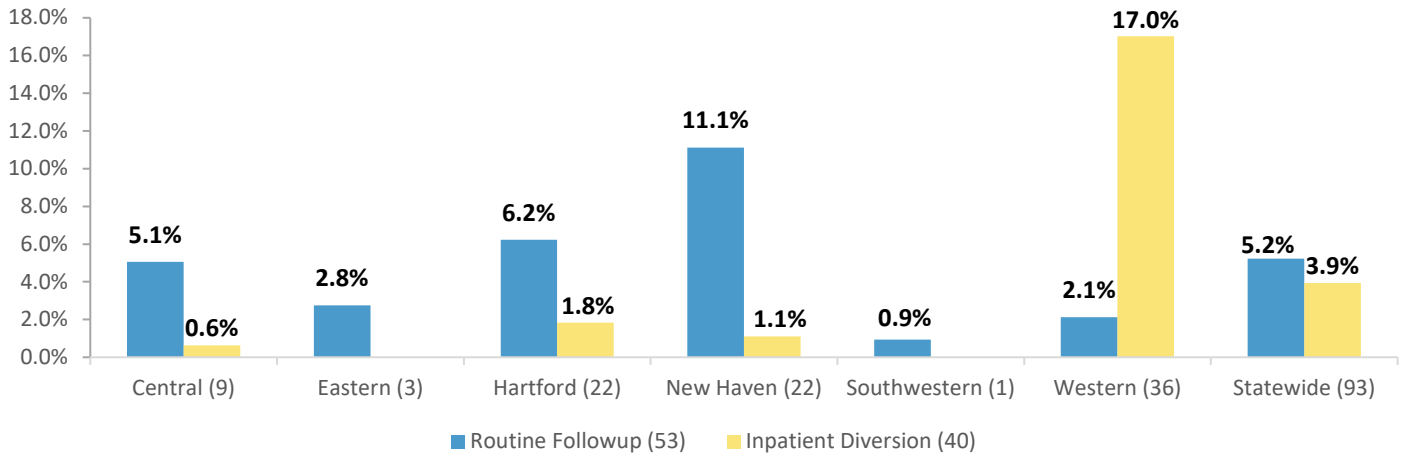
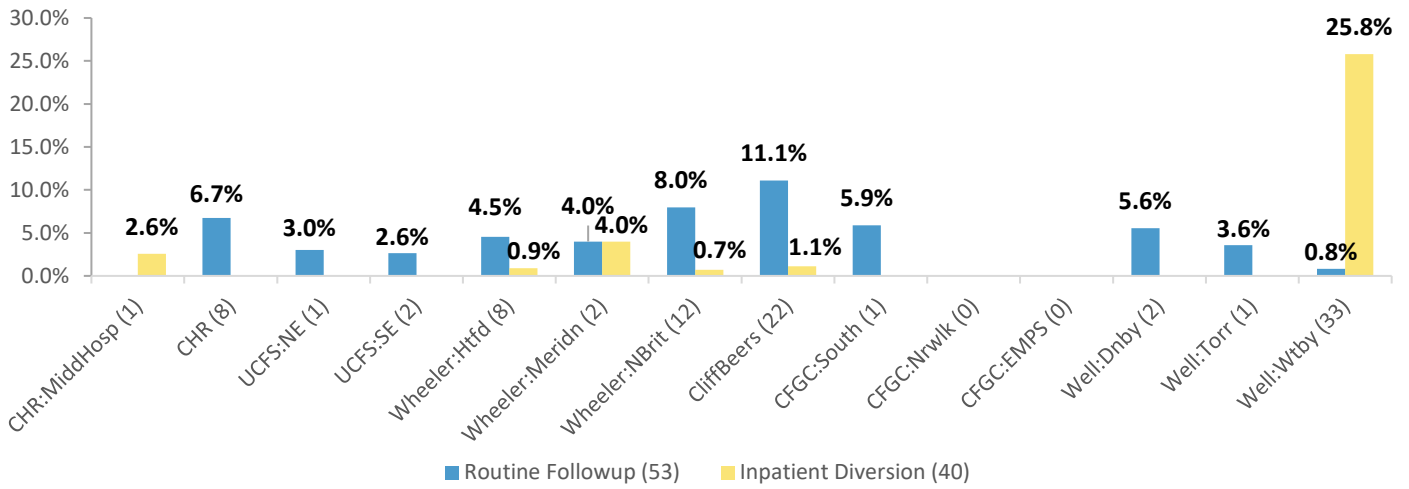


Figure 17. Emergency Department Referrals by Provider (% of Total Mobile Crisis Episodes)



Section V: Length of Stay (LOS)

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

	Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up			
	Number of Episodes	Mean LOS (in days)	Median LOS (in days)	Percent Exceeding 45 Days
STATEWIDE	332	18.3	16.0	2.7% (n = 9)
Central	109	18.2	17.0	3.7% (n = 4)
Eastern	7	23.0	16.0	14.3% (n = 1)
Hartford	99	18.3	16.0	0.0% (n = 0)
New Haven	3	14.7	13.0	0.0% (n = 0)
Southwestern	8	44.8	38.5	25.0% (n = 2)
Western	106	16.3	13.0	1.9% (n = 2)

*Only episodes that had both a start and a discharge date within FY2024 are included in this chart