



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)

QUARTERLY REPORT

FY2024: Quarter 2

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The Mobile Crisis Performance Improvement Center
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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 the second quarter of FY2024, **2-1-1 received 4,312 calls** including 3,241 calls (75.2%) handled by Mobile Crisis providers and 1,071 calls (24.8%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This quarter saw a 1.6% decrease in total call volume compared to the same quarter in FY2023 (4,380), and a 3.7% decrease in episodes (3,364 in FY2023). Call and episode volume have significantly increased since the height of the pandemic, but still remain below pre-pandemic levels. During this quarter, there was a 23.3% decrease in calls compared to FY2020 Q2 (5,620), and a 20.9% decrease in episodes (4,099 in FY2020 Q2). Of the 3,241 calls this quarter, 305 calls (9.4%) came in during the expanded overnight and weekend hours, including 203 (6.3%) calls handled by Mobile Crisis providers and 102 (3.1%) calls handled by 2-1-1 only.

Among the total **3,241 episodes of care** generated in Q2 FY24, episode volume ranged from 418 episodes (Southwestern) to 792 episodes (Hartford). Of these, 305 episodes of care were initiated during the expanded overnight and weekend hours, with episode volume ranging from 14 episodes (Southwestern) to 59 episodes (Western). Relative to the population of children in each service area, the statewide average service reach rate per 1,000 children this quarter was 4.4, with service area rates ranging from 2.6 (Southwestern) to 5.5 (Hartford). 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 9.9 per 1,000 children in poverty, with service area rates ranging from 5.7 (Southwestern) to 21.8 (Central).

Each quarter, every Mobile Crisis site is required to achieve an overall service reach rate of 2.5 episodes per 1,000 children. For this quarter, 13 of the 14 sites met this benchmark.

Demographics: Statewide this quarter, 51.4% of services were for children reported as female and 48.6% were for those reported as male.¹ **Care for youth ages 13-15 years old comprised the largest portion of services (33.2%).** Additionally, 29.3% of services were for 9-12 year olds, 20.4% were for 16-18 year olds, 11.9% were for 6-8 year olds, and 5.0% were for children age five or younger. The majority of services were for White children (55.0%), while 20.5% were for African-American or Black children. Roughly one-third (32.1%) of services were for youth of Hispanic ethnicity. The majority of youth were insured by Husky A (59.2%) and private insurance (27.8%). Finally, the majority of clients (86.8%) were not DCF-involved.

Clinical Functioning: The most commonly reported primary presenting problems for clients statewide included: Harm/Risk of Harm to Self (30.6%), Disruptive Behavior (24.3%), Depression (12.9%), Anxiety (6.7%), Harm/Risk of Harm to Others (5.4%), Family Conflict (4.7%). The top client primary diagnoses at intake this quarter were: Depressive Disorders (24.6%), Adjustment Disorders (15.6%), Anxiety Disorders (13.7%), Conduct Disorders (13.4%), Attention Deficit/Hyperactivity Disorders (10.6%), and Trauma Disorders (9.4%). This quarter, **66.2% of Mobile Crisis clients statewide met the definition for Serious Emotional Disturbance (SED).** During the expanded overnight and weekend hours, the top primary presenting problems statewide were similar to overall rates. The top primary presenting problems statewide during the expanded overnight and weekend hours included: Disruptive Behavior (34.4%), Harm/Risk of Harm to Self (21.9%), Depression (12.0%), Anxiety (7.1%), Family Conflict (7.1%), and Harm/Risk of Harm to Others (4.4%).

In this quarter, the **statewide percentage of children with trauma exposure reported at intake was 62.5%**, with service areas ranging from 44.4% (Southwestern) to 68.5% (Central). The most common types of trauma exposure reported at intake statewide were: Disrupted Attachment/Multiple Placements (24.5%), Witnessing Violence (18.5%), Victim of Violence (15.7%), and Sexual Victimization (11.3%).

¹ Per question regarding “Sex Assigned at Birth”.

The statewide rate for **the percentage of children evaluated in an Emergency Department once or more in the six months prior to a current episode of care was 19.6%**, lower than 22.3% of the same quarter last fiscal year. During an episode of care, 20.9% of children were evaluated in the Emergency Department at least once, which is higher than 18.0% of the same quarter of FY2023. The inpatient admission rate in the six months prior to Mobile Crisis referral was 9.7% statewide, which is slightly lower than the rate in the Q2 FY2023 (10.9%). The admission rate to an inpatient unit during a mobile crisis episode was 6.5%, compared to the rate of 8.8% in the same quarter last fiscal year.

Referral Sources: Statewide, **48.4% of referrals came from schools, and 37.0% of referrals were received from parents, families and youth.** Emergency Departments (EDs) accounted for 6.9% of all Mobile Crisis referrals. The remaining 7.7% of referrals came from a variety of other sources. During the expanded overnight and weekend hours, the majority of referrals were from parents, family, and youth (67.0%) and emergency departments (25.1%).

ED utilization of Mobile Crisis varies widely among hospitals in Connecticut. This quarter, a total of **226 Mobile Crisis referrals were received from EDs**, including 118 referrals for inpatient diversion and 108 referrals for routine follow-up. Regionally, the highest rate of ED referrals, as a percentage of total referrals, was observed in the Western service area (22.3%) and the lowest was in the Southwestern service area (0.2%). Statewide, 6.9% of all Mobile Crisis episodes came from ED referrals this quarter, slightly higher than the rate from Q2 FY2023 (9.0%).

Mobility: The average **statewide mobility this quarter was 95.4%**, similar to the rate in Q2 FY2023 (95.3%). Police referrals are excluded from mobility calculations. All service areas met the benchmark of 90% this quarter. Mobility rates among service areas ranged from 93.6% (Central) to 97.8% (Southwestern). The mobility rates among individual providers ranged from 89.8% (CHR: Middlesex Hospital) to 99.5% (CFGC: Bridgeport). 13 of the 14 providers surpassed the 90% benchmark. The mobility rate during the tradition hours (95.9%) was similar to the overall rate, while the mobility rate during the expanded hours was lower (86.4%). During the new hours, 39.4% of episodes received a mobile response, 27.6% received a deferred mobile response, and 33.0% received a non-mobile response; in the traditional hours, 66.7% of episodes received a mobile response, 17.9% received a deferred mobile response, and 15.4% received a non-mobile response. Note that these numbers appear different from the mobility rate reported earlier because the mobility rate only factors in calls where the caller is requesting a mobile or deferred mobile response. There are a subset of calls that receive non-mobile, phone-only support at the request of the caller.

Response Time: Statewide this quarter, **87.2% of mobile episodes received a face-to-face response in 45 minutes or less.** Performance on this indicator ranged from 83.2% (New Haven) to 97.7% (Eastern), with all service areas above the 80% benchmark. Across the state, 11 of the 14 providers met the benchmark. In addition, the statewide median response time this quarter was 29 minutes. During the expanded hours, there was a greater range of performance. Statewide, 79.2% of mobile episodes received a response within 45 minutes during these new hours, with performance ranging from 59.1% (Hartford) to 100% (Eastern and Southwestern).

Length of Stay: Among discharged episodes statewide this quarter, 23.1% of Phone Only episodes exceeded one day, 47.8% of Face-to-Face episodes exceeded five days, and **1.8% of Stabilization Plus Follow-up episodes exceeded 45 days**, meeting the statewide benchmark of less than 5%. The statewide median LOS among discharged episodes was less than one day for Phone Only, 5.0 days for Face-to-Face episodes, and 15.0 days for *Stabilization Plus*.

Statewide, the median Length of Stay (LOS) for open episodes of care with a Crisis Response of Phone Only was 51.0 days and ranged from 0 days (Eastern) to 86.0 days (Hartford). The statewide median LOS for Face-to-Face was 20.0 days and ranged from 11.5 days (Central) to 25.0 days (New Haven). For *Stabilization Plus Follow-up*, the statewide median LOS was 17.0 days with a range from 13.0 days (Central) to 35.5 days (New Haven). Across open episodes of care with phone and face-to-face crisis response categories during the second quarter of FY2024, 100.0% of phone-only and 100.0% of face-to-face episodes remained open beyond the benchmarks (1 day for Phone Only, 5 days for Face-to-Face). For open *Stabilization Plus Follow-up*, there was a wide range of cases remaining open past the benchmark (45 days). Statewide, 56.7% of these open cases exceeded the benchmark, while regionally this ranged from 48.9% (Central) to 100% (New Haven). Cases that remain open for services for long periods of time can impact responsiveness as call volume continues to increase and can compromise accurate and timely data entry.

Discharge Information: The overwhelming **majority of clients lived in a private residence at discharge from Mobile Crisis (96.4%).** Statewide, the **top three reasons for client discharge** were: Met Treatment Goals (74.0%), Family Discontinued (18.5%), and Client Hospitalized: Psychiatrically (7.4%).

Statewide, clients were most likely to be referred to **outpatient services (36.6%) or to their original provider (27.1%) at discharge.** Other care referrals at discharge included: Intensive In-Home Services (7.2%), Other Community Based Services (4.6%), Intensive

Outpatient Program (4.4%), Inpatient Hospital Care (2.7%), Partial Hospital Program (2.5%), and Care Coordination (1.6%). An additional 11.8% of clients were reported as receiving no referral at discharge.

Across the state, Ohio Scales showed an average improvement of 2.67 points on worker-rated functioning, while parent-rated functioning scales showed an increase of 2.50 points on average. Worker-rated Problem Severity Scales showed an average decrease of 4.10 points, while parent-rated Problem Severity Scales showed a decrease of 2.34 points on average. Changes in parent and worker-rated functioning and parent and worker-rated problem severity scores were found to be statistically significant at the statewide level.

Completion rates of the Ohio Scales at discharge for the parent scores increased by 2.1 points when compared to the same quarter in FY2023. The completion rate for worker scores increased by 2.3 points compared to FY2023 Q2.

Satisfaction: Satisfaction data was not captured this quarter due to IT issues with the reporting process. This data reporting will resume in FY2024 Q3.

Training Attendance: The statewide percentage of all thirteen trainings completed by full-time active staff as of December 2023 is 7%. This percentage remains the same as the percentage of full-time staff who had completed all trainings in FY2023 Q2 at 7%.

Community Outreach: The number of outreaches ranged from 0 (Wheeler: Meriden and New Britain; CFGC: Norwalk; Wellmore: Danbury and Torrington) to 7 (UCFS:NE).

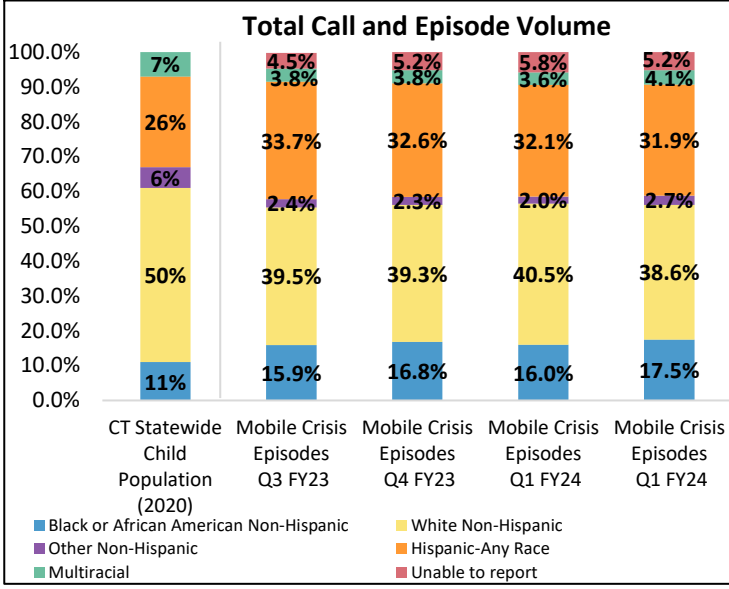
SFY 2024 Q2 RBA Report Card: Mobile Crisis Intervention Services

Quality of Life Result: Connecticut’s children will live in stable environments, safe, healthy and ready to lead successful lives.

Contribution to the Result: The Mobile Crisis services provide an alternative, community based intervention to youth visits to hospital emergency rooms, inpatient hospitalizations and police calls that could remove them from their home and potentially negatively impact their growth and success. Mobile Crisis providers are expected to respond to all episodes of care. Partners with DCF include Child and Health Development Institute (CHDI) as the Performance Improvement Center.

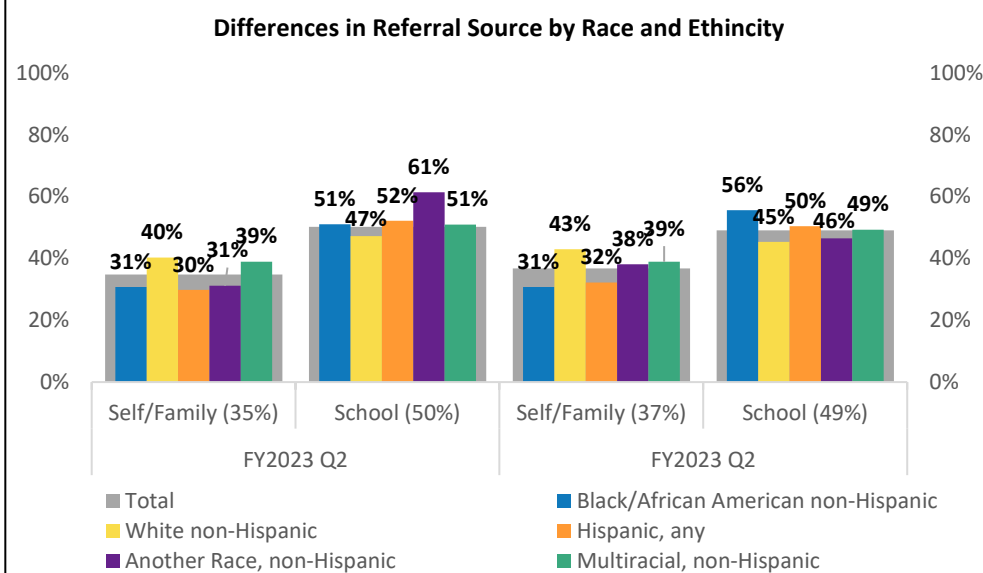
Program Expenditures: Estimated SFY 2024 **State Funding: \$13,654,662**

How Much Did We Do?



	Q2 FY23	Q3 FY23	Q4 FY23	Q1 FY24	Q2 FY24
Mobile Crisis Episode	3,394	4,037	3,057	1,829	3,241
2-1-1 Only	988	1,181	1,085	731	1,071
Total	4,382	5,218	4,142	2,560	4,312

Story Behind the Baseline: In SFY 24 Q2, there were 4,312 total calls to the 2-1-1 Call Center resulting in 3,241 episodes of care. Compared to the same quarter in SFY 23 this represents a decrease in call volume of 1.5% (70 fewer calls) and a decrease in mobile episodes of 4.5% (153 fewer episodes). The numbers of episodes and calls remain lower than pre-pandemic levels (5,620 total calls in FY20 Q2). The percentages of both Black and Hispanic children served continues to be higher than the statewide population, while the percentage of White children is lower. The racial composition of children served is similar to SFY23 Q1. **Trend: →**



Story Behind the Baseline: In SFY24 Q2, 37% of referrals came from self/family while 49% came from schools. Black and Hispanic youth received a lower proportion of referrals from self/family compared to the statewide average (37%) and White youth (43%). Black youth received a higher proportion of their referrals from schools (56%) compared to the statewide average (49%). This trend is consistent with the same quarter last year, though with slightly larger differences. There is some fluctuation in the referral sources for children of another race, but these numbers should be interpreted with caution due to a low N.

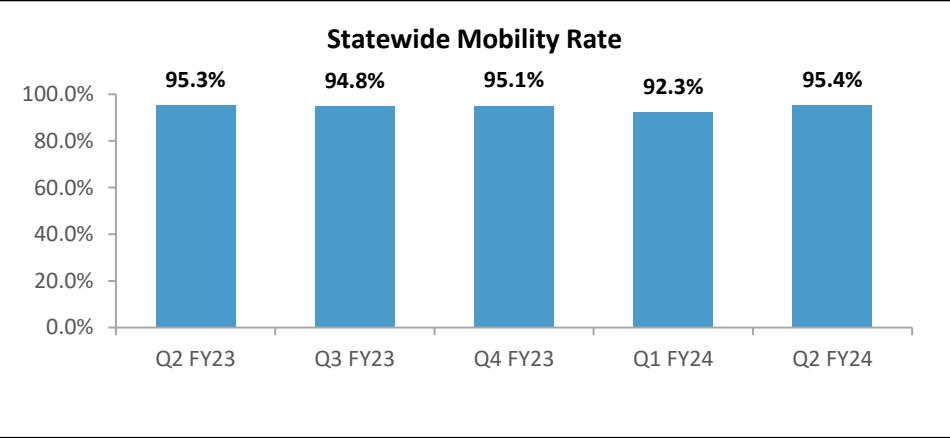
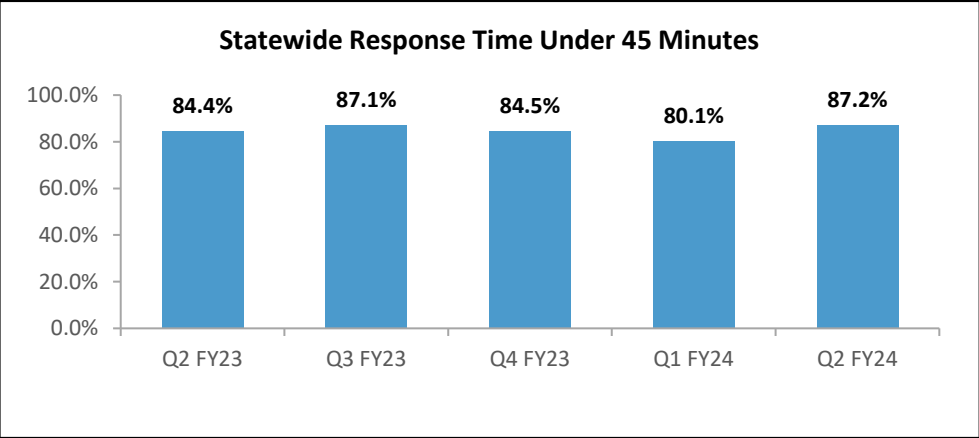
Trend: →

Episodes Per Child SFY 2024									
Quarterly Breakdown						Past Year: FY23 Q3 - FY24 Q2			
	FY2023 Q2	FY2023 Q3	FY2023 Q4	FY2024 Q1	FY2024 Q2	Total	DCF	Non-DCF	
1	2660 (89.4%)	3133 (88.9%)	2400 (89.2%)	1385 (88.0%)	2515 (88.5%)	7305 (79.5%)	585 (72.7%)	5247 (82.2%)	
2	257 (8.6%)	324 (9.2%)	237 (8.8%)	150 (9.5%)	274 (9.6%)	1278 (13.9%)	135 (16.8%)	799 (12.5%)	
3	47 (1.6%)	46 (1.3%)	43 (1.6%)	26 (1.7%)	39 (1.4%)	369 (4.0%)	46 (5.7%)	218 (3.4%)	
4 or more	12 (0.4%)	22 (0.6%)	12 (0.4%)	13 (0.8%)	14 (0.5%)	241 (2.6%)	39 (4.8%)	118 (1.8%)	

Story Behind the Baseline: In SFY 24 Q2, of the 2,842 children served by Mobile Crisis 88.5% (2,515) received only one episode of care, and 98.1% (2,789) received one or two episodes of care; compared to 89.4% (2,660) and 98.0% (2,917) respectively for SFY 23 Q2. The proportion of children with four or more episodes is similar to SFY 23 Q2. Over the past year, of the 9,193 children served, 79.5% (7,305) had only one episode while 93.4% had only one or two episodes. The data indicates that most children and families require only one episode of care.

Trend: →

How Well Did We Do?



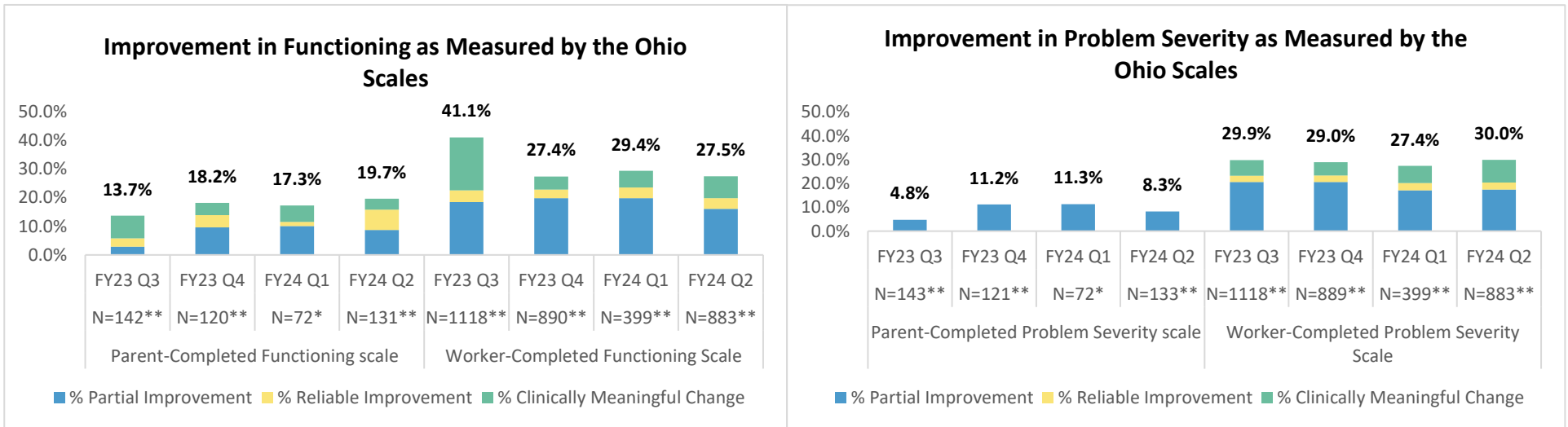
Story Behind the Baseline: In SFY 24 Q2, 87.2% of all mobile responses achieved the 45 minute mark compared to 84.4% for SFY 23 Q2. **The median response time for SFY 24 Q2 was 29 minutes.** Mobile Crisis continues to be a highly responsive statewide service system that is present to engage and deescalate a crisis and return stability to the child and family, school or other setting they are in.

Trend: ↑

Story Behind the Baseline: In SFY 24 Q2, 95.4% of all mobile responses achieved the 45 minute mark, similar to SFY23 Q2. Mobile Crisis continues to provide children and families with a face-to-face response at a high rate.

Trend: →

Is Anyone Better Off?



Story Behind the Baseline: The Ohio Scales have demonstrated clinically significant positive changes for children following a Mobile Crisis response. For SFY 24 Q2, all Ohio scales showed statistically significant change. Despite the relative short time of service engagement, the Ohio Scales reflect the continued effectiveness of Mobile Crisis in defusing the immediate crisis and supporting the positive growth and success of youth.

Trend: →

¹Note: Statewide Ohio Scales Scores are based on paired intake and discharge scores. Discharge scales only collected for episodes 5 days or longer. ²Note: Statistical Significance: † .05-.10; * P < .05; **P < 0.01

Proposed Actions to Turn the Curve:

- Mobile Crisis providers will work with schools and Emergency Departments to reduce school utilization of ED’s and increase utilization of Mobile Crisis.
- Continue outreach to Police Departments to support their ongoing collaboration with Mobile Crisis.
- Continue to increase the parent completion rates for the Ohio Scales.
- Review with each provider their self-care activities to support their clinical staff in being continuously effective in delivering Mobile Crisis services.
- Continue to review RBA report cards on a quarterly basis with each Mobile Crisis provider, with a focus on the racial and ethnic distributions of the children served in each region.
- Continue to monitor how providers are addressing COVID-19 challenges and providing additional supports or resources if needed.
- Plan outreach activities with a lens towards health equity, and promoting equitable access to Mobile Crisis across referral sources.

Data Development Agenda:

- Explore Mobile Crisis data to assess utilization and delivery of services across racial and ethnic groups and to identify opportunities to improve health equity.
- Work with providers to identify and accurately capture changes in volume and service delivery due to COVID-19.

Section II: Mobile Crisis Statewide/Service Area Dashboard

Figure 1. Total Call Volume by Call Type

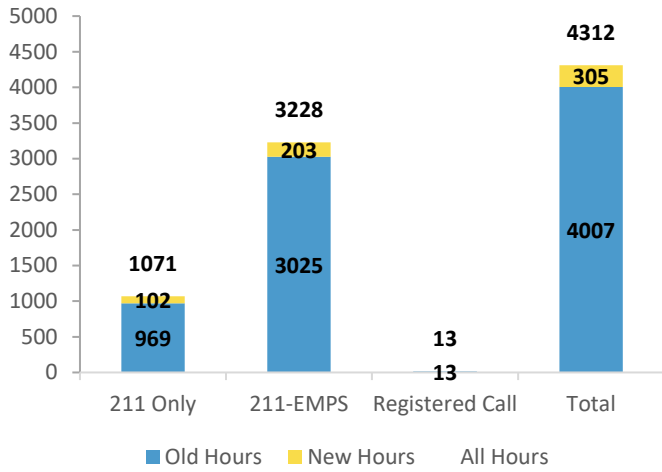


Figure 2. Total Call Volume per Quarter by Call Type

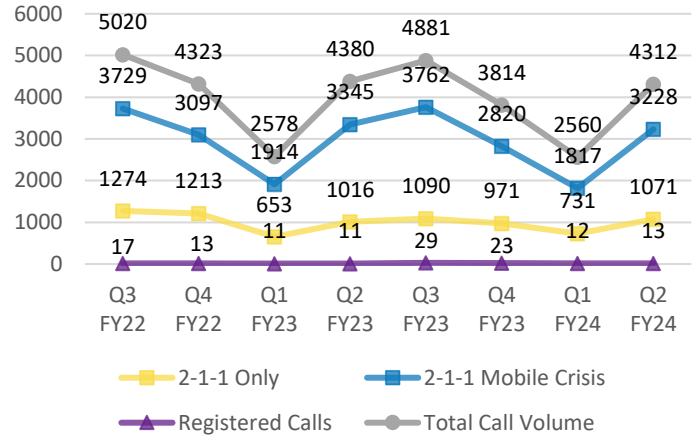


Figure 3. Mobile Crisis Episodes by Service Area

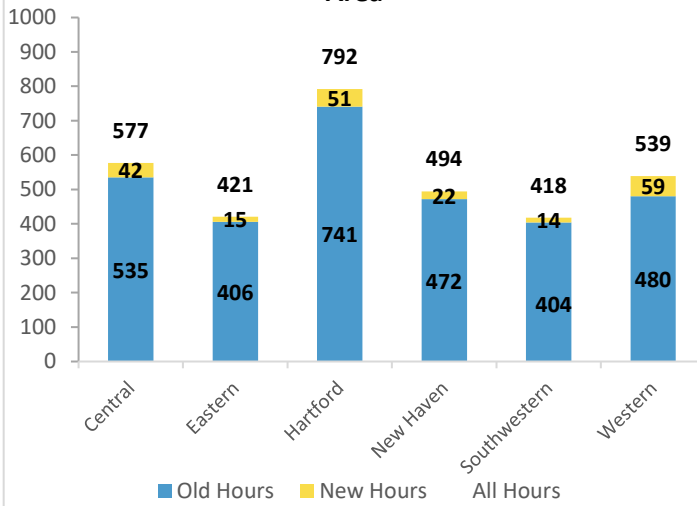


Figure 4. Mobile Crisis Episodes per Quarter by Service Area

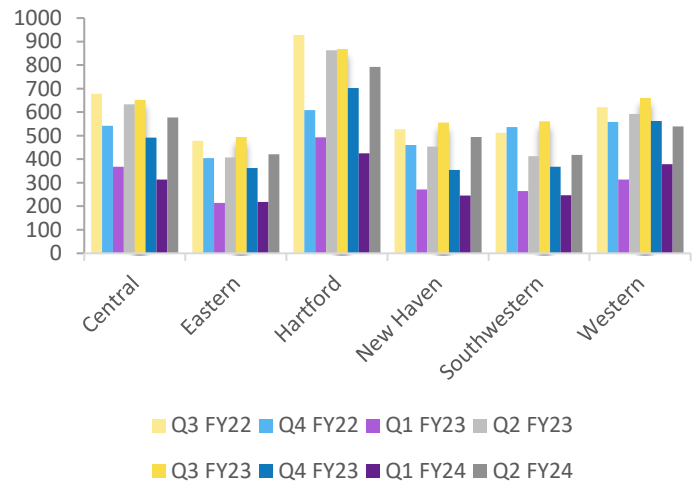


Figure 5. Number Served Per 1,000 Children

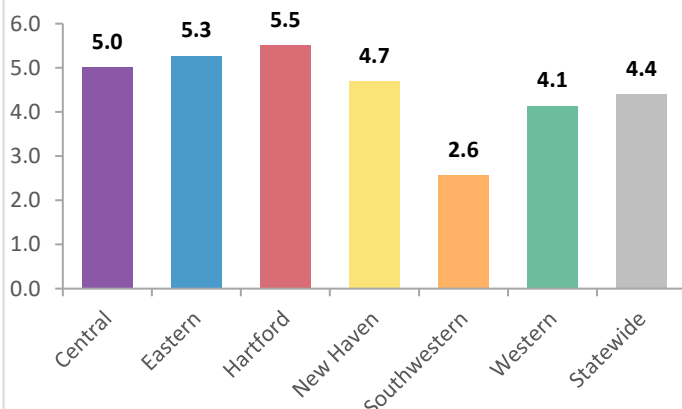


Figure 6. Number Served per 1,000 Children per Quarter by Service Area

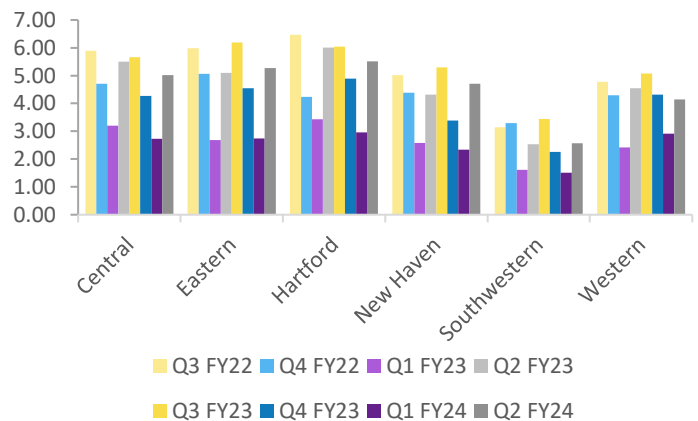


Figure 7. Number Served per 1,000 Children in Poverty

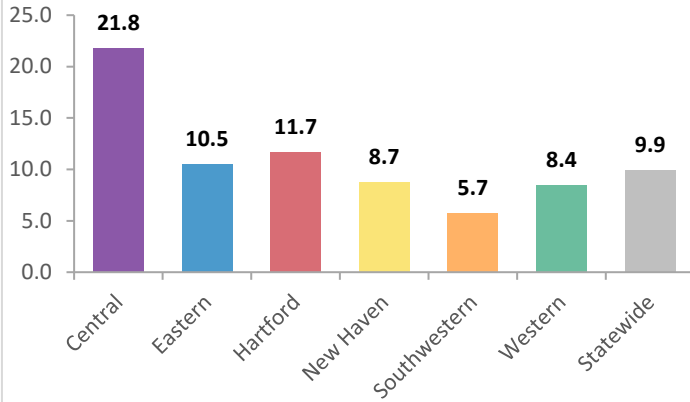


Figure 8. Number Served per 1,000 Children in Poverty per Quarter by Service Area

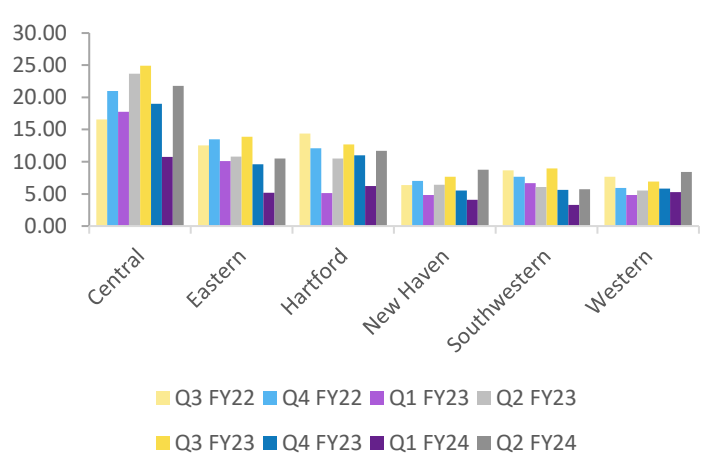
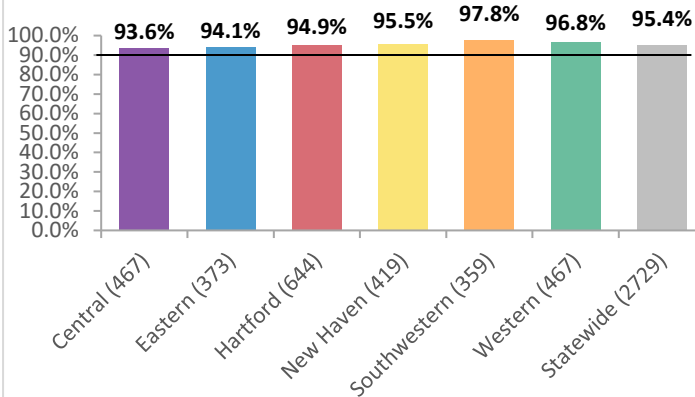


Figure 9. Mobile Response* (Mobile and Deferred Mobile) by Service Area



*Mobility calculation updated – see exec. summary **Goal: 90%**
 Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

Figure 10. Mobile Response (Mobile and Deferred Mobile) per Quarter by Service Area

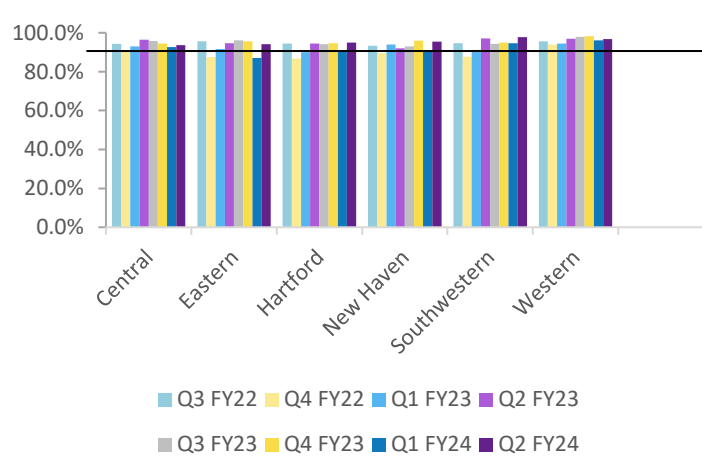
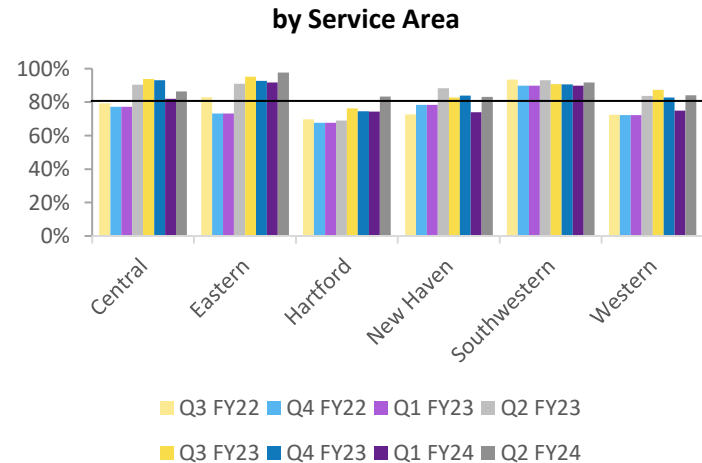


Figure 11. Total Mobile Episodes with a Response Time Under 45 Minutes



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

Figure 12. Total Mobile Episodes with a Response Time Under 45 Minutes per Quarter by Service Area



Section III: Mobile Crisis Response

Figure 13. Total Call Volume by Call Type

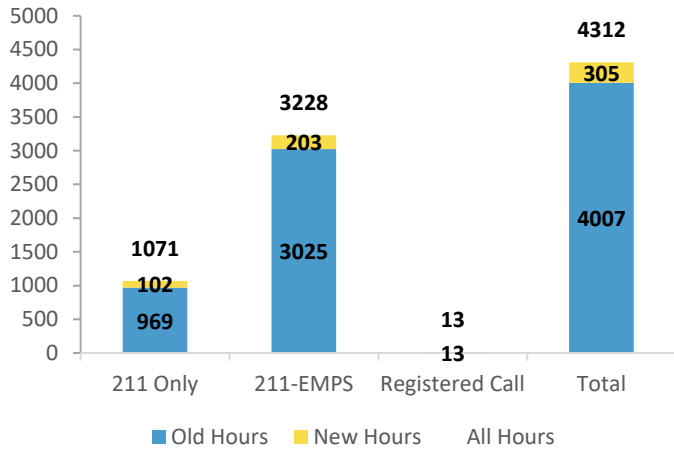


Figure 14. Statewide 2-1-1 Disposition Frequency

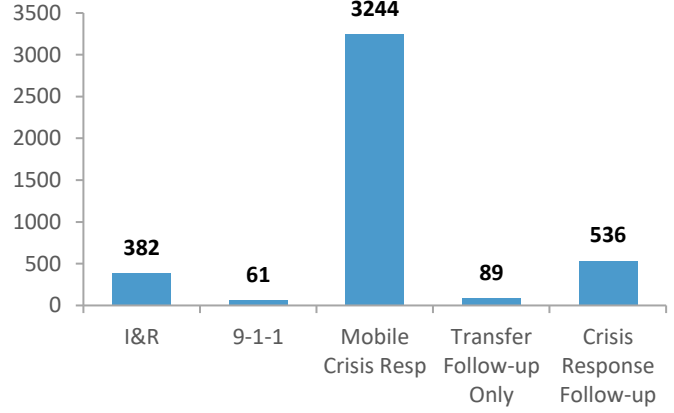


Figure 15. Mobile Crisis Response Episodes by Provider

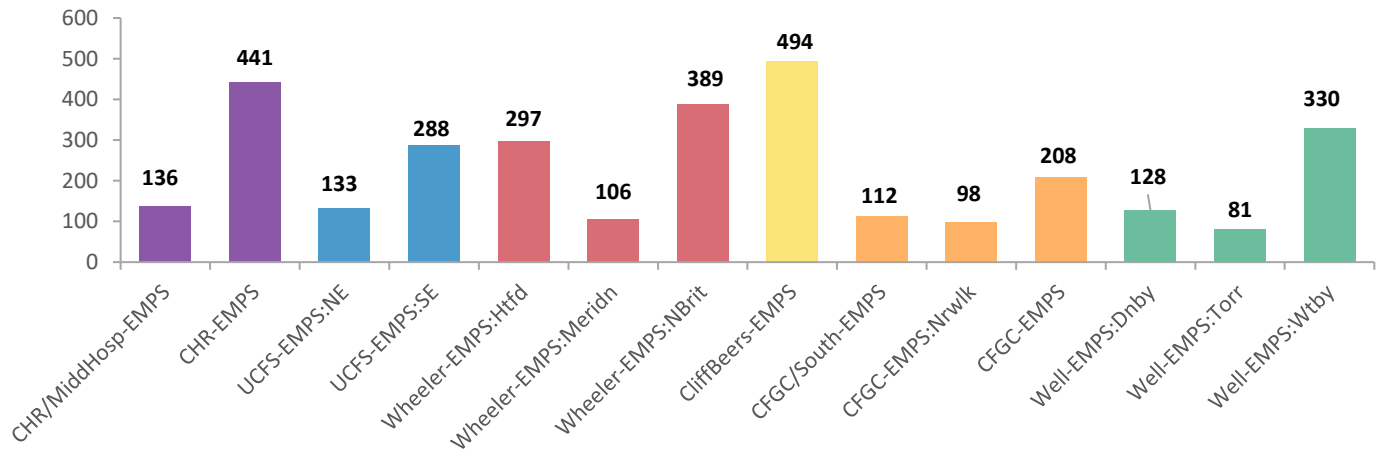
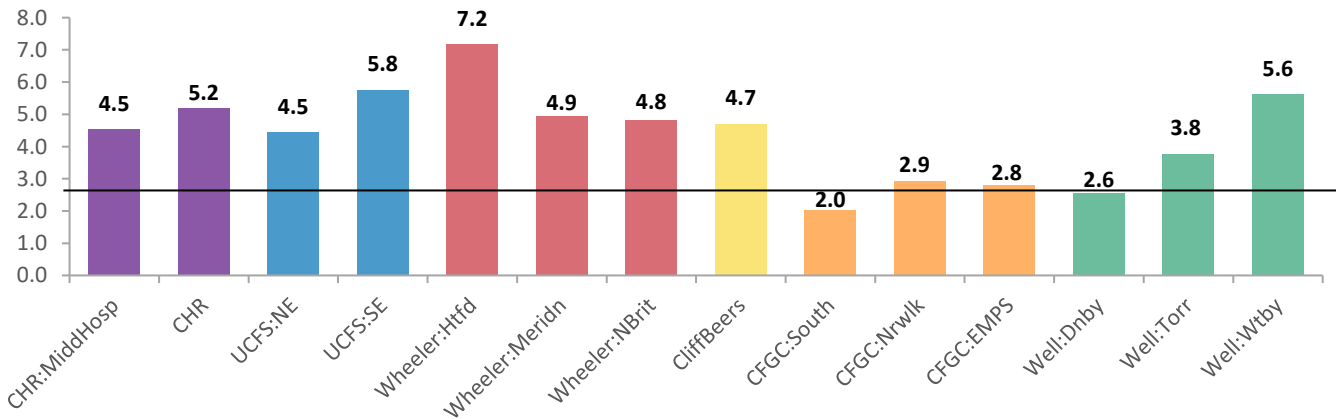


Figure 16. Number Served per 1,000 Children by Provider



Goal: 2.5

Figure 17. Episode Intervention Crisis Response Types by Service Area

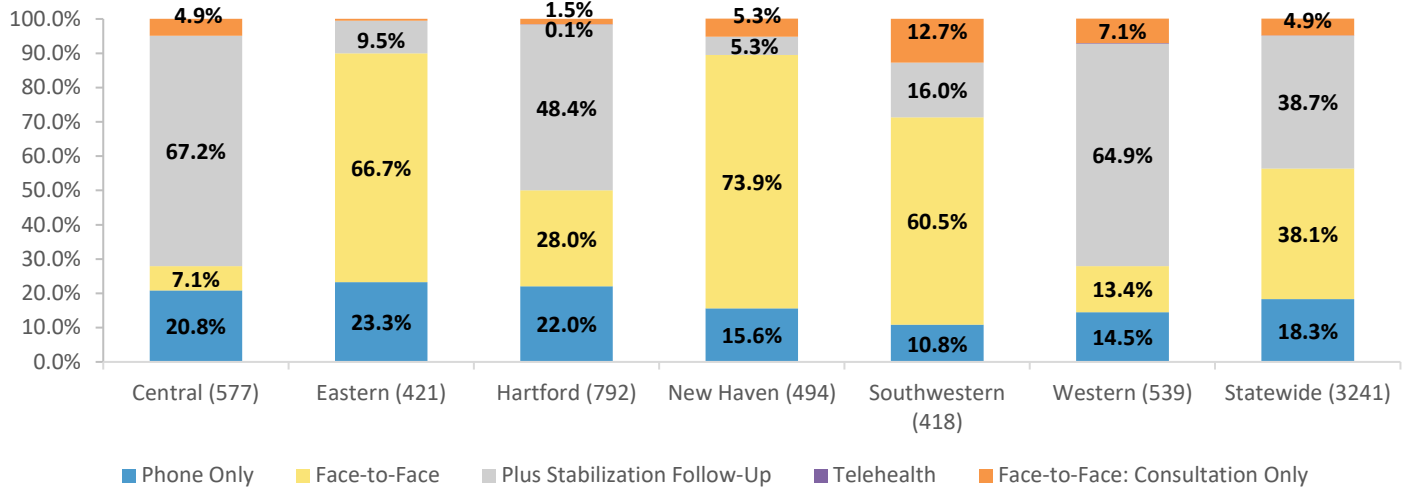
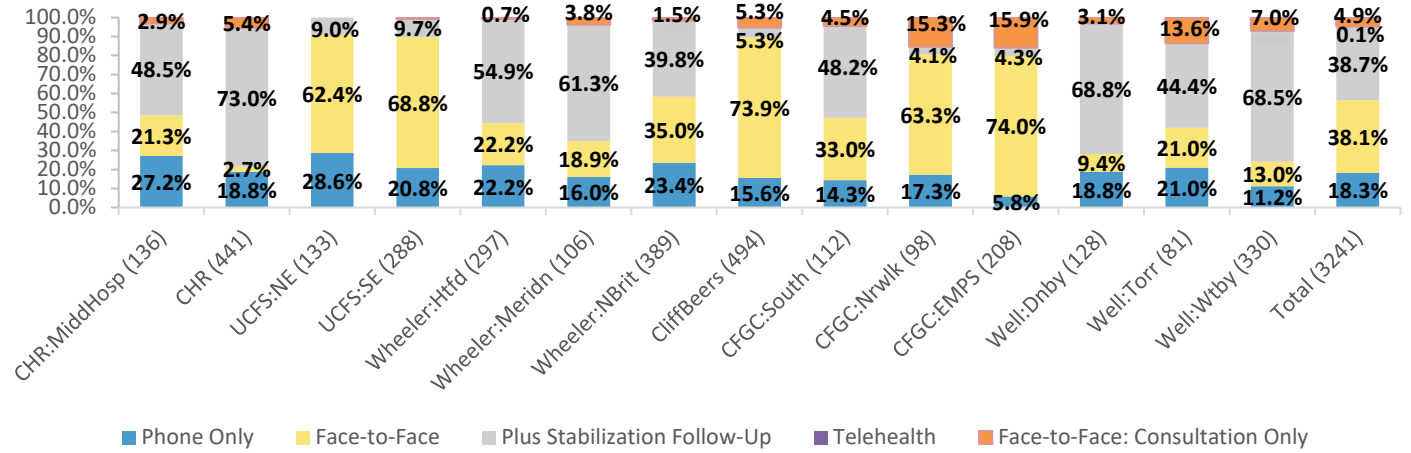


Figure 18. Episode Intervention Crisis Response Type by Provider



Section IV: Demographics

Figure 19. Sex of Children Served Statewide
(N =3,241)

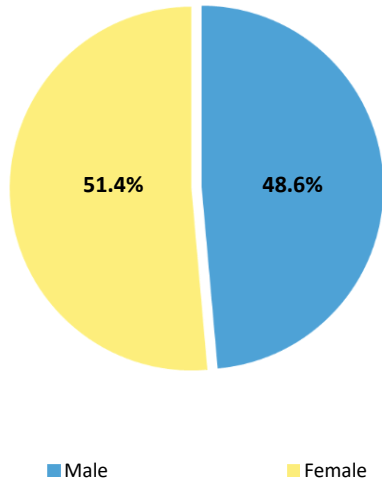


Figure 20. Age Groups of Children Served Statewide
(N =3,241)

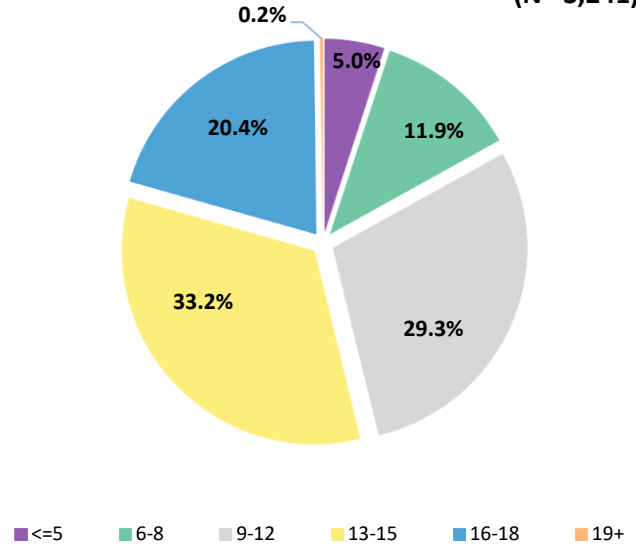


Figure 21. Ethnic Background of Children Served Statewide
(N =3,110)

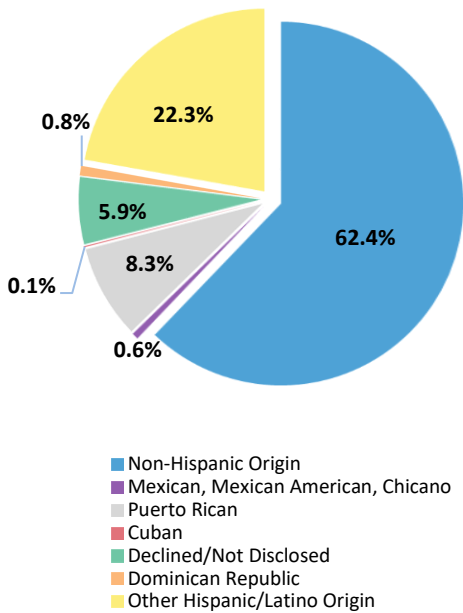
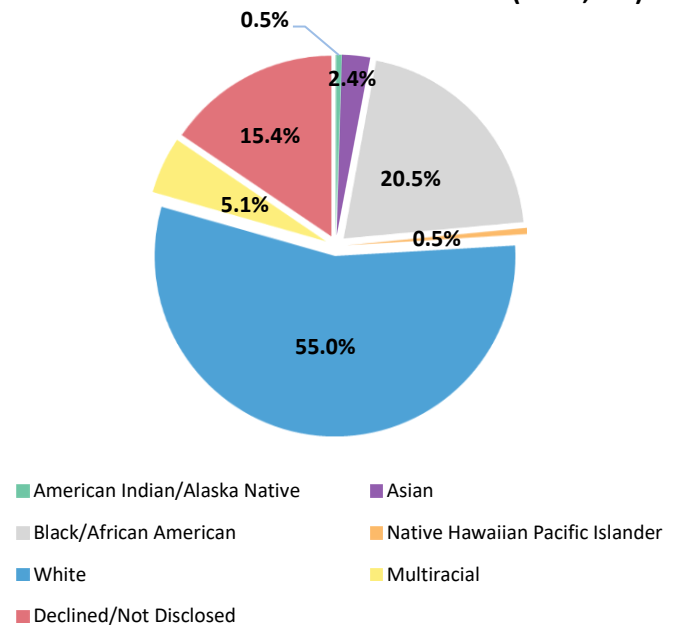


Figure 22. Race of Children Served Statewide
(N = 3,107)



Note: According to the U.S. Census Bureau, “[P]eople who identify their origin as Spanish, Hispanic, or Latino may be of any race...[R]ace is considered a separate concept from Hispanic origin (ethnicity) and, wherever possible, separate questions should be asked on each concept.”

Figure 23. Client's Type of Health Insurance at Intake Statewide

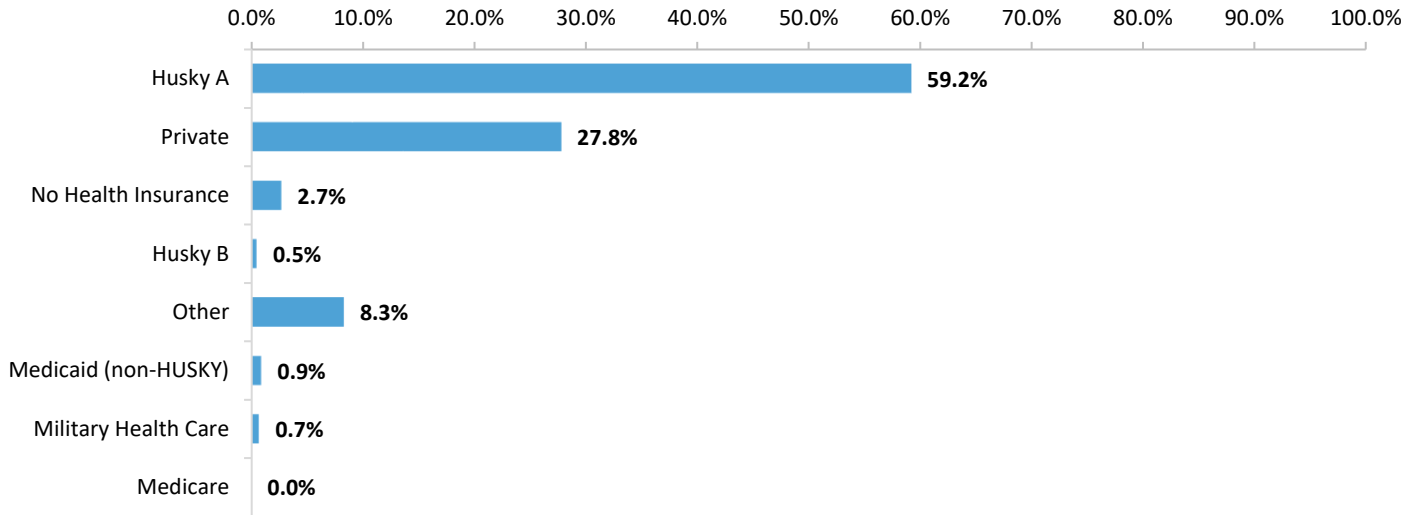
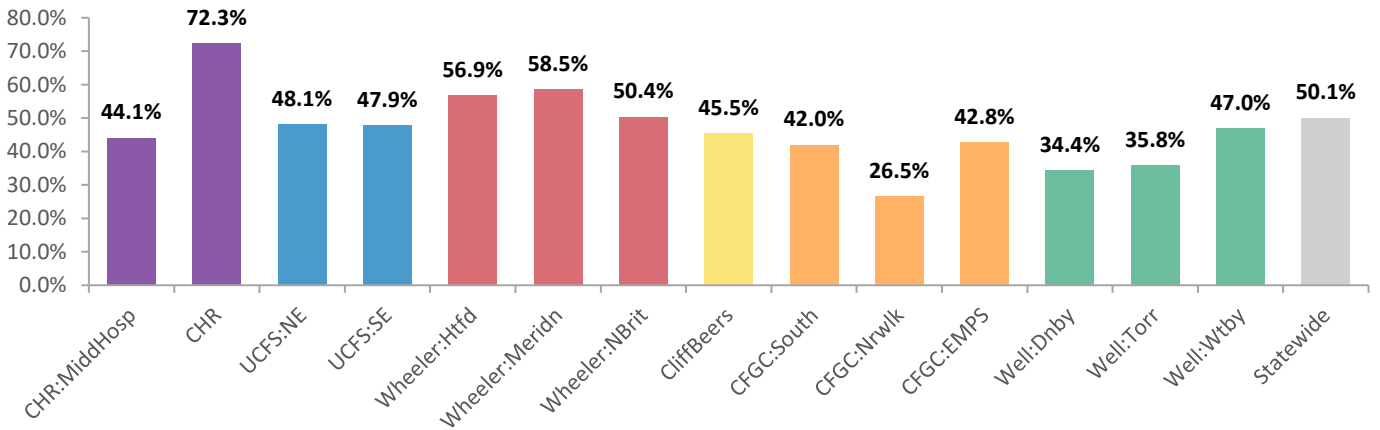
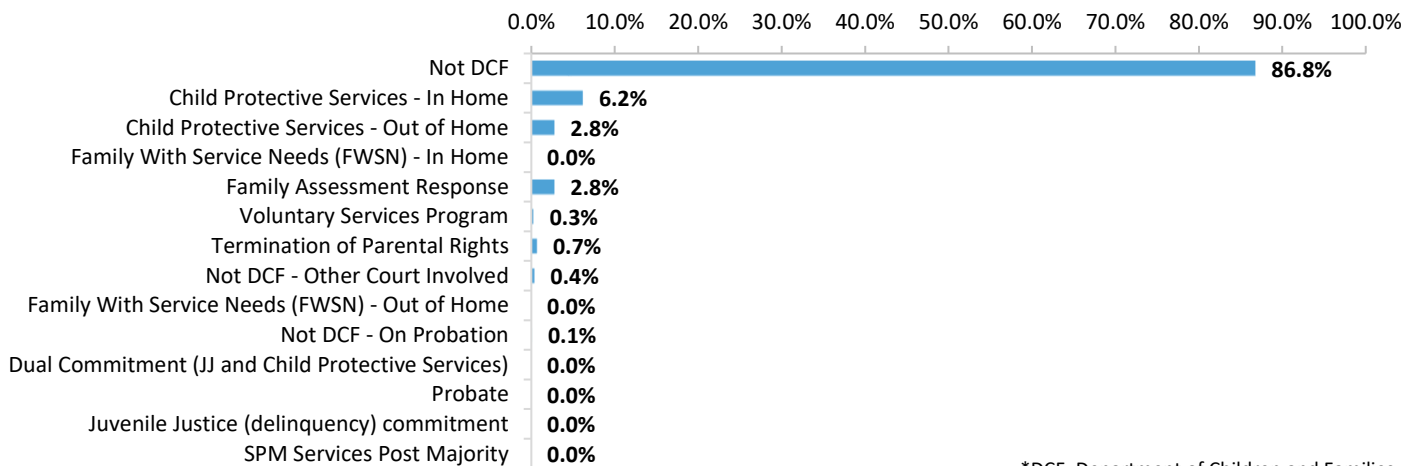


Figure 24. Families that Answered "Yes" TANF* Eligible



*TANF=Temporary Assistance for Needy Families

Figure 25. Client DCF* Status at Intake Statewide



*DCF=Department of Children and Families

Section V: Clinical Functioning

Figure 26. All Hours - Top Six Client Primary Presenting Problems by Service Area

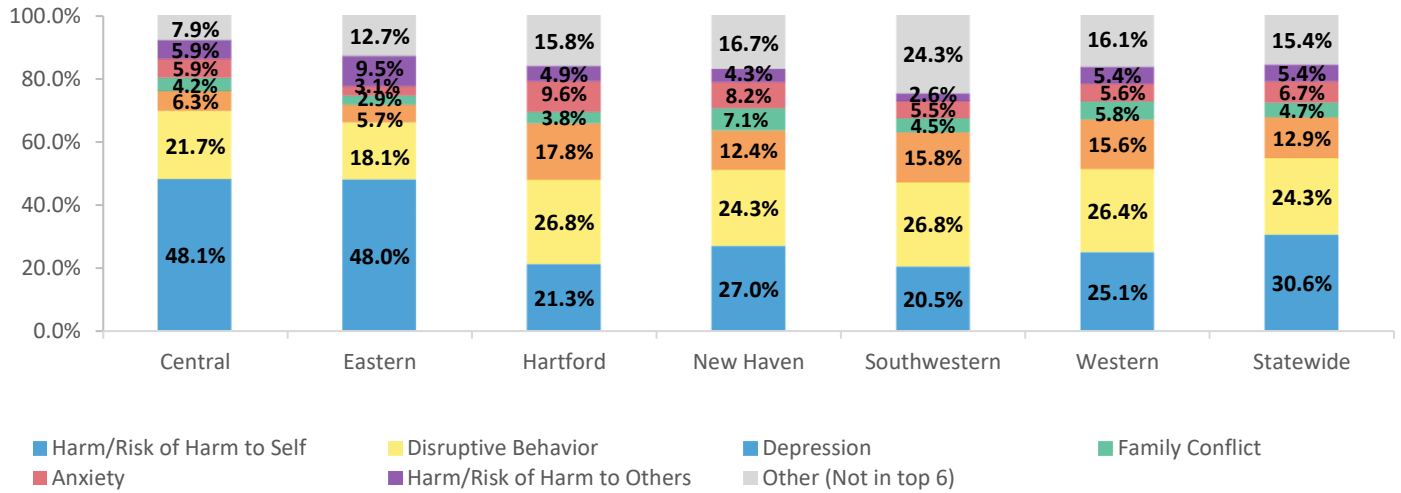


Figure 29. New Hours - Top 6 Presenting Problems Statewide

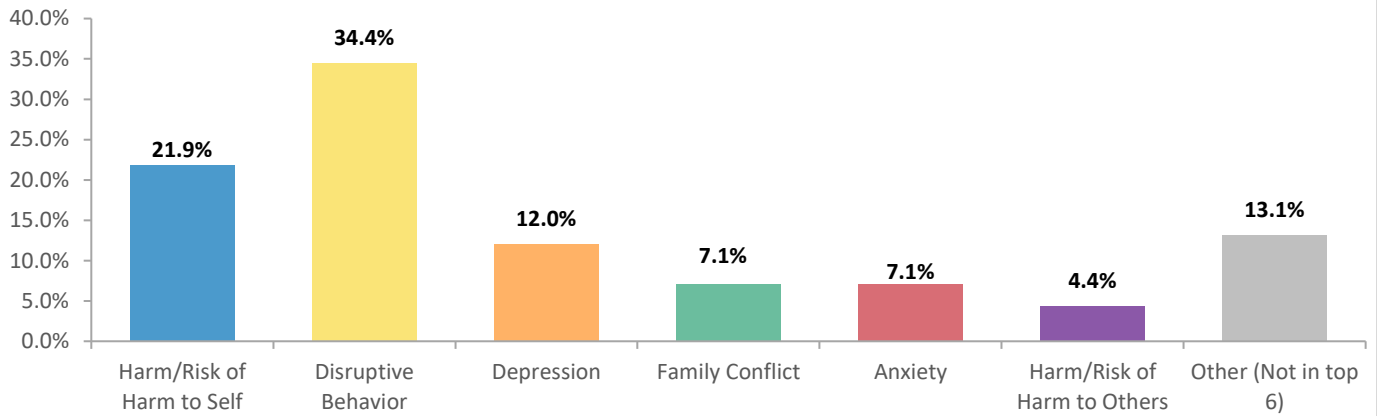
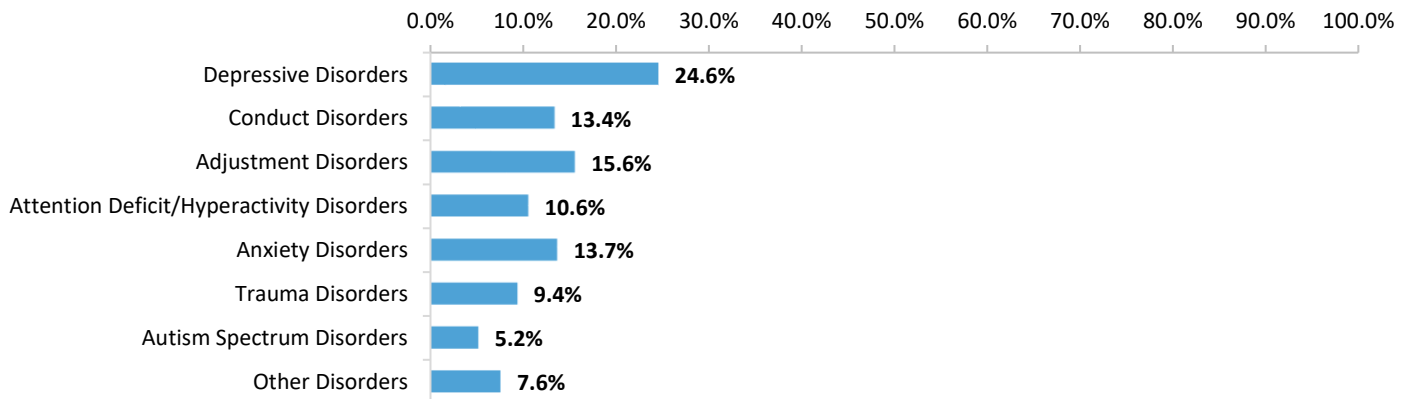


Figure 28. Distribution of Primary Diagnosis Categories at Intake Statewide



*Excludes clients with missing data or no diagnosis.

Figure 29. Distribution of Client Secondary Diagnosis Categories at Intake Statewide

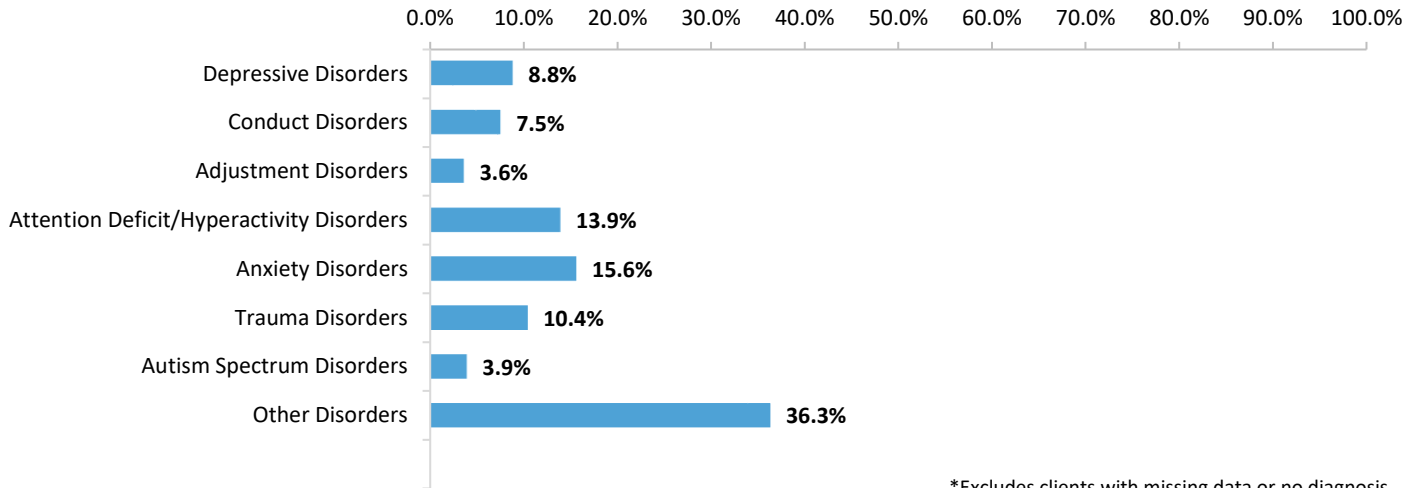


Figure 30. Top 6 Primary Diagnostic Categories at Intake by Service Area

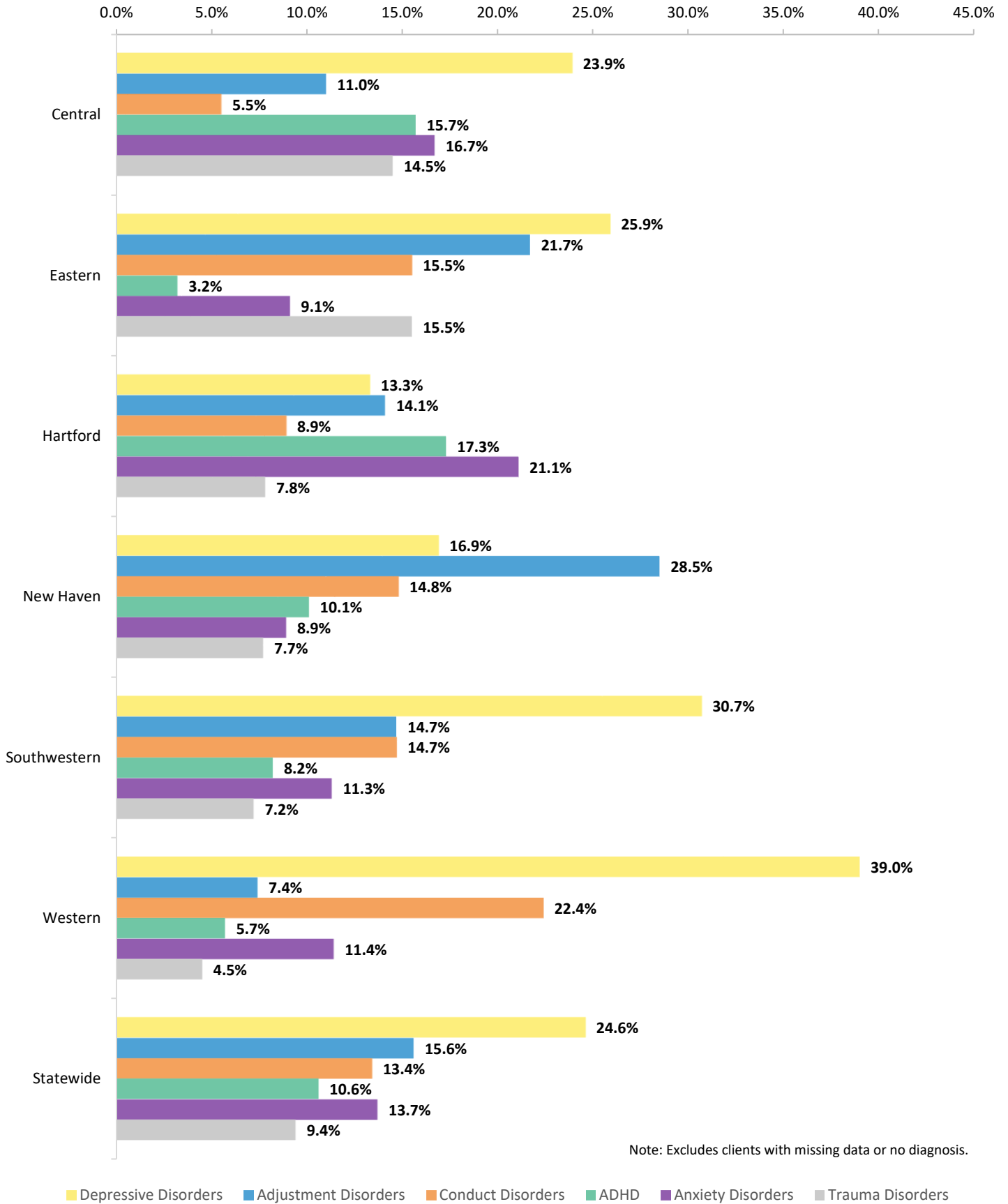


Figure 31. Top 6 Client Secondary Diagnostic Categories at Intake by Service Area

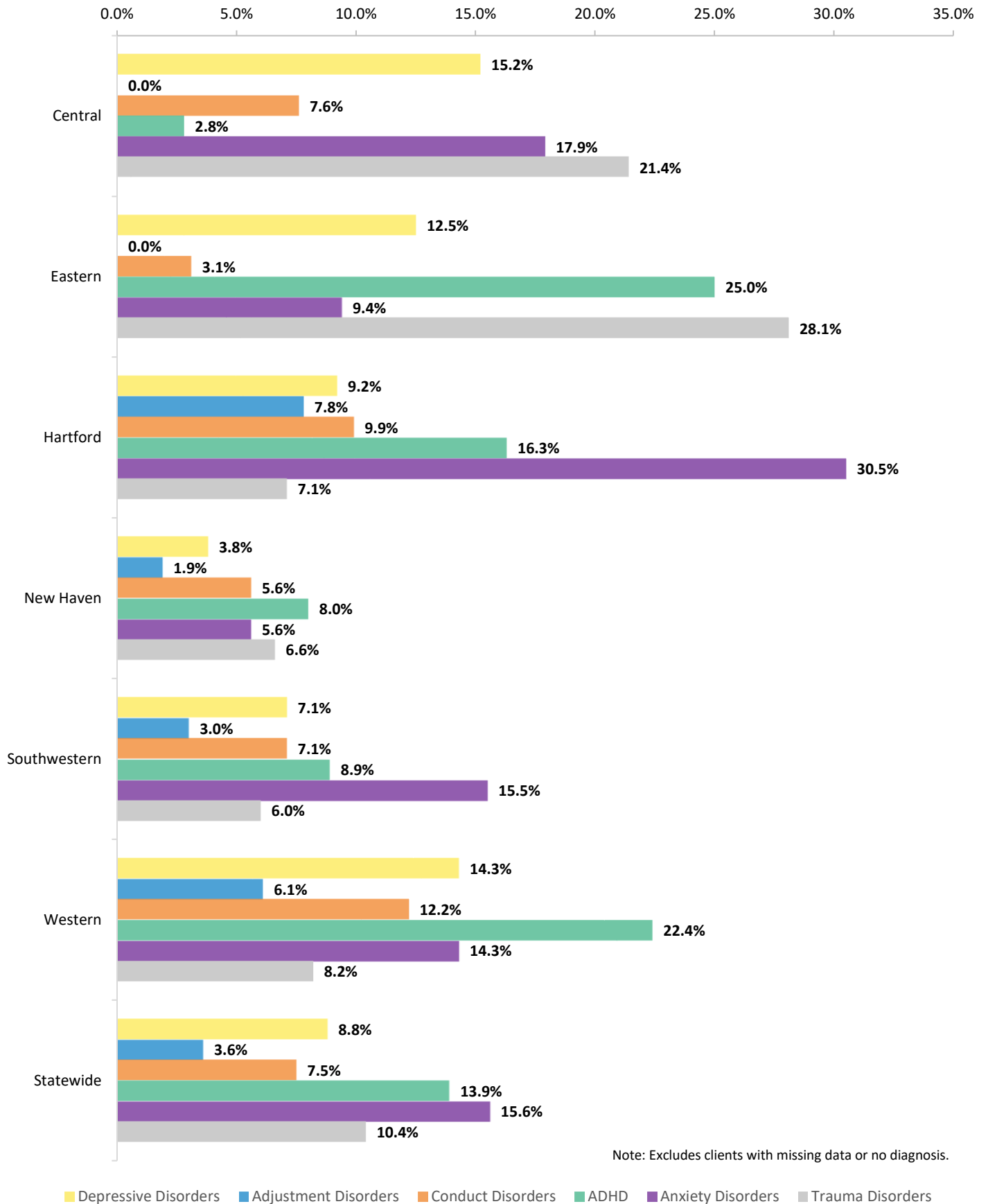


Figure 32. Children Meeting SED* Criteria by Service Area

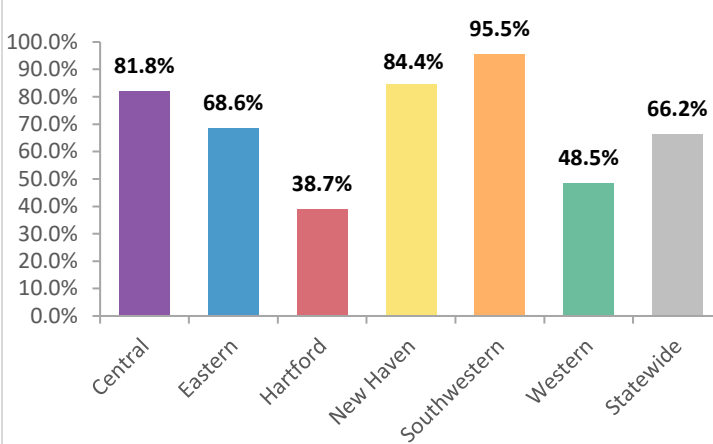


Figure 33. Children with Trauma Exposure Reported at Intake by Service Area

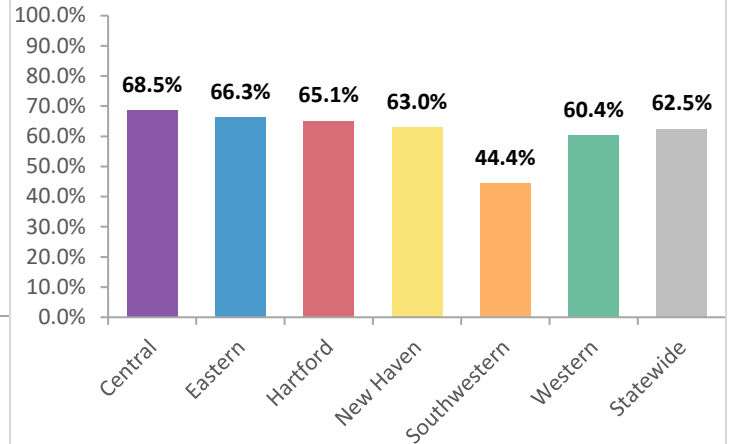


Figure 34. Type of Trauma Reported at Intake by Service Area

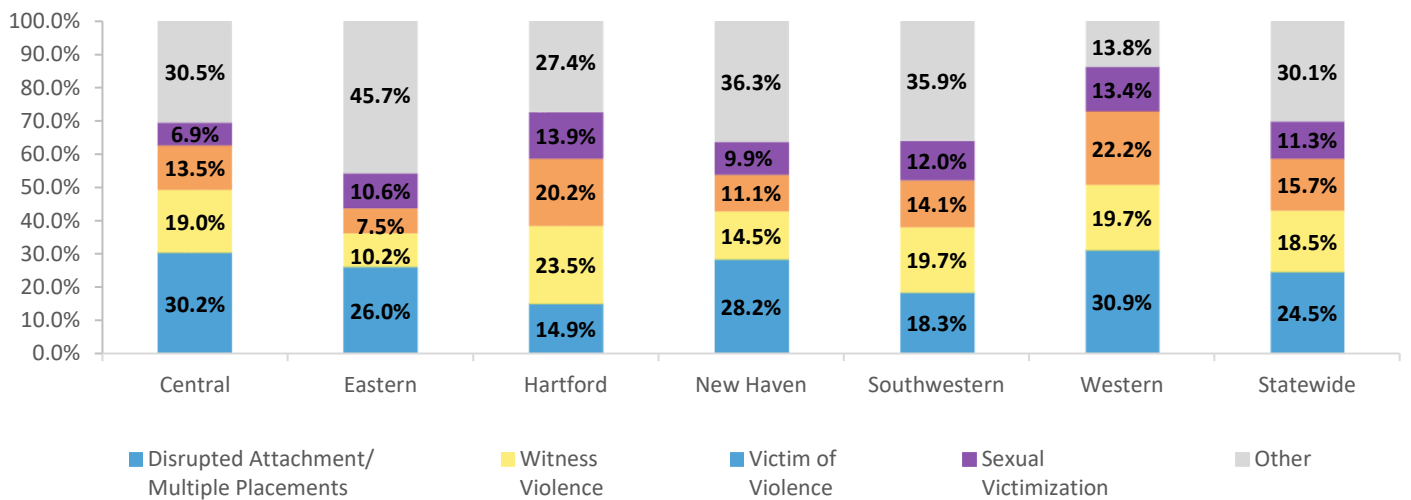


Figure 35. Clients Evaluated in an Emergency Dept. One or More Times in the Six Months Prior and During an Episode of Care

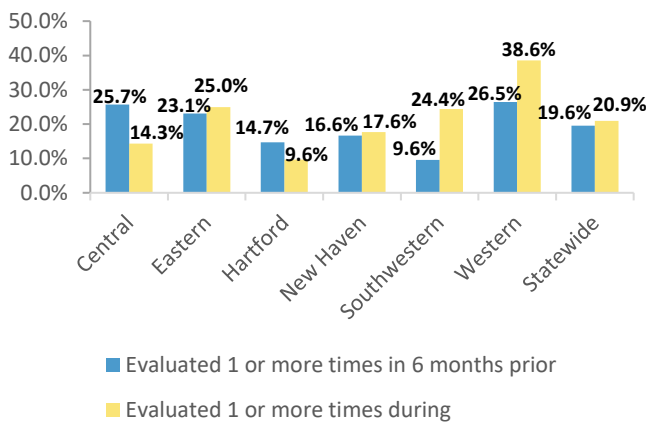
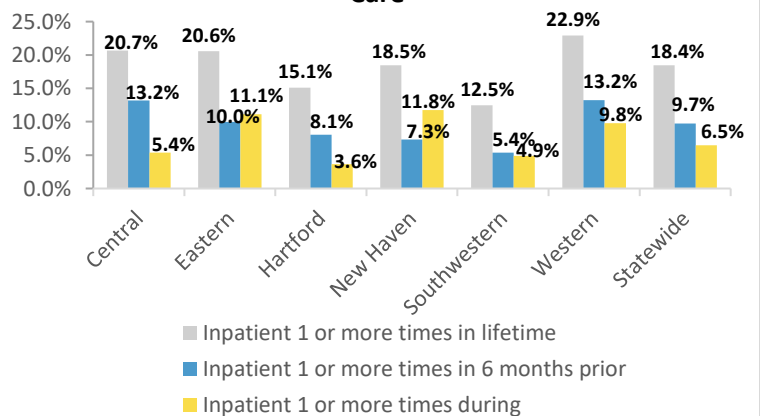


Figure 36. Clients Admitted to a Hospital (Inpatient) for Psychiatric or Behavioral Health Reasons One or More Times in His/Her Lifetime, in Six Months Prior and During the Episode of Care



Section VI: Referral Sources

Figure 37. Referral Source

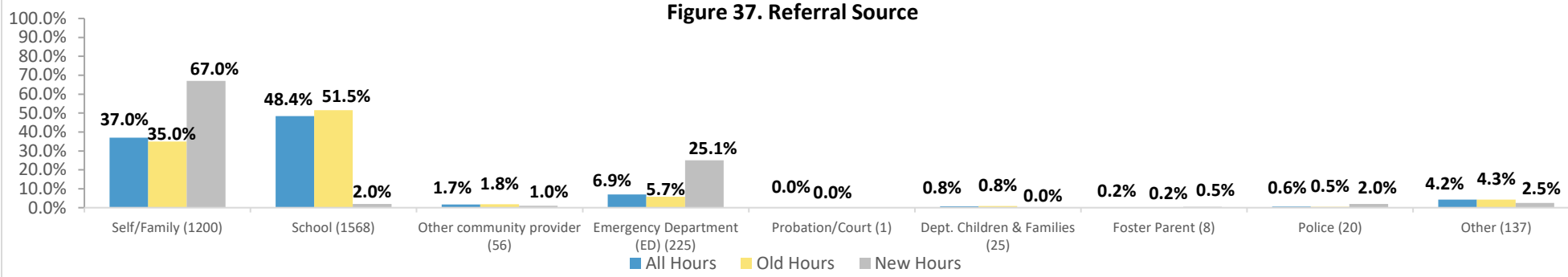
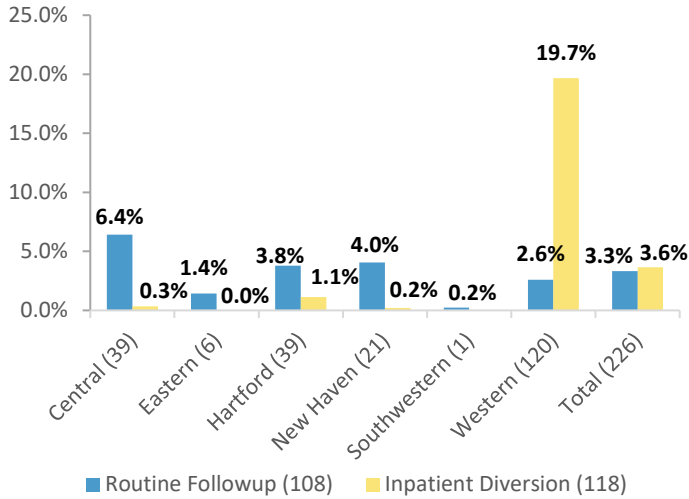


Table 1. Referral Sources (Q2 FY 2024)

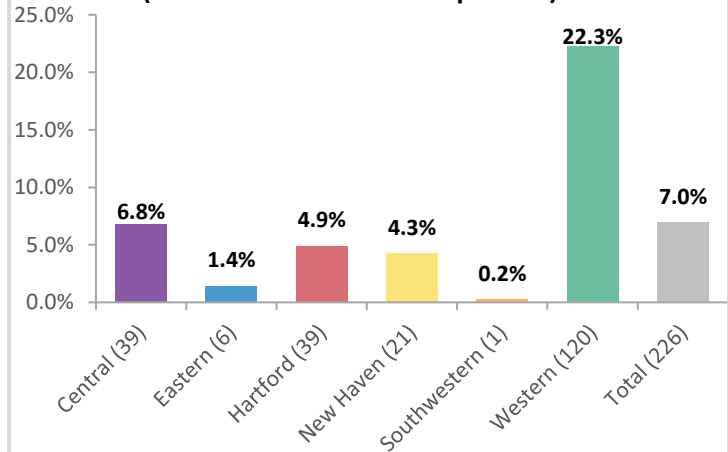
	Self/ Family	Family Adv.	School	Info- Line (2-1-1)	Other Prog. w/in Agency	Other Comm. Provider	Emer Dept. (ED)	Prob. or Court	Dept. of Child & Families (DCF)	Psych Hospital	Cong. Care Facility	Foster Parent	Police	Phys.	Comm. Nat. Supp.	Other State Agency
STATEWIDE	37.0%	0.3%	48.4%	0.2%	0.5%	1.7%	6.9%	0.0%	0.8%	2.8%	0.0%	0.2%	0.6%	0.5%	0.1%	0.0%
CENTRAL	38.0%	0.5%	45.4%	0.0%	0.5%	2.4%	6.8%	0.0%	0.5%	4.5%	0.0%	0.5%	0.3%	0.3%	0.2%	0.0%
CHR:MidHosp	41.2%	0.0%	44.9%	0.0%	0.0%	2.2%	5.1%	0.0%	0.0%	3.7%	0.0%	0.0%	0.7%	1.5%	0.7%	0.0%
CHR	37.0%	0.7%	45.6%	0.0%	0.7%	2.5%	7.3%	0.0%	0.7%	4.8%	0.0%	0.7%	0.2%	0.0%	0.0%	0.0%
EASTERN	37.8%	0.0%	53.4%	0.0%	1.0%	1.7%	1.4%	0.0%	0.5%	2.9%	0.0%	0.2%	1.0%	0.2%	0.0%	0.0%
UCFS:NE	40.6%	0.0%	49.6%	0.0%	0.8%	0.0%	3.0%	0.0%	0.8%	3.8%	0.0%	0.0%	0.8%	0.8%	0.0%	0.0%
UCFS:SE	36.5%	0.0%	55.2%	0.0%	1.0%	2.4%	0.7%	0.0%	0.3%	2.4%	0.0%	0.3%	1.0%	0.0%	0.0%	0.0%
HARTFORD	34.7%	0.4%	51.8%	0.1%	0.6%	1.6%	4.9%	0.0%	0.6%	3.8%	0.0%	0.3%	0.6%	0.5%	0.0%	0.0%
Wheeler:Htfd	25.9%	0.7%	54.2%	0.0%	1.0%	3.0%	6.7%	0.0%	0.7%	4.7%	0.0%	0.0%	1.7%	1.3%	0.0%	0.0%
Wheeler:Meridn	37.7%	0.0%	52.8%	0.0%	0.0%	0.9%	5.7%	0.0%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Wheeler:NBrit	40.6%	0.3%	49.6%	0.3%	0.5%	0.8%	3.3%	0.0%	0.8%	3.3%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%
NEW HAVEN	41.3%	0.0%	48.4%	0.2%	0.0%	1.6%	4.0%	0.0%	0.6%	2.6%	0.0%	0.2%	0.4%	0.4%	0.2%	0.0%
CliffBeers	41.3%	0.0%	48.4%	0.2%	0.0%	1.6%	4.0%	0.0%	0.6%	2.6%	0.0%	0.2%	0.4%	0.4%	0.2%	0.0%
SOUTHWESTERN	42.1%	0.7%	50.2%	0.0%	0.7%	1.2%	0.2%	0.2%	2.6%	0.5%	0.0%	0.2%	0.5%	0.7%	0.0%	0.0%
CFG:South	58.9%	1.8%	32.1%	0.0%	0.0%	2.7%	0.9%	0.9%	1.8%	0.0%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%
CFG:Nrwlk	39.8%	0.0%	52.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.1%	0.0%	0.0%	0.0%	1.0%	2.0%	0.0%	0.0%
CFG:EMPS	34.1%	0.5%	59.1%	0.0%	1.4%	1.0%	0.0%	0.0%	1.9%	1.0%	0.0%	0.5%	0.0%	0.5%	0.0%	0.0%
WESTERN	31.0%	0.2%	41.3%	0.0%	0.4%	1.7%	22.3%	0.0%	0.2%	1.3%	0.0%	0.0%	0.9%	0.7%	0.0%	0.0%
Well:Dnby	40.9%	0.0%	51.2%	0.0%	0.8%	2.4%	1.6%	0.0%	0.0%	2.4%	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%
Well:Torr	42.0%	0.0%	48.1%	0.0%	1.2%	1.2%	2.5%	0.0%	0.0%	3.7%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%
Well:Wtby	24.5%	0.3%	35.8%	0.0%	0.0%	1.5%	35.2%	0.0%	0.3%	0.3%	0.0%	0.0%	0.9%	1.2%	0.0%	0.0%

Figure 38. Type of Emergency Dept. Referral



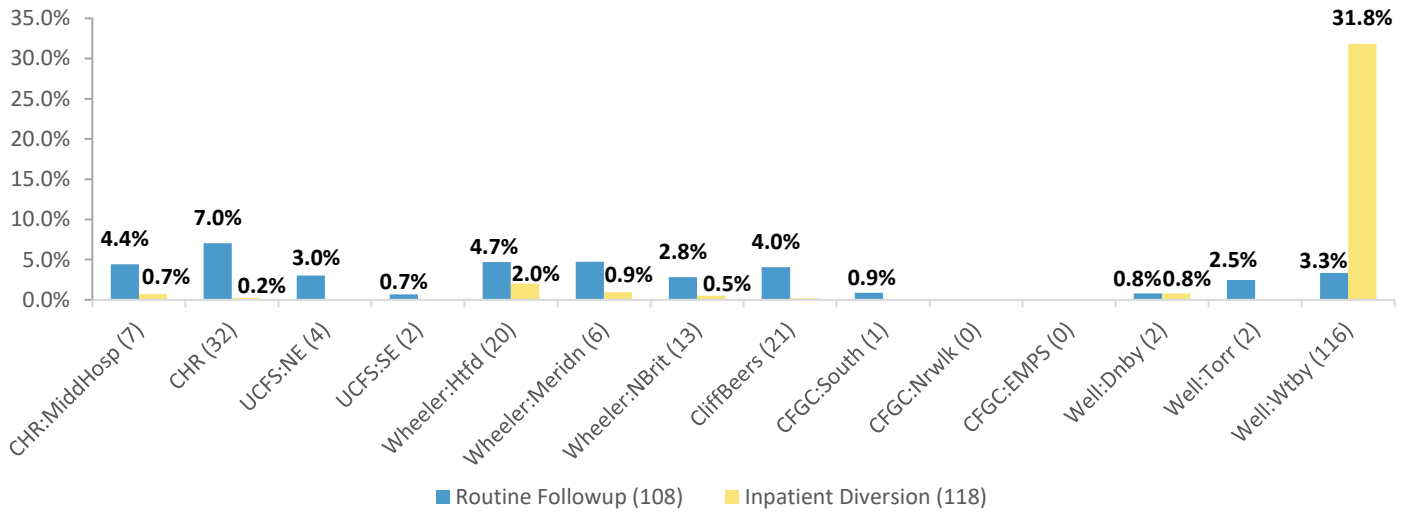
Note: Count total ED referrals are in parenthesis

Figure 39. Emergency Dept. Referral (% of Total Mobile Crisis Episodes)



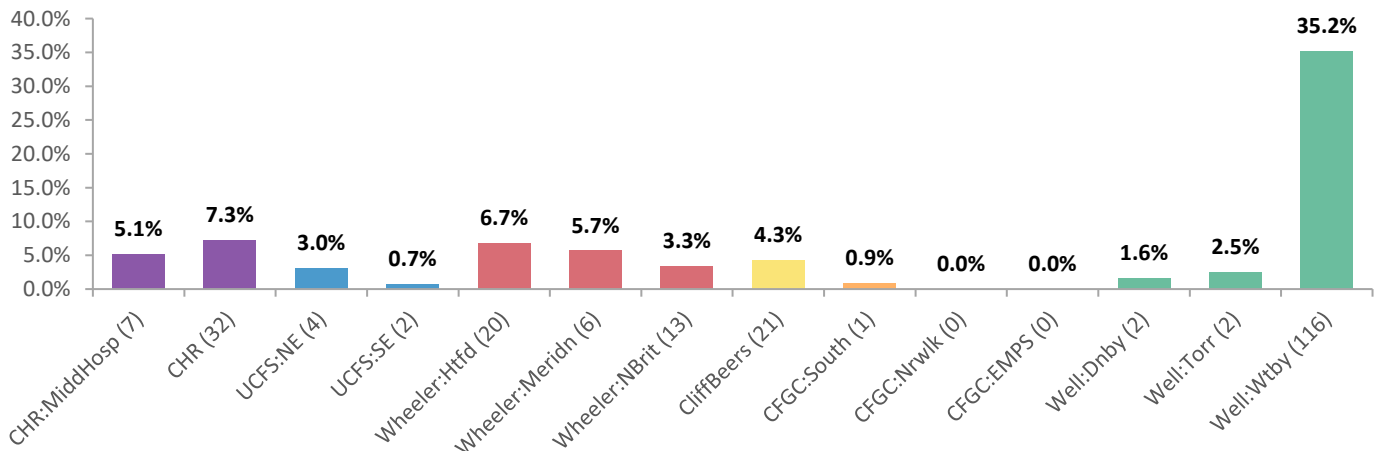
Note: Count total ED referrals are in parenthesis

Figure 40. Type of Emergency Department Referrals by Provider



Note: Count total ED referrals are in parenthesis

Figure 41. Emergency Dept. Referral (% of Total Mobile Crisis Episodes) by Provider



Note: Count total ED referrals are in parenthesis.

Section VII: 2-1-1 Recommendations and Mobile Crisis Response

Figure 42. 2-1-1 Recommended Initial Response

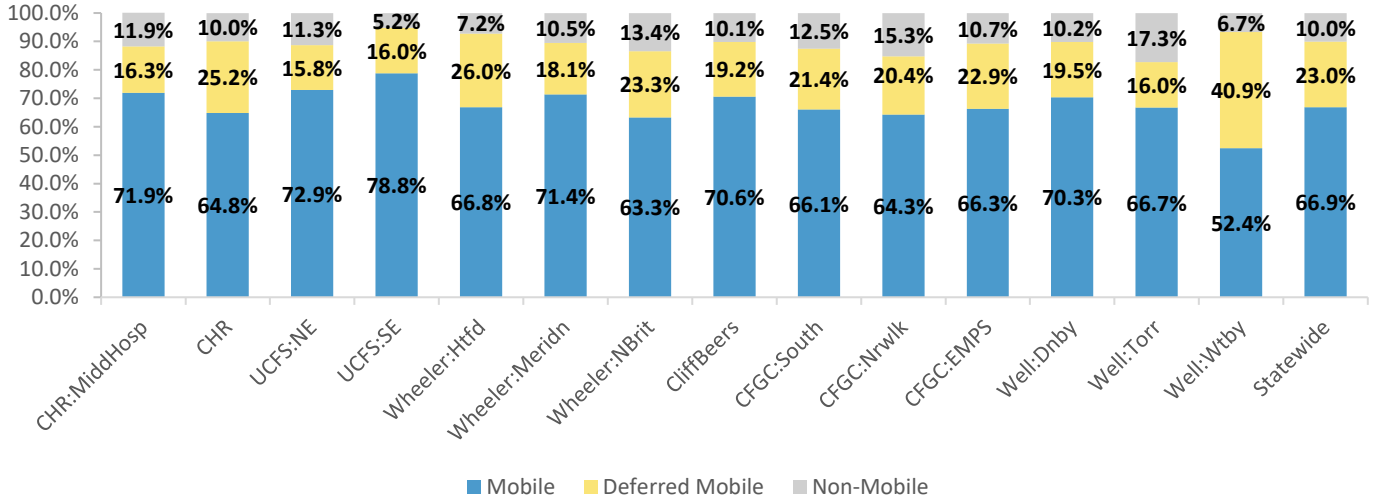


Figure 43. Actual Initial Mobile Crisis Provider Response

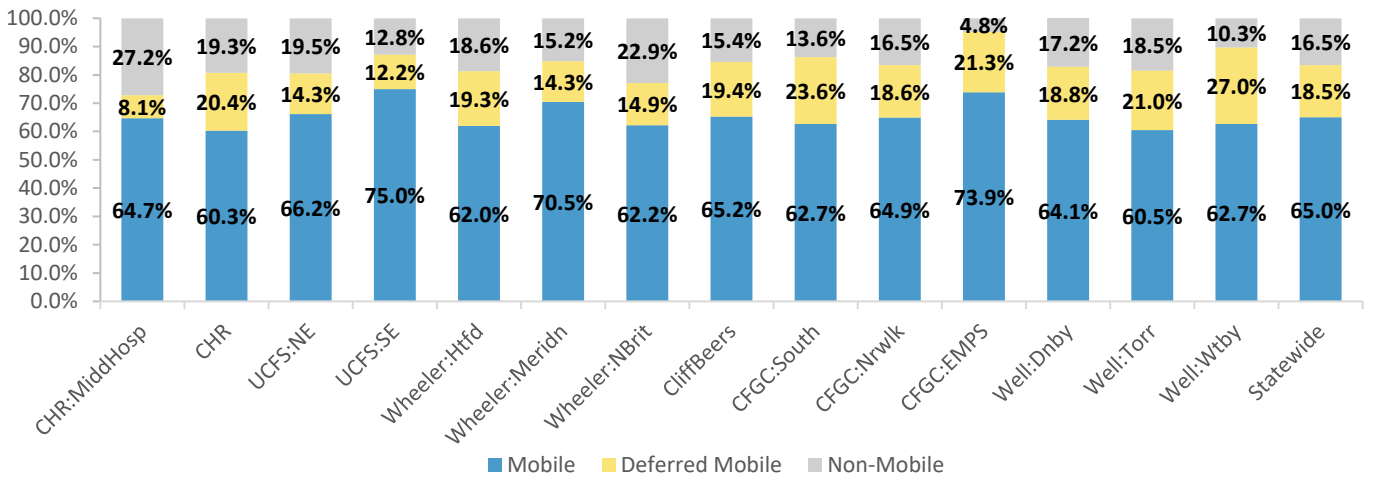


Figure 44. Actual Initial Mobile Crisis Provider Response - New/Old Hours

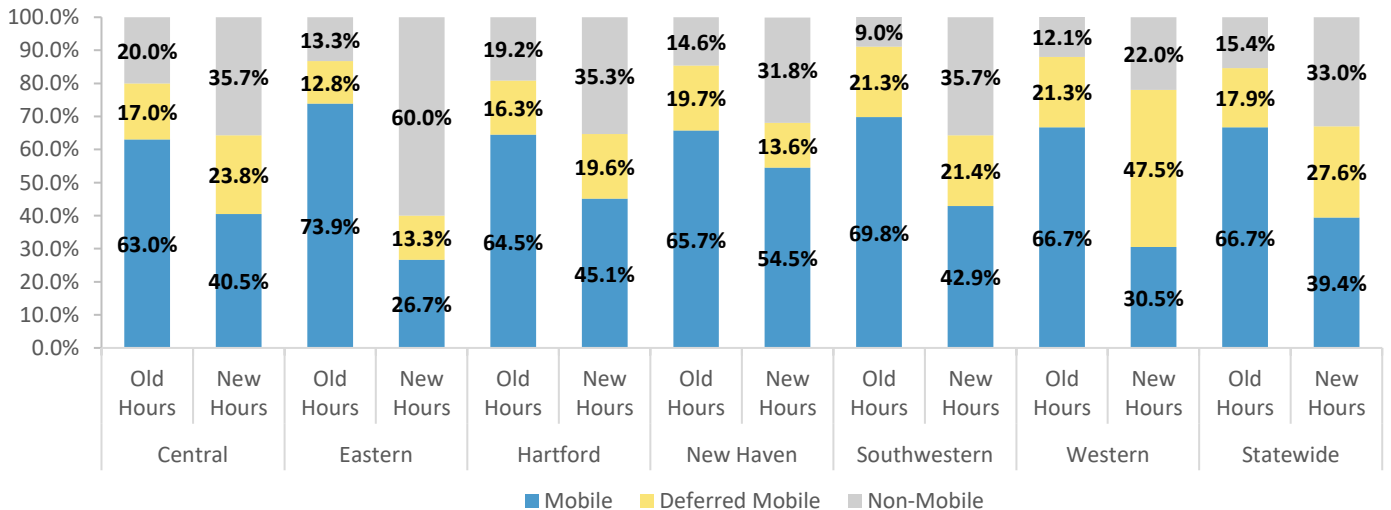
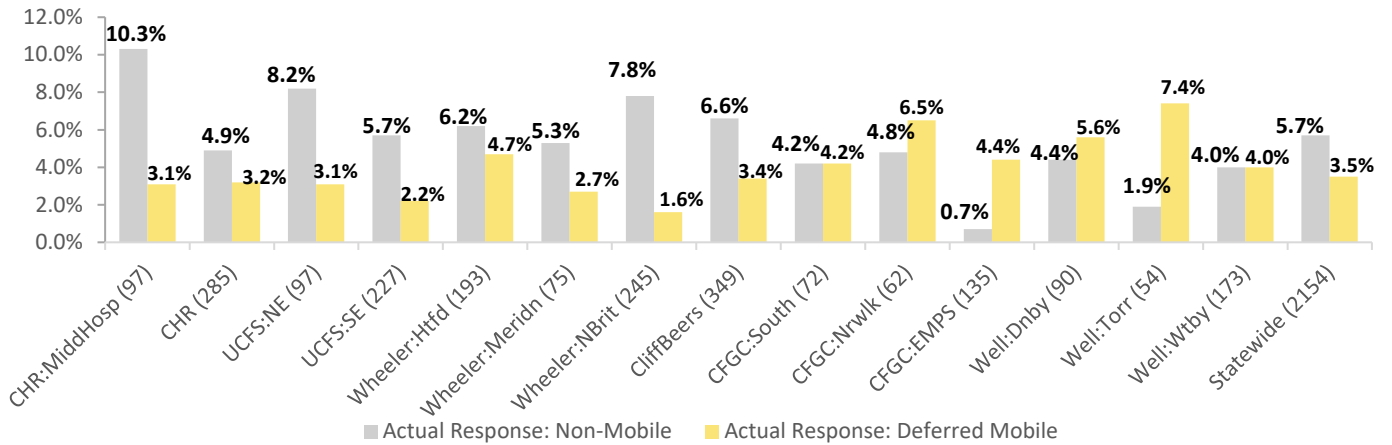
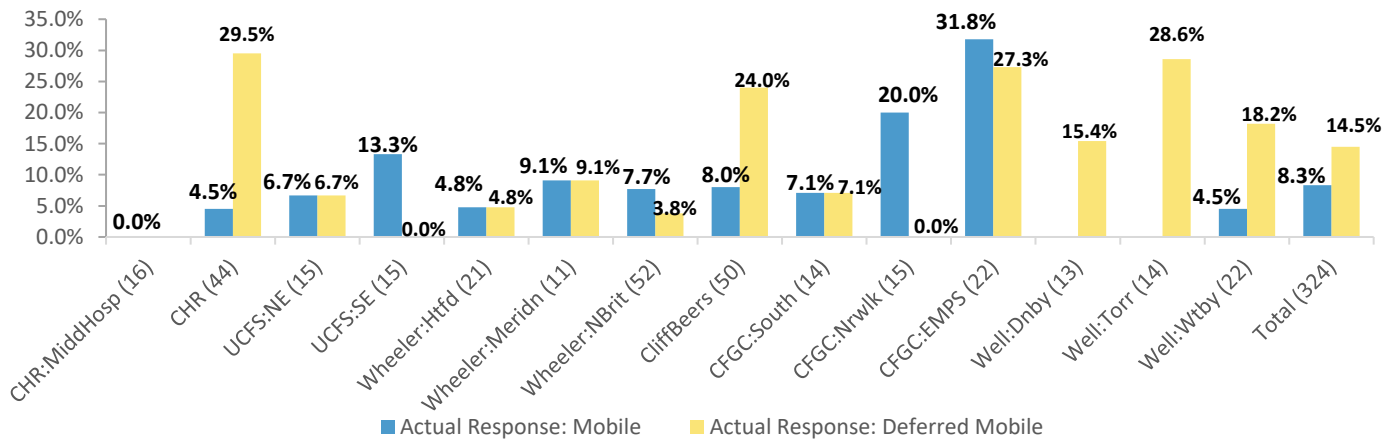


Figure 45. 2-1-1 Recommended Mobile Response Where Actual Mobile Crisis Response was Non-Mobile or Deferred Mobile



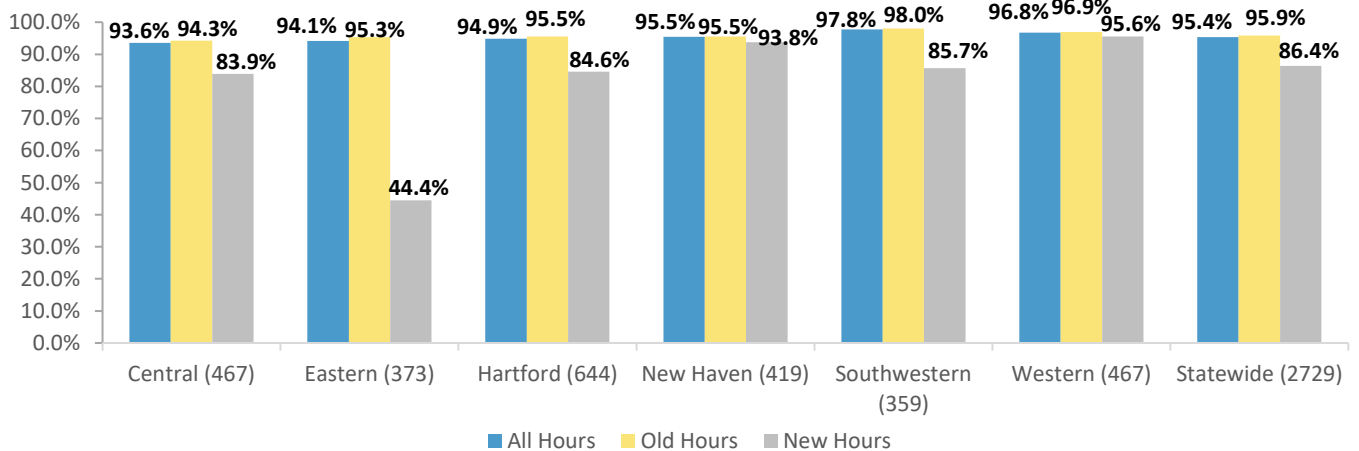
Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

Figure 46. 2-1-1 Recommended Non-Mobile Response Where Actual Mobile Crisis Response was Mobile or Deferred Mobile



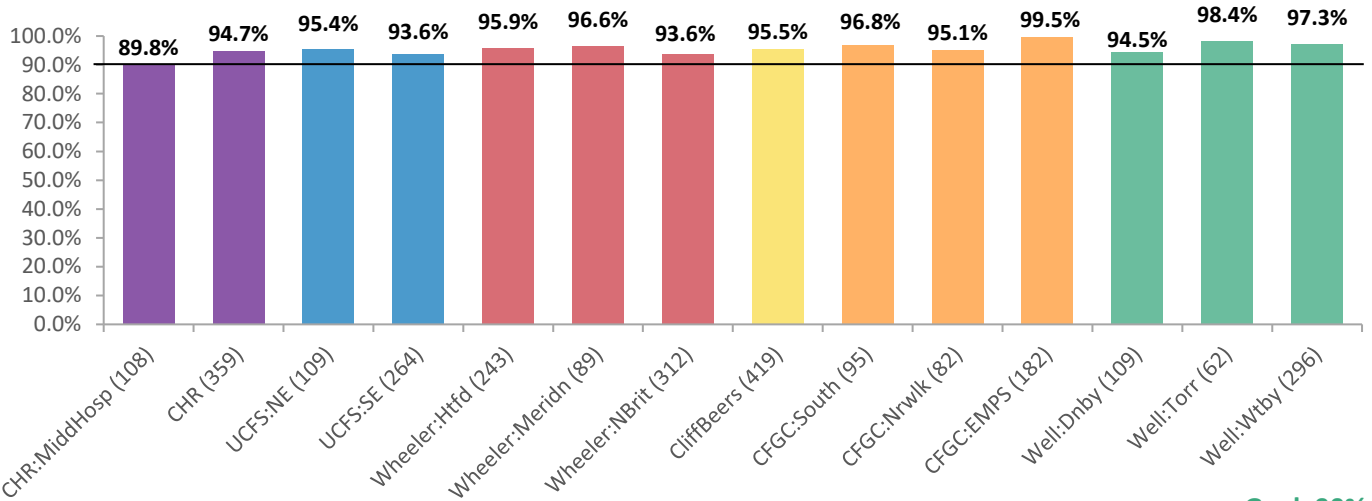
Note: Total counts of 2-1-1 Mobile response recommendations are in parenthesis.

Figure 47. Mobile Response by Service Area



Note: Counts of 211-recommended mobile episodes are in parenthesis

Figure 48. Mobile Response* (Mobile & Deferred Mobile) By Provider



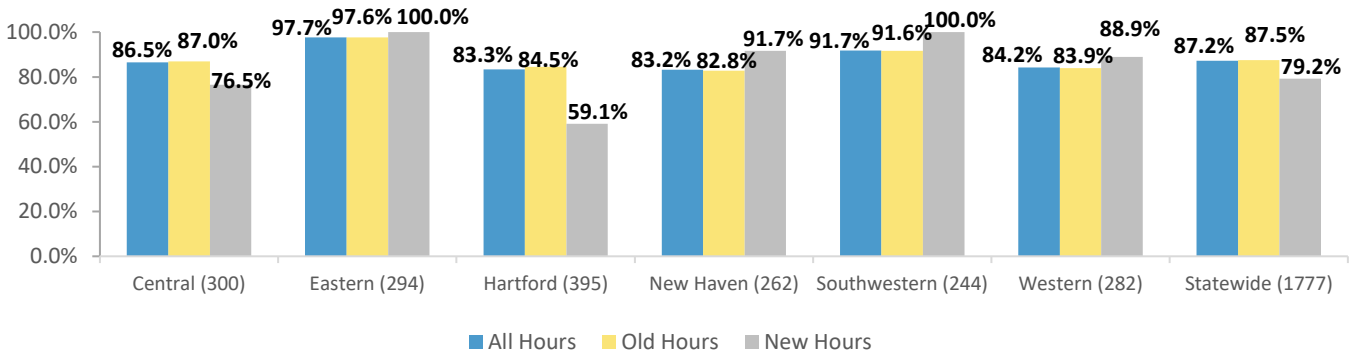
Note: Counts of 211-recommended mobile episodes are in parenthesis

*Mobility calculation updated – see exec. summary

Goal: 90%

Section VIII: Response Time

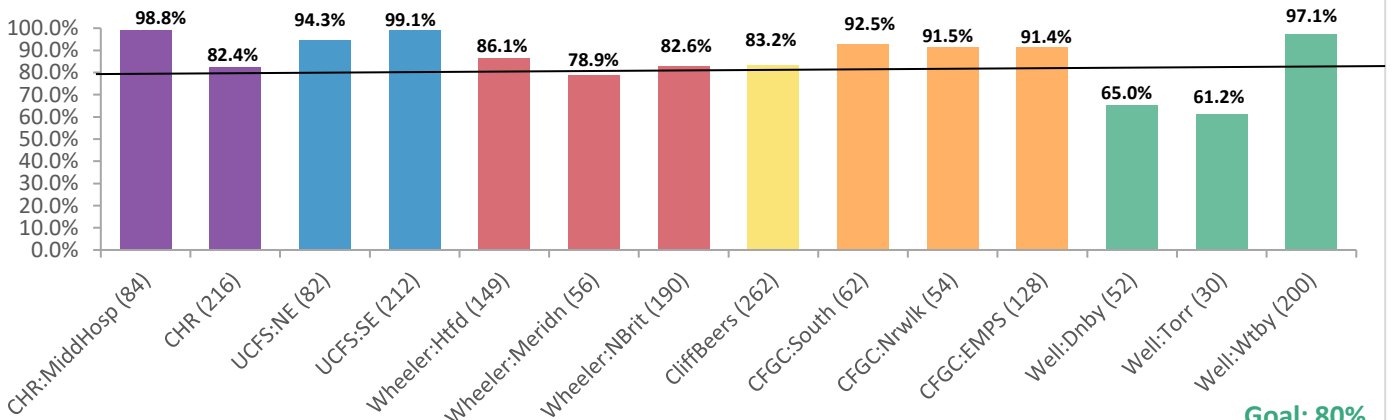
Figure 49. Mobile Episodes with a Response time Under 45 minutes



Note: Counts of mobile episodes under 45 mins. are in parenthesis.

Goal: 80%

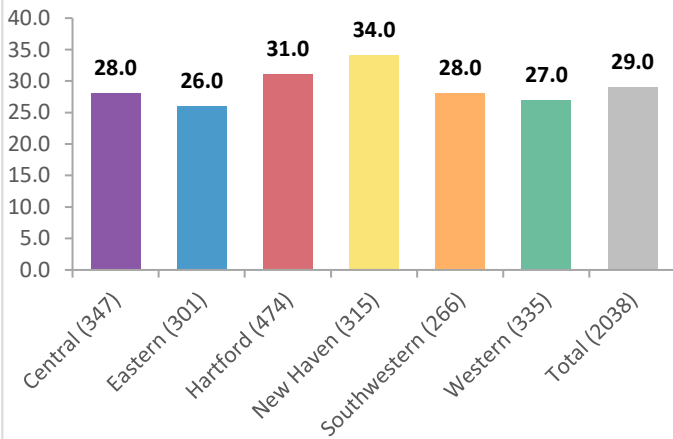
Figure 50. Total Mobile Episodes with a Response Time Under 45 Minutes by Provider



Note: Counts of mobile episodes under 45 mins. are in parenthesis.

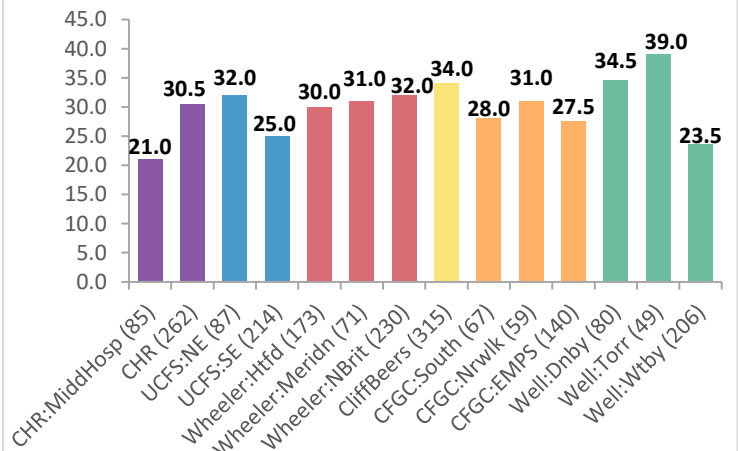
Goal: 80%

Figure 51. Median Mobile Response Time by Service Area in Minutes



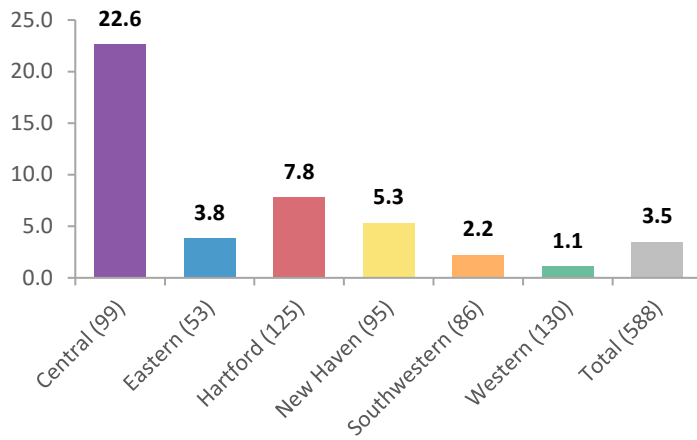
Note: Counts of mobile response episodes are in parenthesis.

Figure 52. Median Mobile Response Time by Provider in Minutes



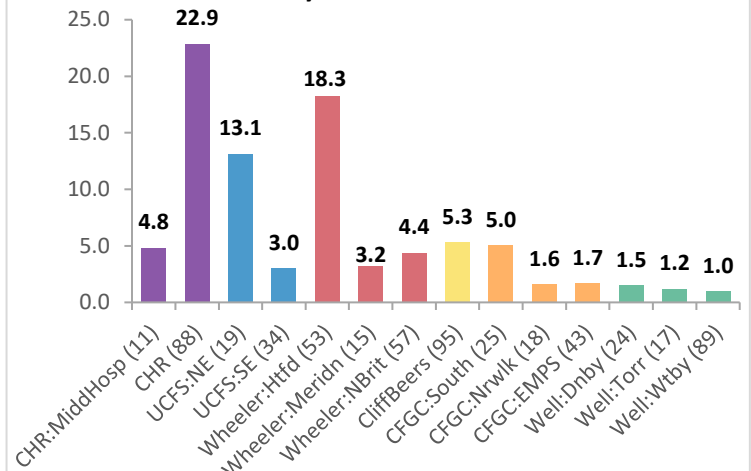
Note: Counts of mobile response episodes are in parenthesis.

Figure 53. Median Deferred Mobile Response Time by Provider in Hours



Note: Counts of deferred mobile response episodes are in parenthesis.

Figure 54. Median Deferred Mobile Response Time by Provider in Hours



Note: Counts of deferred mobile response episodes are in parenthesis.

Section IX: Length of Stay and Discharge Information

Table 2. Length of Stay for Discharged Episodes of Care in Days

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	
	Discharged Episodes for Current Reporting Period									Cumulative Discharged Episodes*									
	Mean			Median			Percent			Mean			Median			Percent			
	LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	
1	STATEWIDE	1.4	12.1	17.9	0.0	5.0	15.0	23.1%	47.8%	1.8%	1.2	10.8	17.1	0.0	5.0	14.0	20.3%	44.2%	1.4%
2	Central	2.6	4.1	16.7	1.0	2.0	13.5	42.2%	13.9%	2.6%	2.7	3.5	16.1	1.0	2.0	13.0	41.5%	11.5%	2.1%
3	CHR/MiddHosp-EMPS	6.4	4.3	12.9	5.5	2.0	10.0	86.1%	13.8%	1.5%	6.9	3.8	12.6	5.5	2.0	10.5	82.8%	12.2%	1.1%
4	CHR-EMPS	0.9	3.1	17.5	0.0	1.0	14.0	22.5%	14.3%	2.9%	0.9	2.3	16.8	0.0	0.5	14.0	23.7%	8.3%	2.3%
5	Eastern	0.4	4.0	17.6	0.0	5.0	16.0	9.2%	9.5%	0.0%	0.4	3.9	18.3	0.0	4.0	16.0	7.9%	9.4%	0.0%
6	UCFS-EMPS:NE	0.4	4.0	13.9	0.0	4.0	11.5	10.5%	8.0%	0.0%	0.3	3.9	14.8	0.0	4.0	13.0	8.2%	9.6%	0.0%
7	UCFS-EMPS:SE	0.4	4.1	19.3	0.0	5.0	19.0	8.3%	10.2%	0.0%	0.4	3.9	19.8	0.0	4.0	19.0	7.6%	9.4%	0.0%
8	Hartford	1.7	10.2	17.9	0.0	5.0	15.0	31.4%	47.1%	0.0%	1.6	8.7	17.3	0.0	4.0	15.0	28.8%	41.1%	0.0%
9	Wheeler-EMPS:Htfd	1.9	16.3	23.8	1.0	16.0	25.0	27.3%	64.8%	0.0%	1.8	13.8	23.3	0.5	8.0	24.0	29.4%	56.3%	0.0%
10	Wheeler-EMPS:Meridn	1.7	10.8	16.4	0.5	9.0	14.0	31.3%	71.4%	0.0%	1.5	7.6	15.2	1.0	3.5	14.0	30.0%	43.2%	0.0%
11	Wheeler-EMPS:NBrit	1.6	6.9	12.8	0.0	4.0	11.0	34.4%	34.1%	0.0%	1.5	6.1	12.7	0.0	3.0	11.0	28.1%	32.4%	0.0%
12	New Haven	0.3	19.4	26.0	0.0	17.0	22.0	2.9%	81.2%	11.1%	0.2	18.2	23.5	0.0	15.0	21.0	1.4%	78.3%	9.4%
14	CliffBeers-EMPS	0.3	19.4	26.0	0.0	17.0	22.0	2.9%	81.2%	11.1%	0.2	18.2	23.5	0.0	15.0	21.0	1.4%	78.3%	9.4%
15	Southwestern	0.1	19.2	36.2	0.0	16.0	38.0	4.4%	73.5%	10.0%	0.1	17.8	33.2	0.0	13.5	37.0	3.2%	71.8%	7.2%
16	CFGC/South-EMPS	0.0	0.3	33.2	0.0	0.0	38.0	0.0%	0.0%	0.0%	0.1	0.5	31.6	0.0	0.0	36.0	3.1%	163.0%	0.0%
17	CFGC-EMPS:Nrwk	0.3	22.9	33.0	0.0	22.0	41.0	11.1%	93.4%	0.0%	0.2	20.0	28.8	0.0	20.0	37.0	6.1%	195.2%	0.0%
18	CFGC-EMPS	0.1	22.2	50.1	0.0	19.0	47.0	0.0%	82.9%	55.6%	0.2	20.8	42.0	0.0	17.0	37.0	0.0%	0.0%	41.7%
19	Western	1.7	1.9	16.0	0.0	2.0	14.0	22.4%	2.7%	1.1%	1.4	1.9	15.4	0.0	2.0	14.0	21.3%	4.1%	0.8%
20	Well-EMPS:Dnby	2.7	1.0	15.2	0.0	0.0	14.0	28.6%	0.0%	0.0%	2.1	2.2	14.9	0.0	1.5	14.0	27.0%	5.0%	0.0%
21	Well-EMPS:Torr	2.4	1.5	15.5	0.0	0.5	12.0	31.3%	5.0%	0.0%	2.0	1.5	14.9	0.0	0.0	12.0	28.0%	6.9%	0.0%
22	Well-EMPS:Wtby	0.6	2.3	16.4	0.0	2.0	14.0	13.3%	2.4%	1.7%	0.6	2.1	15.6	0.0	2.0	14.0	15.0%	2.7%	1.1%

* Discharged episodes with end dates from July 1, 2021 to the end of the current reporting period.

Definitions:

- LOS: Phone Length of Stay in Days for Phone Only
- LOS: FTF Length of Stay in Days for Face To Face Only
- LOS: Stab. Length of Stay in Days for Plus Stabilization Follow-up Only
- Phone > 1 Percent of episodes that are phone only that are greater than 1 day
- FTF > 5 Percent of episodes that are face to face that are greater than 5 days
- Stab. > 45 Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Table 3. Number of Episodes for Discharged Episodes of Care

		A	B	C	D	E	F	G	H	I	J	K	L
		<i>Discharged Episodes for Current Reporting Period</i>						<i>Cumulative Discharged Episodes*</i>					
		N used Mean/Median			N used for Percent			N used Mean/Median			N used for Percent		
		LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45
1	STATEWIDE	568	1148	1224	131	549	22	1009	1635	1636	205	723	23
2	Central	116	36	380	49	5	10	193	61	518	80	7	11
3	CHR/MiddHosp-EMPS	36	29	66	31	4	1	58	49	90	48	6	1
4	CHR-EMPS	80	7	314	18	1	9	135	12	428	32	1	10
5	Eastern	98	285	38	9	27	0	178	392	51	14	37	0
6	UCFS-EMPS:NE	38	88	12	4	7	0	73	125	16	6	12	0
7	UCFS-EMPS:SE	60	197	26	5	20	0	105	267	35	8	25	0
8	Hartford	172	227	358	54	107	0	278	360	437	80	148	0
9	Wheeler-EMPS:Htfd	66	71	148	18	46	0	102	112	168	30	63	0
10	Wheeler-EMPS:Meridn	16	21	62	5	15	0	30	44	86	9	19	0
11	Wheeler-EMPS:NBrit	90	135	148	31	46	0	146	204	183	41	66	0
12	New Haven	70	277	27	2	225	3	143	369	32	2	289	3
14	CliffBeers-EMPS	70	277	27	2	225	3	143	369	32	2	289	3
15	Southwestern	45	249	50	2	183	5	95	330	69	3	237	5
16	CFGC/South-EMPS	16	36	38	0	0	0	32	46	52	1	75	0
17	CFGC-EMPS:Nrwk	18	61	3	2	57	0	33	83	5	2	162	0
18	CFGC-EMPS	11	152	9	0	126	5	30	201	12	0	0	5
19	Western	67	74	371	15	2	4	122	123	529	26	5	4
20	Well-EMPS:Dnby	21	12	91	6	0	0	37	20	126	10	1	0
21	Well-EMPS:Torr	16	20	42	5	1	0	25	29	51	7	2	0
22	Well-EMPS:Wtby	30	42	238	4	1	4	60	74	352	9	2	4

* Discharged episodes with end dates from July 1, 2021 to the end of the current reporting period.

Definitions:

- LOS: Phone Length of Stay in Days for Phone Only
- LOS: FTF Length of Stay in Days for Face To Face Only
- LOS: Stab. Length of Stay in Days for Stabilization Plus Follow-up Only
- Phone > 1 Percent of episodes that are phone only that are greater than 1 day
- FTF > 5 Percent of episodes that are face to face that are greater than 5 days
- Stab. > 45 Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Table 4. Length of Stay for Open Episodes of Care in Days

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	
	<i>Episodes Still in Care*</i>									<i>N of Episodes Still in Care*</i>						
	Mean			Median			Percent			N used Mean/Median			N used for Percent			
	LOS: Phone	LOS: FTF	LOS: Stab.	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	LOS: Phone	LOS: FTF	LOS: Stab.	Phone > 1	FTF > 5	Stab. > 45	
1	STATEWIDE	57.6	31.2	22.3	51.0	20.0	17.0	100.0%	100.0%	56.7%	33	187	180	33	187	102
2	Central	23.5	11.5	16.8	18.0	11.5	13.0	100.0%	100.0%	48.9%	4	6	47	4	6	23
3	CHR/MidHosp-EMPS	9.0	14.0	16.3	9.0	14.0	14.0	100.0%	100.0%	50.0%	1	2	4	1	2	2
4	CHR-EMPS	28.3	10.3	16.9	27.0	9.0	13.0	100.0%	100.0%	48.8%	3	4	43	3	4	21
5	Eastern	0.0	17.6	26.4	0.0	17.0	14.0	N/A	100.0%	60.0%	0	5	5	0	5	3
6	UCFS-EMPS:NE	0.0	13.5	13.0	0.0	13.5	13.0	N/A	100.0%	0.0%	0	2	1	0	2	0
7	UCFS-EMPS:SE	0.0	20.3	29.8	0.0	17.0	21.5	N/A	100.0%	75.0%	0	3	4	0	3	3
8	Hartford	92.9	46.0	22.2	86.0	19.0	16.5	100.0%	100.0%	57.1%	8	27	56	8	27	32
9	Wheeler-EMPS:Htfd	133.0	48.1	23.2	149.0	20.0	18.0	100.0%	100.0%	63.6%	3	13	33	3	13	21
10	Wheeler-EMPS:Meridn	11.0	54.7	16.6	11.0	25.0	16.0	100.0%	100.0%	50.0%	1	7	10	1	7	5
11	Wheeler-EMPS:NBrit	83.3	33.4	24.2	70.0	12.0	13.0	100.0%	100.0%	46.2%	4	7	13	4	7	6
12	New Haven	53.0	31.8	45.8	70.0	25.0	35.5	100.0%	100.0%	100.0%	5	103	4	5	103	4
14	CliffBeers-EMPS	53.0	31.8	45.8	70.0	25.0	35.5	100.0%	100.0%	100.0%	5	103	4	5	103	4
15	Southwestern	51.0	25.2	20.3	51.0	19.0	17.5	100.0%	100.0%	58.3%	1	45	24	1	45	14
16	CFGC/South-EMPS	0.0	99.0	15.7	0.0	99.0	15.0	N/A	100.0%	50.0%	0	1	20	0	1	10
17	CFGC-EMPS:Nrwk	0.0	29.0	39.5	0.0	28.5	39.5	N/A	100.0%	100.0%	0	10	2	0	10	2
18	CFGC-EMPS	51.0	21.9	47.5	51.0	17.0	47.5	100.0%	100.0%	100.0%	1	34	2	1	34	2
19	Western	49.8	19.0	26.7	39.0	19.0	19.0	100.0%	100.0%	59.1%	15	1	44	15	1	26
20	Well-EMPS:Dnby	69.5	0.0	18.7	64.5	0.0	12.0	100.0%	N/A	44.4%	6	0	9	6	0	4
21	Well-EMPS:Torr	0.0	0.0	69.7	0.0	0.0	44.0	N/A	N/A	66.7%	0	0	3	0	0	2
22	Well-EMPS:Wtby	36.7	19.0	24.9	26.0	19.0	19.0	100.0%	100.0%	62.5%	9	1	32	9	1	20

* Data includes episodes still in care with referral dates from July 1, 2021 to end of current reporting period.

Definitions:

- LOS: Phone Length of Stay in Days for Phone Only
- LOS: FTF Length of Stay in Days for Face To Face Only
- LOS: Stab. Length of Stay in Days for Stabilization Plus Follow-up Only
- Phone > 1 Percent of episodes that are phone only that are greater than 1 day
- FTF > 5 Percent of episodes that are face to face that are greater than 5 days
- Stab. > 45 Percent of episodes that are stabilization plus follow-up that are greater than 45 days

Figure 55. Top Six Reasons for Client Discharge Statewide

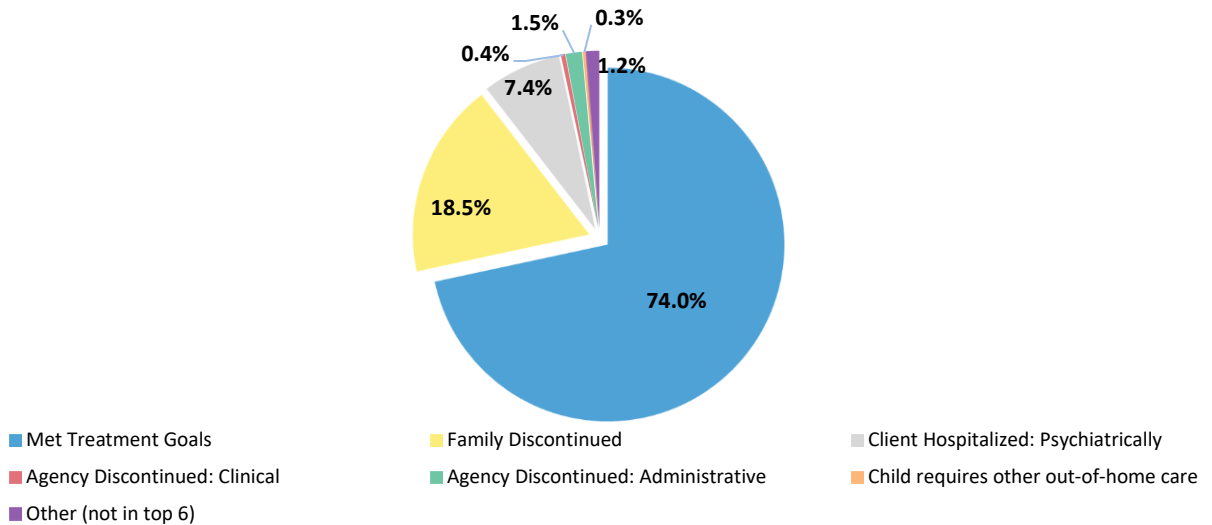


Figure 56. Top Six Places Clients Live at Discharge Statewide

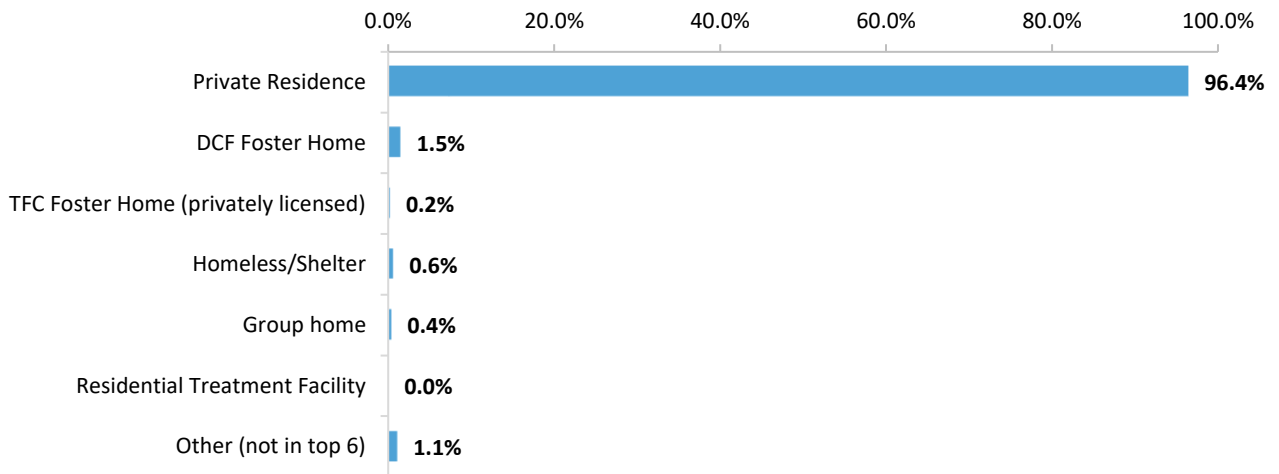
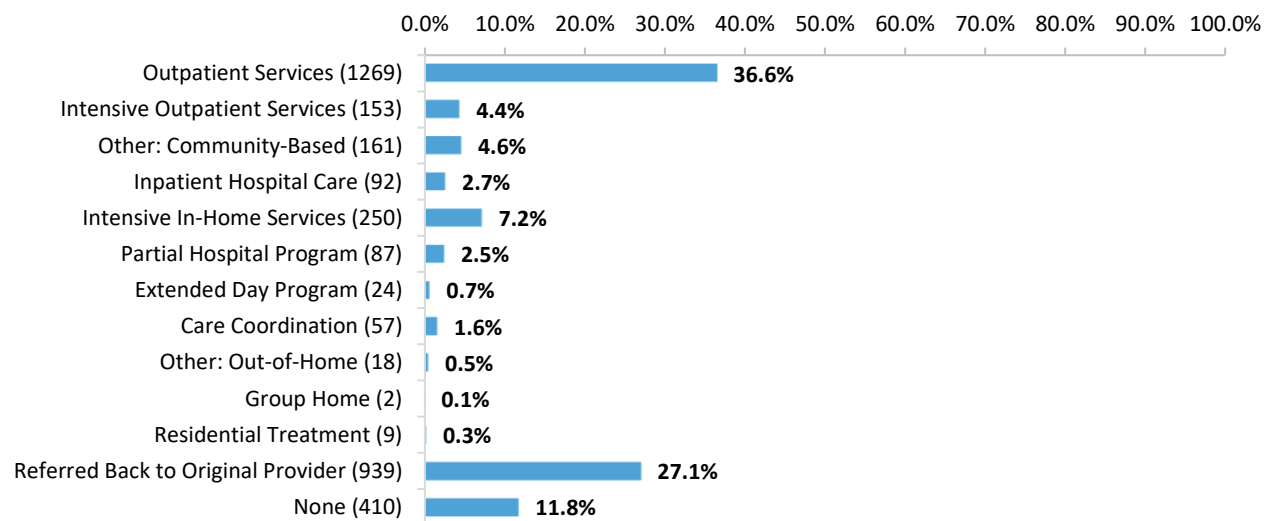


Figure 57. Type of Services Client Referred* to at Discharge Statewide



Note: Count for each type of service referral is in parenthesis

* Data include clients referred to more than one type of service

Table 5. Ohio Scales Scores by Service Area

Service Area	<i>N</i> (paired intake & discharge)	Mean (paired intake)	Mean (paired discharge)	Mean Difference (paired cases)	<i>t</i> -score	Sig.	† .05-.10 * <i>P</i> < .05 ** <i>P</i> < .01
STATEWIDE							
Parent Functioning Score	131	42.70	45.21	2.50	3.44	<.001	**
Worker Functioning Score	883	44.94	47.62	2.67	10.81	<.001	**
Parent Problem Score	133	27.39	25.05	-2.34	-3.20	0.002	**
Worker Problem Score	883	27.67	23.58	-4.10	-12.56	<.001	**
Central							
Parent Functioning Score	67	41.67	42.01	0.34	1.71	0.093	†
Worker Functioning Score	252	47.45	47.45	0.00	0.00	1.000	
Parent Problem Score	68	28.01	28.29	0.28	1.34	0.184	
Worker Problem Score	252	24.51	24.43	-0.08	-0.36	0.721	
Eastern							
Parent Functioning Score	8	45.50	50.38	4.88	1.29	0.238	
Worker Functioning Score	26	44.04	44.50	0.46	0.30	0.770	
Parent Problem Score	8	31.50	26.25	-5.25	-0.93	0.382	
Worker Problem Score	26	34.35	30.54	-3.81	-2.59	0.016	*
Hartford							
Parent Functioning Score	17	40.24	45.00	4.77	1.89	0.078	†
Worker Functioning Score	260	44.73	47.62	2.89	6.43	<.001	**
Parent Problem Score	17	26.24	24.94	-1.29	-0.66	0.519	
Worker Problem Score	260	29.79	24.40	-5.39	-6.55	<.001	**
New Haven							
Parent Functioning Score	6	48.83	49.00	2.00	1.31	0.321	
Worker Functioning Score	17	50.71	48.82	1.60	1.00	0.374	
Parent Problem Score	7	19.00	19.00	0.00	0.00	0.000	
Worker Problem Score	17	22.12	20.35	-1.77	-1.11	0.285	
Southwestern							
Parent Functioning Score	21	46.29	53.19	6.91	1.94	0.066	†
Worker Functioning Score	36	47.97	50.81	2.83	2.81	0.008	**
Parent Problem Score	21	28.81	18.24	-10.57	-3.37	0.003	**
Worker Problem Score	36	20.53	18.22	-2.31	-2.66	0.012	*
Western							
Parent Functioning Score	12	40.75	44.00	3.25	3.62	0.004	**
Worker Functioning Score	292	42.34	47.57	5.23	9.96	<.001	**
Parent Problem Score	12	25.17	21.50	-3.67	-2.86	0.015	*
Worker Problem Score	292	29.13	22.33	-6.80	-12.73	<.001	**

paired¹ = Number of cases with both intake and discharge scores

† .05-.10,

* *P* < .05,

***P* < .01

Section X: Client & Referral Source Satisfaction

Note: FY2024 Quarter 2 Satisfaction data was not captured this quarter due to IT issues with the reporting process. This data reporting will resume in FY2024 Q3.

Table 6. Client and Referrer Satisfaction for 211 and EMPS*

2-1-1 Items	Clients	Referrers
	N/A	N/A
The 2-1-1 staff answered my call in a timely manner	N/A	N/A
The 2-1-1 staff was courteous	N/A	N/A
The 2-1-1 staff was knowledgeable	N/A	N/A
My phone call was quickly transferred to the EMPS provider	N/A	N/A
Sub-Total Mean: 2-1-1	N/A	N/A
Mobile Crisis Items	N/A	N/A
Mobile Crisis responded to the crisis in a timely manner	N/A	N/A
The Mobile Crisis staff was respectful	N/A	N/A
The Mobile Crisis staff was knowledgeable	N/A	N/A
The Mobile Crisis staff spoke to me in a way that I understood	N/A	N/A
Mobile Crisis helped my child/family get the services needed or made contact with my current service provider (if you had one at the time you called Mobile Crisis)	N/A	N/A
The services or resources my child and/or family received were right for us	N/A	N/A
The child/family I referred to Mobile Crisis was connected with appropriate services or resources upon discharge from Mobile Crisis	N/A	N/A
Overall, I am very satisfied with the way that Mobile Crisis responded to the crisis	N/A	N/A
Sub-Total Mean: Mobile Crisis	N/A	N/A
Overall Mean Score	N/A	N/A

* All items collected by 2-1-1, in collaboration with the PIC and DCF; measured on a scale of 5 (Strongly Agree) to 1 (Strongly Disagree)

Client Comments:

N/A

Referrer Comments:

N/A

Section XI: Training Attendance

Table 7. Trainings Completed for All Active* Staff

	DBHRN	Crisis API	DDS	CCSRS	Trauma	Violence	CRC	Emerg. Certificate	QPR	A-SBIRT	ASD	PSB	SR	All 13 Trainings Completed	All 13 Completed for Full-Time Staff Only
Statewide (215)*	24%	54%	41%	33%	47%	36%	37%	40%	15%	25%	30%	38%	45%	5%	7%
CHR:MidHosp (12)*	25%	67%	58%	58%	42%	50%	50%	50%	67%	25%	50%	25%	42%	0%	0%
CHR (29)*	10%	34%	28%	83%	31%	31%	28%	31%	10%	10%	17%	34%	31%	0%	0%
UCFS:NE (7)*	57%	71%	71%	100%	86%	57%	71%	71%	57%	100%	43%	71%	71%	43%	50%
UCFS:SE (17)*	47%	94%	53%	100%	65%	59%	47%	47%	35%	100%	47%	53%	71%	12%	20%
Wheeler:Htfd (14)*	21%	64%	43%	0%	36%	21%	36%	43%	14%	7%	29%	43%	36%	0%	0%
Wheeler:Meridn (11)*	27%	55%	27%	9%	27%	9%	27%	18%	0%	0%	18%	27%	27%	0%	0%
Wheeler:NBrit (21)^	24%	57%	24%	10%	43%	24%	19%	29%	0%	5%	24%	0%	43%	0%	0%
CliffBeers (30)*	23%	33%	60%	37%	53%	37%	50%	50%	27%	30%	47%	47%	57%	0%	0%
CFGC:South (6)	50%	83%	33%	17%	67%	33%	50%	33%	0%	17%	17%	67%	33%	0%	0%
CFGC:Nrwlk (18)*^	28%	56%	22%	6%	28%	50%	39%	39%	0%	11%	33%	33%	39%	0%	0%
CFGC:EMPS (0)	Bridgeport and Norwalk staff counted together under Norwalk														#DIV/0!
Well:Dnby (1)*	0%	100%	100%	0%	0%	0%	100%	100%	0%	0%	0%	0%	100%	0%	0%
Well:Torr (2)*	50%	100%	100%	50%	100%	50%	50%	100%	50%	50%	100%	50%	50%	0%	0%
Well:Wtby (34)*^	18%	44%	41%	0%	56%	38%	38%	35%	0%	18%	18%	38%	44%	0%	0%
Full-Time Staff Only (128)	29%	65%	52%	38%	56%	43%	48%	52%	21%	31%	37%	46%	58%	7%	

Note: Count of active staff for each provider or category is in parenthesis.

* Includes all active full-time, part-time and per diem staff as of December, 31, 2023.

^Includes staff who did not have an assigned site reported and/or support multiple sites.

Training Title Abbreviations:

DBHRN=Disaster Behavioral Health Response Network

QPR= Question, Persuade and Refer

Crisis API = Crisis Assessment, Planning and Intervention

A-SBIRT= Adolescent Screening, Brief Intervention and Referral to Treatment

DDS=An Overview of Intellectual Developmental Disabilities and Positive Behavioral Supports

ASD = Autism Spectrum Disorder

CCSRS=Columbia Suicide Severity Rating Scale

Trauma = Traumatic Stress and Trauma Informed Care

Violence = Violence Assessment and Prevention

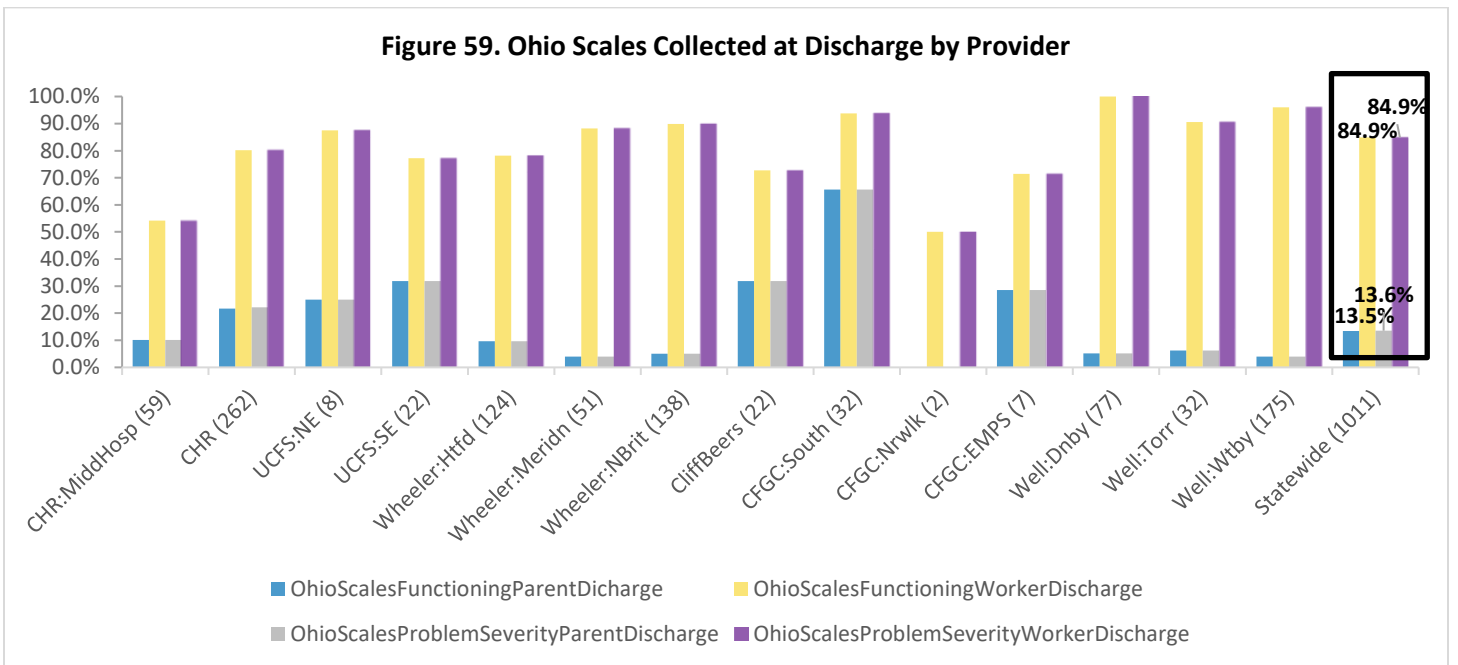
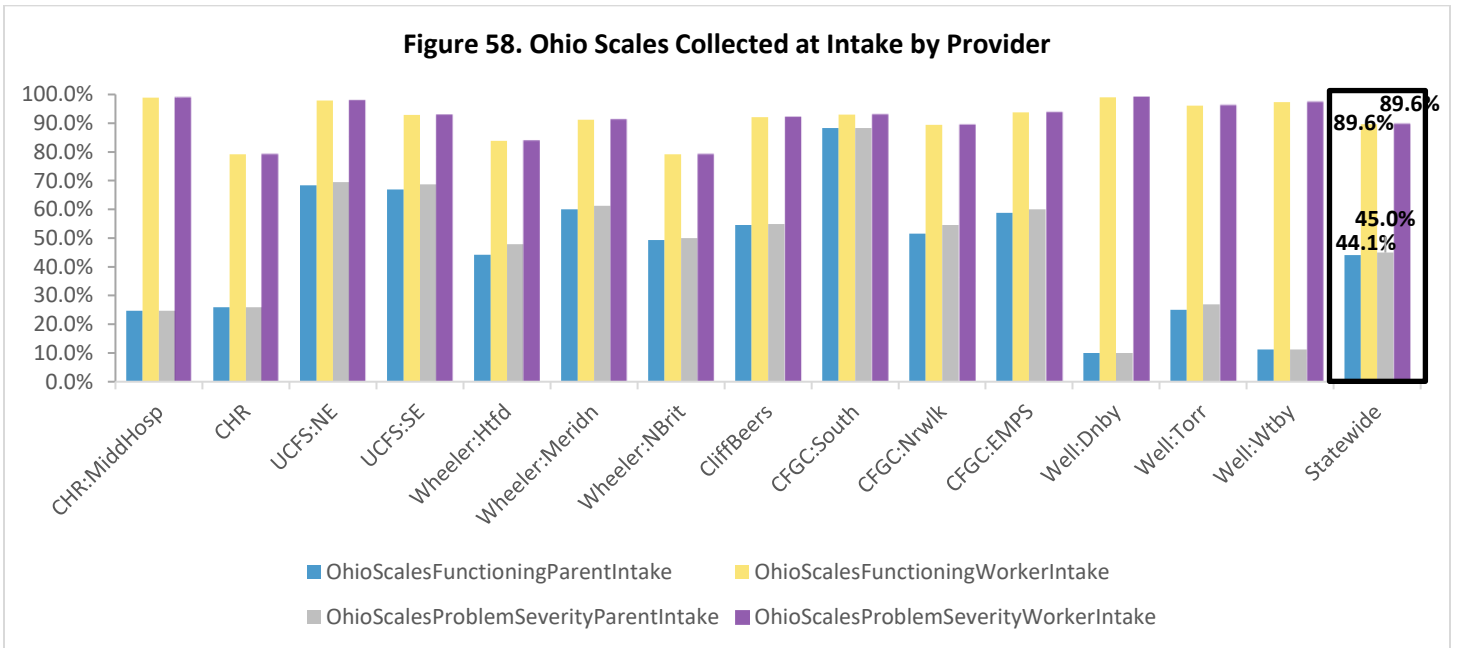
CRC = 21st Century Culturally Responsive Mental Health Care

Emerg. Certificate= Emergency Certificate

PSB = Problem Sexual Behavior (Added October 2019)

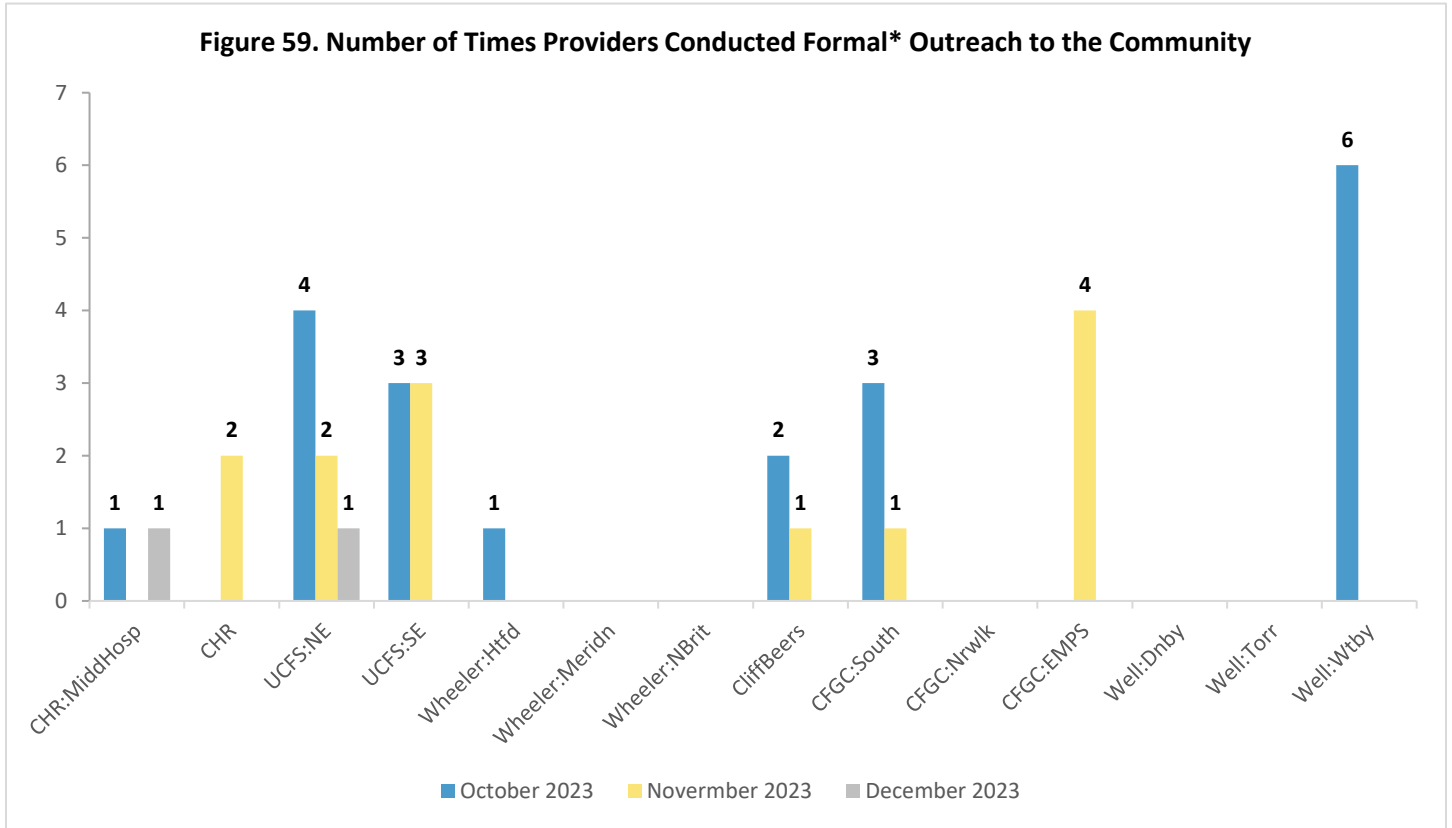
SR = School Refusal (Added August 2019)

Section XII: Data Quality Monitoring



Note: Number in parentheses refers to the number of episodes meeting criteria for completed Ohio Scales at discharge (crisis response is plus stabilization follow up with a length of stay of five days or more).

Section XIII: Provider Community Outreach



*Formal outreach refers to: 1) In person presentations lasting 30 minutes, preferably more, using the EMPS PowerPoint slides and including distribution to attendees of marketing materials and other EMPS resources; 2) Outreach presentations that are in person that include workshops, conferences, or similar gatherings in which EMPS is discussed for at least an hour or more; 3) Outreach presentations that are not in person which may include workshops, conferences, or similar gatherings in which the EMPS marketing video, banner, and table skirt are set up for at least 2 hours with marketing materials made available to those who would like them; 4) The EMPS PIC considers other outreaches for inclusion on a case-by-case basis, as requested by EMPS providers.