



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*

### April 2024

Updated 5/21/24

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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 April 2024, 2-1-1 and Mobile Crisis received 1,347 calls including 1,018 calls (75.6%) handled by Mobile Crisis providers and 329 calls (24.4%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a 1.5% increase in call volume from April 2023 (n=1,327). Call volume remains 31.8% lower than the same month in 2019 (n=1,976), prior to the start of the pandemic. Of the total calls and episodes, Mobile Crisis and 2-1-1 received 104 calls during the expanded overnight and weekend hours. This included 62 (59.6%) calls handled by Mobile Crisis providers and 42 (40.4%) calls handled by 2-1-1 only. The overnight and weekend call volume in April 2024 was lower than last month (129, March 2024).

Among the **1,018 episodes of care** this month, episode volume ranged from 122 episodes (Eastern) to 240 episodes (Hartford). The statewide average service reach per 1,000 children this month was 1.4, with service area rates ranging from 0.8 (Southwestern) to 1.7 (Hartford and Western) 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 2.9 per 1,000 children in poverty, with service area rates ranging from 1.5 (Southwestern) to 6.8 (Central). During the expanded overnight and weekend hours, there were 62 episodes of care with episode volume ranging from 4 episodes (Southwestern and Eastern) to 23 episodes (Western). The overnight and weekend episodes in April 2024 decreased 21.5%, compared to last month (79, March 2024).

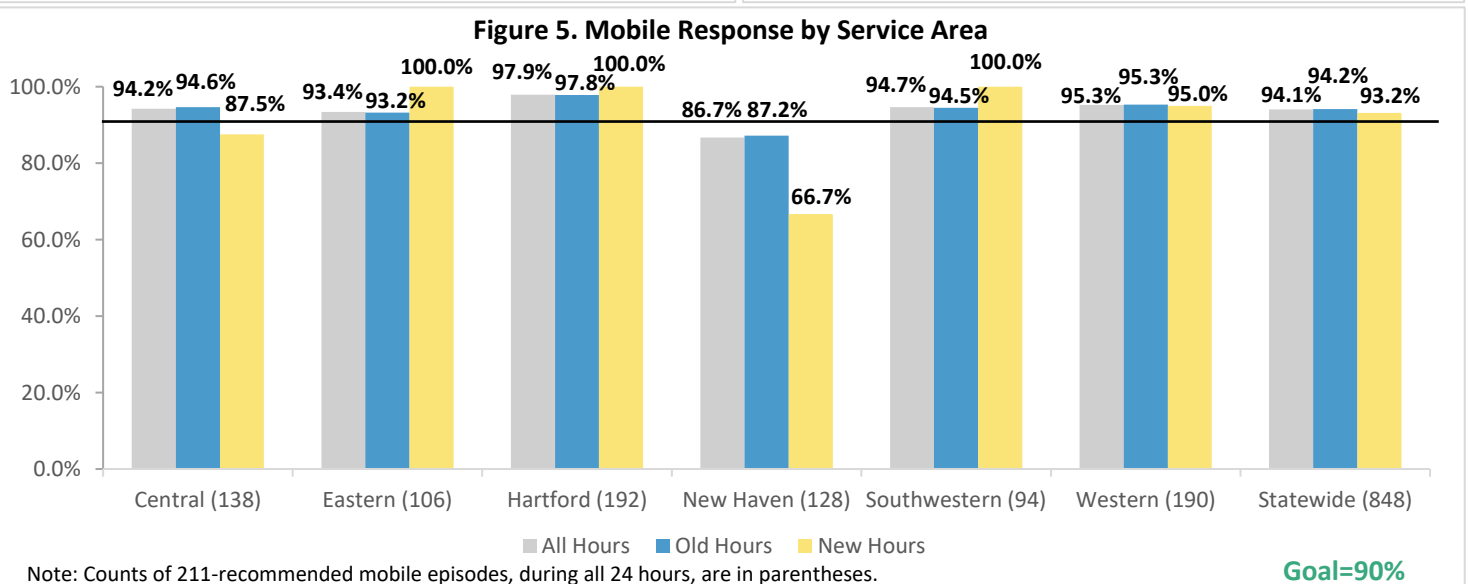
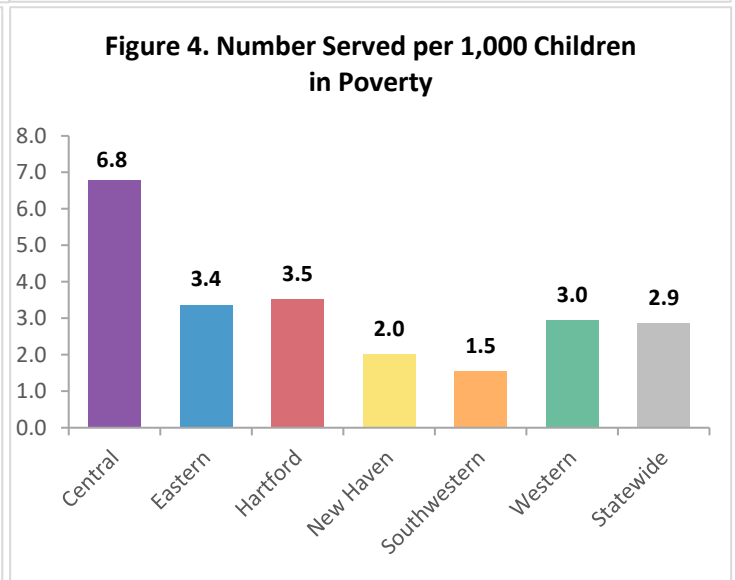
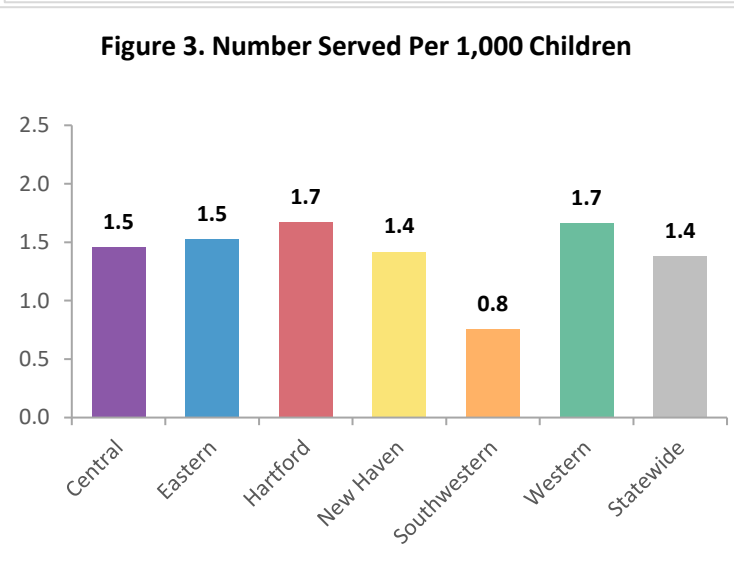
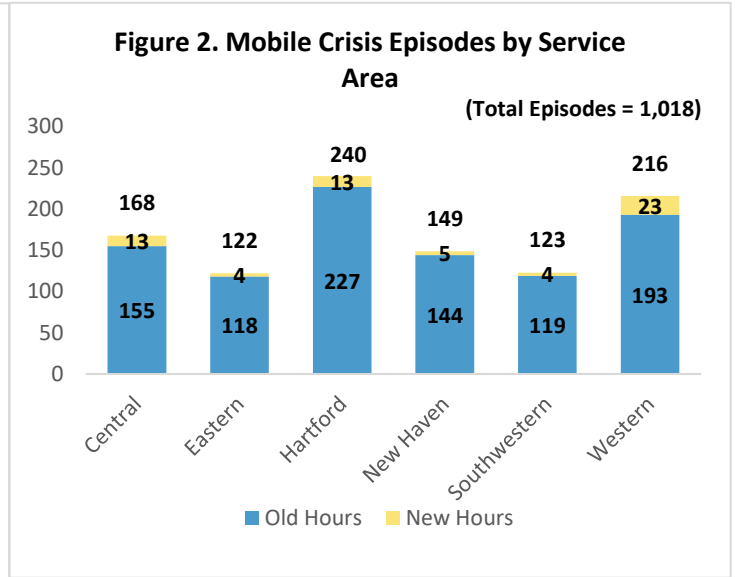
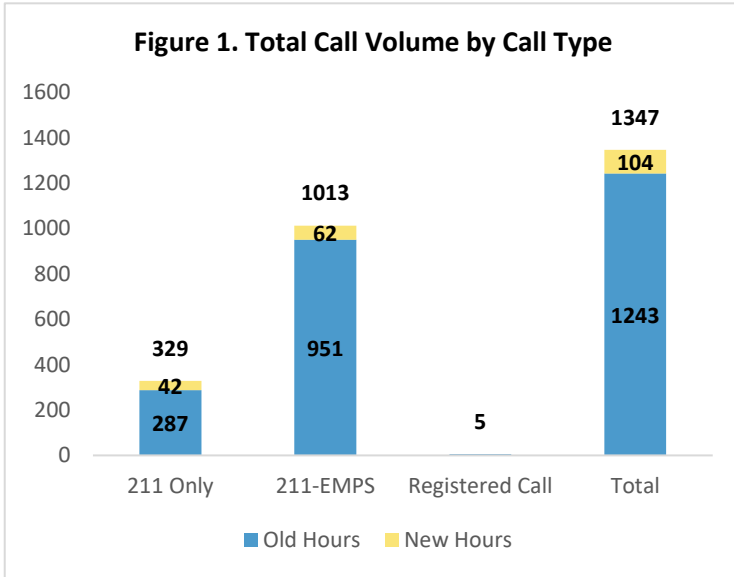
**Mobility: Statewide mobility was 94.1% this month**, which is lower than the rate in April 2023 (95.5%). Five of the six service areas surpassed the 90% benchmark this month, with performance ranging from 86.7% (New Haven) to 97.9% (Hartford). Mobility for individual providers ranged from 86.7% (Clifford Beers) to 100% (Wheeler Meriden). Eleven (11) 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 was one (1) telehealth response this month, compared to one (1) in March 2024. The statewide mobility rate during the new hours was 93.2%, with four (4) regions meeting or exceeding the 90% benchmark. Performance ranged from 66.7% (New Haven) to 100% (Eastern, Hartford, and Southwestern). The mobility rate during the traditional Mobile Crisis hours was 94.2%, similar to the overall rate of 94.1%. During the new hours, 38.7% of episodes received a mobile response, 35.5% received a deferred mobile response, and 25.8% received a non-mobile response; in the traditional hours, 66.0% of episodes received a mobile response, 23.6% received a deferred mobile response, and 10.4% received a non-mobile response. While the overall rate of non-mobile episodes presented here is higher than the 94.1% 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 desire a face-to-face response continue to receive one.

**Response Time:** Statewide, this month **89.1% of mobile episodes received a face-to-face response in 45 minutes or less**, which is slightly higher than the rate in April 2023 (84.6%). 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 83.1% (Western) to 100% (Eastern). Eleven (11) 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

(89.9%) is nearly the same as the overall rate of 89.1%. During the expanded hours, there was a greater range of performance. Statewide, 70.8% of mobile episodes received a response within 45 minutes during these new hours, with performance ranging from 0.0% (Southwestern) to 100.0% (Central, Eastern, and New Haven). When looking at these rates, it is important to keep in mind that the number of overnight episodes is very low, and the number receiving a Mobile response is even lower.

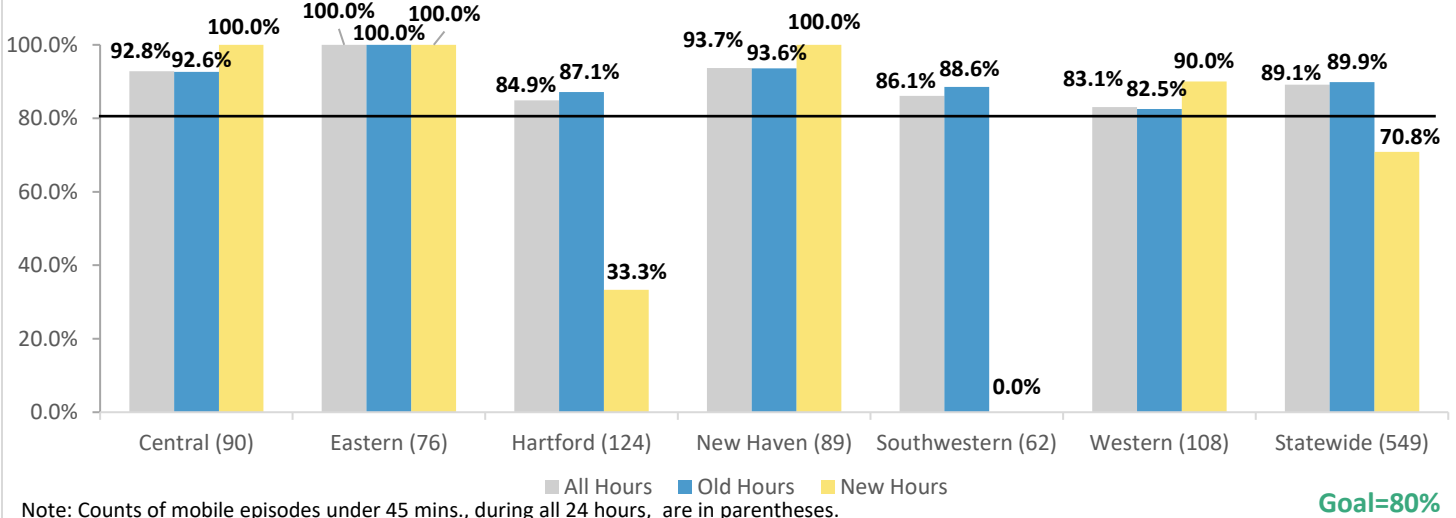
**Length of Stay (LOS):** Statewide, among discharged episodes, **15 of the 405 *plus stabilization follow-up* episodes exceeded 45 days**. The statewide median LOS for episodes discharged this month with a crisis response of *plus stabilization follow-up* was 19.0 days. The regional median LOS ranged from 14.0 days (Eastern) to 39.5 days (Southwestern). Note: these calculations only include episodes that began during FY2024.

## Section I: Mobile Crisis Statewide/Service Area Dashboard



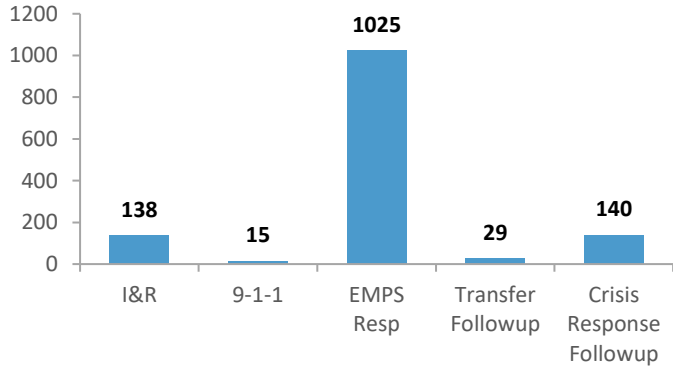
Note: Counts of 211-recommended mobile episodes, during all 24 hours, are in parentheses.

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

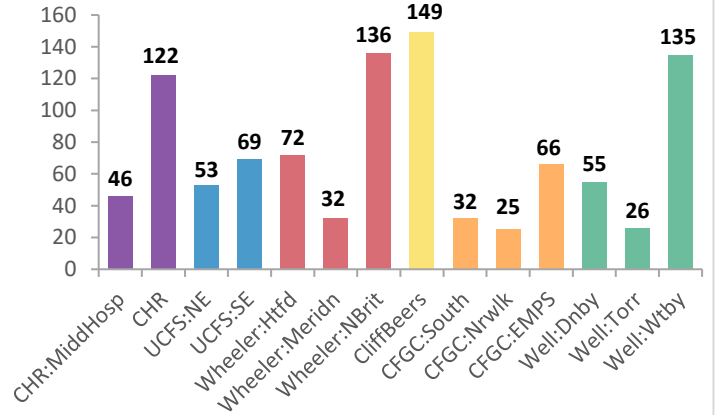


## Section II: Mobile Crisis Response

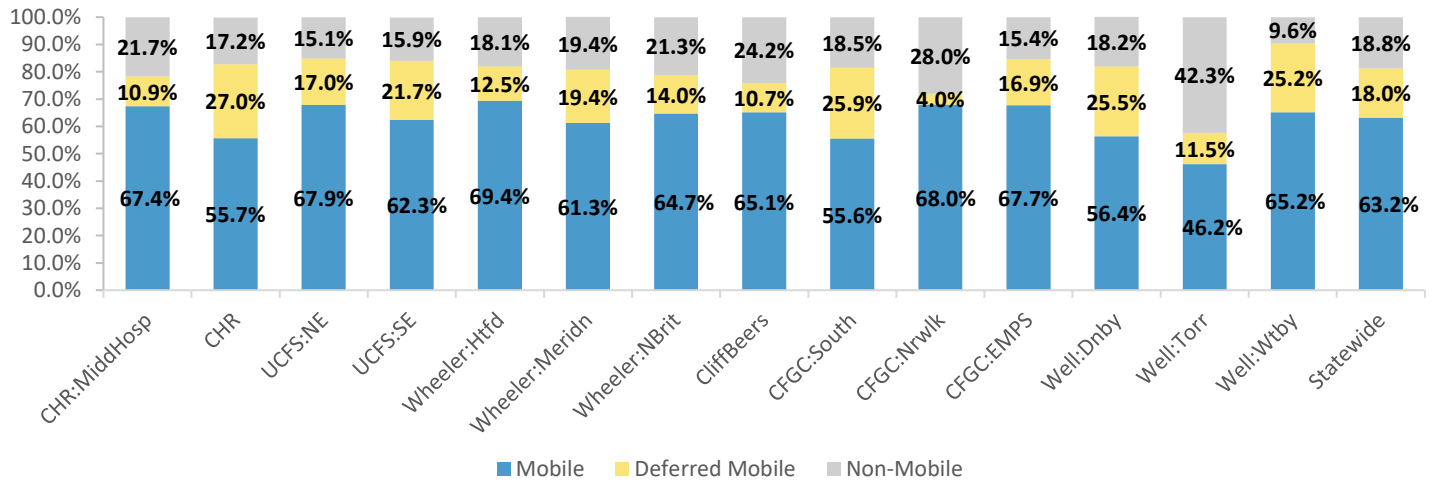
**Figure 7. Statewide 2-1-1 Call Disposition**



**Figure 8. Mobile Crisis Episodes by Provider (Total Episodes = 1,018)**



**Figure 9. Actual Initial Mobile Crisis Response\* by Provider**



\*Statewide, there was 1 mobile or deferred mobile episode that was performed via video telehealth.

**Figure 10. 2-1-1 Recommended Response by Service Area - by Service Hours**

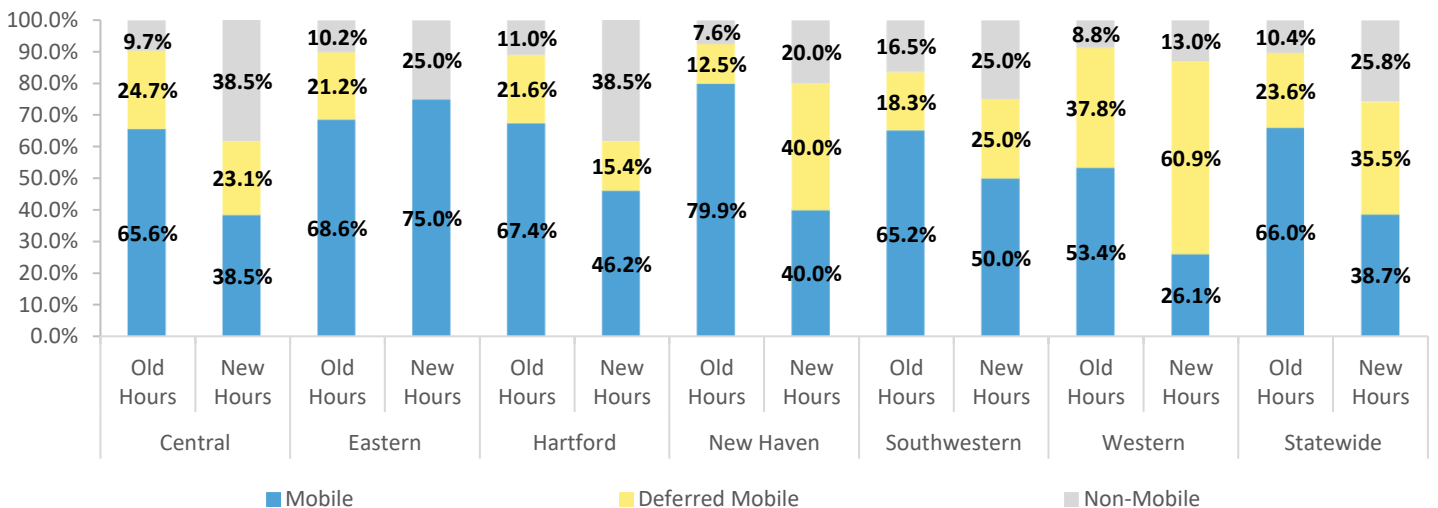
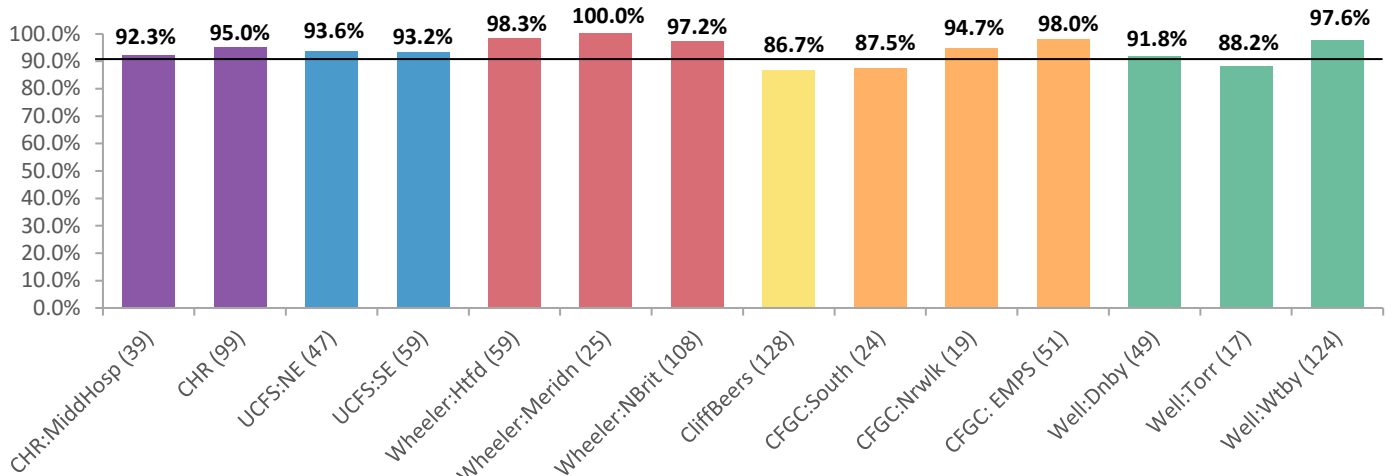


Figure 11. Mobile Response\* by Provider



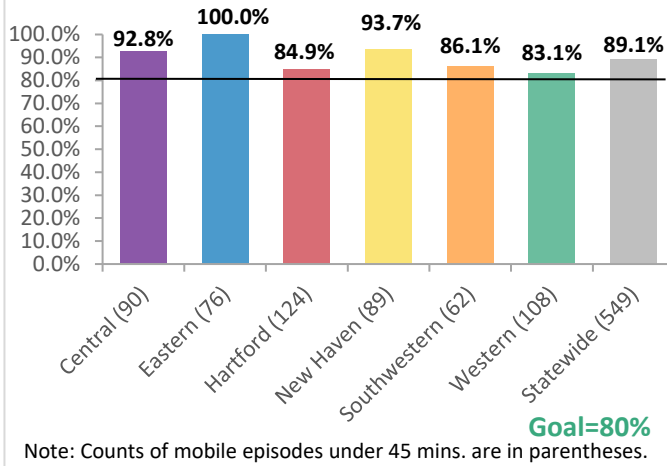
Note: Counts of 211-recommended mobile episodes are in parentheses.

Goal=90%

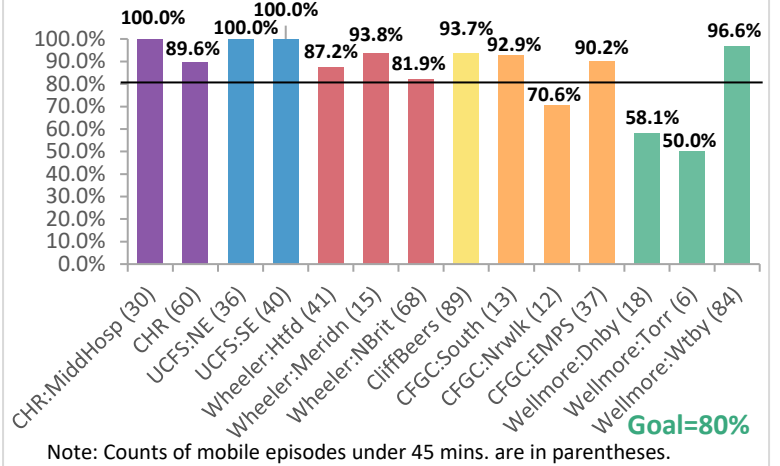


### Section III: Response Time

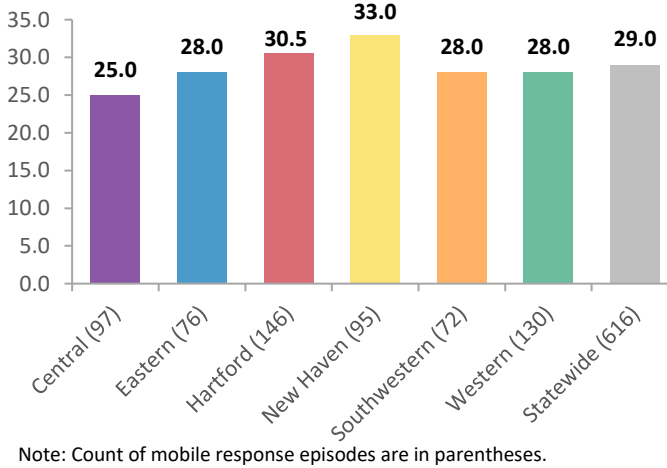
**Figure 12. Mobile Episodes with a Response Time Under 45 Minutes**



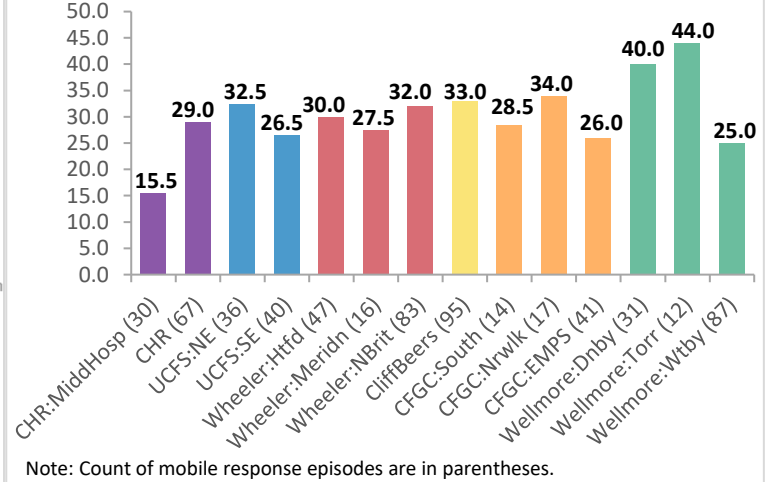
**Figure 13. Mobile Episodes with a Response Time Under 45 Minutes by Provider**



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

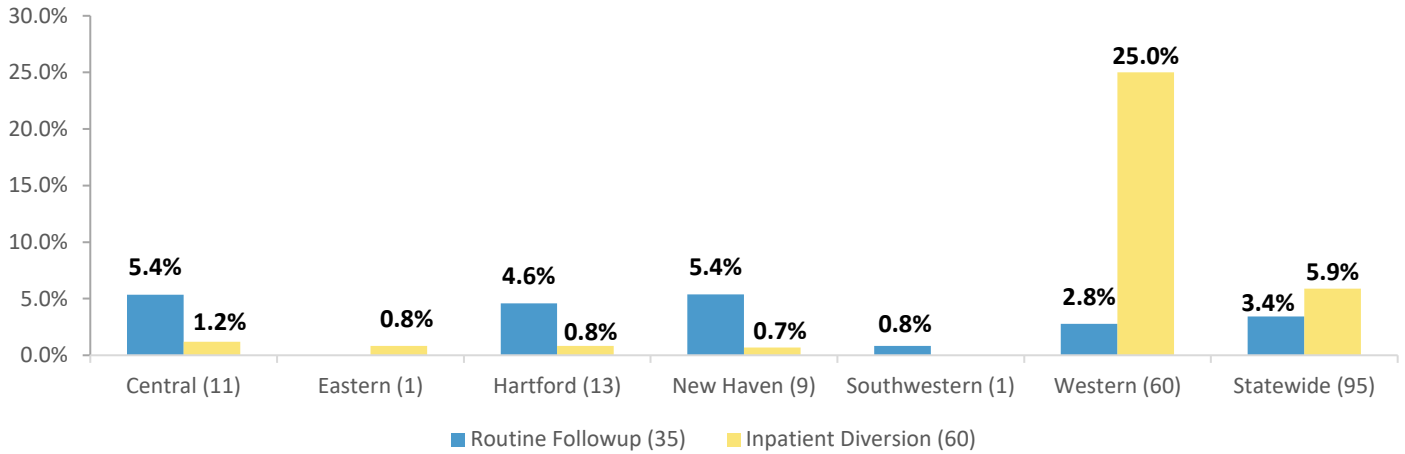


**Figure 15. Median Mobile Response Time by Provider in Minutes**

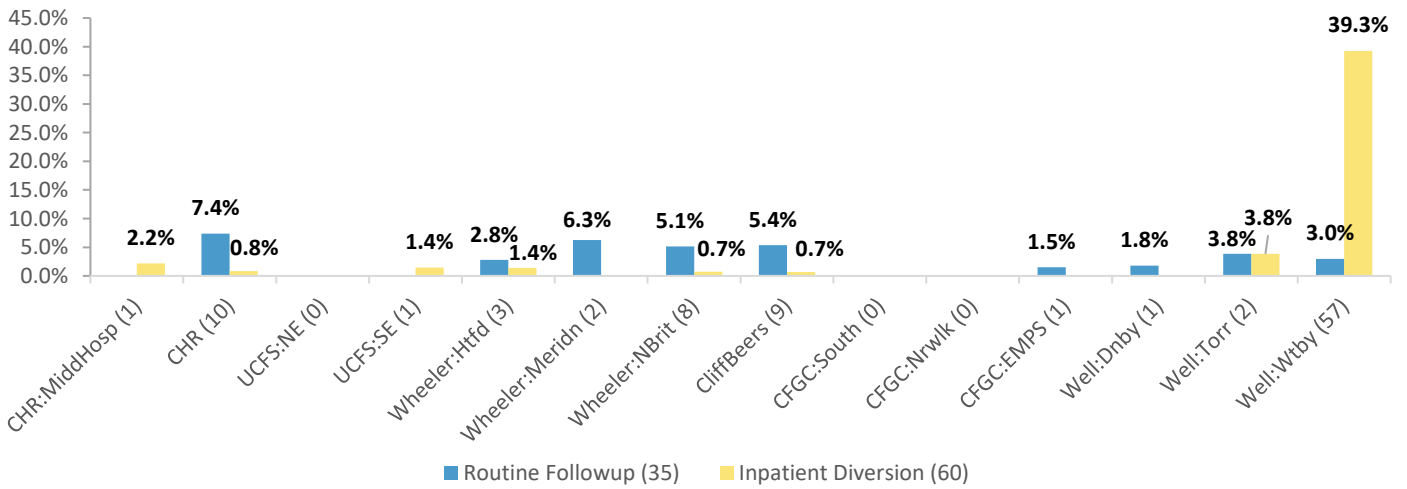


## Section IV: Emergency Department Referrals

**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**

	<b>Discharged Episodes with a Crisis Response of Plus Stabilization Follow-up</b>			
	<b>Number of Episodes</b>	<b>Mean LOS (in days)</b>	<b>Median LOS (in days)</b>	<b>Percent Exceeding 45 Days</b>
<b>STATEWIDE</b>	<b>405</b>	<b>20.84</b>	<b>19.00</b>	<b>3.7% (n = 15)</b>
<b>Central</b>	<b>128</b>	<b>18.22</b>	<b>17.50</b>	<b>0.8% (n = 1)</b>
<b>Eastern</b>	<b>10</b>	<b>12.00</b>	<b>14.00</b>	<b>0.0% (n = 0)</b>
<b>Hartford</b>	<b>118</b>	<b>22.77</b>	<b>21.00</b>	<b>3.4% (n = 4)</b>
<b>New Haven</b>	<b>12</b>	<b>31.17</b>	<b>32.50</b>	<b>0.0% (n = 0)</b>
<b>Southwestern</b>	<b>20</b>	<b>38.25</b>	<b>39.50</b>	<b>10.0% (n = 2)</b>
<b>Western</b>	<b>117</b>	<b>18.48</b>	<b>15.00</b>	<b>6.8% (n = 8)</b>

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