



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*

July 2024

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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 July 2024, 2-1-1 and Mobile Crisis received 645 calls including 464 calls (71.9%) handled by Mobile Crisis providers and 181 calls (28.1%) handled by 2-1-1 only (e.g., calls for other information or resources, calls transferred to 9-1-1). This month showed a slight 0.6% increase in call volume from July 2023 (n=641). Call volume remains 13.7% lower than the same month in 2019 (n=747), prior to the start of the pandemic. Of the total calls and episodes, Mobile Crisis and 2-1-1 received 88 calls during the expanded overnight and weekend hours. This included 57 (64.8%) calls handled by Mobile Crisis providers and 31 (35.2%) calls handled by 2-1-1 only. The overnight and weekend call volume in July 2024 was lower than last month (120, June 2024), and lower than July 2023 (108).

Among the **464 episodes of care** this month, episode volume ranged from 48 episodes (Eastern) to 110 episodes (Hartford). The statewide average service reach per 1,000 children this month was 0.6, with service area rates ranging from 0.4 (Southwestern) to 0.8 (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 1.3 per 1,000 children in poverty, with service area rates ranging from 0.6 (Southwestern) to 2.8 (Central). During the expanded overnight and weekend hours, there were 57 episodes of care with episode volume ranging from 5 episodes (Eastern) to 16 episodes (Hartford). The overnight and weekend episodes in July 2024 decreased 35.2%, compared to last month (88, June 2024).

**Mobility:** Statewide mobility was **92.8% this month**, which is higher than the rate in July 2023 (89.7%). Five of the six service areas surpassed the 90% benchmark this month, with performance ranging from 82.8% (Eastern) to 96.2% (Western). Mobility for individual providers ranged from 76.9% (CHR: MiddHosp) to 100% (Wheeler:Htfd, CFGC: EMPS, CFGC: Norwalk, Wellmore: Danbury, Wellmore: Torrington). Nine (9) 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 no telehealth responses this month, just like in June 2024. The statewide mobility rate during the new hours was 85.4%, with two (2) regions meeting or exceeding the 90% benchmark. Performance ranged from 50.0% (Eastern) to 100.0% (New Haven). The mobility rate during the traditional Mobile Crisis hours was 94.1%, slightly higher than the overall rate of 92.8%. During the new hours, 57.9% of episodes requested a mobile response, 28.1% requested a deferred mobile response, and 14.0% requested a non-mobile response; in the traditional hours, 52.3% of episodes requested a mobile response, 27.5% requested a deferred mobile response, and 20.3% requested a non-mobile response. As seen in the mobility rate, the vast majority of callers requesting a mobile or deferred mobile response receive it.

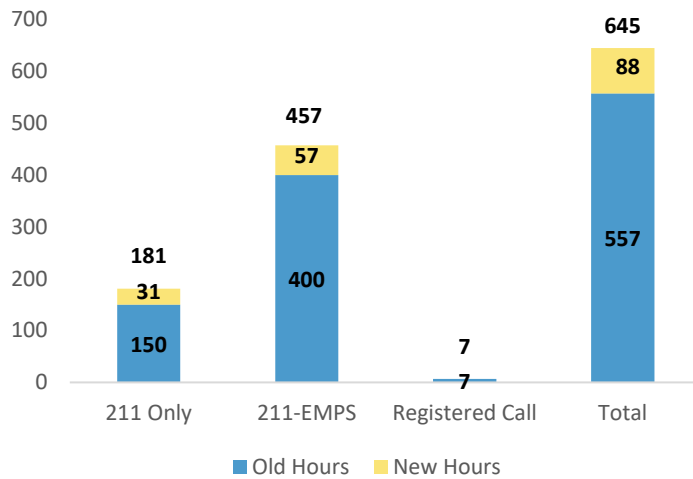
**Response Time:** Statewide, this month **80.7% of mobile episodes received a face-to-face response in 45 minutes or less**, which is higher than the rate in July 2023 (76.4%). Five (5) service areas were at or above the benchmark of 80% of mobile responses provided in 45 minutes or less, with performance ranging from 63.8% (Hartford) to 100.0% (New Haven). Nine (9) of the fourteen (14) sites met the 80% benchmark. The statewide median mobile response time was 33.0 minutes. The rate of episodes meeting response time during the traditional hours (80.4%) is similar to the overall rate of 80.7%. During the expanded hours, there was a greater range of performance. Statewide, 82.8% of mobile episodes received a response within 45 minutes during these new hours, with performance ranging from 62.5% (Hartford) to 100.0% (Central, Eastern, Southwestern, 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.

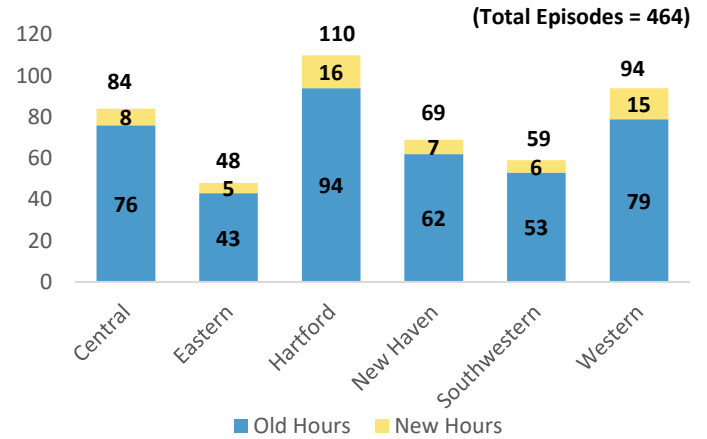
**Length of Stay (LOS):** The statewide median LOS for episodes discharged this month with a crisis response of *plus stabilization follow-up* was 11.0 days. The regional median LOS ranged from 9.0 days (Eastern and Western) to 21.0 days (Southwestern). Note: these calculations only include episodes that began during FY2025.

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

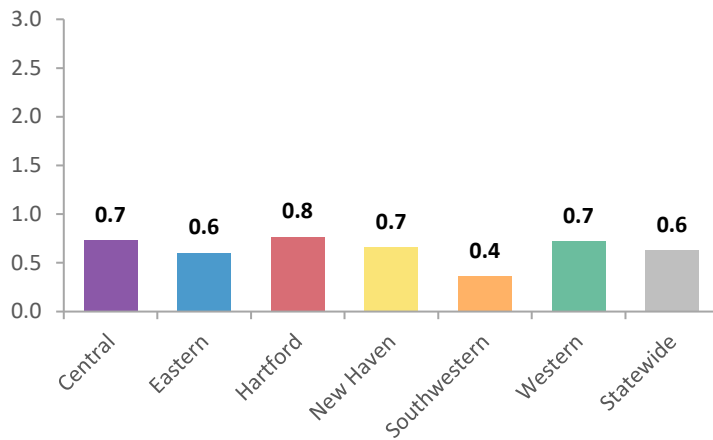
**Figure 1. Total Call Volume by Call Type**



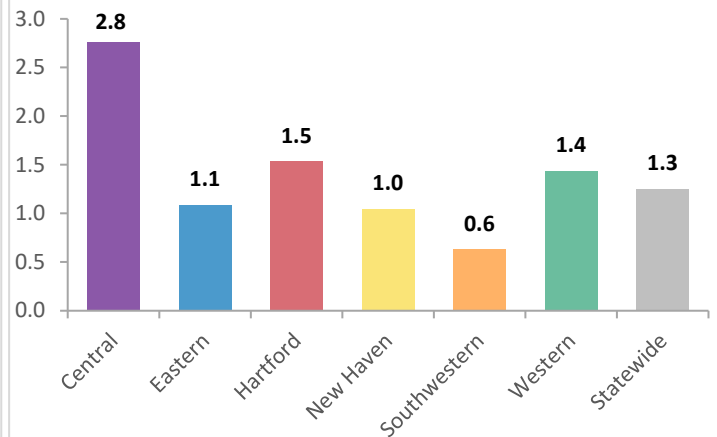
**Figure 2. Mobile Crisis Episodes by Service Area**



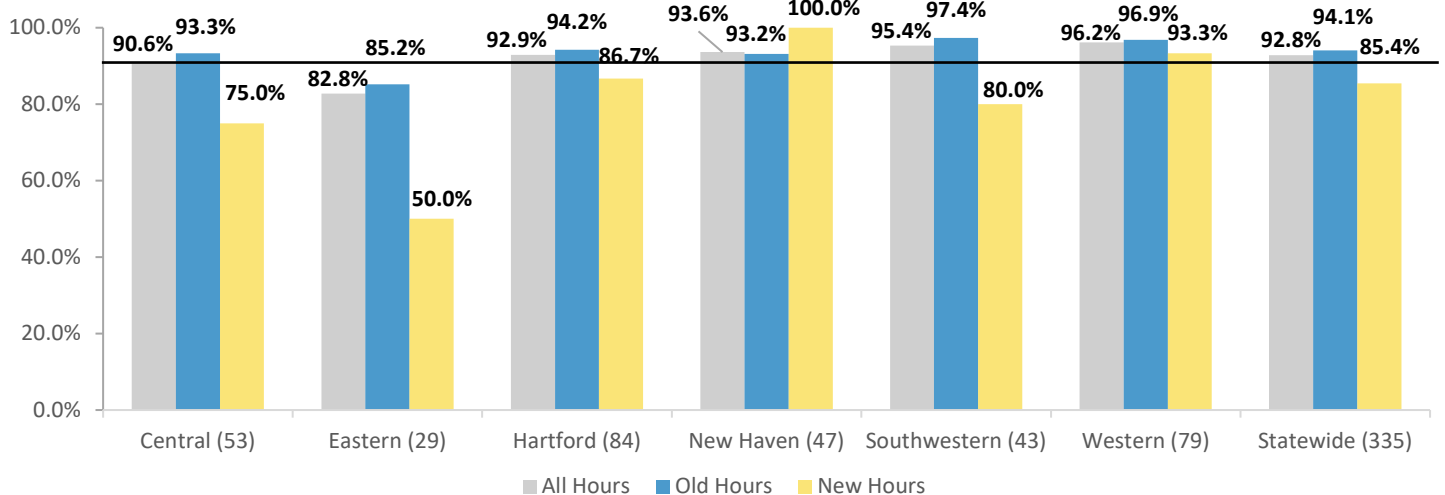
**Figure 3. Number Served Per 1,000 Children**



**Figure 4. Number Served per 1,000 Children in Poverty**



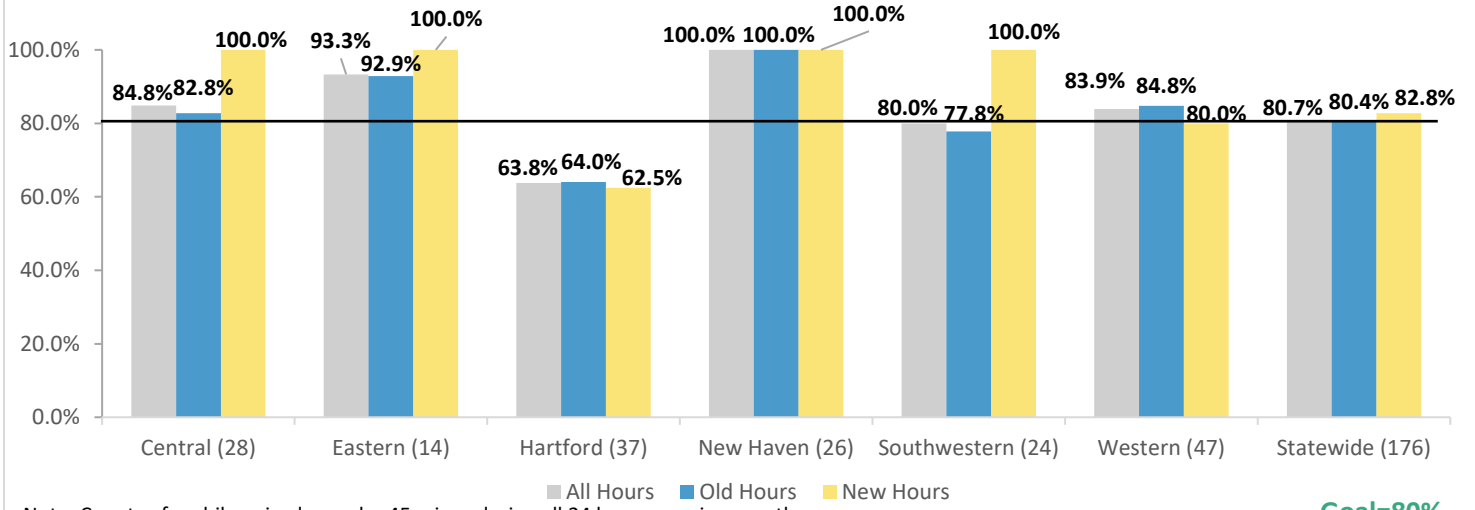
**Figure 5. Mobile Response by Service Area**



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

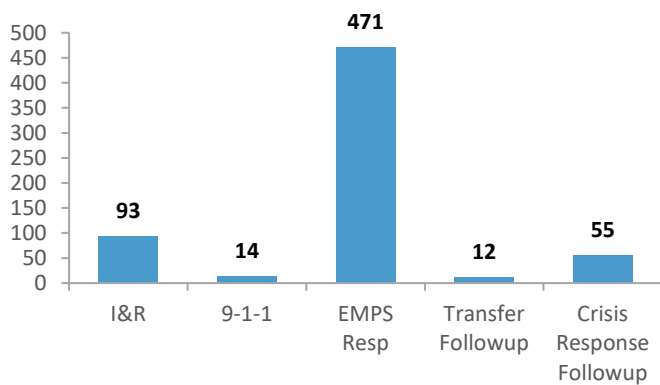
Goal=90%

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

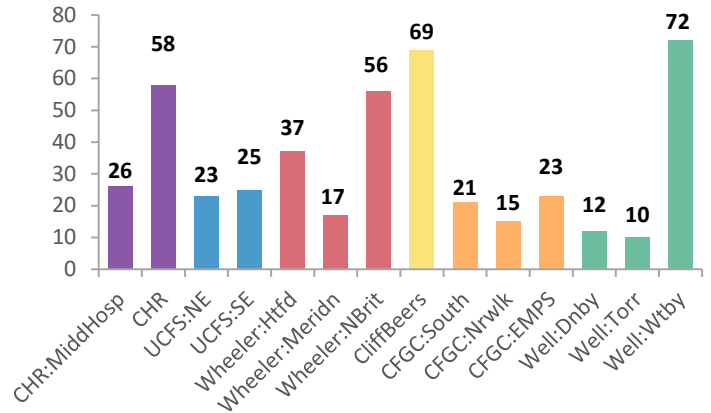


## Section II: Mobile Crisis Response

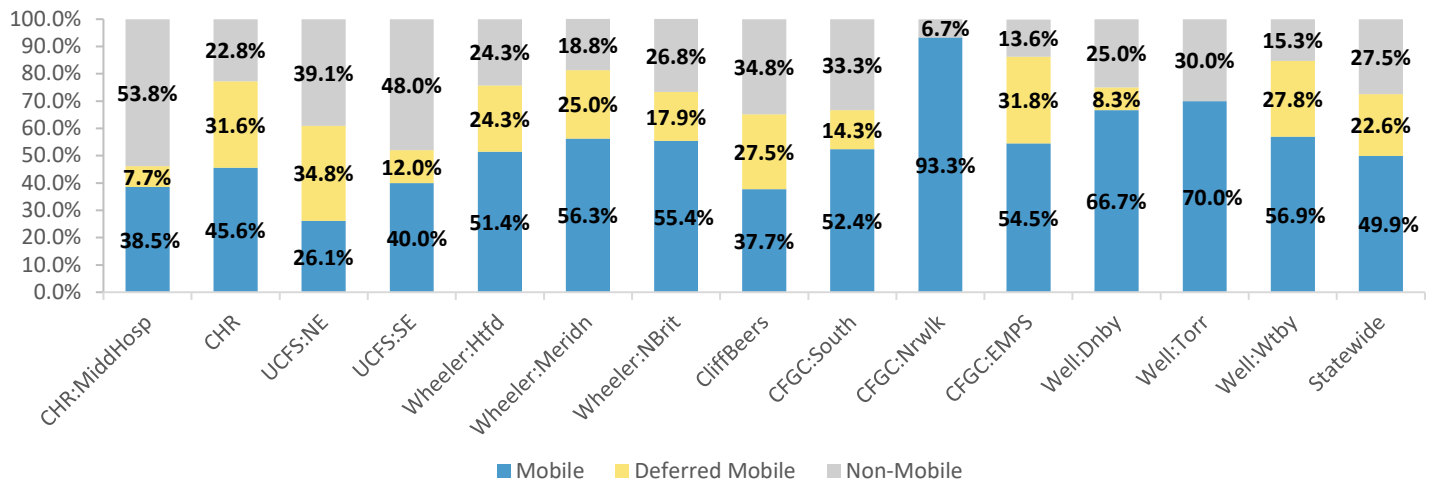
**Figure 7. Statewide 2-1-1 Call Disposition**



**Figure 8. Mobile Crisis Episodes by Provider**  
(Total Episodes = 635)



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



\*Statewide, there were 0 mobile or deferred mobile episode that was performed via video telehealth.

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

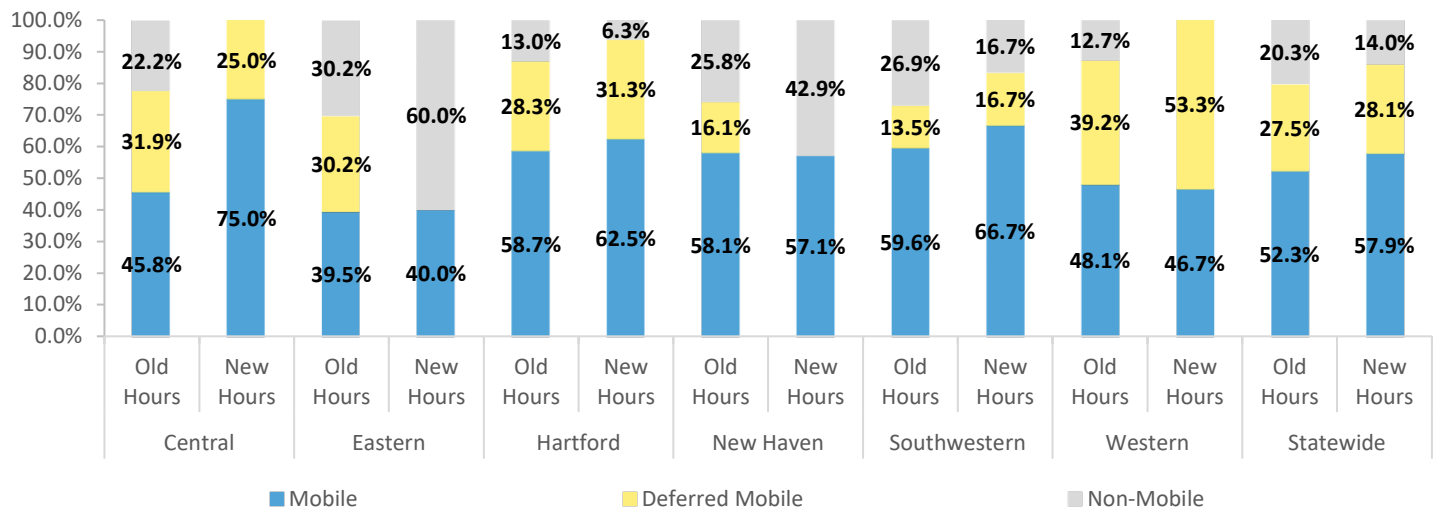
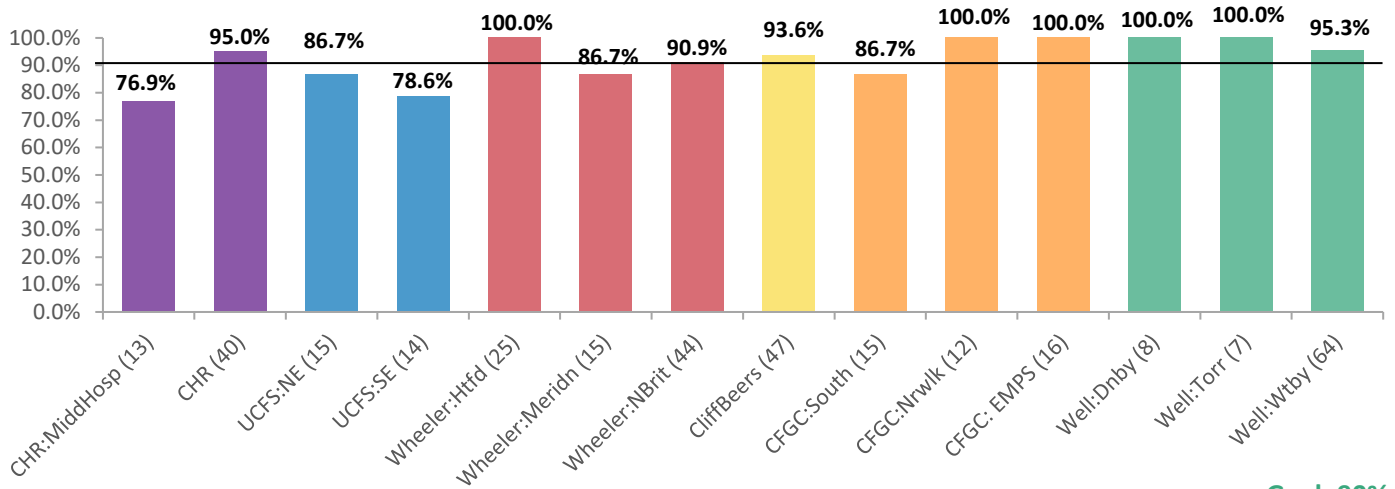


Figure 11. Mobile Response\* by Provider



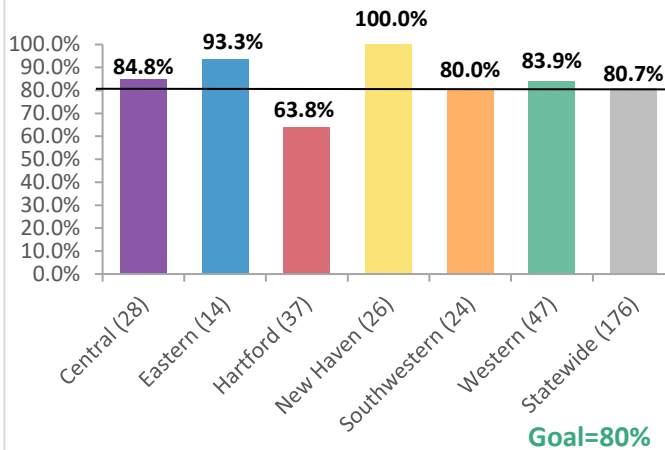
Note: Counts of 211-recommended mobile episodes are in parentheses.

Goal=90%



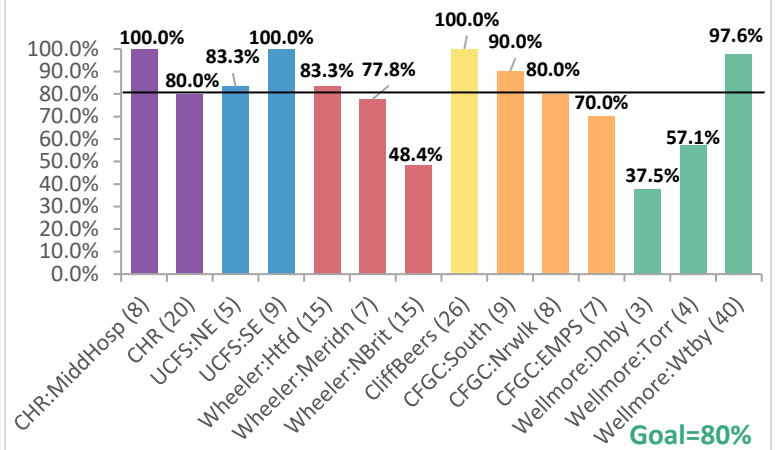
### Section III: Response Time

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



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

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



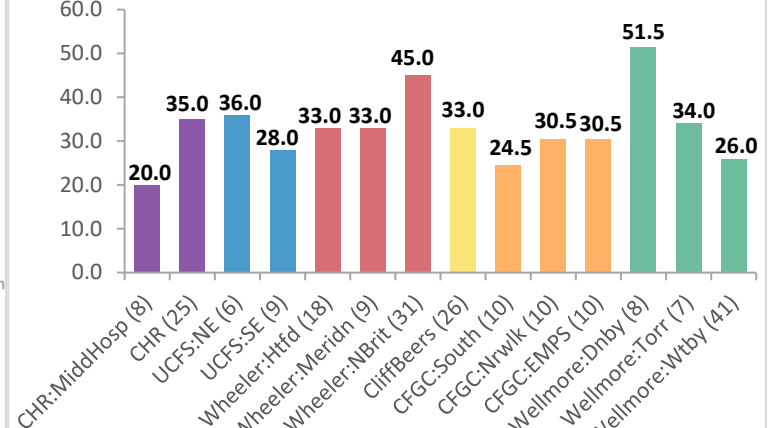
Note: Counts of mobile episodes under 45 mins. are in parentheses.

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



Note: Count of mobile response episodes are in parentheses.

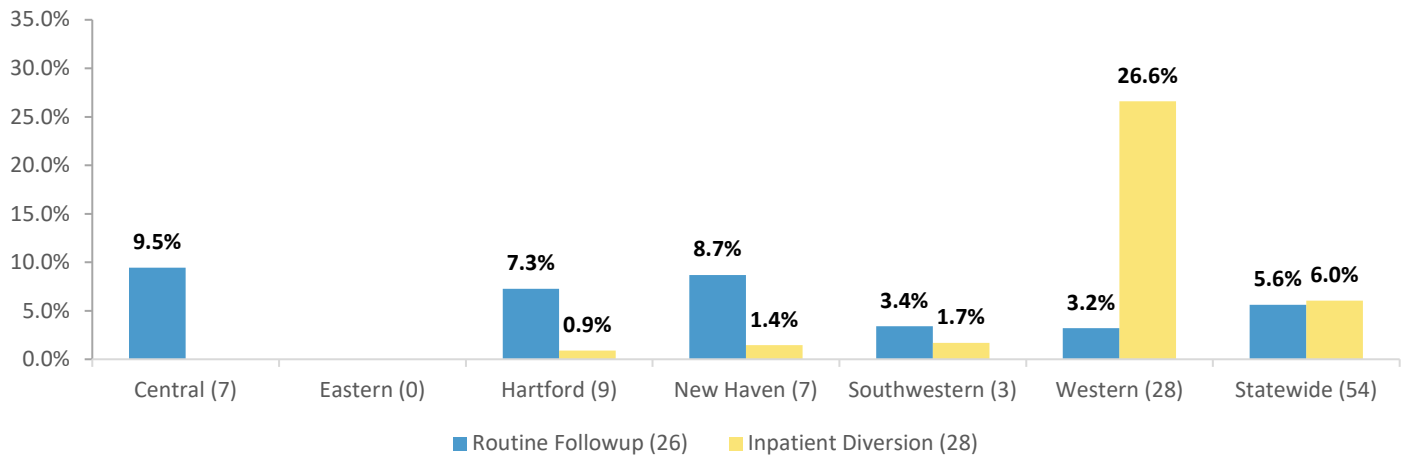
**Figure 15. Median Mobile Response Time by Provider in Minutes**



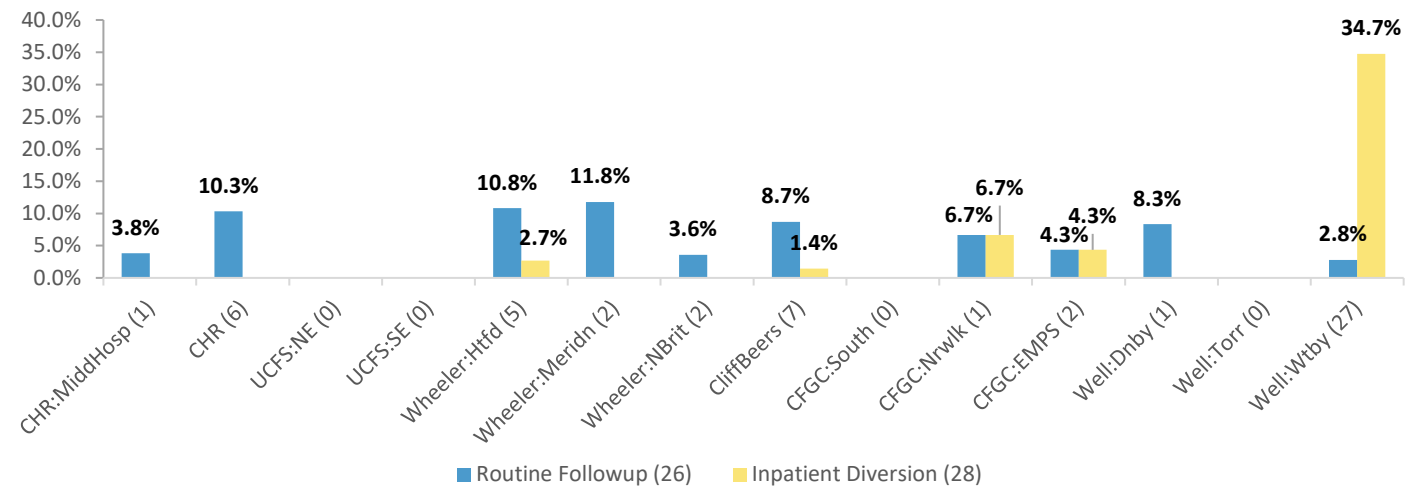
Note: Count of mobile response episodes are in parentheses.

## 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
<b>STATEWIDE</b>	<b>56</b>	<b>11.2</b>	<b>11.0</b>	<b>0.0% (n = 0)</b>
<b>Central</b>	<b>18</b>	<b>10.3</b>	<b>9.5</b>	<b>0.0% (n = 0)</b>
<b>Eastern</b>	<b>1</b>	<b>9.0</b>	<b>9.0</b>	<b>0.0% (n = 0)</b>
<b>Hartford</b>	<b>11</b>	<b>15.1</b>	<b>15.0</b>	<b>0.0% (n = 0)</b>
<b>New Haven</b>	<b>0</b>	<b>N/A</b>	<b>N/A</b>	<b>0.0% (n = 0)</b>
<b>Southwestern</b>	<b>3</b>	<b>20.3</b>	<b>21.0</b>	<b>0.0% (n = 0)</b>
<b>Western</b>	<b>23</b>	<b>9.0</b>	<b>9.0</b>	<b>0.0% (n = 0)</b>

\*Only episodes that had both a start and a discharge date within FY2025 are included in this chart