

MOBILE CRISIS INTERVENTION SERVICES

Child/Adolescent Quality, Access & Policy Committee Presentation
October 18, 2023

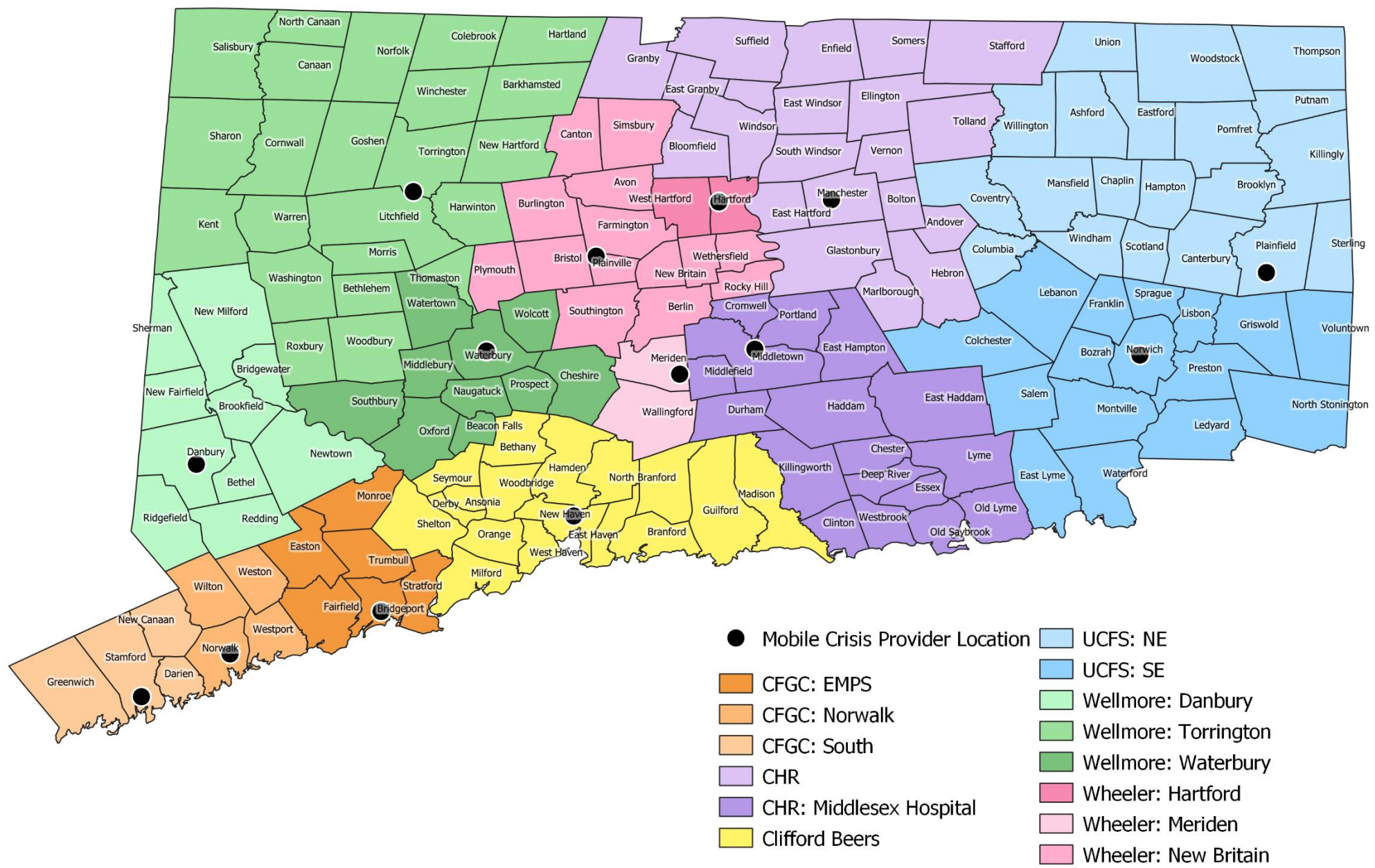


Expansion of Mobile Crisis

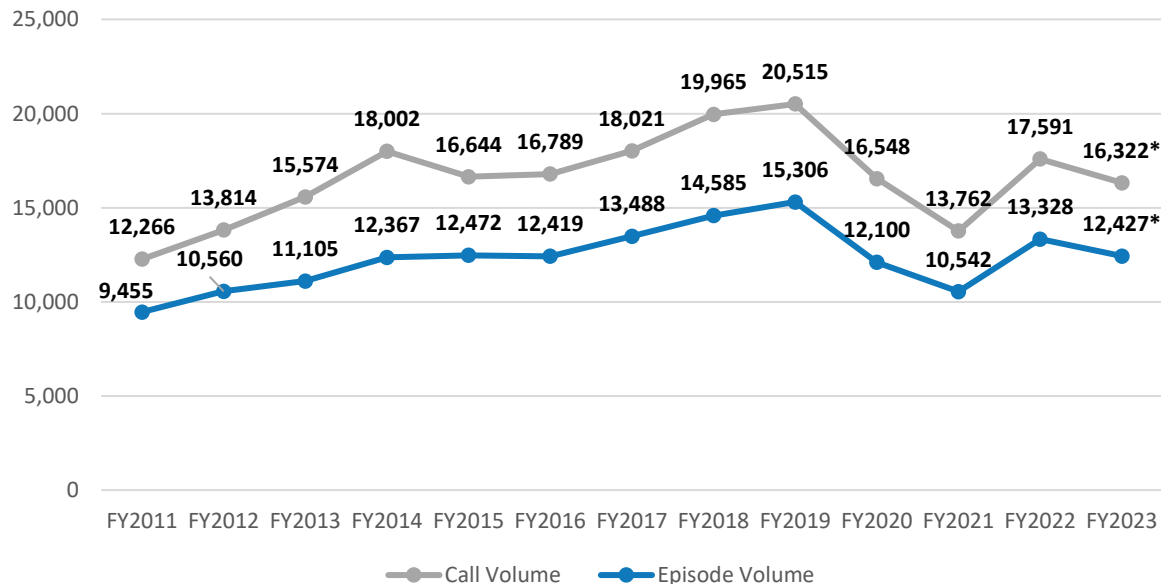
- Beginning in January of 2023, Mobile Crisis expanded to provide face-to-face responses 24/7/365
 - Previous mobile hours were 6 a.m. – 10 p.m. during the week and 1 p.m. – 10 p.m. on weekends
- Between January and June of 2023, 75% of calls during expanded hours came in between 10 p.m. and midnight, and from 7 a.m. – 1 p.m. on the weekends
- During the expanded hours, 70% of calls come from youth/families, and 23% come from Emergency Departments

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Call and Episode Volume Over Time



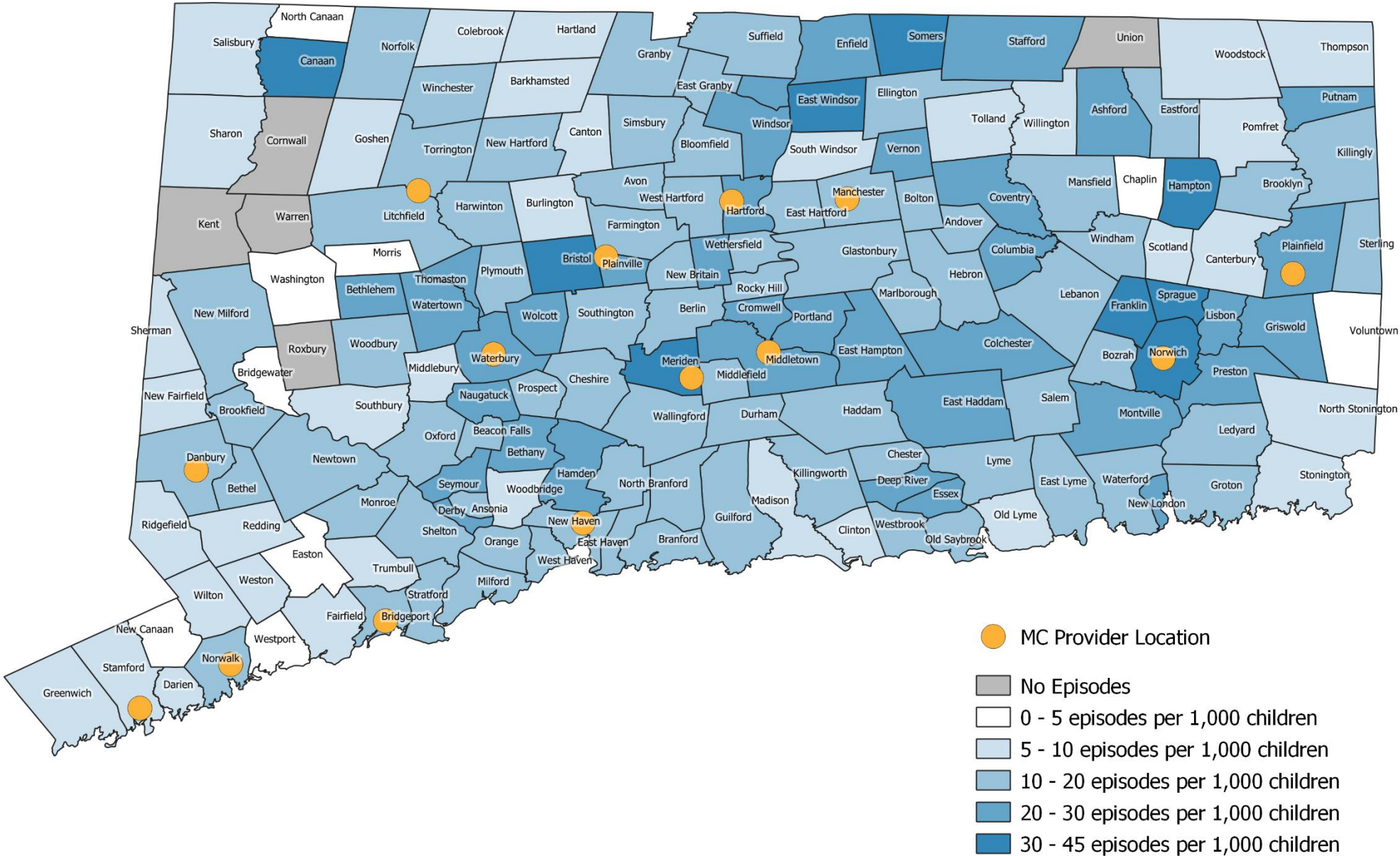
*Includes calls that came in during expanded hours beginning in January

- In FY2023, there were 16,322 calls to 211 and 12,427 episodes of care for Mobile Crisis.
- Call and episode volume both decreased 7% compared to FY2022, when volume had started increasing towards pre-pandemic levels.
- There were 11,996 episodes of care during the traditional Mobile Crisis hours, and 431 episodes of care during the expanded hours that began in January

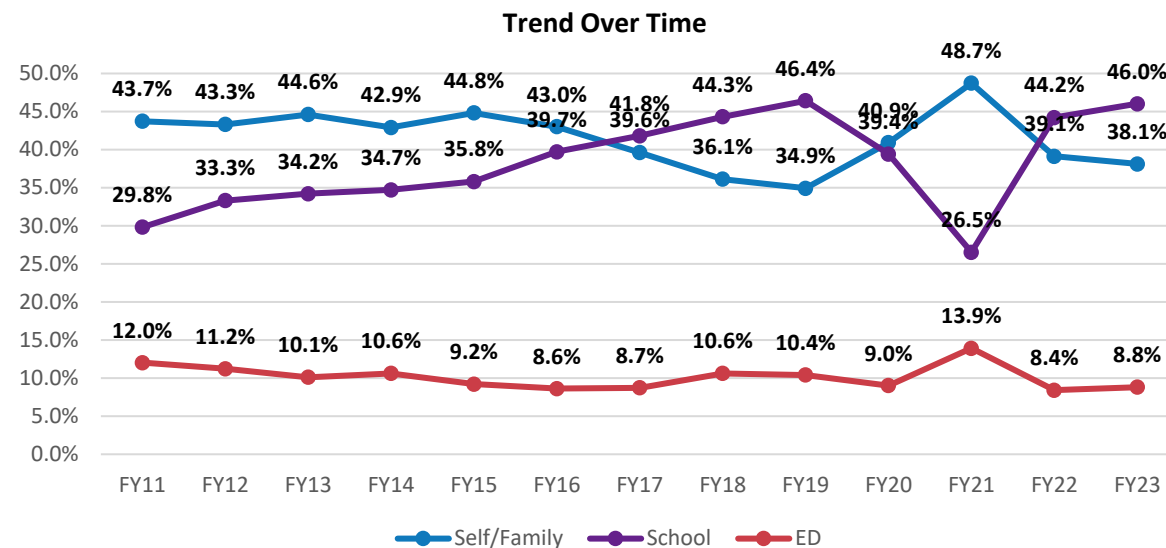
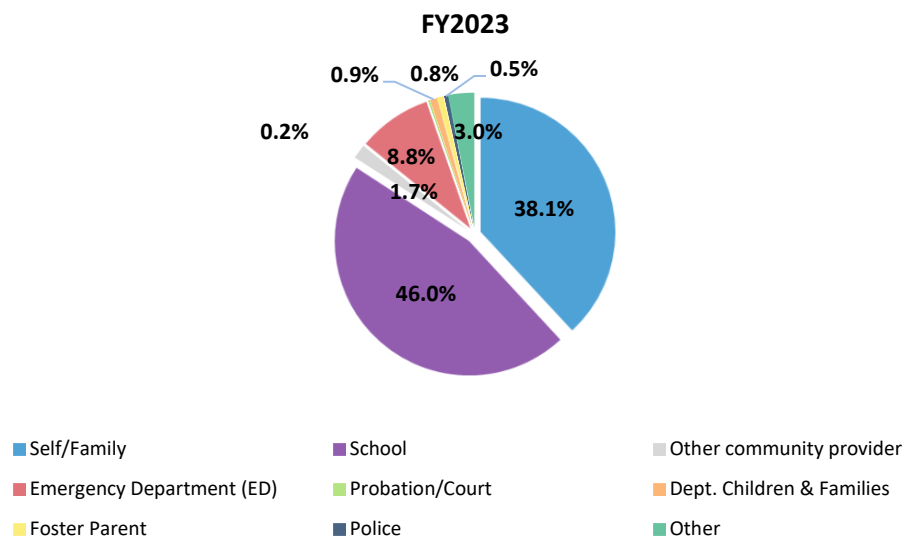
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Mobile Crisis Episodes per 1,000 Children by Town - FY2023



Statewide Referral Sources

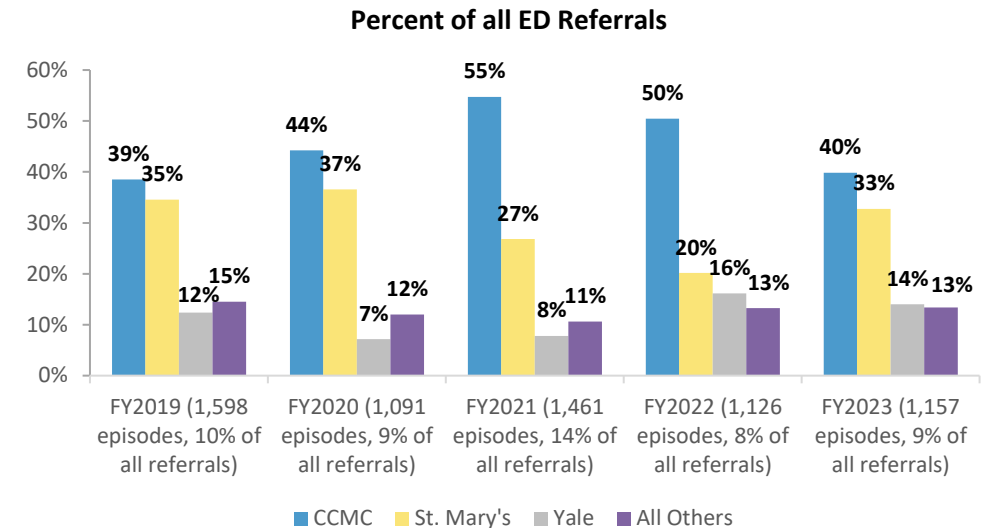
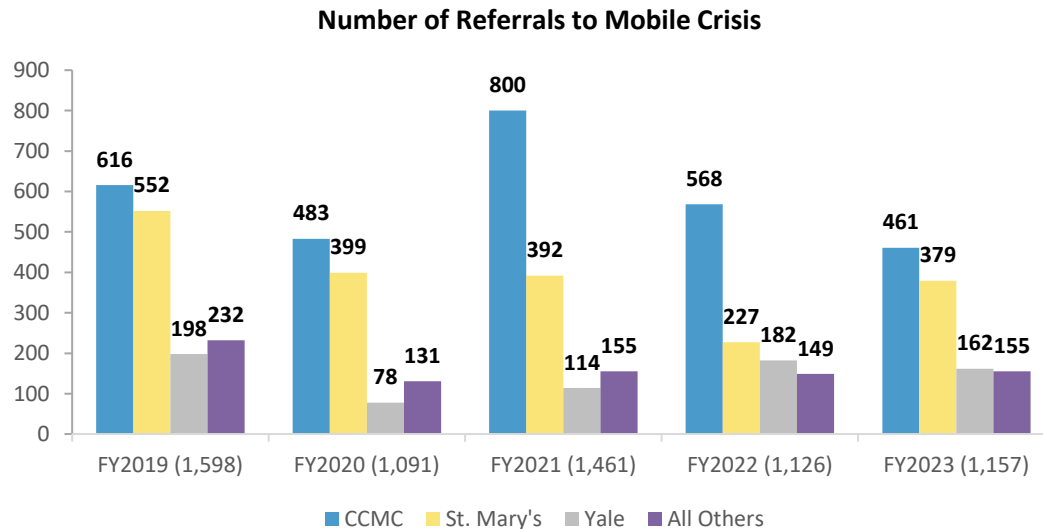


- Schools continue to be the highest referral source again after decreasing during the height of the pandemic
- Self/family and emergency department referrals have remained fairly stable as a proportion of overall referrals

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Top EDs Referring to Mobile Crisis

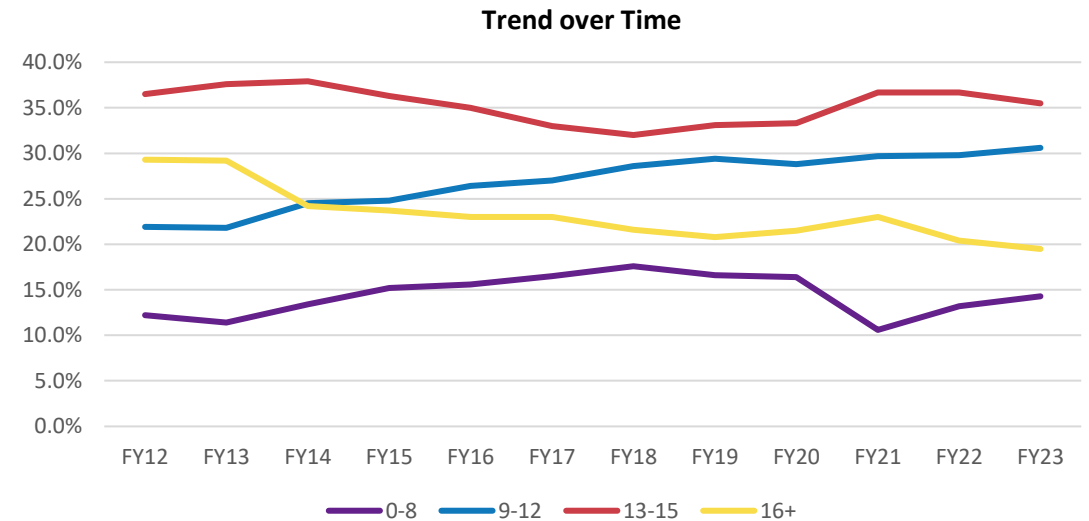
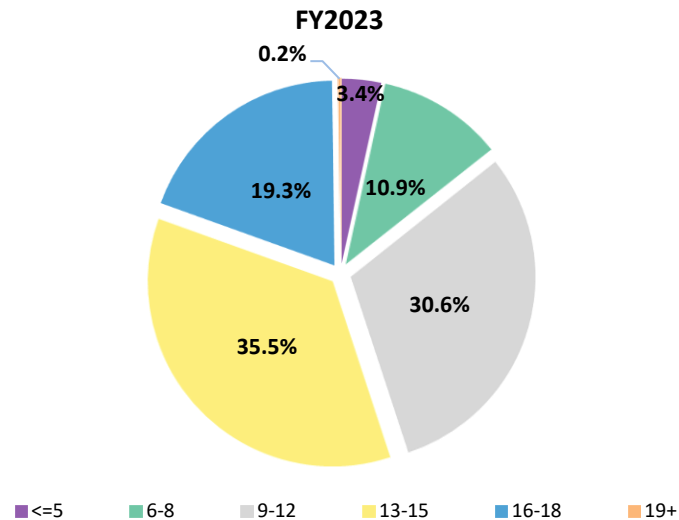


- FY2023 data includes referrals during the expanded hours, where EDs tend to make up about a quarter of all referrals.
- CCMC referrals dropped by 19% compared to FY2022, while referrals from St. Mary's increased by 67%
 - CCMC continues to be the highest referrer to Mobile Crisis
- Yale referred at a similar rate to last year, and continues refer more than they did during the height of the pandemic.

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Age of Children Served Statewide

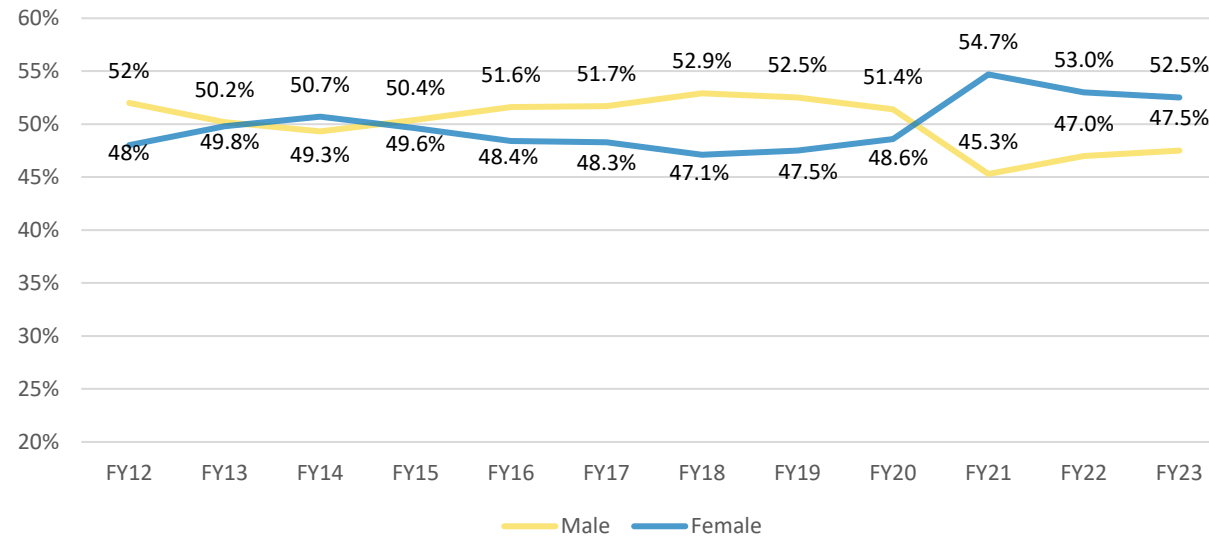


- During this year, there continued to be an increase in the portion of children served who were 8 and under, and a decrease in the portion of oldest group of children (ages 16+).

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Sex of Children Served Statewide

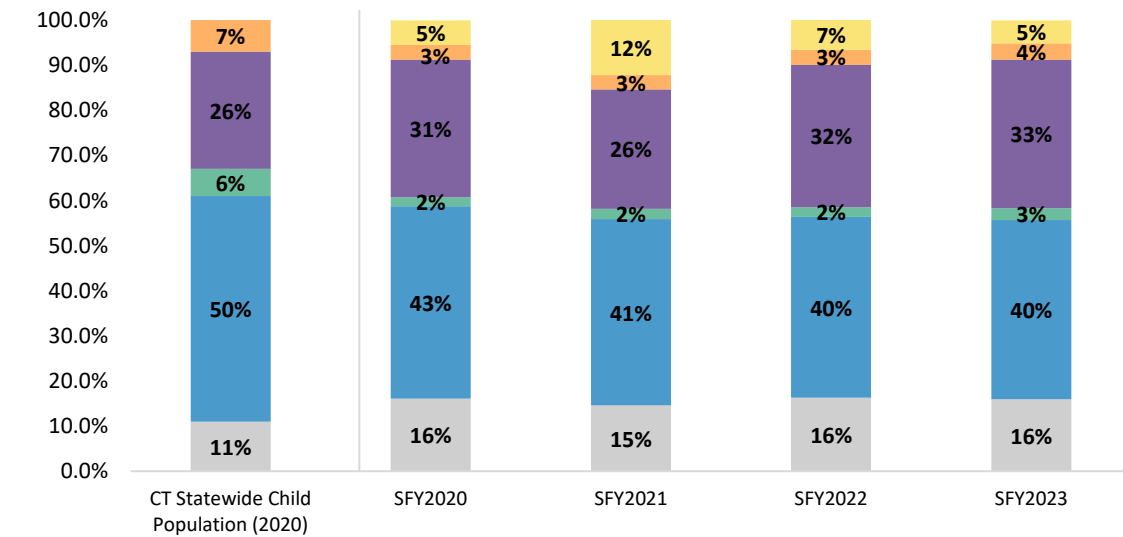


- Similar to the previous two years, the majority of children served in FY2023 were female
- Pre-pandemic, males had consistently been served more than females
- The gap between the two groups is decreasing compared to the initial shift in FY2021

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Race and Ethnicity of Children Served Statewide



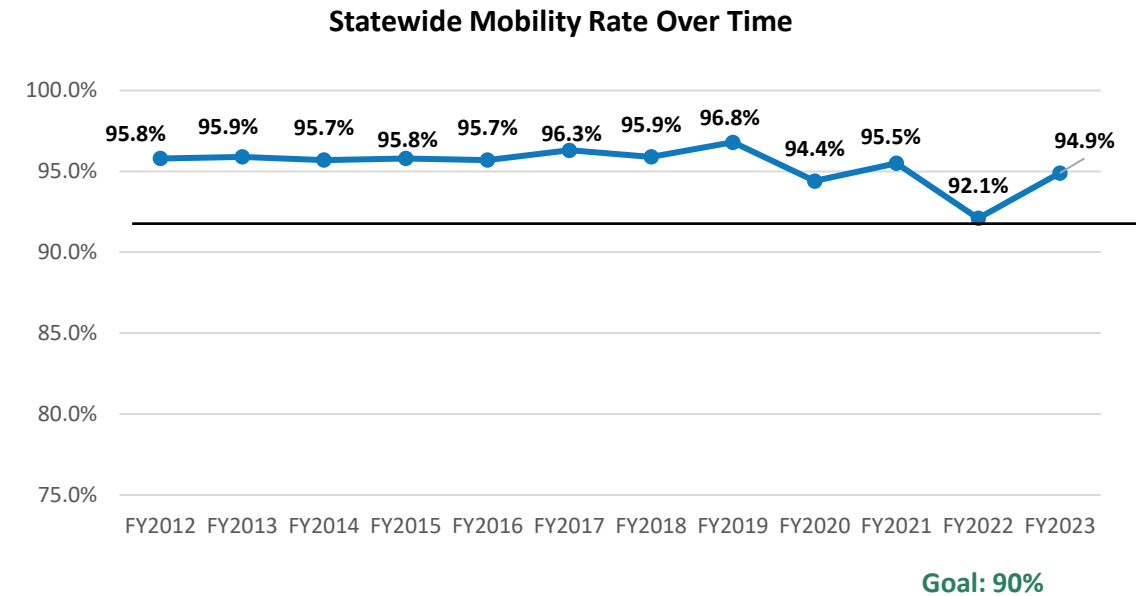
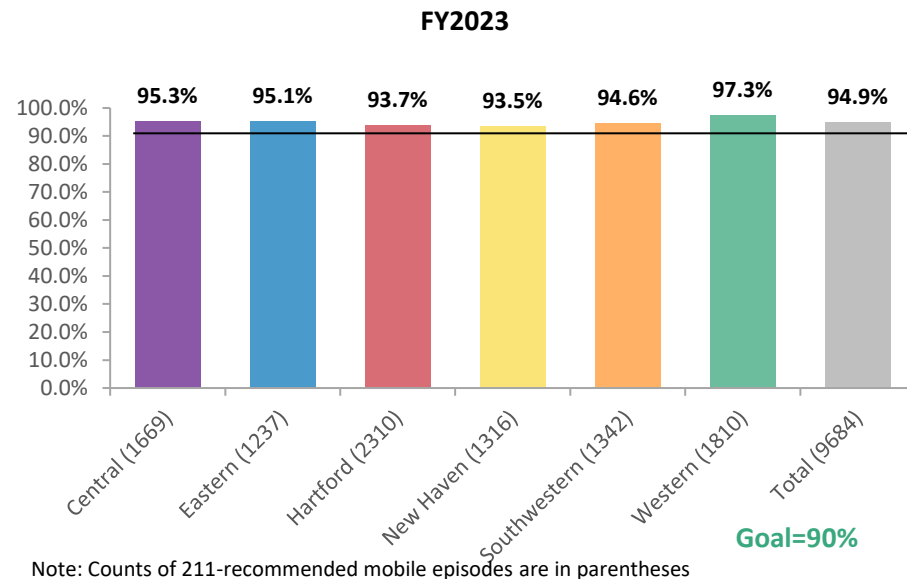
- The race and ethnicity of children served in FY2023 was consistent with FY2022.
- Mobile Crisis continues to serve Black and Hispanic children at rates higher than the CT population, and White children at lower rates.
- The percentage of children whose race/ethnicity was not reported has continued to decline, after being at 12% in FY2021.

■ Black or African American Non-Hispanic ■ White Non-Hispanic ■ Other Non-Hispanic ■ Hispanic-Any Race ■ Multiracial ■ Unable to report

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Mobility Rate

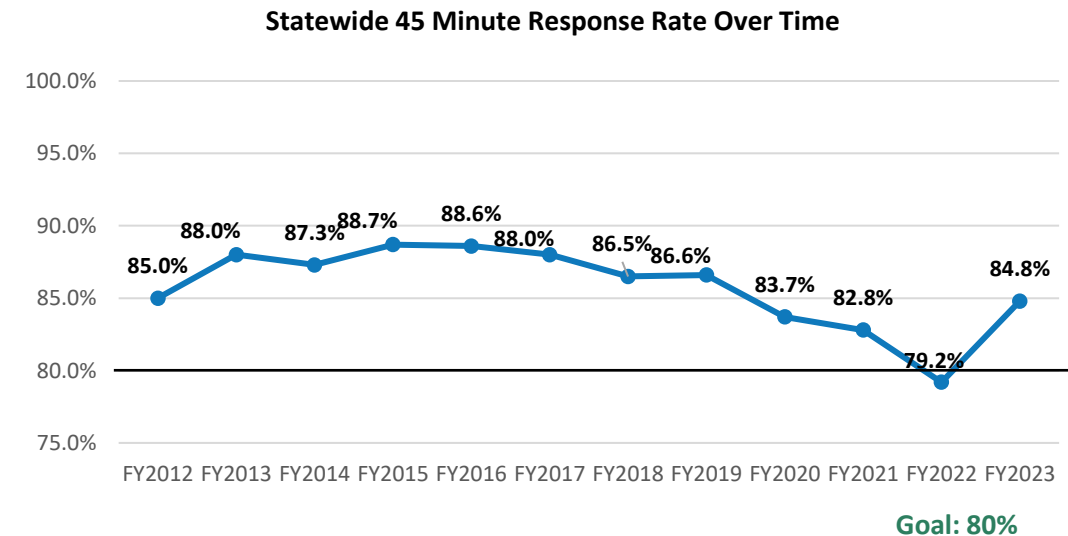
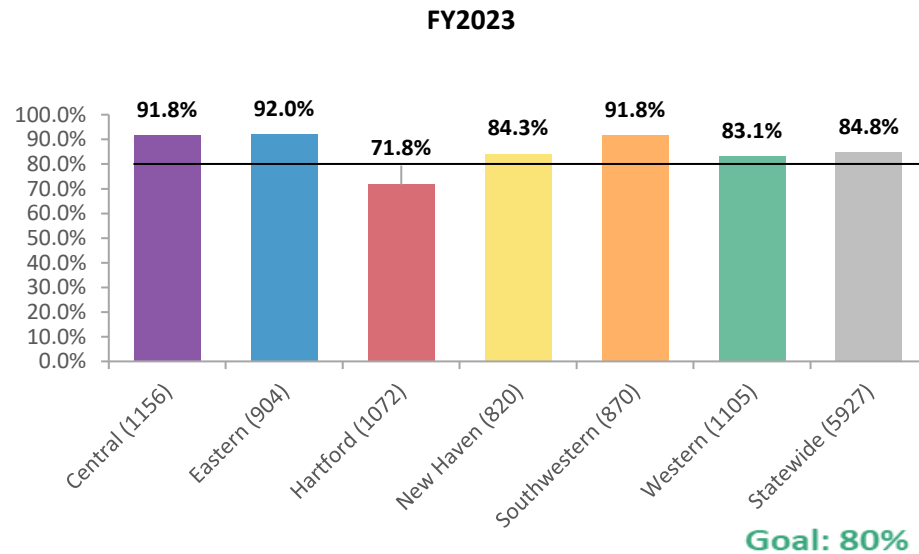


- All six service areas exceeded the 90% mobility benchmark in FY2023.
- Mobility increased compared to last year, which had seen the lowest statewide mobility rate.

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Response Time Under 45 Minutes

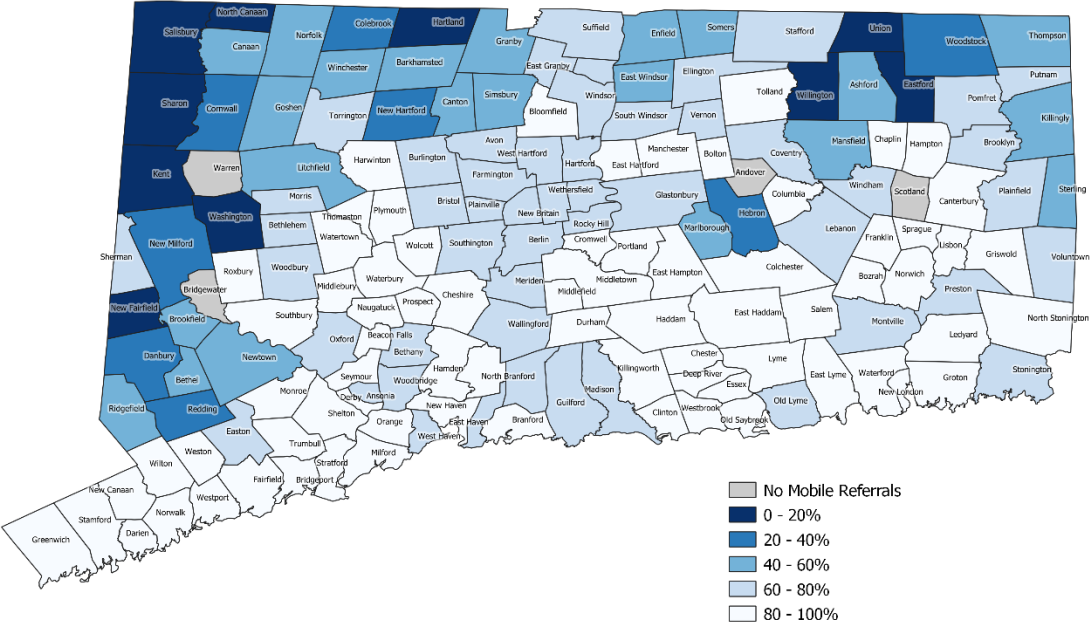


- 84.8% of mobile episodes received a response within 45 minutes, an increase after the 80% benchmark was not met last year
- Five of the six regions met the 80% benchmark, with three of the six responding to over 90% of mobile episodes within 45 minutes.

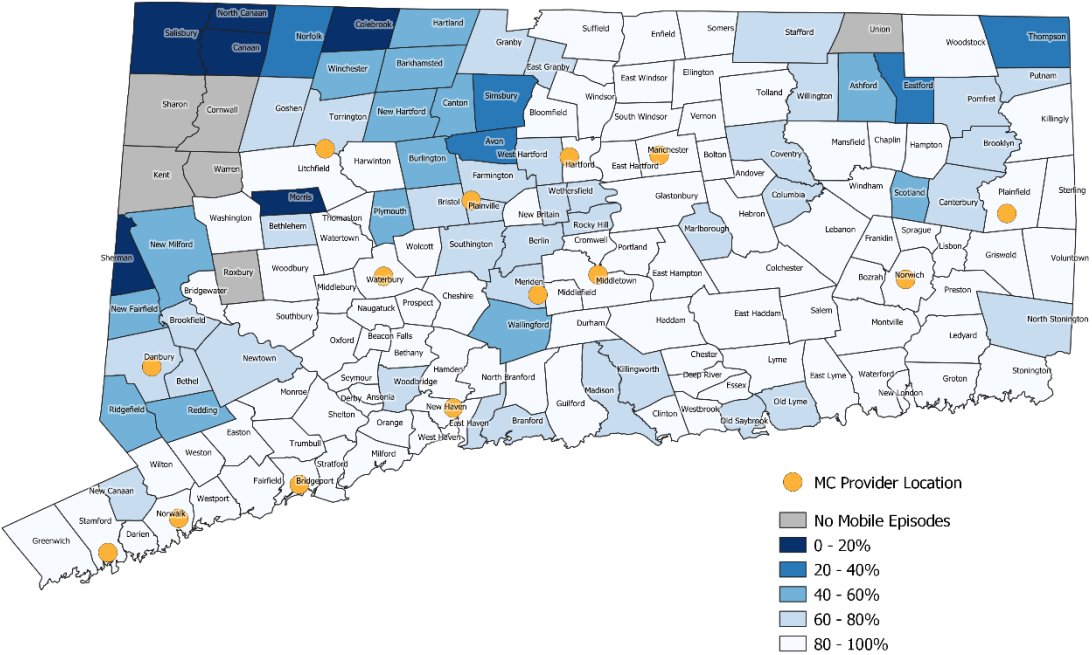
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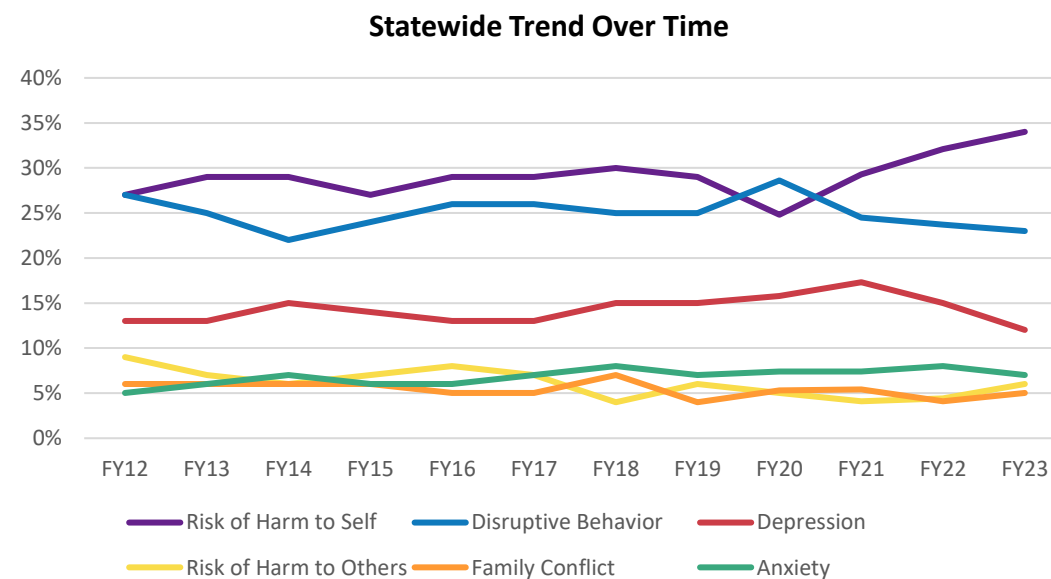
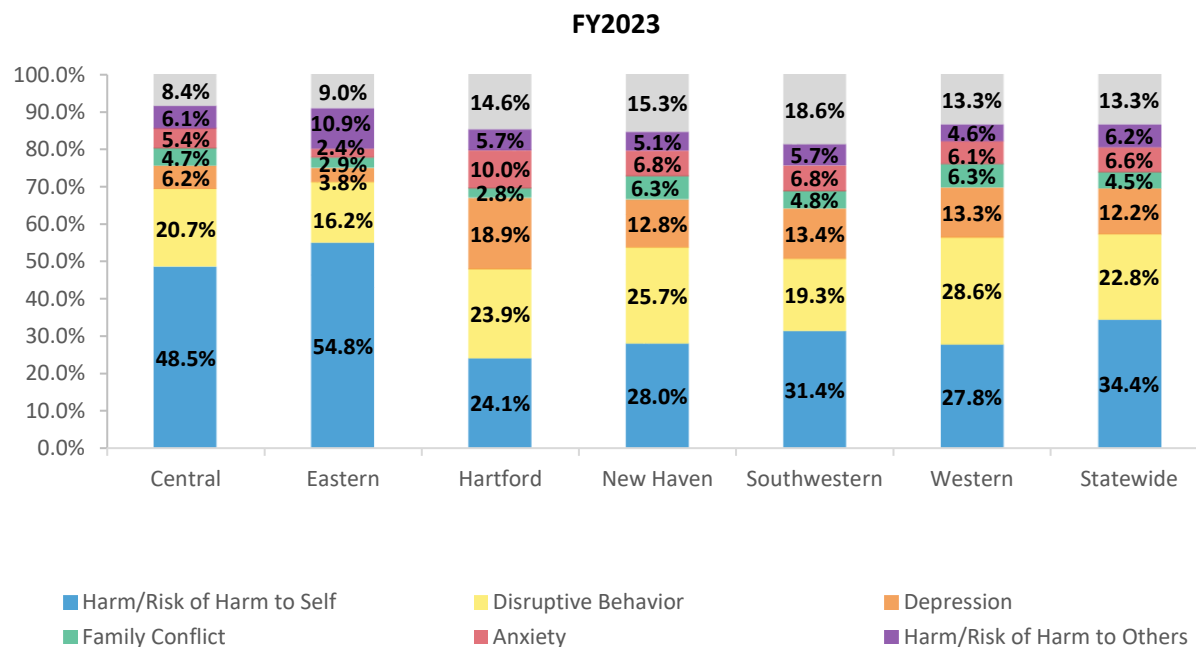
FY2022 Percent of Mobile Responses Under 45 Minutes by Town



FY2023 Percent of Mobile Responses Under 45 Minutes by Town



Top Six Primary Presenting Problems



- Harm/Risk of Harm to Self was the most common presenting problem this year, continuing to increase since a dip in FY21
- Disruptive behavior has declined slightly since last year
- The percent of episodes serving youth with depression has continued to decrease after peaking in FY21

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Improving Access, Quality, and Outcomes

- Quarterly site visits between CHDI and each provider to review data and set goals
- Provider outreach to the community – 125 formal outreaches completed in FY2023
- Expanded equity work
 - CHDI is expanding analysis of Mobile Crisis performance measures by demographic groups to identify potential disparities, and is working to incorporate more equity data into routine reporting.
 - Statewide equity goal for FY2024: CHDI, DCF, and providers will review provider-specific equity data on a quarterly basis and set goals with equity in mind.
 - After a year spent getting providers comfortable using this data regularly, the goal can be adjusted to address any specific trends.

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