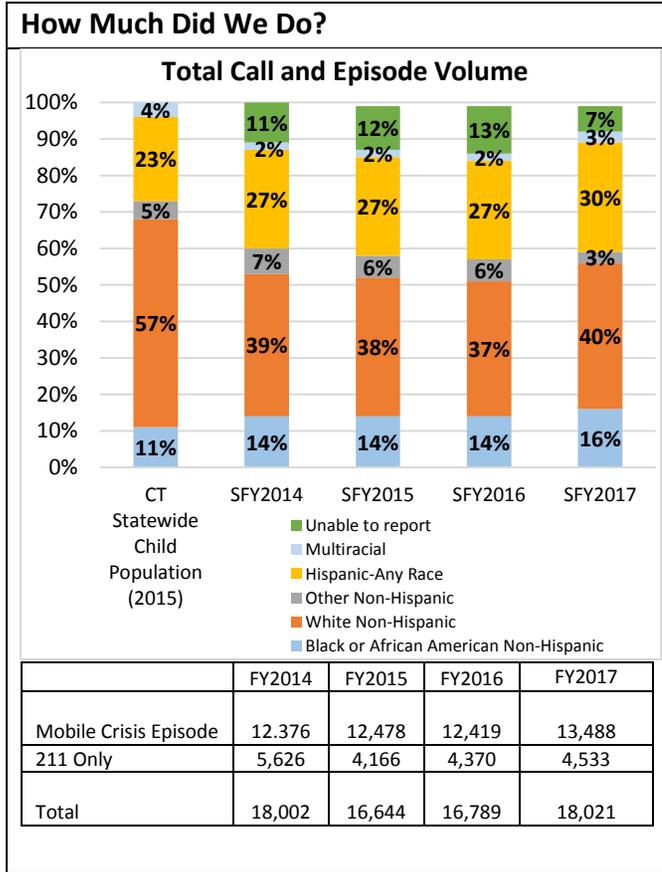


SFY 2017 Annual RBA Report Card: EMPS Mobile Crisis Services

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.

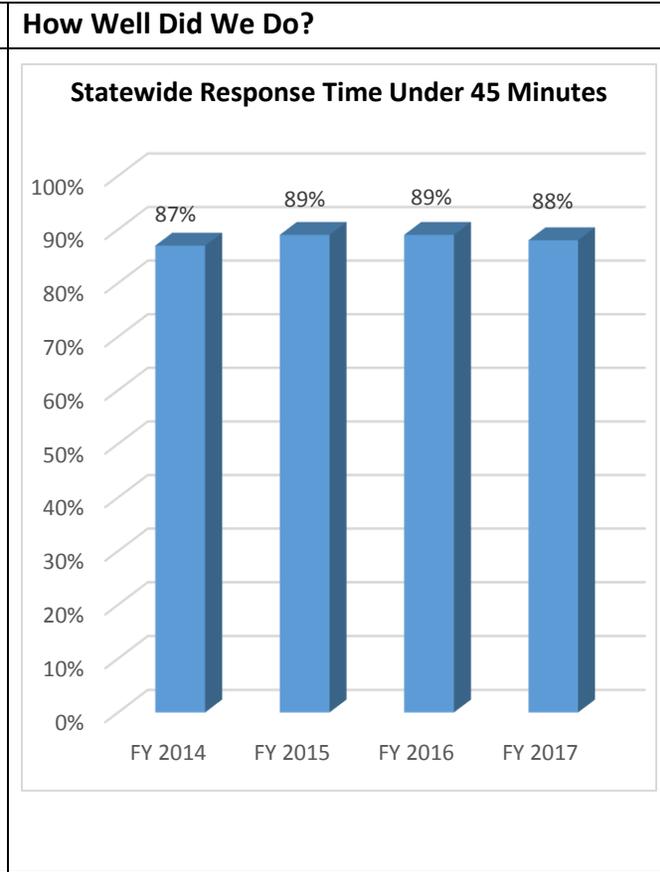
Program Expenditures: Estimated SFY 2017	State Funding: \$10,743,631
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How Much Did We Do?

Episodes Per Child

	DCF Child	Non-DCF Child	Total
2014			
1	757 (13.3%)	4952 (86.7%)	5,709
2	166 (16.9%)	817 (83.1%)	983
3	56 (20.1%)	223 (79.9%)	279
4 or more	36 (22.8%)	122 (77.2%)	158
2015			
1	769 (13.9%)	4765 (86.1%)	5,534
2	238 (21.0%)	898 (79.0%)	1,136
3	81 (26.6%)	224 (73.4%)	305
4 or more	66 (31.4%)	144 (68.6%)	210
2016			
1	792 (14.1%)	4806 (85.9%)	5,598
2	175 (20.4%)	682 (79.6%)	857
3	45 (18.8%)	195 (81.3%)	240
4 or more	47 (32.4%)	98 (67.6%)	145
2017			
1	713 (12.8%)	4866 (87.2%)	5,579
2	166 (15.6%)	901 (84.4%)	1,067
3	58 (19.7%)	236 (80.3%)	294
4 or more	47 (23.4%)	154 (76.6%)	201



Story Behind the Baseline: In SFY 2017, there were 18,021 total calls to the 211 Call center, which was 7.3% more than the SFY 2016 and the highest total in four years. The number of Mobile Crisis episodes in SFY 2017 was 13,488, 8.6% higher than SFY 2016 (12,419) and the highest total in the past 4 years. Each year the percentages of both Black and Hispanic children served is higher than the statewide population. Over the last fiscal year there has been a slight increase in the percentage of Black, and White children served. Overall, Mobile Crisis use reflects increased community awareness of its availability and effectiveness.

Trend: ↑

Story Behind the Baseline: In SFY 2017, of the 7,141* mobile crisis episodes of care 78.1% (5,579) only involved one response per child, and 93.1% (6,646) involved one or two responses, compared to 81.8% (5,598) and 94.4% (6,455) respectively for SFY 2016. This data indicates the effectiveness of Mobile Crisis in reducing the need for additional mobile crisis services. While the number of children with 4 or more episodes of care is relatively small the Mobile Crisis providers are working on decreasing these numbers even further.

*Note: Only children with DCF/Non DCF status identified were

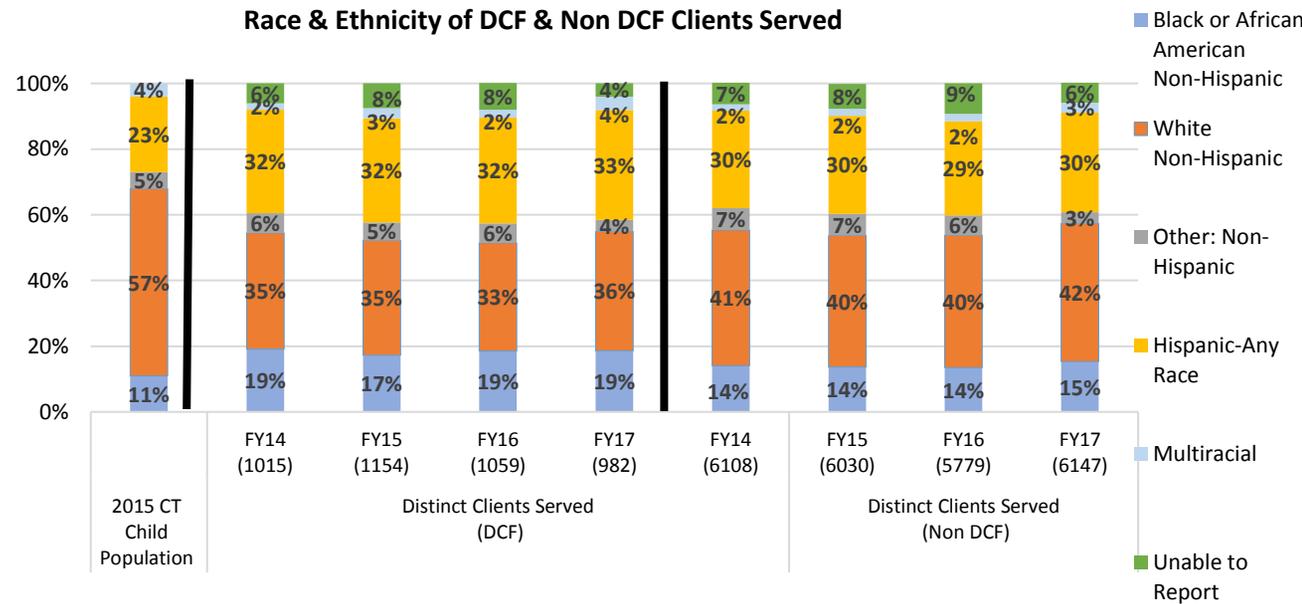
Trend: ↑

Story Behind the Baseline: Since SFY 2011 mobile crisis has consistently exceeded the 80% benchmark for a 45 minute or less mobile response to a crisis. For SFY 2017, 88% of all mobile responses were achieved within the 45 minute mark. The four year average for statewide response time is 88%. **The median response time for SFY 2017 was 27 minutes.** Mobile Crisis continues to quickly respond in 45 minutes or less to family homes, schools and other locations in the community to deal with child crises.

Trend: →

SFY 2017 Annual RBA Report Card: EMPS Mobile Crisis Services

How Well Did We Do?

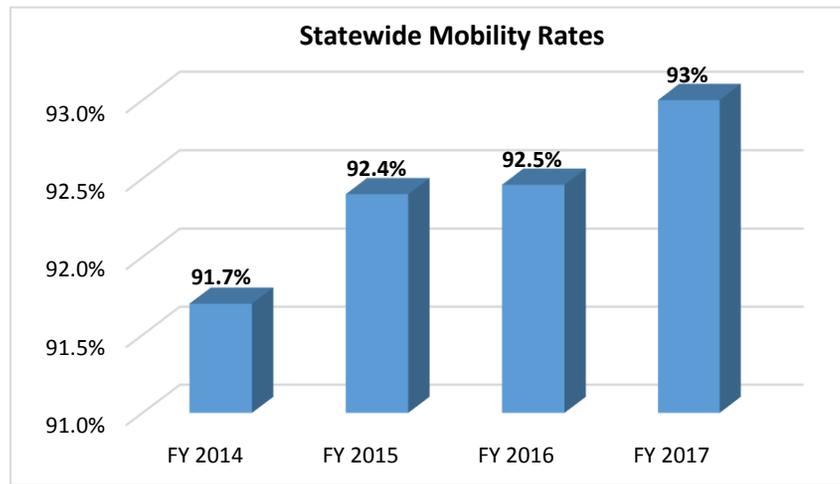


Story Behind the Baseline: Over the 4 years reviewed the race and ethnicity of non-DCF children utilizing Mobile Crisis is more consistent with the DCF population of children served, not the statewide child population. Over the 4 years reviewed Hispanic and Black DCF and Non-DCF involved children^{1,2} access Mobile Crisis services at rates higher than the general population, while white DCF and Non-DCF involved children access the service at lower rates. Both Hispanic and Black DCF involved children utilize Mobile Crisis at higher rates than Non-DCF children, while White Non-DCF involved children utilize Mobile Crisis at higher rates than their DCF counterparts.

¹Note: Only children that had their DCF or non DCF status identified were reported. ²Note: For the Distinct Clients served some had multiple episodes as identified above in Episodes per Child.

Trend: →

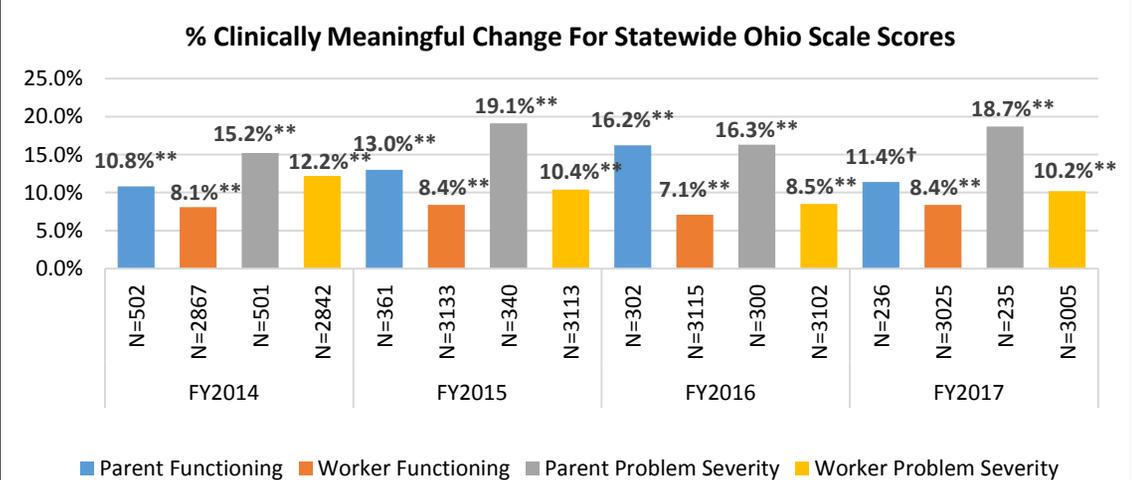
How Well Did We Do?



Story Behind the Baseline: Mobile responsiveness is a key feature of Mobile Crisis service delivery which has a 90% mobility benchmark. The statewide mobility rate was estimated at 50% prior to re-procurement of the service. In SFY 2017, the statewide mobility rate was 93.0%. Over the past 4 years the mobility rate has increased and this marks the seventh consecutive year in which statewide mobility has surpassed the 90% benchmark.

Trend: ↑

Is Anyone Better Off?



Story Behind the Baseline: The Ohio Youth Problems, Functioning, and Satisfaction Scales (Ohio Scales), assessing behavioral health service outcomes has demonstrated clinically significant positive changes for children following a Mobile Crisis response. The parent ratings for SFY 2017 showed an average 11.4% improvement in child functioning and 18.7% decline in child problem severity following Mobile Crisis involvement.

Trend: ↑

¹Note: Statewide Ohio Scales Scores are based on paired intake and discharge scores. ²Note: Statistical Significance: † .05-.10; * P < .05; **P < 0.01

SFY 2017 Annual RBA Report Card: EMPS Mobile Crisis Services