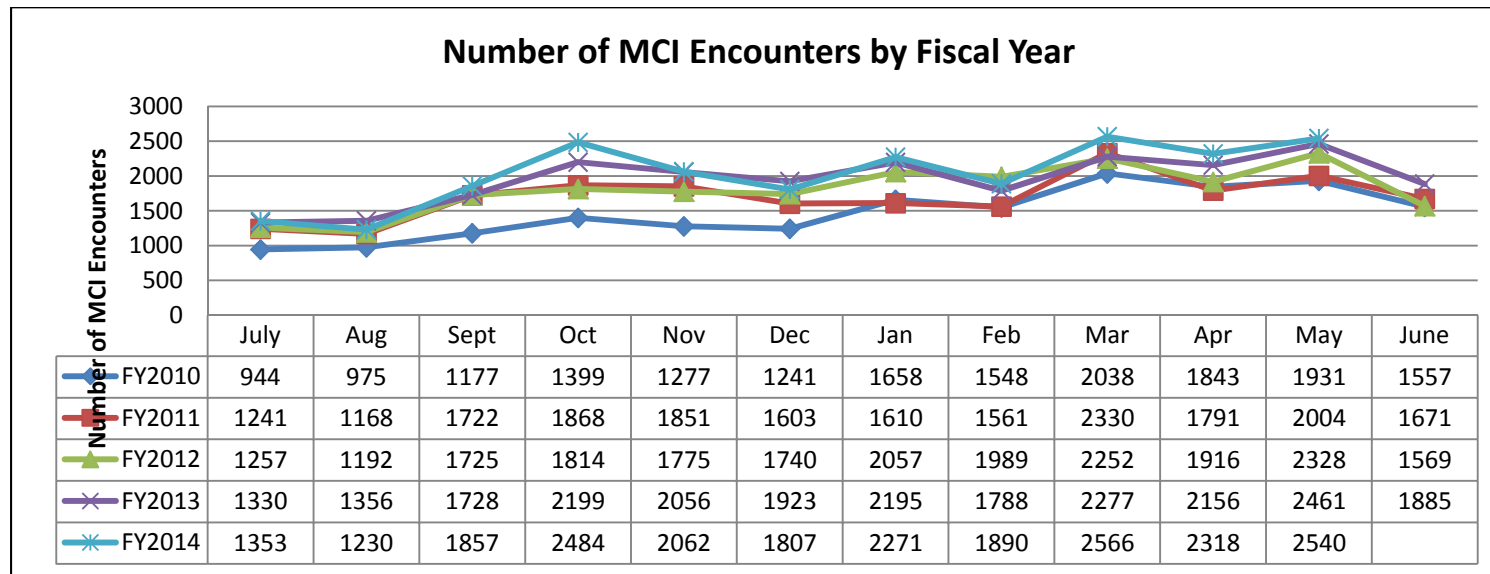




**MOBILE CRISIS INTERVENTION KEY INDICATORS**

**Indicator 1: Number of Distinct MCI Encounters by Month**

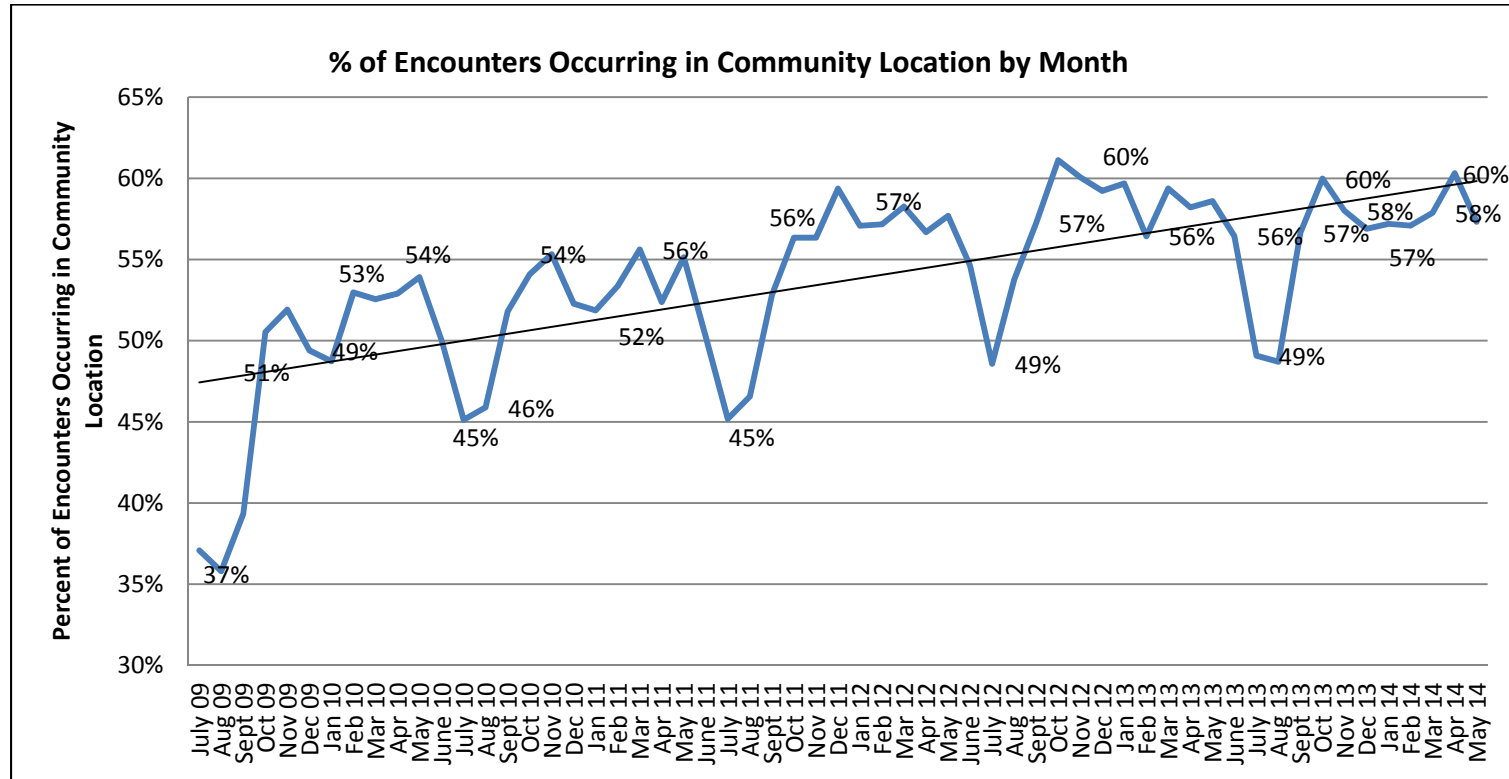
*Definition:* Sum number of distinct MCI encounters in all catchment areas in a month (where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL). All indicators represent both MBHP-contracted providers and DMH teams.



There were 2540 MCI encounters recorded in May 2014. The number of distinct MCI encounters per month has peaked in fall and especially spring, and been the lowest in winter and especially summer months, revealing a cyclical trend in demand for child and youth crisis services.

**Indicator 2: Percent of Encounters Occurring in Community Location by Month**

*Definition:* Percent of distinct MCI encounters that occur in a community versus ED location by month (where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL). Community locations encompass mobile locations and the Community-Based Locations (CBLs), which are service delivery sites operated by the ESP.



FY2010	% of Encounters Occurring in Community Location	FY2011	% of Encounters Occurring in Community Location	FY2012	% of Encounters Occurring in Community Location
July 09	37%	July 10	45%	July 11	45%
Aug 09	36%	Aug 10	46%	Aug 11	47%

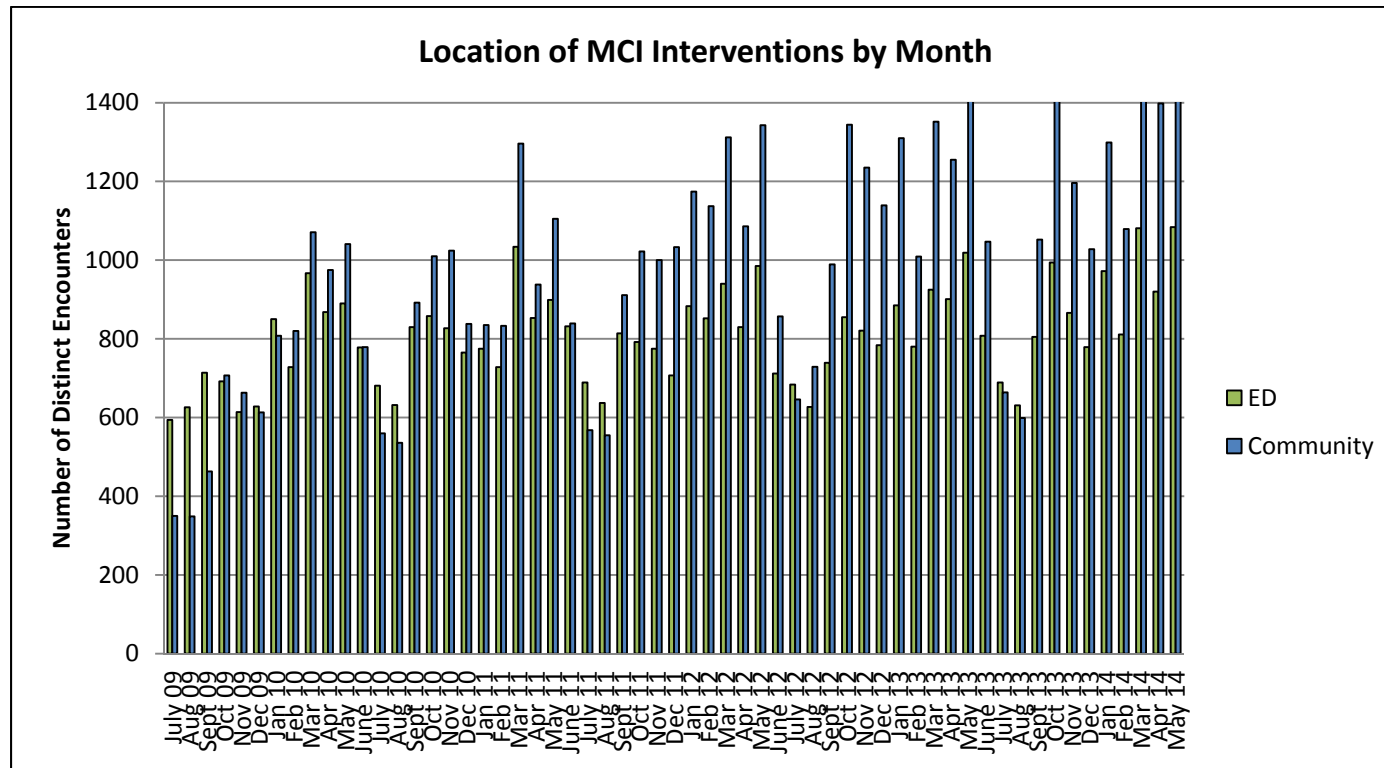
Sept 09	39%	Sept 10	52%	Sept 11	53%
Oct 09	51%	Oct 10	54%	Oct 11	56%
Nov 09	52%	Nov 10	55%	Nov 11	56%
Dec 09	49%	Dec 10	52%	Dec 11	59%
Jan 10	49%	Jan 11	52%	Jan 12	57%
Feb 10	53%	Feb 11	53%	Feb 12	57%
Mar 10	53%	Mar 11	56%	Mar 12	58%
Apr 10	53%	Apr 11	52%	Apr 12	57%
May 10	54%	May 11	55%	May 12	58%
June 10	50%	June 11	50%	June 12	55%

<b>FY2013</b>	<b>% of Encounters Occurring in Community Location</b>	<b>FY2014</b>	<b>% of Encounters Occurring in Community Location</b>
July 12	49%	July 13	49%
Aug 12	54%	Aug 13	49%
Sept 12	57%	Sept 13	57%
Oct 12	61%	Oct 13	60%
Nov 12	60%	Nov 13	58%
Dec 12	59%	Dec 13	57%
Jan 13	60%	Jan 14	57%
Feb 13	56%	Feb 14	57%
Mar 13	59%	Mar 14	58%
Apr 13	58%	Apr 14	60%
May 13	59%	May 14	57%
June 13	56%		

- The proportion of MCI encounters occurring in a community location has trended upward over the course of four fiscal years. The above graph also illustrates a seasonal pattern, whereby the percent of MCI encounters occurring in the community is highest during months when children and youth are in school.

**Indicators 3 - 5: Number of Distinct MCI Encounters Occurring in Mobile Location, ESP/CBL/UCC Location, and ED Location by Month**

*Definition:* Number of distinct MCI encounters that occur in Mobile, ESP/CBL/UCC and ED Location by month (where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL).



FY2010	#/% of Encounters Occurring in ED Location	#/% of Encounters Occurring in Community Location	FY2011	#/% of Encounters Occurring in ED Location	#/% of Encounters Occurring in Community Location
July 09	594 (63%)	350 (37%)	July 10	681 (55%)	560 (45%)
Aug 09	626 (64%)	349 (36%)	Aug 10	632 (54%)	536 (46%)
Sept 09	714 (61%)	463 (39%)	Sept 10	830 (48%)	892 (52%)
Oct 09	692 (49%)	707 (51%)	Oct 10	858 (46%)	1010 (54%)
Nov 09	614 (48%)	663 (52%)	Nov 10	827 (45%)	1024 (55%)

Dec 09	628 (51%)	613 (49%)	Dec 10	765 (48%)	838 (52%)
Jan 10	850 (51%)	808 (49%)	Jan 11	775 (48%)	835 (52%)
Feb 10	728 (47%)	820 (53%)	Feb 11	728 (47%)	833 (53%)
Mar 10	967 (47%)	1071 (53%)	Mar 11	1034 (44%)	1296 (56%)
Apr 10	868 (47%)	975 (53%)	Apr 11	853 (48%)	938 (52%)
May 10	890 (46%)	1041 (54%)	May 11	899 (45%)	1105 (55%)
June 10	778 (50%)	779 (50%)	June 11	832 (50%)	839 (50%)

<b>FY2012</b>	<b>#/% of Encounters Occurring in ED Location</b>	<b>#/% of Encounters Occurring in Community Location</b>	<b>FY2013</b>	<b>#/% of Encounters Occurring in ED Location</b>	<b>#/% of Encounters Occurring in Community Location</b>
July 11	689 (55%)	568 (45%)	July 12	684 (51%)	646 (49%)
Aug 11	637 (53%)	555 (47%)	Aug 12	627 (46%)	729 (54%)
Sept 11	814 (47%)	911 (53%)	Sept 12	739 (43%)	989 (57%)
Oct 11	792 (44%)	1022 (56%)	Oct 12	855 (39%)	1344 (61%)
Nov 11	775 (44%)	1000 (56%)	Nov 12	821 (40%)	1235 (60%)
Dec 11	707 (41%)	1033 (59%)	Dec 12	784 (41%)	1139 (59%)
Jan 12	883 (43%)	1174 (57%)	Jan 13	885 (40%)	1310 (60%)
Feb 12	852 (43%)	1137 (57%)	Feb 13	780 (44%)	1009 (56%)
Mar 12	940 (42%)	1312 (58%)	Mar 13	925 (41%)	1352 (59%)
Apr 12	830 (43%)	1086 (57%)	Apr 13	901 (42%)	1255 (58%)
May 12	985 (42%)	1343 (58%)	May 13	1019 (41%)	1442 (59%)
June 12	712 (45%)	857 (55%)	June 13	808 (44%)	1047 (56%)

<b>FY2014</b>	<b>#/% of Encounters Occurring in ED Location</b>	<b>#/% of Encounters Occurring in Community Location</b>
July 13	689 (51%)	664 (49%)
Aug 13	631 (51%)	599 (49%)
Sept 13	805 (43%)	1052 (57%)
Oct 13	994 (40%)	1490 (60%)
Nov 13	866 (42%)	1196 (58%)

Dec 13	779 (43%)	1028 (57%)
Jan 14	972 (43%)	1299 (57%)
Feb 14	811 (43%)	1079 (57%)
Mar 14	1081 (42%)	1485 (58%)
Apr 14	920 (40%)	1398 (60%)
May 14	1084 (43%)	1456 (57%)

- The percent of MCI encounters occurring in a community location was 57 percent (1456/2540), and the percent of MCI encounters occurring in an ED location was 43 percent (1084/2540) in May 2014.

<b>FY2010</b>	<b>#/% of Community Encounters Occurring in Mobile Location</b>	<b>#/% of Community Encounters Occurring in ESP/CB/UCC Location</b>	<b>FY2011</b>	<b>#/% of Community Encounters Occurring in Mobile Location</b>	<b>#/% of Community Encounters Occurring in ESP/CB/UCC Location</b>
July 09	247 (71%)	103 (29%)	July 10	409 (73%)	151 (27%)
Aug 09	246 (70%)	103 (30%)	Aug 10	376 (70%)	160 (30%)
Sept 09	319 (69%)	144 (31%)	Sept 10	648 (73%)	244 (27%)
Oct 09	471 (67%)	236 (33%)	Oct 10	731 (72%)	279 (28%)
Nov 09	432 (65%)	231 (35%)	Nov 10	751 (73%)	273 (27%)
Dec 09	435 (71%)	178 (29%)	Dec 10	585 (70%)	253 (30%)
Jan 10	573 (71%)	235 (29%)	Jan 11	578 (69%)	257 (31%)
Feb 10	575 (70%)	245 (30%)	Feb 11	597 (72%)	236 (28%)
Mar 10	711 (66%)	360 (34%)	Mar 11	878 (68%)	418 (32%)
Apr 10	639 (66%)	336 (34%)	Apr 11	648 (69%)	290 (31%)
May 10	718 (69%)	323 (31%)	May 11	745 (67%)	360 (33%)
June 10	541 (69%)	238 (31%)	June 11	570 (68%)	269 (32%)

<b>FY2012</b>	<b>#/% of Community Encounters Occurring in Mobile Location</b>	<b>#/% of Community Encounters Occurring in ESP/CB/UCC Location</b>	<b>FY2013</b>	<b>#/% of Community Encounters Occurring in Mobile Location</b>	<b>#/% of Community Encounters Occurring in ESP/CB/UCC Location</b>
July 11	396 (70%)	172 (30%)	July 12	471 (73%)	175 (27%)
Aug 11	392 (71%)	163 (29%)	Aug 12	502 (69%)	227 (31%)

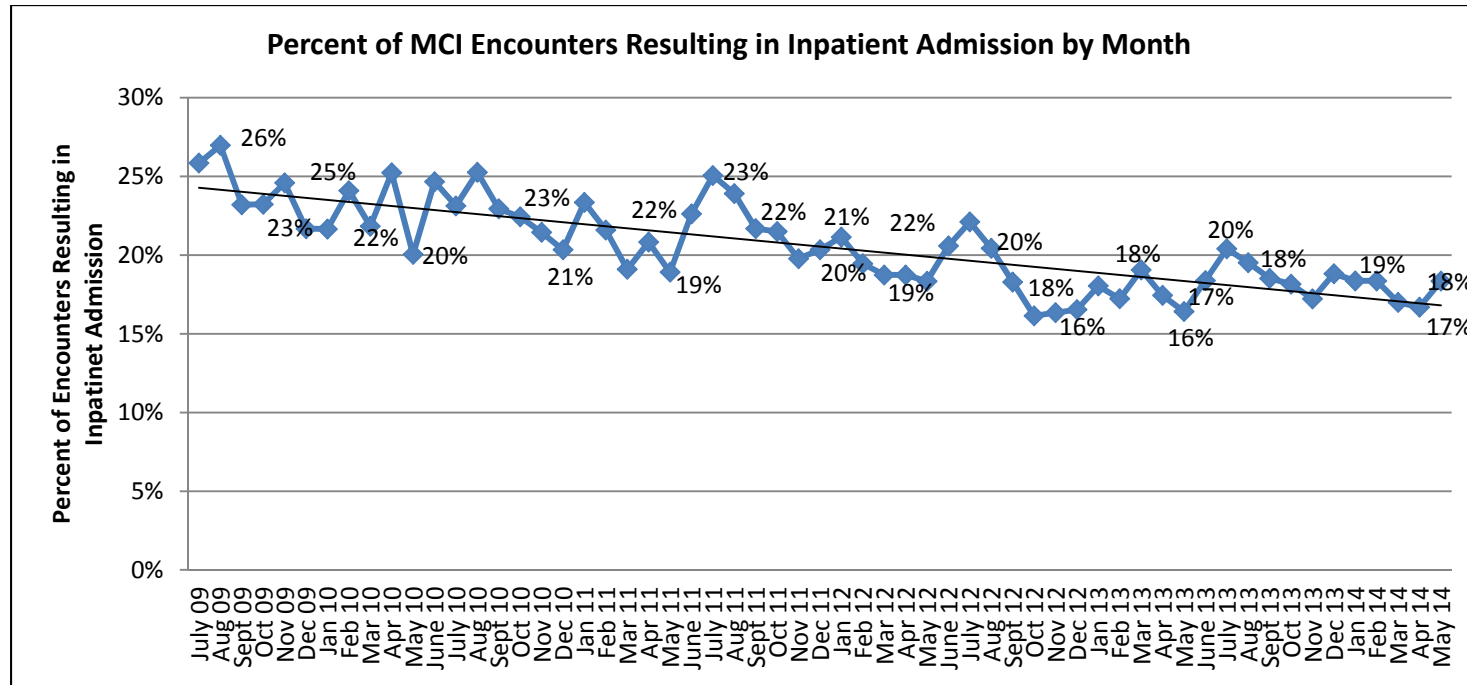
Sept 11	594 (65%)	317 (35%)	Sept 12	677 (68%)	312 (32%)
Oct 11	694 (68%)	328 (32%)	Oct 12	941 (70%)	403 (30%)
Nov 11	674 (67%)	326 (33%)	Nov 12	886 (72%)	349 (28%)
Dec 11	720 (70%)	313 (30%)	Dec 12	775 (68%)	364 (32%)
Jan 12	795 (68%)	379 (32%)	Jan 13	887 (68%)	423 (32%)
Feb 12	781 (69%)	356 (31%)	Feb 13	686 (68%)	322 (32%)
Mar 12	870 (66%)	442 (34%)	Mar 13	900 (67%)	452 (33%)
Apr 12	747 (69%)	339 (31%)	Apr 13	844 (67%)	411 (33%)
May 12	932 (69%)	411 (31%)	May 13	947 (66%)	495 (34%)
June 12	606 (71%)	251 (29%)	June 13	733 (70%)	314 (30%)

<b>FY2014</b>	<b>#/% of Community Encounters Occurring in Mobile Location</b>	<b>#/% of Community Encounters Occurring in ESP/CB/UCC Location</b>
July 13	459 (69%)	2054 (31%)
Aug 13	438 (73%)	161 (27%)
Sept 13	737 (70%)	315 (30%)
Oct 13	994 (67%)	496 (33%)
Nov 13	797 (67%)	399 (33%)
Dec 13	711 (69%)	317 (31%)
Jan 14	873 (67%)	426 (33%)
Feb 14	740 (69%)	339 (31%)
Mar 14	966 (65%)	519 (35%)
Apr 14	930 (67%)	468 (33%)
May 14	994 (68%)	462 (32%)

• Of those MCI encounters that occurred in community locations in May 2014, 68 percent (994/2540) occurred in a mobile location and 32 percent (462/2540) occurred in an ESP/CB/UCC location. While the percent of MCI encounters that have occurred in the community has slowly but steadily increased since September 2009, the percent of community encounters that are mobile versus in an ESP/CB/UCC location has remained nearly flat.

**Indicator 6: Percent of MCI Encounters Resulting in Inpatient Admission by Month**

*Definition:* Percent of distinct MCI encounters with a primary disposition of inpatient psychiatric private, inpatient psychiatric general, observation bed (up to 23 hours) or intensive observation bed (up to 72 hours), where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



FY2010	Number of Distinct MCI Encounters	% of Encounters Resulting in Inpatient Admission	FY2011	Number of Distinct MCI Encounters	% of Encounters Resulting in Inpatient Admission
July 09	944	26%	July 10	1241	23%
Aug 09	975	27%	Aug 10	1168	25%
Sept 09	1177	23%	Sept 10	1722	23%
Oct 09	1399	23%	Oct 10	1868	22%
Nov 09	1277	25%	Nov 10	1851	21%
Dec 09	1241	22%	Dec 10	1603	20%
Jan 10	1658	22%	Jan 11	1610	23%



Feb 10	1548	24%	Feb 11	1561	22%
Mar 10	2038	22%	Mar 11	2330	19%
Apr 10	1843	25%	Apr 11	1791	21%
May 10	1931	20%	May 11	2004	19%
June 10	1557	25%	June 11	1671	23%

<b>FY2012</b>	<b>Number of Distinct MCI Encounters</b>	<b>% of Encounters Resulting in Inpatient Admission</b>	<b>FY2013</b>	<b>Number of Distinct MCI Encounters</b>	<b>% of Encounters Resulting in Inpatient Admission</b>
July 11	1257	25%	July 12	1330	22%
Aug 11	1192	24%	Aug 12	1356	20%
Sept 11	1725	22%	Sept 12	1728	18%
Oct 11	1814	21%	Oct 12	2199	16%
Nov 11	1775	20%	Nov 12	2056	16%
Dec 11	1740	20%	Dec 12	1923	17%
Jan 12	2057	21%	Jan 13	2195	18%
Feb 12	1989	19%	Feb 13	1788	17%
Mar 12	2252	19%	Mar 13	2277	19%
Apr 12	1916	19%	Apr 13	2156	17%
May 12	2328	18%	May 13	2461	16%
June 12	1569	21%	June 13	1855	18%

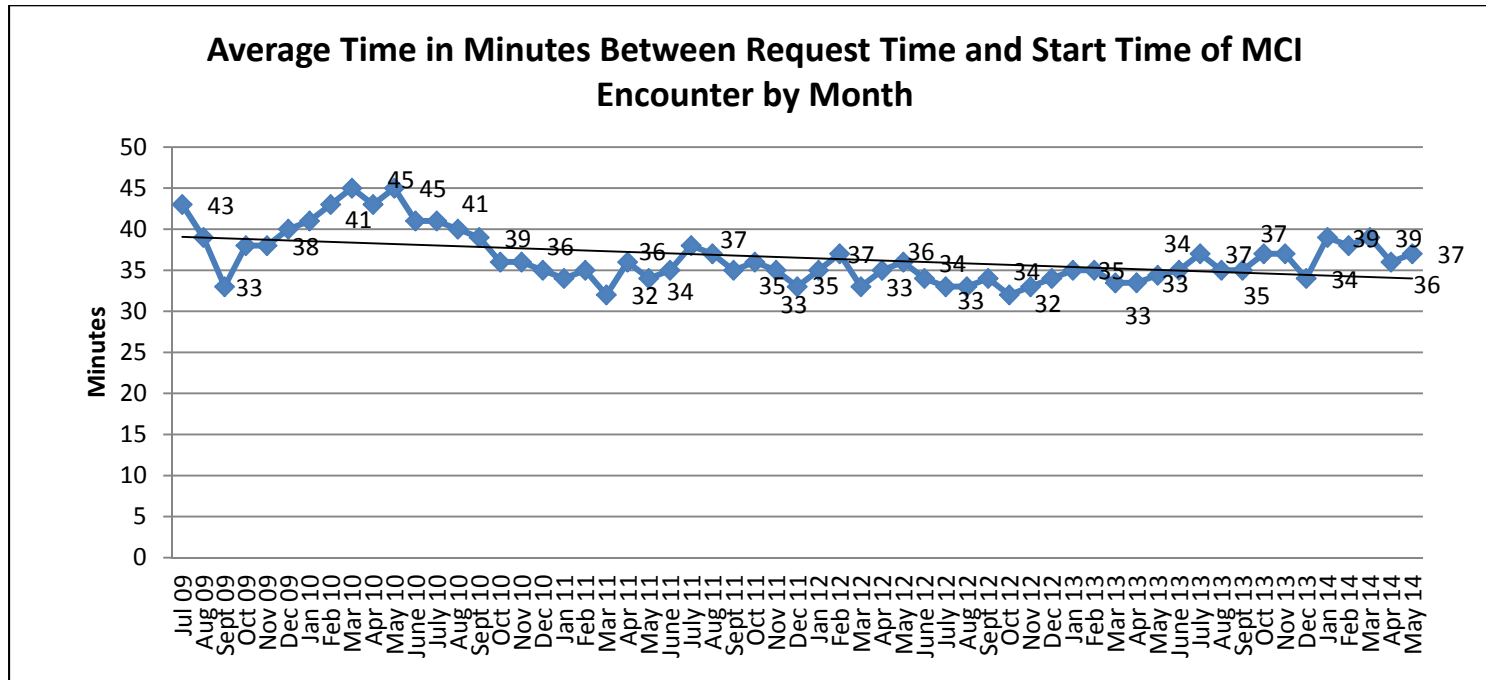
<b>FY2014</b>	<b>Number of Distinct MCI Encounters</b>	<b>% of Encounters Resulting in Inpatient Admission</b>
July 13	1353	20%
Aug 13	1230	20%
Sept 13	1857	19%
Oct 13	2484	18%
Nov 13	2062	17%
Dec 13	1807	19%
Jan 14	2271	18%

Feb 14	1890	18%
Mar 14	2566	17%
Apr 14	2318	17%
May 14	2540	18%

- The percent of MCI encounters resulting in an inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) has remained at or below 20% since August 2012. The percent of encounters resulting in inpatient admission has trended down over time, rising slightly during summer months and dipping again in fall, winter and spring – coinciding with a similar rise and fall in the percent of encounters occurring in an ED location.

**Indicator 7: Average Response Time by Month**

*Definition:* Average amount of time in minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



FY2010	Number of Distinct MCI Encounters	Average Response Time	FY2011	Number of Distinct MCI Encounters	Average Response Time
July 09	944	43	July 10	1241	41
Aug 09	975	39	Aug 10	1168	40
Sept 09	1177	33	Sept 10	1722	39
Oct 09	1399	38	Oct 10	1868	36
Nov 09	1277	38	Nov 10	1851	36
Dec 09	1241	40	Dec 10	1603	35

Jan 10	1658	41	Jan 11	1610	34
Feb 10	1548	43	Feb 11	1561	35
Mar 10	2038	45	Mar 11	2330	32
Apr 10	1843	43	Apr 11	1791	36
May 10	1931	45	May 11	2004	34
June 10	1557	41	June 11	1671	35

<b>FY2012</b>	<b>Number of Distinct MCI Encounters</b>	<b>Average Response Time</b>	<b>FY2013</b>	<b>Number of Distinct MCI Encounters</b>	<b>Average Response Time</b>
July 11	1257	38	July 12	1330	33
Aug 11	1192	37	Aug 12	1356	33
Sept 11	1725	35	Sept 12	1728	34
Oct 11	1814	36	Oct 12	2199	32
Nov 11	1775	35	Nov 12	2056	33
Dec 11	1740	33	Dec 12	1923	34
Jan 12	2057	35	Jan 13	2195	35
Feb 12	1989	37	Feb 13	1788	35
Mar 12	2252	33	Mar 13	2277	33
Apr 12	1916	35	Apr 13	2156	33
May 12	2328	36	May 13	2461	34
June 12	1569	34	June 13	1855	35

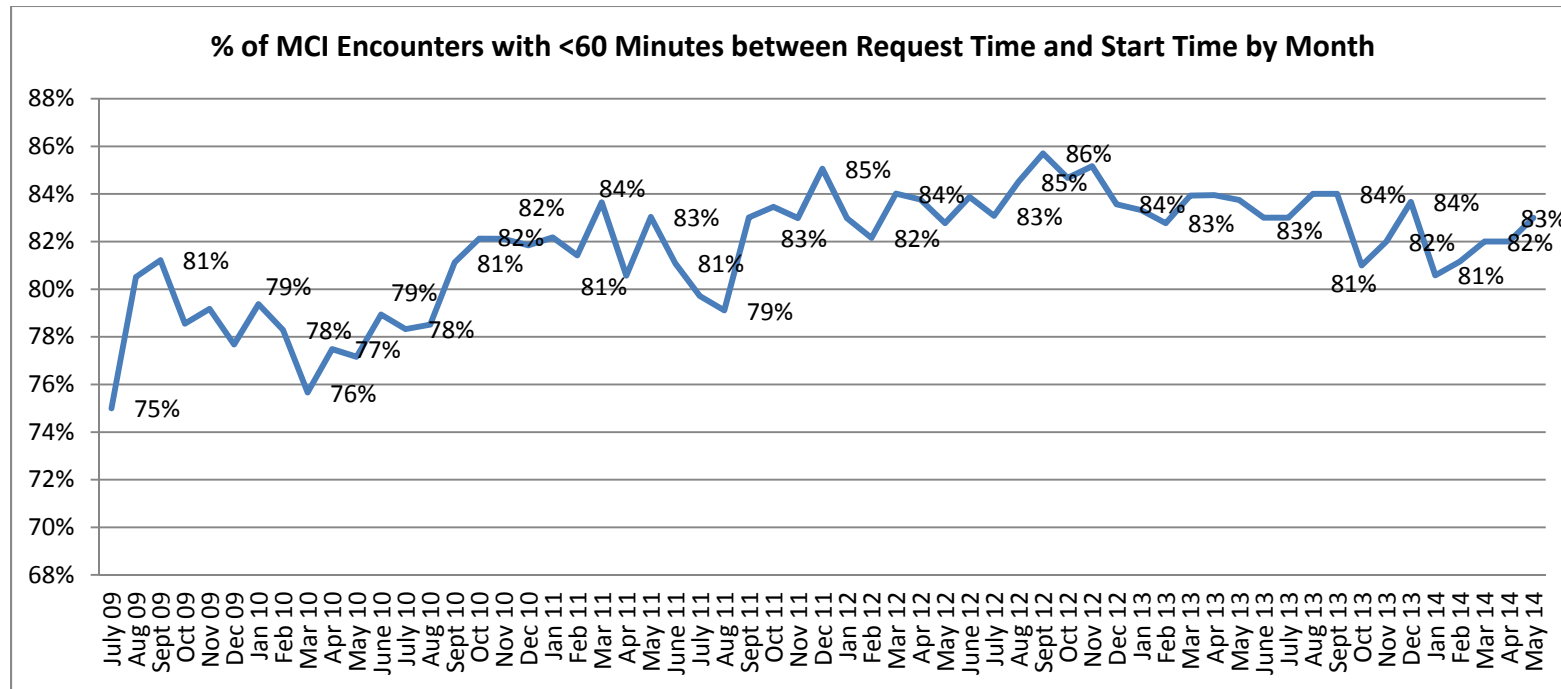
<b>FY2014</b>	<b>Number of Distinct MCI Encounters</b>	<b>Average Response Time</b>
July 13	1353	37
Aug 13	1230	35
Sept 13	1857	35
Oct 13	2484	37
Nov 13	2062	37
Dec 13	1807	34

Jan 14	2271	39
Feb 14	1890	38
Mar 14	2566	39
Apr 14	2318	36
May 14	2540	37

- Response time (from the time youth were ready to begin interventions to the time interventions began) averaged 37 minutes from July 2009 through May 2014, with a range of 32 to 45 minutes. This is well below the contractual requirement of 60 minutes. Average response time has trended down over time.

**Indicator 8: Percent of MCI Encounters with Response Time < 60 Minutes**

*Definition:* Percent of MCI encounters with less than 60 minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



FY2010	Number of Distinct MCI Encounters	% of MCI Encounters <60 Minutes	FY2011	Number of Distinct MCI Encounters	% of MCI Encounters <60 Minutes
July 09	944	75%	July 10	1241	78%
Aug 09	975	81%	Aug 10	1168	79%
Sept 09	1177	81%	Sept 10	1722	81%
Oct 09	1399	79%	Oct 10	1868	82%
Nov 09	1277	79%	Nov 10	1851	82%

Dec 09	1241	78%	Dec 10	1603	82%
Jan 10	1658	79%	Jan 11	1610	82%
Feb 10	1548	78%	Feb 11	1561	81%
Mar 10	2038	76%	Mar 11	2330	84%
Apr 10	1843	77%	Apr 11	1791	81%
May 10	1931	77%	May 11	2004	83%
June 10	1557	79%	June 11	1671	81%

<b>FY2012</b>	<b>Number of Distinct MCI Encounters</b>	<b>% of MCI Encounters &lt;60 Minutes</b>	<b>FY2013</b>	<b>Number of Distinct MCI Encounters</b>	<b>% of MCI Encounters &lt;60 Minutes</b>
July 11	1257	80%	July 12	1330	83%
Aug 11	1192	79%	Aug 12	1356	85%
Sept 11	1725	83%	Sept 12	1728	86%
Oct 11	1814	83%	Oct 12	2199	85%
Nov 11	1775	83%	Nov 12	2056	85%
Dec 11	1740	85%	Dec 12	1923	84%
Jan 12	2057	83%	Jan 13	2195	83%
Feb 12	1989	82%	Feb 13	1788	83%
Mar 12	2252	84%	Mar 13	2277	84%
Apr 12	1916	84%	Apr 13	2156	84%
May 12	2328	83%	May 13	2461	84%
June 12	1569	84%	June 13	1855	83%

<b>FY2014</b>	<b>Number of Distinct MCI Encounters</b>	<b>% of MCI Encounters &lt;60 Minutes</b>
July 13	1353	83%
Aug 13	1230	84%
Sept 13	1857	84%
Oct 13	2484	81%
Nov 13	2062	82%

Dec 13	1807	84%
Jan 14	2271	81%
Feb 14	1890	81%
Mar 14	2566	82%
Apr 14	2318	82%
May 14	2540	83%

- Eighty-three percent of encounters in May 2014 had a response time that was less than 60 minutes. The percent of MCI encounters with response time less than 60 minutes has trended upward over time, while holding steady or dipping downward in summer months, when there was a parallel rise in the percent of encounters occurring in an ED location.