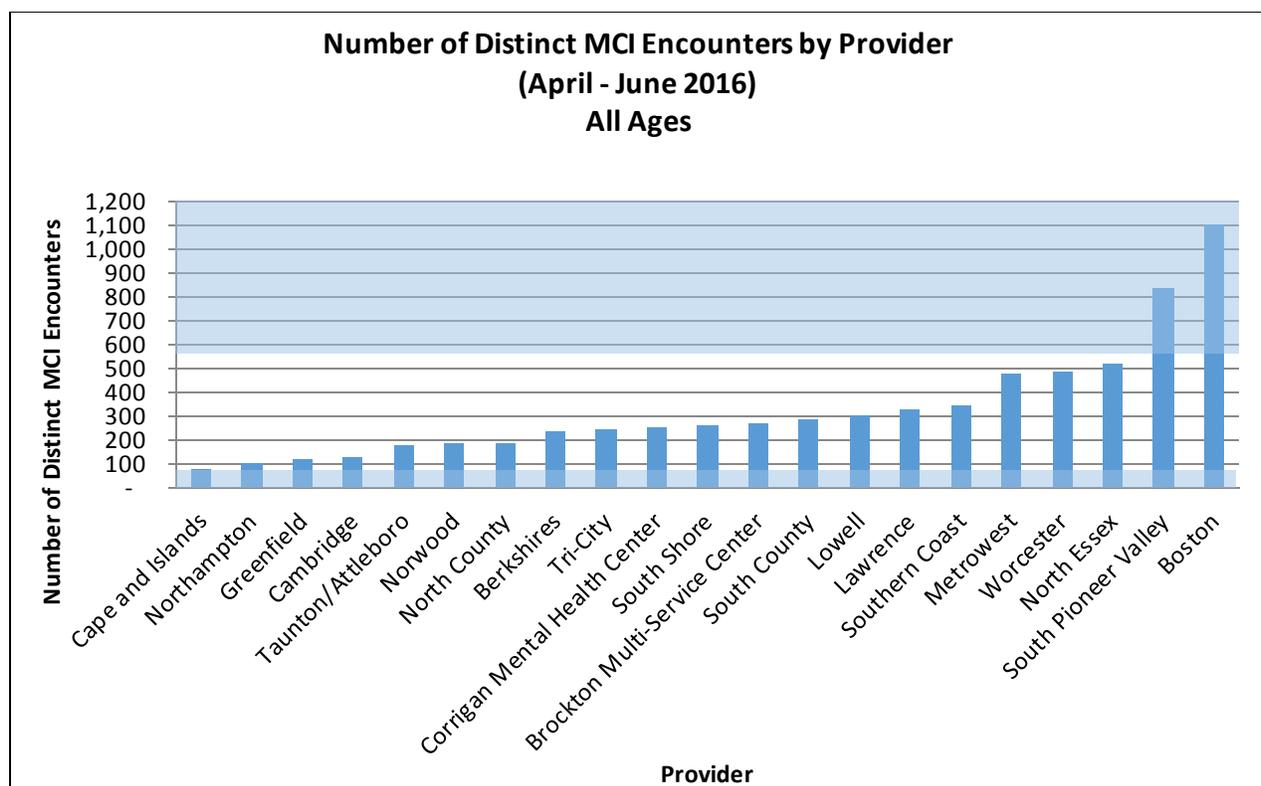




MOBILE CRISIS INTERVENTION KEY INDICATORS: PROVIDER LEVEL

Indicator 1: Number of Distinct MCI Encounters by Provider

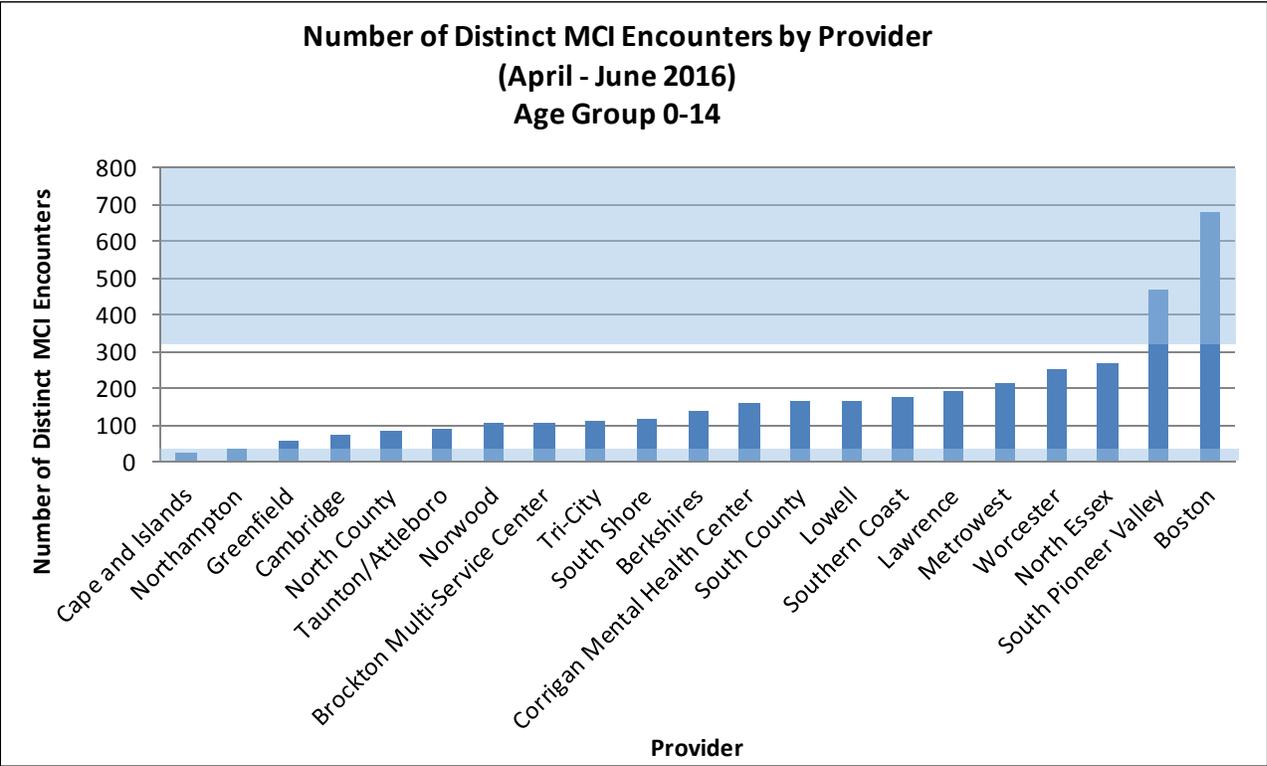
Definition: Number of distinct MCI encounters by provider over time, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

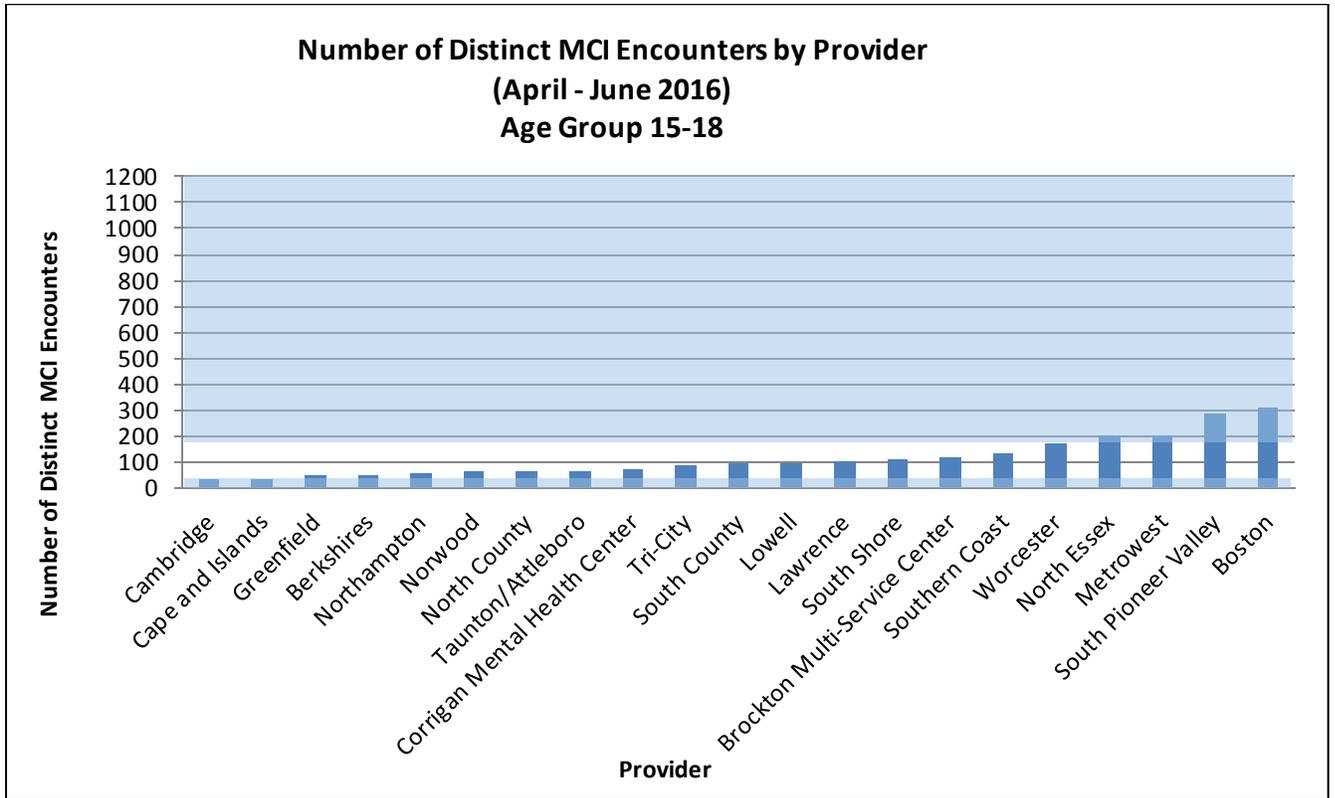
- For All Ages, the mean number of MCI encounters across the 21 ESP providers from April through June 2016 was 328. The median number of MCI encounters across providers from April through June 2016 was 258.
- One provider (Cape and Islands) recorded a number of encounters that was one or more standard deviations below the average of 328. Two providers (Boston and South Pioneer Valley) recorded a number of encounters that was one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

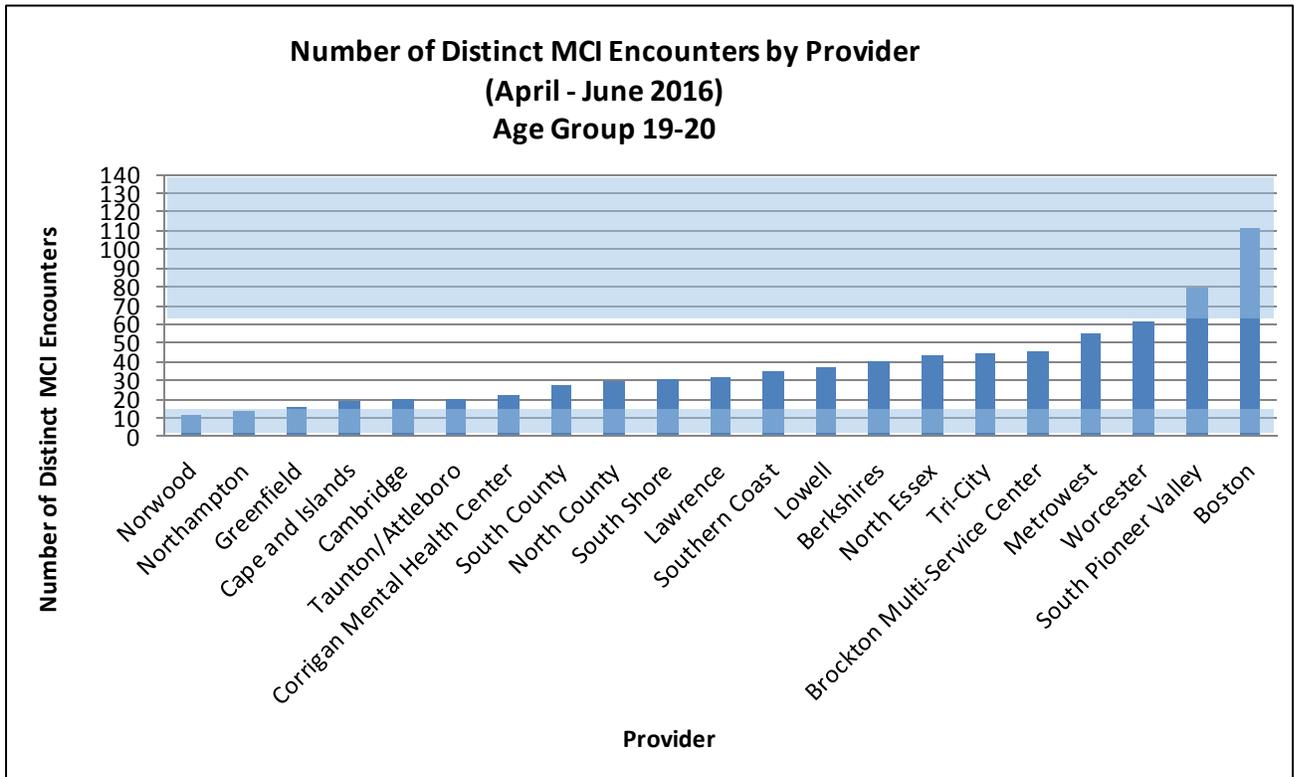
- For Age Group 0-14, the mean number of MCI encounters across the 21 ESP providers from April through June 2016 was 175. The median number of MCI encounters across providers from April through June 2016 was 139.
- No providers recorded a number of encounters that was one or more standard deviations below the average of 175. Two providers (South Pioneer Valley and Boston) recorded a number of encounters that was one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the mean number of MCI encounters across the 21 ESP providers from April through June 2016 was 115. The median number of MCI encounters across providers from April through June 2016 was 96.
- Two providers (Cambridge and Cape and Islands) recorded a number of encounters that was one or more standard deviations below the average of 115. Four providers (North Essex, Metrowest, South Pioneer Valley and Boston) recorded a number of encounters that was one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.



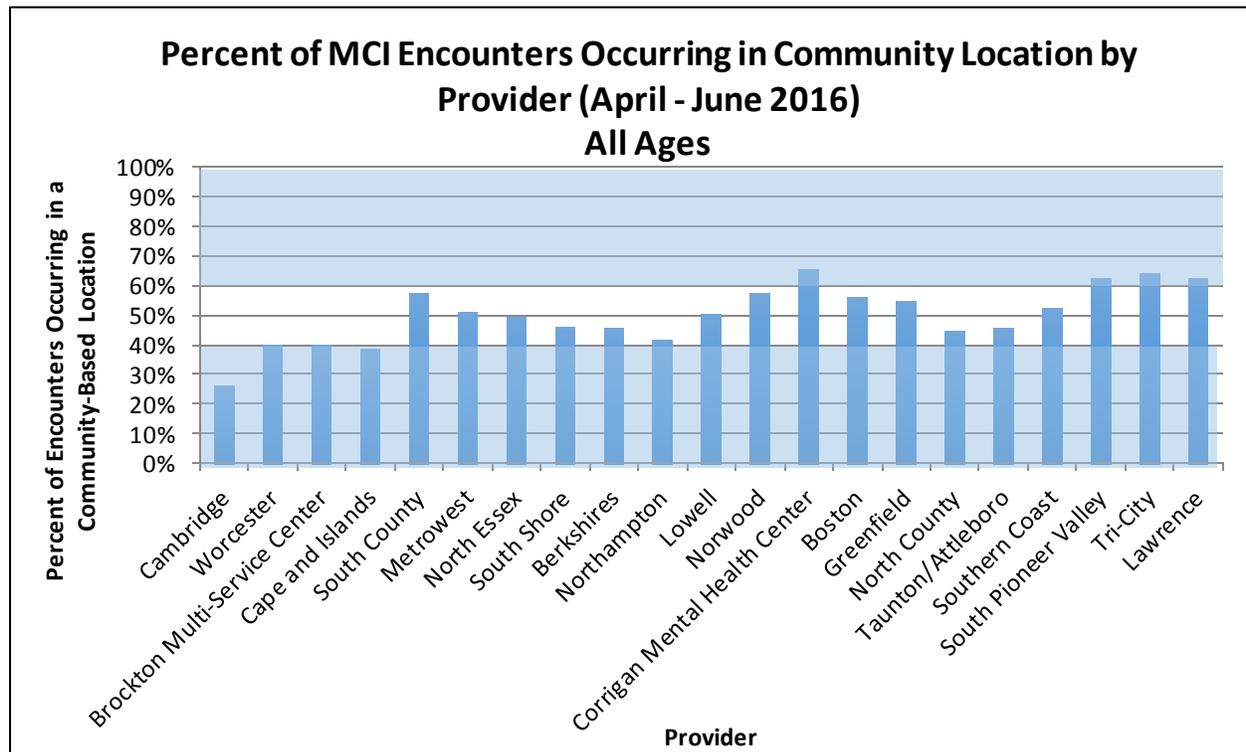
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, the mean number of MCI encounters across the 21 ESP providers from April through June 2016 was 38. The median number of MCI encounters across providers from April through June 2016 was 32.
- One provider (Norwood) recorded a number of encounters that was one or more standard deviations below the average of 38. Two providers (South Pioneer Valley and Boston) recorded a number of encounters that was one or more standard deviations above the average.
- Please see **Appendix A** for a detailed chart.

Indicator 2: Percent of Encounters Occurring in Community (non- ED) Locations by Provider

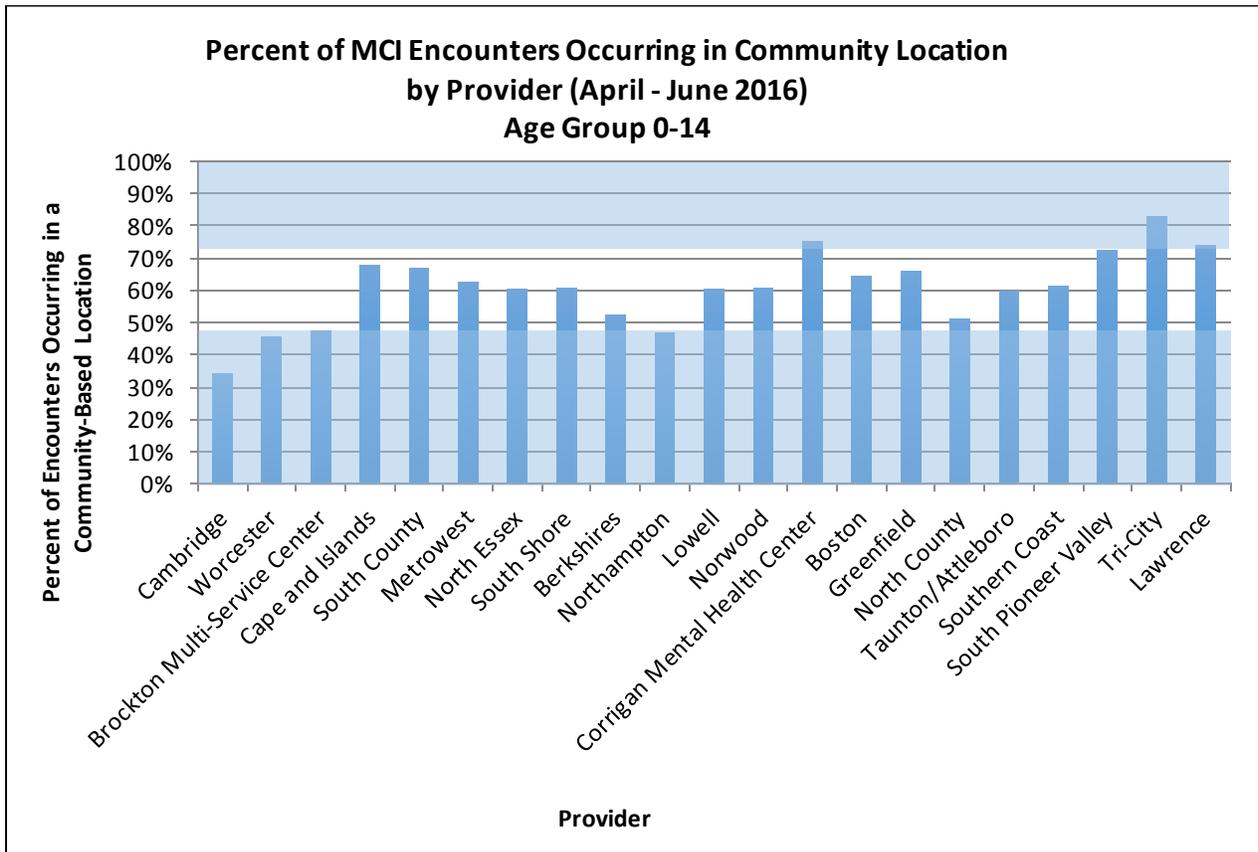
Definition: Percent of distinct MCI encounters that occur in a non-ED community location, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL. Community locations encompass mobile locations and the Community-Based Locations (CBLs), which are service delivery sites operated by the ESP. Some of the ESPs refer to these CBLs as urgent care centers (UCCs).



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

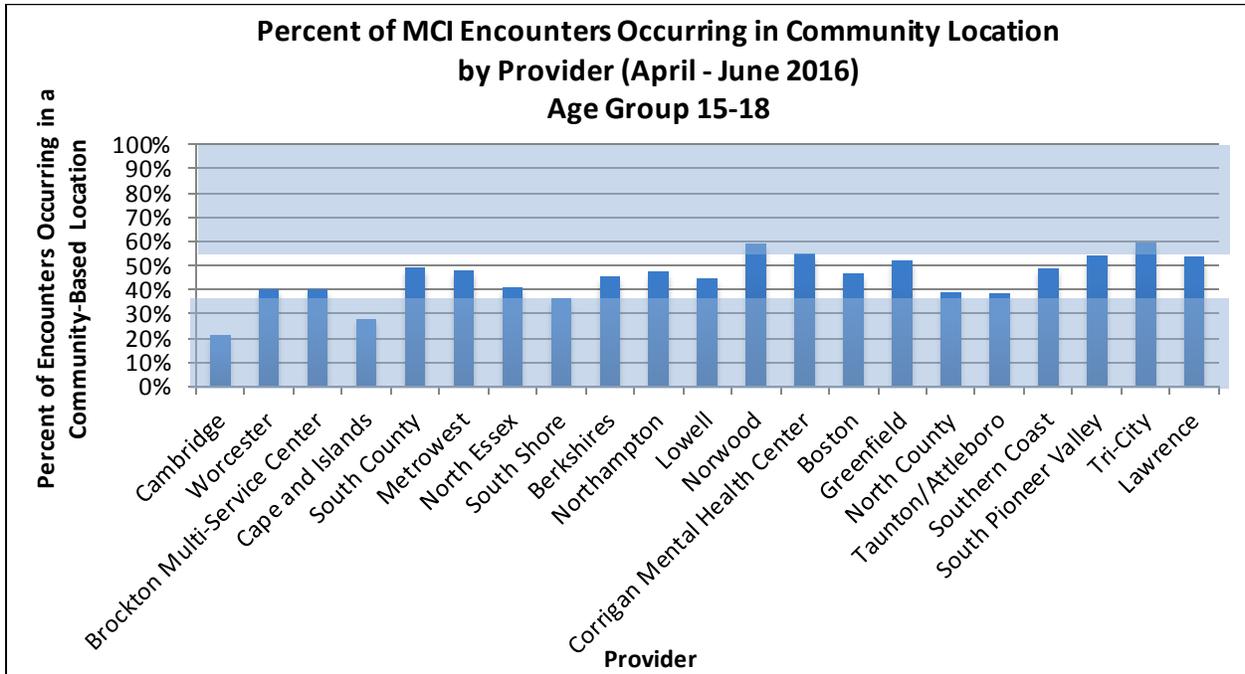
- For All Ages, the average percent of MCI encounters occurring in a community location across the 21 ESP providers was 50 percent from April through June 2016. Two providers (Cape and Islands and Cambridge) were one or more standard deviations below the provider average. Three providers (Corrigan Mental Health Center, South Pioneer Valley and Tri-City) were one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

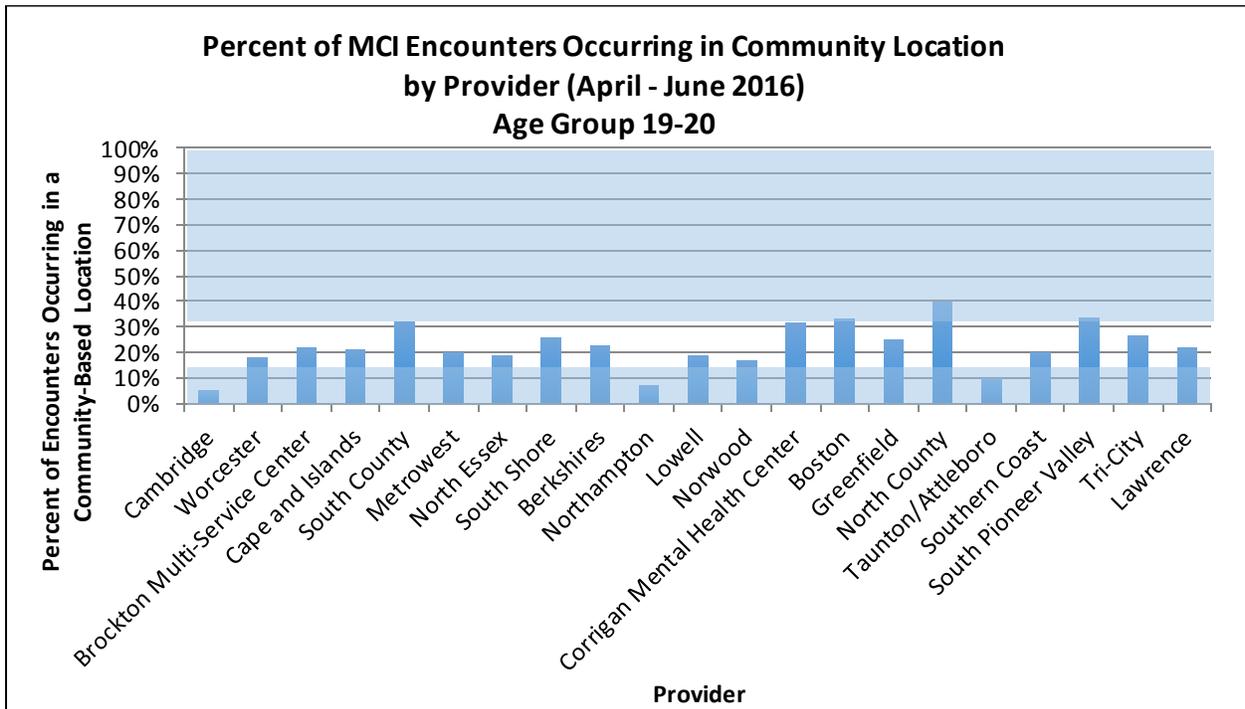
- For Age Group 0-14, the average percent of MCI encounters occurring in a community location across the 21 ESP providers was 61 percent from April through June 2016. Four providers (Cambridge, Worcester, Brockton Multi-Service Center, and Northampton) were one or more standard deviations below the provider average. Three providers (Lawrence, Tri-City, and South Pioneer Valley) were one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the average percent of MCI encounters occurring in a community location across the 21 ESP providers was 45 percent from April through June 2016. Two providers (Cambridge and Cape and Islands) were one or more standard deviations below the provider average. Two providers (Tri-City and Norwood) were one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.



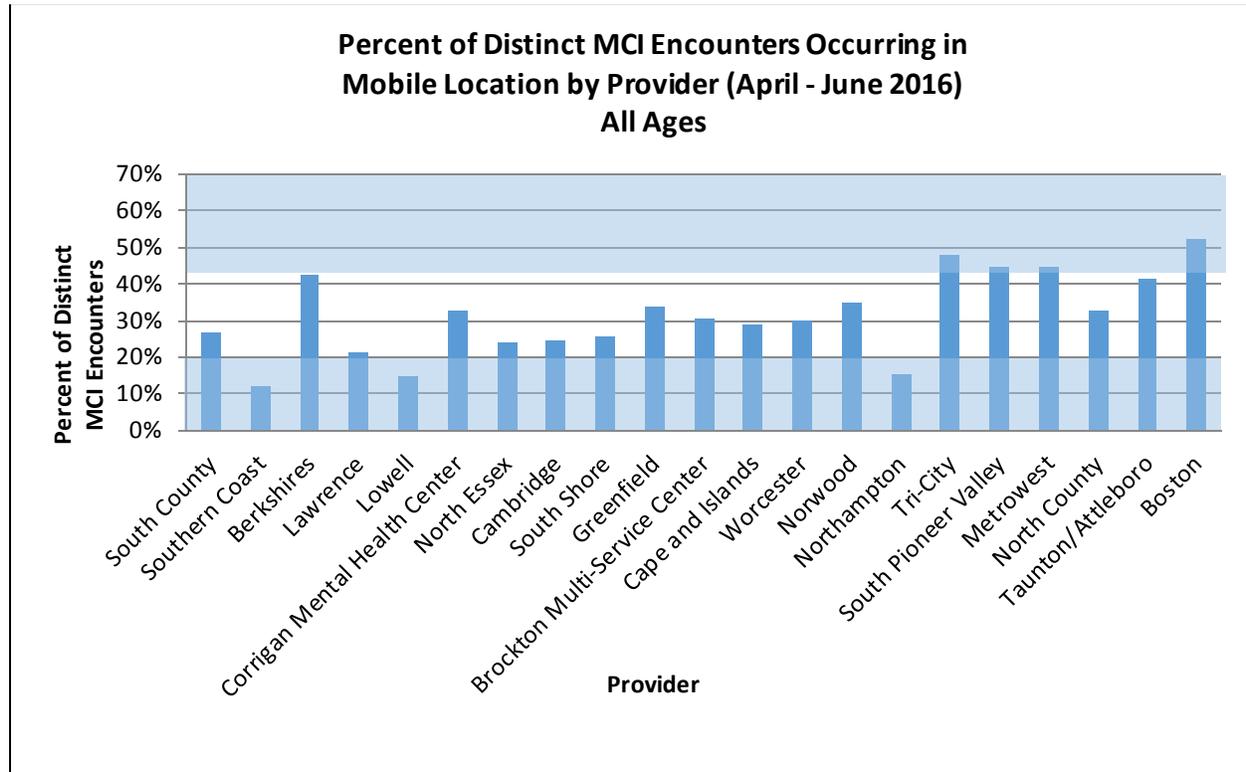
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

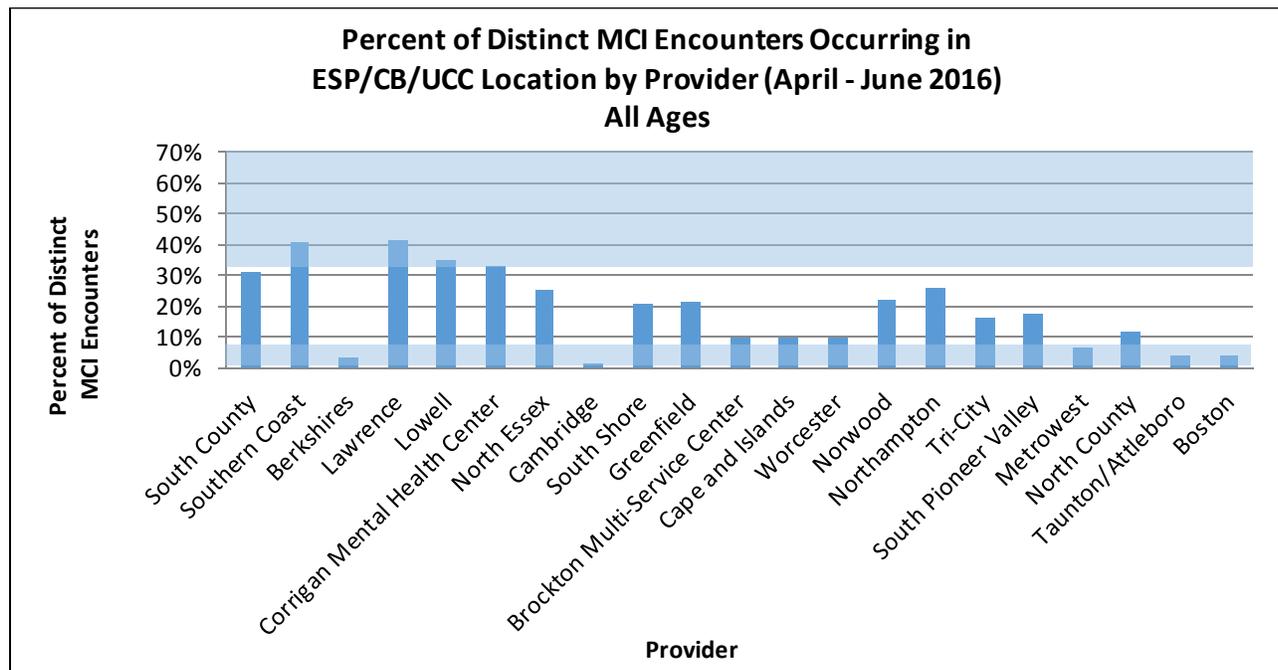
- For Age Group 19-20, the average percent of MCI encounters occurring in a community location across the 21 ESP providers was 22 percent from April through June 2016. Three providers (Cambridge, Taunton/Attleboro, and Northampton) were one or more standard deviations below the provider average. Five providers (Tri-City, Boston, Corrigan Mental Health Center, South County, and South Pioneer Valley) were one or more standard deviations above the provider average.
- Please see **Appendix B** for a detailed chart.

Indicators 3 - 5: % of MCI Encounters Occurring in Mobile, ESP/CB/UCC and ED Location by Provider

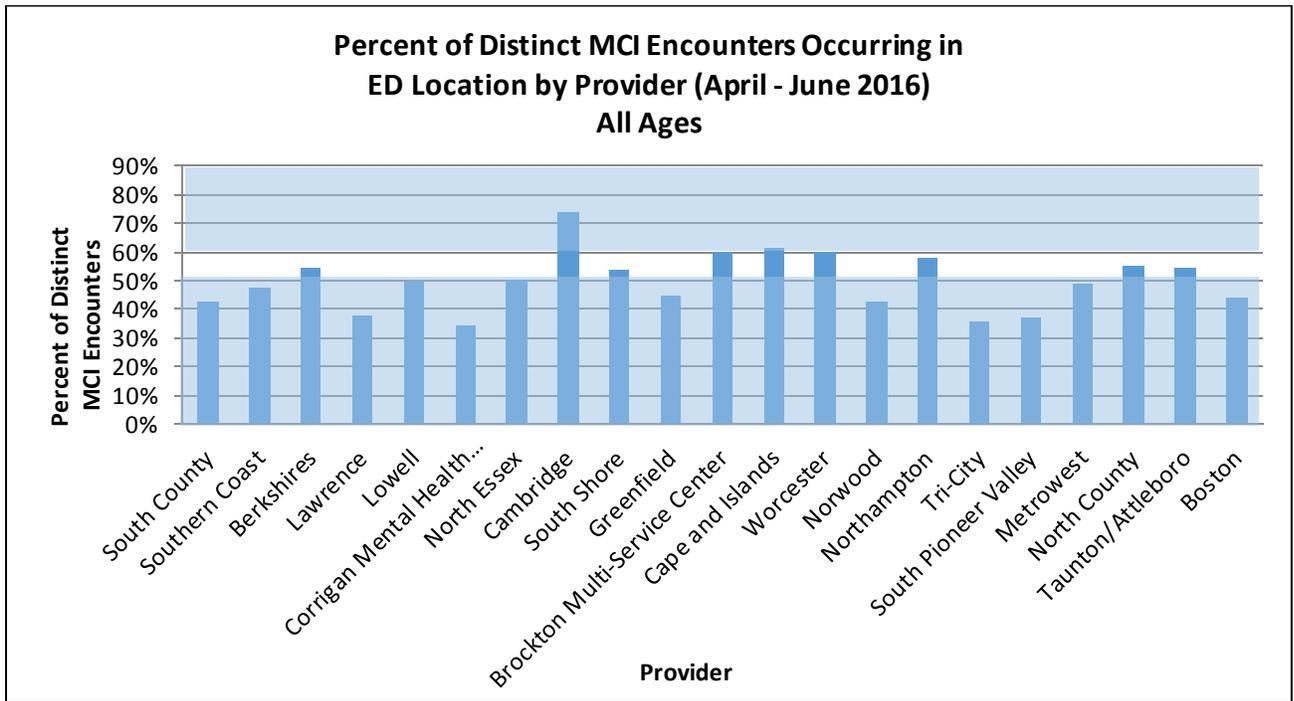
Definition: Percent of distinct MCI encounters that occur in community (Mobile and ESP/CB/UCC) and ED Locations, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare / Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



Mean: 32% SD: 11%



Mean: 19% SD: 13%

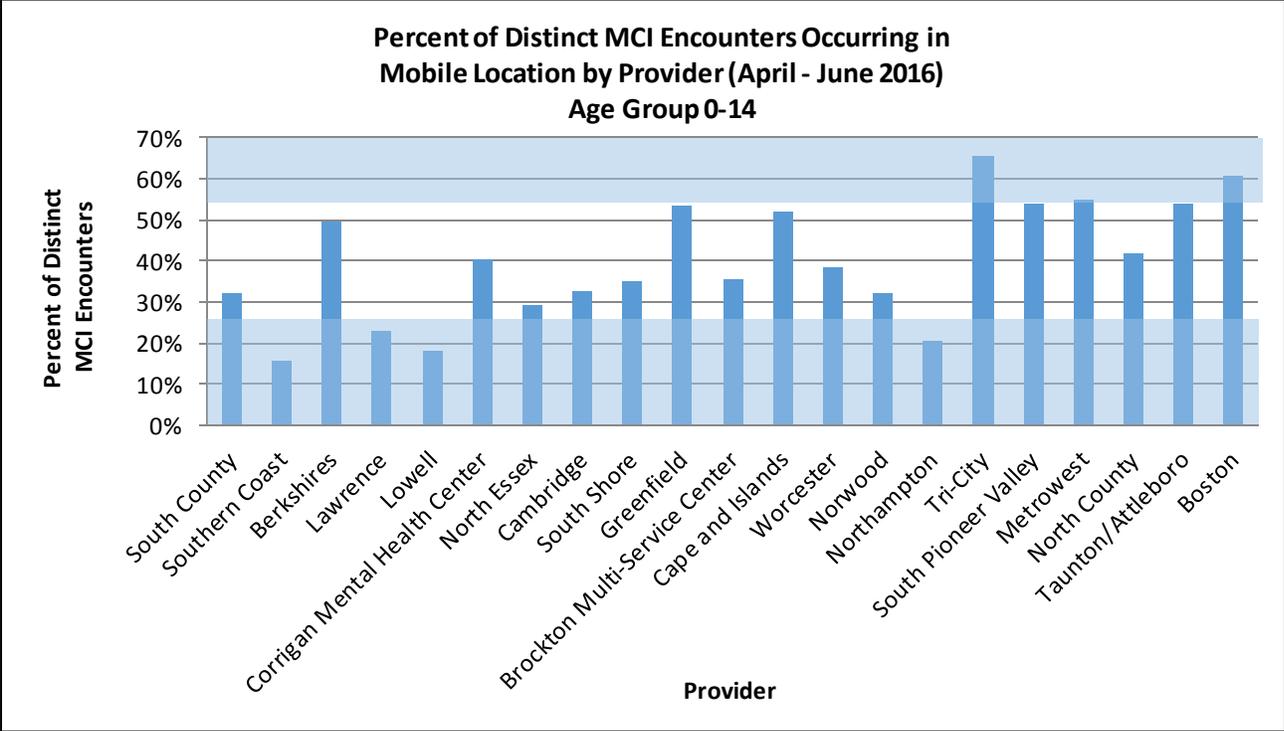


Mean: 50% SD: 10%

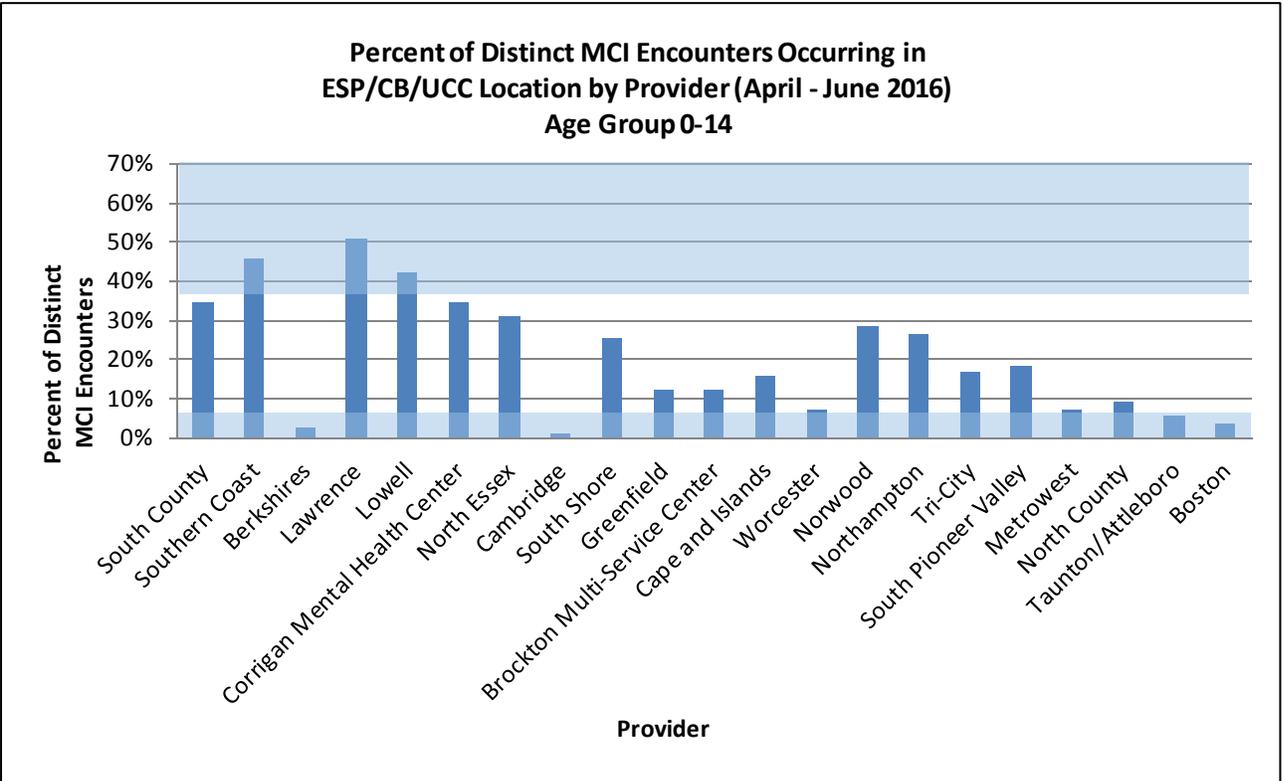
* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

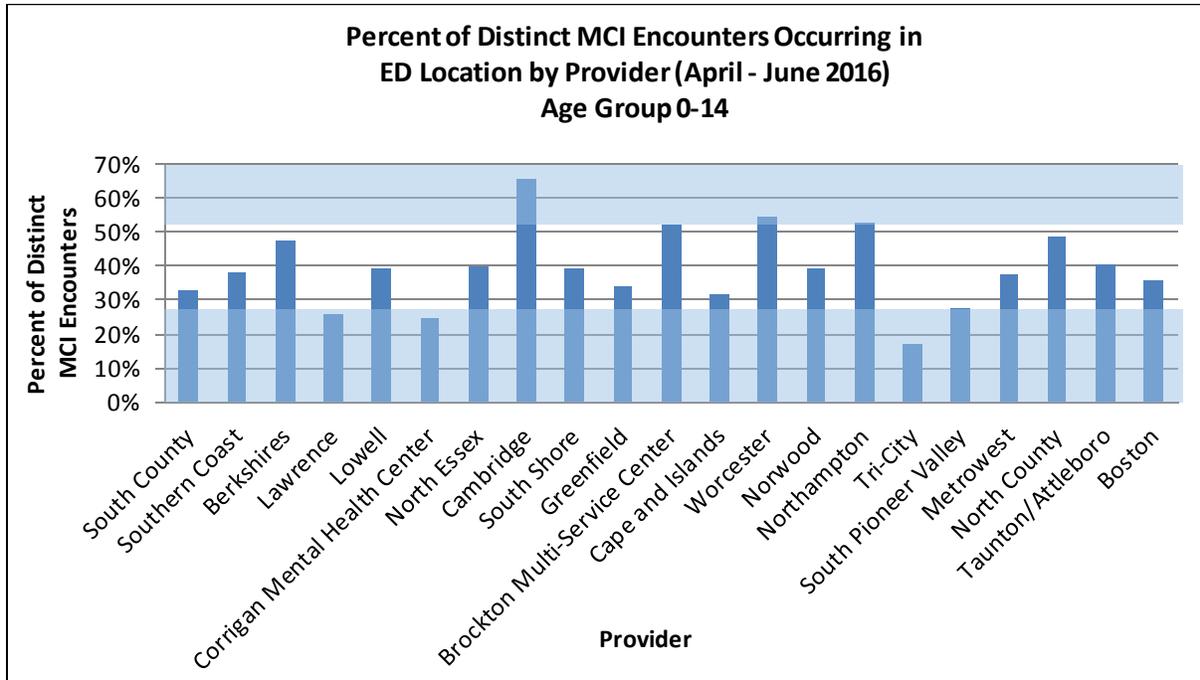
- For All Ages, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from April through June 2016. The average percent of encounters in each location across the 21 ESP provider groups is 32, 19, and 50 percent respectively.
- Please see **Appendix C** for a detailed chart.



Mean: 40% SD: 15%



Mean: 21% SD: 15%

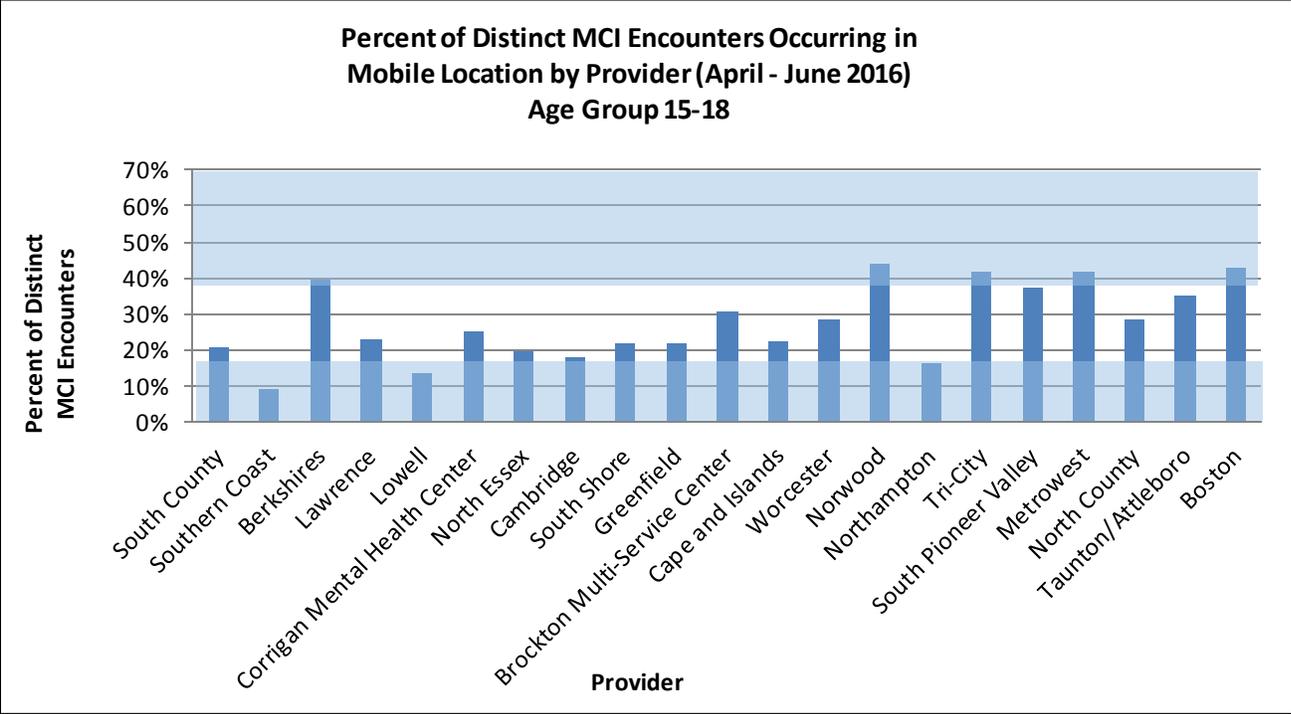


Mean: 39% SD: 11%

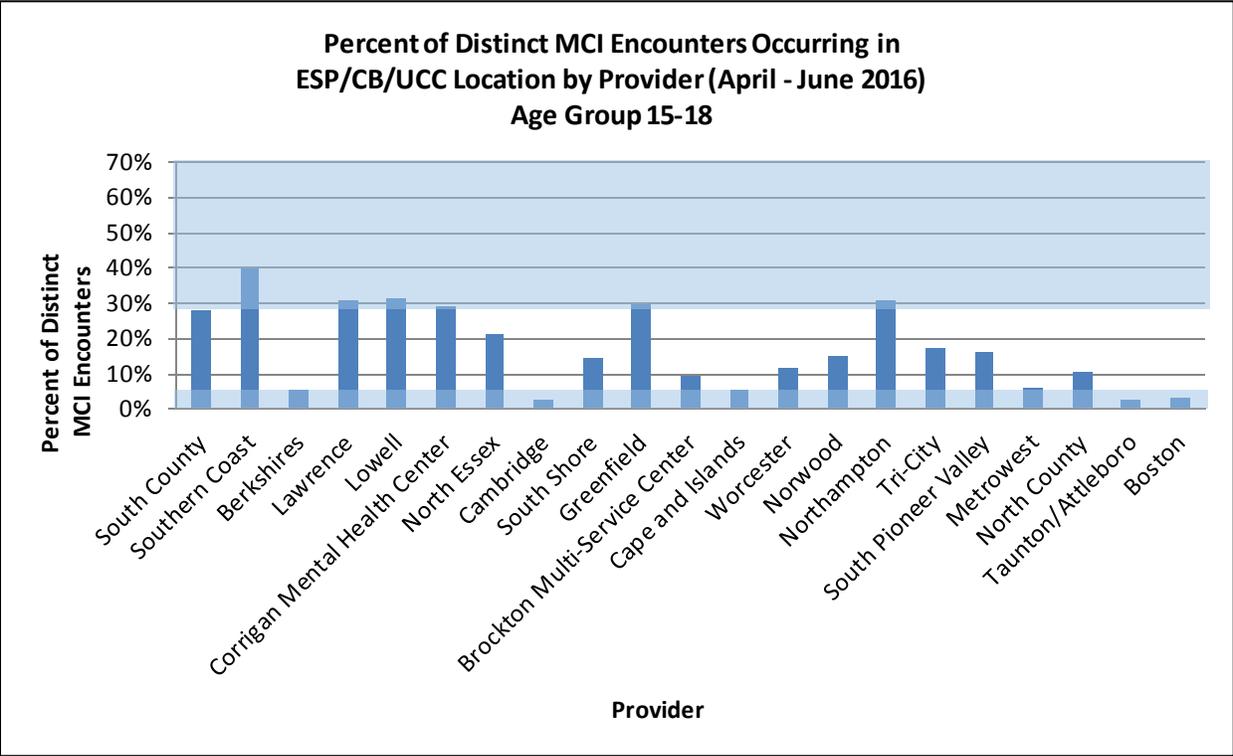
* Blue shading denotes area one or more standard deviations away from the average across providers.

Ages 0-14

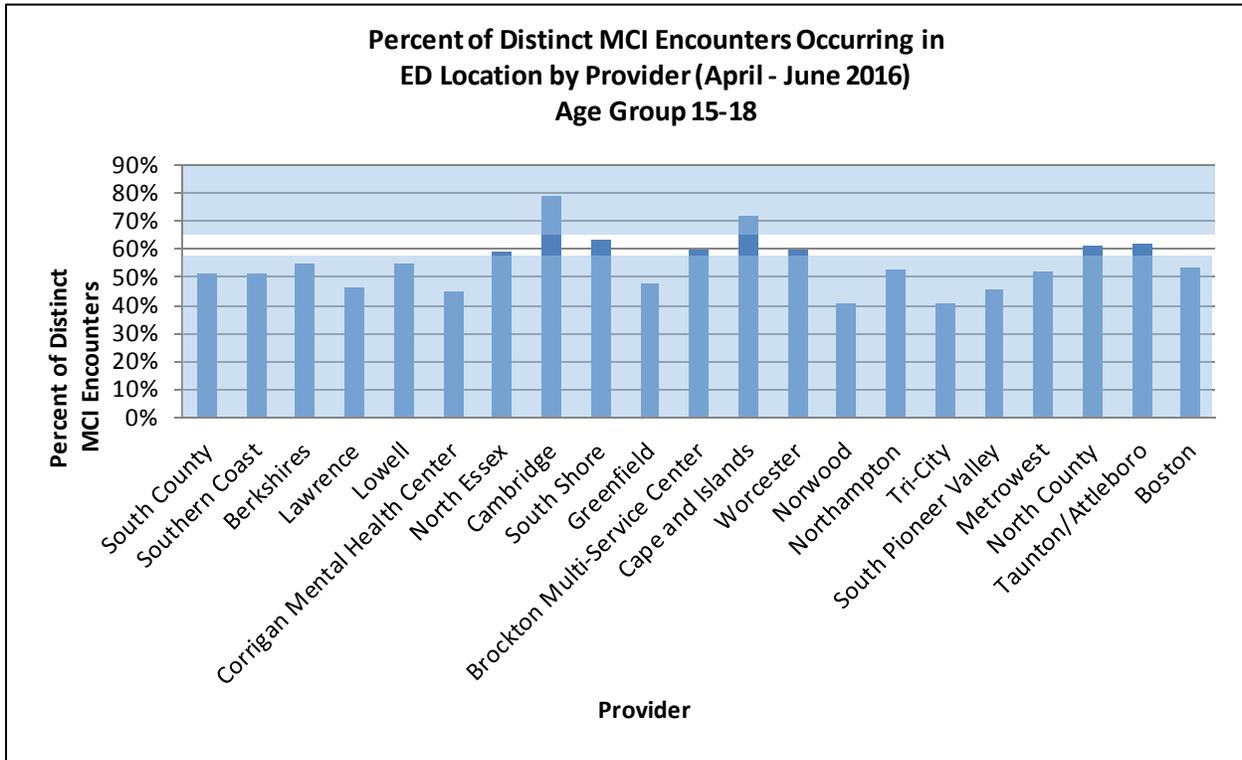
- For Age 0-14, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from April through June 2016. The average percent of encounters in each location across the 21 ESP provider groups is 40, 21 and 39 percent respectively.
- Please see **Appendix C** for a detailed chart.



Mean: 28% SD: 10%



Mean: 17% SD: 12%



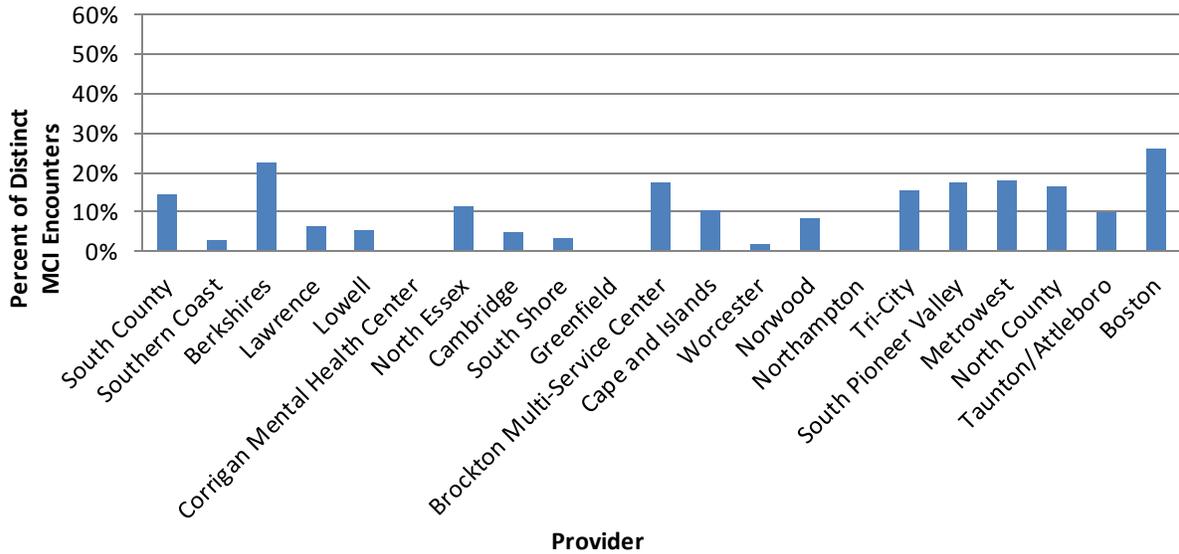
Mean: 55% SD: 10%

* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

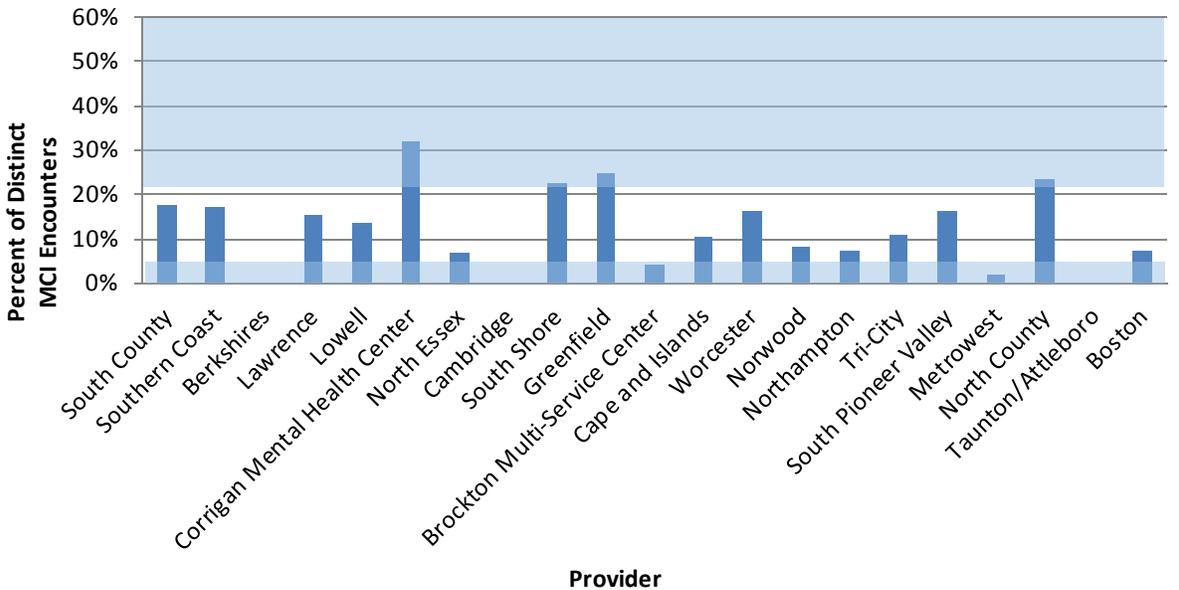
- For Age Group 15-18, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from April through June 2016. The average percent of encounters in each location across the 21 ESP provider groups is 28, 17 and 55 percent respectively.
- Please see **Appendix C** for a detailed chart.

**Percent of Distinct MCI Encounters Occurring in
Mobile Location by Provider (April - June 2016)
Age Group 19-20**

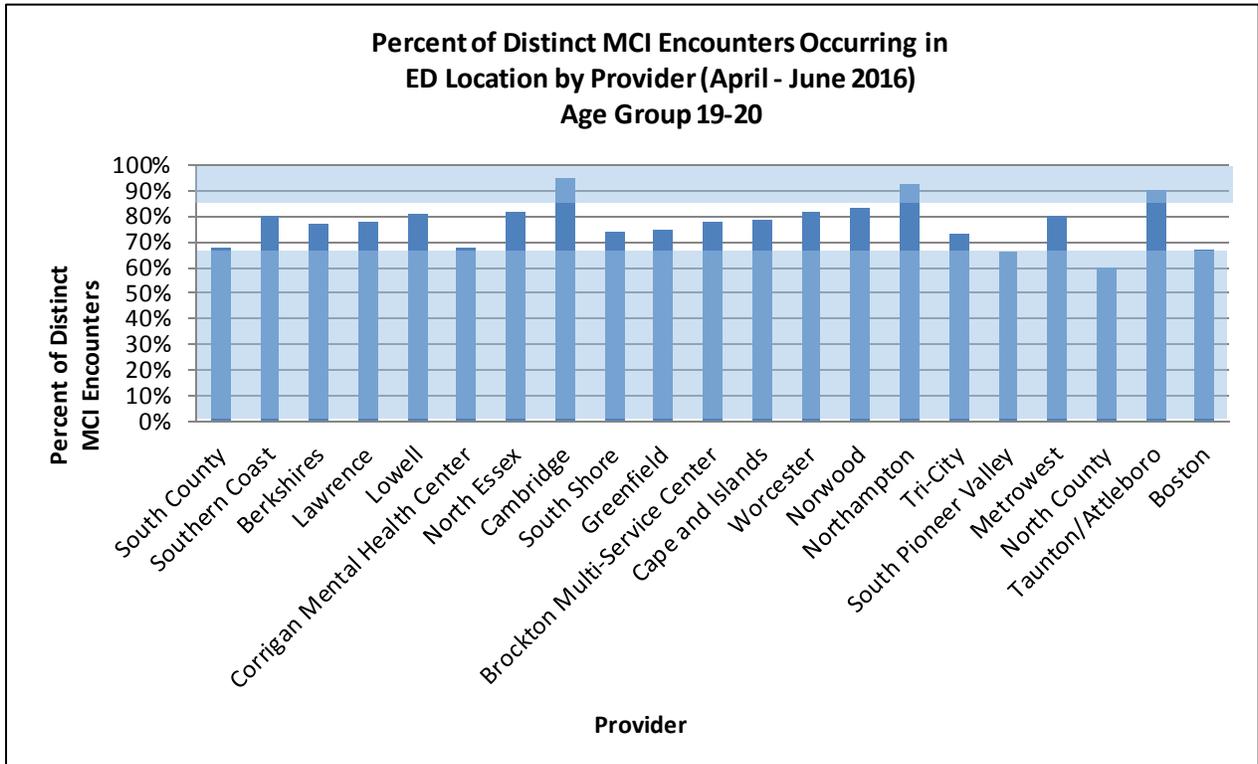


Mean: 10% SD: 8%

**Percent of Distinct MCI Encounters Occurring in
ESP/CB/UCC Location by Provider (April - June 2016)
Age Group 19-20**



Mean: 12% SD: 9%



Mean: 78% SD: 9%

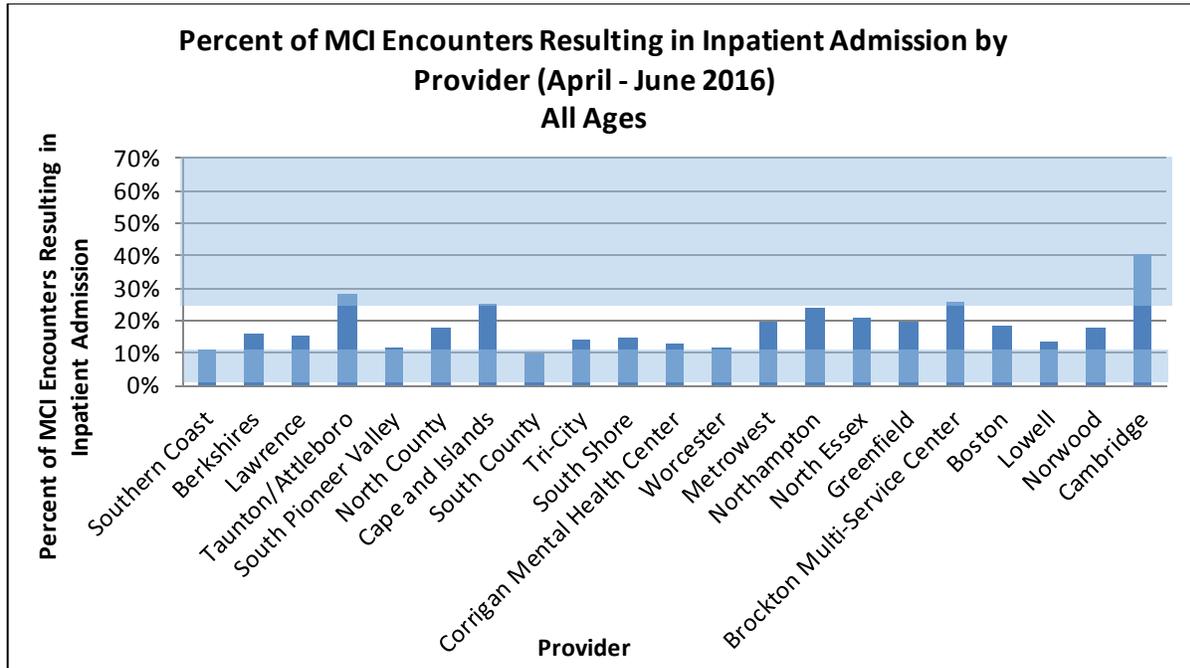
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, the above graphs show the percent of distinct MCI encounters occurring in Mobile, ESP/CB/UCC and ED locations from April through June 2016. The average percent of encounters in each location across the 21 ESP provider groups is 10, 12 and 78 percent respectively.
- Please see **Appendix C** for a detailed chart.

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

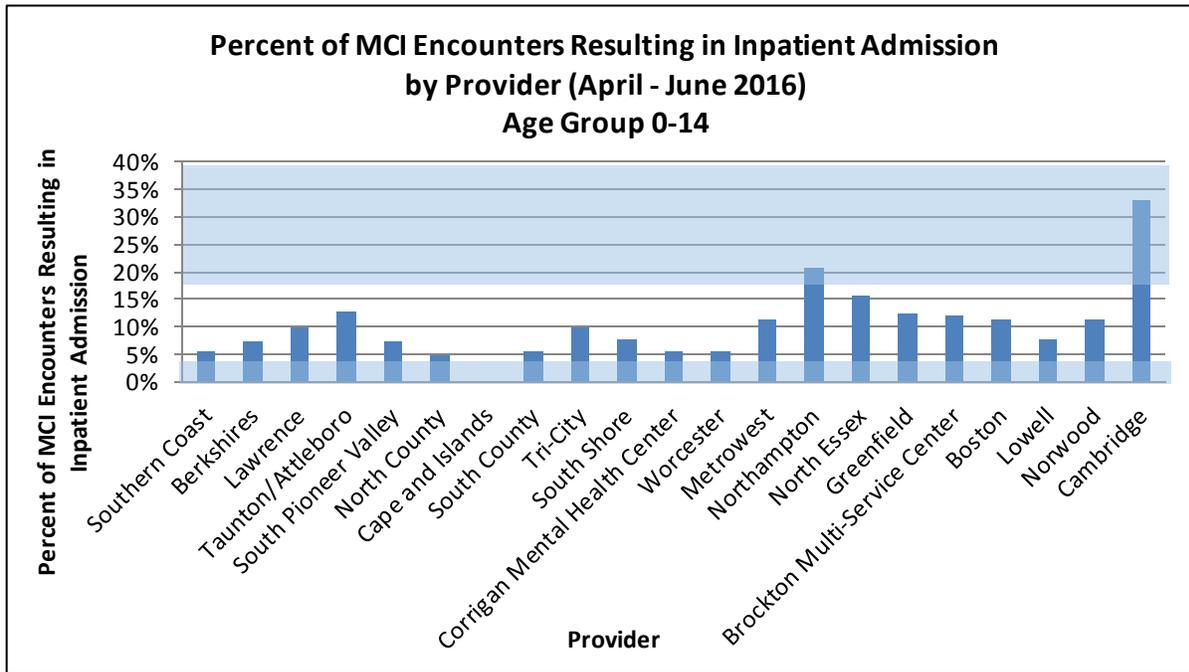
Definition: Percent of distinct MCI encounters with a primary disposition of inpatient psychiatric private, inpatient psychiatric general, observation bed (up to 23 hours) or intensive observation bed (up to 72 hours), where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth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



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

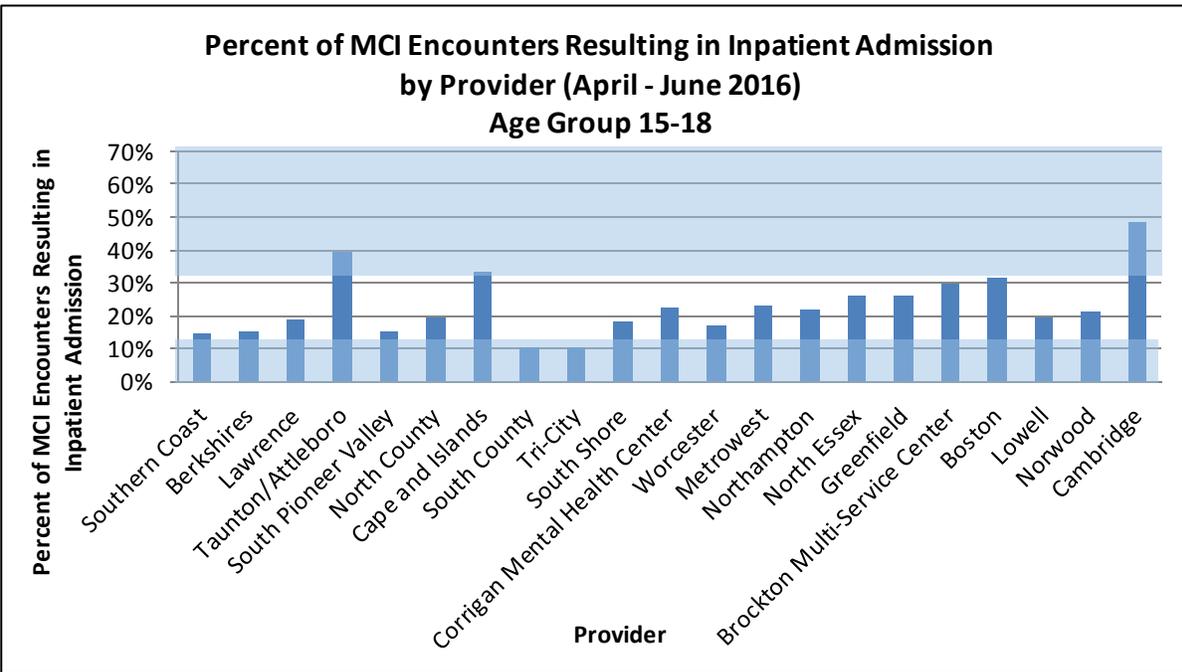
- For All Ages, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 21 ESP providers was 19 percent from April through June 2016.
- There was one provider (South County) whose percent of MCI encounters resulting in inpatient admission was one or more standard deviations below the provider average, though Brockton Multi-Service Center was borderline above the provider average by one or more standard deviations. Only Cambridge was significantly above the provider average by one or more standard deviations.
- Please see **Appendix D** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

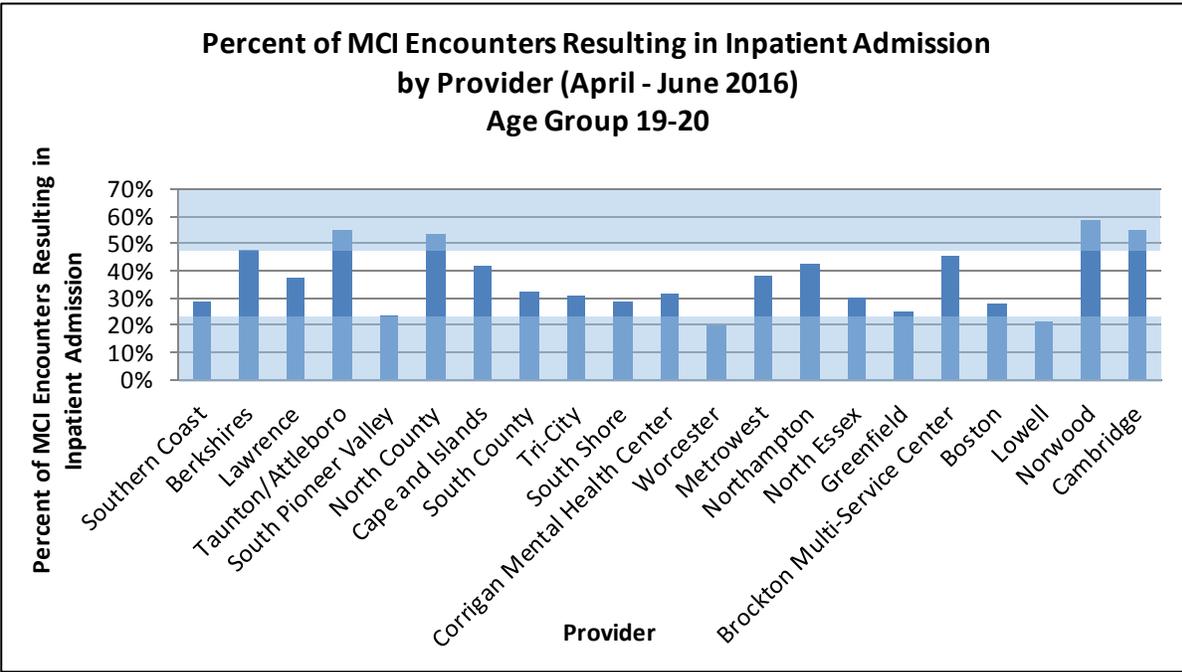
- For Age Group 0-14, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 21 ESP providers was 10 percent from April through June 2016.
- There was one provider (Cape and Islands) whose percent of MCI encounters resulting in inpatient admission was one or more standard deviations below the provider average. Two providers (Northampton and Cambridge) were one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 21 ESP providers was 23 percent from April through June 2016.
- There were two providers (Tri-City and South County) whose percent of MCI encounters resulting in inpatient admission was one or more standard deviations below the provider average. Three providers (Taunton/Attleboro, Cape and Islands, and Cambridge) were one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.



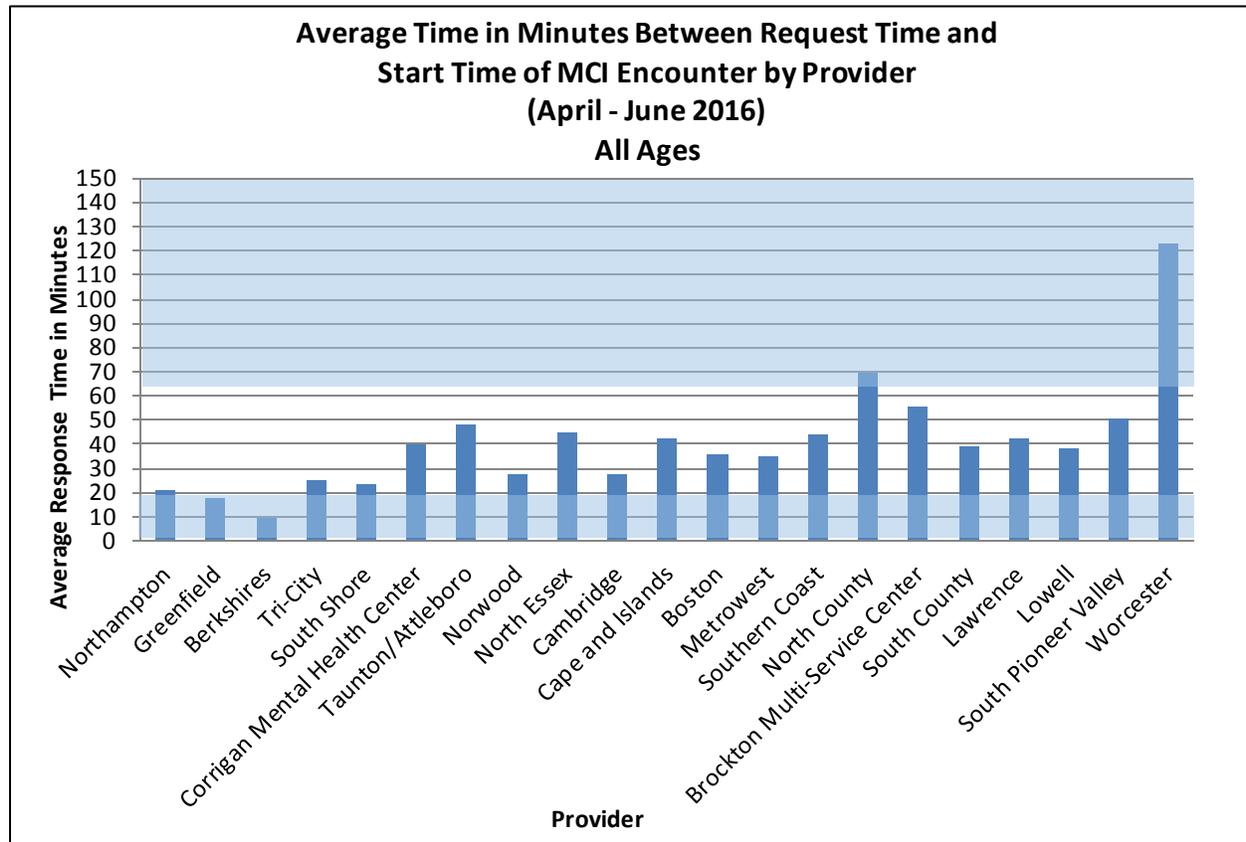
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, the average percent of MCI encounters resulting in inpatient admission (inpatient psychiatric at a private hospital, inpatient psychiatric at a general/acute care hospital, observation bed or intensive observation bed) across the 21 ESP providers was 37 percent from January through March 2016.
- Three providers (Worcester, Lowell, and South Pioneer Valley) had a percent of MCI encounters resulting in inpatient admission was one or more standard deviations below the provider average. Four providers (Cambridge, Norwood, North County, and Taunton/Attleboro) were one or more standard deviations above the provider average.
- Please see **Appendix D** for a detailed chart.

Indicator 7: Average Response Time by Provider

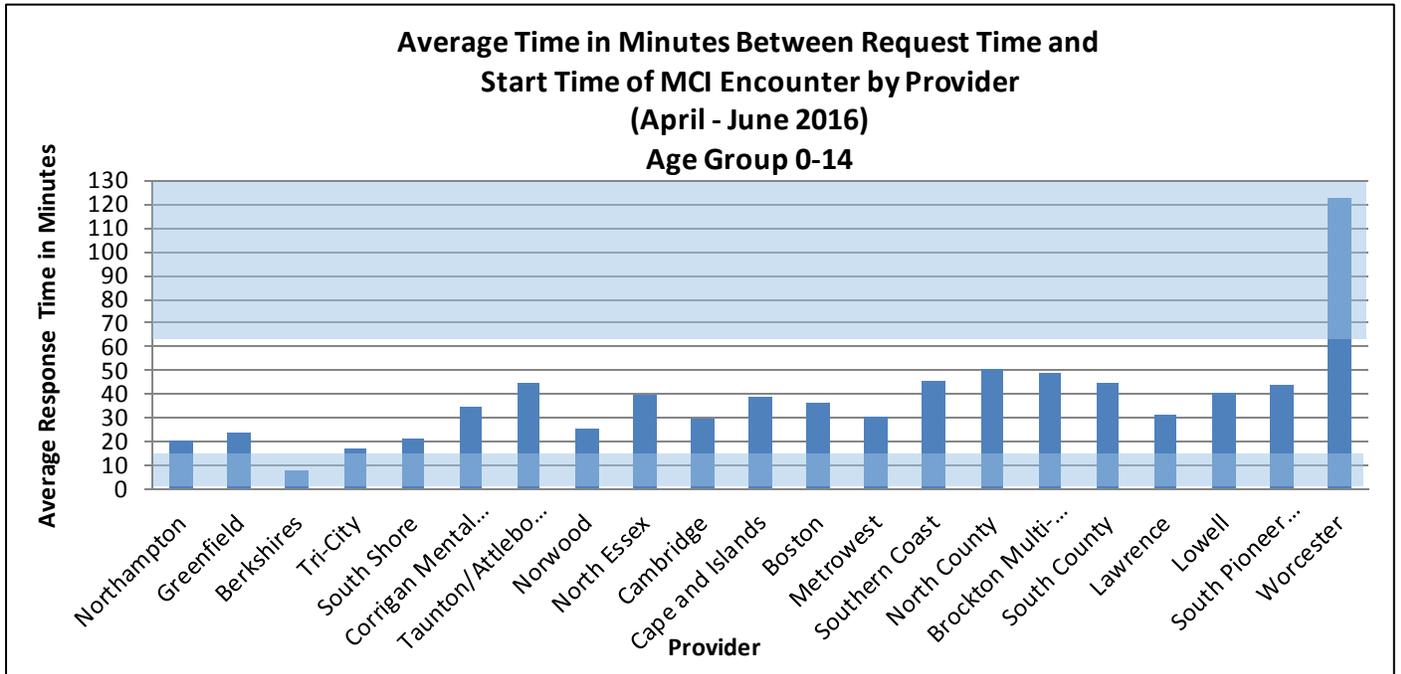
Definition: Average amount of time in minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

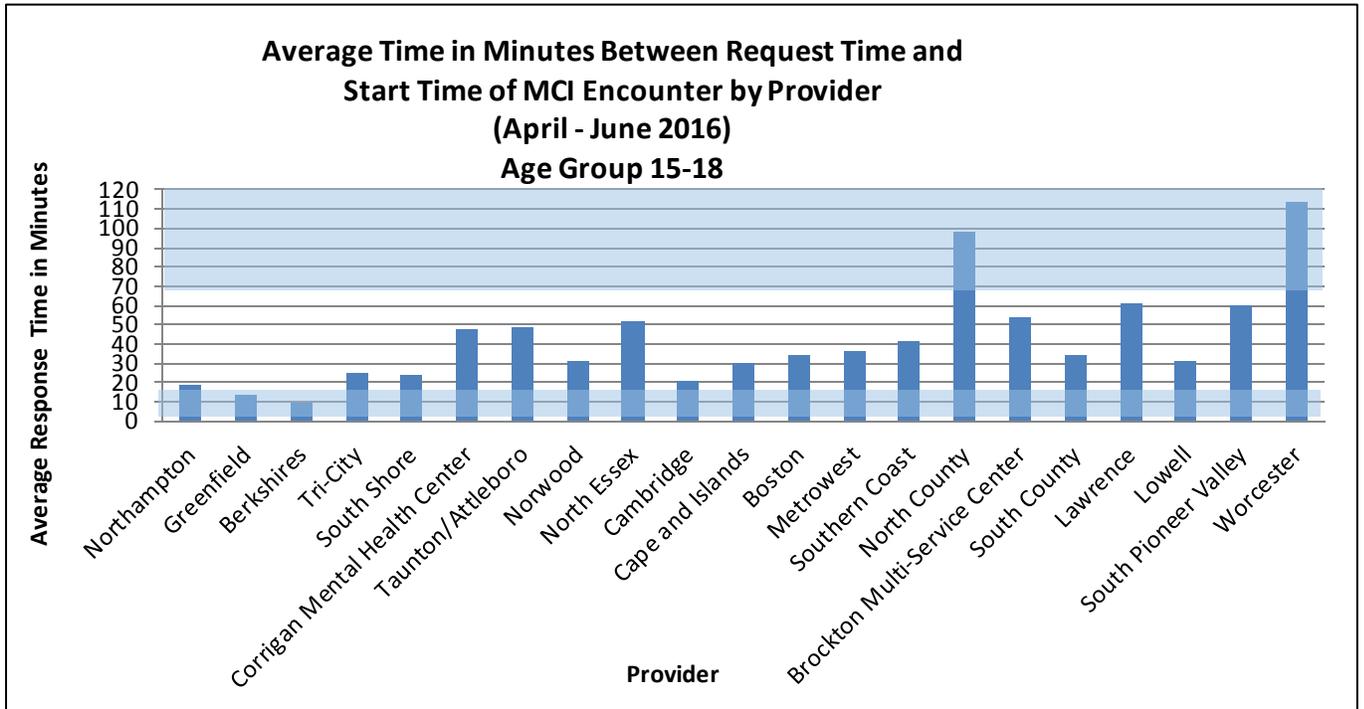
- For All Ages, average response time across the 21 ESP providers was 41 minutes from April through June 2016. Two providers (Greenfield and Berkshires) had an average response time that was one or more standard deviations below the provider average. Two providers (North County and Worcester) had an average response time that was one or more standard deviations above the provider average.
- Please see **Appendix E** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

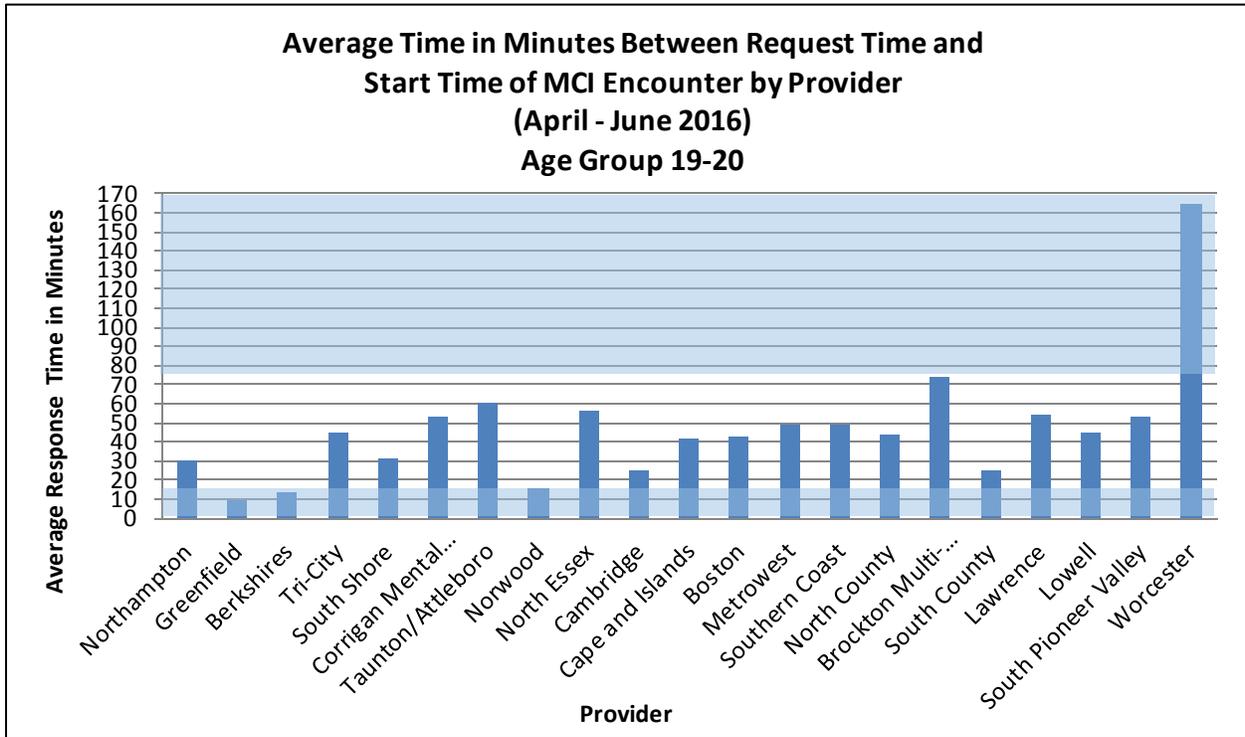
- For Age Group 0-14, average response time across the 21 ESP providers was 38 minutes from April through June 2016. One provider (Berkshires) had an average response time that was one or more standard deviations below the provider average. One provider (Worcester) had an average response time that was one or more standard deviations above the provider average.
- Please see **Appendix E** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, average response time across the 21 ESP providers was 42 minutes from April through June 2016. Two providers (Greenfield and Berkshires) had an average response time that was one or more standard deviations below the provider average. Two providers (North County and Worcester) had an average response time that was one or more standard deviations above the provider average.
- Please see **Appendix E** for a detailed chart.



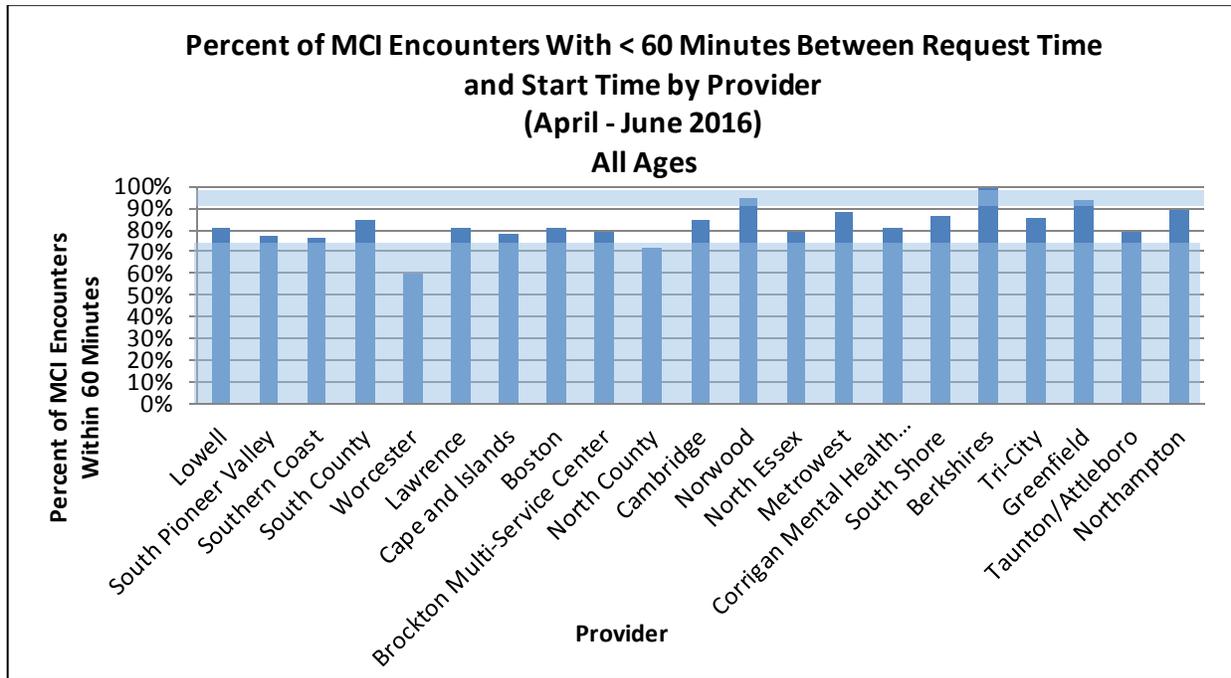
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, average response time across the 21 ESP providers was 47 minutes from April through June 2016. One provider (Worcester) had an average response time that was one or more standard deviations above the provider average. One provider (Greenfield) had an average response time that was one or more standard deviations below the provider average.
- Please see **Appendix E** for a detailed chart.

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

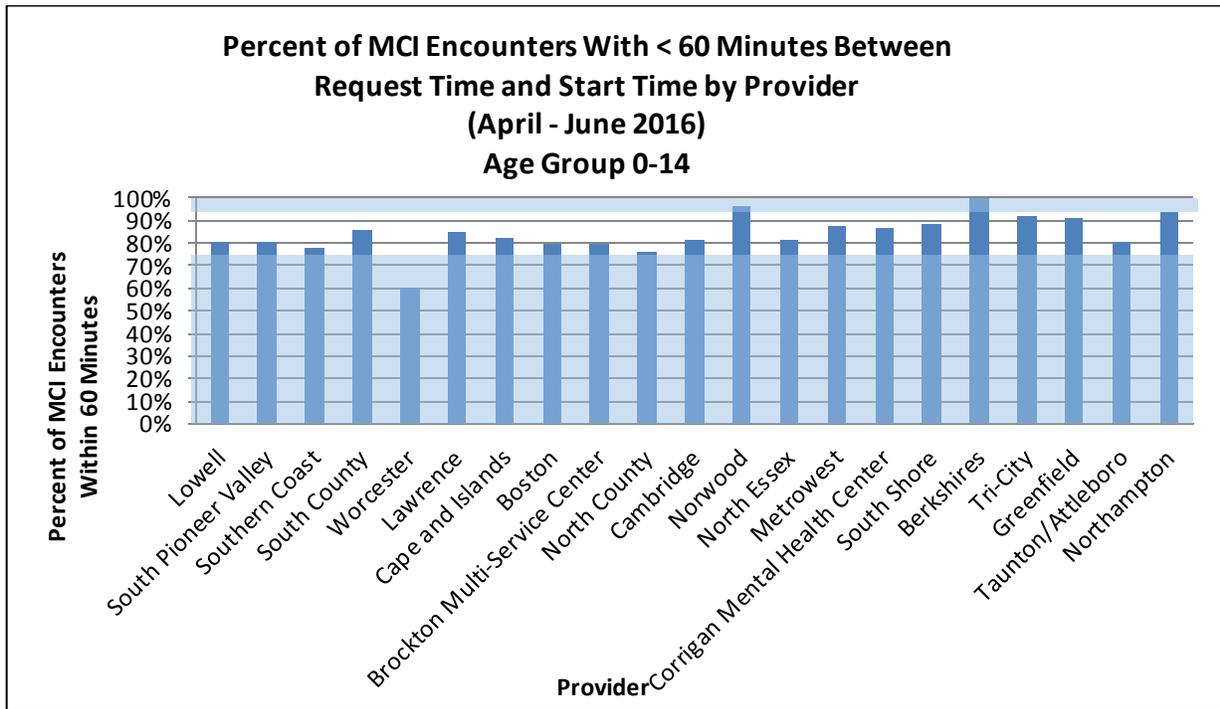
Definition: Percent of MCI encounters with less than 60 minutes between the time the youth is ready to begin the intervention to the start time of MCI encounter, where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

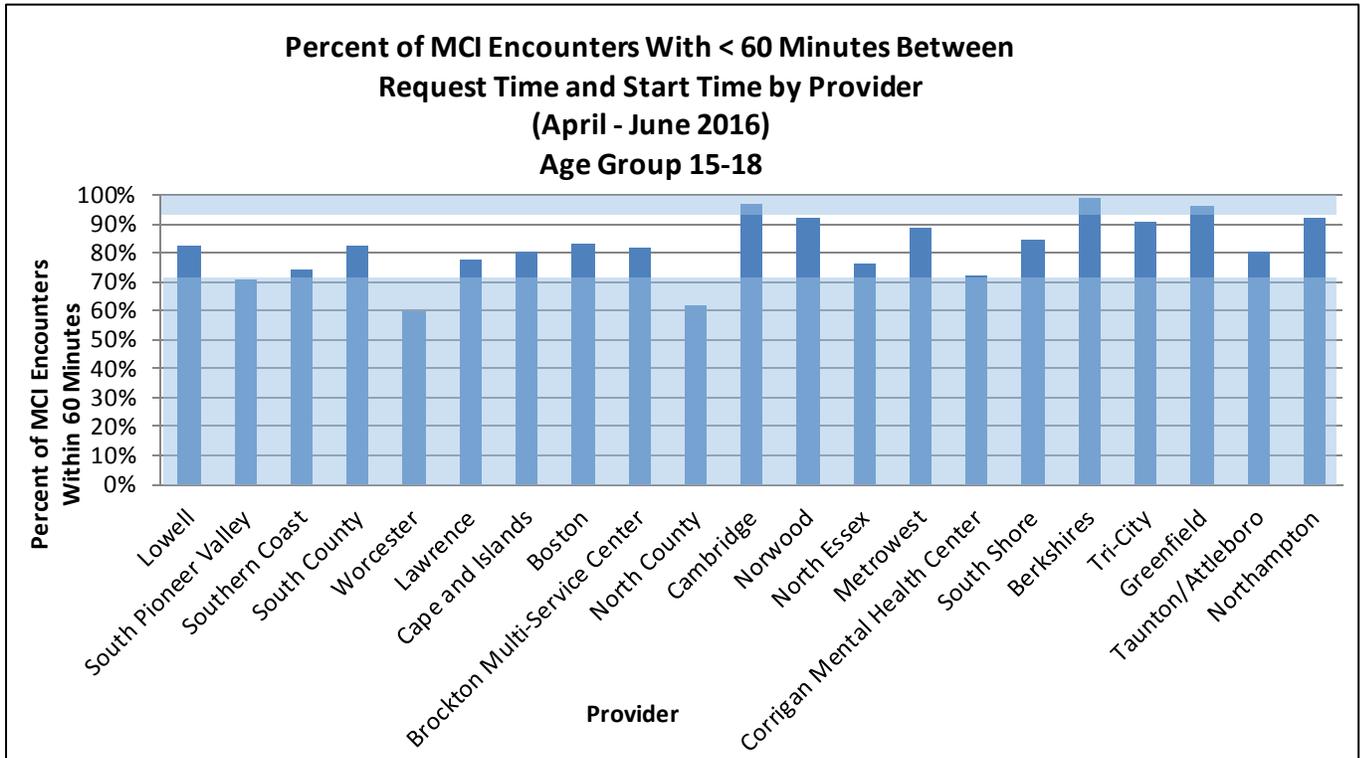
- For All Ages, across the 21 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes was 83 percent from April through June 2016. Two providers (North County and Worcester) had an average response time that was one or more standard deviations below the provider average. Three providers (Berkshires, Greenfield and Norwood) had an average response time that was one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

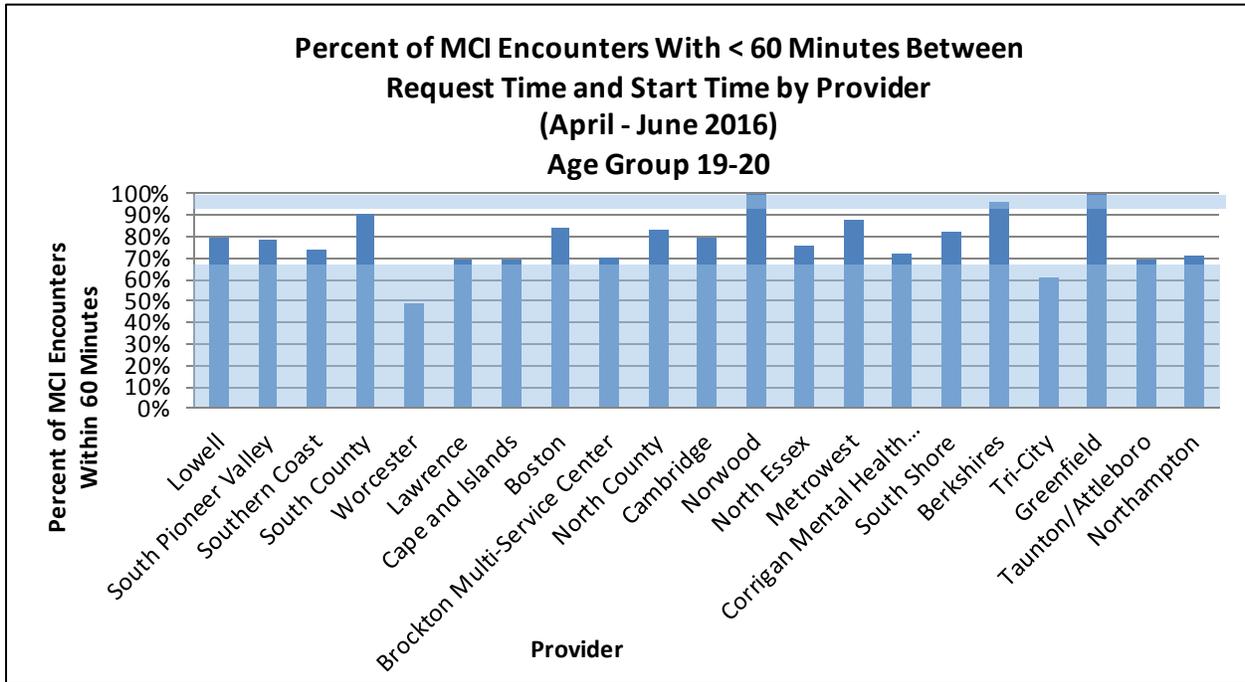
Age Group 0-14

- For Age Group 0-14, across the 21 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes was 84 percent from April through June 2016. Only Worcester had an average response time that was one or more standard deviations below the provider average. Three providers (Berkshires, Northampton, and Norwood) had an average response time that was one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.



Age Group 15-18

- For Age Group 15-18, across the 21 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes was 82 percent from April through June 2016. Two providers (North County and Worcester) had an average response time that was one or more standard deviations below the provider average. Three providers (Cambridge, Berkshires and Greenfield) had an average response time that was one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.



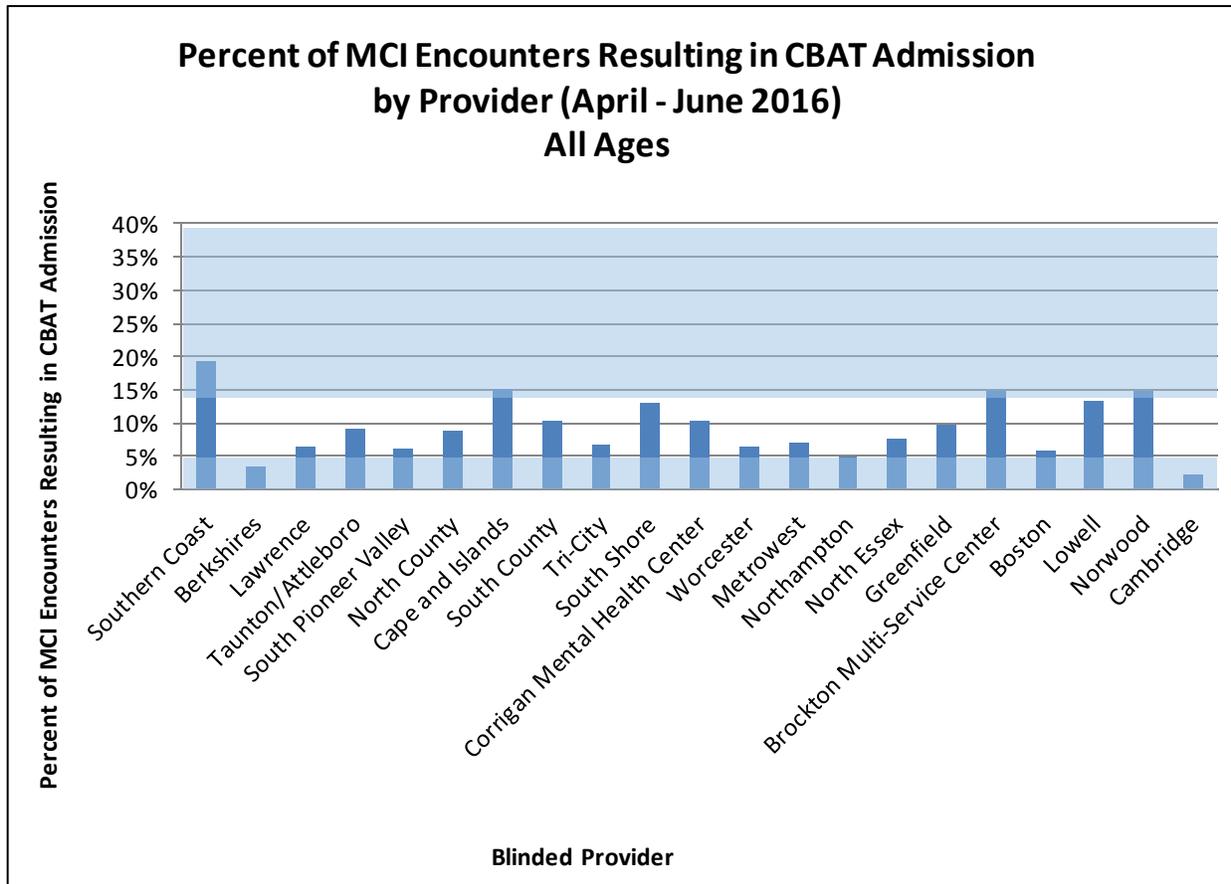
* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, across the 21 ESP providers, the average percent of MCI encounters with a response time less than 60 minutes was 78 percent from April through June 2016. Two providers (Worcester and Tri-City) had an average response time that was one or more standard deviations below the provider average. Three providers (Berkshires, Norwood, Greenfield) had an average response time that was one or more standard deviations above the average.
- Please see **Appendix F** for a detailed chart.

Indicator 9: Percent of MCI Encounters Resulting in CBAT Admission by Provider

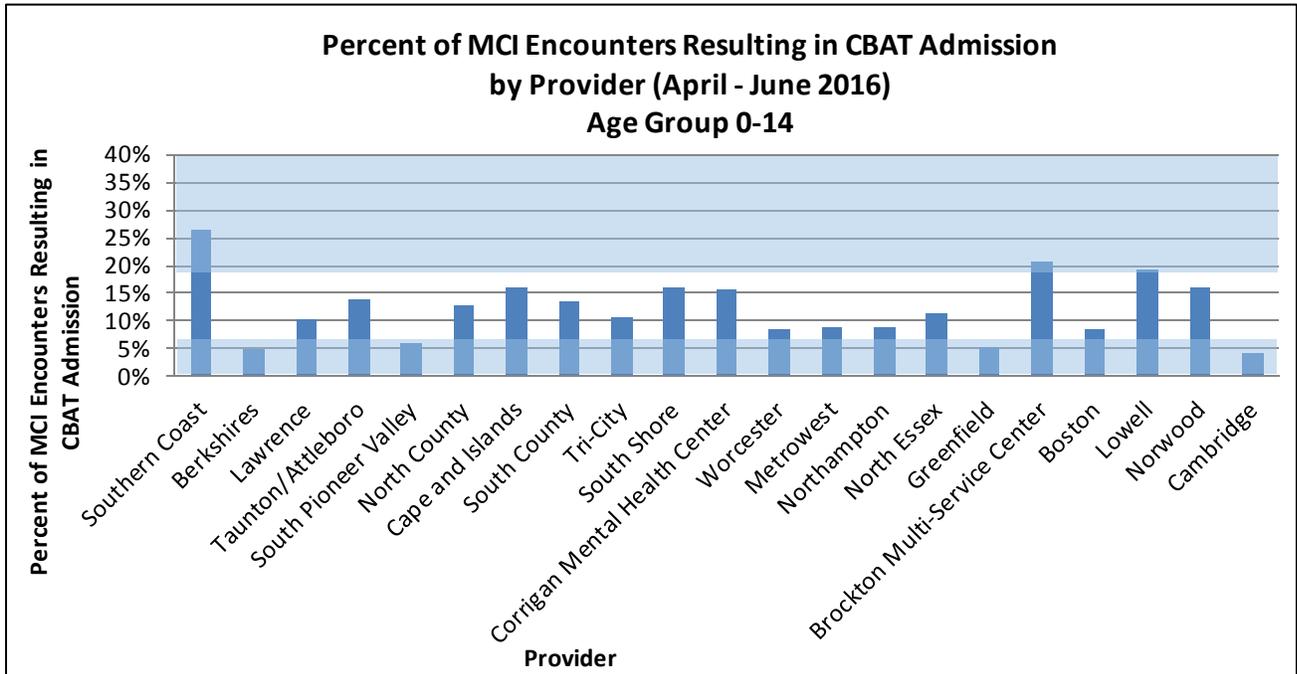
Definition: Percent of distinct MCI encounters with a primary disposition of Community-Based Acute Residential Treatment (CBAT), where payers are MassHealth Non-MCE, MassHealth Non-MBHP, Medicare/Medicaid, MassHealth MBHP and Commercial with MassHealth TPL.



* Blue shading denotes area one or more standard deviations away from the average across providers.

All Ages

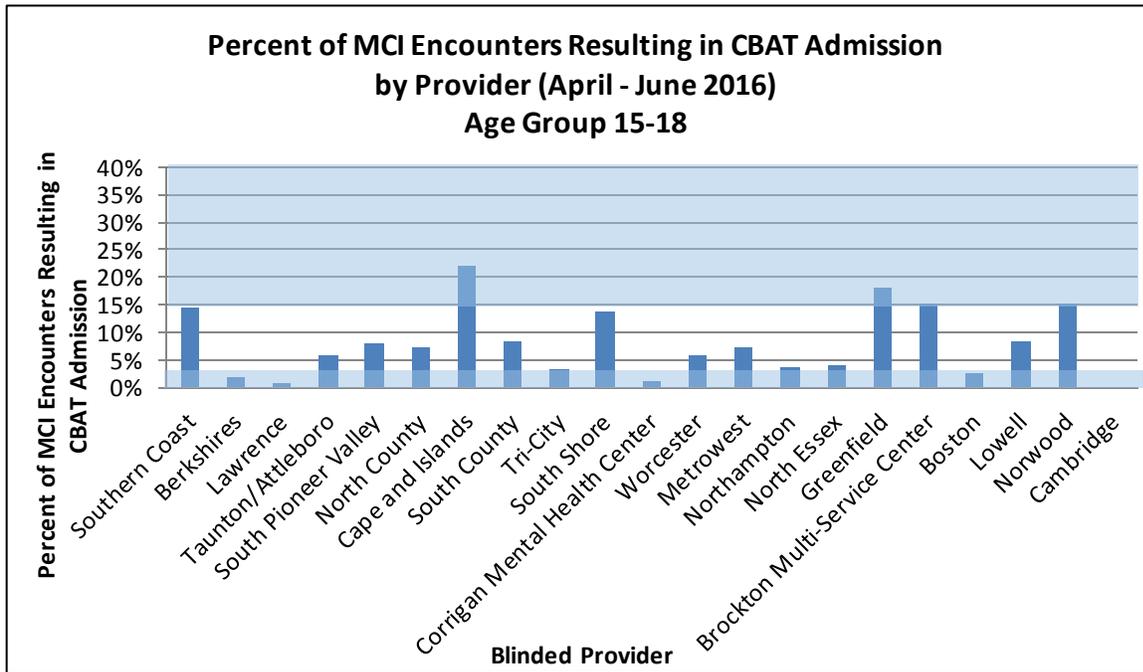
- For All Ages, the average percent of MCI encounters resulting in CBAT admission across the 21 providers was 9 percent from April through June 2016.
- There were two providers (Berkshires and Cambridge) whose percent of MCI encounters resulting in CBAT admission was one or more standard deviations below the provider average. Four providers (Southern Coast, Cape and Islands, Brockton Multi-Service Center, and Norwood) were one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 0-14

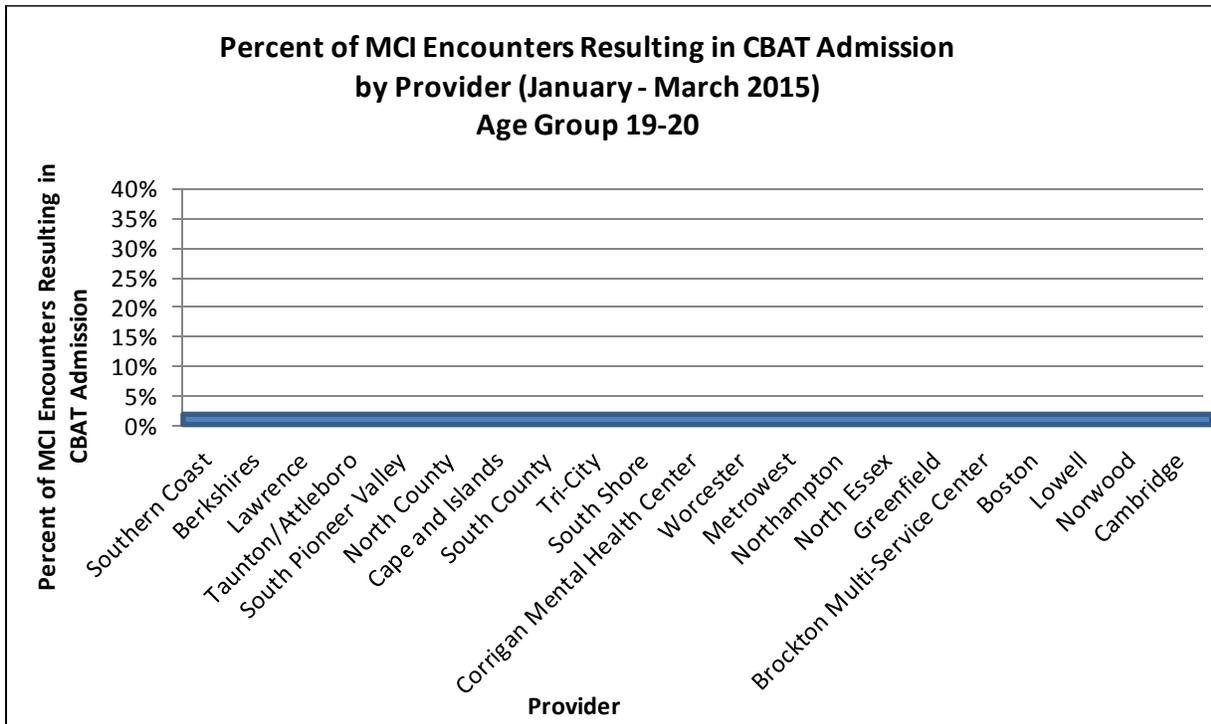
- For Age Group 0-14, the average percent of MCI encounters resulting in CBAT admission across the 21 providers was 12 percent from April through June 2016.
- There were four providers (Berkshires, South Pioneer Valley, Greenfield and Cambridge) whose percent of MCI encounters resulting in CBAT admission was one or more standard deviations below the provider average. Only Brockton Multi-Service Center, Lowell and Southern Coast were one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 15-18

- For Age Group 15-18, the average percent of MCI encounters resulting in CBAT admission across the 21 providers was 8 percent from April through June 2016.
- Two providers (Cambridge and Lawrence) had a percent of MCI encounters resulting in CBAT admission was one or more standard deviations below the provider average. Five providers (Norwood, Southern Coast, Greenfield, Cape and Islands, and Brockton Multi-Service Center) were one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.



* Blue shading denotes area one or more standard deviations away from the average across providers.

Age Group 19-20

- For Age Group 19-20, there were no CBAT encounters from April through June 2016.
- There were no providers whose percent of MCI encounters resulting in CBAT admission was one or more standard deviations below the provider average or one or more standard deviations above the provider average.
- Please see **Appendix G** for a detailed chart.

Appendix A

Provider Name	Number of Distinct MCI Encounters (April - June 2015)			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Northampton	103	34	55	14
Cambridge	126	73	33	20
Cape and the Islands	80	25	36	19
Greenfield	122	56	50	16
Corrigan Mental Health Center	255	158	75	22
Taunton/Attleboro	175	87	68	20
South Shore Mental Health Center	258	117	110	31
Norwood	183	105	66	12
Berkshires	232	139	53	40
South County	288	164	96	28
Brockton Multi-Service Center	270	107	117	46
North County	183	86	67	30
Tri-City	242	111	86	45
Lowell	298	165	96	37
Metro West	474	214	205	55
Southern Coast	343	177	131	35
Lawrence	325	192	101	32
North Essex	515	270	202	43
Worcester	485	250	174	61
South Pioneer Valley	832	467	285	80
Boston	1,103	680	312	111

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	328	175	115	38
Median	258	139	96	32
Standard Deviation	248	151	78	24
Range	80-1,103	25-680	33-312	14-111

Appendix B

Provider Name	Percent of MCI Encounters Occurring in Community Location				Percent of MCI Encounters Occurring in ED Location			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Cambridge	26%	34%	21%	5%	74%	66%	79%	95%
Worcester	40%	46%	40%	18%	60%	54%	60%	82%
Brockton Multi-Service Center	40%	48%	40%	22%	60%	52%	60%	78%
Cape and the Islands	39%	68%	28%	21%	61%	32%	72%	79%
South County	58%	67%	49%	32%	42%	33%	51%	68%
Metro West	51%	63%	48%	20%	49%	37%	52%	80%
North Essex	49%	60%	41%	19%	51%	40%	59%	81%
South Shore Mental Health Center	46%	61%	36%	26%	54%	39%	64%	74%
Berkshires	46%	53%	45%	23%	54%	47%	55%	78%
Northampton	42%	47%	47%	7%	58%	53%	53%	93%
Lowell	50%	61%	45%	19%	50%	39%	55%	81%
Norwood	57%	61%	59%	17%	43%	39%	41%	83%
Corrigan Mental Health Center	65%	75%	55%	32%	35%	25%	45%	68%
Boston	56%	64%	46%	33%	44%	36%	54%	67%
Greenfield	55%	66%	52%	25%	45%	34%	48%	75%
North County	45%	51%	39%	40%	55%	49%	61%	60%
Taunton/Attleboro	46%	60%	38%	10%	54%	40%	62%	90%
Southern Coast	52%	62%	49%	20%	48%	38%	51%	80%
South Pioneer Valley	63%	73%	54%	34%	38%	27%	46%	66%
Tri-City	64%	83%	59%	27%	36%	17%	41%	73%
Lawrence	62%	74%	53%	22%	38%	26%	47%	78%

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers for percent occurring in community location.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	50%	61%	45%	22%
Median	50%	61%	46%	22%
Standard Deviation	10%	11%	10%	9%
Range	26-65%	34-83%	21-59%	5-40%

Appendix C

Provider Name	Percent of Encounters Occurring in Mobile Location				Percent of Encounters Occurring in ESP/CB/UCC Location				Percent of Encounters Occurring in ED Location				Ratio Mobile to ESP/CB/UCC Location (Rounded to Zero Decimal Places)			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20
South County	27%	32%	21%	14%	31%	35%	28%	18%	42%	33%	51%	68%	1:1	1:1	1:1	1:1
Southern Coast	12%	16%	9%	3%	41%	46%	40%	17%	48%	38%	51%	80%	0:1	0:1	0:1	0:1
Berkshires	43%	50%	40%	23%	3%	3%	6%	0%	54%	47%	55%	78%	14:1	17:1	7:1	0:1
Lawrence	21%	23%	23%	6%	41%	51%	31%	16%	38%	26%	47%	78%	1:1	0:1	1:1	0:1
Lowell	15%	18%	14%	5%	35%	42%	31%	14%	50%	39%	55%	81%	0:1	0:1	0:1	0:1
Corrigan Mental Health Center	33%	41%	25%	0%	33%	35%	29%	32%	35%	25%	45%	68%	1:1	1:1	1:1	0:1
North Essex	24%	29%	20%	12%	25%	31%	21%	7%	51%	40%	59%	81%	1:1	1:1	1:1	2:1
Cambridge	25%	33%	18%	5%	2%	1%	3%	0%	74%	66%	79%	95%	16:1	24:1	0:1	0:1
South Shore Mental Health Center	26%	35%	22%	3%	21%	26%	15%	23%	54%	39%	64%	74%	1:1	1:1	2:1	0:1
Greenfield	34%	54%	22%	0%	21%	13%	30%	25%	45%	34%	48%	75%	2:1	4:1	1:1	0:1
Brockton Multi-Service Center	30%	36%	31%	17%	10%	12%	9%	4%	60%	52%	60%	78%	3:1	3:1	3:1	4:1
Cape and the Islands	29%	52%	22%	11%	10%	16%	6%	11%	61%	32%	72%	79%	3:1	3:1	4:1	0:1
Worcester	30%	38%	29%	2%	10%	7%	11%	16%	60%	54%	60%	82%	3:1	5:1	3:1	0:1
Norwood	35%	32%	44%	8%	22%	29%	15%	8%	43%	39%	41%	83%	2:1	1:1	3:1	1:1
Northampton	16%	21%	16%	0%	26%	26%	31%	7%	58%	53%	53%	93%	1:1	1:1	1:1	0:1
Tri-City	48%	66%	42%	16%	16%	17%	17%	11%	36%	17%	41%	73%	3:1	4:1	2:1	1:1
South Pioneer Valley	45%	54%	38%	18%	18%	18%	16%	16%	38%	27%	46%	66%	3:1	3:1	2:1	1:1
Metro West	45%	55%	41%	18%	6%	7%	6%	2%	49%	37%	52%	80%	7:1	7:1	7:1	10:1
North Country	33%	42%	28%	17%	12%	9%	10%	23%	55%	49%	61%	60%	3:1	5:1	3:1	1:1
Taunton/Attleboro	42%	54%	35%	10%	4%	6%	3%	0%	54%	40%	62%	90%	10:1	9:1	12:1	0:1
Boston	52%	61%	43%	26%	4%	4%	4%	7%	44%	36%	54%	67%	13:1	17:1	12:1	4:1

*** Blue shading denotes providers whose ratio of mobile to ESP/CB/UCC location is 1 or more SDs above or below the mean for all providers.**

All Ages

- For All Ages, the above chart shows the percent of distinct MCI encounters occurring in community (Mobile and ESP/CB/UCC) and ED locations. The average ratio of mobile to ESP/CB/UCC location encounters across providers who had one or more encounters in an ESP/CB/UCC location from April through June 2016 was 4.1 to 1. The median (“middle value”) ratio was 2.6 to 1.

Age Group 0-14

- For Age Group 0-14, the above chart shows the percent of distinct MCI encounters occurring in community (Mobile and ESP/CB/UCC) and ED locations. The average ratio of mobile to ESP/CB/UCC location encounters across providers who had one or more encounters in an ESP/CB/UCC location from April through June 2016 was 5.2 to 1. The median (“middle value”) ratio was 2.9 to 1.

Age Group 15-18

- For Age Group 15-18, the above chart shows the percent of distinct MCI encounters occurring in community (Mobile and ESP/CB/UCC) and ED locations. The average ratio of mobile to ESP/CB/UCC location encounters across providers who had one or more encounters in an ESP/CB/UCC location from April through June 2016 was 3.1 to 1. The median (“middle value”) ratio was 2.3 to 1.

Age Group 19-20

- For Age Group 19-20, the above chart shows the percent of distinct MCI encounters occurring in community (Mobile and ESP/CB/UCC) and ED locations. The average ratio of mobile to ESP/CB/UCC location encounters across providers who had one or more encounters in an ESP/CB/UCC location from April through June 2016 was 1.2 to 1. The median (“middle value”) ratio was 0.4 to 1.

Appendix D

Provider Name	Number of MCI Encounters Resulting in Inpatient Admission				Total Number of MCI Encounters				Percent of MCI Encounters Resulting in Inpatient Admission			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Southern Coast	39	10	19	10	343	177	131	35	11%	6%	15%	29%
Berkshires	37	10	8	19	232	139	53	40	16%	7%	15%	48%
Lawrence	50	19	19	12	325	192	101	32	15%	10%	19%	38%
Taunton/Attleboro	49	11	27	11	175	87	68	20	28%	13%	40%	55%
South Pioneer Valley	97	34	44	19	832	467	285	80	12%	7%	15%	24%
North County	33	4	13	16	183	86	67	30	18%	5%	19%	53%
Cape and the Islands	20	0	12	8	80	25	36	19	25%	0%	33%	42%
South County	28	9	10	9	288	164	96	28	10%	5%	10%	32%
Tri-City	34	11	9	14	242	111	86	45	14%	10%	10%	31%
South Shore Mental Health Center	38	9	20	9	258	117	110	31	15%	8%	18%	29%
Corrigan Mental Health Center	33	9	17	7	255	158	75	22	13%	6%	23%	32%
Worcester	56	14	30	12	485	250	174	61	12%	6%	17%	20%
Metro West	93	24	48	21	474	214	205	55	20%	11%	23%	38%
Northampton	25	7	12	6	103	34	55	14	24%	21%	22%	43%
North Essex	108	42	53	13	515	270	202	43	21%	16%	26%	30%
Greenfield	24	7	13	4	122	56	50	16	20%	13%	26%	25%
Brockton Multi-Service Center	69	13	35	21	270	107	117	46	26%	12%	30%	46%
Boston	205	76	98	31	1,103	680	312	111	19%	11%	31%	28%
Lowell	40	13	19	8	298	165	96	37	13%	8%	20%	22%
Norwood	33	12	14	7	183	105	66	12	18%	11%	21%	58%
Cambridge	51	24	16	11	126	73	33	20	40%	33%	48%	55%

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers for percent of encounters resulting in inpatient admission.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	19%	10%	23%	37%
Median	18%	10%	21%	32%
Standard Deviation	7%	7%	9%	12%
Range	10-40%	0-33%	15-40%	22-58%

Appendix E

Provider Name	Average Response Time in Minutes			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Northampton	21	21	19	30
Greenfield	17	24	14	10
Berkshires	9	8	9	13
Tri-City	25	17	25	45
South Shore Mental Health Center	24	21	24	32
Corrigan Mental Health Center	40	35	48	53
Taunton/Attleboro	48	45	49	60
Norwood	28	25	32	16
North Essex	45	40	52	56
Cambridge	28	30	21	25
Cape and the Islands	42	39	31	42
Boston	36	36	34	43
Metro West	35	31	36	48
Southern Coast	44	46	41	49
North Country	69	50	99	44
Brockton Multi-Service Center	55	49	53	74
South County	39	45	34	25
Lawrence	42	31	61	54
Lowell	38	41	31	44
South Pioneer Valley	51	44	61	53
Worcester	123	123	114	165

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	41	38	42	47
Median	39	36	34	44
Standard Deviation	23	22	26	32
Range	9-123	8-123	9-114	10-165

Appendix F

Provider Name	Percent of MCI Encounters with Response Time < 60 Minutes			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Lowell	81%	81%	83%	79%
South Pioneer Valley	77%	81%	71%	79%
Southern Coast	76%	78%	74%	74%
South County	85%	86%	83%	90%
Worcester	60%	60%	60%	49%
Lawrence	81%	85%	78%	70%
Cape and the Islands	78%	82%	81%	69%
Boston	81%	79%	83%	84%
Brockton Multi-Service Center	79%	79%	82%	70%
North County	72%	76%	62%	84%
Cambridge	85%	81%	97%	80%
Norwood	95%	96%	92%	100%
North Essex	79%	82%	76%	76%
Metro West	88%	87%	89%	88%
Corrigan Mental Health Center	81%	87%	72%	73%
South Shore Mental Health Center	86%	88%	84%	83%
Berkshires	99%	100%	99%	96%
Tri-City	86%	92%	91%	61%
Greenfield	94%	91%	96%	100%
Taunton/Attleboro	80%	81%	81%	70%
Northampton	90%	94%	92%	72%

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	83%	84%	82%	78%
Median	81%	82%	83%	79%
Standard Deviation	9%	8%	11%	13%
Range	60-99%	60-100%	60-99%	49-100%

Appendix G

Provider Name	Number of MCI Encounters Resulting in CBAT Admission				Total Number of MCI Encounters				Percent of MCI Encounters Resulting in CBAT Admission			
	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Southern Coast	66	47	19	0	343	177	131	35	19%	27%	15%	0%
Berkshires	8	7	1	0	232	139	53	40	3%	5%	2%	0%
Lawrence	21	20	1	0	325	192	101	32	6%	10%	1%	0%
Taunton/Attleboro	16	12	4	0	175	87	68	20	9%	14%	6%	0%
South Pioneer Valley	52	29	23	0	832	467	285	80	6%	6%	8%	0%
North County	16	11	5	0	183	86	67	30	9%	13%	7%	0%
Cape and the Islands	12	4	8	0	80	25	36	19	15%	16%	22%	0%
South County	30	22	8	0	288	164	96	28	10%	13%	8%	0%
Tri-City	16	12	3	1	242	111	86	45	7%	11%	3%	0%
South Shore Mental Health Center	34	19	15	0	258	117	110	31	13%	16%	14%	0%
Corrigan Mental Health Center	26	25	1	0	255	158	75	22	10%	16%	1%	0%
Worcester	31	21	10	0	485	250	174	61	6%	8%	6%	0%
Metro West	34	19	15	0	474	214	205	55	7%	9%	7%	0%
Northampton	5	3	2	0	103	34	55	14	5%	9%	4%	0%
North Essex	39	31	8	0	515	270	202	43	8%	11%	4%	0%
Greenfield	12	3	9	0	122	56	50	16	10%	5%	18%	0%
Brockton Multi-Service Center	40	22	18	1	270	107	117	46	15%	21%	15%	0%
Boston	65	57	8	0	1,103	680	312	111	6%	8%	3%	0%
Lowell	40	32	8	0	298	165	96	37	13%	19%	8%	0%
Norwood	27	17	10	0	183	105	66	12	15%	16%	15%	0%
Cambridge	3	3	0	0	126	73	33	20	2%	4%	0%	0%

* Blue shading denotes providers who are 1 or more SDs above or below the mean for all providers for percent of encounters resulting in CBAT admission.

NOTE: The majority of CBAT providers expect MBHP members to max out at age 18. Individuals within the 19-20 age category could appear within the figures if they were 18 at the time of the initial encounter then turned 19 during their CBAT service.

	Age 0-20	Age 0-14	Age 15-18	Age 19-20
Mean	10%	13%	8%	0%
Median	11%	12%	7%	0%
Standard Deviation	6%	8%	6%	0%
Range	1-22%	1-30%	0-18%	0-0%