



EMERGENCY MOBILE PSYCHIATRIC SERVICES

EMPS is a program funded by the State of Connecticut
in partnership with the United Way of Connecticut 2-1-1.



2-1-1



Media Contact:

Program Contact:

Tim Marshall, LCSW, Clinical Manager
Department of Children and Families
860 550 6531

Tim.marshall@ct.gov

<http://www.empsct.org>

EMPS Facts at a Glance

About EMPS

EMPS is a mobile intervention service for children and adolescents in crisis that can be accessed through 2-1-1. Funded by the State of Connecticut, Department of Children and Families, and offered in partnership with the United Way of Connecticut 2-1-1 and six local community provider organizations. The program comprises a team of nearly 150 trained mental health professionals across the state that can respond immediately face to face or by phone when a child is experiencing an emotional or behavioral crisis. The purpose of the program is to serve children in their homes and communities, reduce the number of visits to hospital Emergency Departments, and divert them from psychiatric hospitalization if a lower level of care is a safe, effective alternative. Additionally, the purpose of EMPS is to reduce the number of juvenile arrests and school expulsions/suspensions for youth who have school-related behavioral health issues.

How EMPS Works:

EMPS is available to all Connecticut residents and can be accessed by dialing 2-1-1 and, at the prompt, pressing "1" for "crisis." Callers are connected to a crisis specialist who obtains information and performs triage. Appropriate calls are transferred to a local EMPS provider who will perform an evaluation and determine whether the child can be safely maintained at his or her location and await a visit from that provider, or be transported immediately to the Emergency Department. If transport is not required, and the situation needs immediate attention, at least one trained clinician will be dispatched to the location, arriving in no more than 45 minutes. Following the initial crisis, the clinician and other members of the provider team will meet with the family for up to six weeks, develop an action plan, and connect them with additional resources within the community.

Hours of Operation

EMPS Clinicians are available immediately to talk by phone and evaluate the situation, 24 hours a day, 365 days per year. EMPS hours of mobility are: 8:00 am to 10:00 pm, Monday through Friday, and 1:00 pm to 10:00 pm on weekends and holidays.

EMPS Facts at a Glance

- EMPS handled **15,574 calls** this past fiscal year, (July 1, 2013 to June 30, 2013) an increase of 53.7% in three years.
- **90% or more** of all requests for mobile crisis intervention are receiving a face to face mobile response.
- On average, parents and EMPS workers are reporting **significant improvements** in children's behavioral health functioning and **significant reductions** in problematic behaviors during the EMPS episode of care.

(For additional, EMPS data, please go to empst.org.)

Additional Resources and a More Fluid System for Meeting Children's Behavioral Health Needs in Connecticut

- In CT, access to the community-based behavioral health system has flourished and EMPS has helped link children and families to ongoing community support.
- Intensive in-home clinical services and family support services has continued to increase throughout the state.

When to Call:

Dial 2-1-1 when a child is:

- Acting violently or dangerously.
- Unresponsive to you.
- Destroying property or out of control.
- Threatening to hurt himself/herself or others.
- Having a behavioral crisis that's too much to handle on your own.

Don't call when:

- The child needs immediate medical attention. Call 9-1-1.
- The child needs immediate police intervention or weapons and/or serious assault are involved. Call 9-1-1.
- There is no risk of immediate harm, and you can wait for a routine referral. *
- Routine referrals are available through the 2-1-1, without pressing the "crisis" prompt.

For additional EMPS information please go to empst.org.