



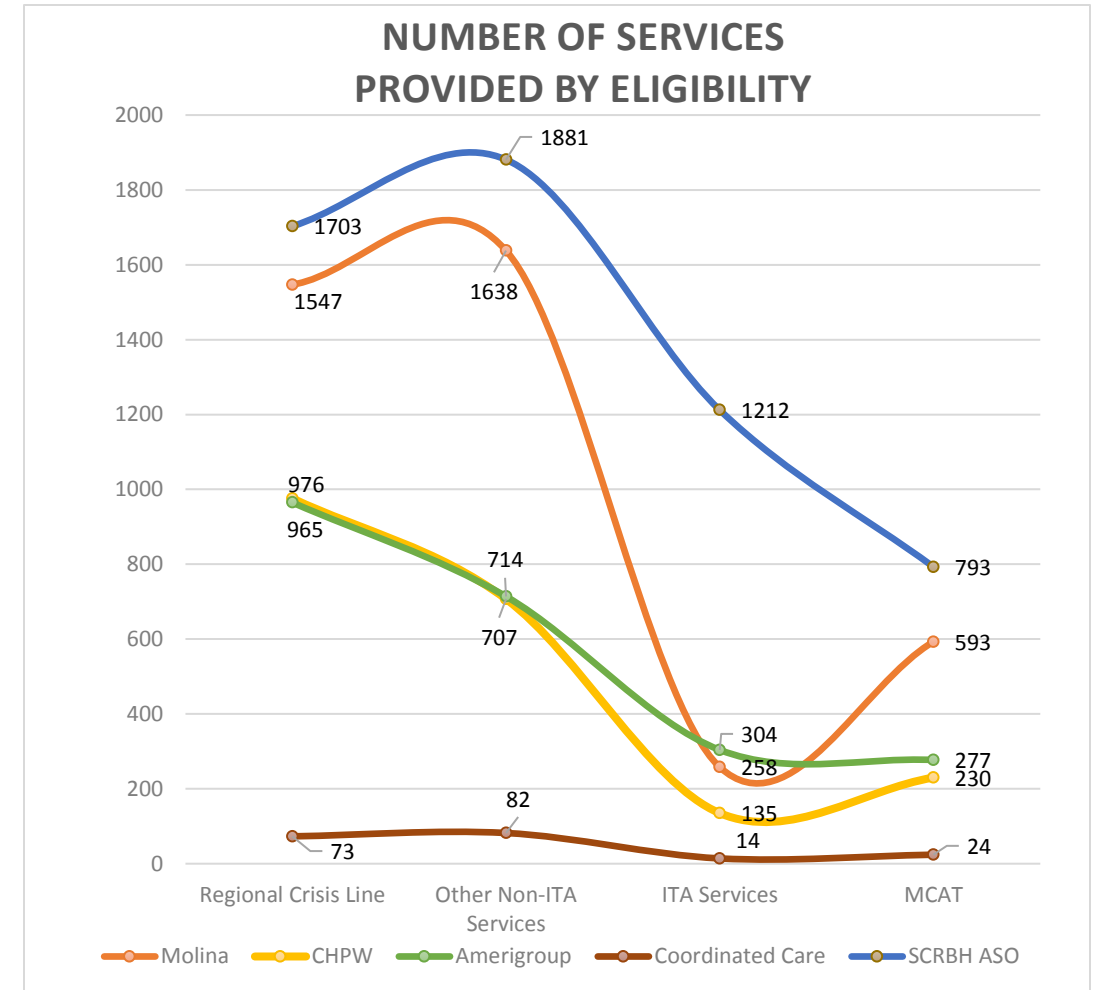
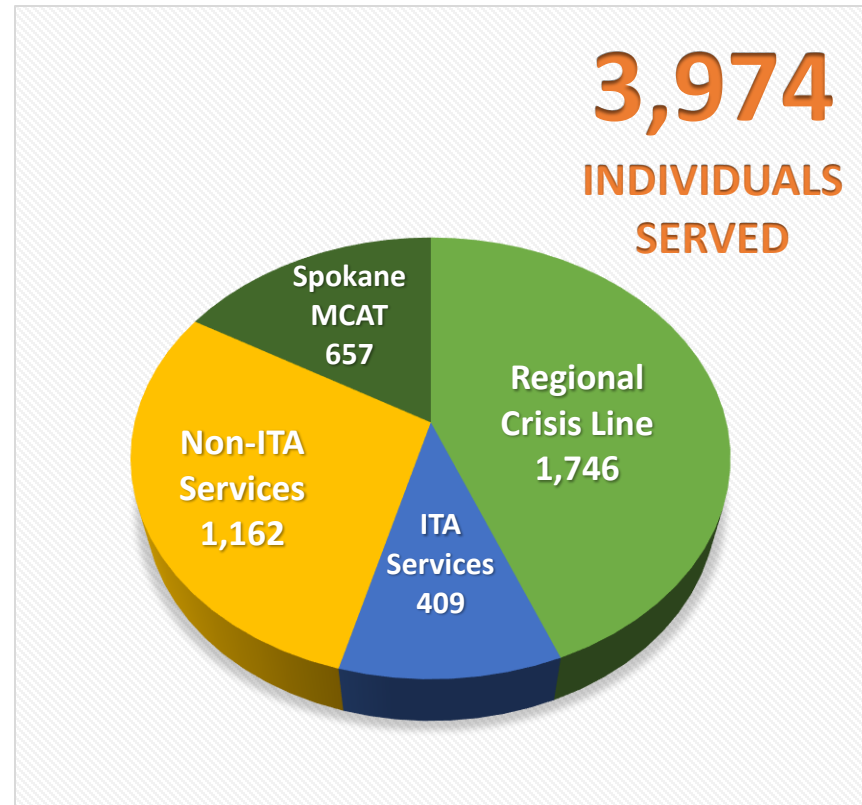
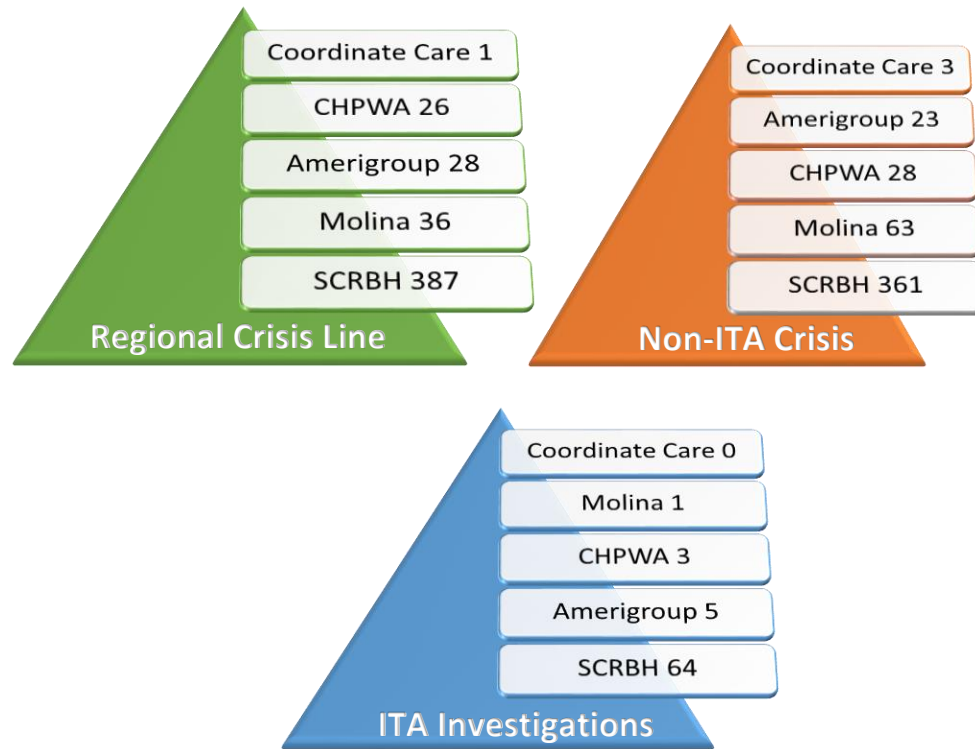
DRAFT

CRISIS DATA DASHBOARD

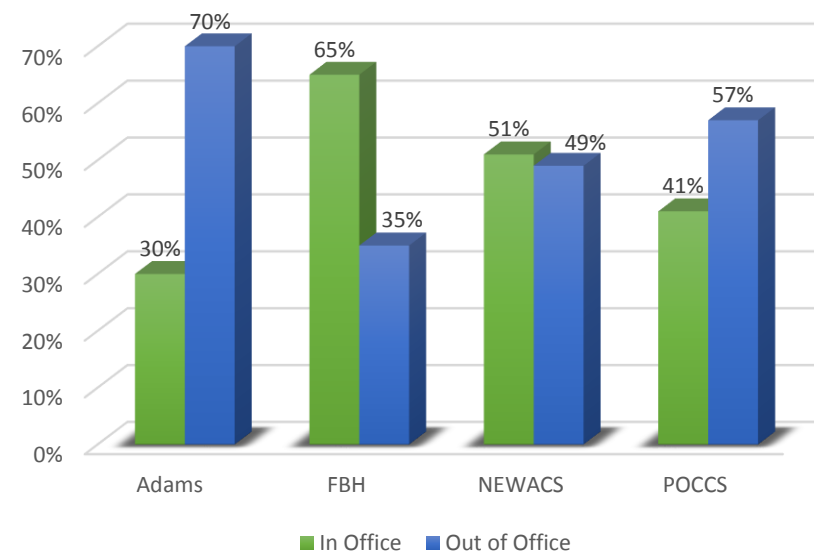
Second Quarter Reports (April – June 2019)

as of 9/17/2019

NUMBER OF HIGH UTILIZERS



PLACE OF SERVICE



REGIONAL CRISIS LINE CALL CENTER PERFORMANCE

Month	Percent of Abandoned Calls (5% or less)	Average Answer Time (under 30 secs)
April	0.7%	.08 secs
May	0.4%	.07 secs
June	0.6%	.07 secs

INVESTIGATION OUTCOMES

