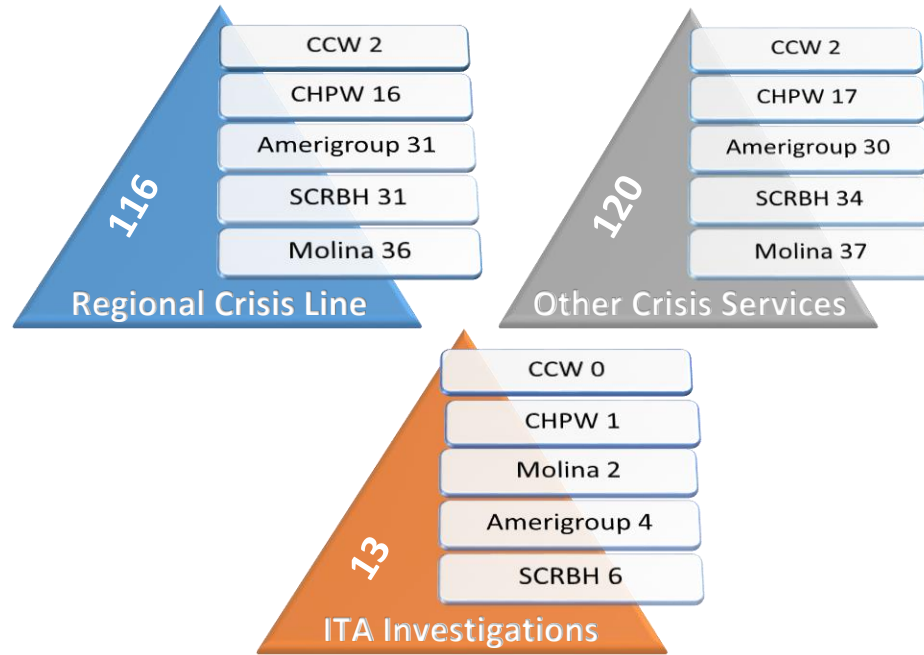




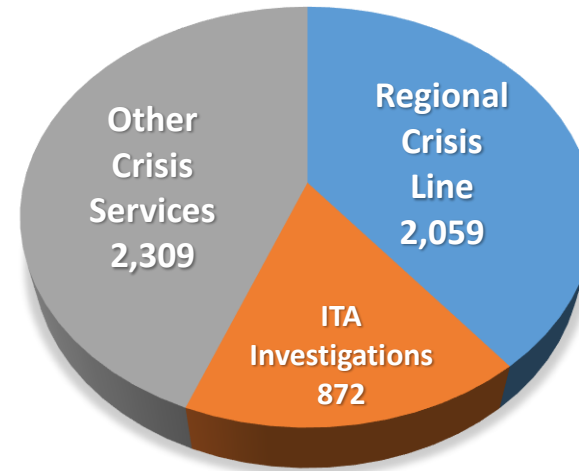
CRISIS DATA DASHBOARD – 2020 First Quarter Reports

As of 5/7/2020

NUMBER OF HIGH UTILIZERS

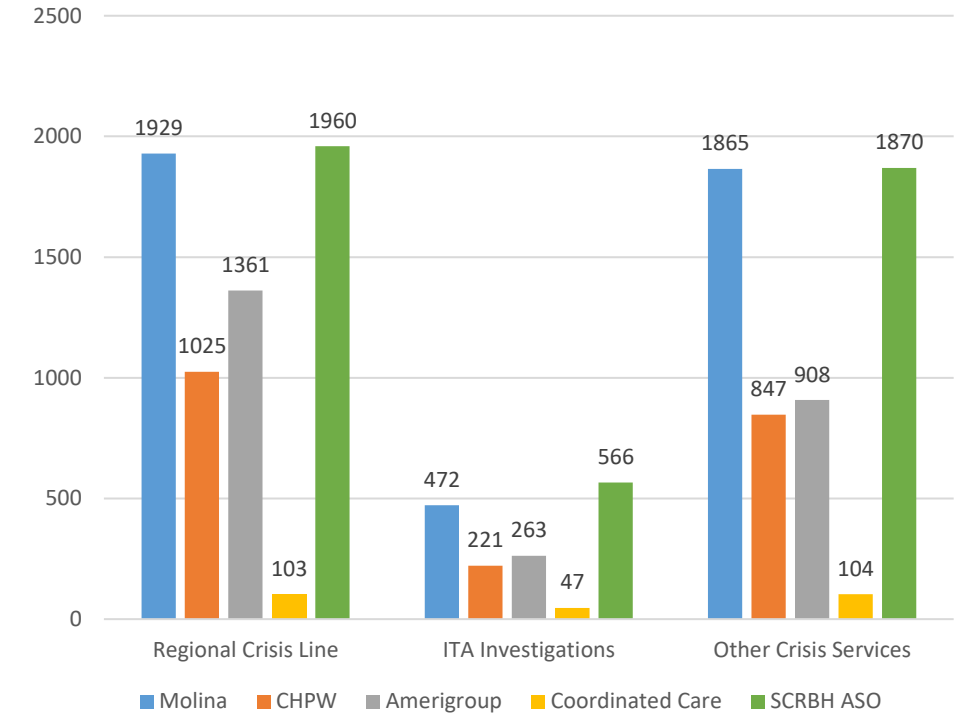


NUMBER OF INDIVIDUALS SERVED



5,240 Total Individuals Served by Unique Episode
4,366 Total Unduplicated Individuals Served

SERVICES PROVIDED BY ELIGIBILITY



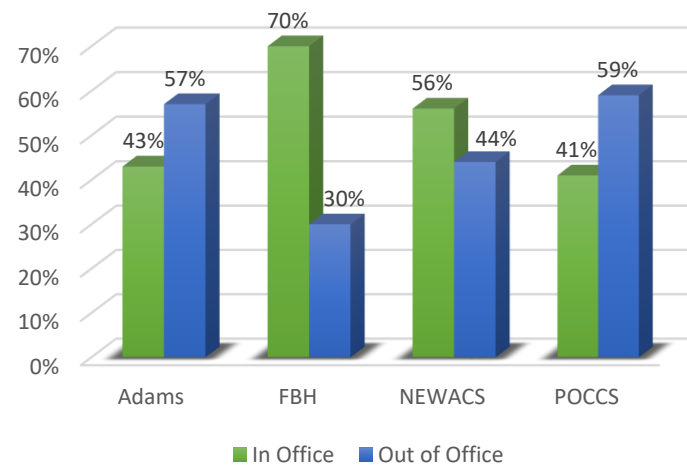
249 High Utilizers

9,385 Regional Crisis Line Calls

5,240 Total Individuals Served

13,541 Total Services Provided

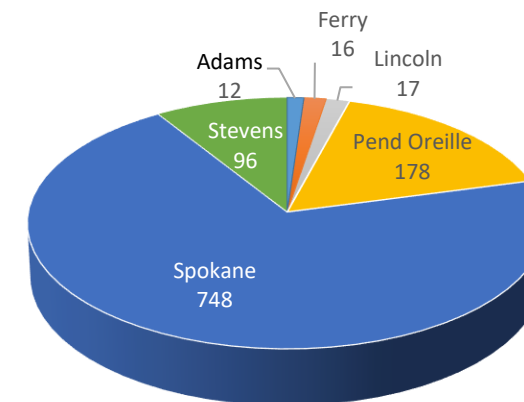
PLACE OF SERVICE



REGIONAL CRISIS LINE PERFORMANCE

	Percent of Abandoned Calls (5% or less)	Average Answer Time (under 30 seconds)
JAN	0.3%	.07 secs
FEB	0.2%	.08 secs
MARCH	0.4%	.08 secs

MOBILE CRISIS RESPONSE ENCOUNTERS



INVESTIGATION OUTCOMES

