



# CRISIS DATA DASHBOARD – 2020 Fourth Quarter Reports

As of 1/19/2021

NUMBER OF HIGH UTILIZERS

NUMBER OF INDIVIDUALS SERVED

5,667 Total Individuals Served by Unique Episode  
4,678 Total Unduplicated Individuals Served

<b>271</b> High Utilizers	<b>11,258</b> Regional Crisis Line Calls	<b>5,667</b> Total Individuals Served	<b>15,887</b> Total Services Provided
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REGIONAL CRISIS LINE PERFORMANCE

MOBILE CRISIS RESPONSE ENCOUNTERS

	Percent of Abandoned Calls (5% or less)	Average Answer Time (under 30 seconds)
Oct	0.2%	8 secs
Nov	0.4%	9 secs
Dec	0.3%	9 secs