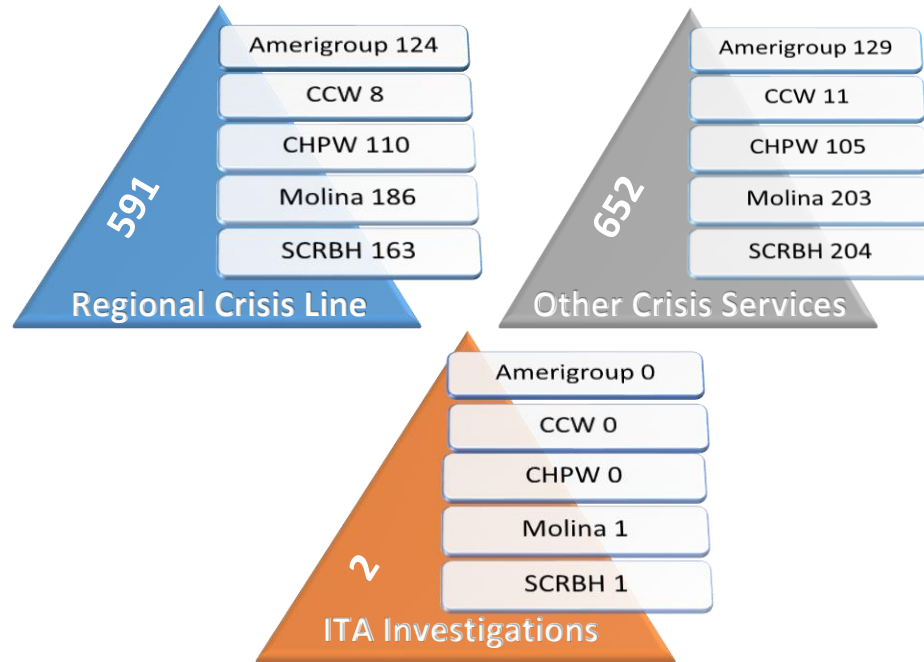




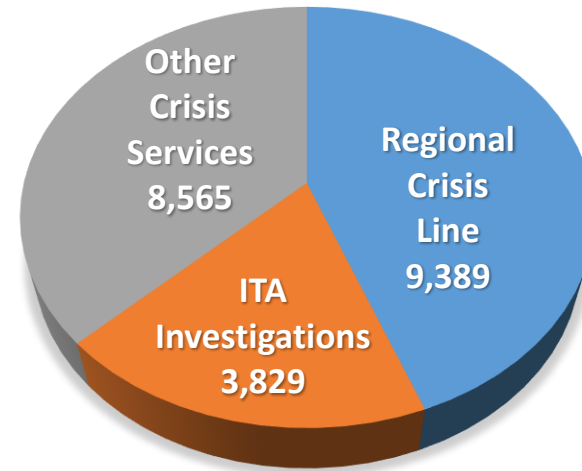
# CRISIS DATA DASHBOARD – 2021 ANNUAL REPORT

As of 3/4/2022

NUMBER OF HIGH UTILIZERS

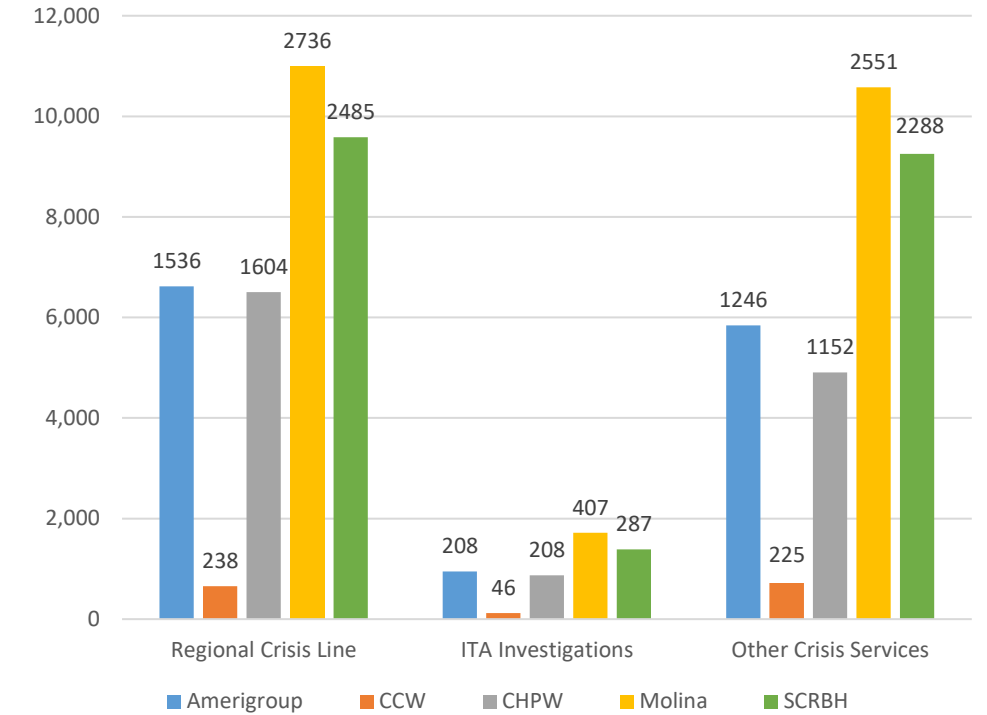


NUMBER OF INDIVIDUALS SERVED



24,458 Total Individuals Served by Unique Episode  
21,785 Total Unduplicated Individuals Served

SERVICES PROVIDED BY ELIGIBILITY



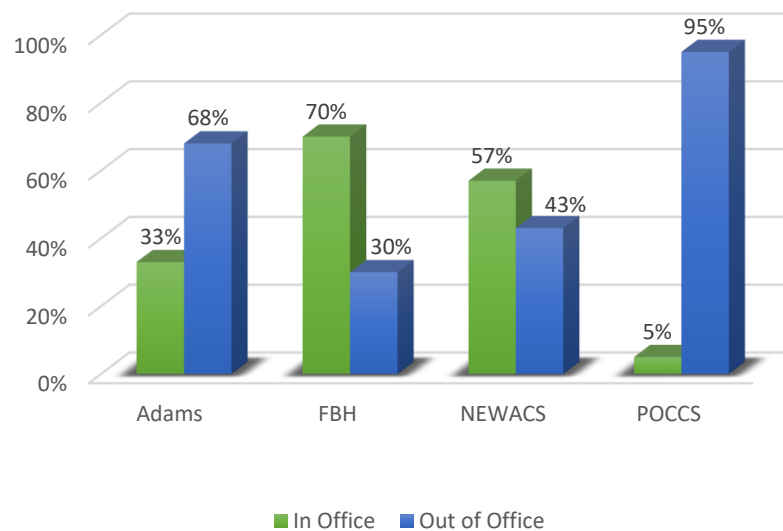
**1,245** High Utilizers

**45,499** Regional Crisis Hotline Calls

**21,785** Total Individuals Served

**70,768** Total Services Provided

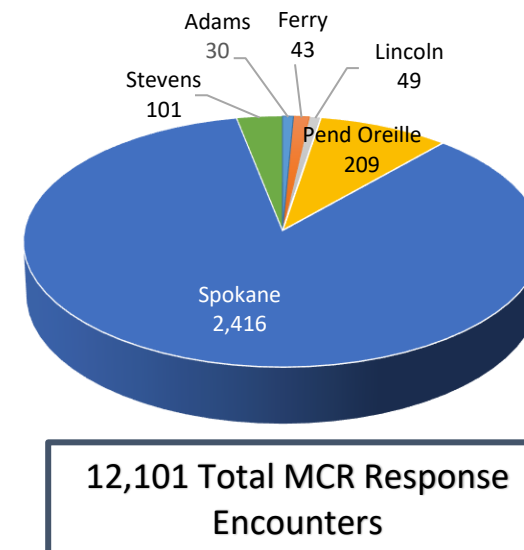
PLACE OF SERVICE



REGIONAL CRISIS HOTLINE

	Percent of Abandoned Calls (5% or less)	Average Answer Time (under 30 seconds)
Quarter 1	0.04%	8.7 secs
Quarter 2	0.02%	8.7 secs
Quarter 3	4.25%	18.3 secs
Quarter 4	5.4%	12.3 secs
<b>Average</b>	<b>2.43%</b>	<b>12 secs</b>

MOBILE CRISIS RESPONSE ENCOUNTERS



INVESTIGATION OUTCOMES

