



# CRISIS DATA DASHBOARD

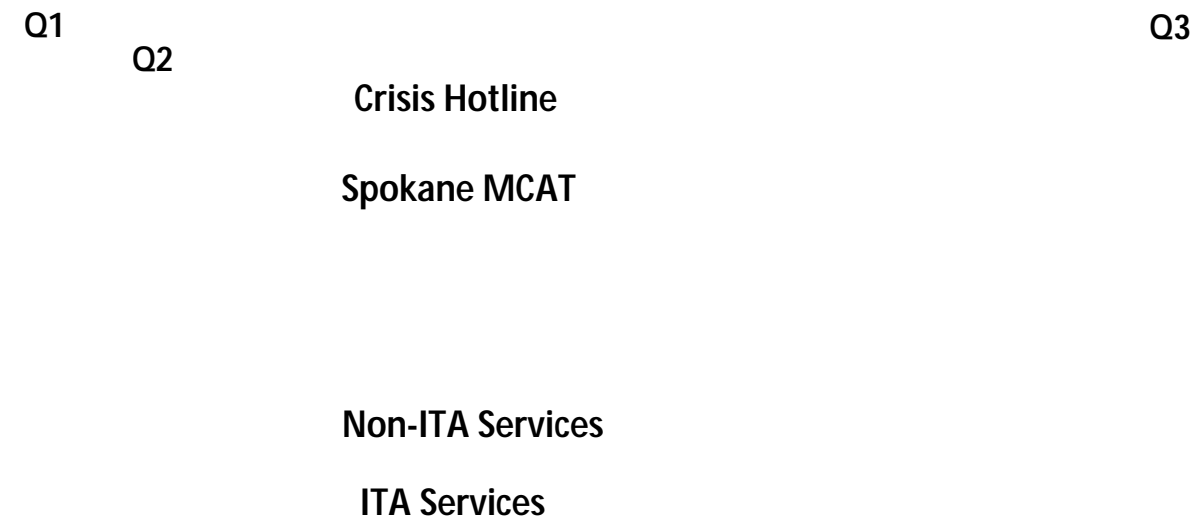
Quarterly Comparisons  
(January – September 2019)  
as of 11/25/2019

## INVESTIGATION OUTCOMES

	Q1	Q2	Q3
Total Investigations	839	874	906
Initial Detentions	275	329	366
Revocations	42	41	59
AOT or LRA Extensions	21	12	15
Voluntary MH Admits	47	40	31
Diverted to Other Services	434	435	415

## NUMBER OF CRISIS SERVICES PROVIDED

### NUMBER OF INDIVIDUALS SERVED



### REGIONAL CRISIS LINE CALL CENTER PERFORMANCE

	Average % of Abandoned Calls (5% or less)	Average Answer Time (under 30 secs)
Q1	1.5 %	.10 secs
Q2	.6 %	.07 secs
Q3	.4 %	.07 secs

### NUMBER OF HIGH UTILIZERS

	Q1	Q3	Q4
Crisis Hotline	446	465	340
Non-ITA Crisis Services	306	313	180
ITA Services	155	177	155