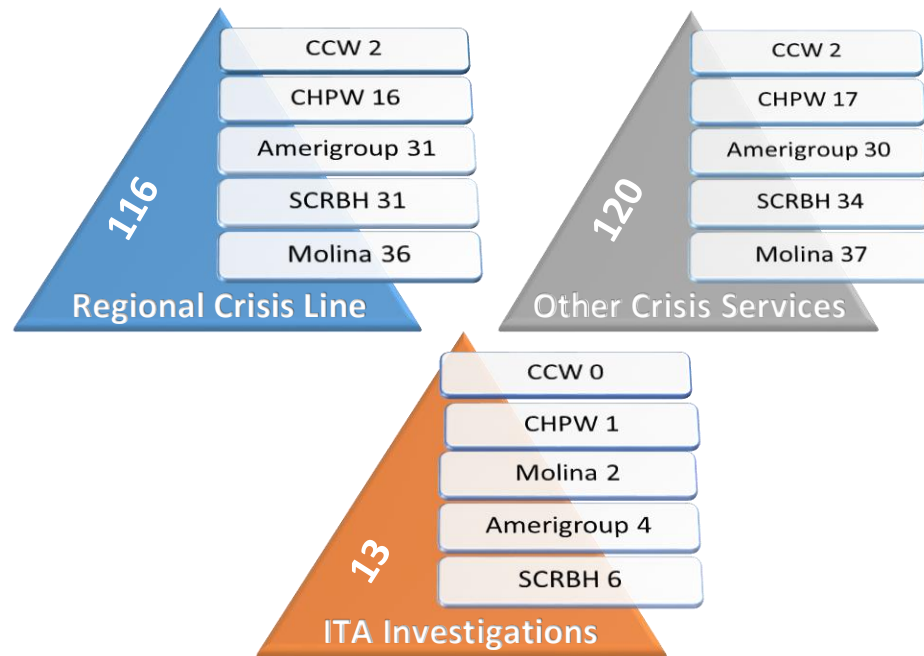




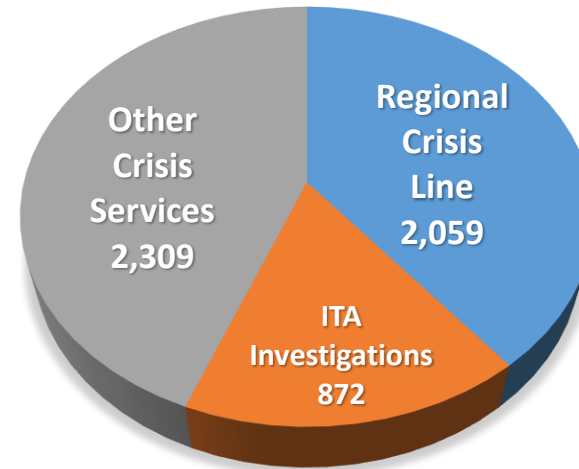
# CRISIS DATA DASHBOARD – 2020 First Quarter Reports

As of 5/7/2020

NUMBER OF HIGH UTILIZERS

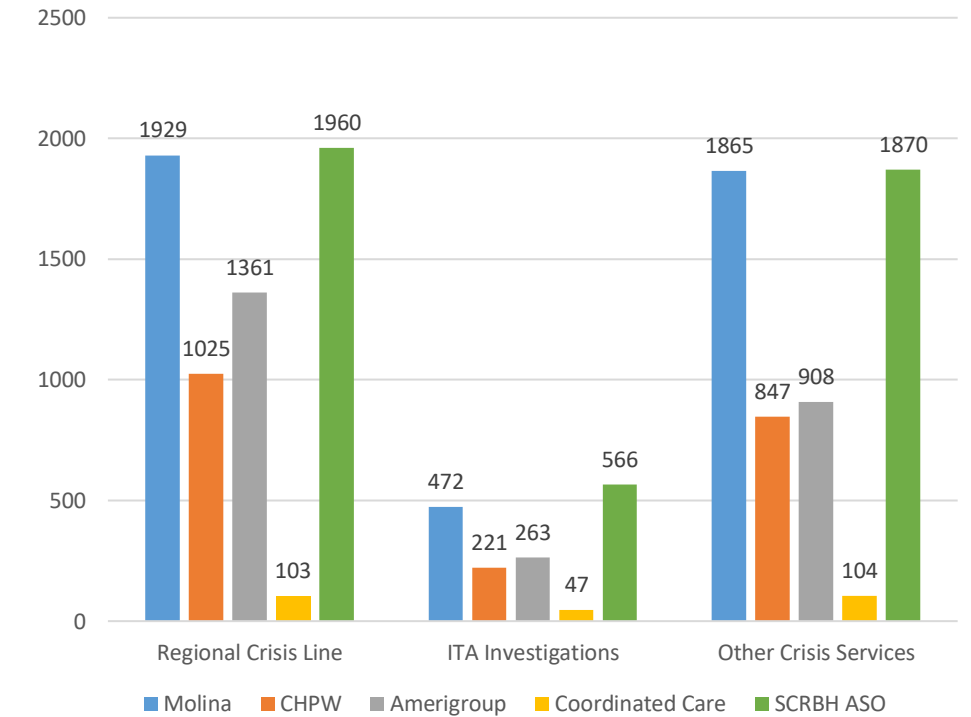


NUMBER OF INDIVIDUALS SERVED



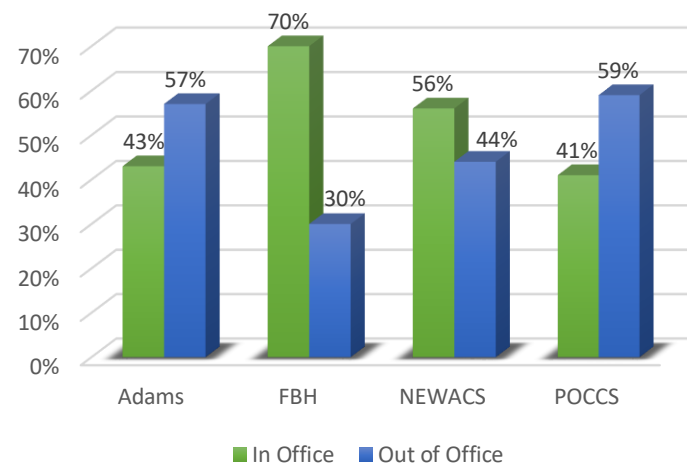
5,240 Total Individuals Served by Unique Episode  
4,366 Total Unduplicated Individuals Served

SERVICES PROVIDED BY ELIGIBILITY



<b>249</b> High Utilizers	<b>9,385</b> Regional Crisis Line Calls	<b>5,240</b> Total Individuals Served	<b>13,541</b> Total Services Provided
---------------------------	---	---------------------------------------	---------------------------------------

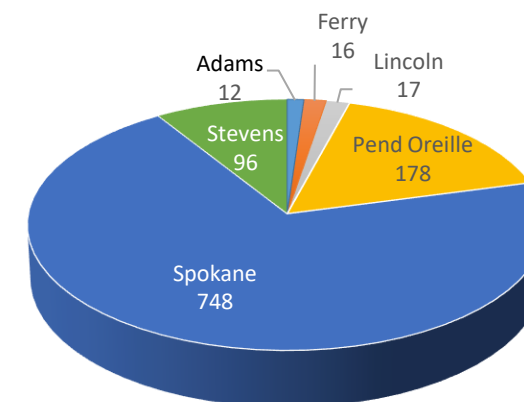
PLACE OF SERVICE



REGIONAL CRISIS LINE PERFORMANCE

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

MOBILE CRISIS RESPONSE ENCOUNTERS



INVESTIGATION OUTCOMES

