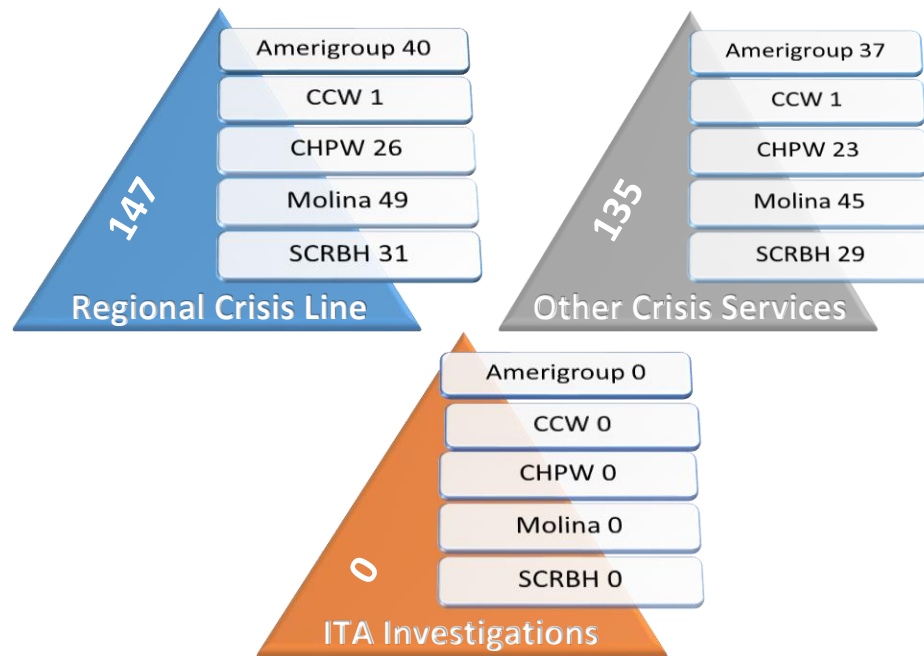




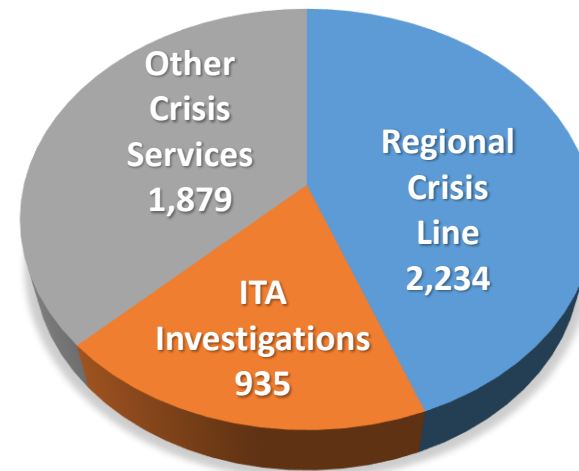
# CRISIS DATA DASHBOARD – 2021 First Quarter Reports

As of 5/18/2021

NUMBER OF HIGH UTILIZERS

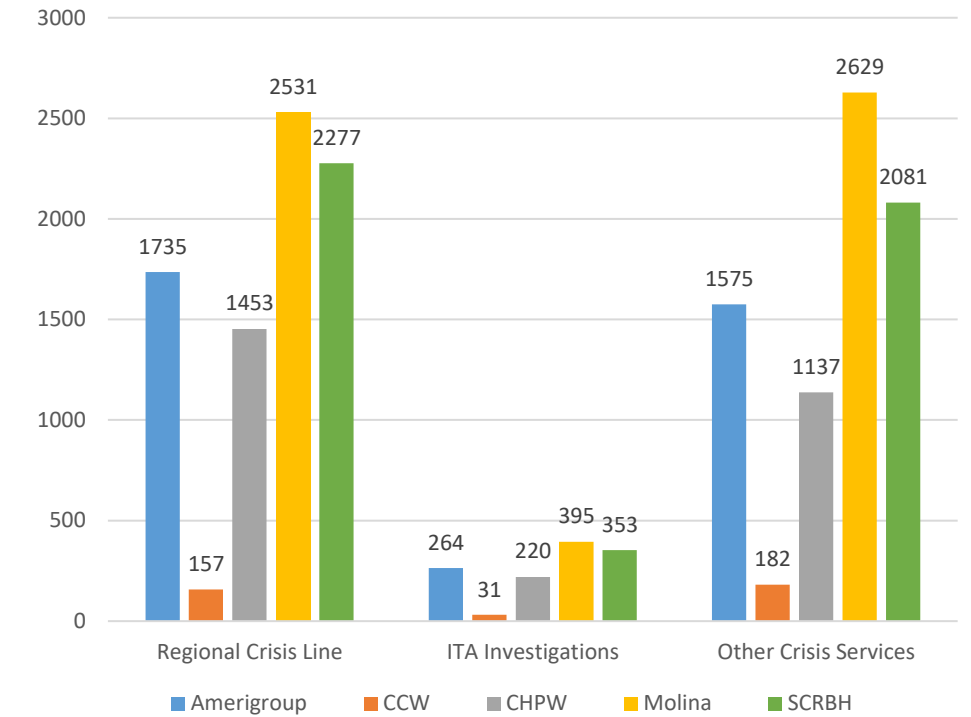


NUMBER OF INDIVIDUALS SERVED



5,320 Total Individuals Served by Unique Episode  
4,678 Total Unduplicated Individuals Served

SERVICES PROVIDED BY ELIGIBILITY

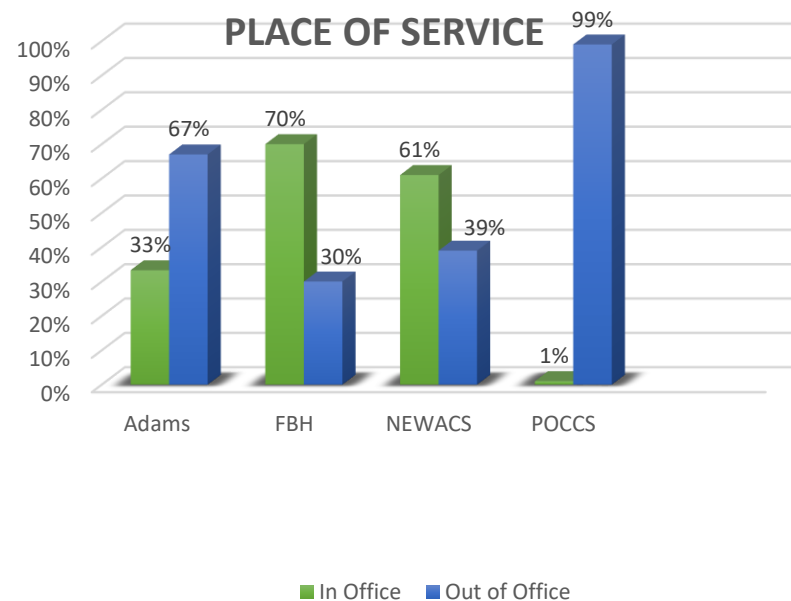


**282** High Utilizers

**10,924** Regional Crisis Hotline Calls

**5,320** Total Individuals Served

**17,021** Total Services Provided



**REGIONAL CRISIS HOTLINE**

	Percent of Abandoned Calls (5% or less)	Average Answer Time (under 30 seconds)
January	0.4%	8 secs
February	0.4%	9 secs
March	0.3%	9 secs

