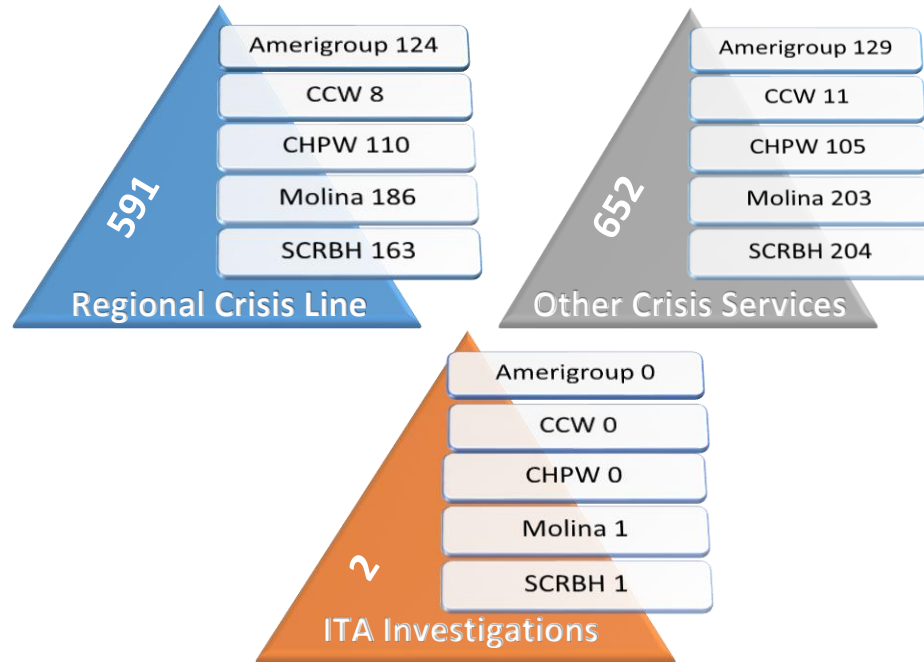




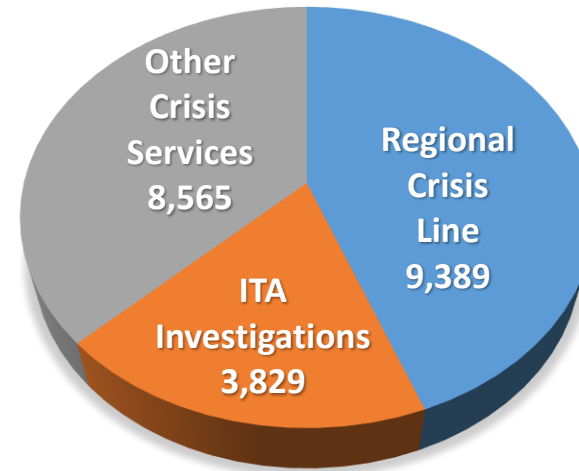
CRISIS DATA DASHBOARD – 2021 ANNUAL REPORT

As of 3/4/2022

NUMBER OF HIGH UTILIZERS

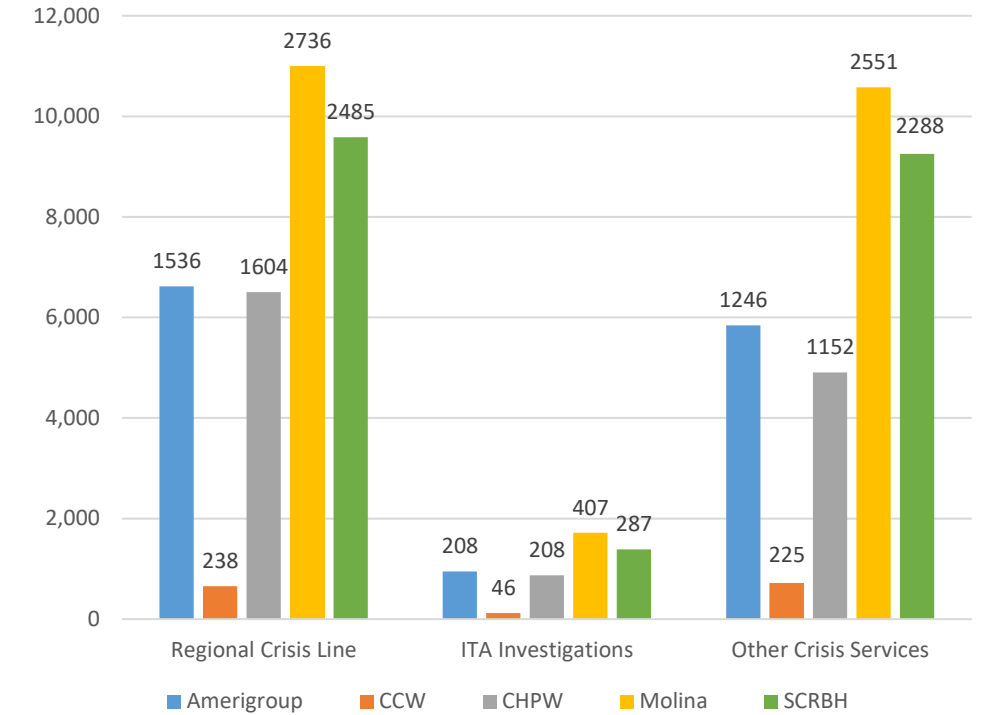


NUMBER OF INDIVIDUALS SERVED



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

SERVICES PROVIDED BY ELIGIBILITY



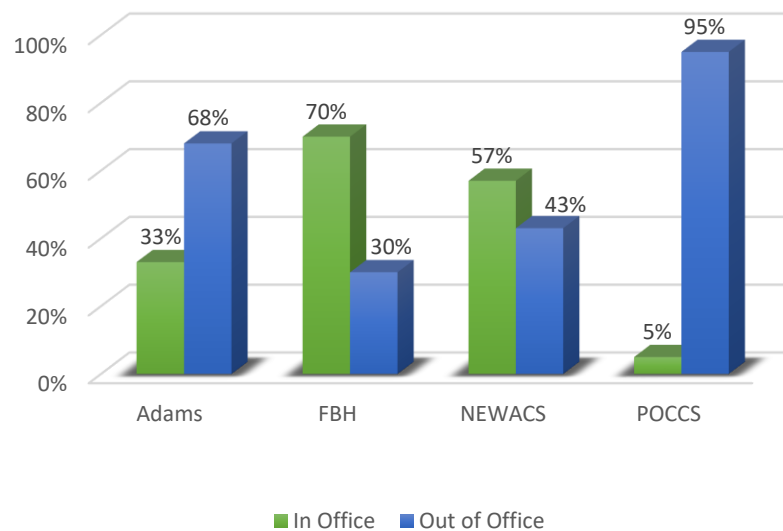
1,245 High Utilizers

45,499 Regional Crisis Hotline Calls

21,785 Total Individuals Served

70,768 Total Services Provided

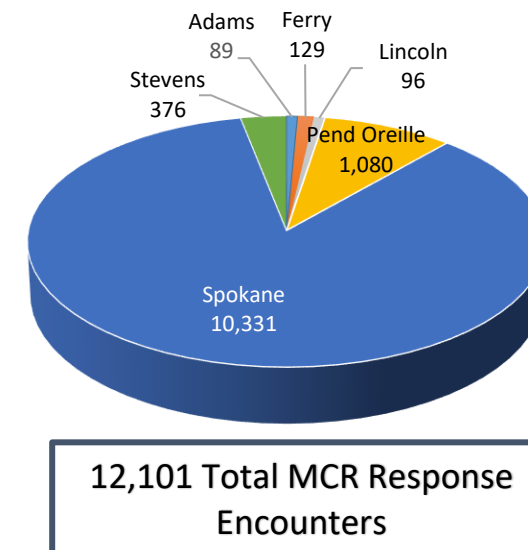
PLACE OF SERVICE



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
Average	2.43%	12 secs

MOBILE CRISIS RESPONSE ENCOUNTERS



INVESTIGATION OUTCOMES

