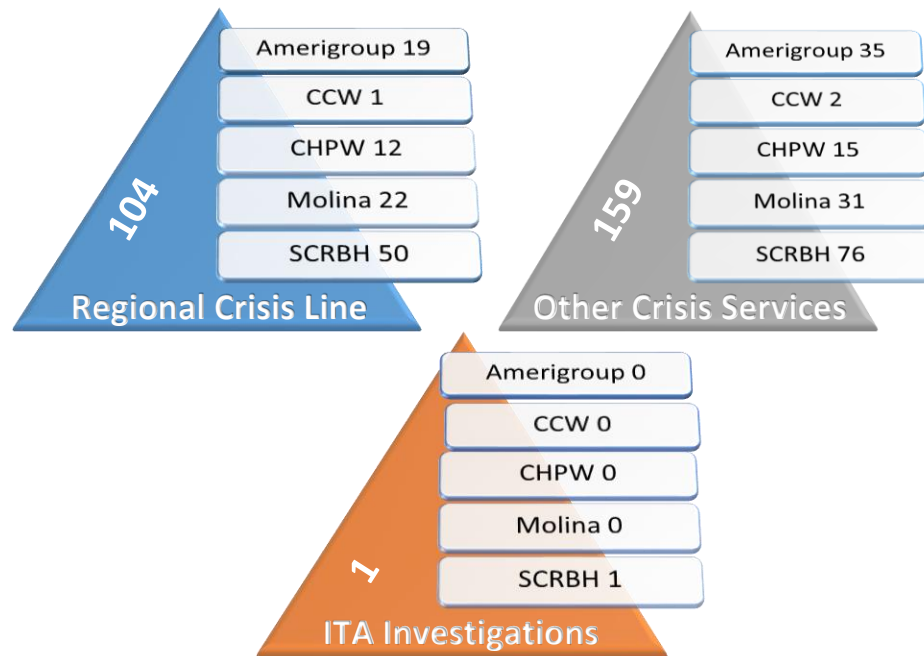




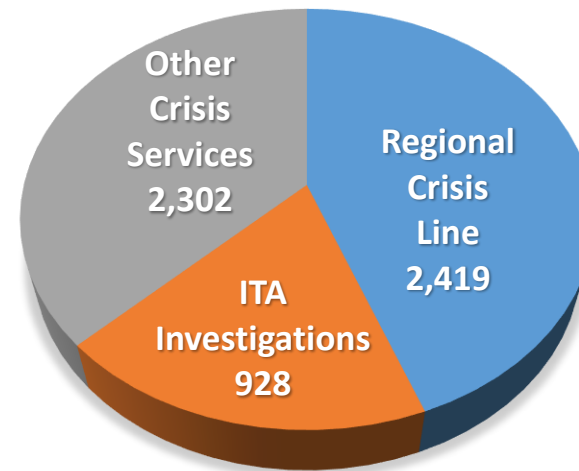
# CRISIS DATA DASHBOARD – 2021 Second Quarter Reports

As of 9/9/2021

NUMBER OF HIGH UTILIZERS

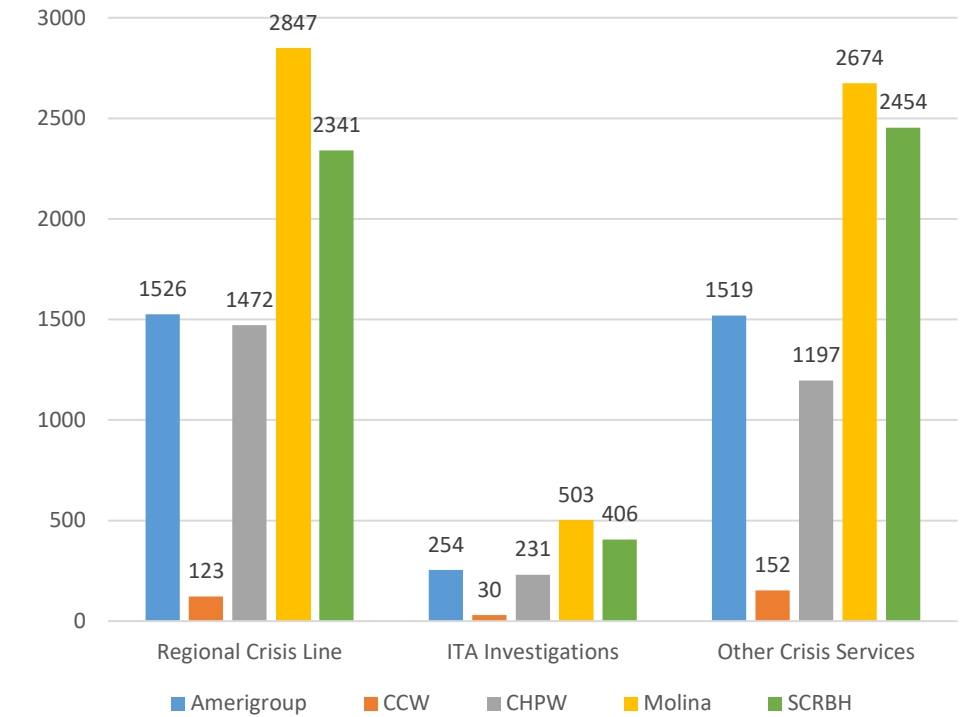


NUMBER OF INDIVIDUALS SERVED



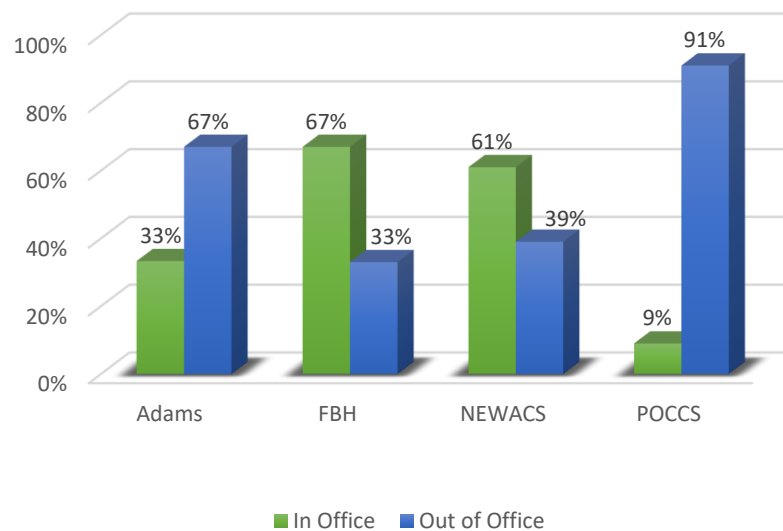
6,617 Total Individuals Served by Unique Episode  
5,379 Total Unduplicated Individuals Served

SERVICES PROVIDED BY ELIGIBILITY



<b>264</b> High Utilizers	<b>11,052</b> Regional Crisis Hotline Calls	<b>5,379</b> Total Individuals Served	<b>17,729</b> Total Services Provided
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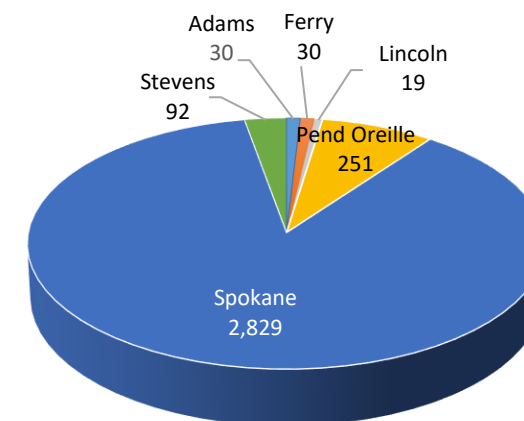
PLACE OF SERVICE



REGIONAL CRISIS HOTLINE

	Percent of Abandoned Calls (5% or less)	Average Answer Time (under 30 seconds)
<b>April</b>	<b>0.4%</b>	<b>9 secs</b>
<b>May</b>	<b>0.1%</b>	<b>9 secs</b>
<b>June</b>	<b>0.2%</b>	<b>8 secs</b>

MOBILE CRISIS RESPONSE ENCOUNTERS



INVESTIGATION OUTCOMES

