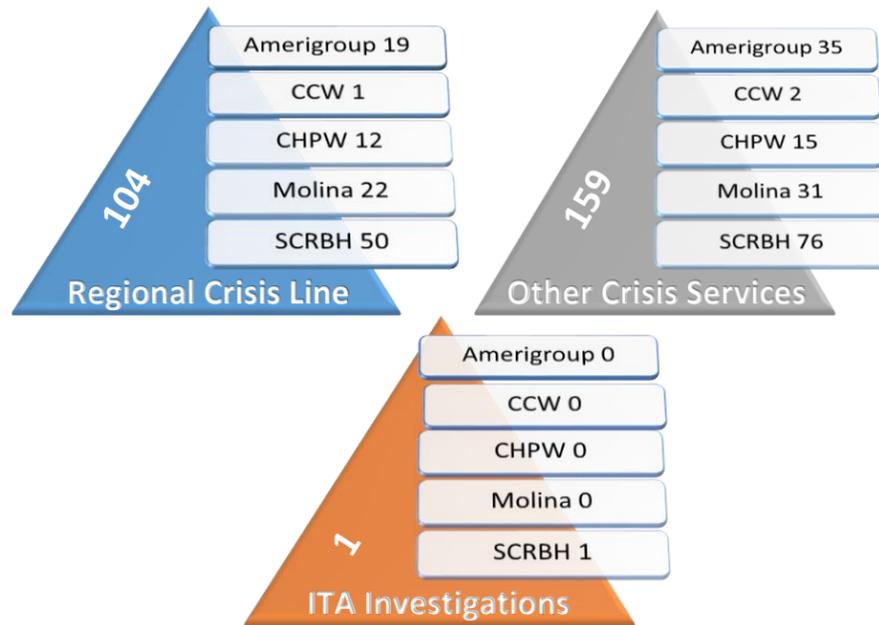




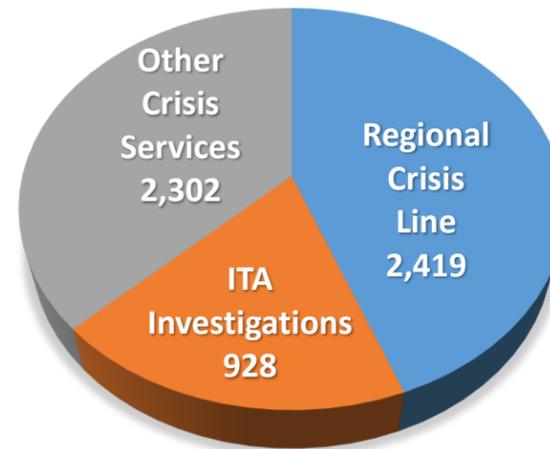
# CRISIS DATA DASHBOARD – 2021 Second Quarter Reports

As of 9/9/2021

NUMBER OF HIGH UTILIZERS

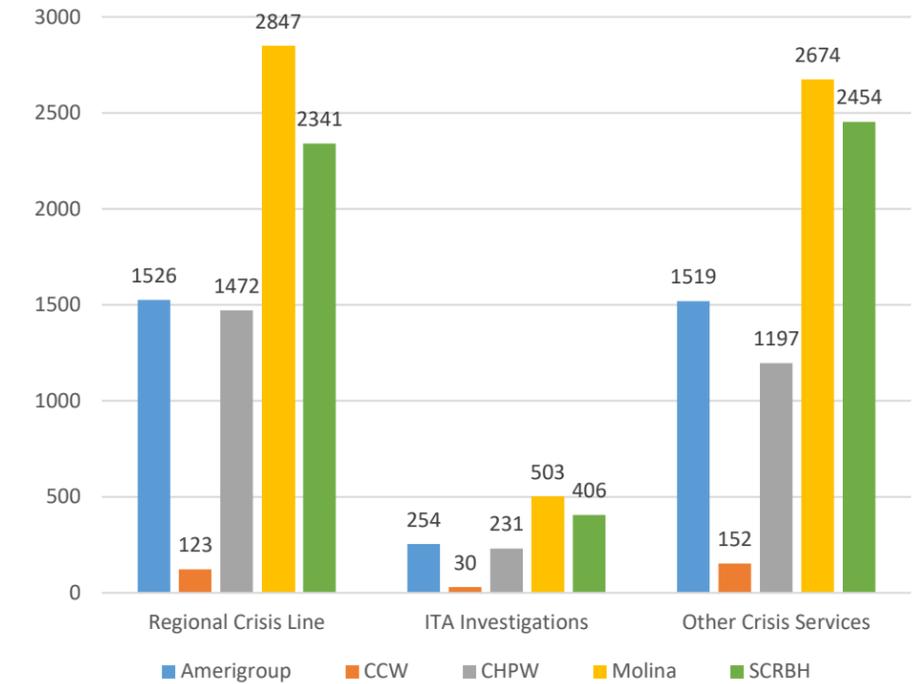


NUMBER OF INDIVIDUALS SERVED



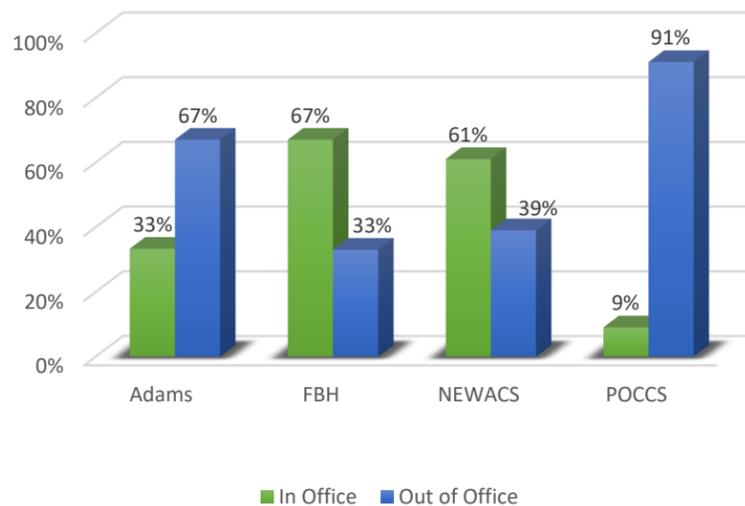
6,617 Total Individuals Served by Unique Episode  
5,379 Total Unduplicated Individuals Served

SERVICES PROVIDED BY ELIGIBILITY



264 High Utilizers
11,052 Regional Crisis Hotline Calls
5,379 Total Individuals Served
17,729 Total Services Provided

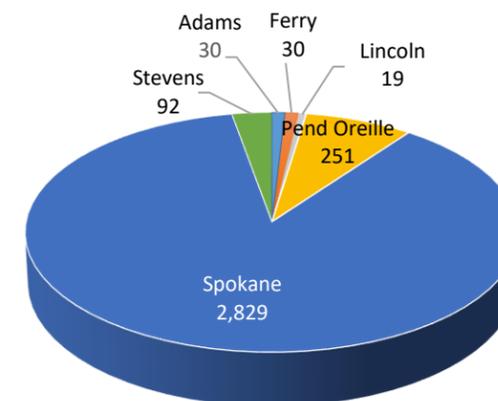
PLACE OF SERVICE



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

