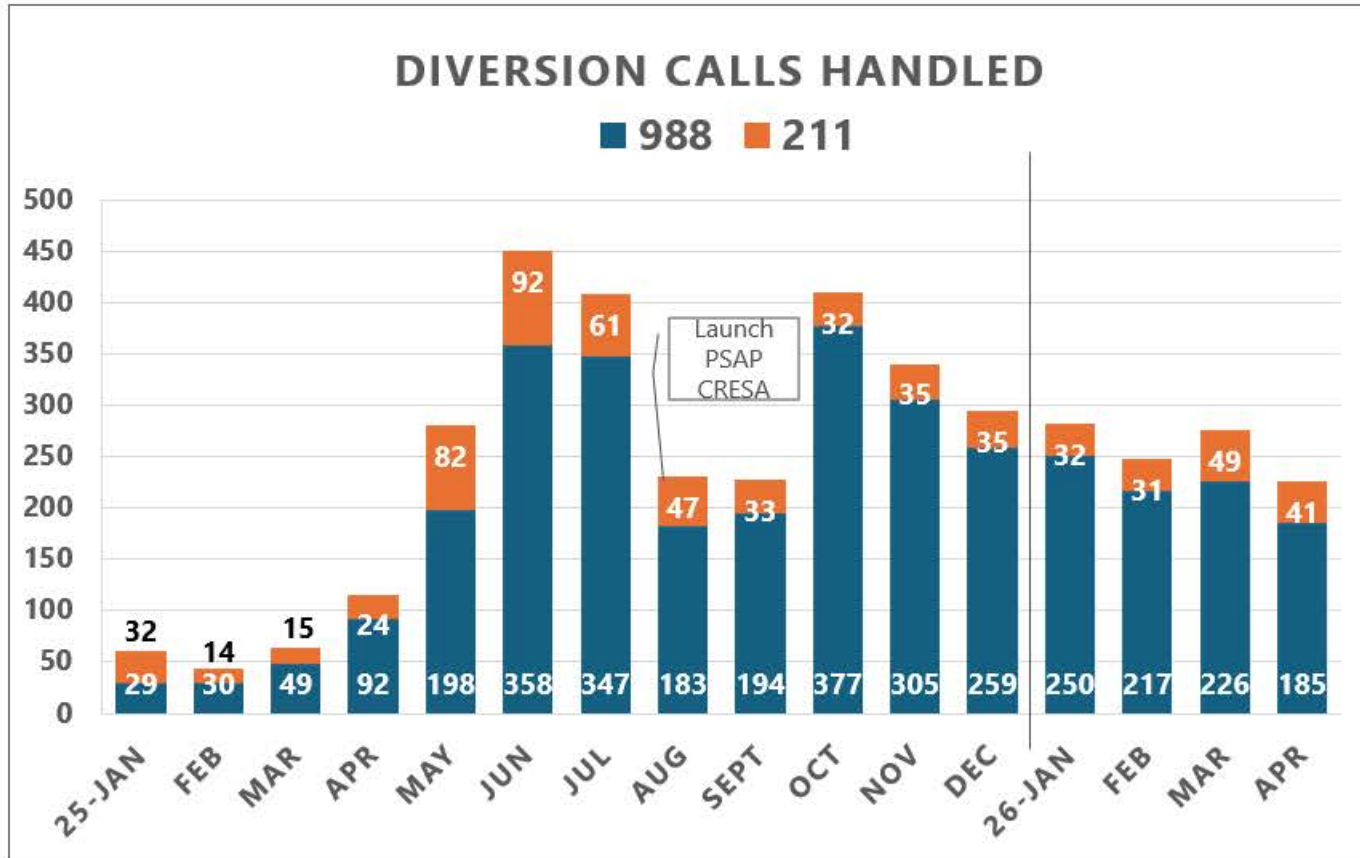


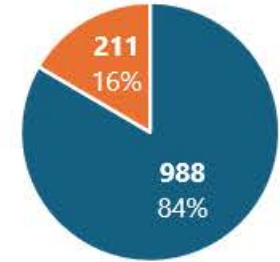
# Crisis Connections 911 Diversion Dashboard

How much did we do?



# 3,954

Total calls handled by Diversion since launch.



### Presenting Problems or Needs\*

- 53%** *Mental Health/Illness*
- 16%** *Essential Needs*
- 10%** *Family Problem*
- 6%** *Anxiety*
- 4%** *Suicidal Thoughts*
- 4%** *Substance Use or Abuse*
- 2%** *Relationship Problem*
- 2%** *Abuse/Violence*

# Crisis Connections 911 Diversion Dashboard

*How well did we do? And is anyone better off?*

## Outcomes or Disposition

<b>31%</b>	<i>Crisis stabilized via phone</i>
<b>9%</b>	<i>Referred to mobile crisis response</i>
<b>6%</b>	<i>Referred to alternative support line</i>
<b>4%</b>	<i>Referred to 211 or community resources</i>
<b>2%</b>	<i>Safety plan completed</i>
<b>2%</b>	<i>Referred caller back to 911</i>
<b>1%</b>	<i>Referred to next day appointment</i>
<b>1%</b>	<i>Referred to crisis triage or stabilization facility</i>
<b>1%</b>	<i>Referred to existing behavioral health provider</i>
<b>1%</b>	<i>Referred to designated crisis responder</i>

**12 Seconds**

*Average Speed of Answer*

**93%**

*Answer rate*

**97%**  
*Calls stabilized by  
Diversion and not  
requiring emergency or  
911 dispatch.*



## Crisis Call Outcome Rating Scale Survey – Q1

