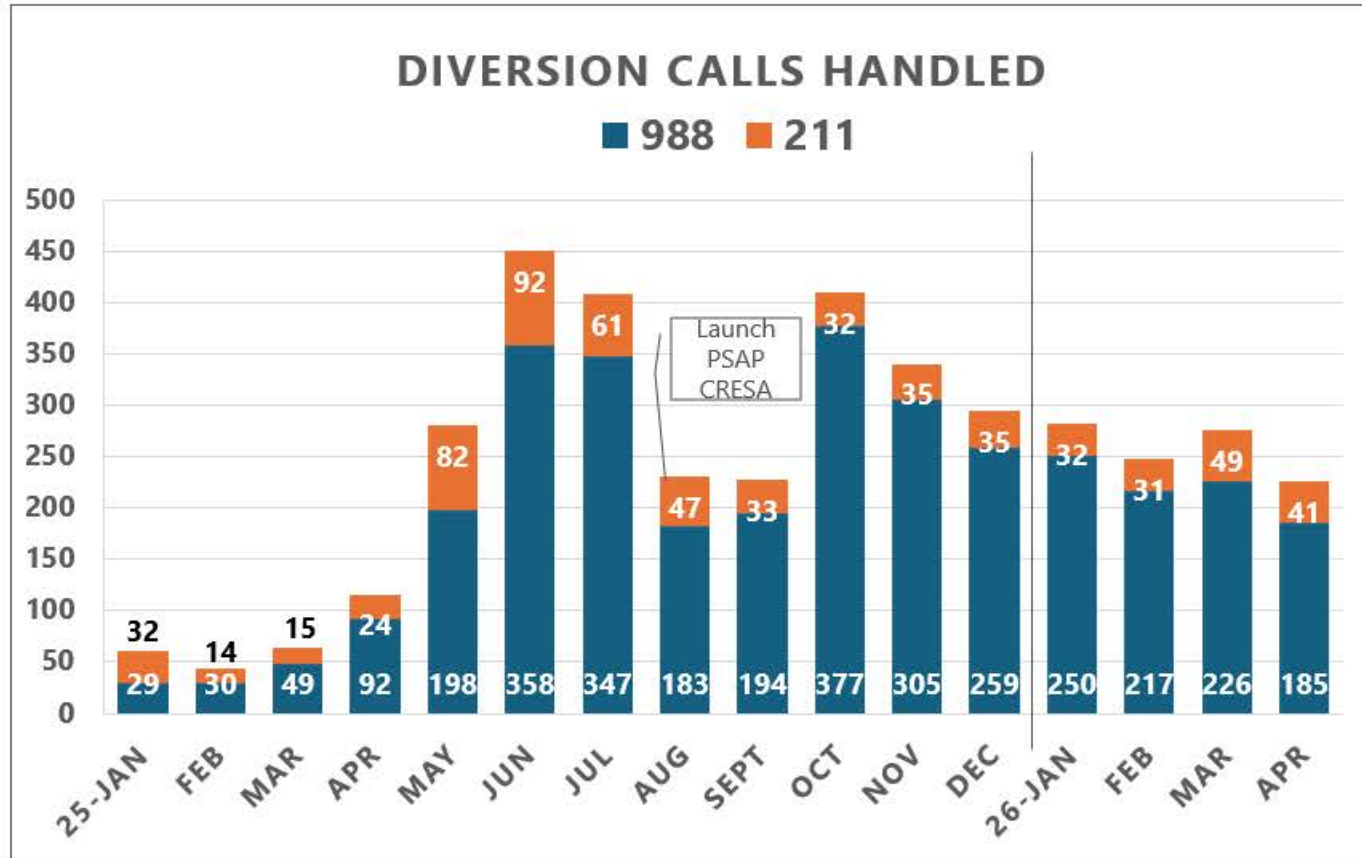


Crisis Connections

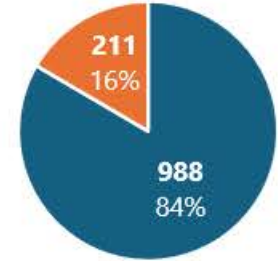
911 Diversion Dashboard

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

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

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

