

CONTACTS

Date of Call

12/21/2021



10/31/2023



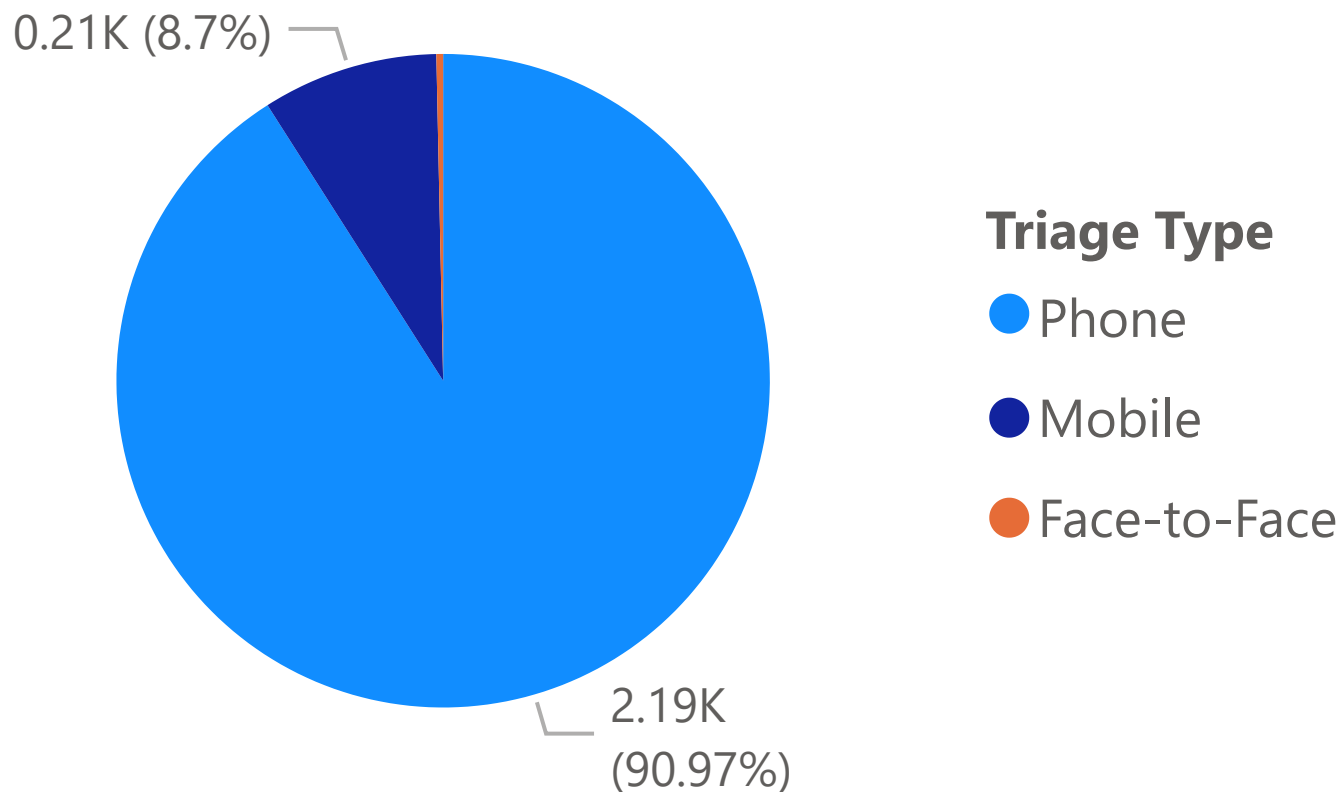
Risk Level

- ☐ (Blank)
- ☐ Low Risk
- ☐ Mild Risk
- ☐ Moderate Risk
- ☐ Moderate / High ...
- ☐ High Risk

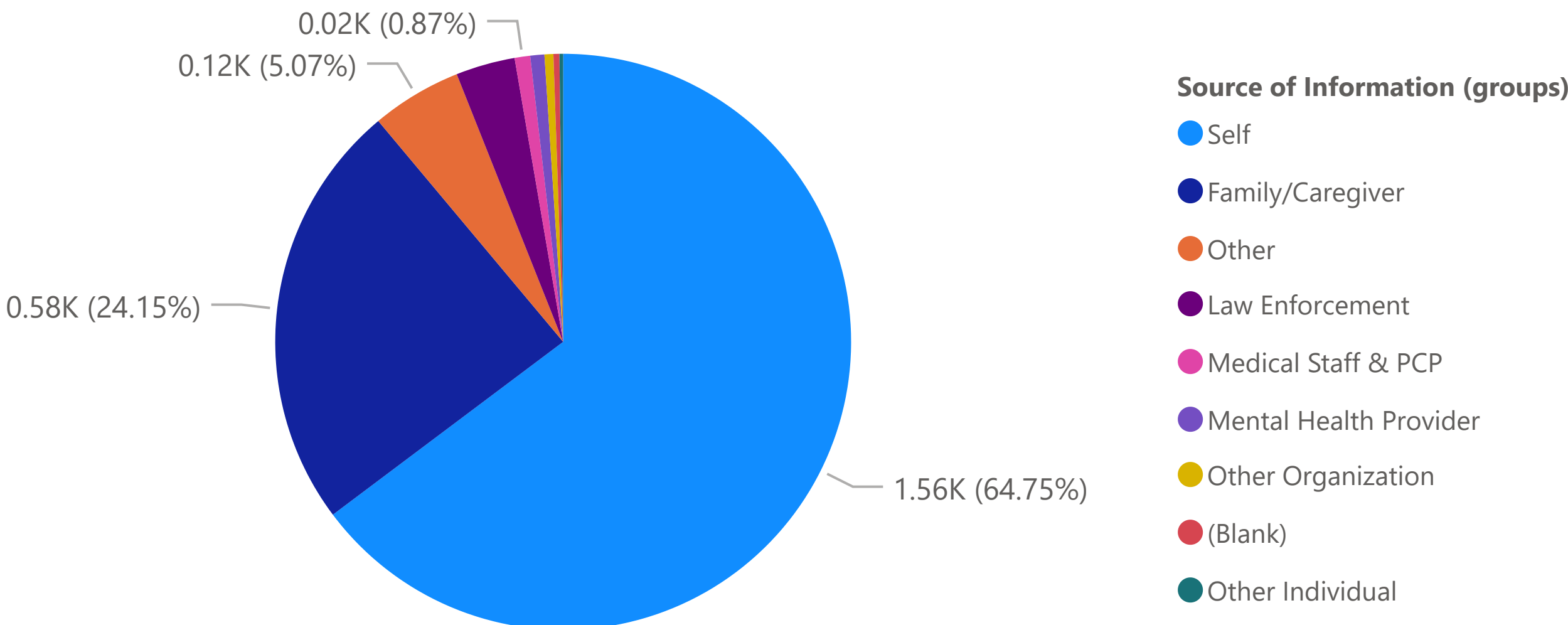
To select more than one Risk Level, hold the Control key while selecting.

Note: Duplicates from mobile dispatch have been removed in the data source.

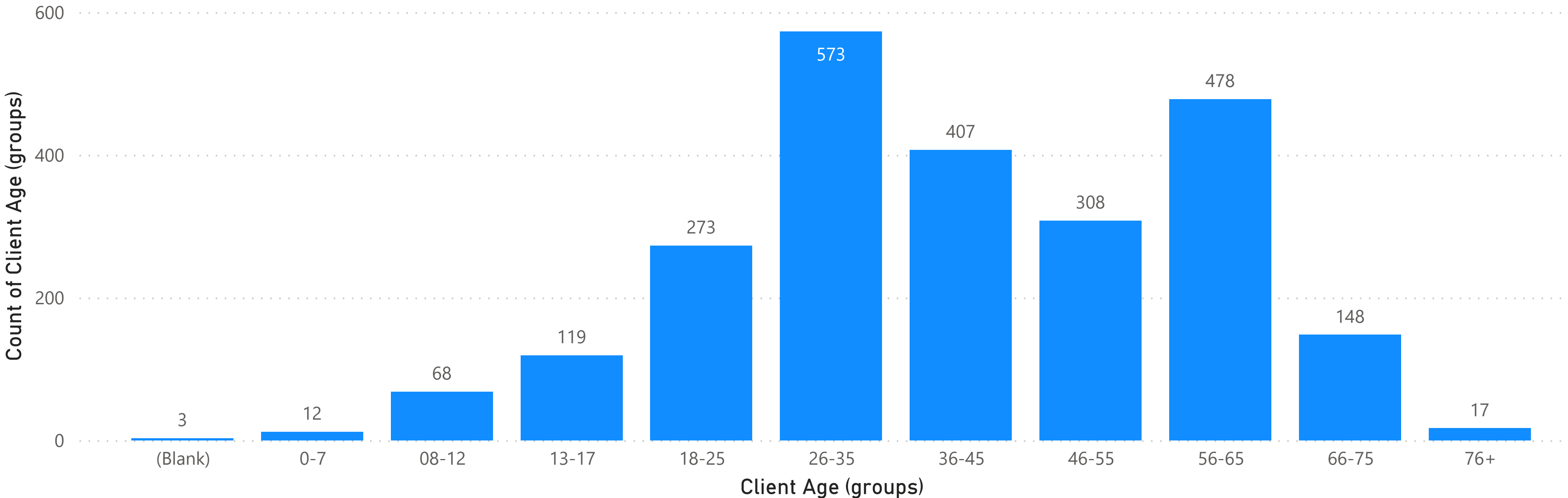
Triage Type



Source of Information



Client Age



DISPATCH

Date of Call

12/21/2021



10/31/2023



Risk Level

- ☐ (Blank)
- ☐ Low Risk
- ☐ Mild Risk
- ☐ Moderate Risk
- ☐ Moderate / High ...
- ☐ High Risk

Note: Duplicates from mobile dispatch have been removed in the data source. Negative decision and travel times are filtered out.

Average Decision Time
(minutes)

28.16

Median Decision Time
(minutes)

12

Decision Time = Time from call to decision to dispatch the mobile team.

Average of Travel Time
(minutes)

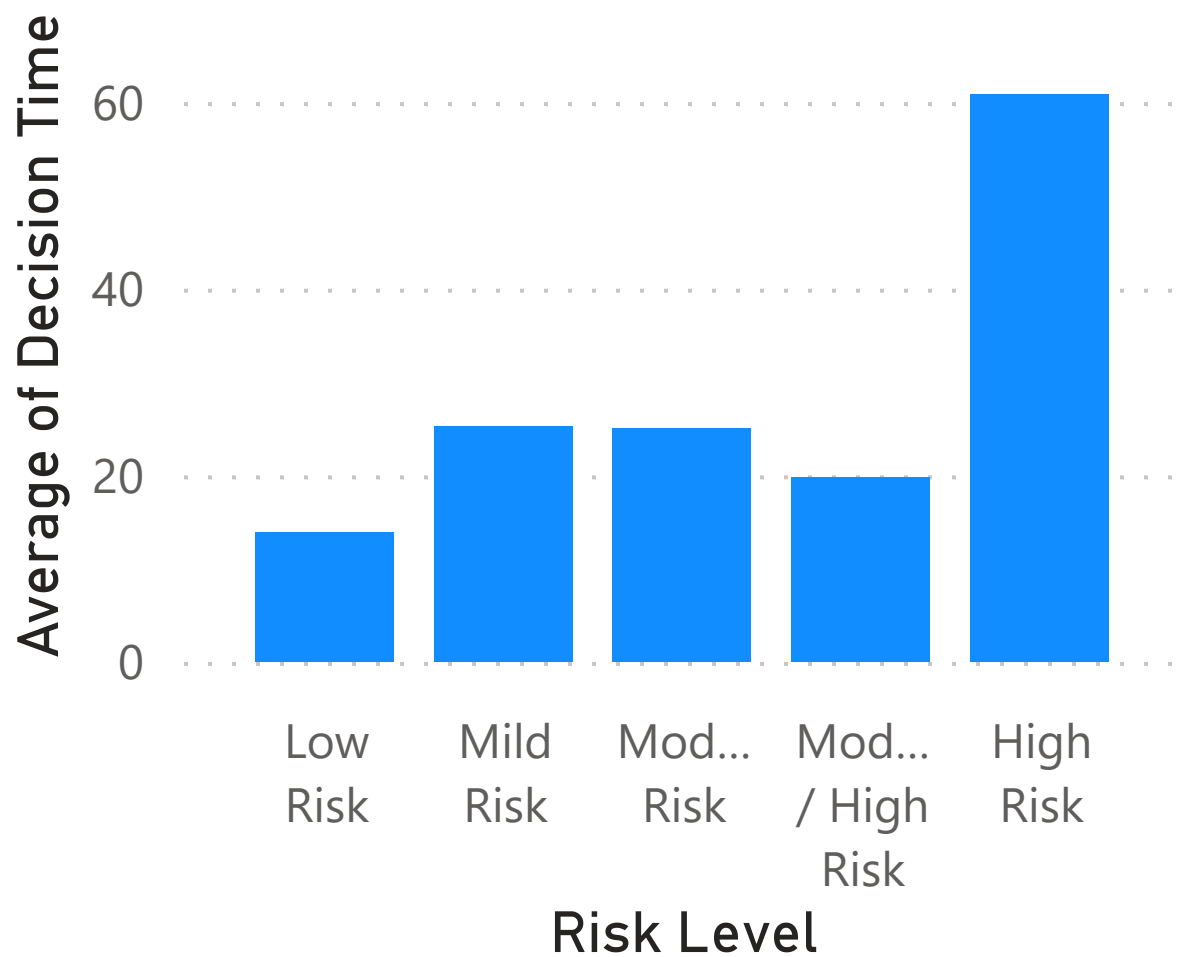
43.96

Median Travel Time
(minutes)

13

Travel Time = Time from decision to dispatch to time of arrival on site.

Average of Decision Time by Risk Level



Median of Decision Time by Risk Level

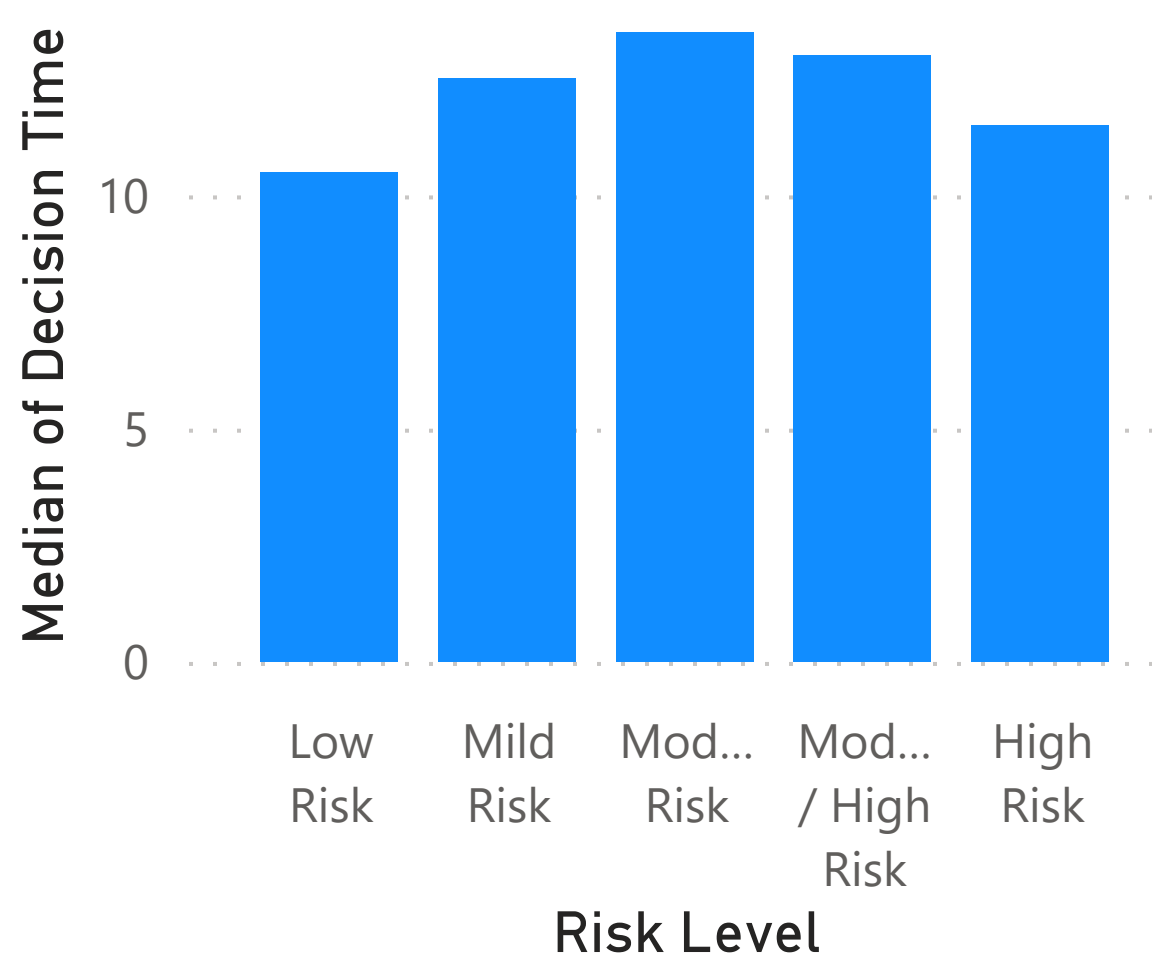
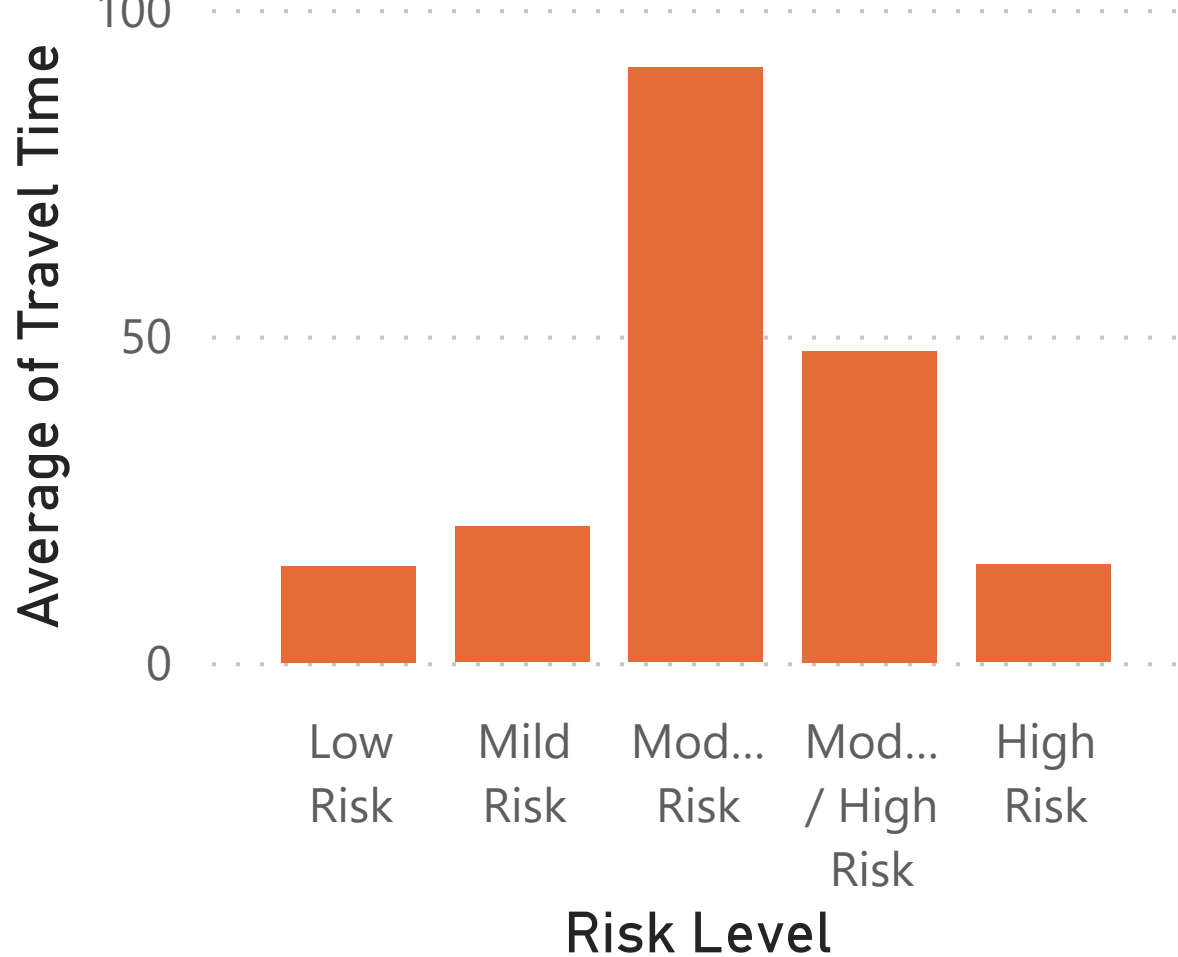


Chart #

Decision Time



Average of Travel Time by Risk Level



Median of Travel Time by Risk Level

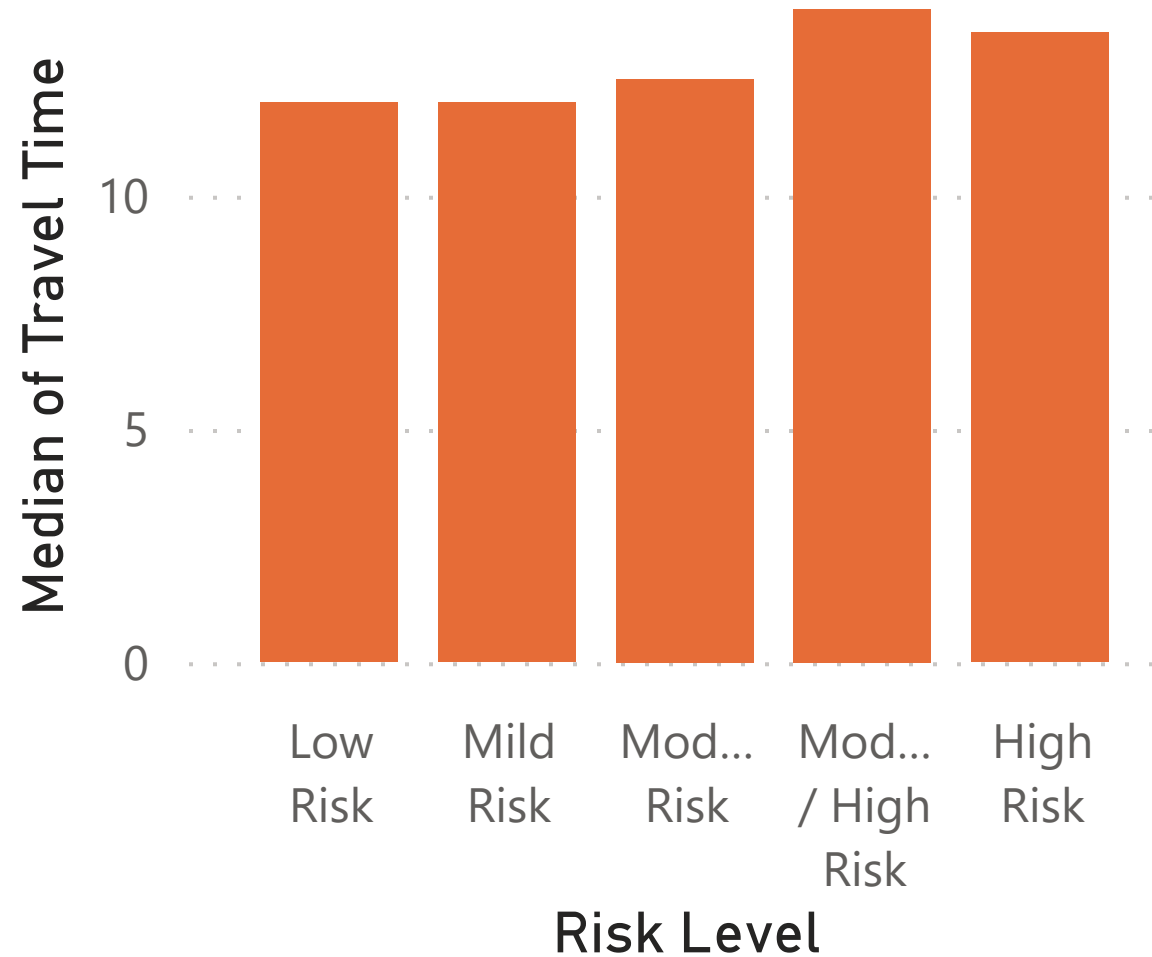


Chart #

Travel Time



DISPOSITION

Date of Call

12/21/2021



10/31/2023



Risk Level

- ☐ (Blank)
- ☐ Low Risk
- ☐ Mild Risk
- ☐ Moderate Risk
- ☐ Moderate / High ...
- ☐ High Risk

Triage Type

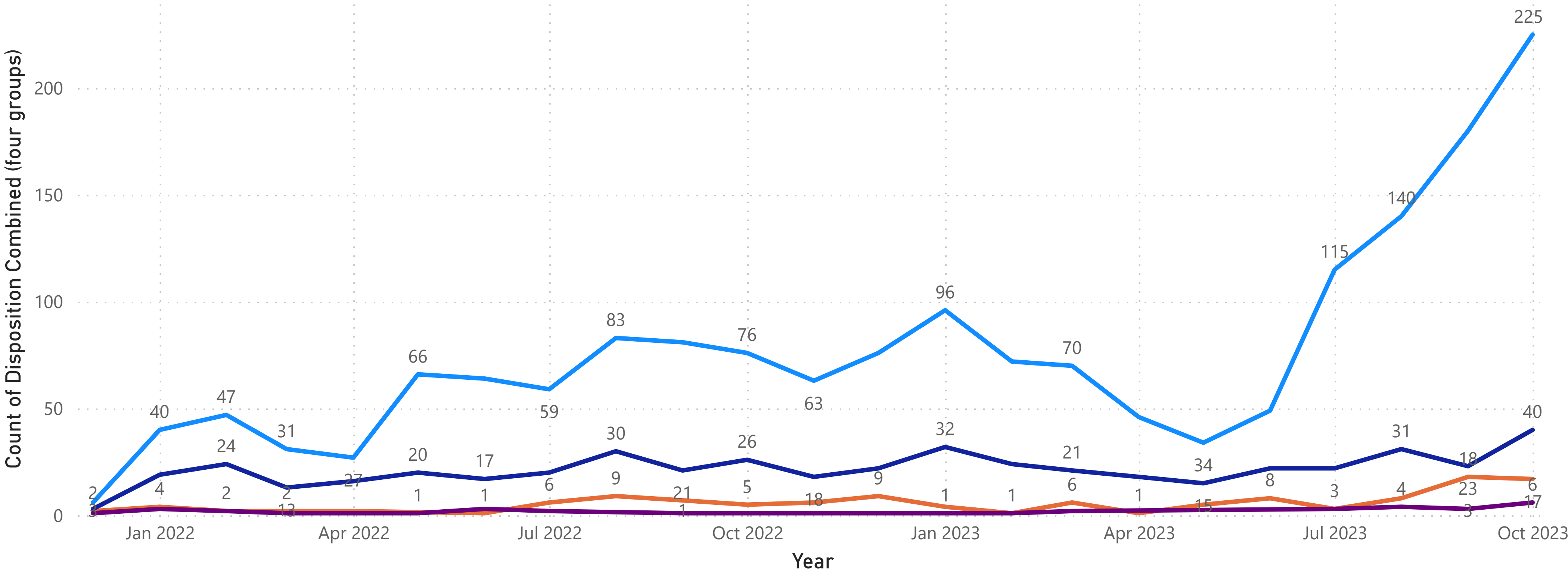
- ☐ (Blank)
- ☐ Face-to-Face
- ☐ Mobile
- ☐ Phone

Note: Duplicates from mobile dispatch have been removed in the data source.

Count of Disposition Combined

Count of Disposition Combined (four groups) by Year, Quarter, Month and Disposition Combined (four groups)

Disposition Combined (four groups) ● Dispatched (mobile) ● Escalated (ED, inpatient, protective services, police, 911) ● Other ● Resolved (continue tx, new services/supports, .



Count of Disposition Combined

Disposition Combined (four groups)

Disposition Combined (four groups)	Count	%
Resolved (continue tx, new services/supports, resolved via convo)	1747	72.61%
Escalated (ED, inpatient, protective services, police, 911)	498	20.70%
Dispatched (mobile)	127	5.28%
Other	34	1.41%
Total	2406	100.00%

Count of Disposition Combined

Count of Disposition Combined (four groups) by Disposition Combined (four groups)

