

23,975 Calls Answered

4,556 Safety Assessments Completed

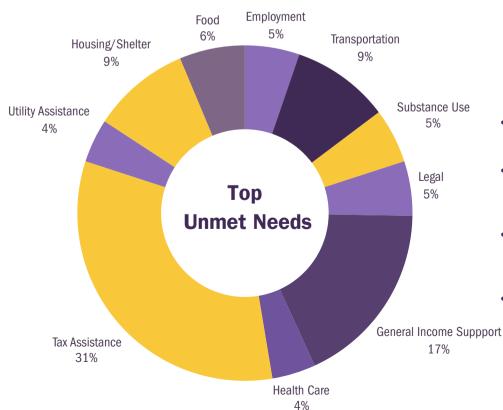
99% of crisis calls did not require an escalated response (law enforcement, mobile crisis or EMS)

29,914 Referrals Accepted

77% report connecting with referrals 63% report satisfaction with information or services from referrals

1,167 Follow Ups Completed

99% report feeling better prepared after caling the call center
95% report improvement in well-being



Basic Needs and Service Gaps

- 1,264 requests for Lyft Transportation 8% were not eligible for the service
- 26 requests for free Tax Preparation
 Assistance 31% were unable to receive the service due to program availability
- 48 requests for Motel Vouchers
 92% did not have a program available for assistance
- 128 requests for Water Bill
 Payment Assistance
 4% reported program funds were
 depleted and all available resources had
 been exhausted