

# Call Center Report

Jul 1-Dec 31, 2024

Report of Community Needs from MHA Call Center



**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**

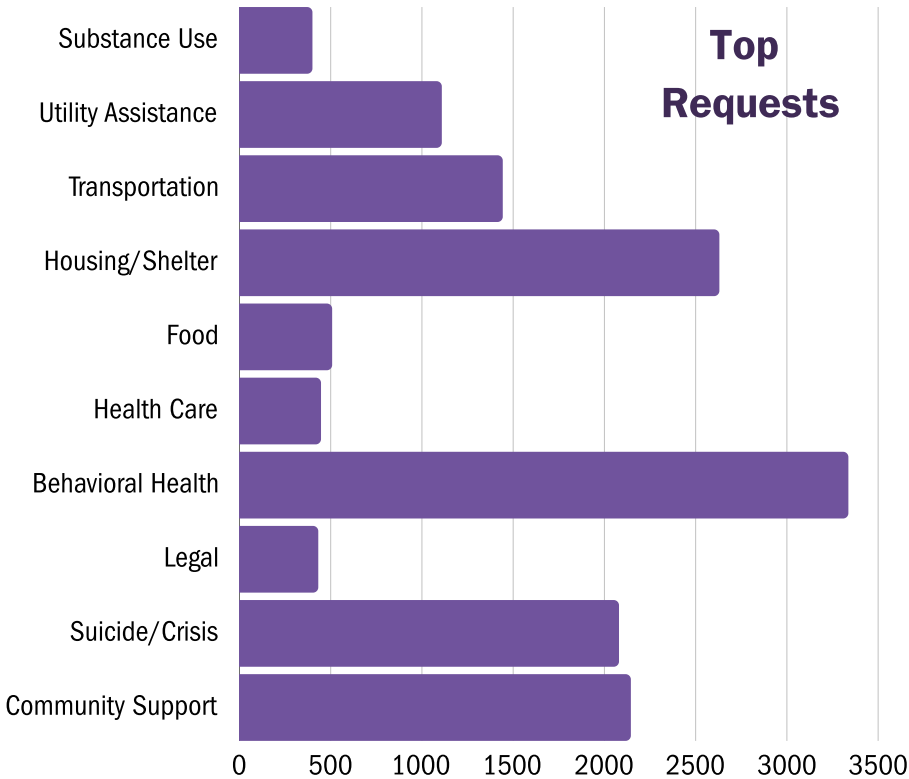
**1,167 Follow Ups Completed**

**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**

## Top Requests



## Top Unmet Needs

