

MHA Call Center

Report of Community Needs
July 1, 2024 - June 30, 2025



47,924
Calls Answered**

8,875 Safety Assessments Completed

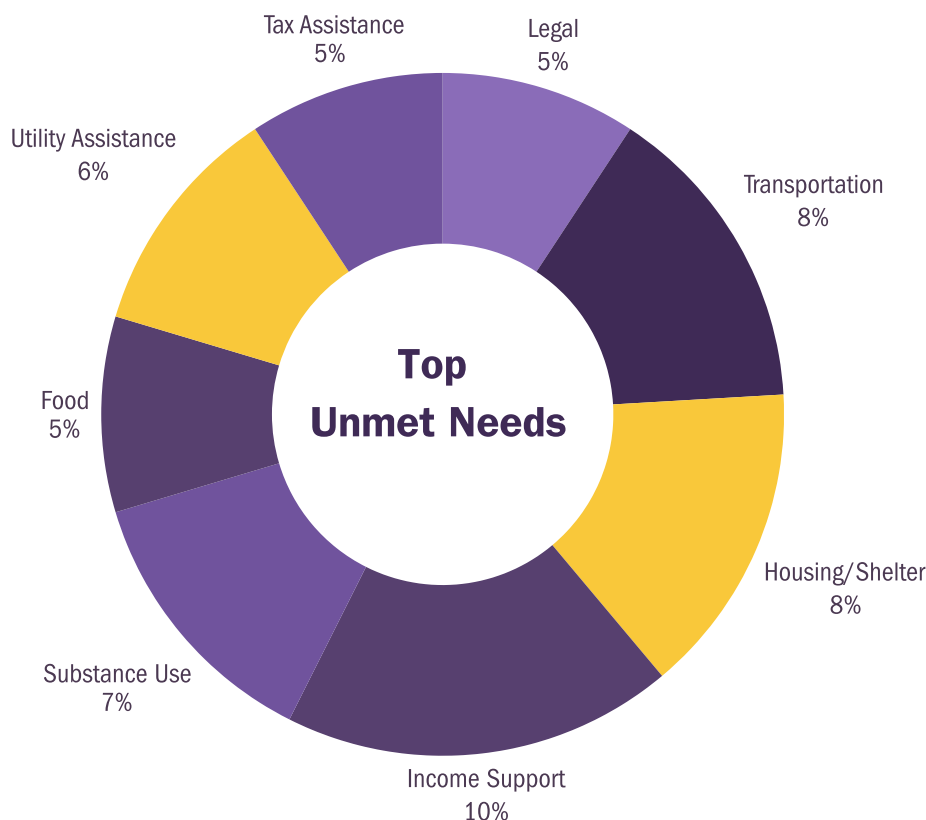
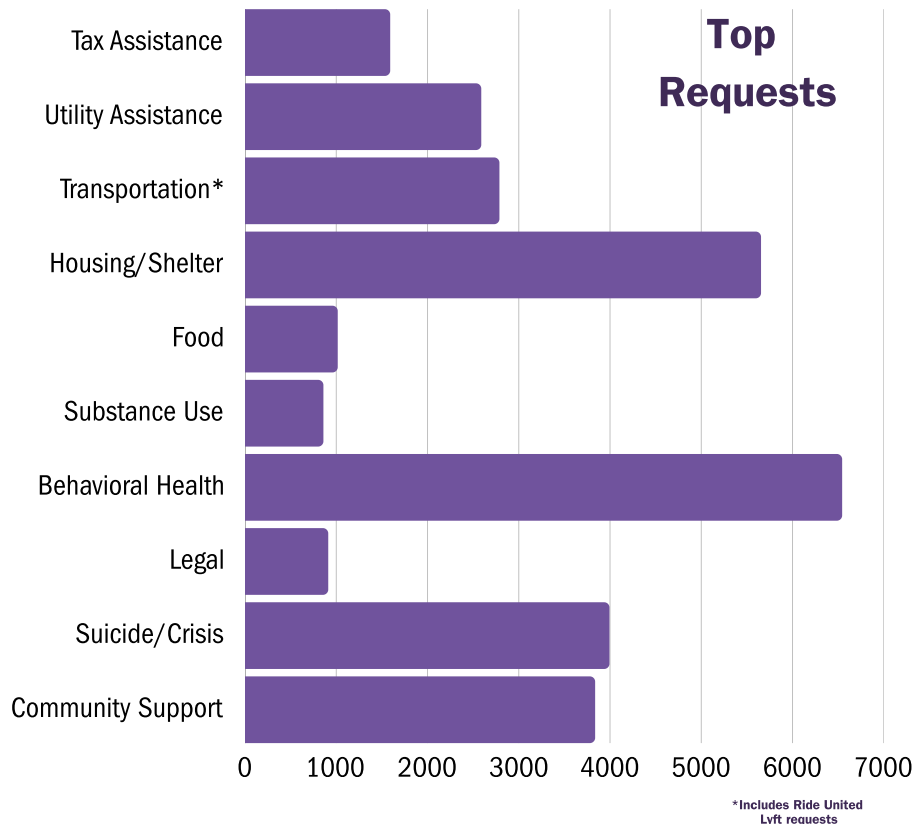
99% of crisis calls did not require an escalated response (law enforcement, mobile crisis or EMS)

60,172 Referrals Accepted

**79% report connecting with referrals
67% report satisfaction with information or services from referrals**

2,356 Follow Ups Completed

**79% report feeling better prepared after calling the call center
98% report improvement in well-being**



Basic Needs and Service Gaps

- 2,788 requests for Transportation**
4% were not eligible for existing services
- 1,594 requests for Community Shelter**
8% reported the agency was full and all available resources had been exhausted
- 271 requests for Water Bill Payment Assistance**
9% reported program funds were depleted and all available resources had been exhausted
- 1,880 requests for Electric Bill Payment Assistance**
5% reported program funds were depleted and all available resources had been exhausted

**Documented calls