MHA Call Center

Top

Requests

7000

Housing/Shelter

8%

6000

*Includes Ride United Lyft requests

Report of Community Needs

July 1, 2024 - June 30, 2025

Tax Assistance

Utility Assistance

Transportation*

Housing/Shelter

Substance Use

Behavioral Health

Suicide/Crisis

Substance Use

7%

Community Support

Food

Legal

0

1000

2000





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 caling the call center
98% report improvement in well-being

Tax Assistance Legal 5% Utility Assistance 6% Top Unmet Needs

Income Support

10%

4000

5000

3000

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