

21,854

Calls Answered

4,878 Safety Assessments Completed

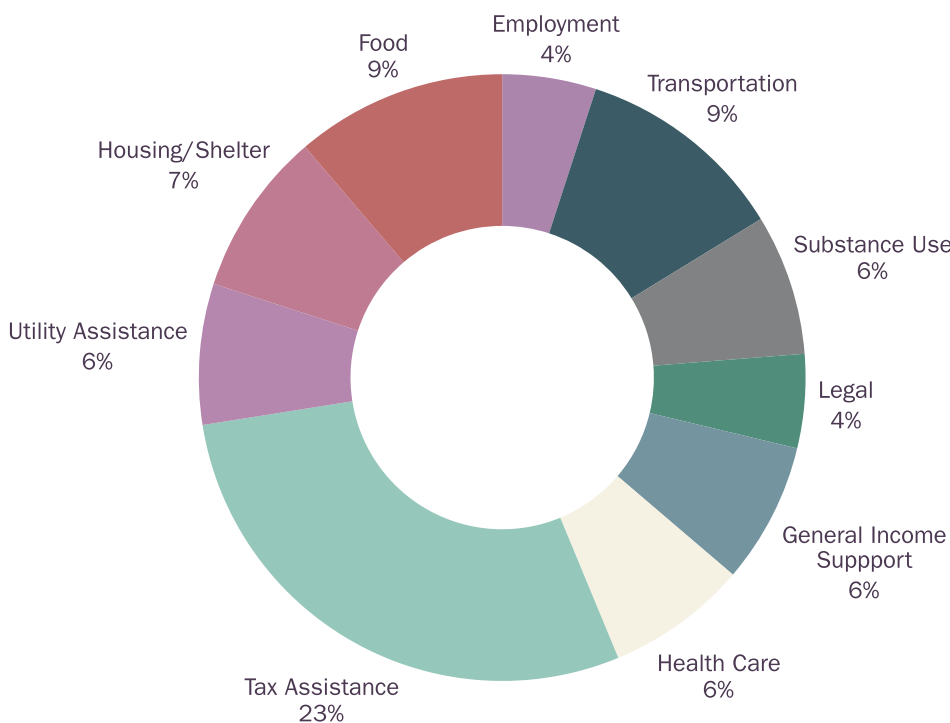
99% of crisis calls did not require an escalated response (law enforcement, mobile crisis or EMS)

27,476 Referrals Accepted

86% report connecting with referrals
81% report satisfaction with information or services from referrals

1,483 Follow Ups Completed

97% report feeling better prepared after calling the call center
99% report improvement in well-being



Basic Needs and Service Gaps

- **36 requests related to Automobile Payments, Repairs or Gas Money 55% did not have a program available for assistance**
- **40 requests for free Tax Preparation Assistance 23% were unable to receive the service due to program availability**
- **92 requests for Motel Vouchers, 97% did not have a program available for assistance**
- **124 requests for Water Bill Payment Assistance 13% reported program funds were depleted, and all available resources had been exhausted**