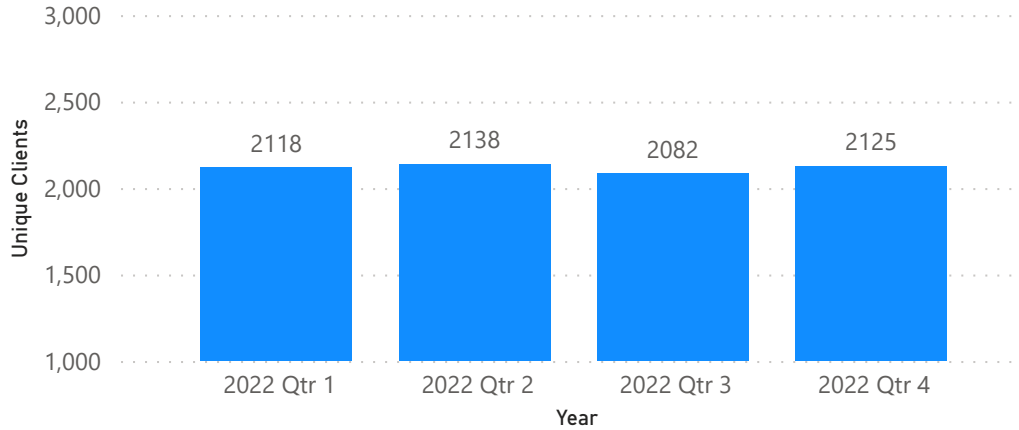




2022 BHS Community Crisis Dashboard

2022 BHS Crisis Service Unique Clients Served



Summary

The Community Crisis Dashboard currently displays the volume of unique clients who received a community crisis service by zip code, race, gender, and ethnicity, along with average client experience scores (OCA, CLASP, CMT). The department dashboard will expand over time to include additional process and outcome metrics.

New to this dashboard is a visual tracking annual change in clients served in high need/high volume zip codes. Between 2021 & 2022, the BHS Crisis Service had an overall decline of 8.4% in the number of total unique clients served. The zip codes with the largest % drop in unique clients served were 53210, 53208, and 53225.

This iteration of the dashboard includes data on rates of suicide ideation and behavior over time for a subset of the clients receiving community crisis services from Team Connect and at the Access Clinics. The % of clients endorsing SI at initial and last assessment declined between 71% and 84% in each quarter of 2022. The % of clients endorsing SA Bxs at initial and last assessment declined between 27% and 59% in each quarter of 2022. We believe this new set of metrics are particularly valuable because they represent a key area of focus for crisis services and demonstrate the positive impact crisis services can have in the community.

2021-2022 BHS Crisis Service - Total % Change in Unique Clients Served

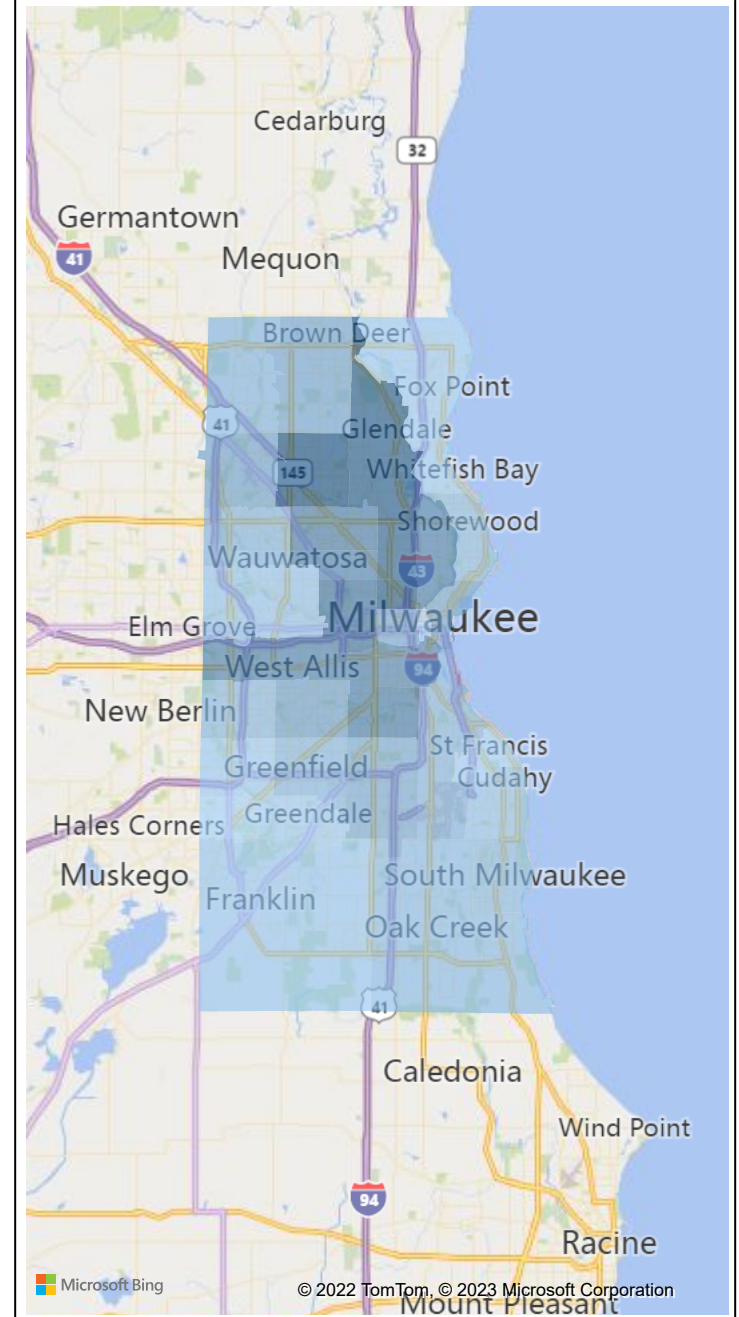
-8.4%

2021/2022 BHS Crisis Service Unique Clients Served by Zip Code - Top 20 Zip Codes*

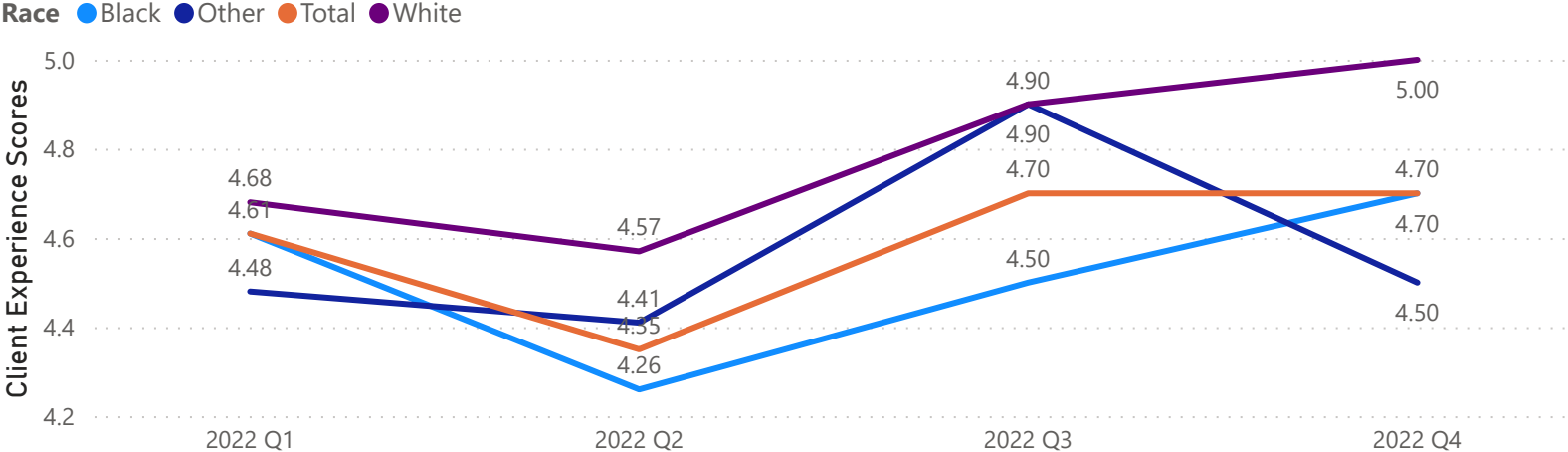
Zip	2021	2022	% Change
53218	413	432	4.6%
53209	442	400	-9.5%
53205	436	391	-10.3%
53206	347	370	6.6%
53208	419	320	-23.6%
53215	316	290	-8.2%
53216	329	289	-12.2%
53212	302	282	-6.6%
53214	275	279	1.5%
53210	375	271	-27.7%
53204	306	267	-12.7%
53219	186	181	-2.7%
53225	221	173	-21.7%
53223	189	165	-12.7%
53202	157	159	1.3%
53233	176	156	-11.4%
53221	147	151	2.7%
53222	134	117	-12.7%
53224	134	113	-15.7%
53207	123	111	-9.8%

*See addendum for zip code breakdown by quarter

2022 BHS Crisis Service Unique Clients Served by Zip Code



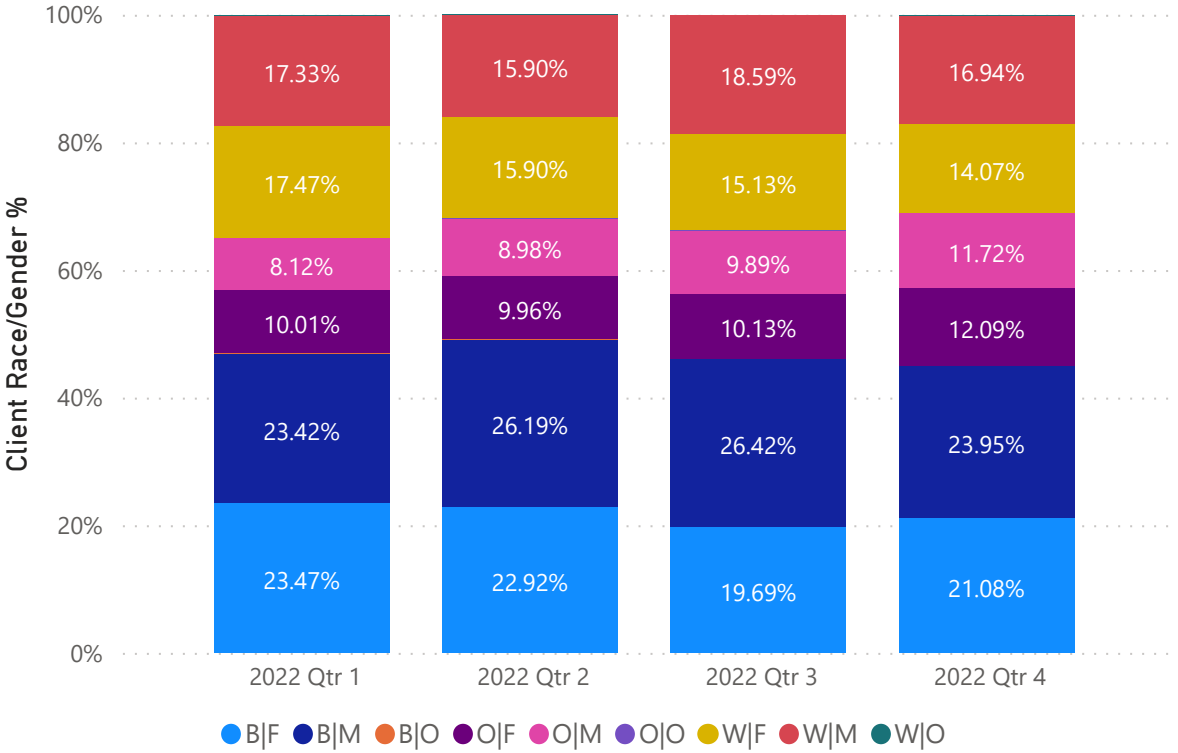
2022 BHS Crisis Service Client Experience Survey Scores



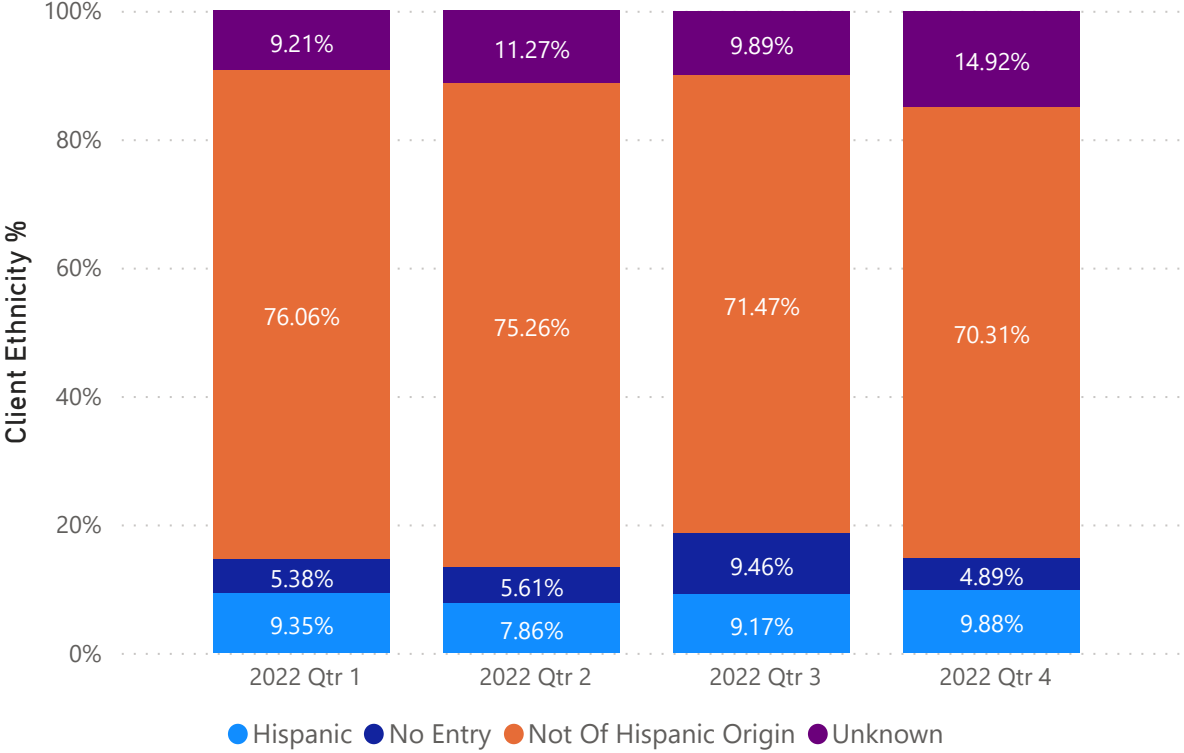
2022 BHS Crisis Service - Completed Client Experience Survey Count

Race	2022 Q1	2022 Q2	2022 Q3	2022 Q4
Total	49	55	26	9
Black	28	33	13	4
White	13	13	7	3
Other	8	9	6	2

2022 BHS Crisis Service Unique Clients by Race and Gender



2022 BHS Crisis Service Unique Clients by Ethnicity



Total Episodes

program_X_RRG_value	PATID
Team Connect	4722
Access Clinic	1725
Total	6447

Total Unique Clients

4996

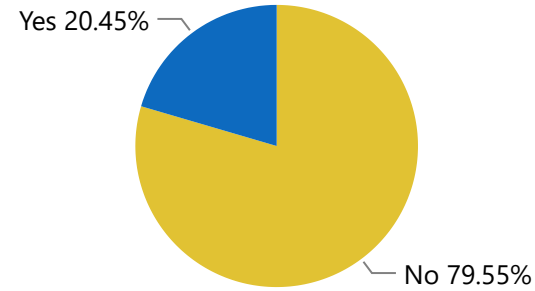
CSSRS Initial and Follow Up Data

Access Clinics and Team Connect
January 1, 2021 to December 31, 2022

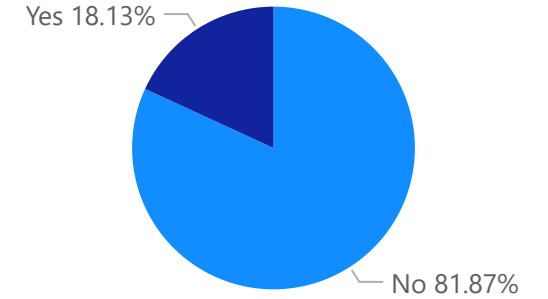
Total Episodes with Initial Assessments

1726

Percent of Clients Endorsing SI at Initial Assessment



Percent of Clients Endorsing SA Bxs at Initial Assessment



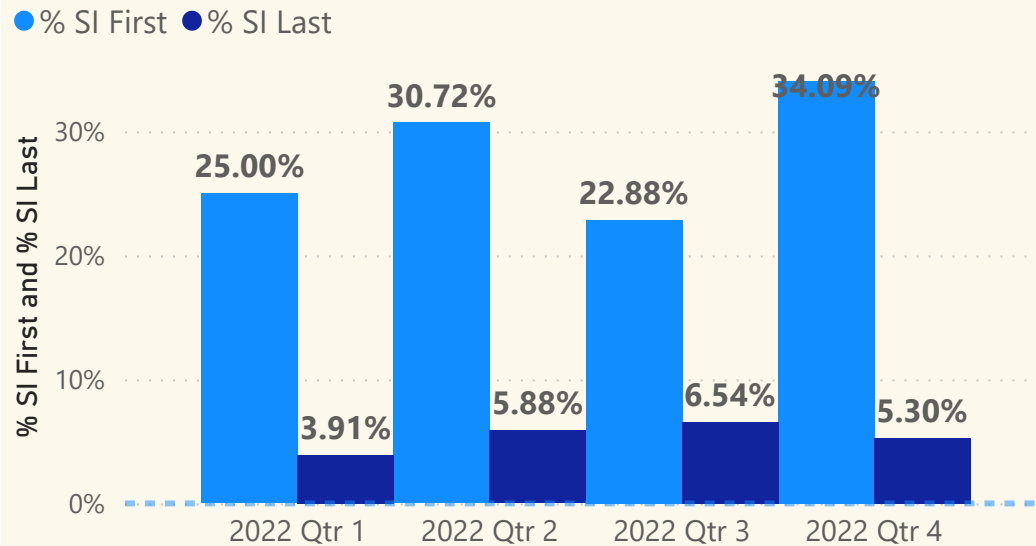
Total Episodes with >=2 Assessments

639

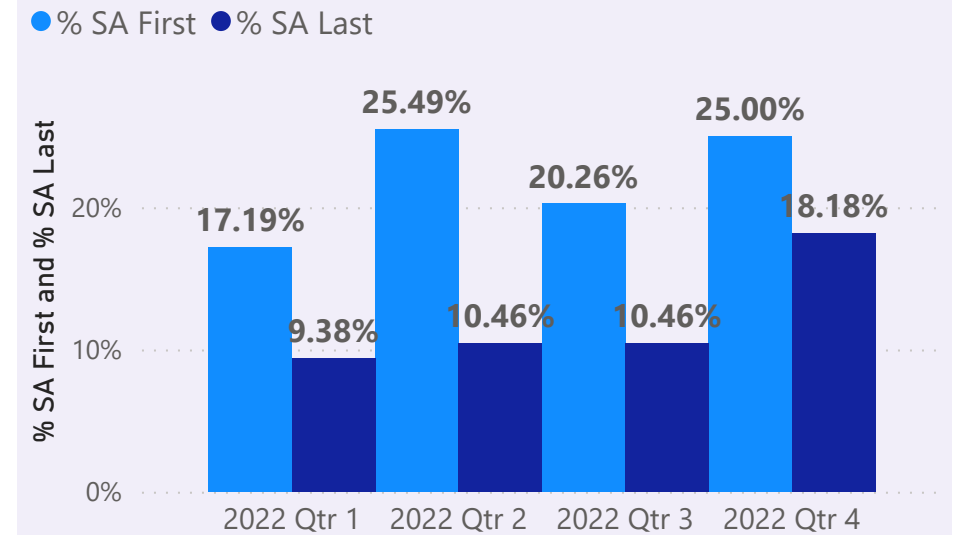
Average Lag Between Initial Last Assessment

43.90

% of Clients Endorsing SI at Initial and Last Assessment



% of Clients Endorsing SA Bxs at Initial and Last Assessment



Addendum

2021/2022 BHS Crisis Service Unique Clients Served by Zip Code -
Top 20 Zip Codes by Quarter

Year	2021				2022			
Zip	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
53209	151	164	164	164	162	142	117	142
53205	170	168	170	135	101	141	129	157
53218	162	141	153	162	149	154	136	154
53206	130	146	138	108	126	119	137	128
53208	153	164	161	154	109	113	105	125
53210	138	147	138	114	98	92	83	88
53216	120	119	125	117	94	105	98	109
53215	111	102	130	109	92	114	99	100
53212	109	111	111	106	92	105	89	91
53204	90	118	118	121	91	87	88	89
53214	88	96	115	104	101	86	96	80
53225	81	75	85	71	67	66	59	62
53219	75	67	72	59	68	64	64	51
53223	61	75	81	60	59	59	57	65
53233	59	67	66	69	60	62	61	47
53202	60	62	56	54	57	59	56	38
53221	45	45	50	56	59	55	46	35
53224	39	54	54	43	44	36	28	40
53222	61	52	54	34	32	33	45	44
53207	46	47	49	37	47	39	33	28
Total	1949	2020	2090	1877	1708	1731	1626	1673