



# Monthly Report

Be Well Crisis Helpline

November 2022



**CRISIS SERVICES**

## Historical Data

### **November 1, 2020 – November 30, 2022**

55,191 total calls

### **November 2020 vs. November 2022**

73.6405% increase

### **November 2021 vs. November 2022**

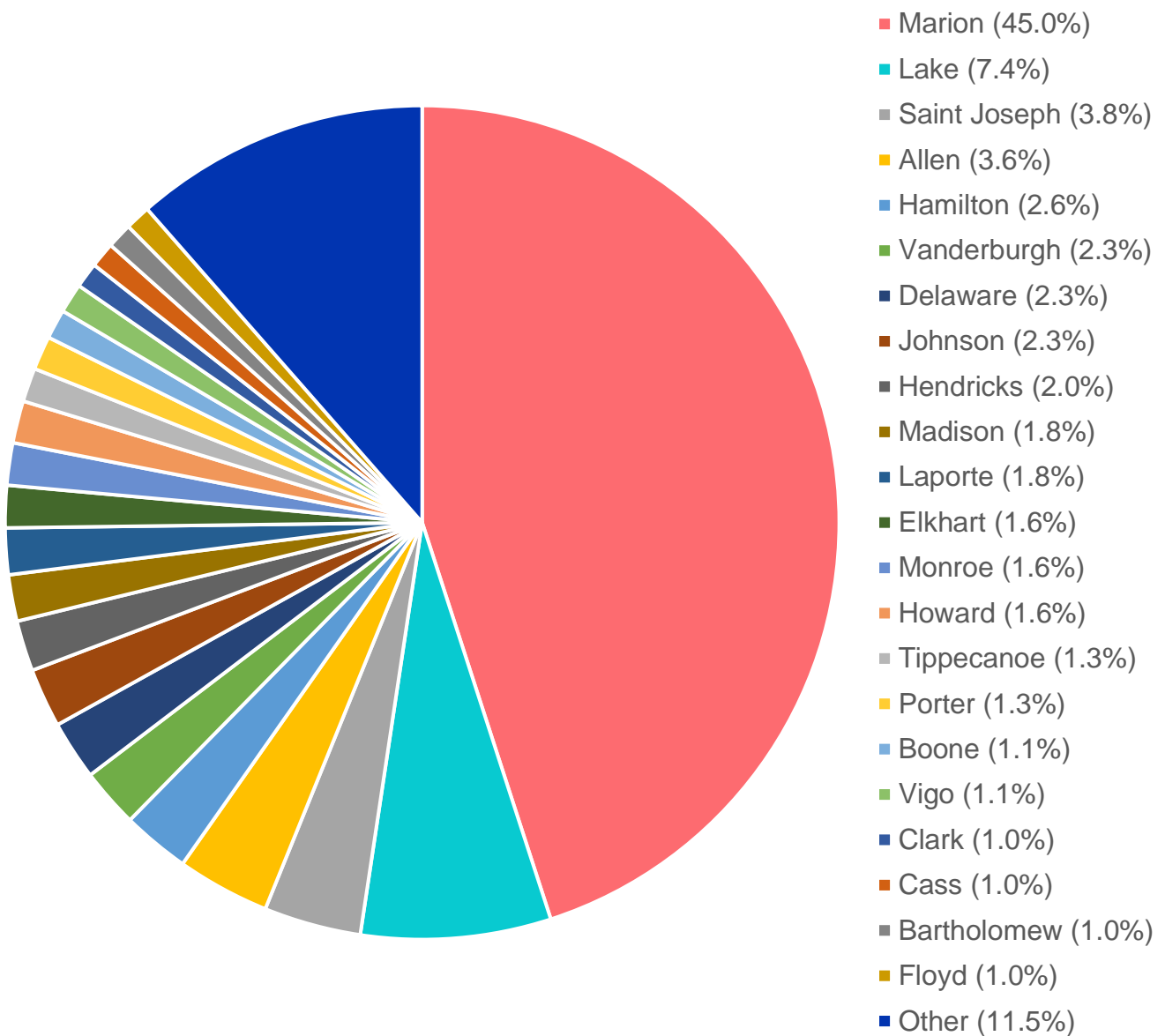
4.69035% increase

## Service, Efficiency, and Quality

Total Average Speed to Answer	00:13
Monthly Abandonment Rate	63
Monthly Call Volume	2299
Monthly Average Talk Time	14:49
Monthly Total Talk Time	471:51:31
Monthly Overall Service Level	94.92%
Crisis Specialists Quality Assurance Measurement	94.88%

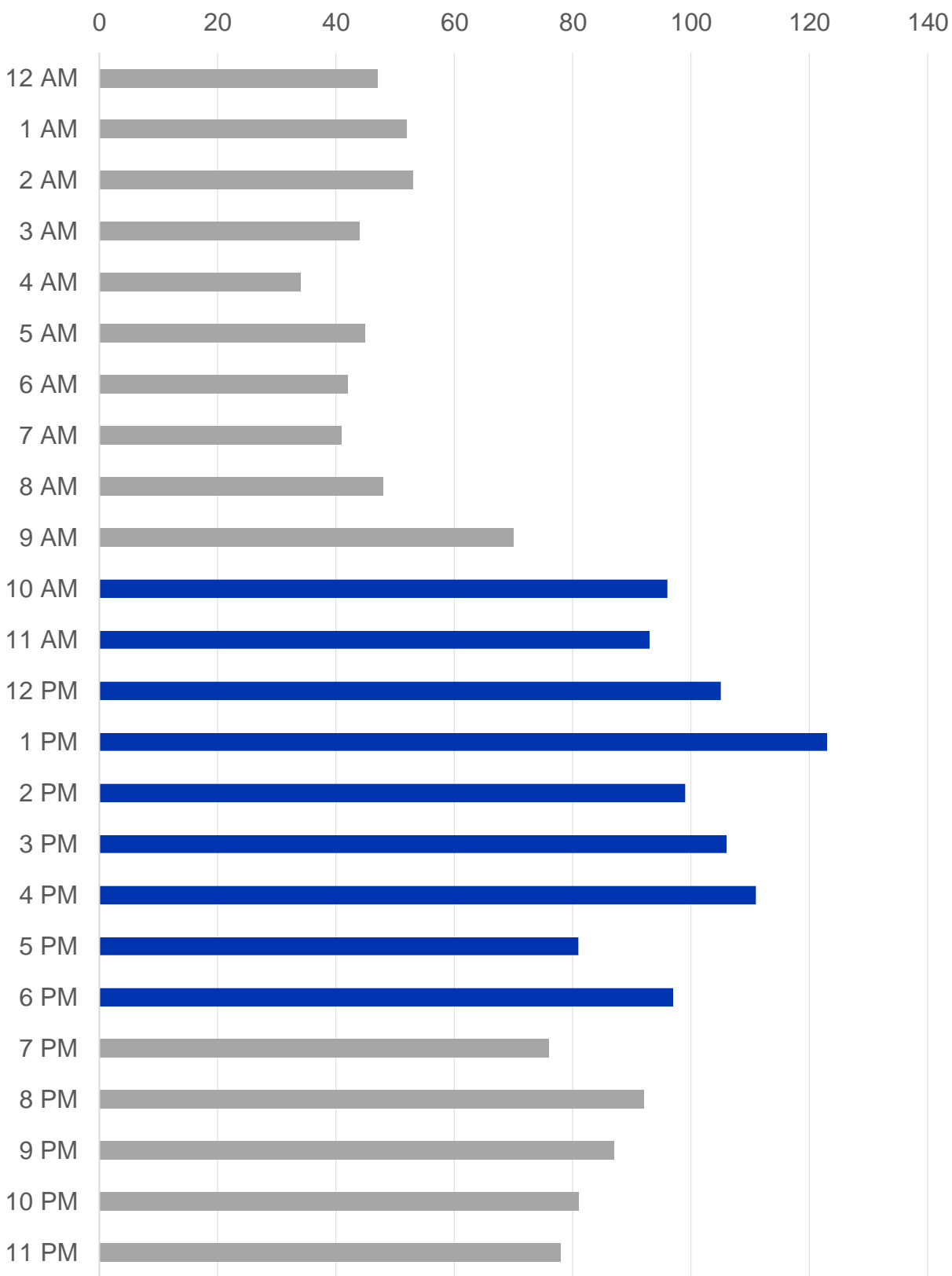
## Caller Index

### Call Volume by County

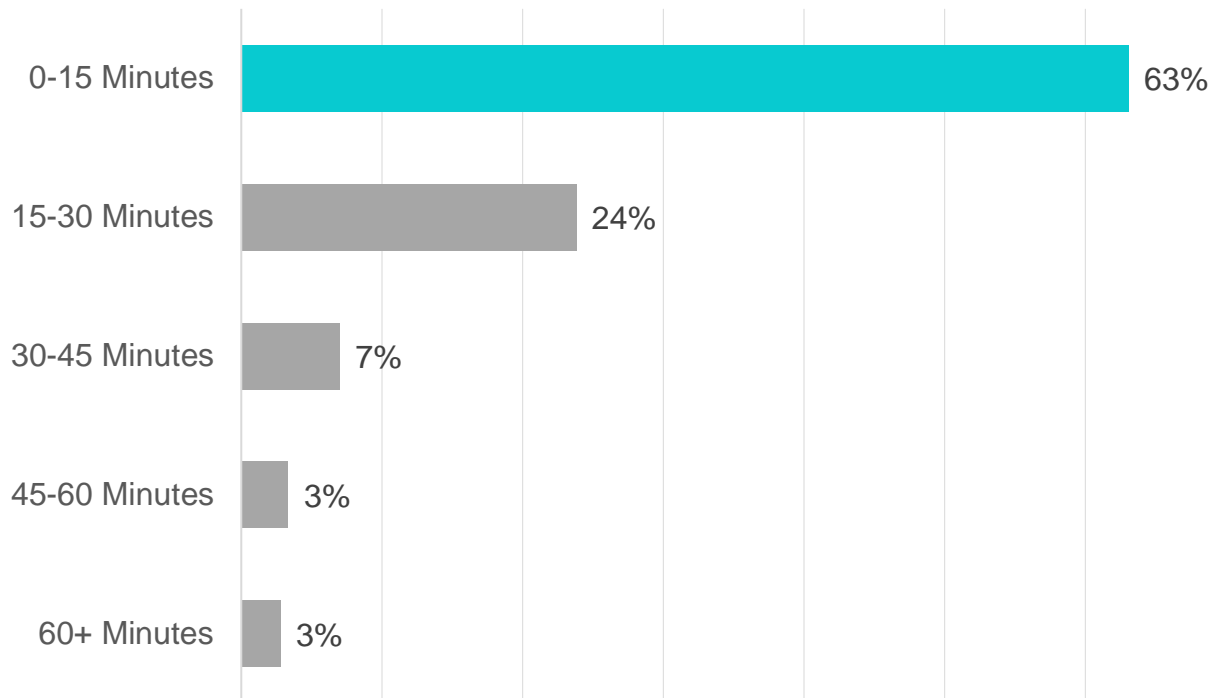


Call Volume by Hour

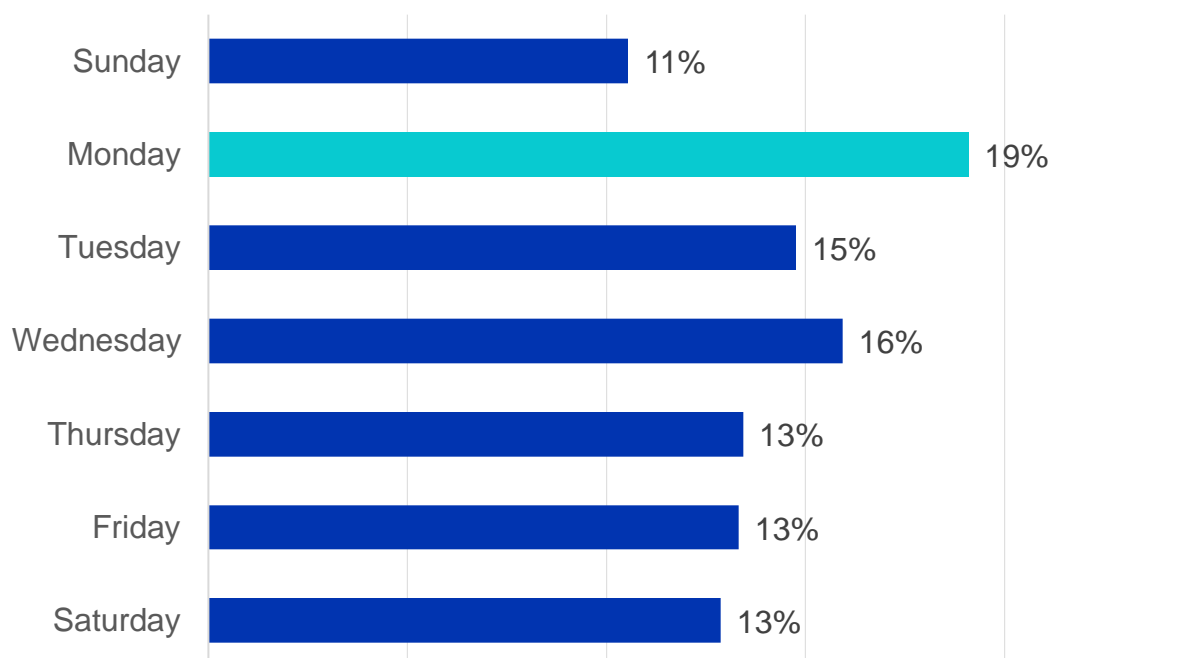
Peak Hours: 10:00-18:00 (50.1% of Calls)



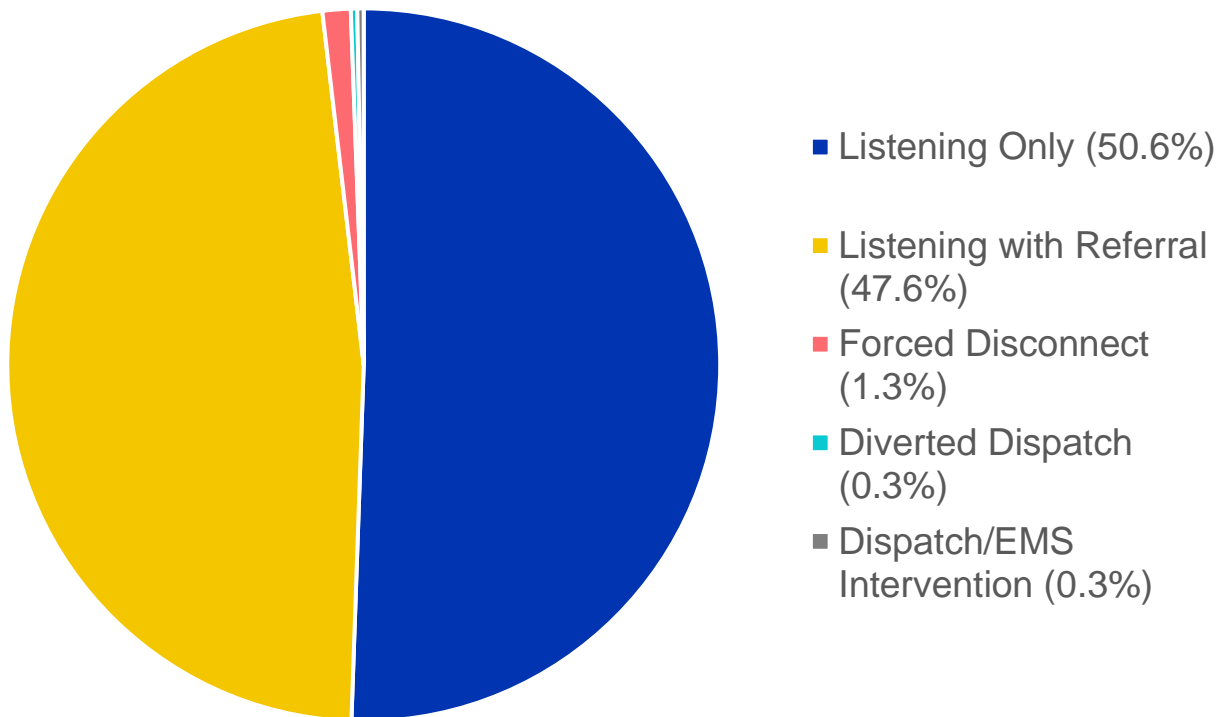
## Duration of Calls



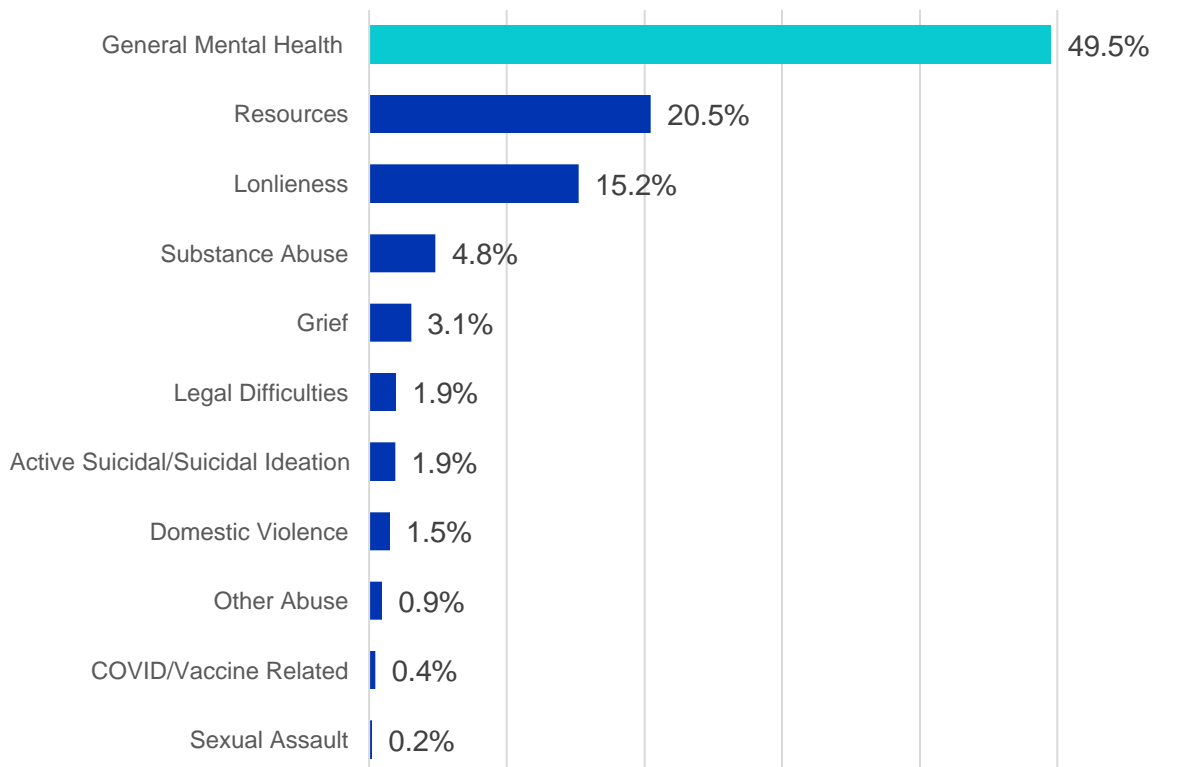
## Call Volume by Day of the Week



## Disposition of Call

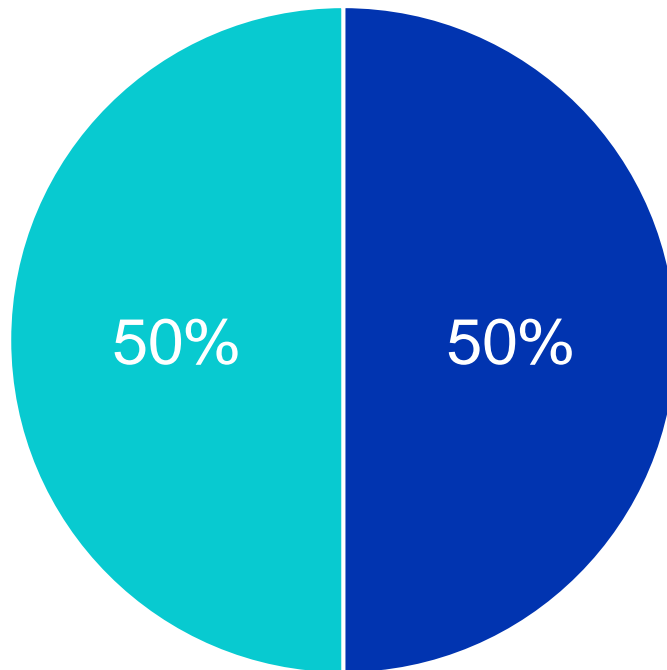


## Primary Theme of Call

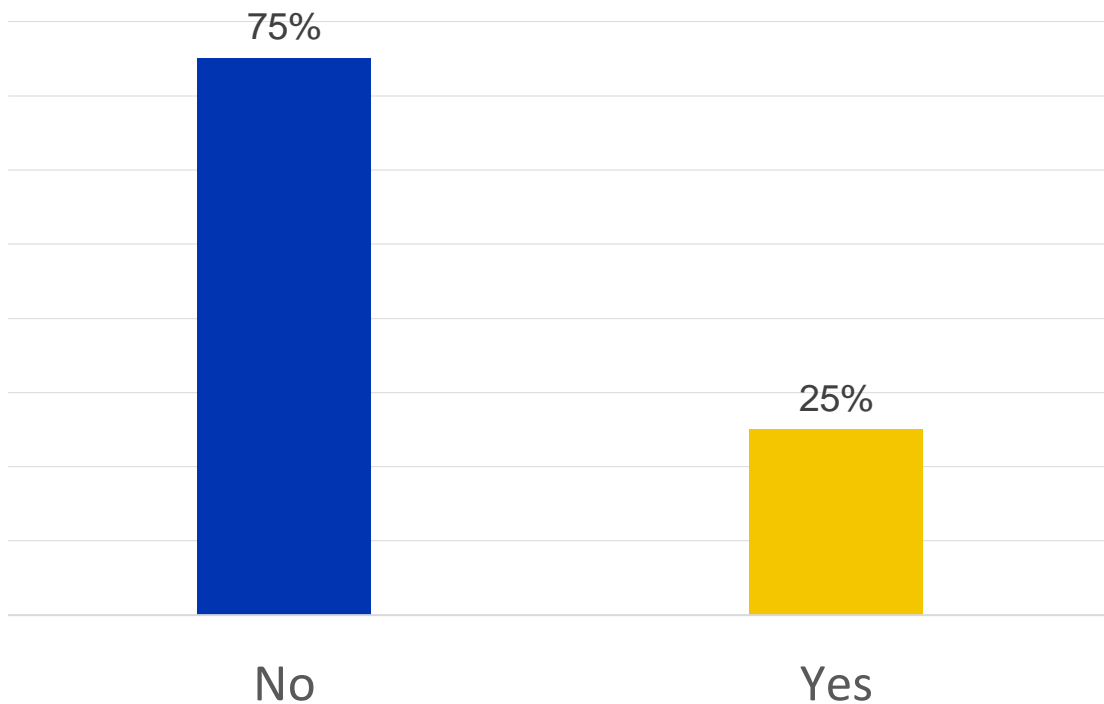


## Outcome of Critical Calls

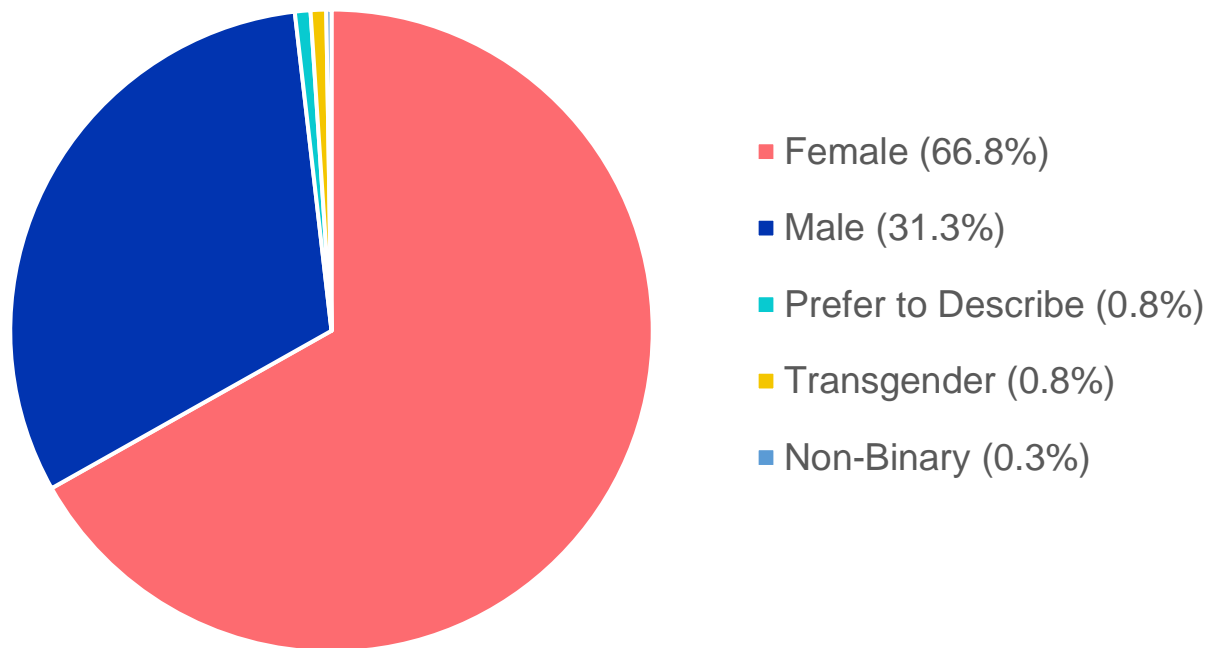
■ Diverted Dispatch   ■ Dispatch/EMS Intervention



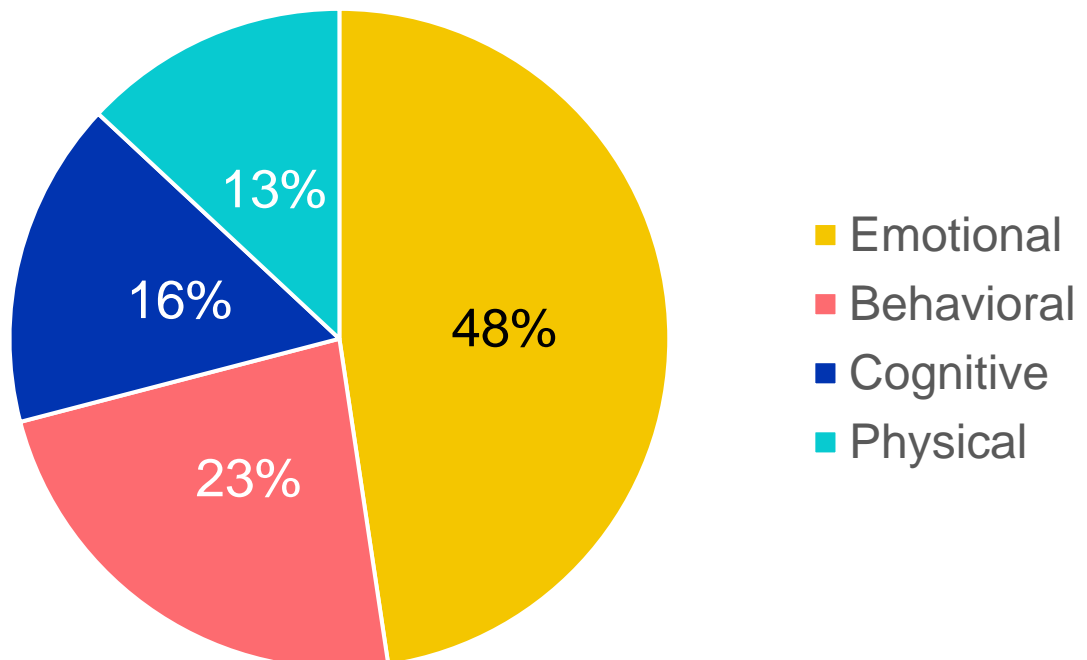
## Suicidal Ideation in the Week Before Calling



## Gender Identity of Caller

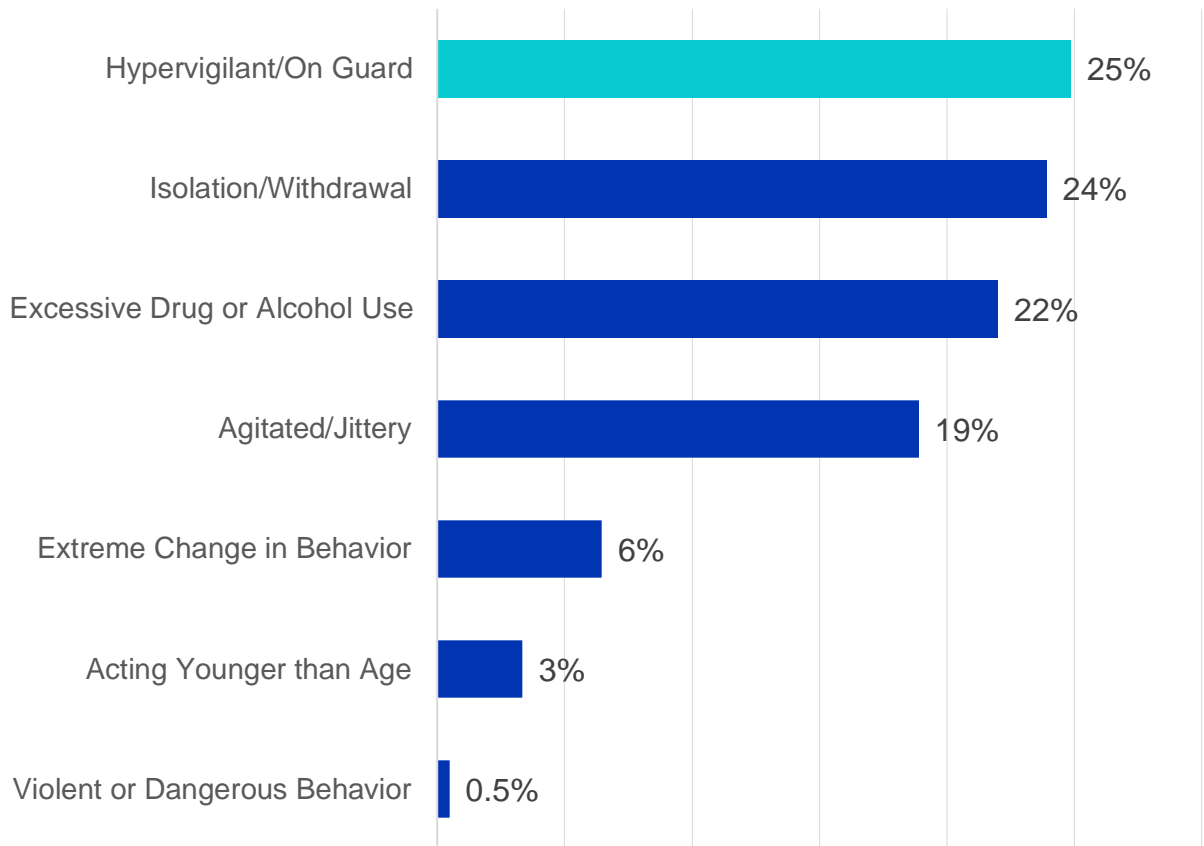


## Psychosocial Reactions

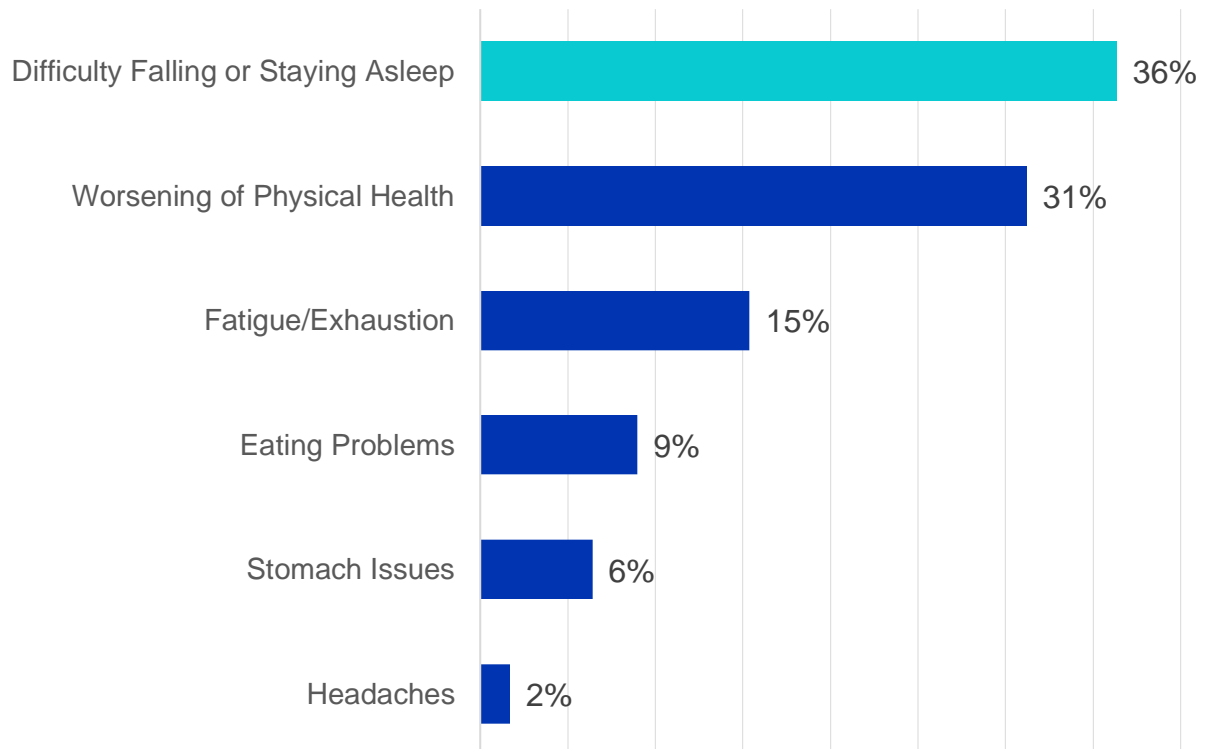




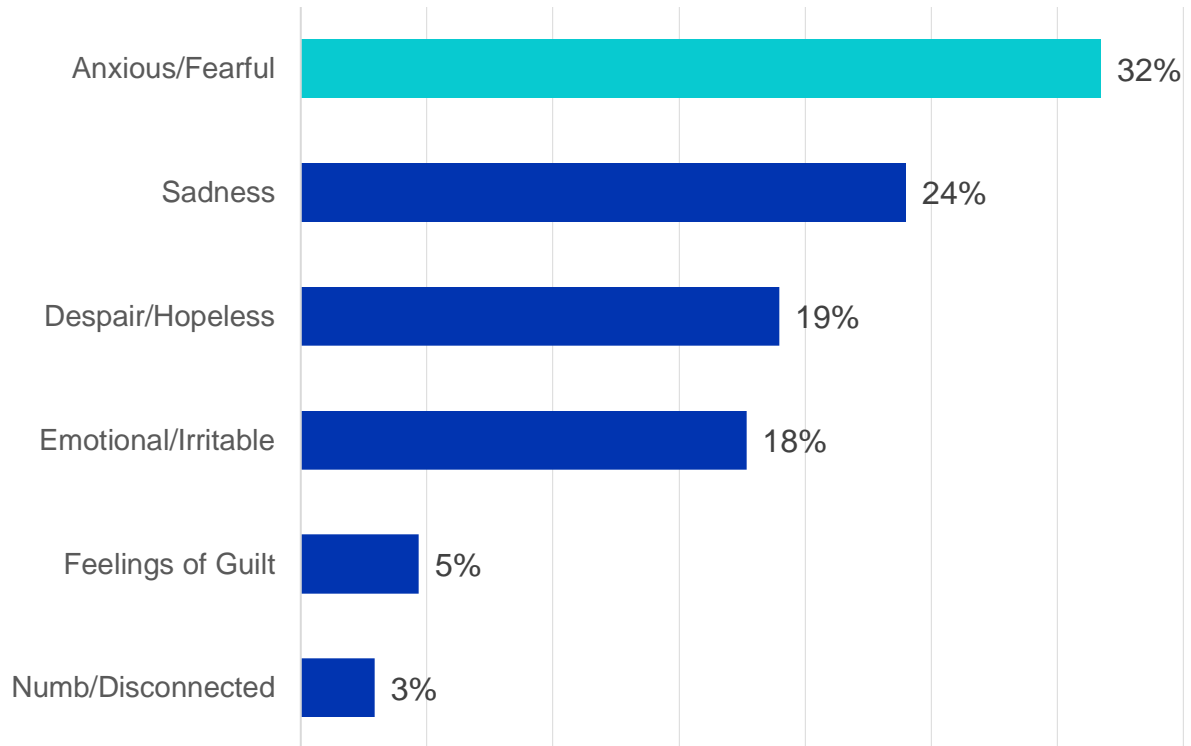
## Psychosocial Reactions | Behavioral Event



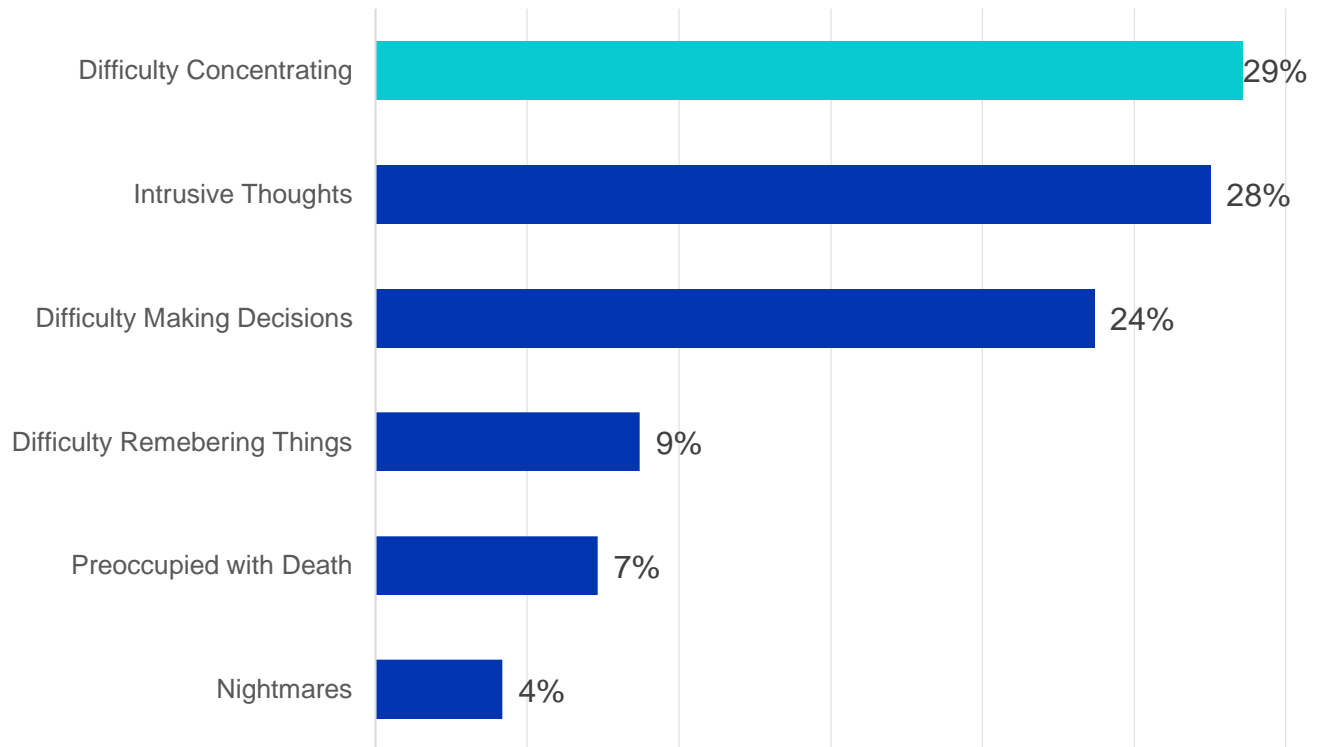
## Psychosocial Reactions | Physical Event



## Psychosocial Reactions | Emotional Event



## Psychosocial Reactions | Cognitive Event



## Caller Complaints

None

## Caller Satisfaction

- “Thank you. A lot of people aren’t there to listen, and you made time. I truly appreciate you.”
- “Be Well has been a huge support for me and I am extremely thankful for the support I have received when calling Be Well.”
- Caller thanked Be Well for being there for her. Caller is struggling with an illness which creates a great deal of anxiety and caller reports feeling better after speaking with Be Well.