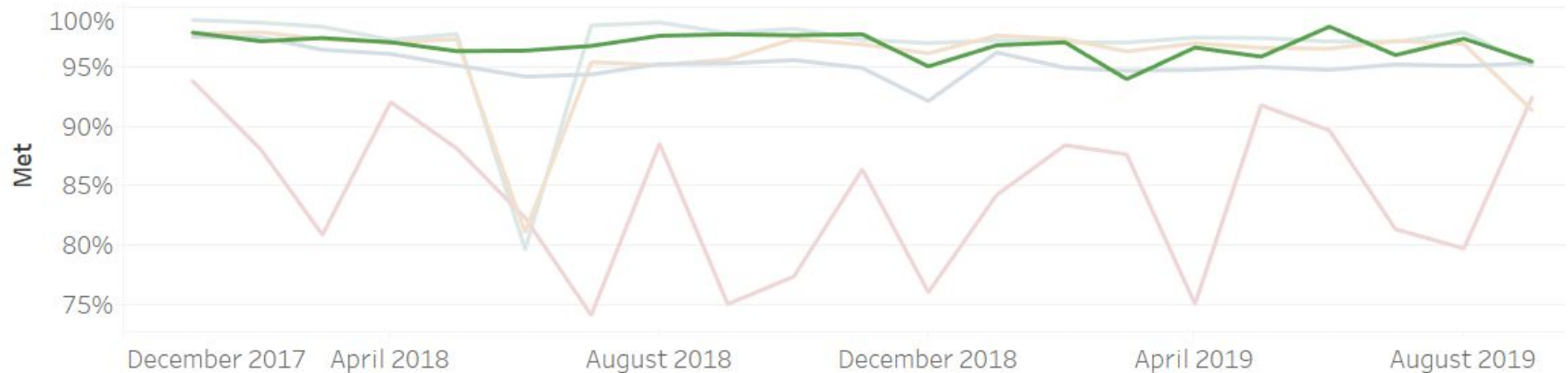




# Health Equity Insights

# Replicate Success of Responding to Mental Health Calls

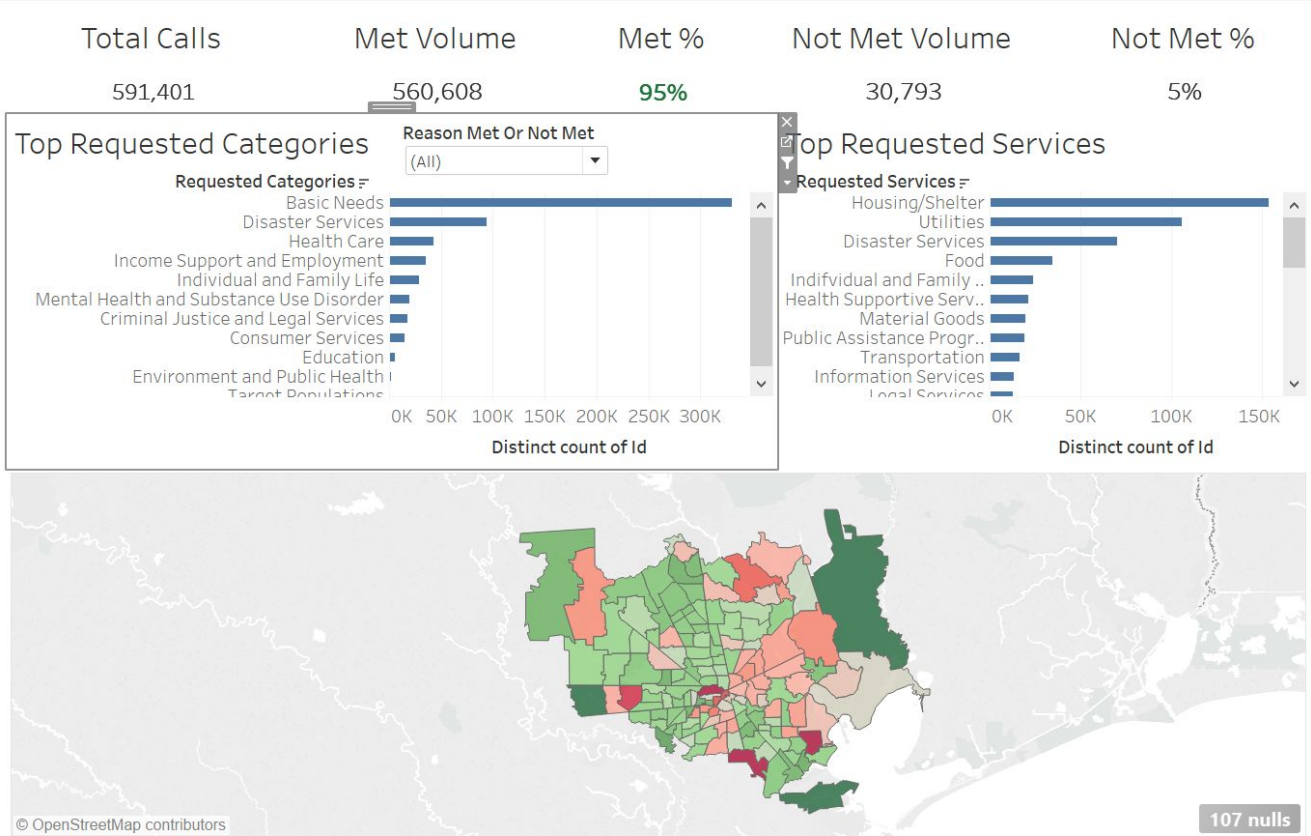
- Is Response to Mental Health / Substance Abuse Calls successful?



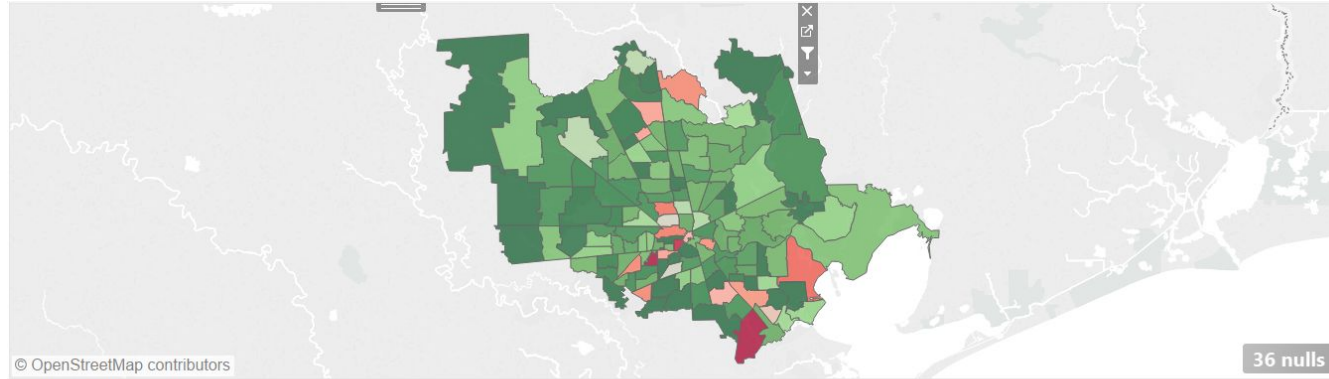
- Which need categories have opportunities to improve?
  - Disaster Services (7k Not Met, 7%), Individual / Family Life (2k Not Met, 7%)

\*Filtered out calls with needs not filled out

# Harris County Overview



# Mental Health / Substance Abuse Services



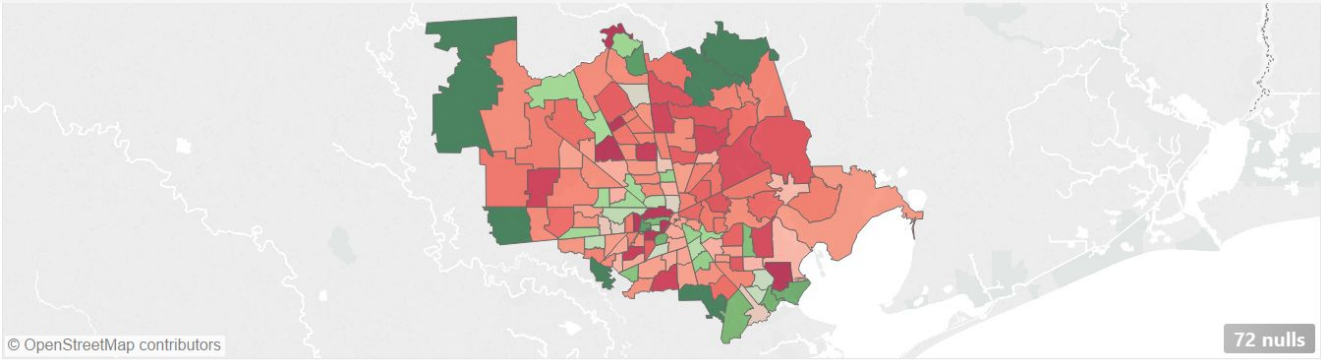
## Needs Met Timeline



## Call Volumes



# Disaster Services



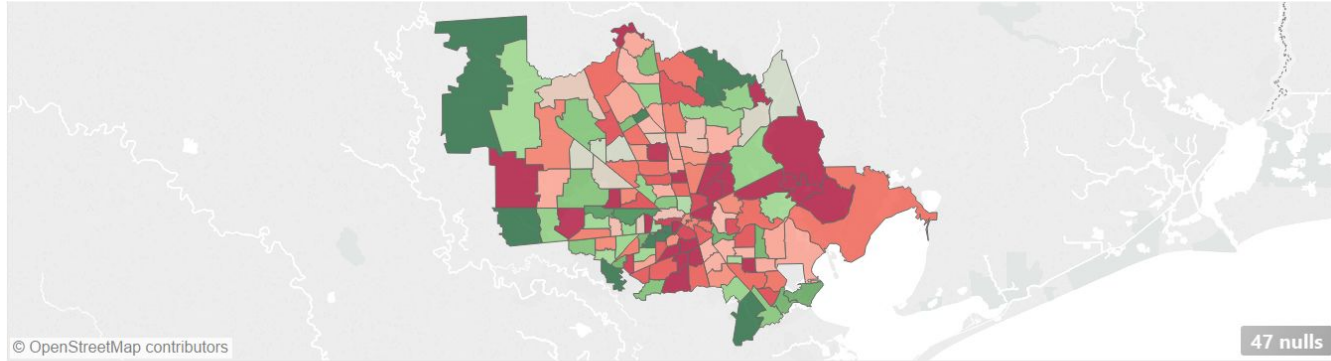
Needs Met Timeline



Call Volumes



# Individual / Family Life



Needs Met Timeline



Call Volumes



# Findings

- Overall services met needs 95% of the time
- Mental Health / Substance Abuse Services has high success
- Disaster Services, Individual / Family Life Services opportunities to improve
  - Disaster Services impacted by June 2018 weather events
  - Individual / Family Life Services impacted by December 2018 (potentially holidays)

# Next Steps

## Action Items

- Use dashboard to find gaps in coverage
- Brainstorm solutions to address gaps

## Follow Up Questions

- How many agencies and programs were used for each Need Category
- Locations of program agencies
- Compare 2-1-1 calls to population by zip code to measure 2-1-1 outreach