



Improving Performance to Better Serve Our County Residents

**Board of Supervisors Presentation
Crisis Services Program
February 6, 2024**

Commendations



Operation of Crisis Clinics and rapid access to prescribers

Utilization of Peer Support across Crisis Clinic Teams



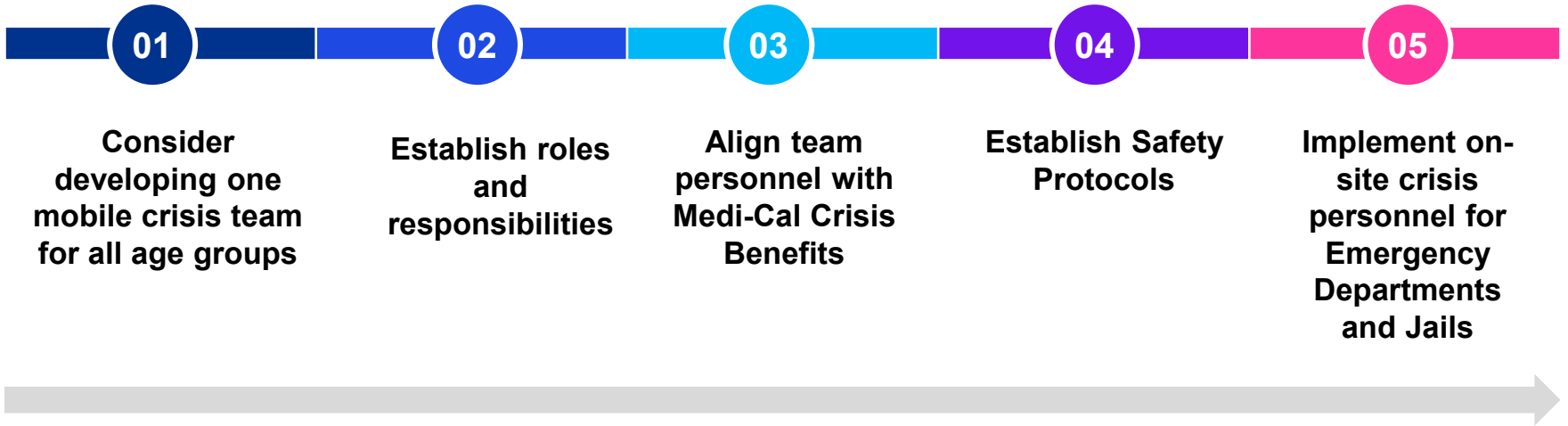
Establishment of Co-response Teams

Revamp Mobile Crisis Services

Mobile Crisis Analysis (Q3 FY21-22 –Q3 FY22-23)

North County Average Quarterly Productivity	South County Average Quarterly Productivity	West County Average Quarterly Productivity
27%	12%	24%

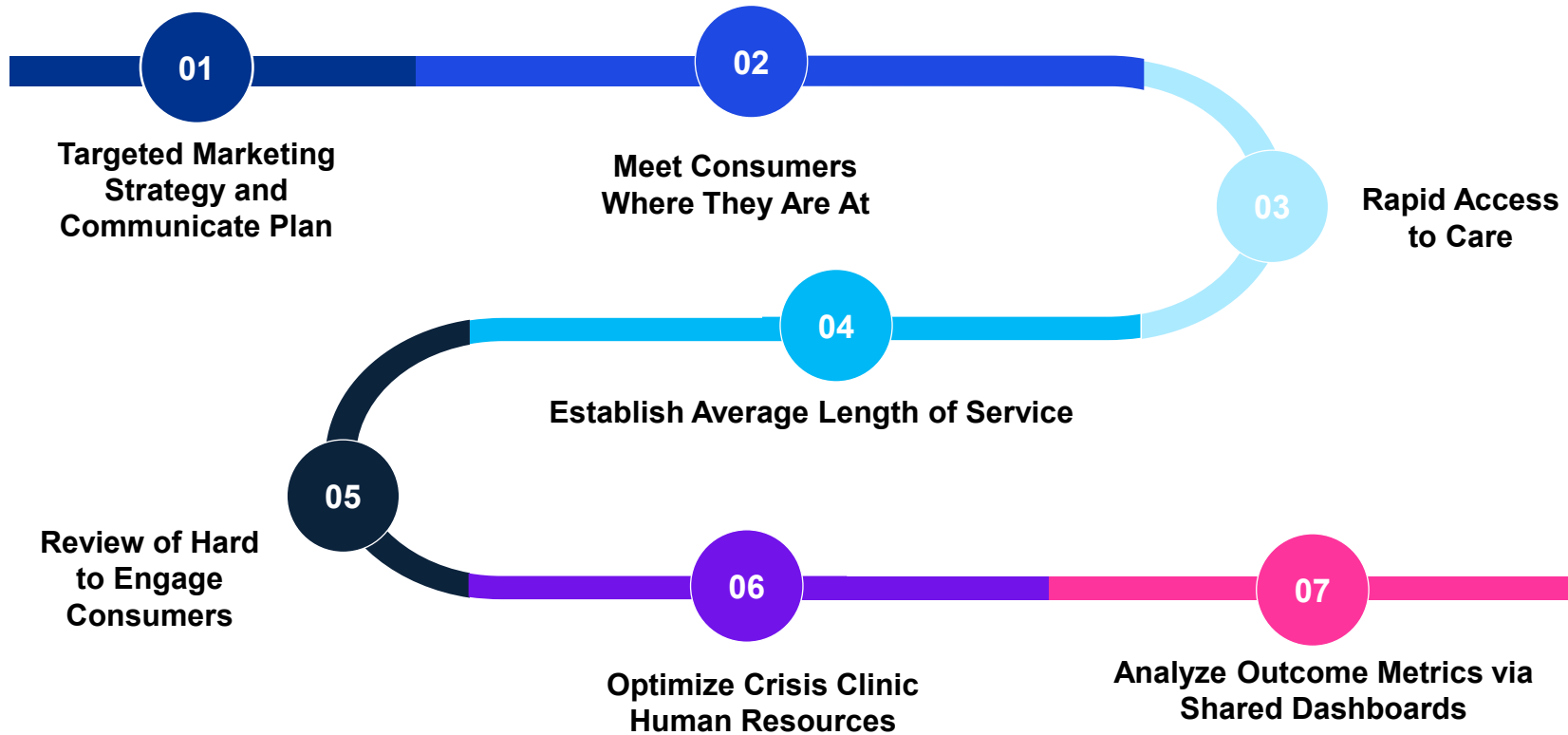
Productivity: Percentage of time spent by program staff in direct client care.



Optimize Crisis Clinic Capacity and Capabilities

Crisis Clinics Analysis (Q3 FY21-22 –Q3 FY22-23)

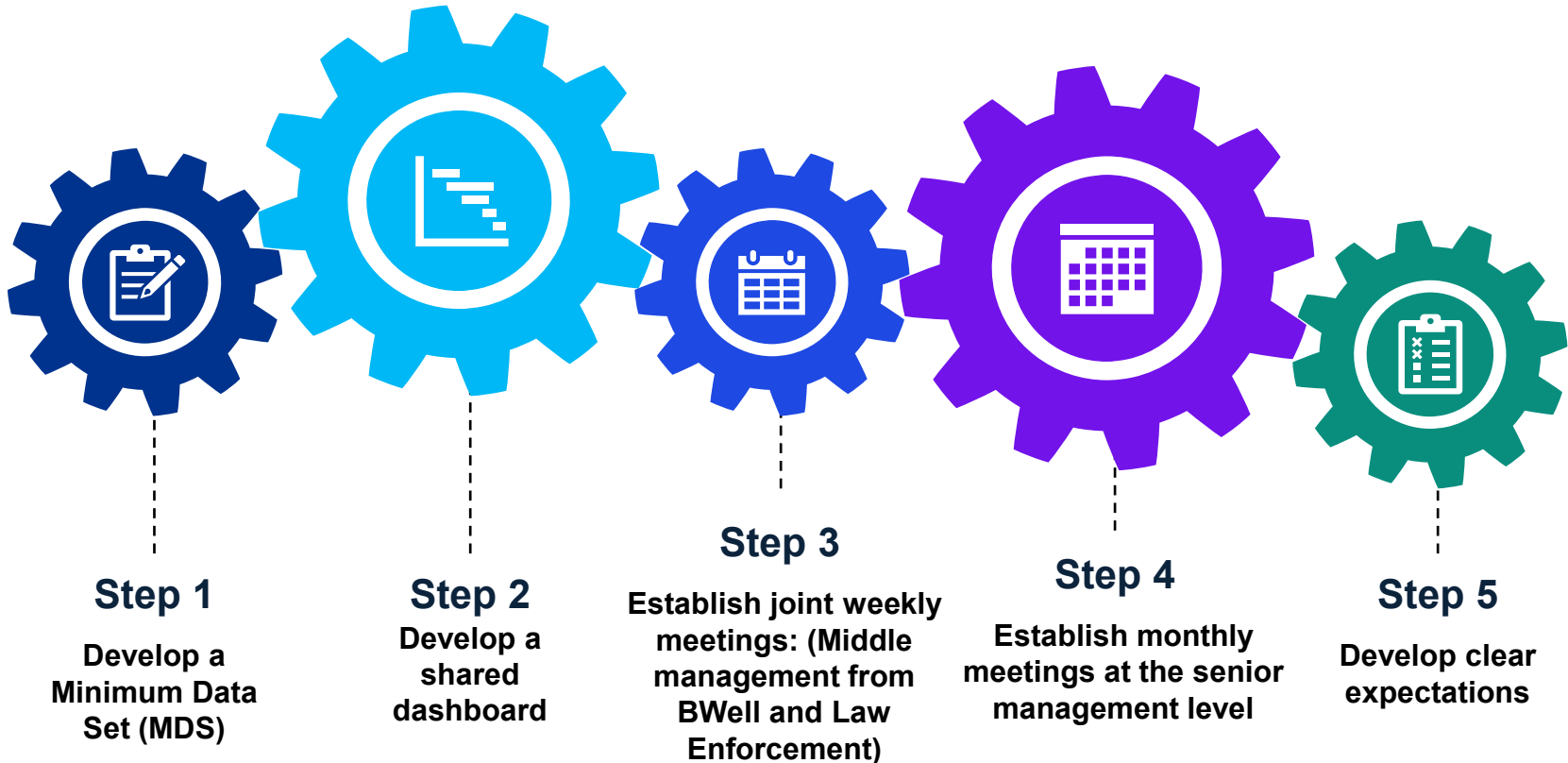
North County Average Quarterly Productivity	South County Average Quarterly Productivity	West County Average Quarterly Productivity
33%	24%	11%



Establish joint metrics and targets for Co-response

Co-response Analysis (Q3 FY21-22 –Q3 FY22-23)

North & West County Average Quarterly Productivity	South County Average Quarterly Productivity
23%	20%





Questions