The Street Crisis Response Team (SCRT) now has a website!

For more information on the SCRT, please visit: Street Crisis Response Team Background

Operations Update

Key Performance Indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Goal</th>
<th>Current</th>
<th>Goal</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis Calls Handled by SCRT</td>
<td>695</td>
<td>11,324</td>
<td>78%</td>
<td>77%</td>
</tr>
<tr>
<td>SCRT Update Calls Handled by Responders*</td>
<td>19</td>
<td>16</td>
<td>19%</td>
<td>16%</td>
</tr>
<tr>
<td>Average Response Time</td>
<td>19</td>
<td>16</td>
<td>19%</td>
<td>16%</td>
</tr>
</tbody>
</table>

*Calls are on a 24-hour basis from November 30, 2020 – May 31, 2021.

Client Engagements

- Goal: 431
- Current: 5,508

Client Outcomes:

- Goal: 25%
- Current: 25%

Client Characteristics:

- Goal: 25%
- Current: 25%

Client Office of Coordinated Care Follow-Up Rate:

- Goal: 82%
- Current: 52%

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