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>August</th>
<th>Cumulative*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls Handled</td>
<td>SCRT</td>
<td>761</td>
</tr>
<tr>
<td>SRCR High-Value Calls Received</td>
<td>SCRT Response</td>
<td>78%</td>
</tr>
<tr>
<td>Average Response Time</td>
<td>20 mins</td>
<td>17 mins</td>
</tr>
</tbody>
</table>

*Cumulative counts are as of data since pilot launch (November 30, 2020 - August 5, 2022)

Client Engagement: Cumulative

- Total clients served: 478
- Total engagements: 5,986
- Client satisfaction: 85%
- Client outreach: 15%
- Other: 5%

Client Engagement Outcomes: Cumulative

- Successful connections: 84%
- Unsuccessful connections: 55%

Client Characteristics: Cumulative

- Low risk: 90%
- Moderate risk: 5%
- High risk: 5%
- Unknown risk: 0%

- Race & Ethnicity
  - White: 30%
  - Black: 25%
  - Asian: 15%
  - Hispanic: 15%
  - Other: 5%

- Client gender
  - Male: 60%
  - Female: 40%

- Current employment status
  - Employed: 30%
  - Unemployed: 40%
  - Other: 30%