

Crisis Data '23

(June, July, August)

Go Live Dates

988

Call: July 2022

Text: TBD

Chat: TBD

Statewide

Call: Oct 2022

Text: Nov 2022

Chat: Jan 2023

Arizona would have
received
approximately

2,754
Additional



988 text and chats
each **MONTH** if we
were handling our
state demand



Someone to Talk To

An average of **48,272** calls, chats, and texts were handled through state lines.

988 call volume amounted to approximately **13%** of the state volume



Overall volume represents about a **27%** increase compared to the same time frame last year

Monthly averages:

Answer speed: **9 sec**

Title XIX/XXI callers: **10,602**

Non-Title XIX/XXI callers: **11,917**

Calls from 911/Police/Fire: **2,484**

17% of calls resulted in mobile team dispatches; **1.2%** of calls resulted in Police/Fire/EMS dispatch



Someone to Respond

14,034

mobile crisis teams

dispatched across the state



On average, **21%** of all mobile team dispatches resulted in a higher level of care

response time: **42 min**

dispatched with Police: **761**

Police response speed: **35 min**

94% of mobile team use was within Arizona communities



A Safe Place to Be

for Crisis Care



3,047

admissions estimated across all state crisis stabilization units (CSU)

80% of individuals discharged from a CSU remained community stabilized after 90 days



Template for collected data can be found attached to the [590 Crisis Policy](#)