



Division of Behavioral Health
Community Wellness Response Team
(Formerly Known As Wellness Crisis Call Center & Response Team)
Peak Times of Mental Health Calls Summary

To assist with identifying peak call times for mental health crisis service, law enforcement (LE) teams graciously shared almost 11 months* of their mental health call data. Breaking the 24-hour day into blocks of four hours, we noticed the majority of mental health calls, across all LE teams, occurred within **two time blocks, covering noon to 8pm**, 7 days a week. Based upon this data, the call center can reasonably anticipate similar peak call times and will need to staff accordingly. Once the call center is active, the first year of call data will help to inform of any staffing adjustments needed to meet client utilization. (* Data covers January to mid-November 2021)