

BEHAVIORAL HEALTH CRISIS SYSTEM DATA

988 Call Centers | Mobile Response Teams



Behavioral Health System
Baltimore

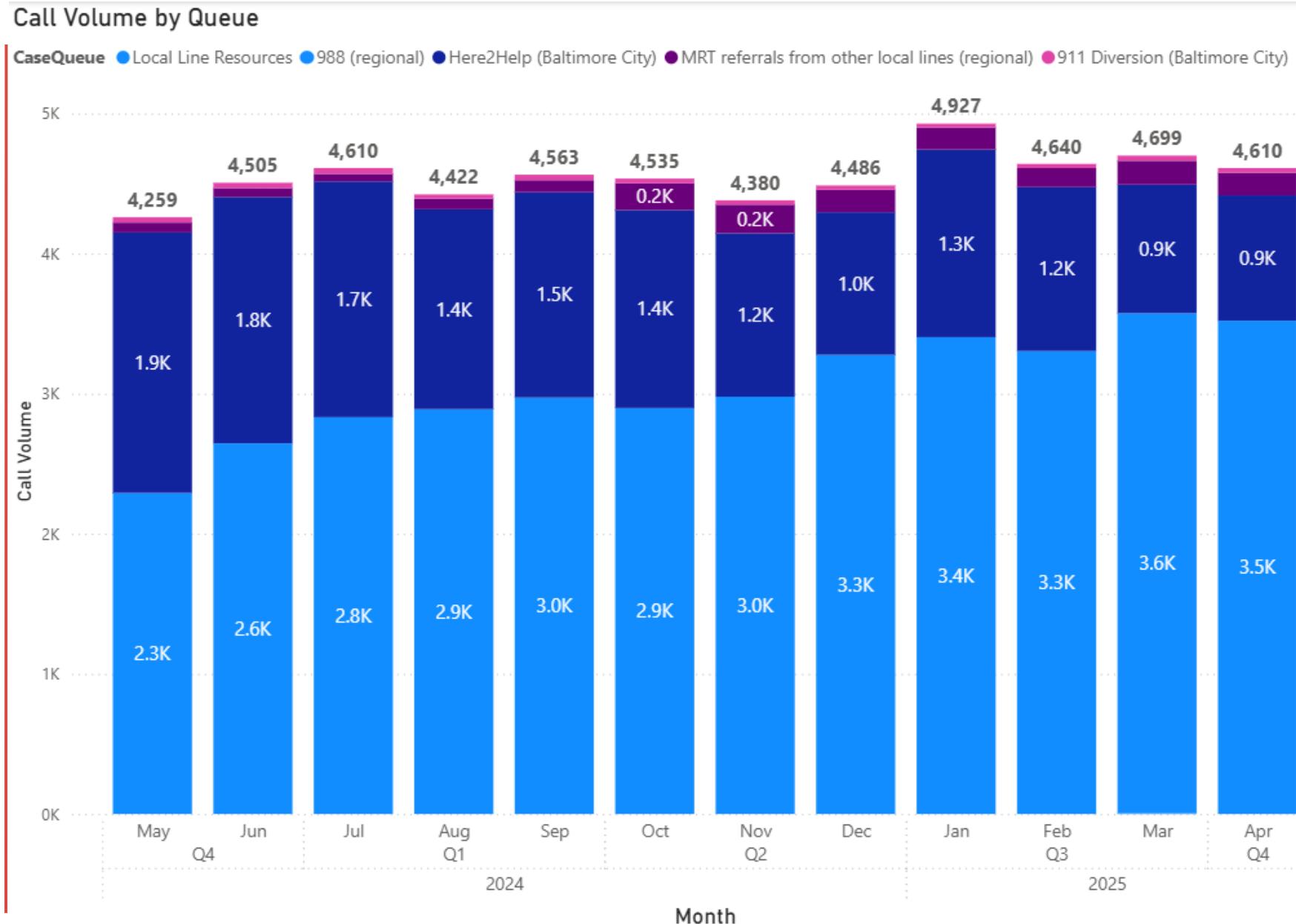
988 REGIONAL HELPLINE

CALL VOLUME ALL PHONE #S

MAY 2024 – APRIL 2025

Source = Behavioral Health Link

- 54% of calls from Baltimore City
- 988 georouting underway starting:
 - September 2024 for T-Mobile & Verizon
 - March 2025 for AT&T



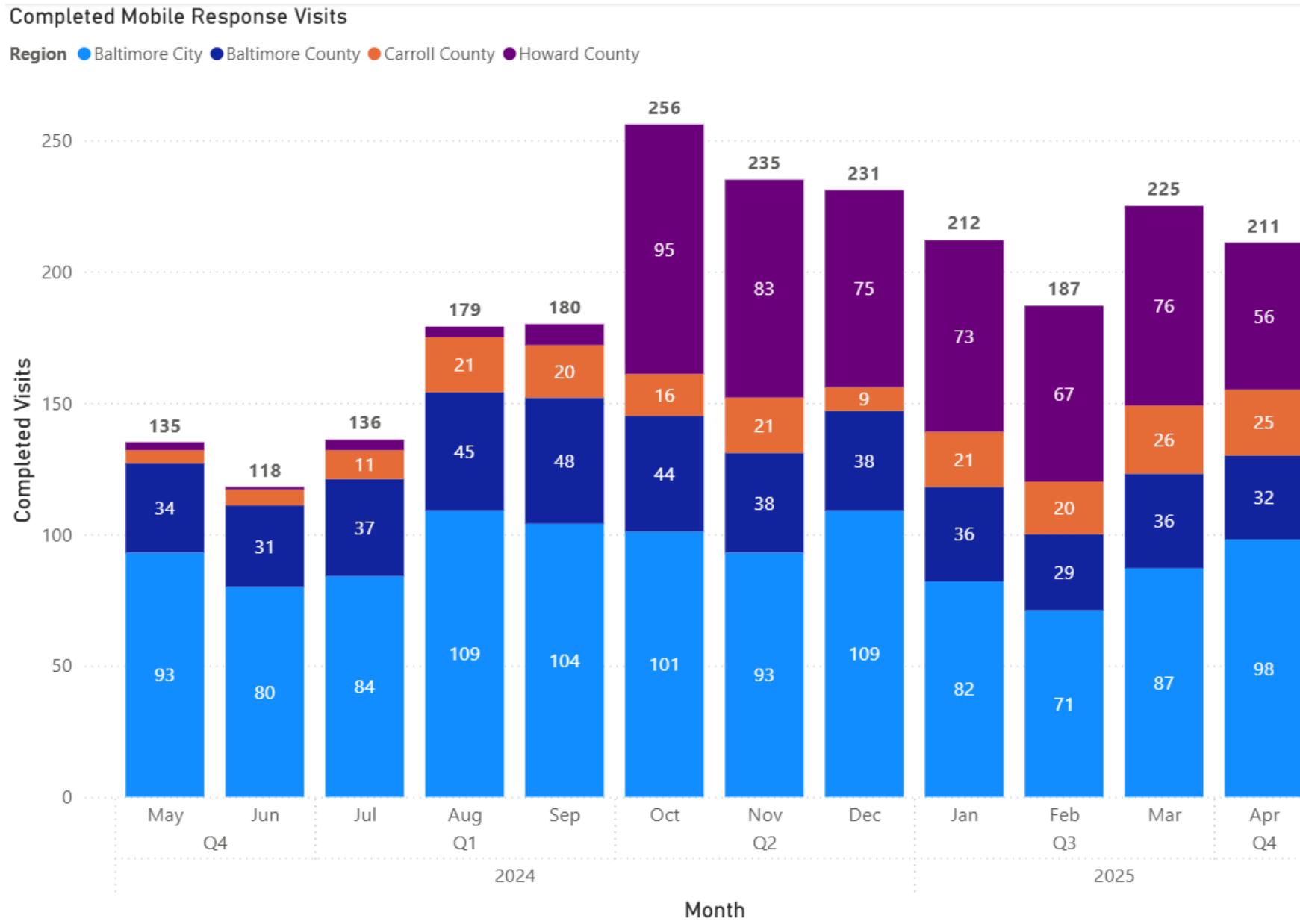
MOBILE RESPONSE TEAM

COMPLETED VISITS

MAY 2024 –
APRIL 2025

Source = Behavioral Health Link

- All completed visits in the region where services were provided by non-law enforcement mobile response teams dispatched through Behavioral Health Link
- Carroll County and Howard County teams started dispatching via BHL in July 2024 and Oct 2024, respectively
- Additional mobile capacity added Jan. 2025

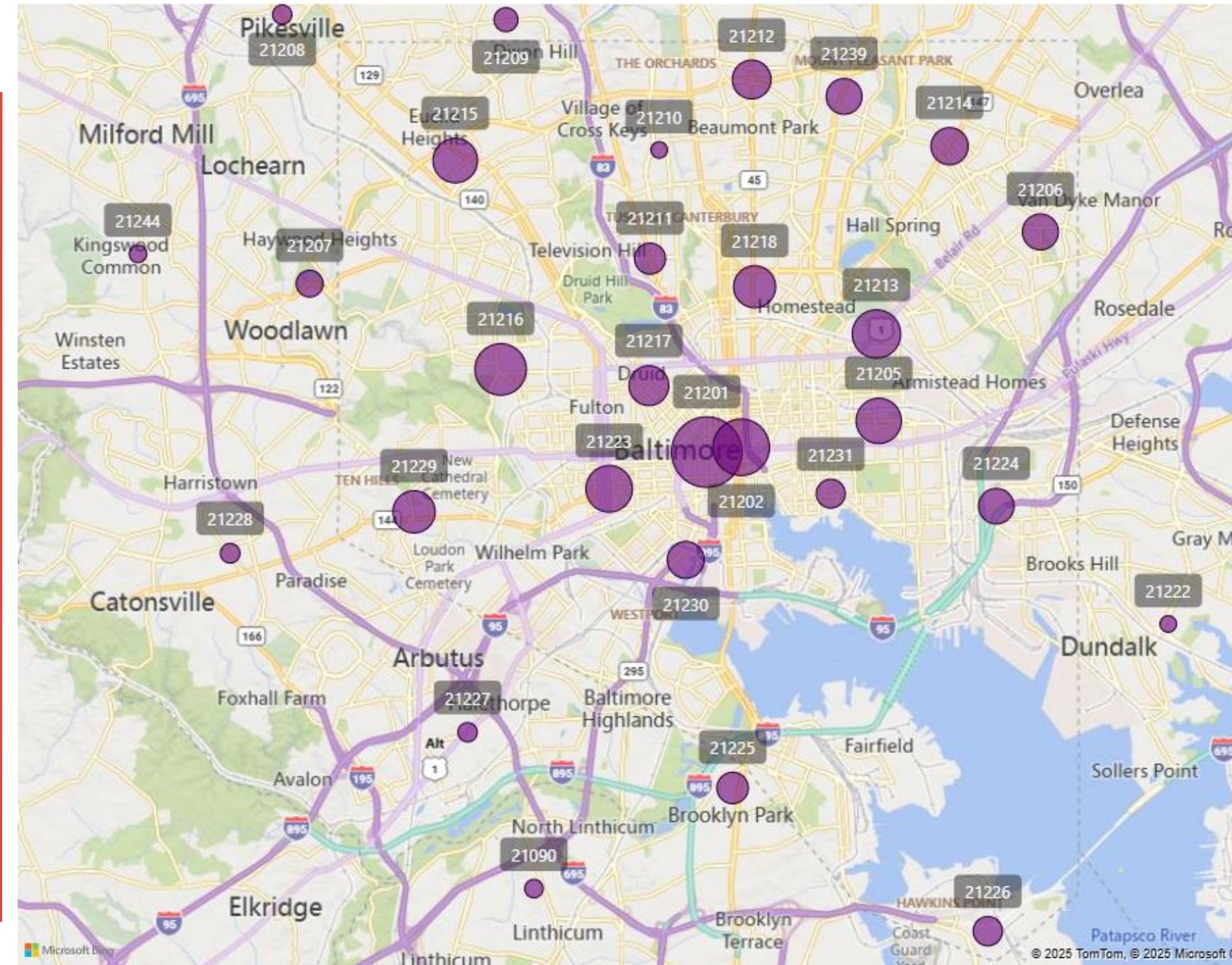


MOBILE RESPONSE TEAM COMPLETED VISITS PER 100,000 BY ZIP CODE

**MAY 2024 –
APRIL 2025**

Source = Behavioral Health Link
Maryland Census Data

- All completed visits in the region where services were provided by non-law enforcement mobile response teams dispatched through Behavioral Health Link
 - 1,111 completed visits in Baltimore City
 - 60.1% of mobile visits took place at individuals' homes
 - Zip codes with the most visits per 100,000: 21201; 21202



MOBILE TEAMS

AVERAGE RESPONSE TIME (MINUTES)

BALTIMORE CITY ONLY

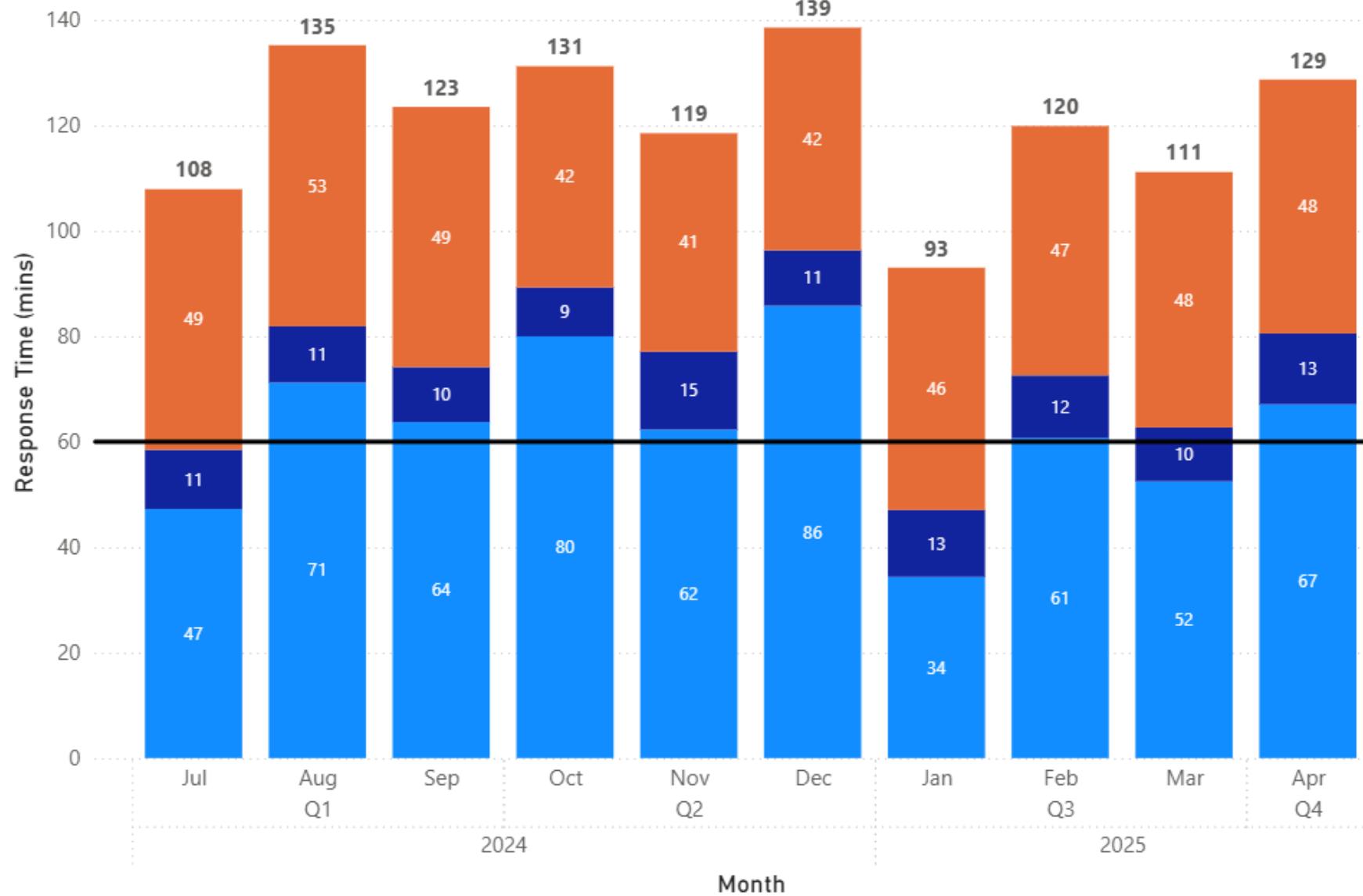
JULY 2024 – APRIL 2025

Source = Behavioral Health Link

- **Pre-Dispatch** is time b/w mobile referral creation and dispatch by dispatcher
- **Dispatch** is time b/w dispatch by dispatcher and acceptance by mobile team
- **Accept/In-Transit** is time b/w acceptance by mobile team and arrival at scene
- State regulation: Average of 60-120 minutes
- SAMHSA guidance: Average of 60 minutes for urban, 120 minutes for rural

Mobile Response Time by Status

Status ● Pre-Dispatch ● Dispatched ● Accept/In-Transit



MOBILE TEAMS

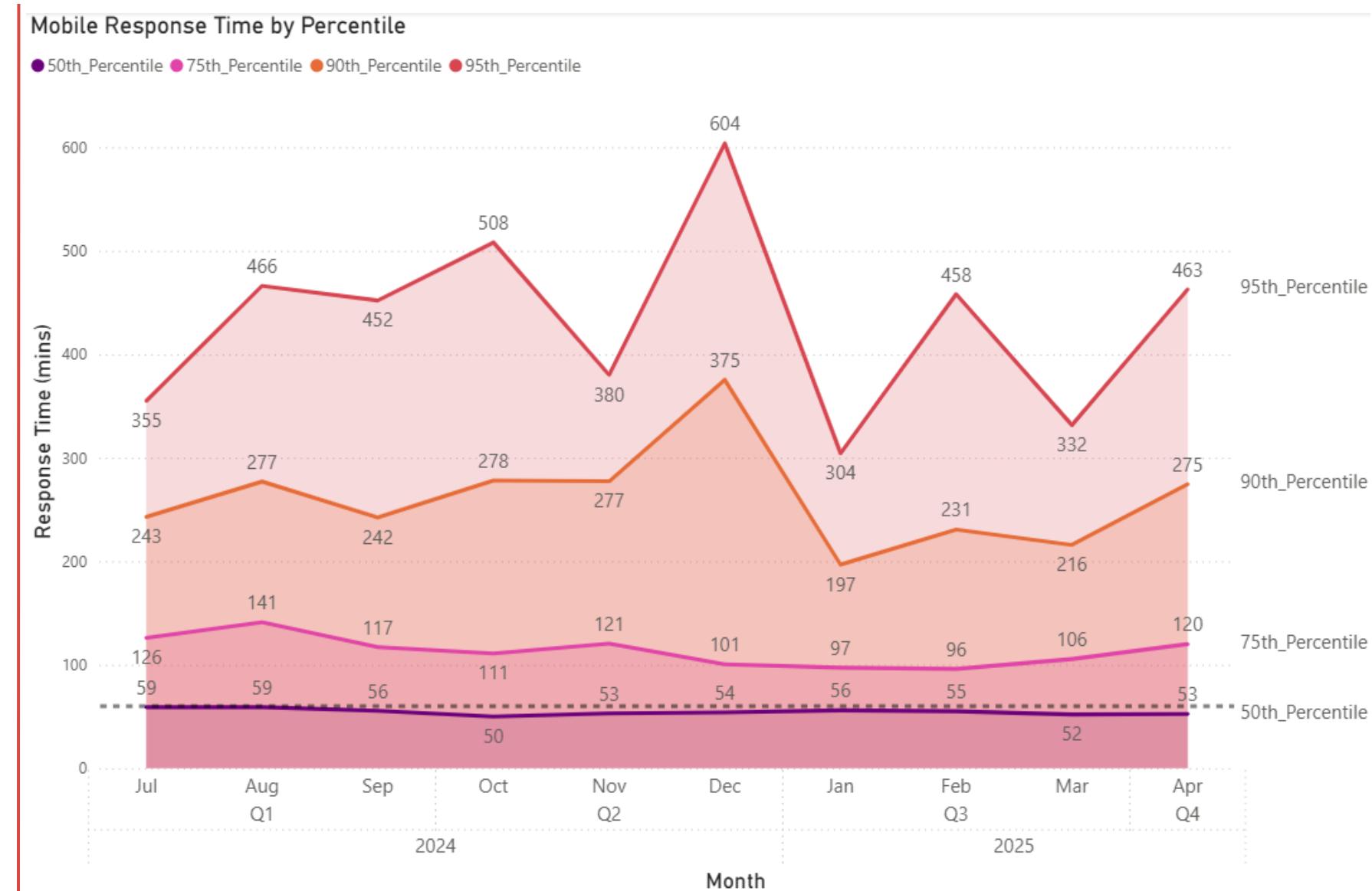
TOTAL RESPONSE TIME (MINUTES)

BALTIMORE CITY ONLY

JULY 2024 –
APRIL 2025

Source = Behavioral Health Link

- Target is 75th percentile at or below 60 minutes



MOBILE RESPONSE TEAM

OUTCOME OF VISITS

BALTIMORE CITY ONLY

MAY 2024 – APRIL 2025

Source = Behavioral Health Link

- All completed visits in the region where services were provided by mobile response teams dispatched through Behavioral Health Link
- 81.3% resolved without ED visit
- Data reflect multiple teams supported through diverse funding resources

Outcomes of Completed Mobile Visits

