

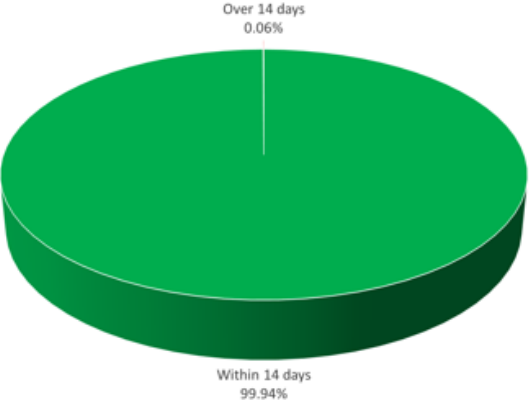
Orange County Health Care Agency
Behavioral Health Services

Behavioral Health Services – Mental Health Plan 24/7 Phone Line Results 7/1/2015 to 6/30/2016

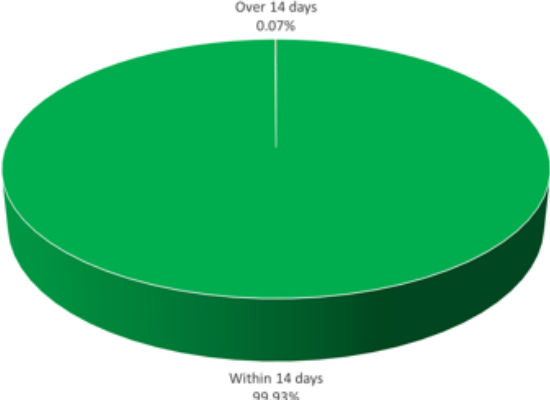
	Actual	Goal
Total Incoming Calls	33,302	
Average Speed to Answer	30	
Percentage of Calls Abandoned	1.39%	
Percentage of calls answered within 30 seconds	83.80%	>= 95%

Behavioral Health Services
County-operated and County-contracted Services
Initial Call Access for Requests for Routine Services
Medi-Cal Only

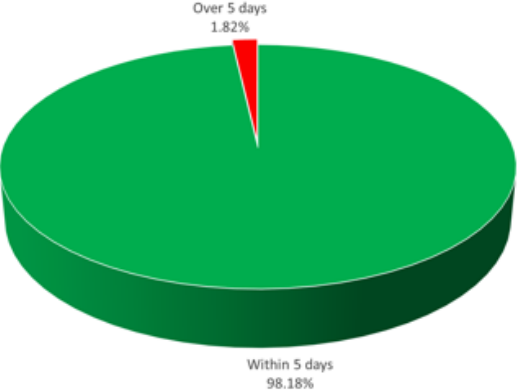
Adults (n = 3248)



Youth (n = 4207)



Adults (n = 3248)



Youth (n = 4207)

