



# Be Well OC Monthly Report - Laguna Beach (January 2024)



Total Services Completed

**447**



Average Service Time

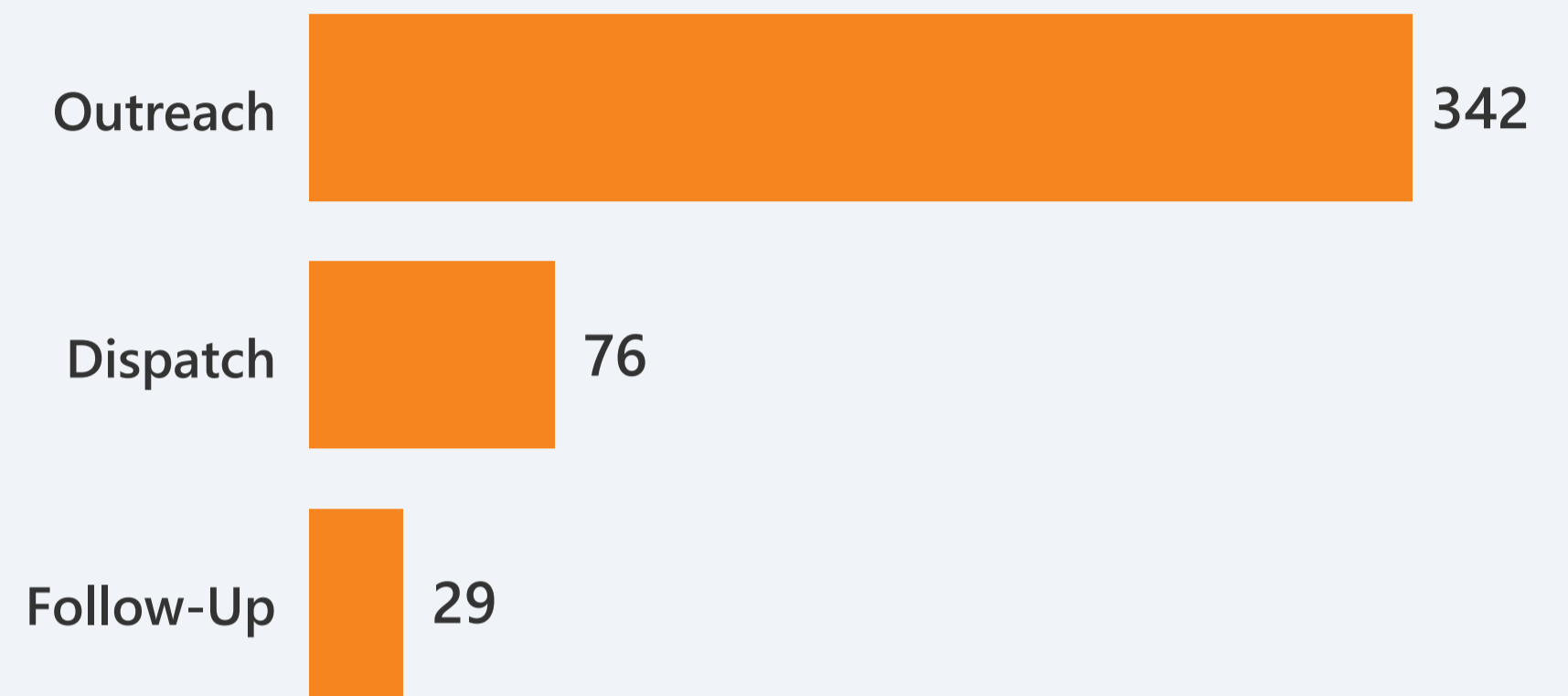
**23 minutes**



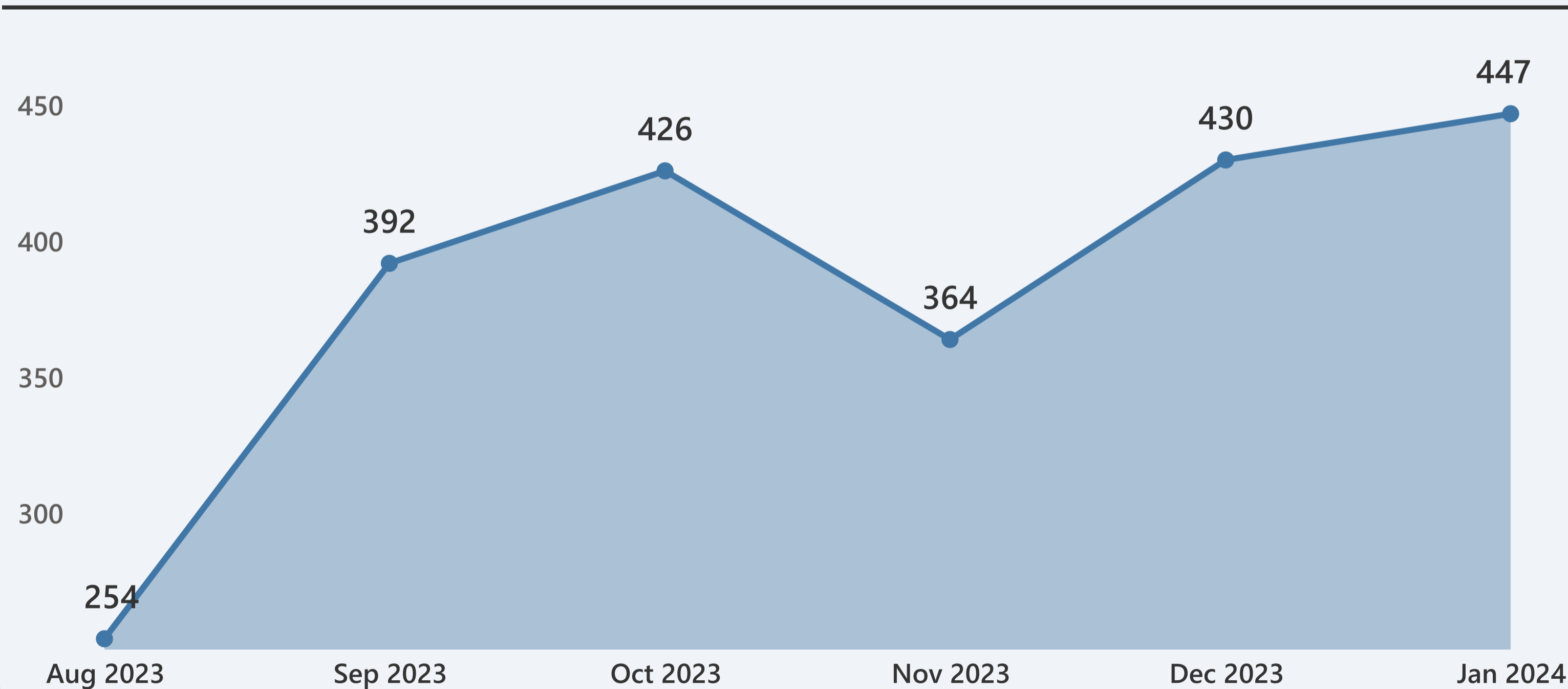
Aggregate Service Time

**154 Hours**

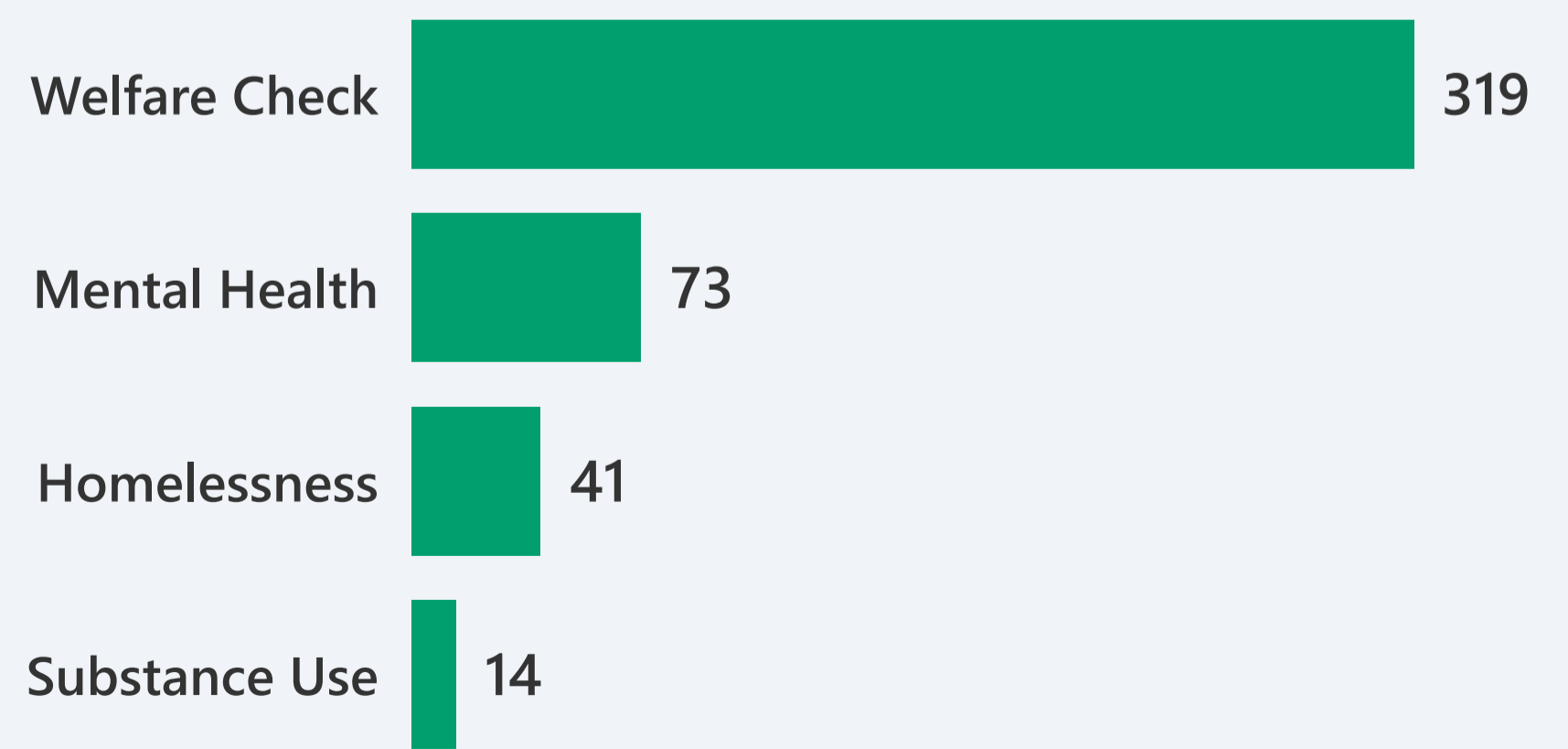
## Service Types



Total Number of Services since Program Inception (Aug 2023 - Jan 2024)



## Primary Reason for Service





# Be Well OC Monthly Report - Laguna Beach (January 2024)



No Co-Response was required for 41% of Dispatch services provided.

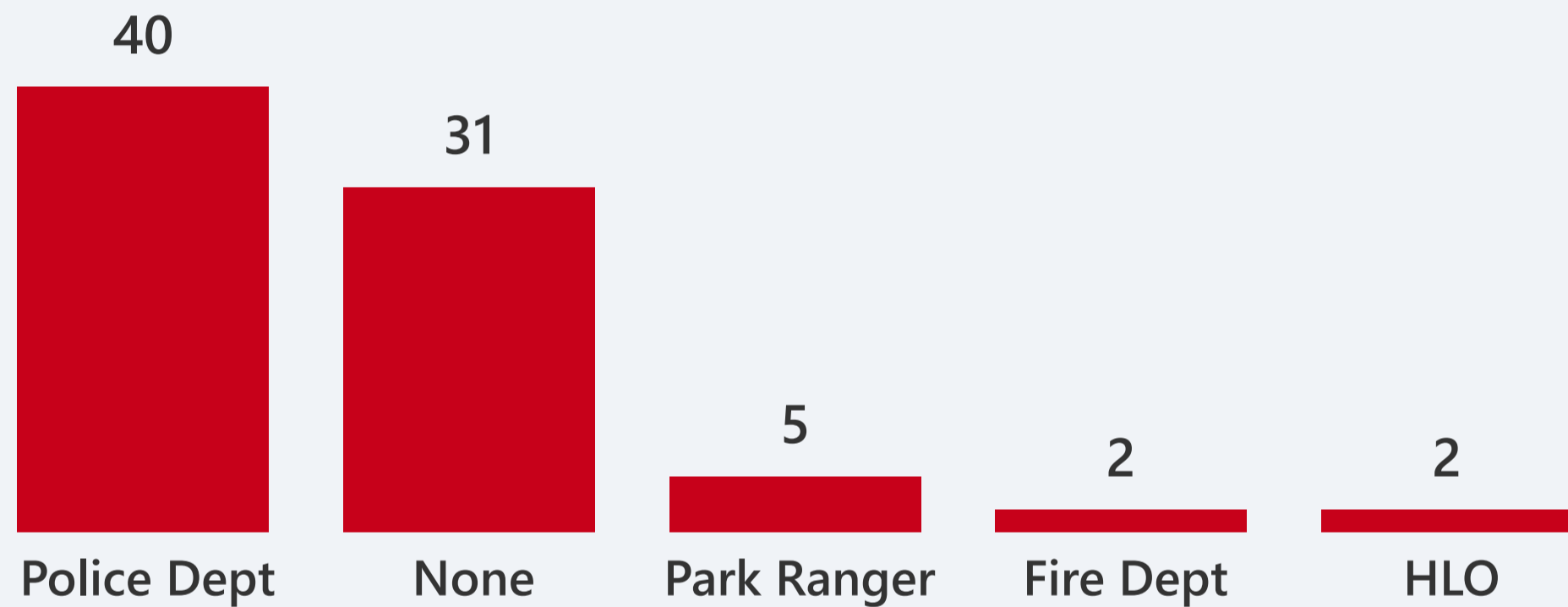


The Average Response time to dispatch calls was 9 minutes.

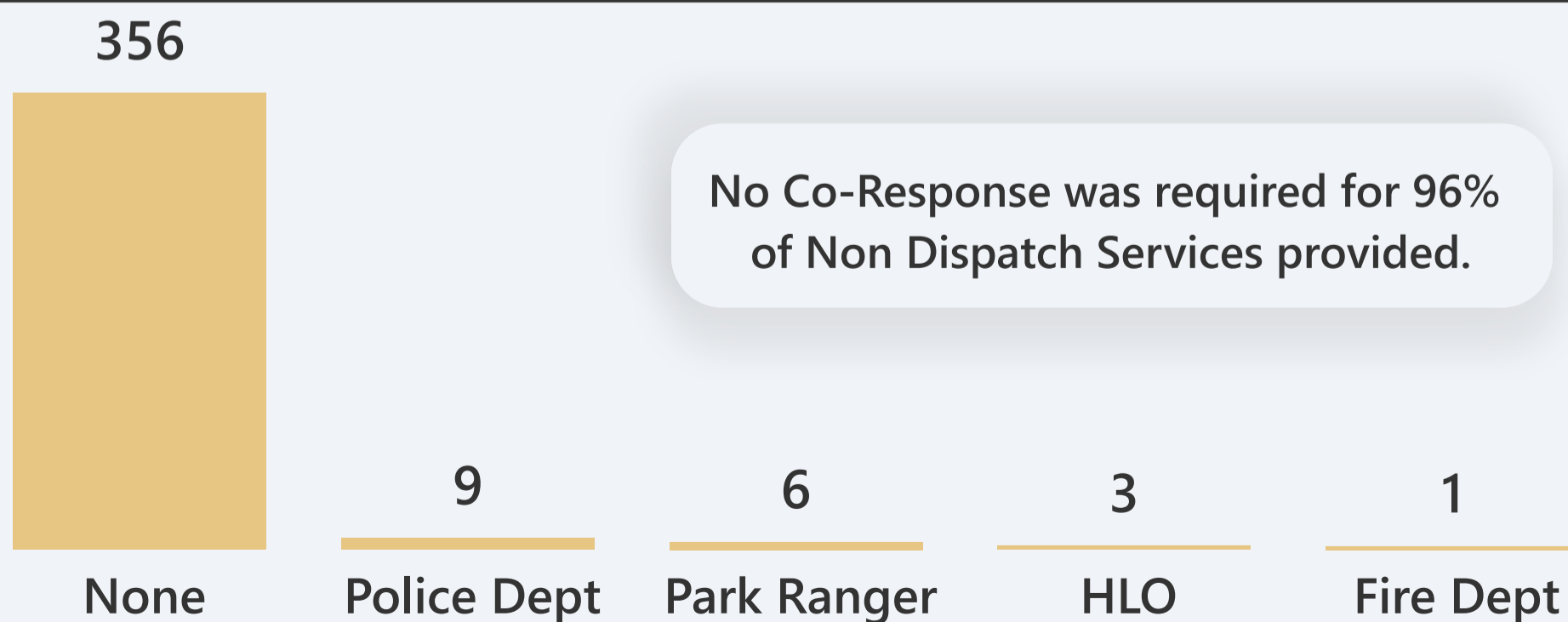


The Team requested assistance from the Police Dept. twice during the m...

## Other Responders on Scene - Dispatch Calls

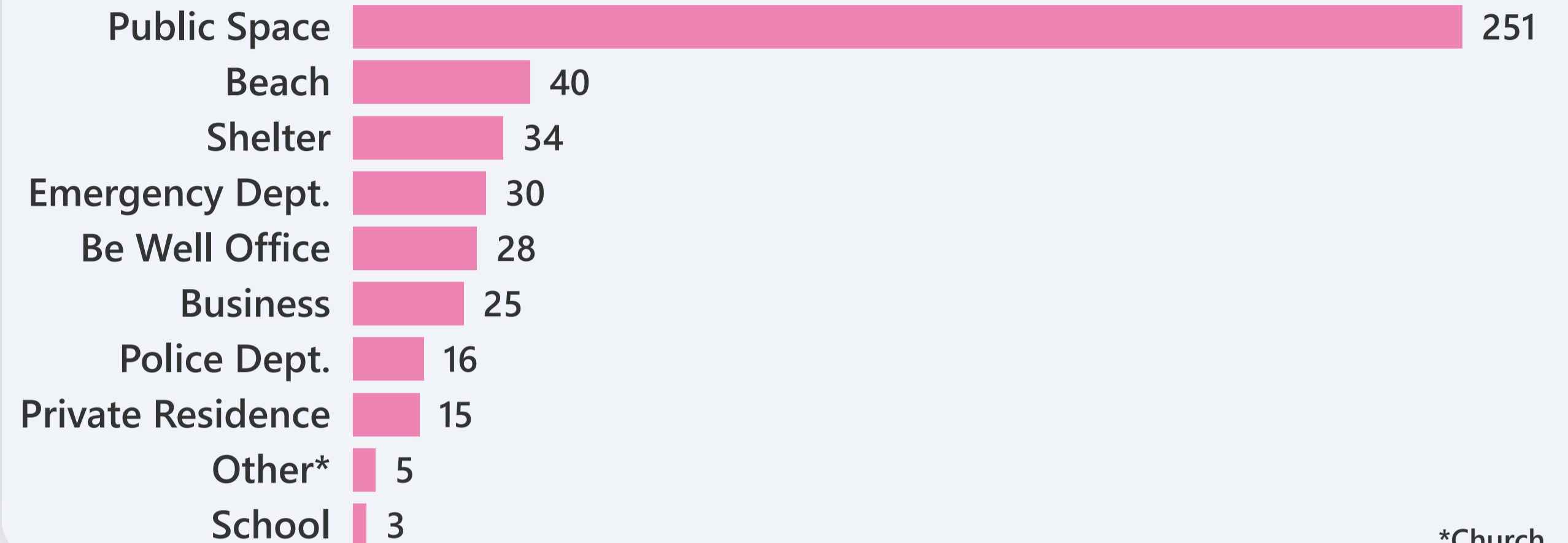


## Other Responders on Scene - Non Dispatch Calls



No Co-Response was required for 96% of Non Dispatch Services provided.

## Response Locations (All Services)



\*Church

## The team transported clients to the following locations:



The team successfully completed 14 transports this month.

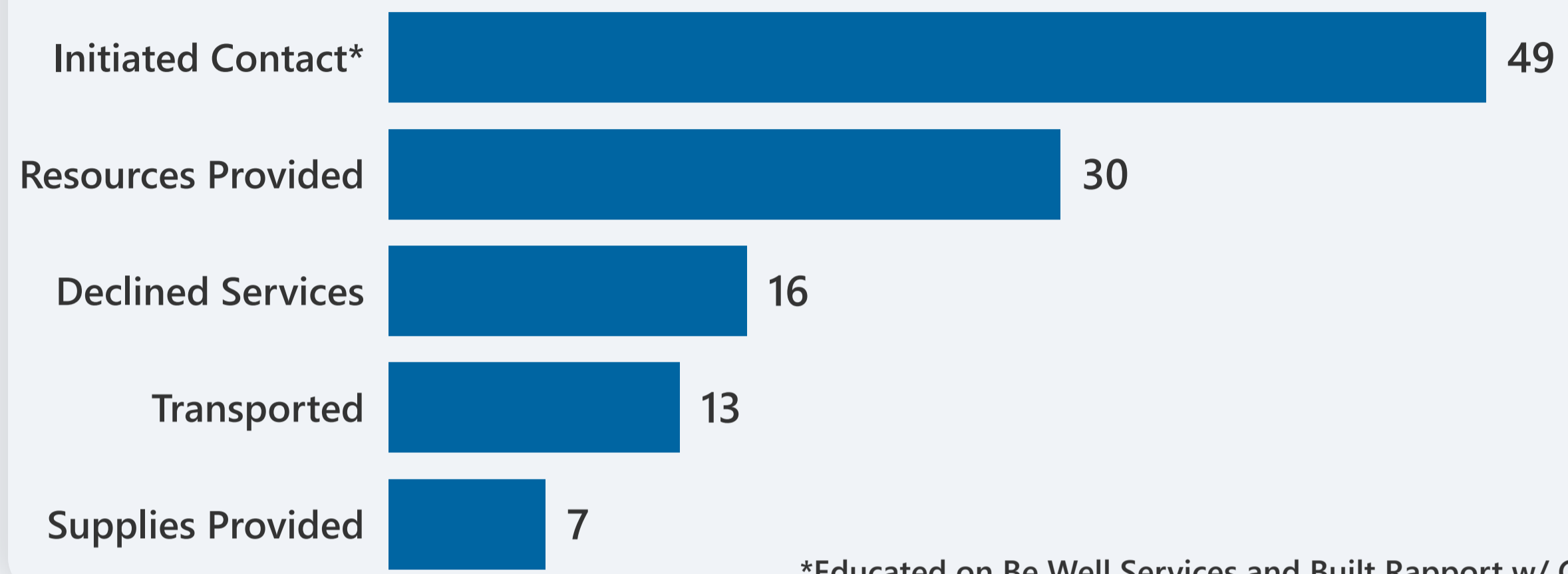
\*Medical Facilities located in the city of Laguna Beach (Providence Mission, Caduceus Medical Group)



Unique Clients Contacted  
**115**

New Clients	Vs.	Established Clients
<b>81</b>		<b>34</b>

## Outcome of Contact with Unique Clients

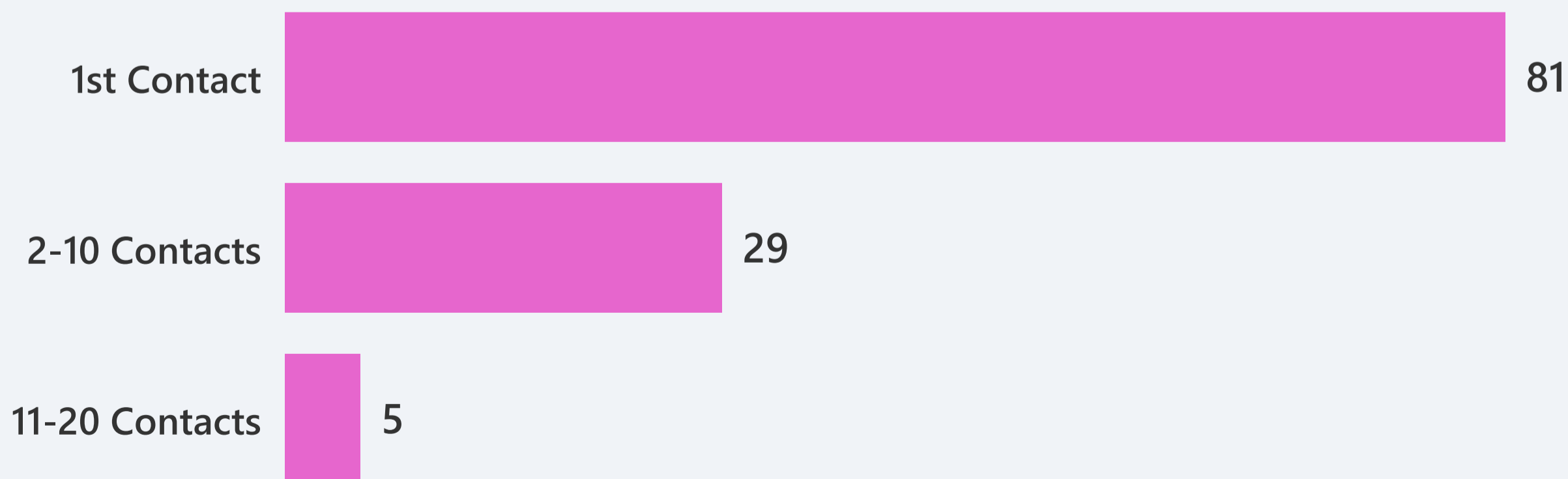


\*Educated on Be Well Services and Built Rapport w/ Client



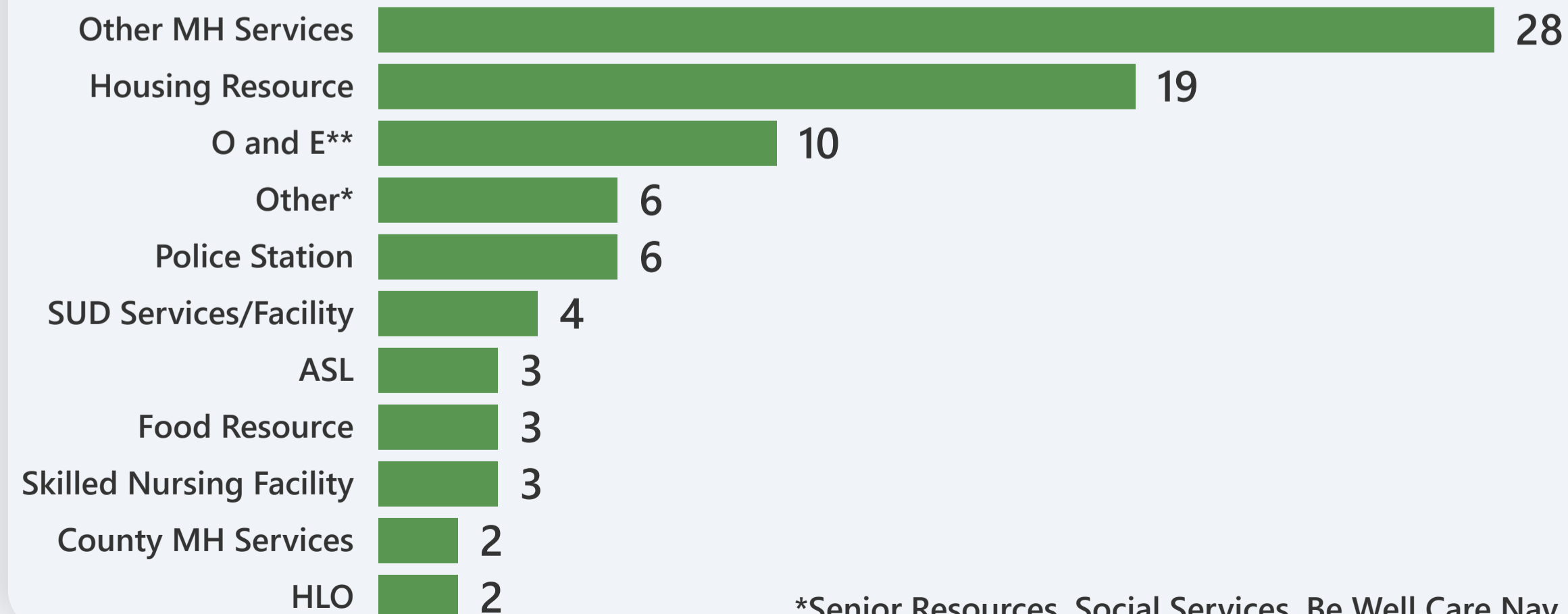
Longest Time Spent with a Client  
**3.33 Hours**

## Number of Historical Contacts per Client



## Resources / Referrals Provided

\*\*Outreach and Engagement



\*Senior Resources, Social Services, Be Well Care Nav. Team

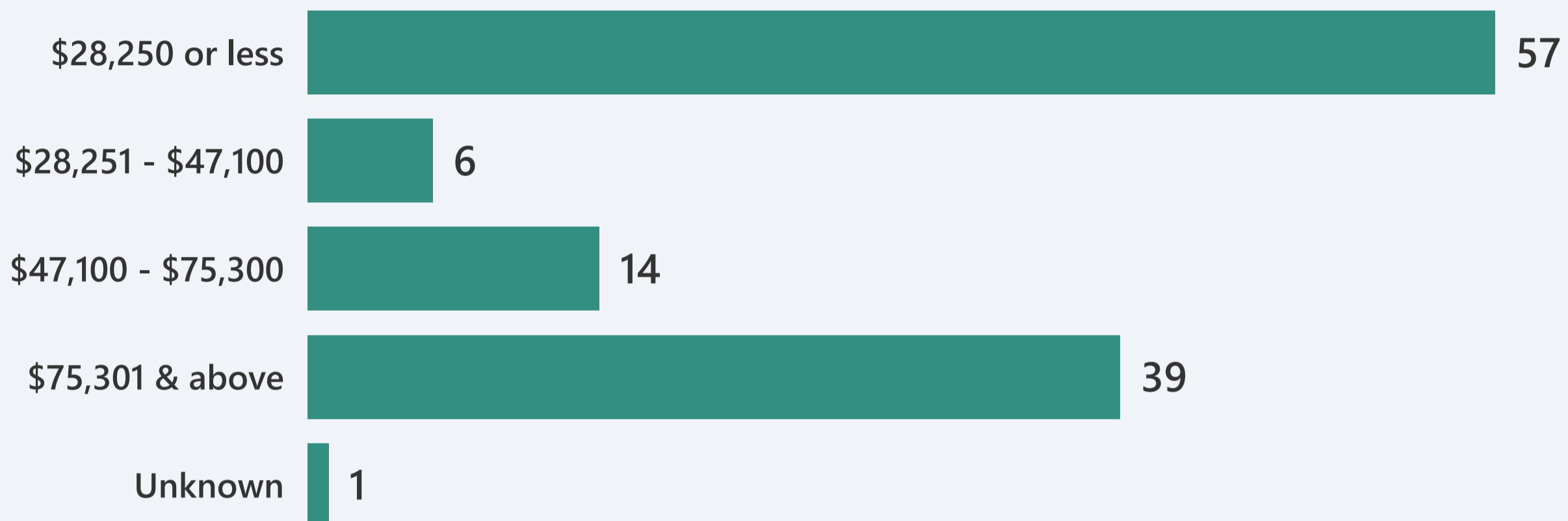
Visual above depicts ALL resources / referrals provided (clients often have multiple contacts throughout the month).



# Be Well OC Monthly Report - Laguna Beach (January 2024)



## Income of Unique Clients Contacted

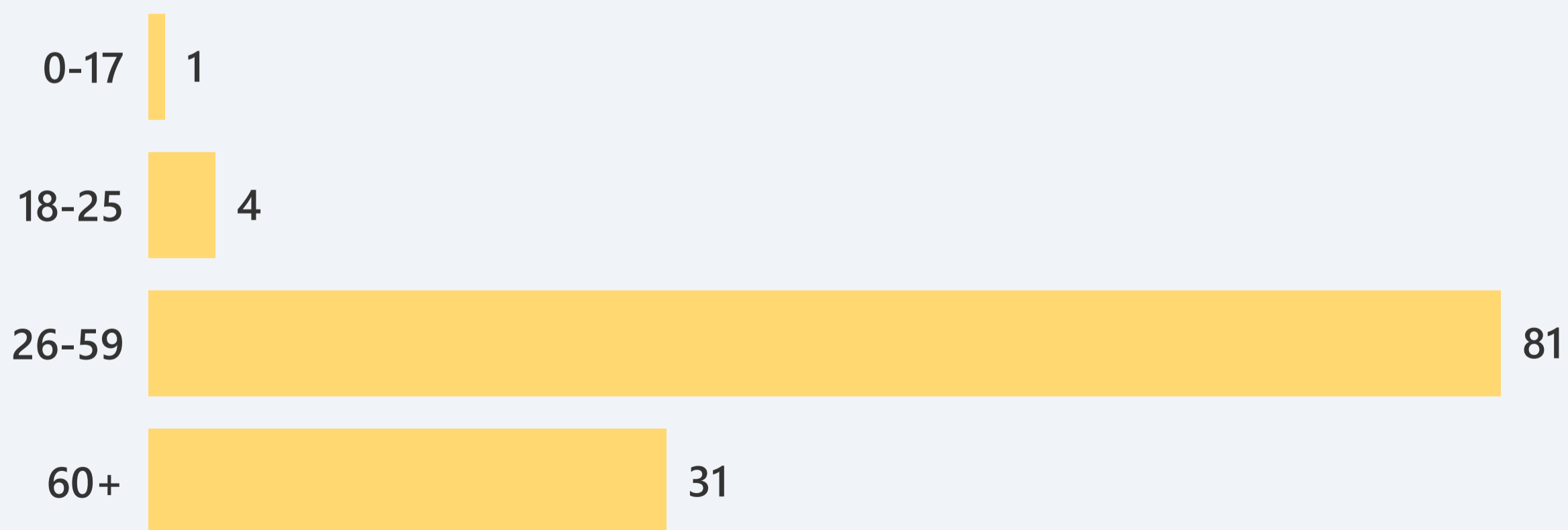


## Genders of Unique Clients Contacted



\*Declined to State

## Ages of Unique Clients Contacted



## Housing Status of Unique Clients Contacted



2 veterans were contacted during the month of January 2024.



# Be Well OC Inception Report - Laguna Beach (Aug 2023 - Jan 2024)



Total Services Completed  
**2,313**

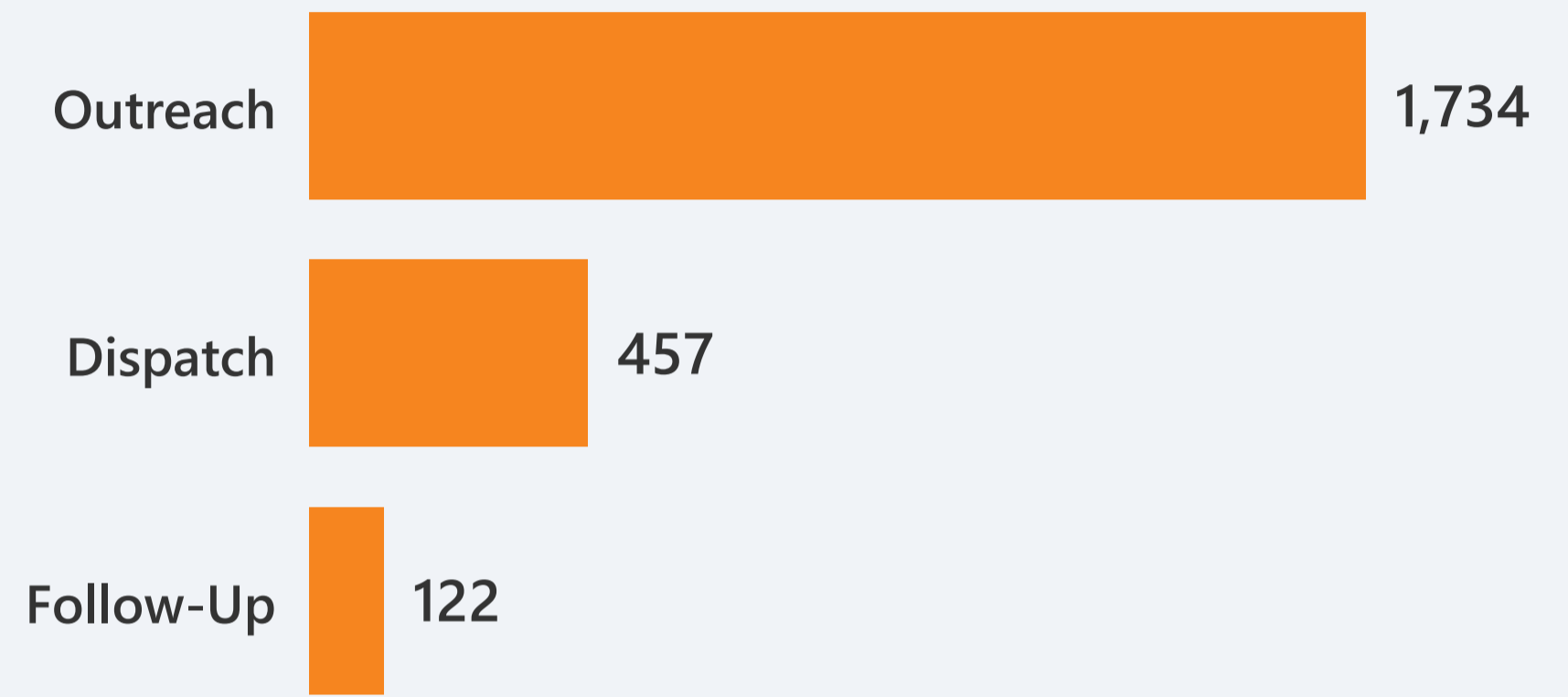


Average Service Time  
**33 minutes**

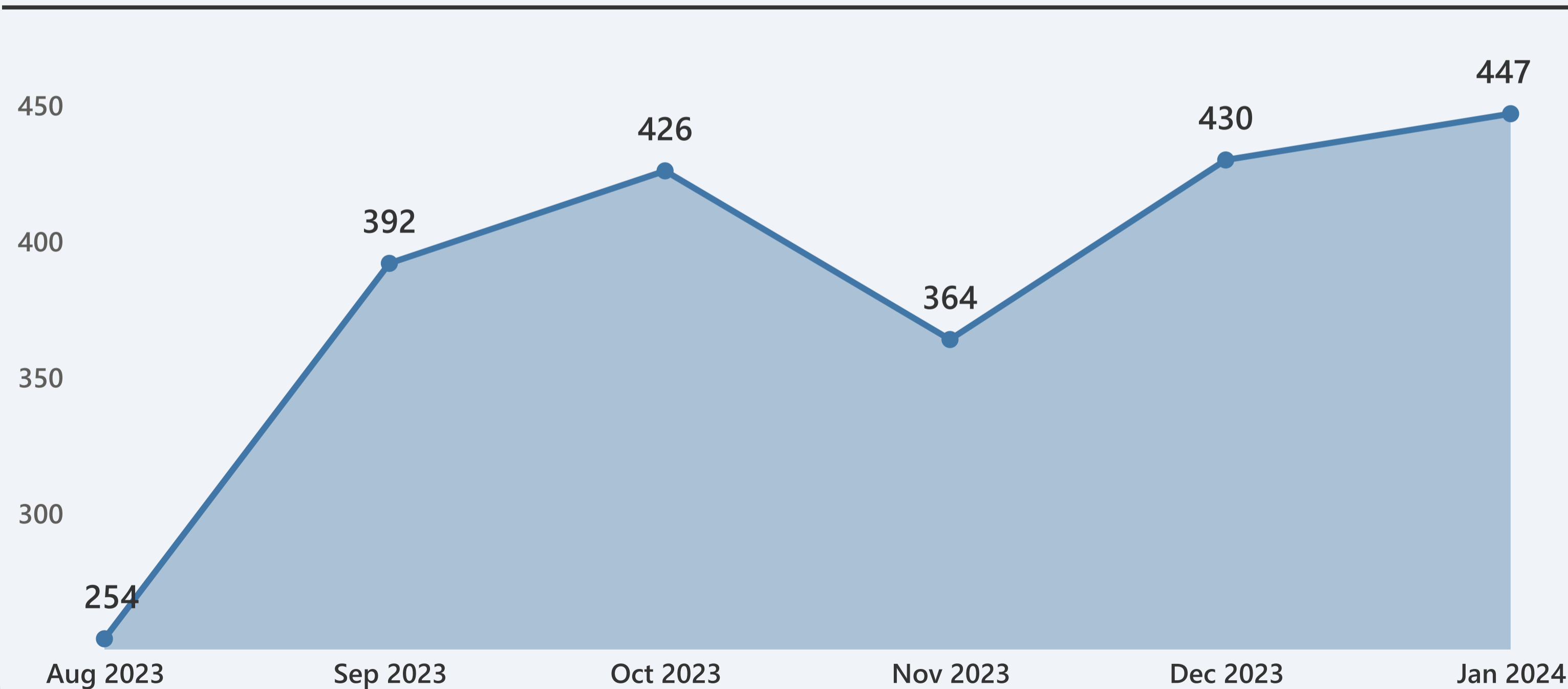


Aggregate Service Time  
**1,128 Hours**

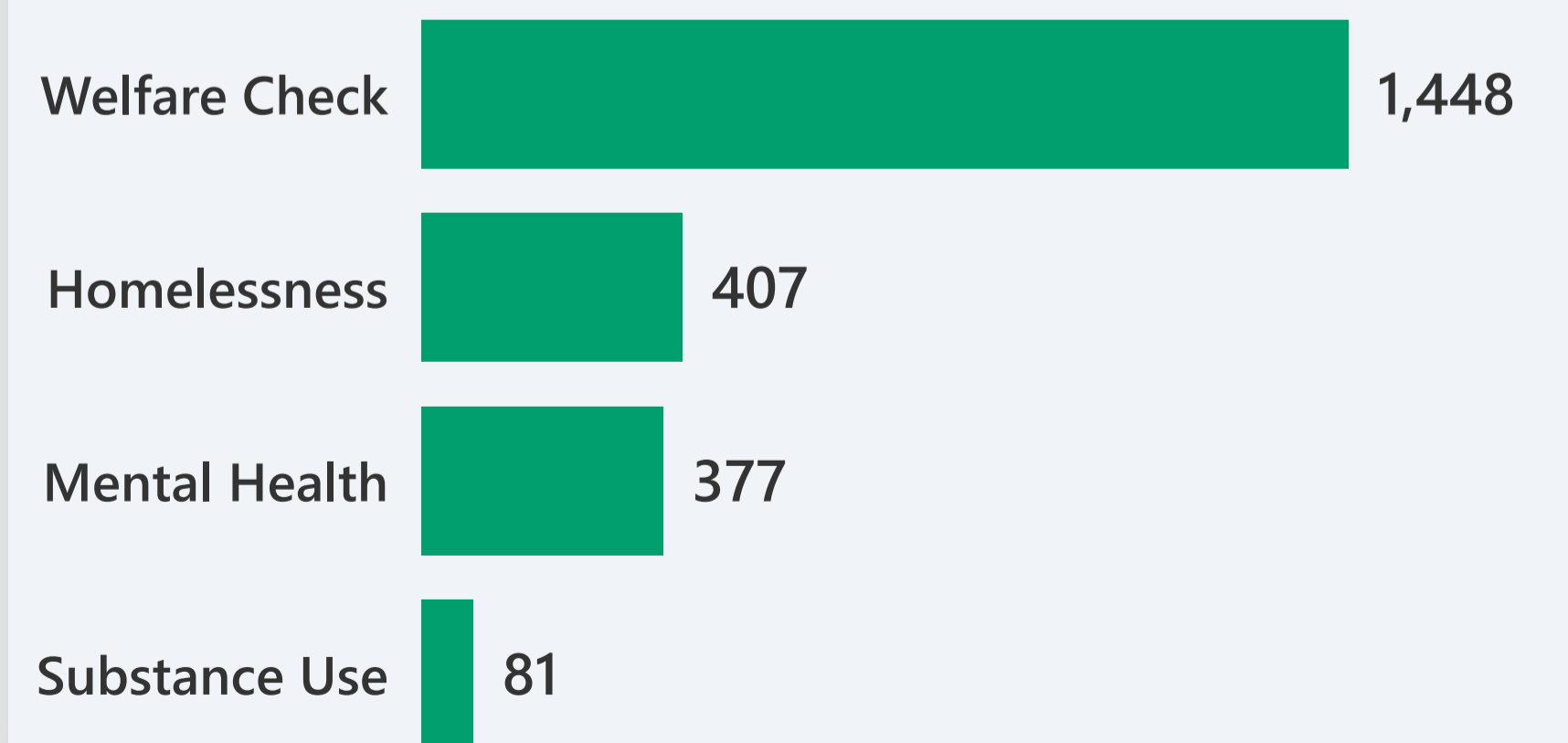
## Service Types



Total Number of Services since Program Inception (Aug 2023 - Jan 2024)



## Primary Reason for Service





# Be Well OC Inception Report - Laguna Beach (Aug 2023 - Jan 2024)

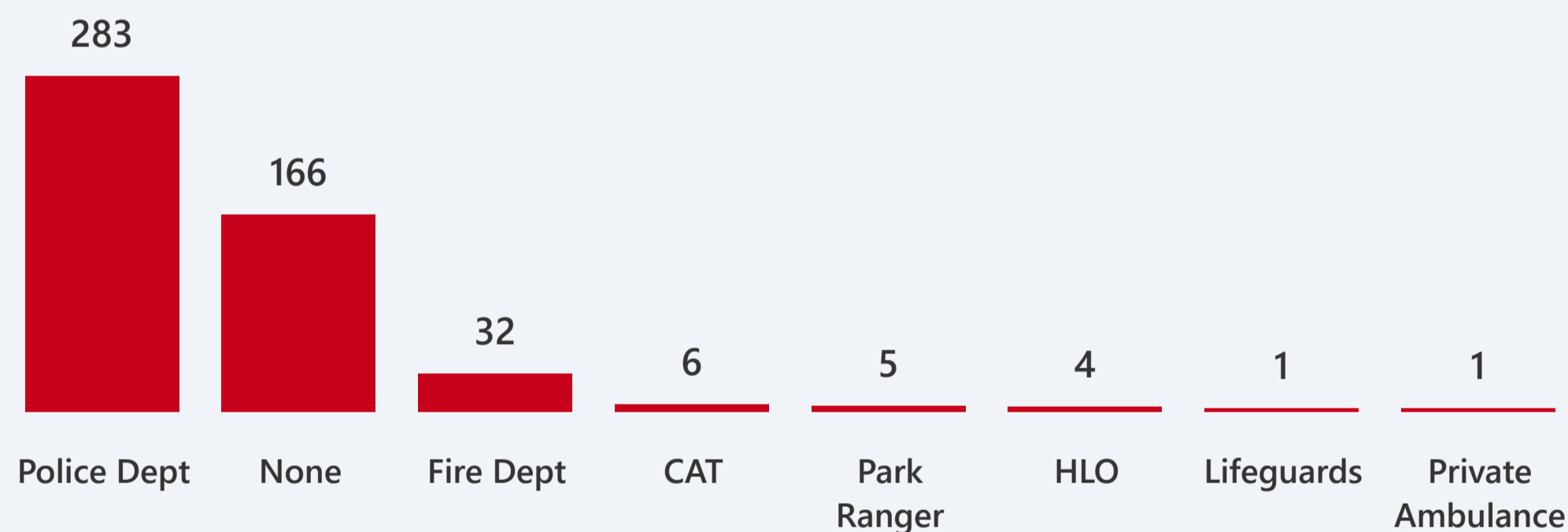


No Co-Response was required for 36% of Dispatch services provided.

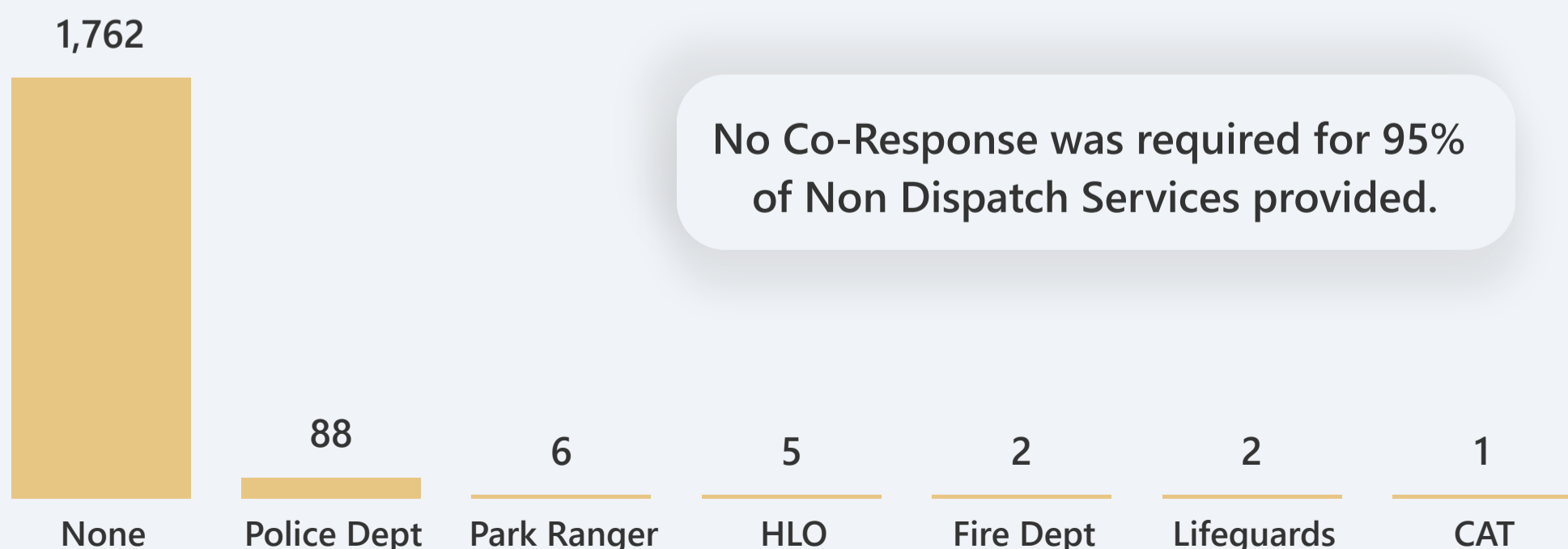


The Average Response time to dispatch calls was 10 minutes.

## Other Responders on Scene - Dispatch Calls

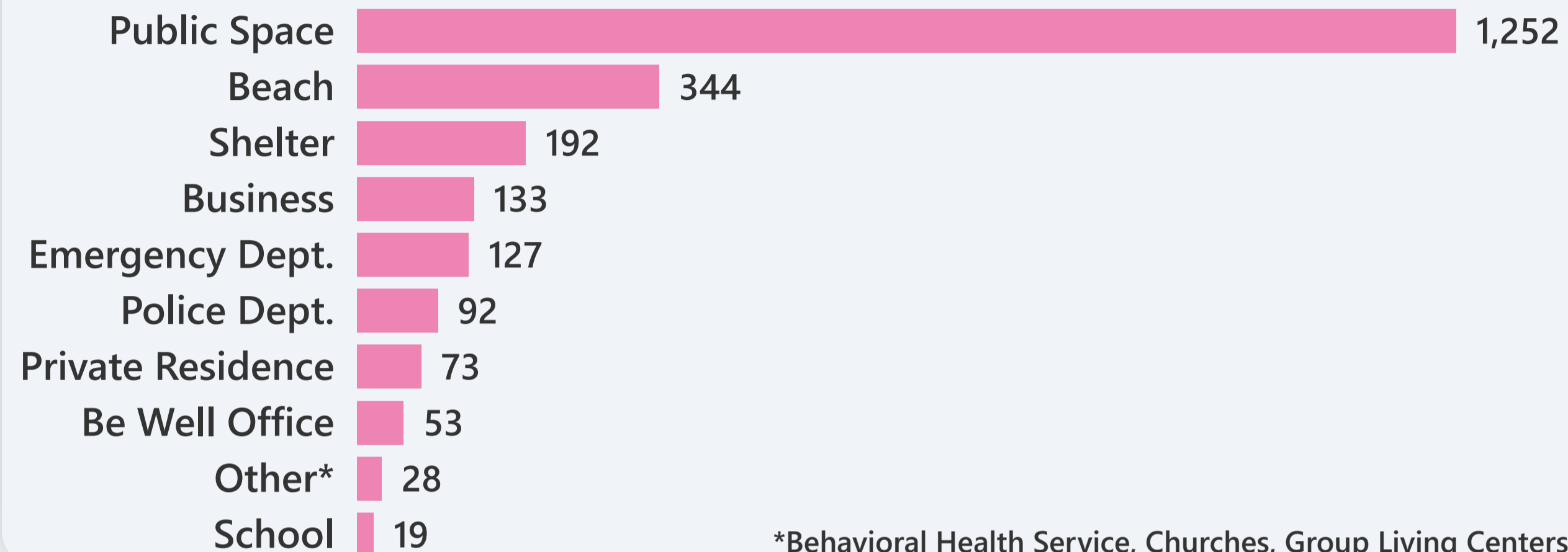


## Other Responders on Scene - Non Dispatch Calls



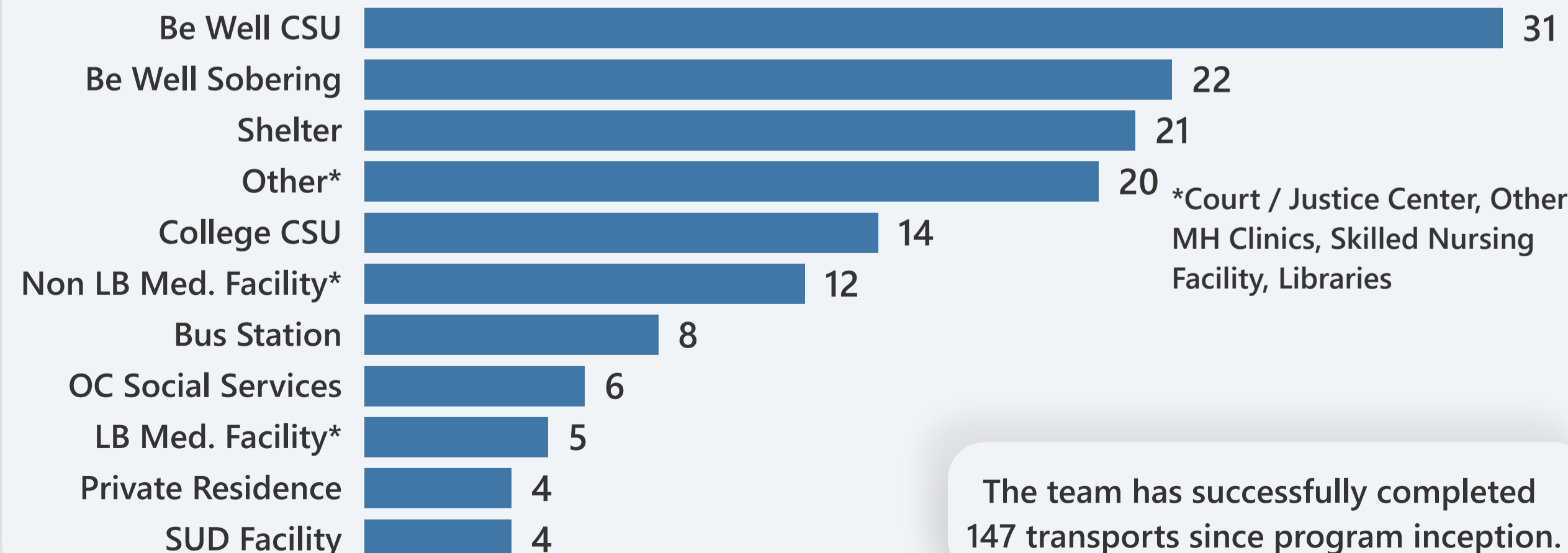
No Co-Response was required for 95% of Non Dispatch Services provided.

## Response Locations (All Services)



\*Behavioral Health Service, Churches, Group Living Centers

## The team transported clients to the following locations:



\*Court / Justice Center, Other MH Clinics, Skilled Nursing Facility, Libraries

The team has successfully completed 147 transports since program inception.

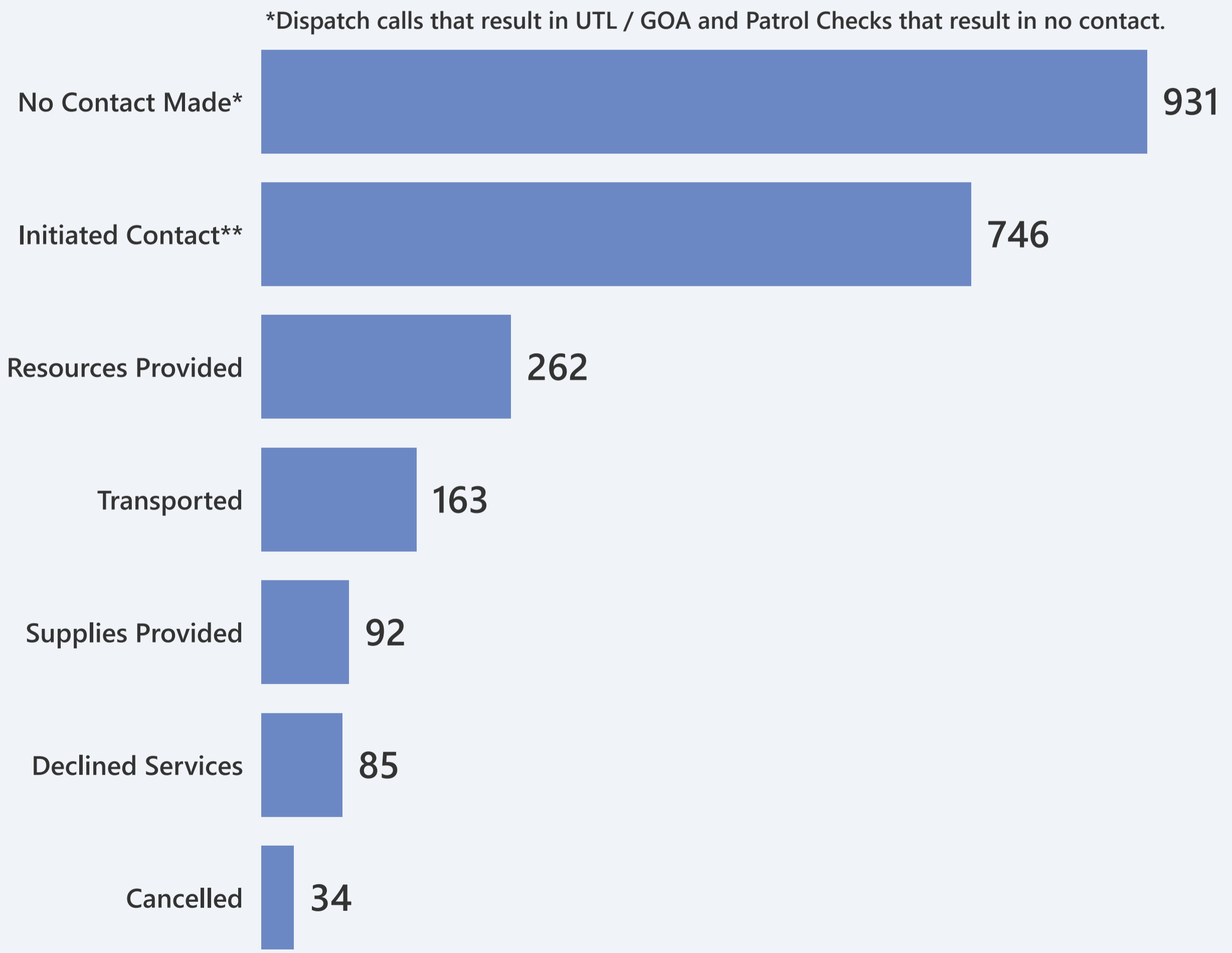
\*Medical Facilities are split between facilities located in and outside the city of Laguna Beach.



# Be Well OC Inception Report - Laguna Beach (Aug 2023 - Jan 2024)

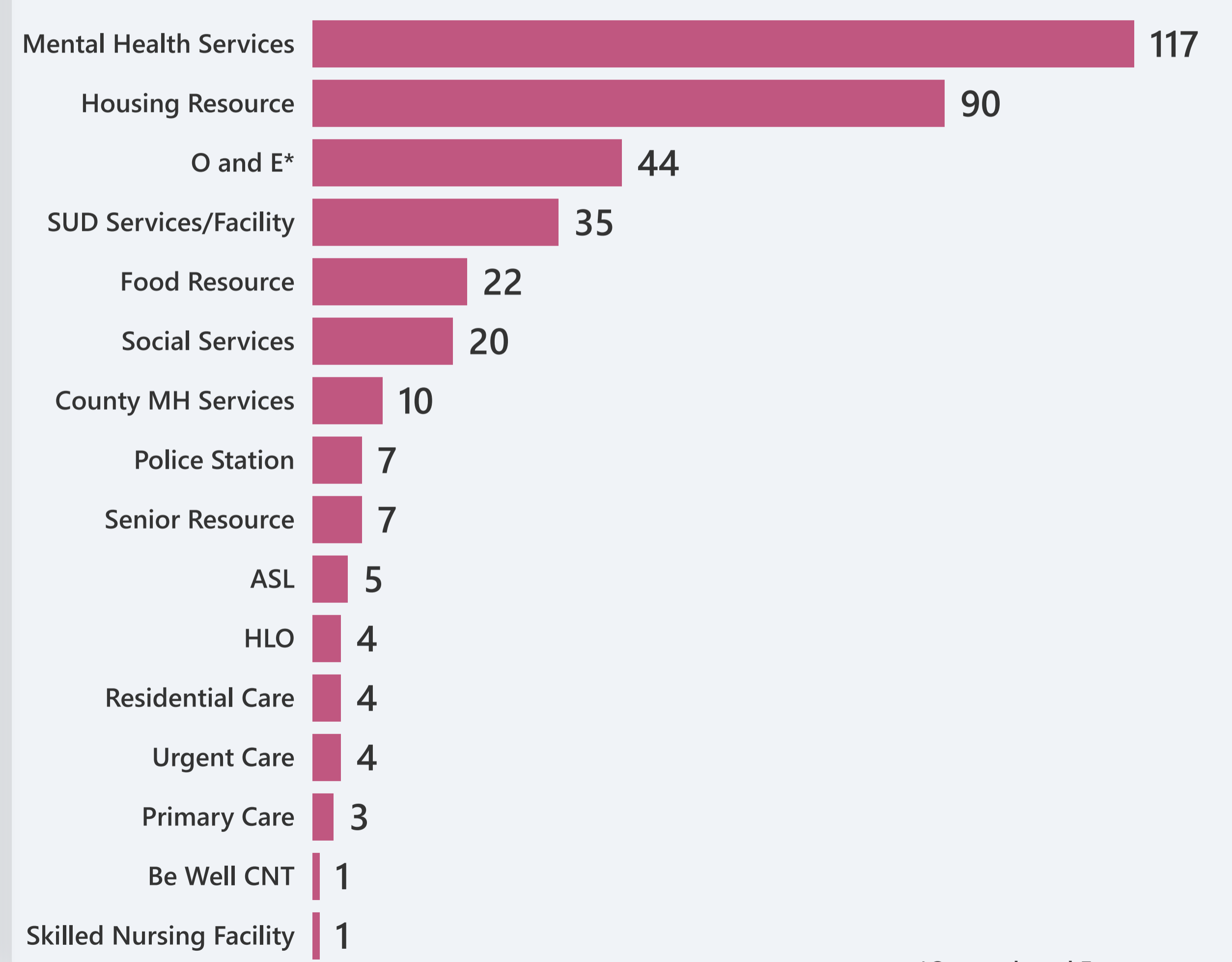


## Disposition / Outcome of all Services



\*\*Educated on Be Well Services and Built Rapport w/ Client

## Resources Provided during Services



\*Outreach and Engagement

Note: more than one resource can be provided during a service.



Total Services Completed

**53**



Average Service Time

**14 minutes**



Aggregate Service Time

**12 Hours**

## Types of Services Completed

Phone Call



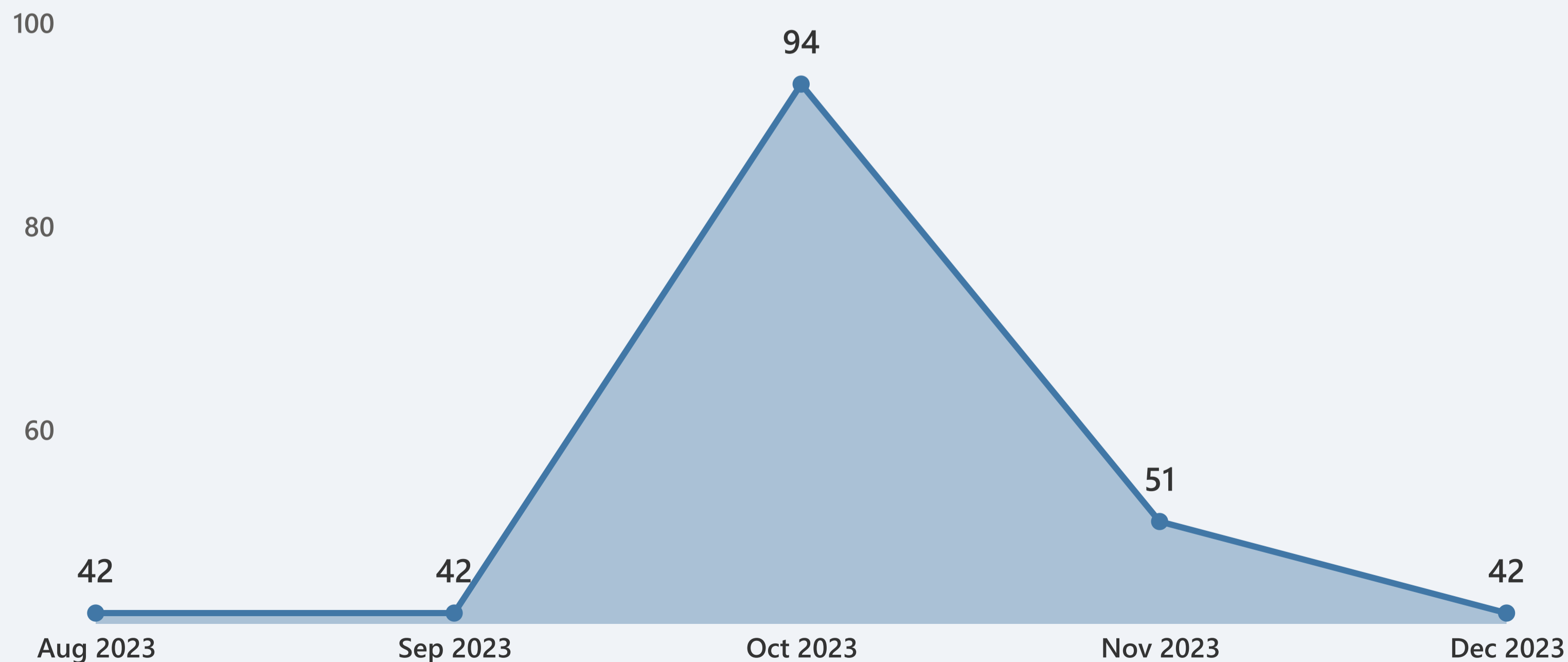
49

Email



4

## Total Number of Services in Prior Year (Aug 2023 - Dec 2023)



## Types of Community Outreach Completed

No Community Outreach completed by Case Manager in January 2024.

Note: Community Outreach is not recorded as a service.





# Be Well OC Case Management Report - January 2024



Unique Clients Served  
**28**



Longest Time Spent with a Client  
**46 Minutes**

New Clients Vs. Established Clients

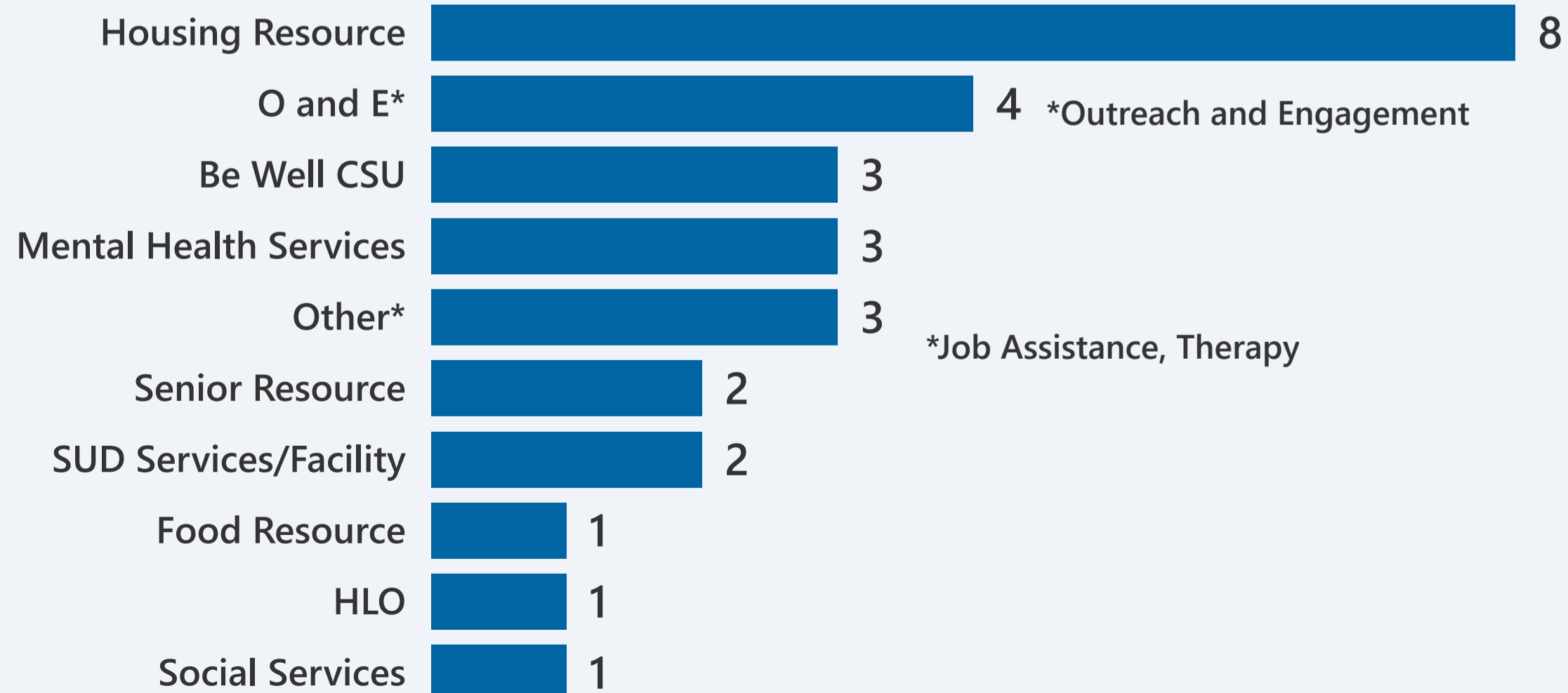
**15**

**13**

## Linkage Status of Unique Clients



## Resources / Referrals Provided by Case Manager



## Successful Linkage Locations

