



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



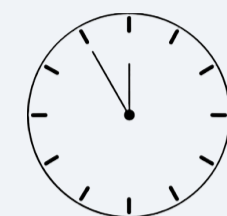
Total Services Completed

**434**



Average Service Time

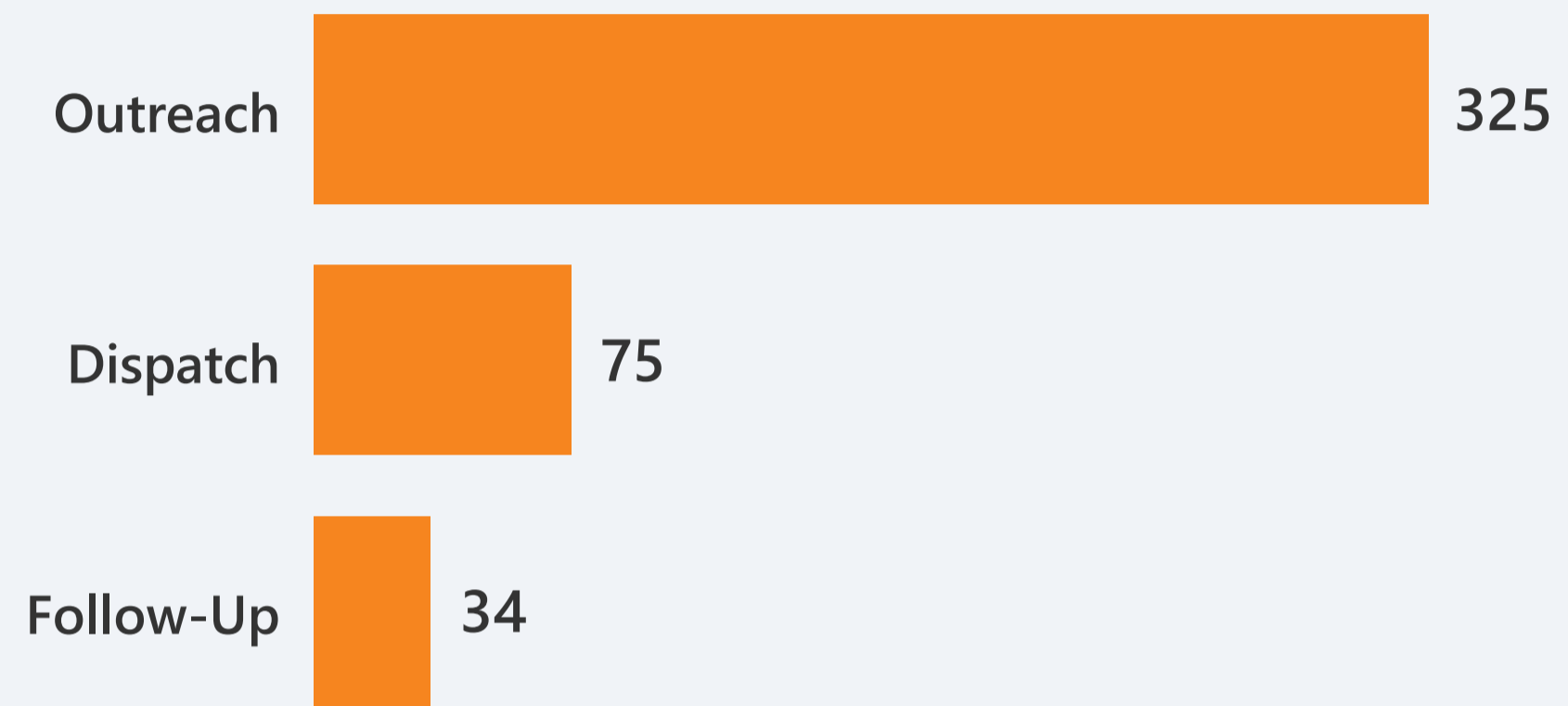
**26 minutes**



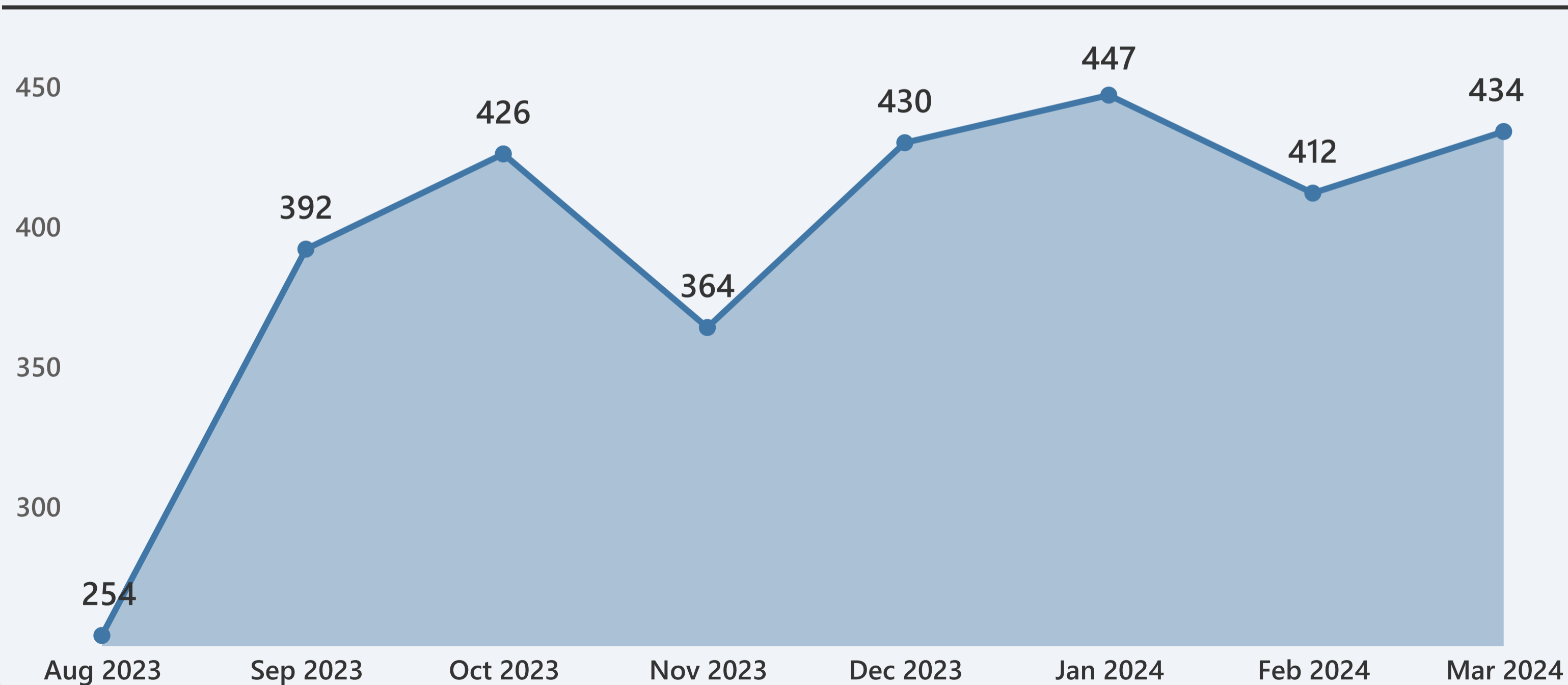
Aggregate Service Time

**177 Hours**

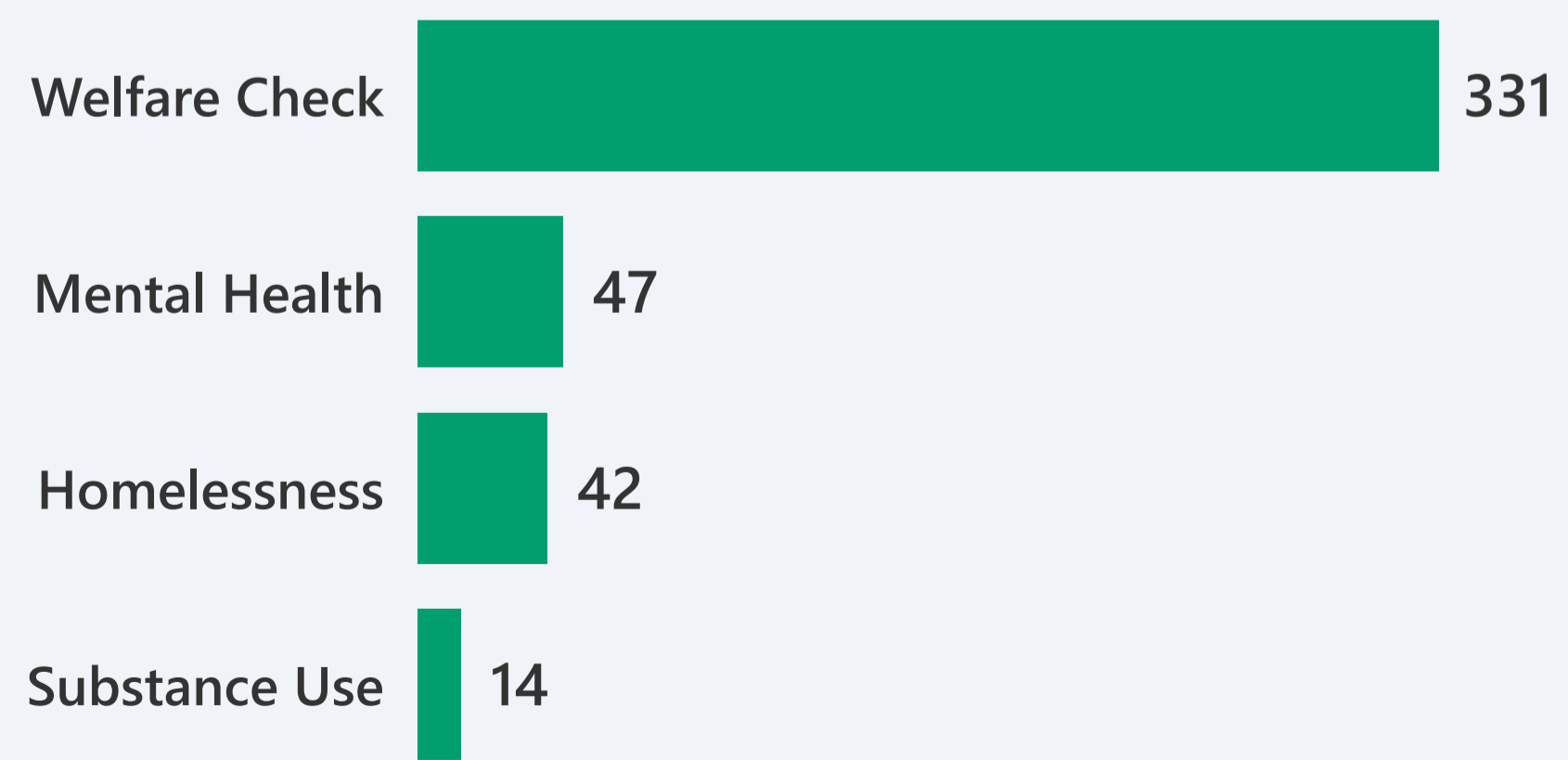
## Service Types



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



## Primary Reason for Service





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



No Co-Response was required for 44% of Dispatch services provided.

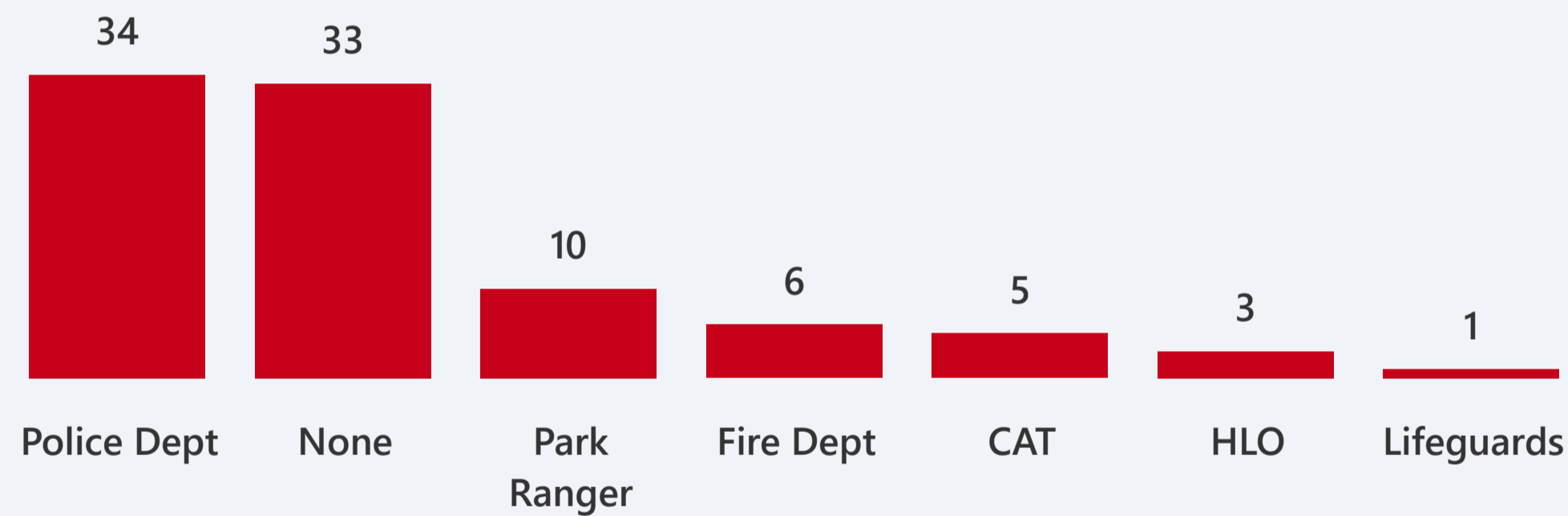


The Average Response time to dispatch calls was 11 minutes.

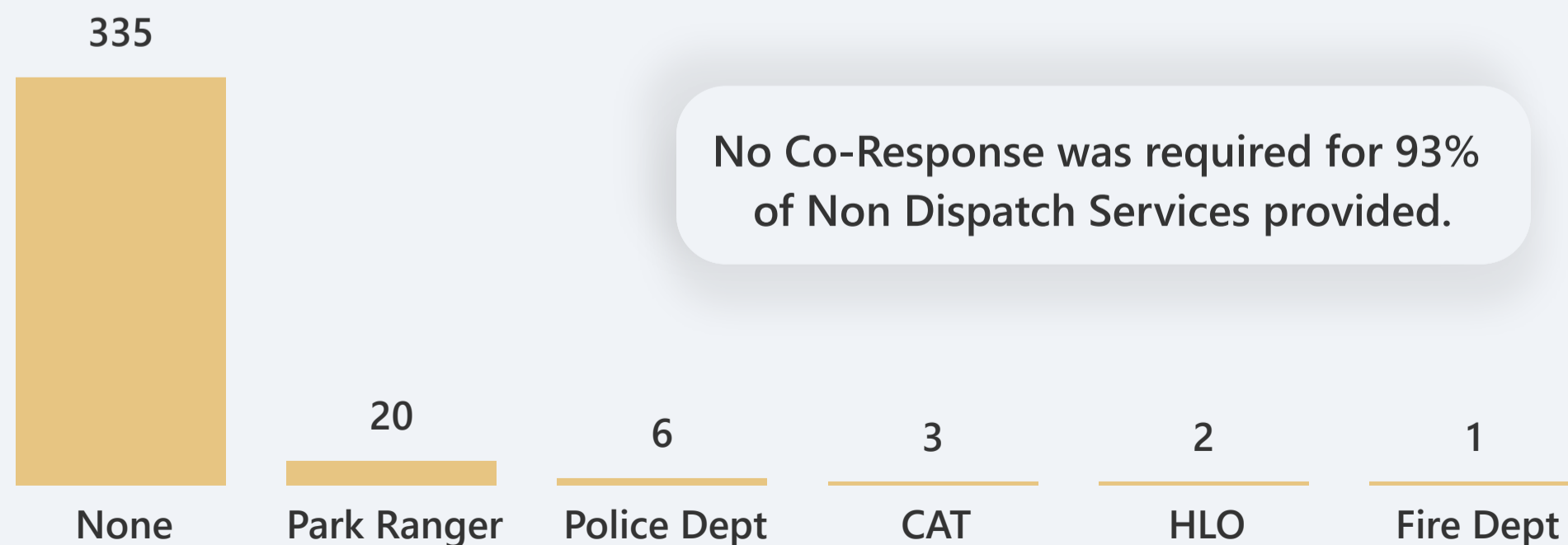


The Team requested assistance from the Police Dept. twice during the m...

## Other Responders on Scene - Dispatch Calls



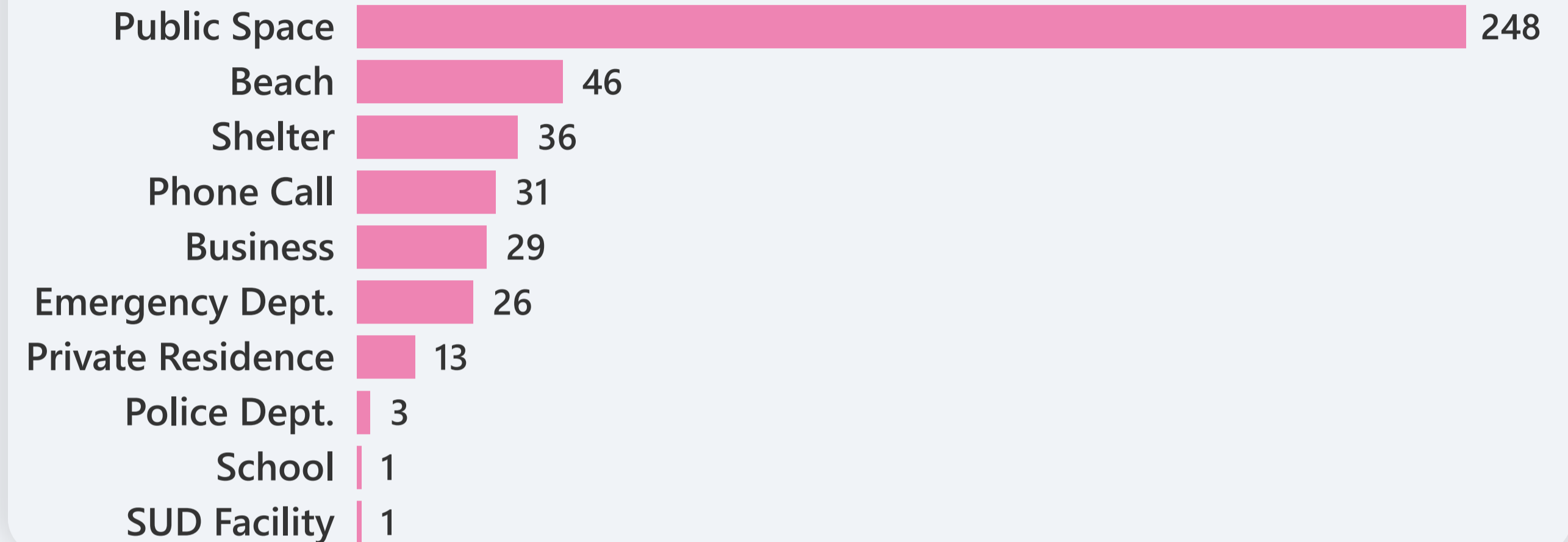
## Other Responders on Scene - Non Dispatch Calls



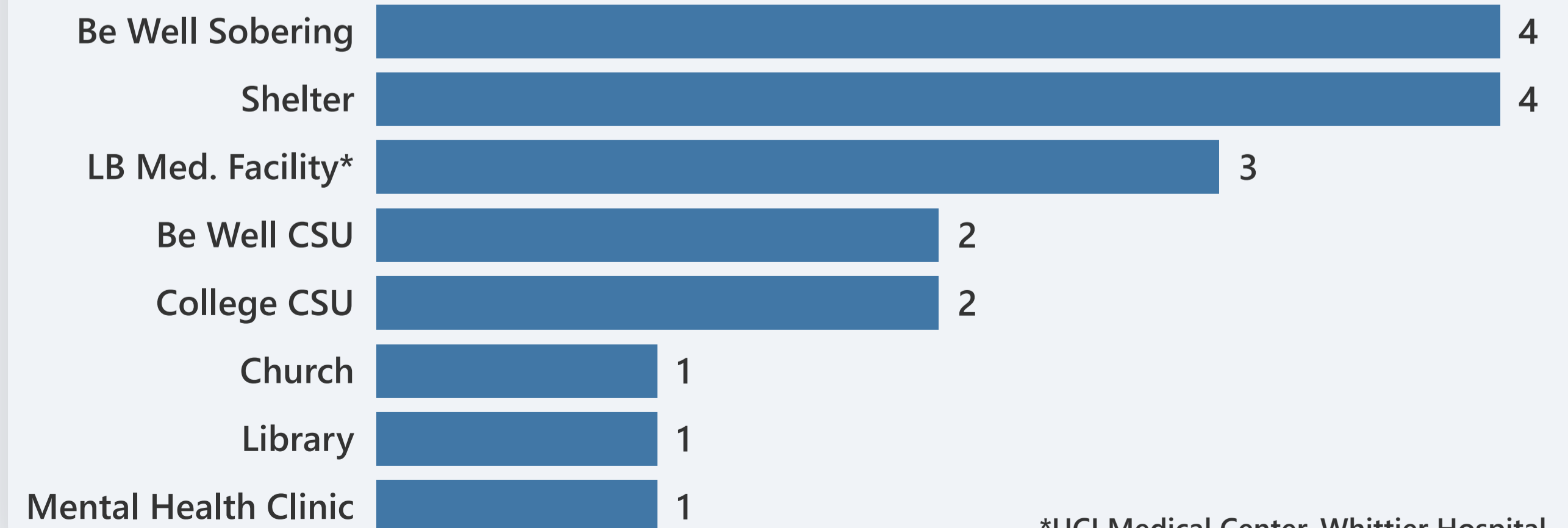
No Co-Response was required for 93% of Non Dispatch Services provided.

\*Parking Enforcement, Private Ambulance

## Response Locations (All Services)



## The team transported clients to the following locations:



\*UCI Medical Center, Whittier Hospital



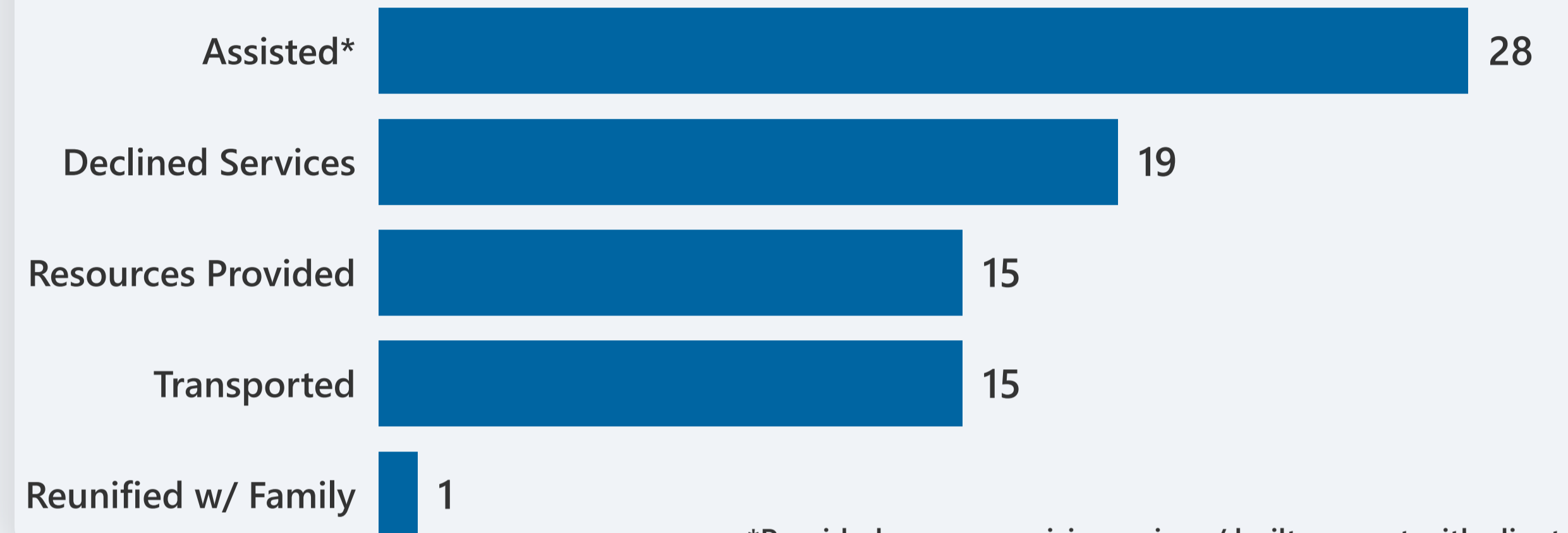
Unique Clients Contacted  
**78**

New Clients	Vs.	Established Clients
<b>51</b>		<b>27</b>



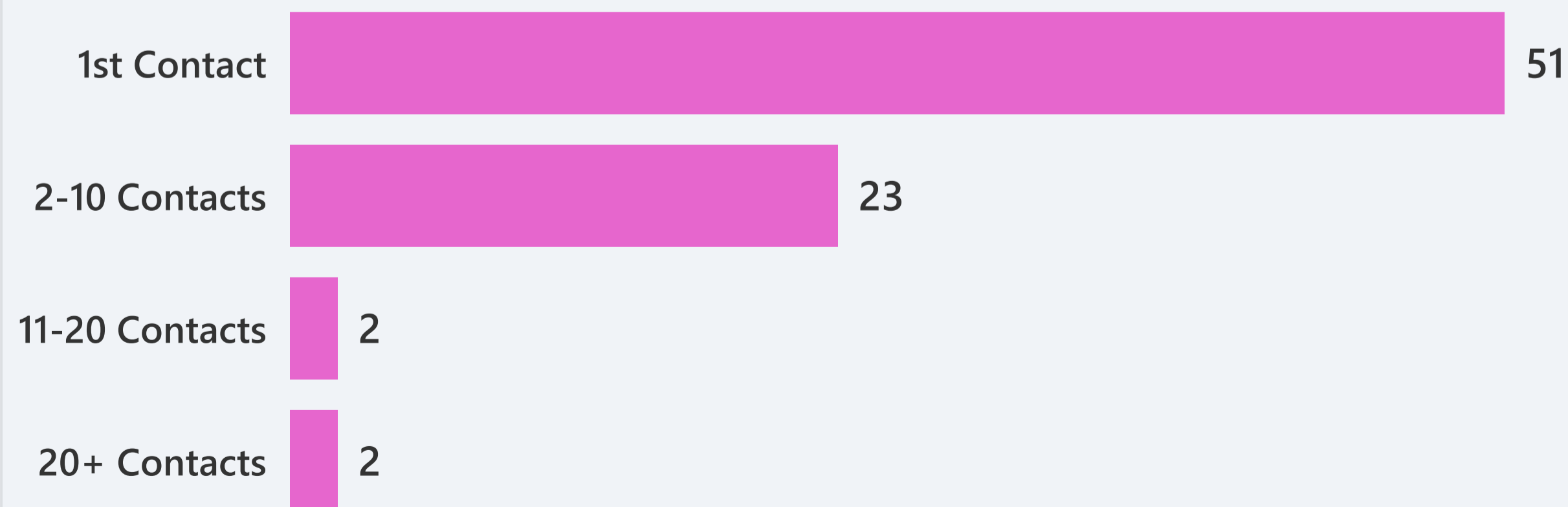
Longest Time Spent with a Client  
**5.35 Hours**

## Outcome of Contact with Unique Clients

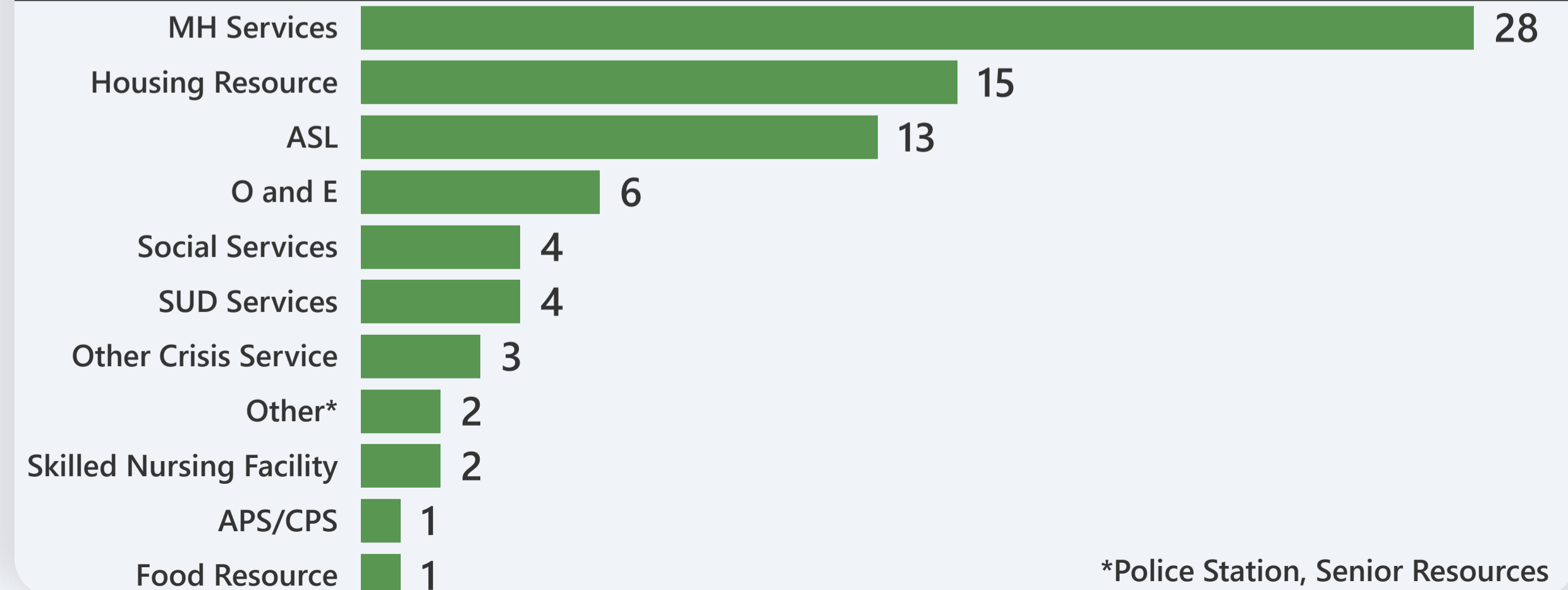


\*Provided on scene crisis services / built rapport with client

## Number of Historical Contacts per Unique Client



## Resources / Referrals Provided



\*Police Station, Senior Resources

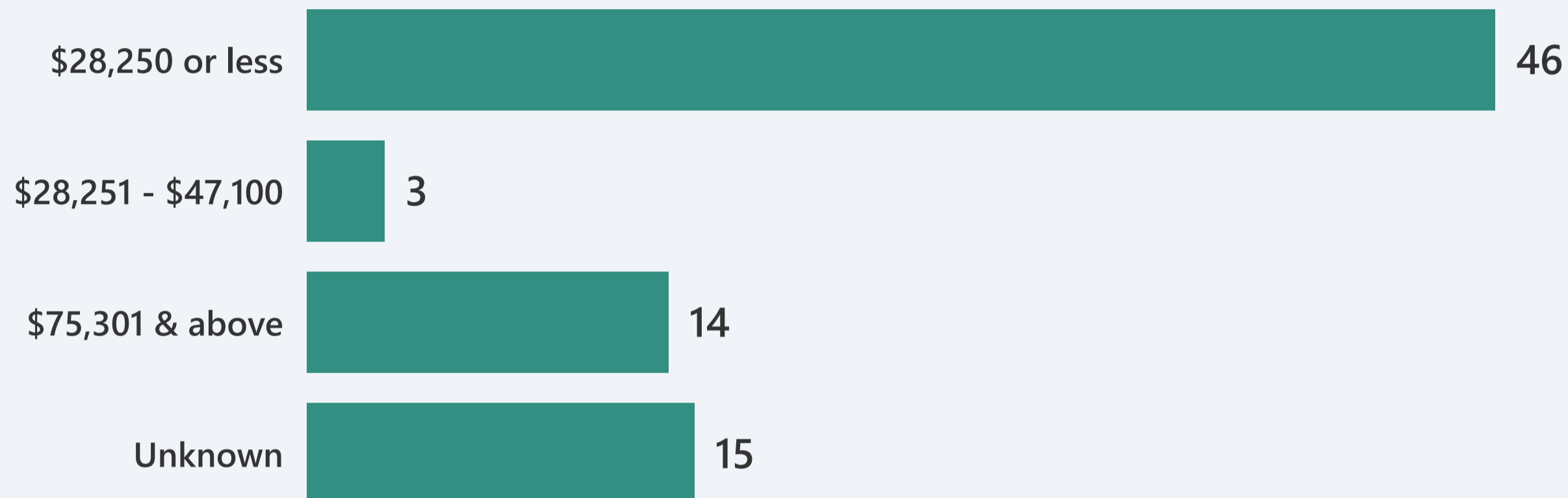
Visual above depicts ALL resources / referrals provided (clients often have multiple contacts throughout the month).



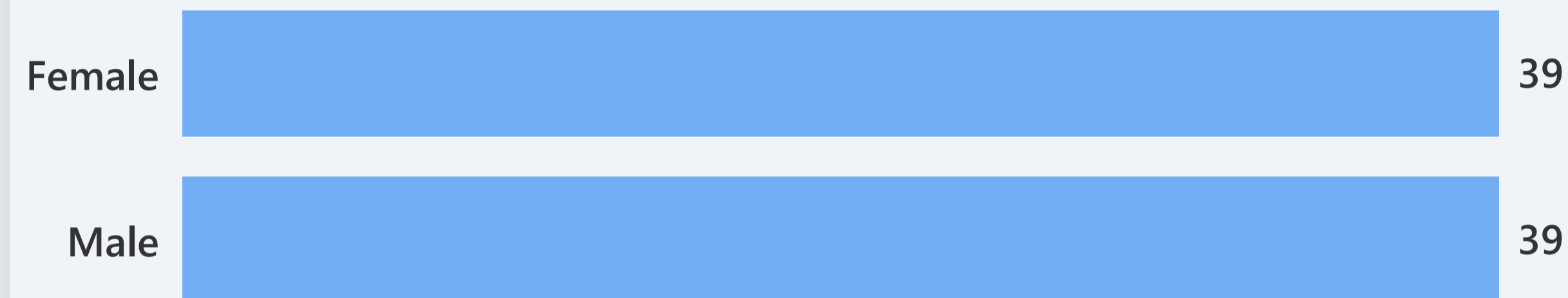
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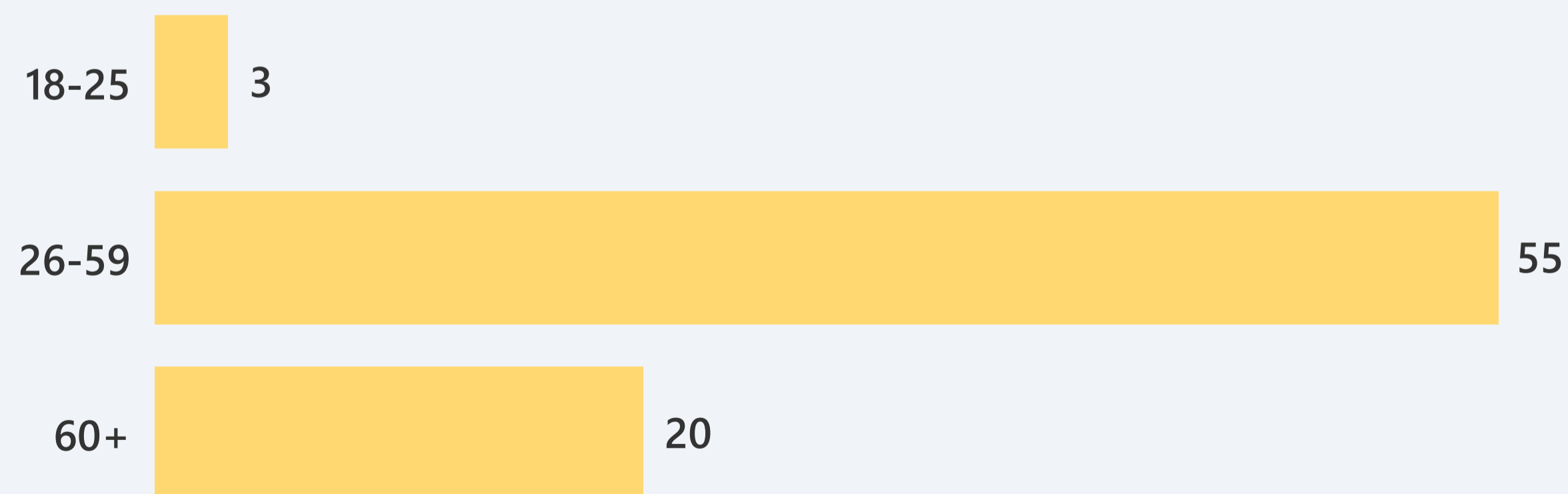
## Income of Unique Clients Contacted



## Genders of Unique Clients Contacted



## Ages of Unique Clients Contacted



## Housing Status of Unique Clients Contacted



No veterans were contacted by the team during the month of March 2024.



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



Total Services Completed  
**3,159**

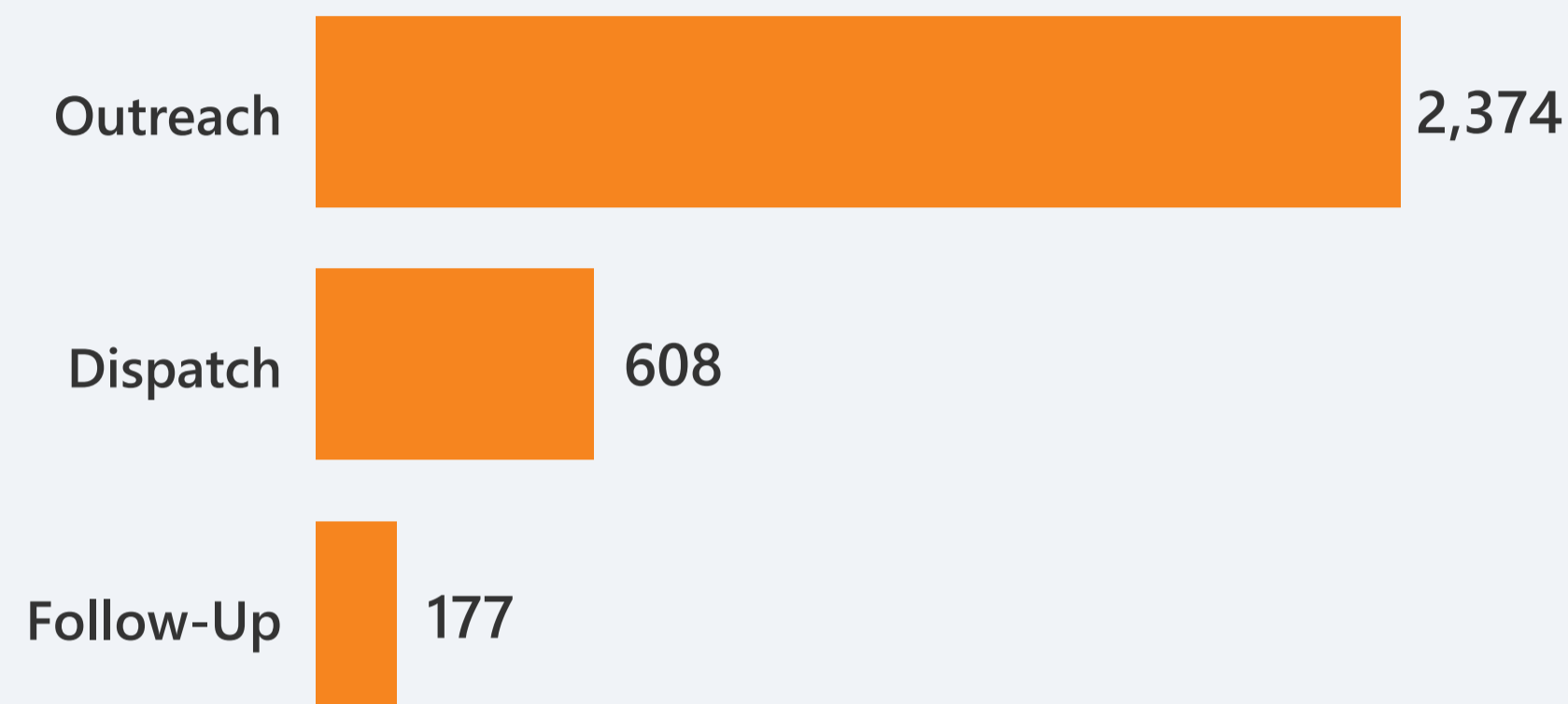


Average Service Time  
**30 minutes**

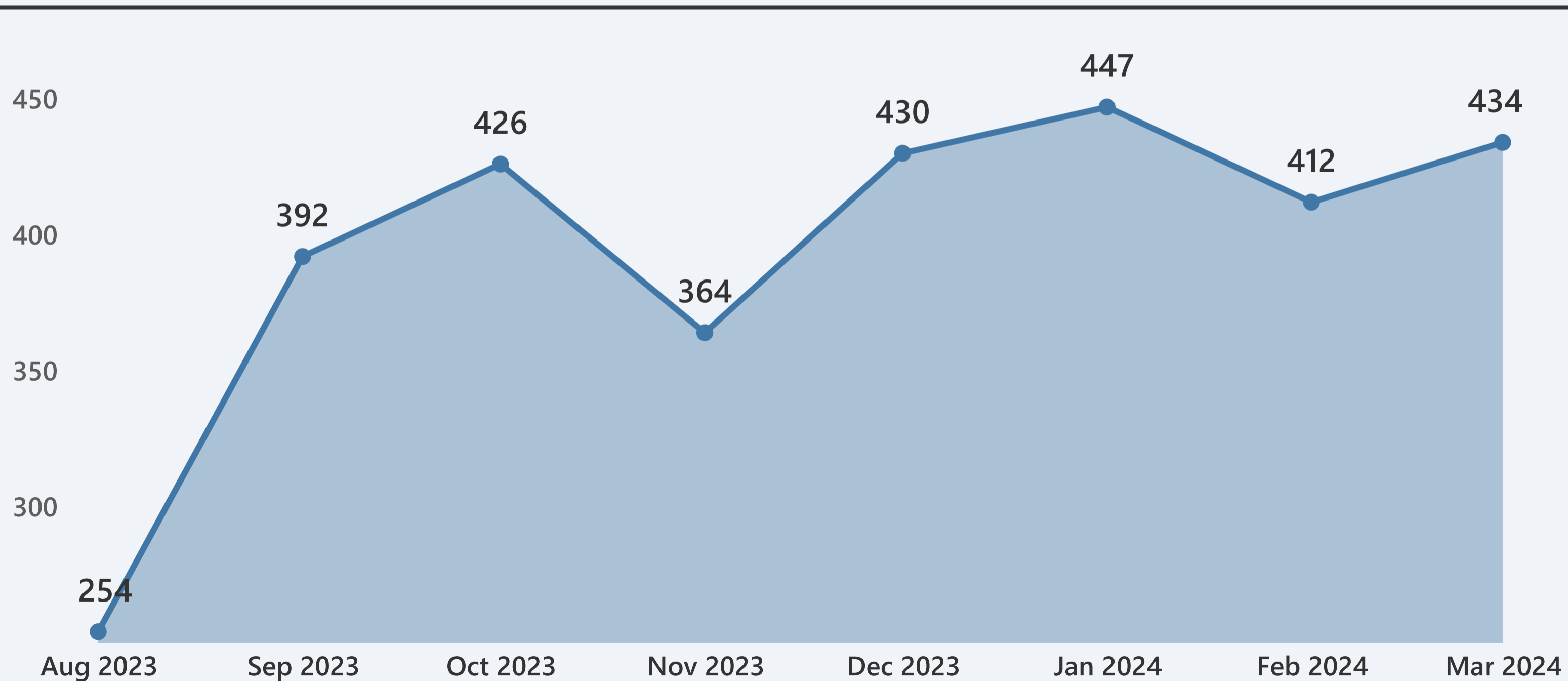


Aggregate Service Time  
**1,451 Hours**

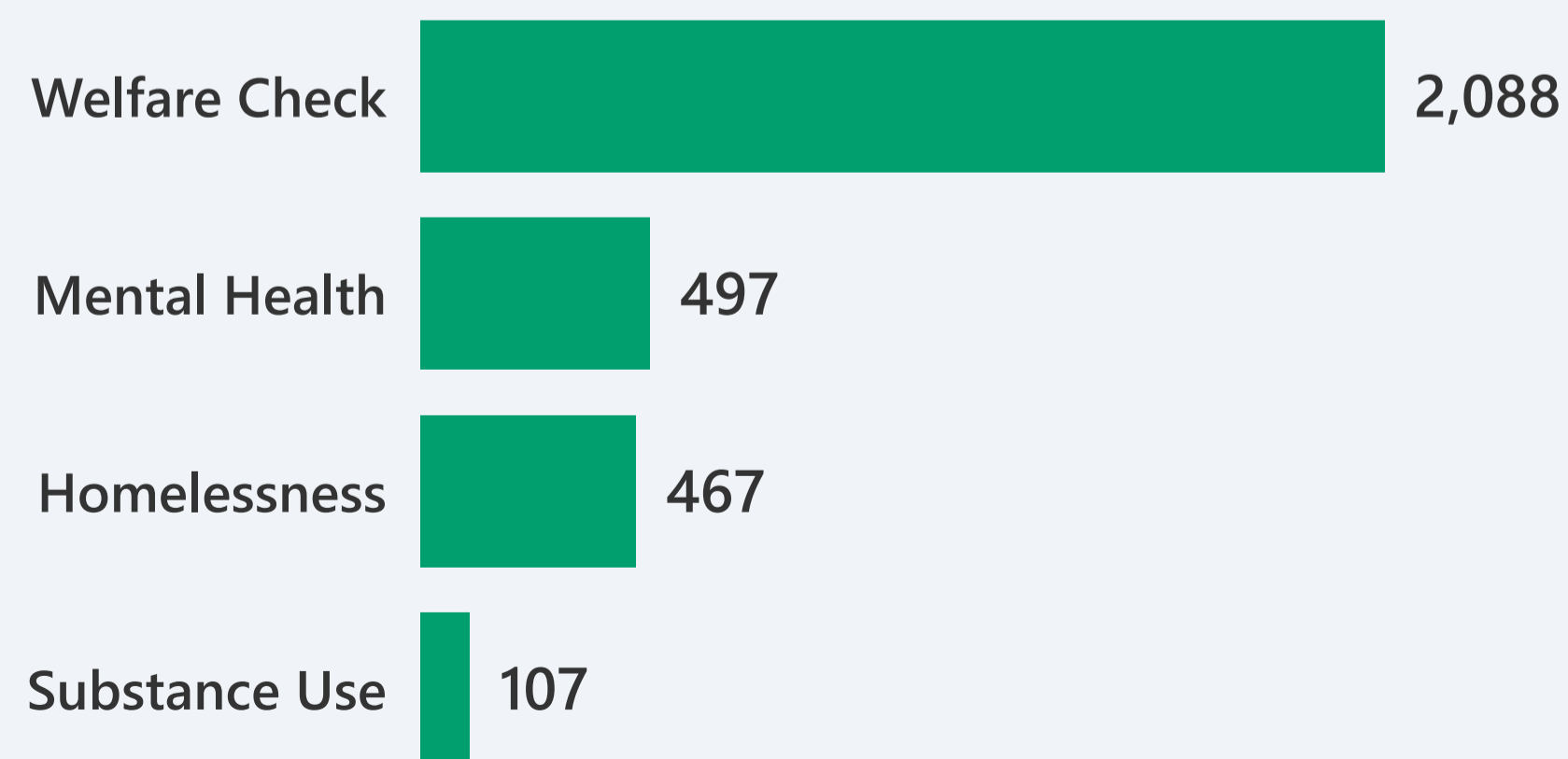
## Service Types



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



## Primary Reason for Service





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

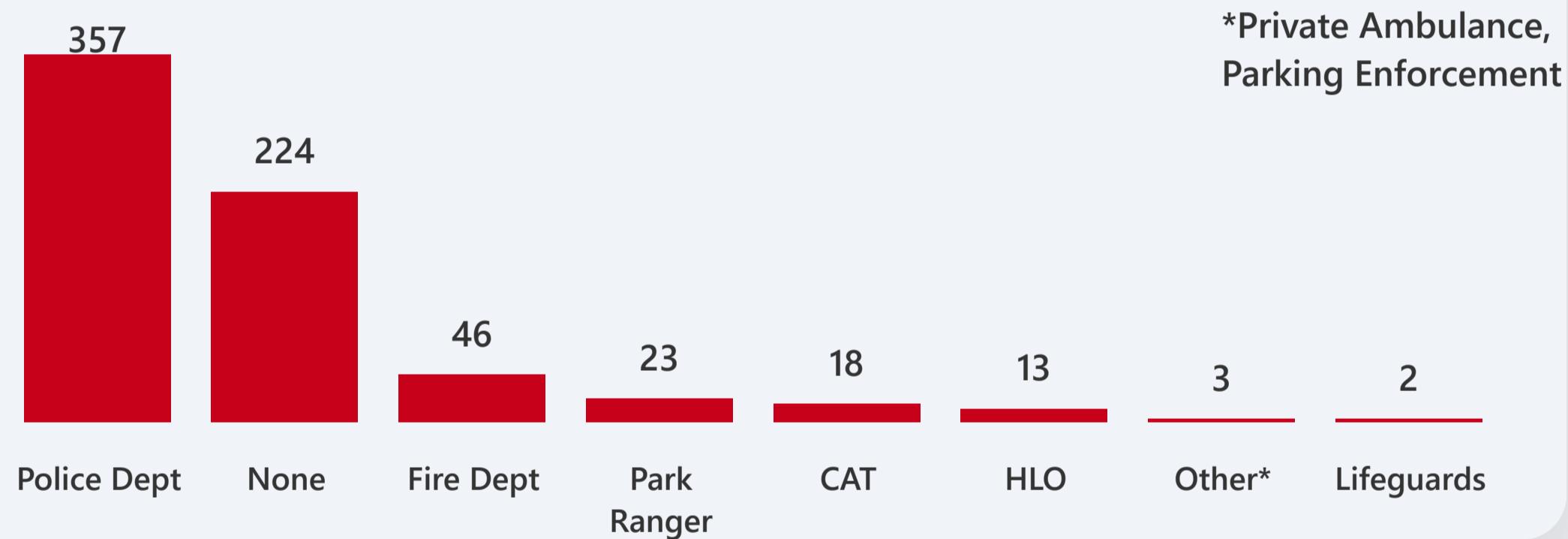


No Co-Response was required for 37% of Dispatch services provided.

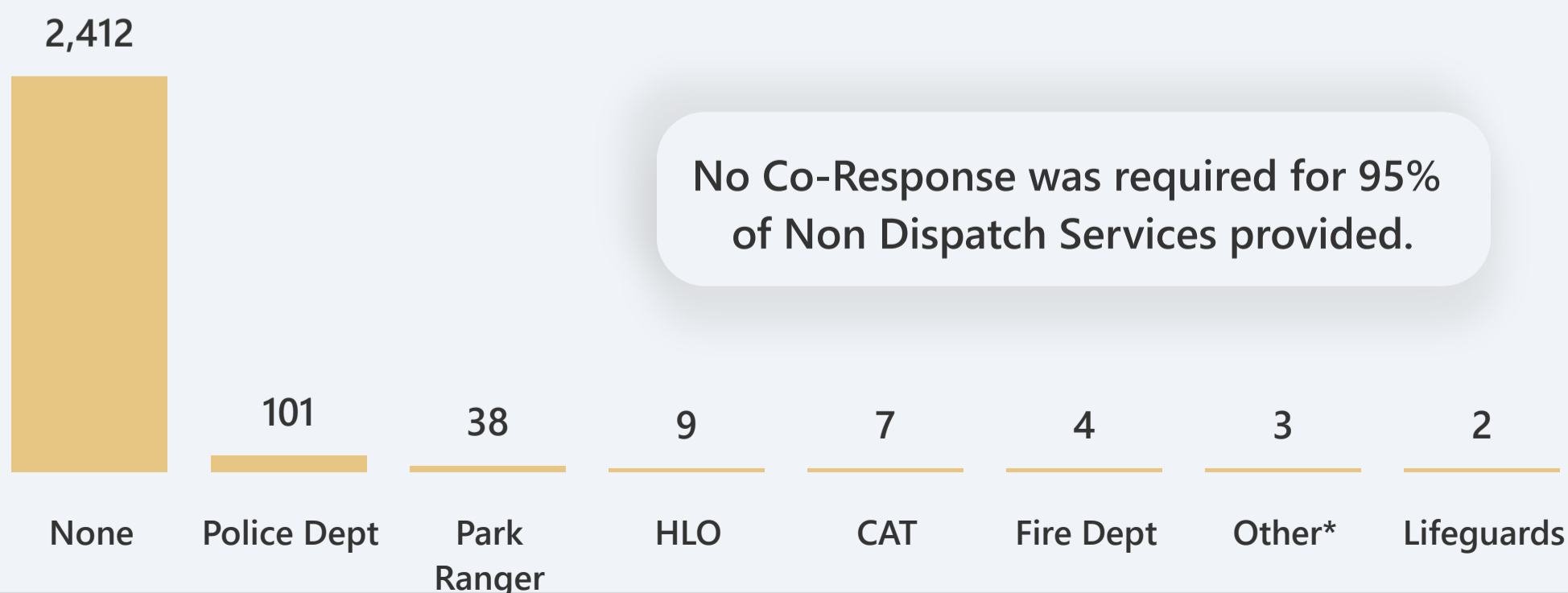


The Average Response time to dispatch calls was 10 minutes.

## Other Responders on Scene - Dispatch Calls

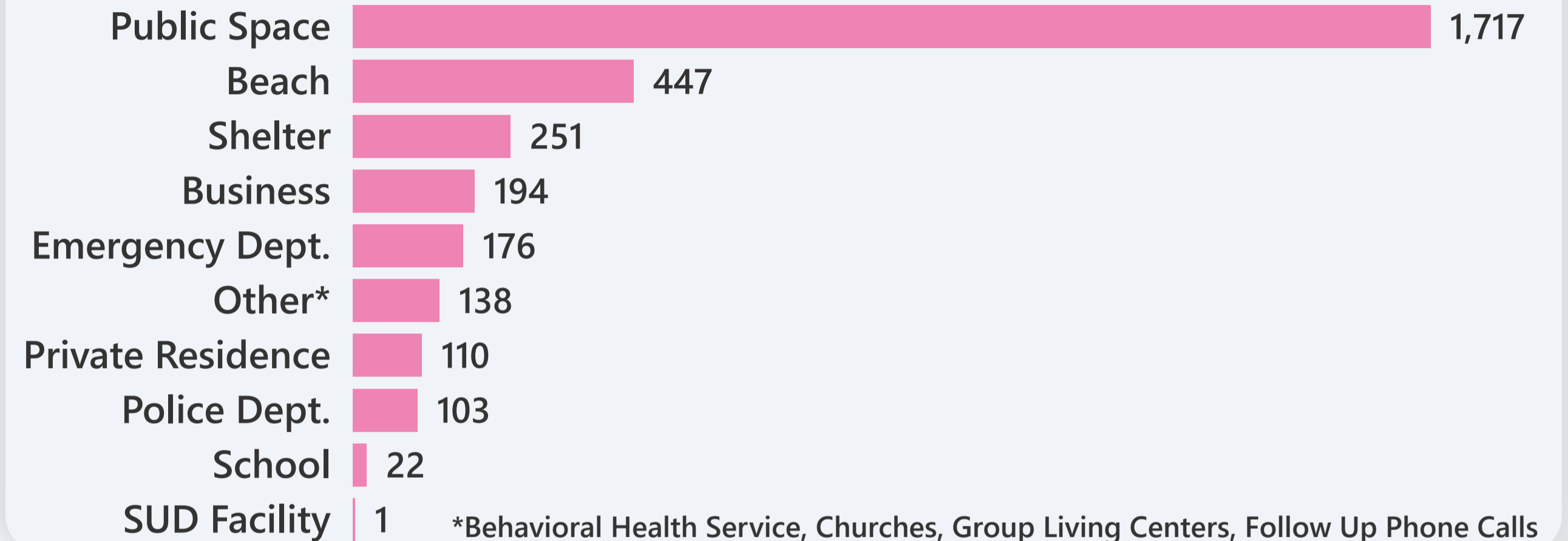


## Other Responders on Scene - Non Dispatch Calls

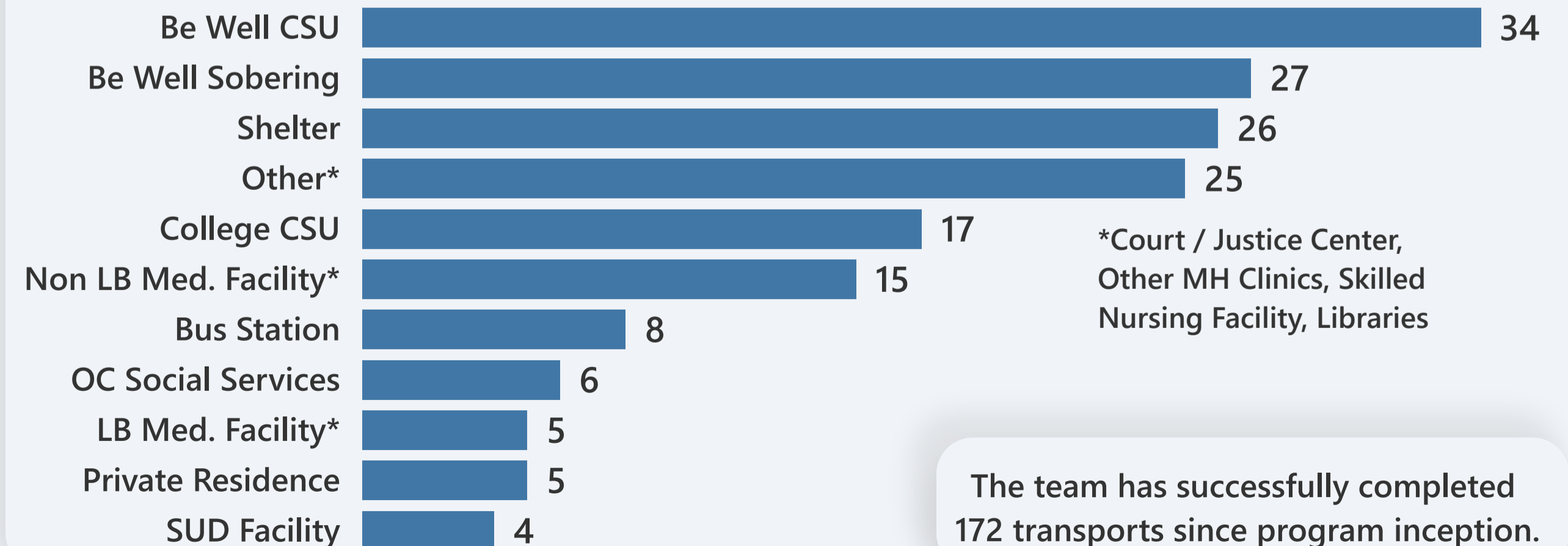


No Co-Response was required for 95% of Non Dispatch Services provided.

## Response Locations (All Services)



## The team transported clients to the following locations:



The team has successfully completed 172 transports since program inception.

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

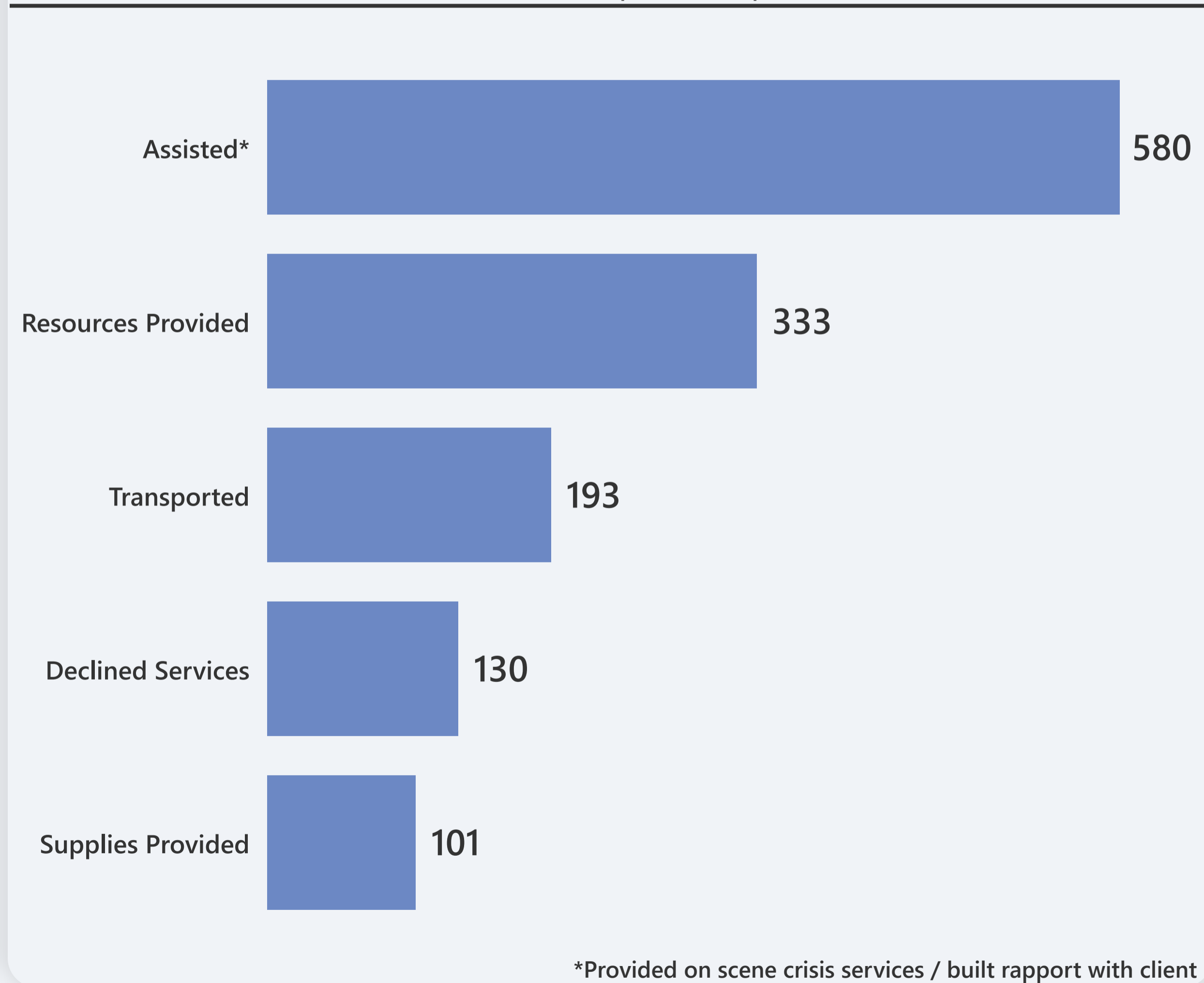


# Be Well OC Inception Report - Laguna Beach (Aug 2023 - Mar 2024)

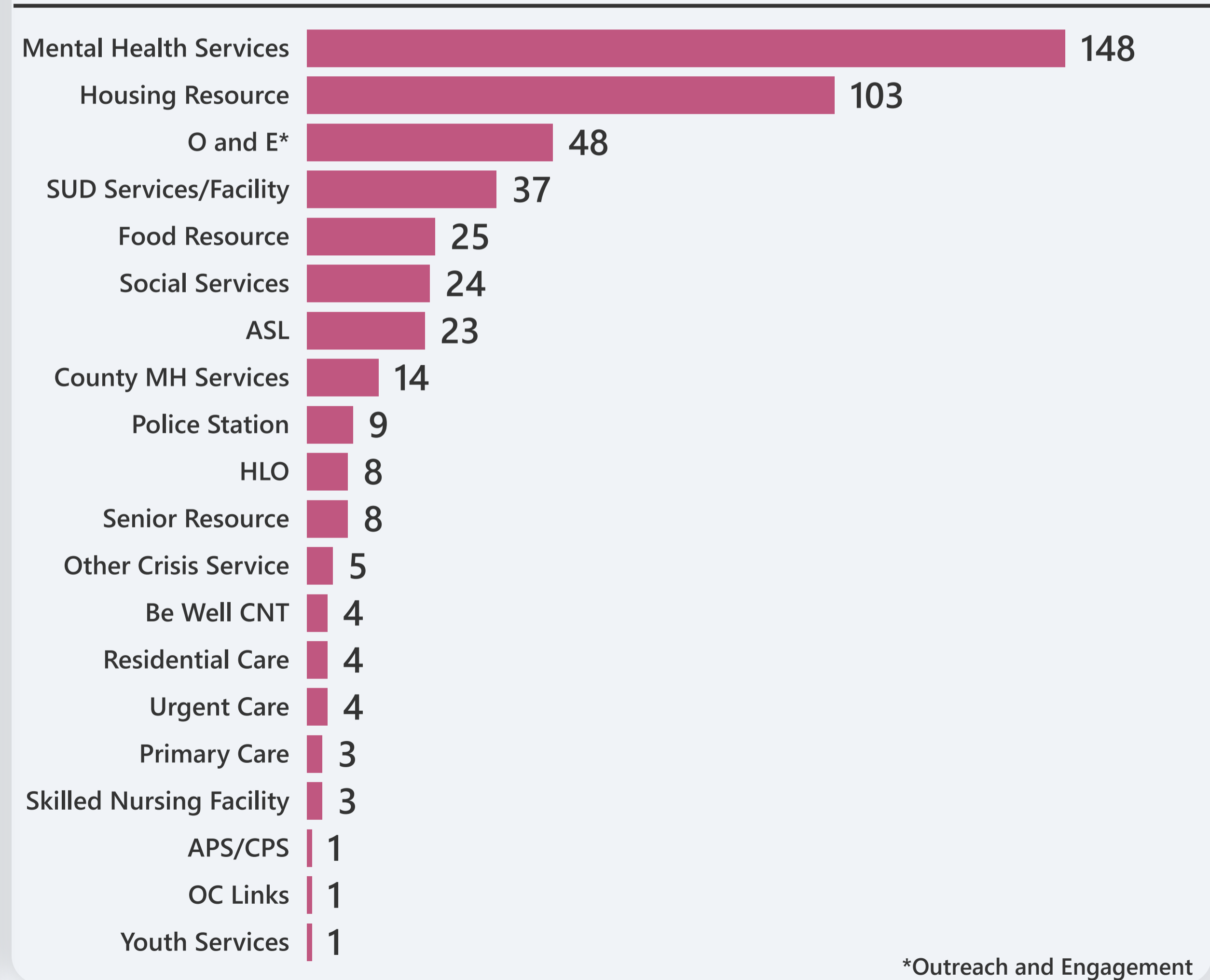


## Disposition / Outcome of all Contacts\*

\*Excludes services that result in no contact (UTL+GOA dispatch calls / patrol checks).



## Resources Provided during Services



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



# Be Well OC Case Management Report - March 2024



Total Services Completed

**11**



Average Service Time

**16 minutes**



Aggregate Service Time

**3 Hours**

## Types of Services Completed

Phone Call



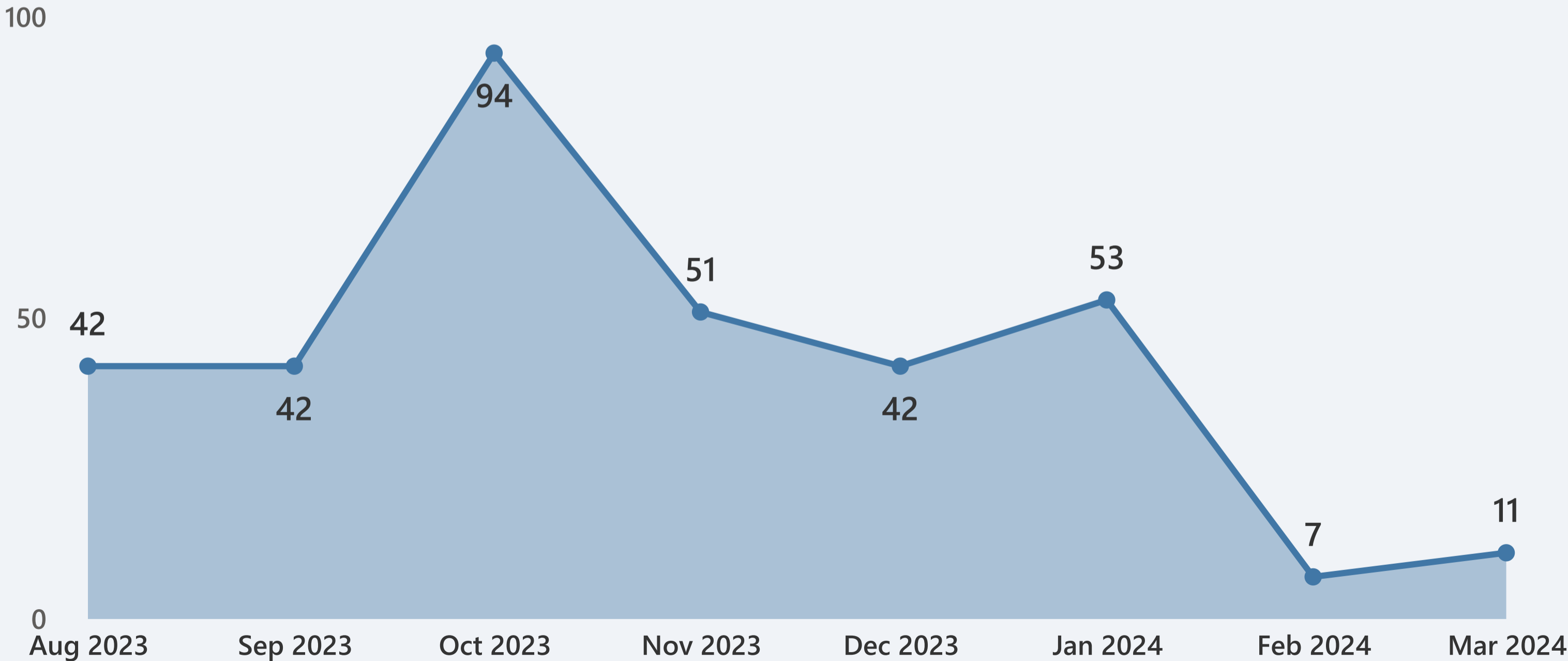
8

Email



3

## Total Number of Services in Prior Year (Aug 2023 - Mar 2024)



## Types of Community Outreach Completed

No Community Outreach completed by Case Manager in March 2024.

Note: Community Outreach is not recorded as a service.





Unique Clients Served  
**11**



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

New Clients Vs. Established Clients

9

2

## Linkage Status of Unique Clients

In Linkage Process

8

Declining Linkage

3

## Resources / Referrals Provided by Case Manager

Mental Health Services

4

Be Well CNT

1

Public Law Center

1

Senior Resource

1

Support Groups

1

Therapy

1

## # of Historical Contacts per Client

1st Contact

9

2-10 Contacts

2