

Behavioral Health System Metrics: Data Collection Framework

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Purpose - To establish a shared understanding of performance across our behavioral health and crisis response systems, this document outlines the key metrics we plan to use for progress monitoring and guide strategic improvements through coalition work. These metrics will serve as reference points for identifying gaps, setting priorities for funding, and measuring impact over time.

Key Benchmark Metrics

- 1. Behavioral Health Population Data**
 - a. Percent of population impacted by behavioral health concern
 - b. Suicide rates per 100,000
 - c. Overdose frequency
- 2. Crisis Call Volume & Response Times**
 - a. Total calls to crisis line (e.g., 988)
 - b. Percent of calls resolved without dispatch
- 3. Mobile Crisis Team Engagement**
 - a. Number of mobile crisis deployments
 - b. Average response time
 - c. Percent of engagements resulting in diversion from ED or law enforcement
- 4. Emergency Department Utilization for Behavioral Health and Crisis Center**
 - a. ED visits with behavioral health diagnosis and crisis center utilization
 - b. Medicaid claim frequency for behavioral health diagnoses
- 5. Law Enforcement Involvement in Behavioral Health**
 - a. Number of behavioral health-related calls for service
 - b. Percent of calls resulting in arrest vs. diversion
 - c. Officer time spent on behavioral health calls
- 6. Criminal Justice Information**
 - a. Number of individuals booked into jail with behavioral health diagnoses
 - b. Frequency of individuals with behavioral health diagnosis that return to detention center within 6 months of previous discharge
- 7. Cost Saving Measures**
 - a. Review of cost savings when high utilizers are linked with correct services
 - b. Cost savings of diversion systems

Next Steps

- Finalize metric definitions and data collection protocols (data sharing agreements)
- Establish baseline data for each metric (in process with existing data)
- Share findings with coalition partners on a quarterly basis
- Begin development of a data dashboard for community use and transparency