

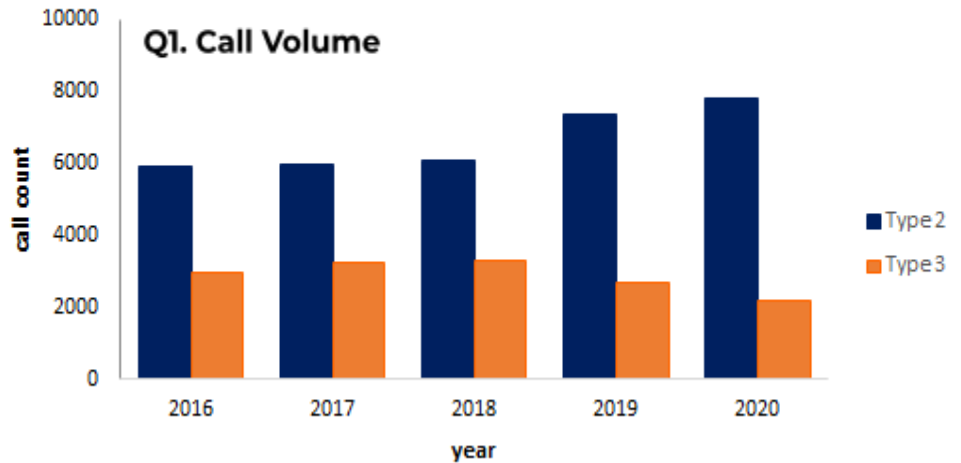


MENTAL HEALTH EMERGENCY CALLS

Data in Brief

Q1. How many “mental health emergency calls” take place annually?

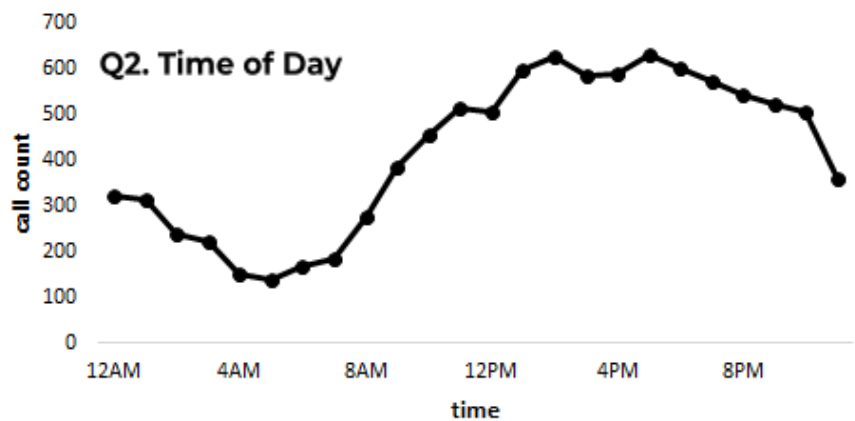
A. Many types of emergency calls have a mental health component, but for the purpose of assessing available data, we focused on 911 calls coded “EDP3” and “EDP2”. These codes indicate an emergency with a person in emotional distress. In a Type 3 call, a person is showing unusual behavior and has a psychiatric history, the BPD have requested psychiatric evaluation, or a person is expressing suicidal ideation but is non-violent and physically uninjured. Type 3 calls trigger an EMS response. In a Type 2 call, a person is reported to be violent, threatening to others, has access to a weapon, or is conscious after attempted suicide. Type 2 calls require a joint response from EMS and BPD.



The call volume for these calls, 2016-2020 (right) shows that the number of EDP2 (EMS +BPD) calls *has increased steadily since 2016*.

Q2. What is the busiest time of day for these calls?

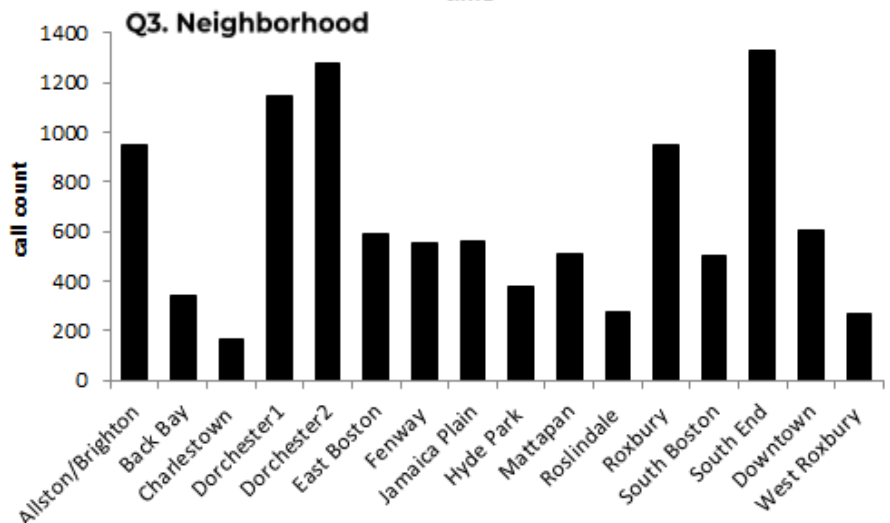
A. As evidenced by the 2020 calls (right), call volumes are highest in the afternoon and early evening.



Q3. What neighborhoods have the highest call volume?

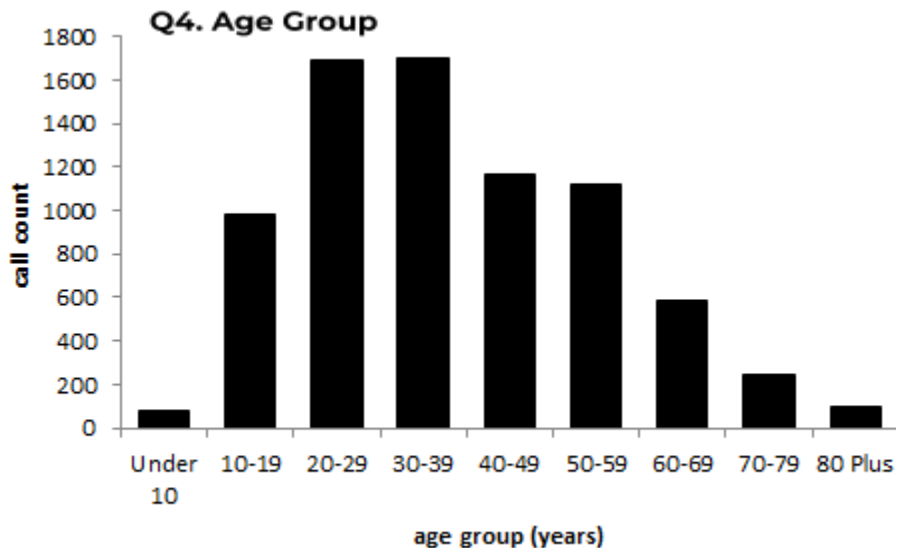
A. As evidenced by the 2020 calls (right), call volumes are highest in the South End, Dorchester, Roxbury, and Allston/Brighton.

(Dorchester¹ 02121, 02125
Dorchester² 02122, 02124)



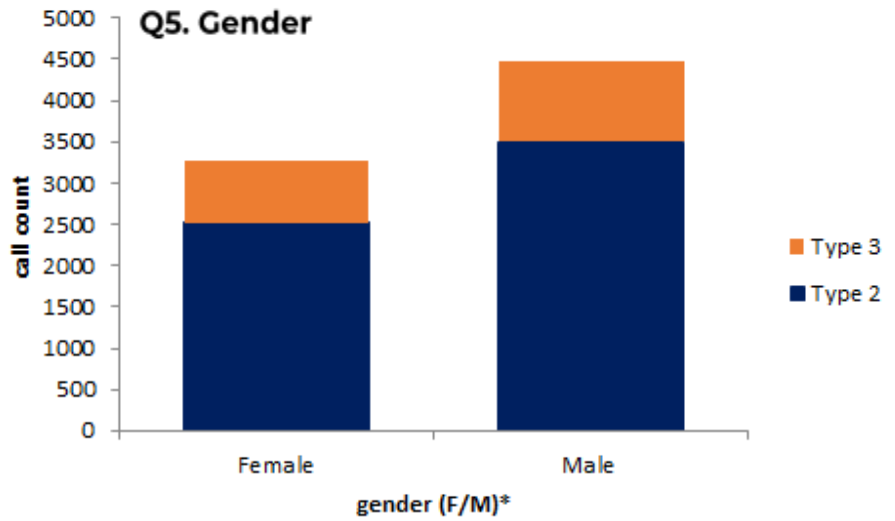
Q4. What is the age range of the people who are most often requiring help?

A. According to the 2020 calls, EMS + BPD respond to mental health calls across age groups. The most common age range for individuals experiencing a crisis is 20-39.



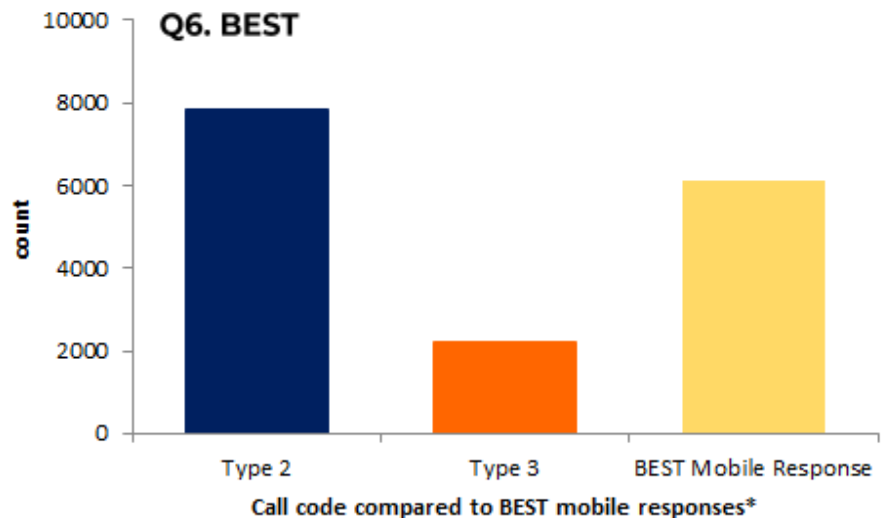
Q5. What is the gender of the people who are most often requiring help?

A. Unfortunately, we only have data on binary gender, male or female. Males require assistance a bit more often than females for Type 2 and Type 3 calls. The 2020 data is at right.



Q6. How do these call volumes compare with the number of BEST responses?

A. BEST is a comprehensive psychiatric emergency service for people in the Boston area with public or no insurance. Through its call center, BEST can dispatch mental health workers for crisis response. Based on estimates from 2020, the BEST mobile units initiated over 6,000 mobile responses for Boston residents experiencing a mental health crisis.



Q7. What are the racial and ethnic demographics of individuals receiving a response?

A. This is a crucial question for ensuring we're responding equitably to mental health needs in Boston. We cannot answer this question with 911 data alone. In order to answer this question, we will pursue additional data collaborations with our healthcare partners.