City Council Bill - Int. No. 2005-A, December 2021.

Data Request: To report on mental health contacts received by NYC Well, 911, and 311, beginning in June and every 6 months thereafter until the end of the public health emergency.

NYC DOHMH

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Date completed:	7/15/2022

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Indicator List

	Indicator	Measurement	Data Source	Caveats for External Release	Additional Notes
NYC Well	Total NYC Well answered contacts before and during the COVID-19 pandemic, by month, New York City	Monthly	Vibrant		NYC Well support service contacts include answered calls, texts, and chats. Source: NYC Well Administrative data. Extracted June 6, 2022.
311	Total 311 calls, by month, New York City	Monthly	DOITT		NYC 311 calls. Extracted June 6, 2022.
311	Mental Health and/or NYC Well related 311 calls, by month, New York City	Monthly	DOITT	NYC Well calls received via 311 are very small, since NYC Well has it's own phone line.	NYC MH-relatecd 311 calls. Extracted June 6, 2022.
911	Call to 911 regarding EDP (emotionally disturbed person) CFS (call for service) Citywide	Monthly	NYPD		data includes emotionally disturbed and overdose calls

*Please note that neither overdose hospitalization data nor substance use-related hospitalization data, as required by section (b)(4) of LL36, is available for recent years. The most recent data we have is from 2018, prior to the timeline required by LL36.

Date	Total NYC Well answered contacts	Total 311 calls	311 calls related to mental health/NYC Well	911 calls relating to mental health emergencies
January-19	23,395	1,623,381	1,329	14,086
February-19	21,140	1,835,377	1,333	12,783
March-19	25,354	1,736,950	1,700	14,227
April-19	24,271	1,526,538	1,536	14,047
May-19	24,304	1,373,105	1,509	15,126
June-19	23,758	1,660,266	1,333	14,777
July-19	23,902	1,397,179	1,987	14,839
August-19	23,188	1,370,127	2,204	14,589
September-19	20,971	1,335,111	2,145	14,603
October-19	21,776	1,826,233	2,296	14,924
November-19	19,868	1,740,330	1,943	13,673
December-19	19,309	2,184,651	1,964	13,816
January-20	19,445	1,613,790	2,126	14,386
February-20	18,923	1,284,193	2,055	13,678
March-20	23,882	2,608,148	1,656	13,689
April-20	26,548	1,614,808	1,566	11,552
May-20	28,133	1,998,104	1,917	13,611
June-20	28,540	2,542,285	2,302	13,711
July-20	28,951	2,815,361	2,162	14,004
August-20	28,811	2,178,085	2,148	13,657
September-20	30,479	1,727,134	1,882	13,141
October-20	32,614	1,659,023	2,077	13,633
November-20	32,371	1,650,931	2,125	12,933
December-20	34,248	1,978,327	2,041	13,273
January-21	33,948	1,701,801	2,211	13,198
February-21	30,061	2,179,023	2,027	12,166
March-21	31,198	1,544,726	2,175	13,924
April-21	29,269	1,436,994	2,357	13,521
May-21	32,942	1,510,070	2,454	14,571
June-21	32,591	1,333,480	2,391	14,119
July-21	34,116	1,475,714	2,054	14,340
August-21	31,104	1,227,118	2,147	14,411

September-21	32,243	1,995,628	1,930	13,960
October-21	32,477	1,388,600	2,238	15,123
November-21	31,055	1,606,535	2,011	13,332
December-21	31,148	1,669,000	2,269	13,822
January-22	31,601	2,022,080	2,207	13,671
February-22	28,166	1,511,947	2,139	13,167
March-22	32,905	1,284,249	2,286	15,387
April-22	33,377	1,315,603	2,101	14,380
May-22	35,608	1,400,035	2,087	15,856