

RECOVER ALASKA RESOURCE CENTER



Statewide Dashboard: August 2016 – September 2017 (Year 1 & 2)

Contents of Dashboard

GOAL 1:

Community has increased knowledge and access to resources.

- RA Community Outreach
- Web Traffic
- Top 10 2-1-1 Searched Mental Health/SUD Categories
- Breakdown of 2-1-1 & RA Website Searches
- Screening Visits vs. Completed Screens
- Results of Self-Screening Audit Tool
- Audit Screening Tool Demographics
- Audit Screening Tool Results by Age, Race and Thoughts of Suicide
- Total Number of Community Members Connected to Information

GOAL 2:

Initial contact is effective and efficient.

- Total Mental Health/SUD Calls vs. Alcohol-Related Calls and Total Mental Health/SUD Referrals vs. Alcohol-Related Referrals
- Total Number of Alcohol-related Calls, by Month
- Follow-Up After 2-1-1 Calls
- Percent of Callers With Type of Referral Appropriately Identified

SUD = Substance Use Disorder

GOAL 3:

Contact ends in caller having referrals to service providers that can help.

- Mental Health/SUD Referrals vs. Alcohol-Related Referrals
- Total Number of Callers Connected to Specific Services
- Alcohol-Related Referrals
- Providers with 15 or more Referrals
- Percent of Callers Successfully Connected to an Agency or Support Service
- Number and Type of Unmet Need

GOAL 2:

Initial contact is effective and efficient.

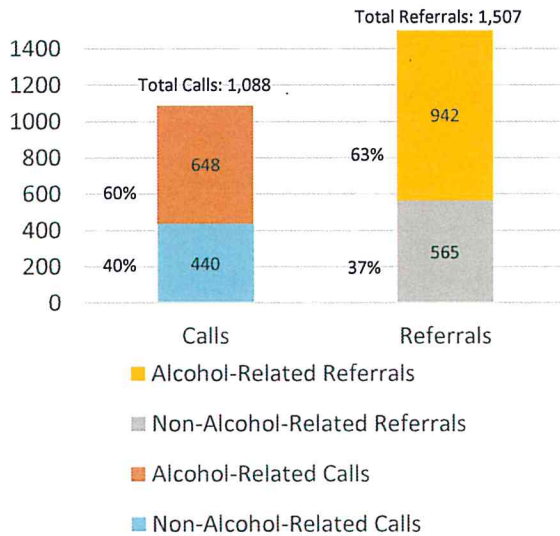
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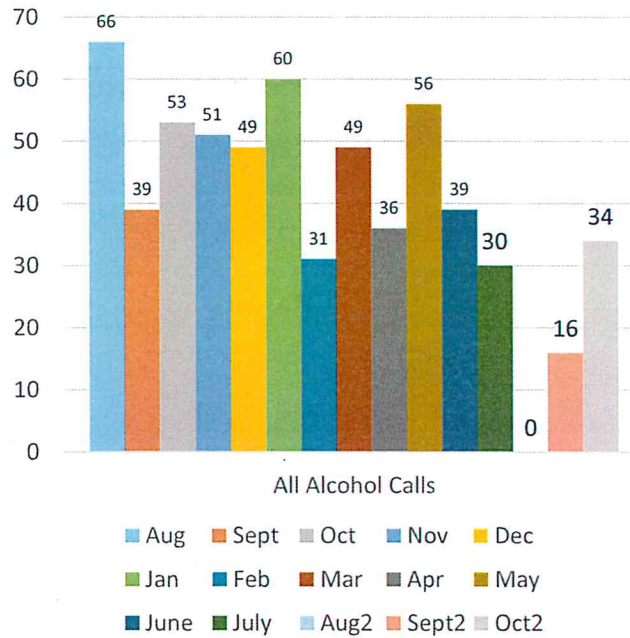
Calls and Contacts

17. ALCOHOL-RELATED CALLS AND REFERRALS VS. NON-ALCOHOL-RELATED CALLS AND REFERRALS

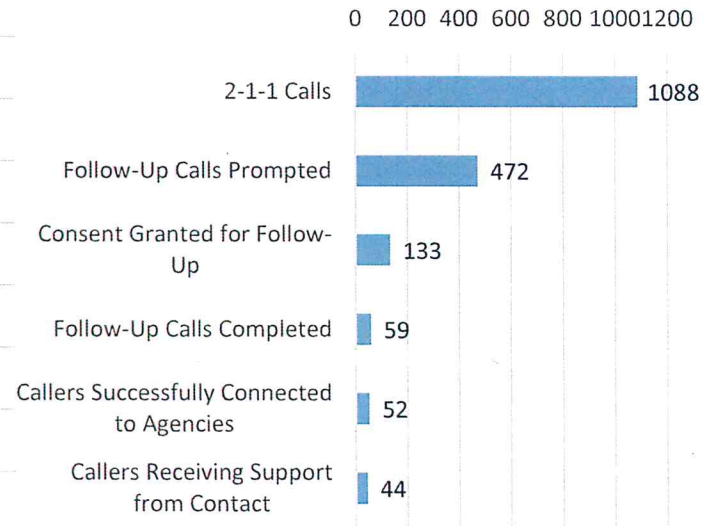


Note: One call could have multiple referrals
MH/SUD = Mental Health Substance Use Disorder

18. TOTAL NUMBER OF ALCOHOL-RELATED CALLS, BY MONTH



19. FOLLOW-UP AFTER 2-1-1 CALLS (September – October (no Aug))



GOAL 3:

Contact ends in caller having referrals to service providers that can help.

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Referrals to Specific Providers

24. PROVIDERS WITH 15 OR MORE REFERRALS

