



Maine Crisis Line

888-568-1112

April 2018 - March 2019

Answered Calls	110,658
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Contact Information		
District	# Contacts	# Calls transferred to District Mobile Crisis Response Organizations
District 1	11204	2178
District 2	32184	3878
District 3	13567	3992
District 4	6383	1214
District 5	13310	4252
District 6	15158	2993
District 7	4997	1828
District 8	6020	2085
Out of State	481	0
Unknown/Anonymous	7354	0

Contact Type										
Contact Type	District 1	District 2	District 3	District 4	District 5	District 6	District 7	District 8	Out of State	Unknown/Anonymous
Self	6099	21615	4418	3310	5534	8059	1863	2252	1711	5374
Hospital Emergency Dept	509	1116	3734	97	390	2296	1380	1691	12	12
Providers	1687	3643	1706	1079	1583	1880	523	717	157	226
Family Member	1673	2483	1425	996	1023	900	491	316	89	206
DS Provider	485	930	691	218	382	395	70	143	1	27
School	424	373	390	233	206	83	61	49	6	7
Mobile Crisis Response	1053	1947	787	269	4019	1564	294	572	28	8
Other Hospital Location	48	239	83	20	58	92	57	75	2	13
Friend/Concerned Other	234	581	291	171	203	187	85	68	30	83
Law Enforcement	122	165	106	101	100	77	135	126	6	15
County/ Local Jail	20	12	71	33	17	66	149	176	2	1
Total	12354	33104	13702	6527	13515	15599	5108	6185	2044	5972

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Contact Center Metrics

Percent Abandoned Calls	3.08%
Average Speed of Answer	00:08
Average Abandon Time	00:23
Average Talk Time	04:10
Average After Call Work	01:13
Average Hold Time	00:36
Average Handle Time	05:59

Definitions –

Percent Abandoned Calls percentage of calls where the caller hung up before the call was answered.

Average Speed of Answer is the average time it takes for a call to get answered.

Average Abandon Time is the average time callers waited before hanging up.

Average Talk Time is the average amount of time Call Specialists spent talking to callers. This does not include hold time or after call work.

Average After Call Work is the average time Call Specialists spent in after call work.

Average Hold Time is the average time callers were placed on hold for all answered calls.

Average Handle Time is the sum of average talk time, average after call work, and average hold time.

Provided by DHHS:

Provider	District	Adult CSU	Child CSU
Sweetser	District 1-York	6 Bed Adult CSU	9 Bed Child CSU
The Opportunity Alliance	District 2-Cumberland	8 Bed Adult CSU	
Sweetser	District 3-Oxford, Franklin, Androscoggin	6 Bed Adult CSU 6 Bed Adult CSU	6 Bed Child CSU
Sweetser	District 4-Sagadahoc, Lincoln, Waldo, Knox	6 Bed Adult CSU	8 Bed Child CSU
Crisis & Counseling Centers, Inc.	District 5-Somerset, Kennebec	8 Bed Adult CSU	6 Bed Child CSU
Community Health & Counseling Services	District 6-Piscataquis, Penobscot	8 Bed Adult CSU	6 Bed Child CSU
Aroostook Mental Health Services, Inc.	District 7-Hancock, Washington		7 Bed Child CSU
Aroostook Mental Health Services, Inc.	District 8-Aroostook	5 Bed Adult CSU	6 Bed Child CSU