

Crisis Clinic

A look at the past four years of helping lives
on the line



What they do

Crisis Clinic is at the heart of the Seattle-King County safety net providing a broad array of **telephone-based crisis intervention and information and referral services**. For many people in emotional distress or needing community services assistance, they are their “first call for help.”



24 Hour
Crisis
Line

King
county
211

WA
Recovery
Line

Teen
Link

Personas



Susan

Program Director

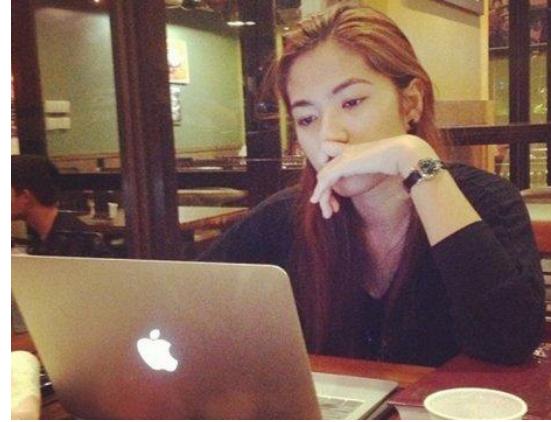
“I need to answer questions from stakeholders.”



Tom

Town Funder

“I want to understand how my area is affected.”



Mary

Interested user / Student

“I want to explore more about Crisis Clinic and what type of calls are most prominent from my area.”

Key questions

- ▶ Call volume by regions
- ▶ Most common Problem/Needs per region
- ▶ Peaks in call volume per time
- ▶ Distributions of call per special need groups
- ▶ What else can we discover?

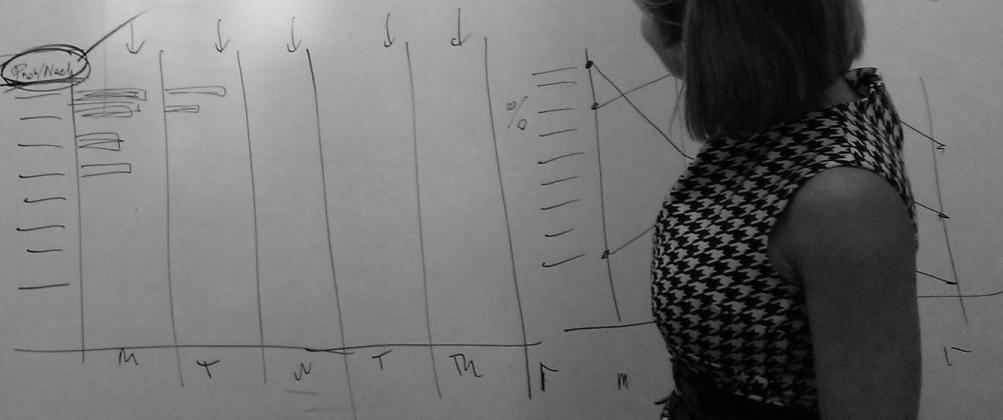
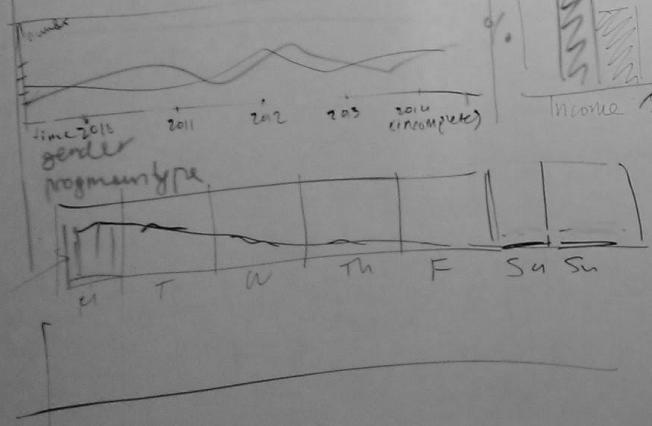
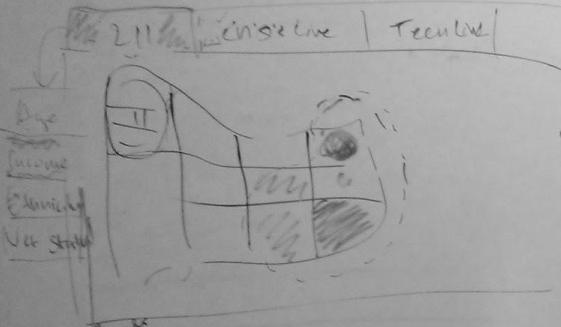
The Data

- ▶ Initially remote access to the Clinics servers
- ▶ HIPPA requirements, stripped off sensitive data
- ▶ 1.5 million rows
- ▶ Null values and outliers
- ▶ Misspellings and incorrect data in ZIP code/state data
- ▶ Multiple separate tables

Data sources: Crisis Clinic,

Field	Description
City	City in King County that the call originated from
Zip code	5 digit zip code, within county
Other County	Choice: <county name>, out of state
Call Start Time	Start time of the call
Call End Time	End time of the call
Length of call	Duration of the call, in minutes
Program Type	Crisis Line, 211, Teen Link, Lifeline, Recovery Line
Gender	Male, female, transgender, other
Age	Age in years
Ethnicity	Self-identified ethnicity
Consumer Group	Homeless, Veteran, SOS, Disabled, etc.
Problem/Need	Lots of categories and subcategories: i.e. Animals, Basic Needs, Communicate, Community, Disaster, Emotional Health, Employment/Education, Financial, Legal, Physical Health, Relationships, Substance Abuse, Threat/Abuse/Violence
Income	Self-reported income, based on median in the state
Caller	Identify of the caller: self, agency/professional, family/friends, other
Household Composition	Individual adult male, Individual adult female, Supervised, Parents with minors, Other related adults without minors, Unknown, etc.
Number in Household	Number of people that live in the household
Number in Household under 18	Number of minors that live in the household.
Learned of Program	Where did the caller learn of the program? (Specific to Recovery Line)
Insurance	Type of insurance
Type of Caller?	Description of the type of caller, categorized in: CMI, AC, Other
Type of Call?	Description of the type of call, categorized into: Client Maintenance, Crisis, Info, Problem Solving
Current Treatment	Optional choice: N/A, None, Private, Public, Refused, Unknown, VA
CCPAR/Public	Name of agency
Suicide	Yes/No
Homicide	Yes/No
Number of Referrals	Number of referrals provided by the phone worked.
Name of referrals	List of referrals provided for a particular call.

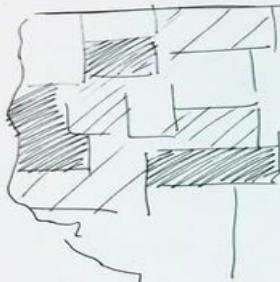
Process



Initial brainstorming

zip code age program type problem / need
region ethnicity agency.

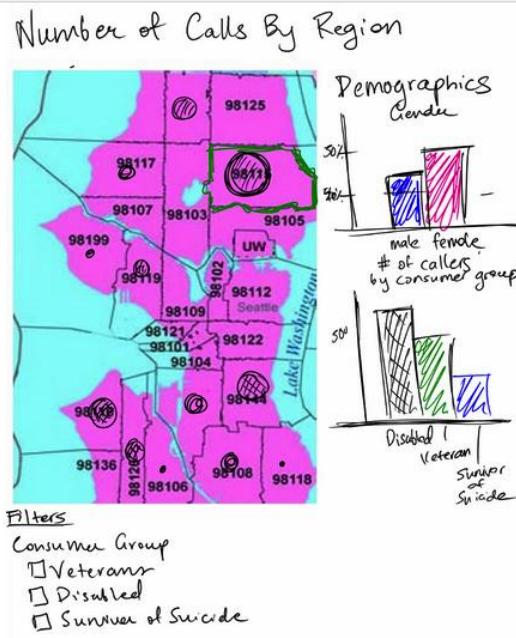
a



Chlorophelt
based on type of
problem and
divided by zip codes

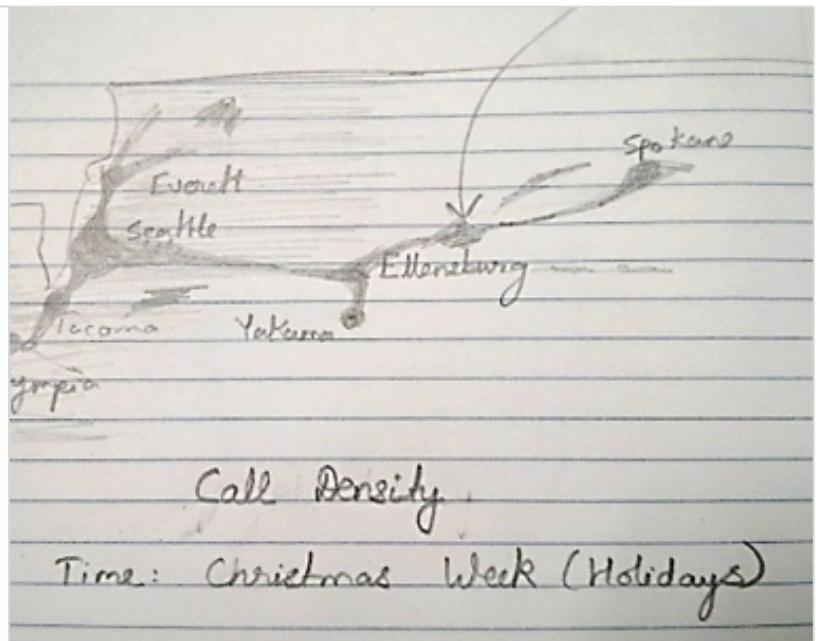
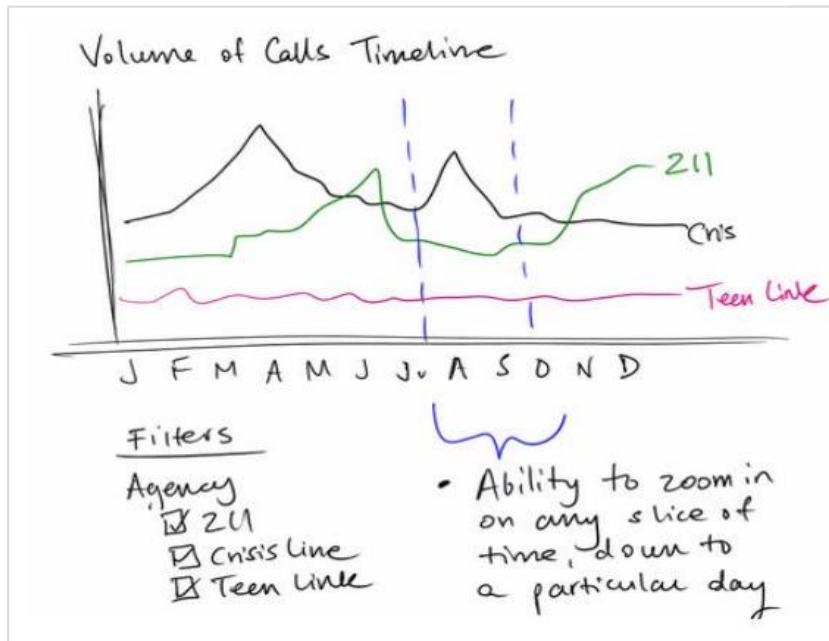
- ethnicity
- age
-

ethnicity
 age
 ethnicity
 age can
 be filters



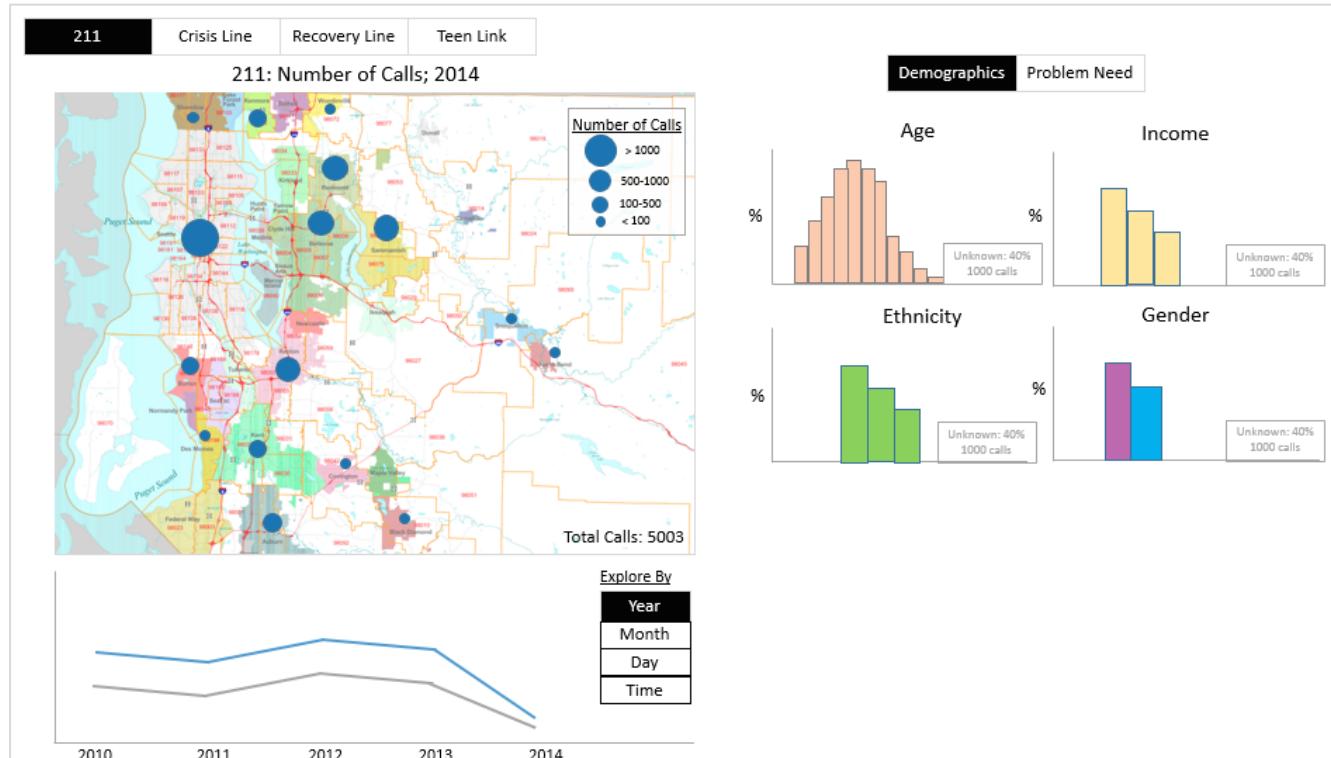
Distribution of calls by region and demographics

Initial brainstorming

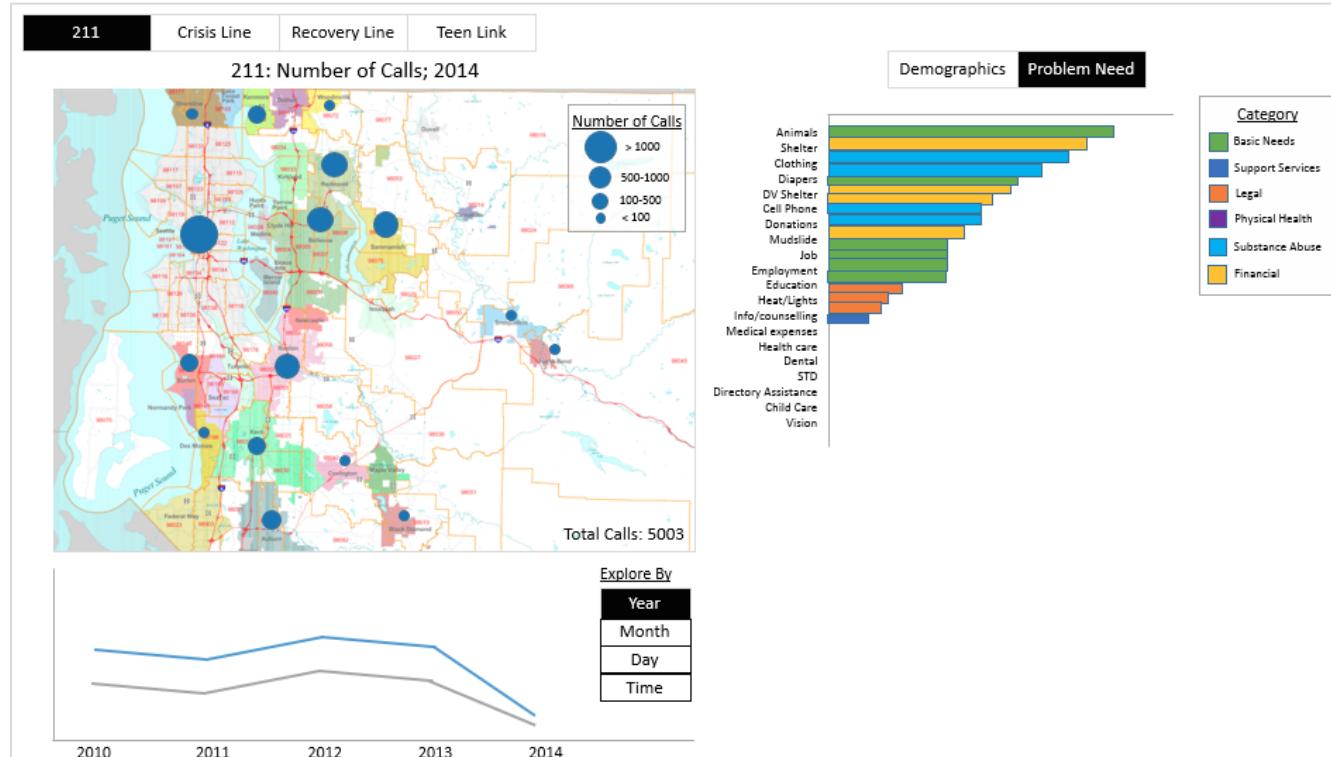


Any peaks in call volume during certain times of the year and day, special times of the year?

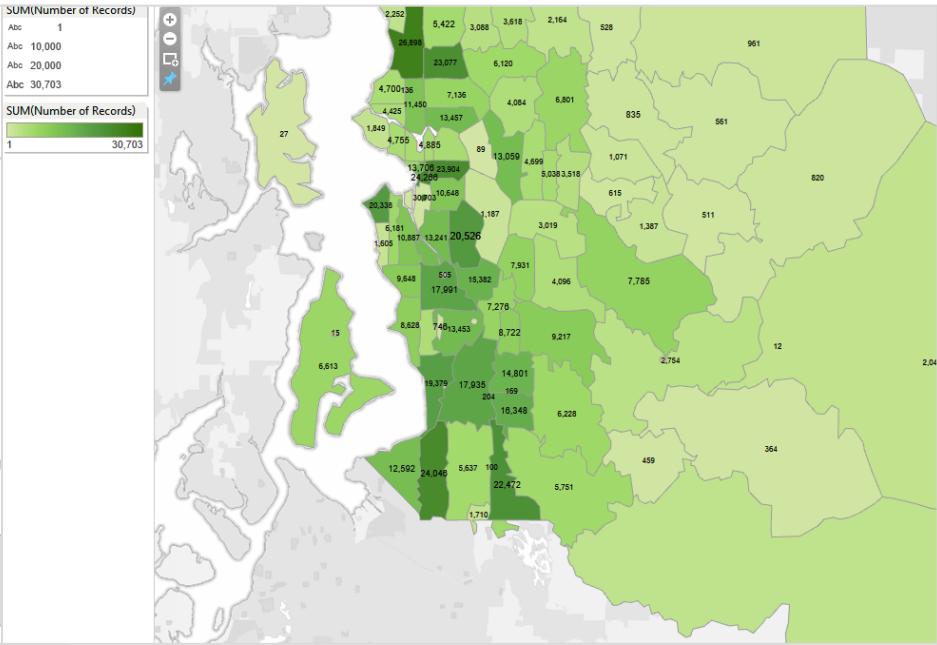
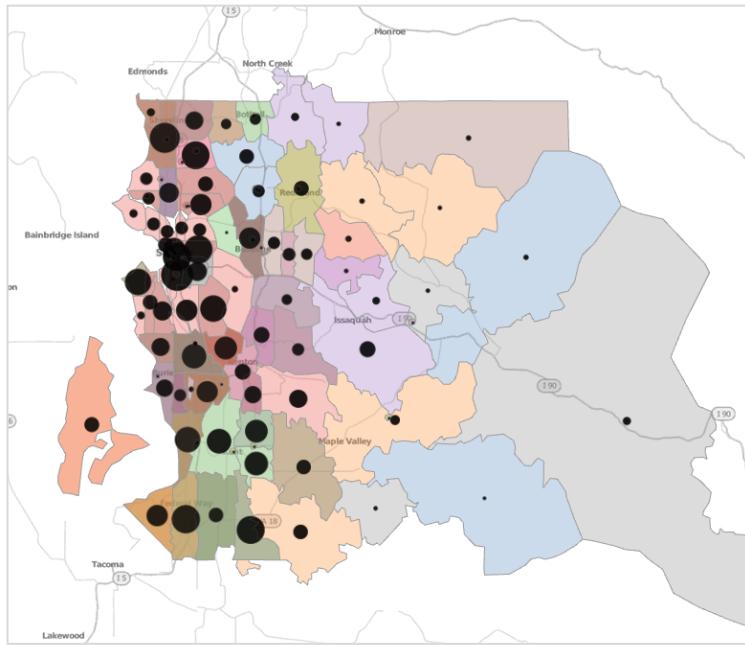
Early prototype and Usability Test



Early prototype and Usability Test

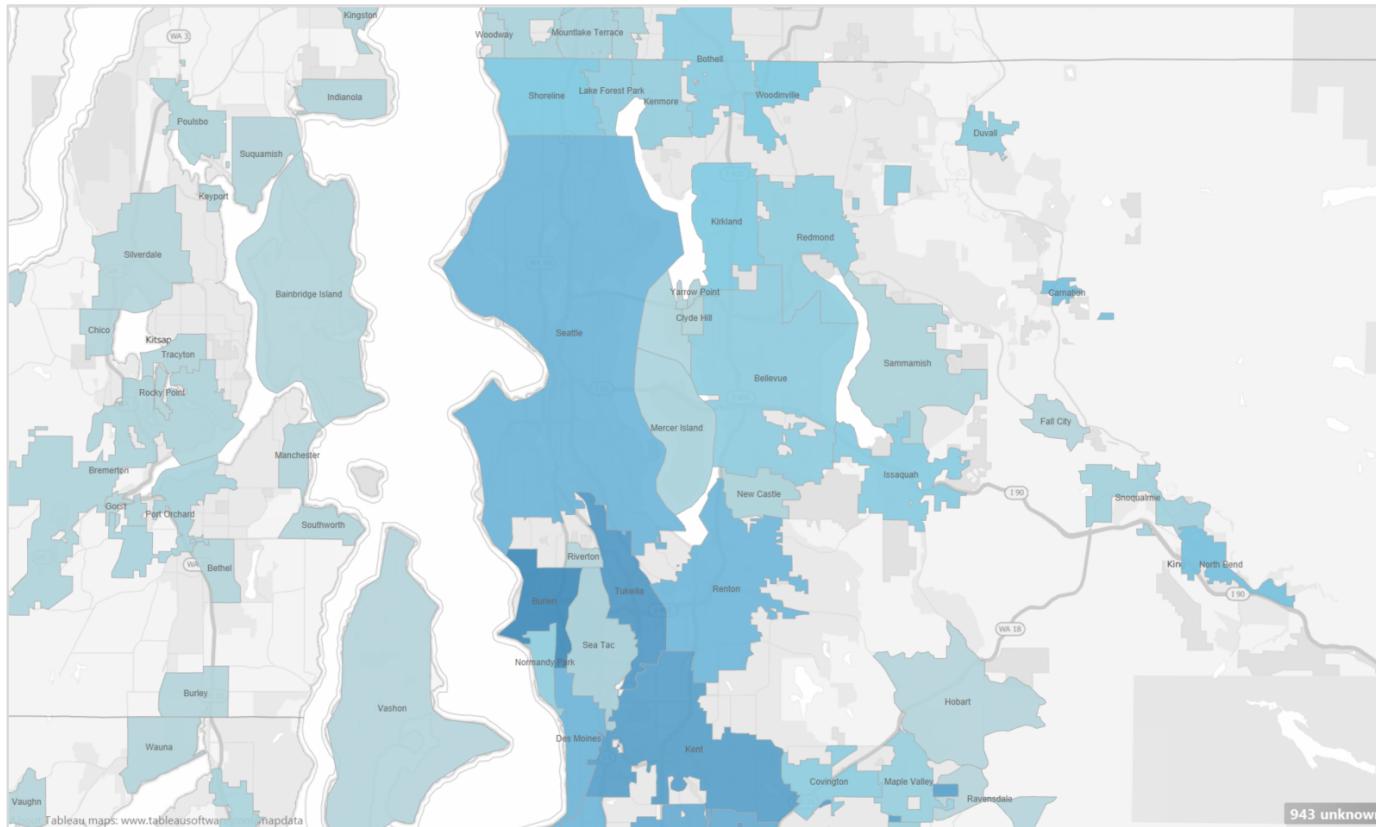


Iterations



Explorations with call volumes/region

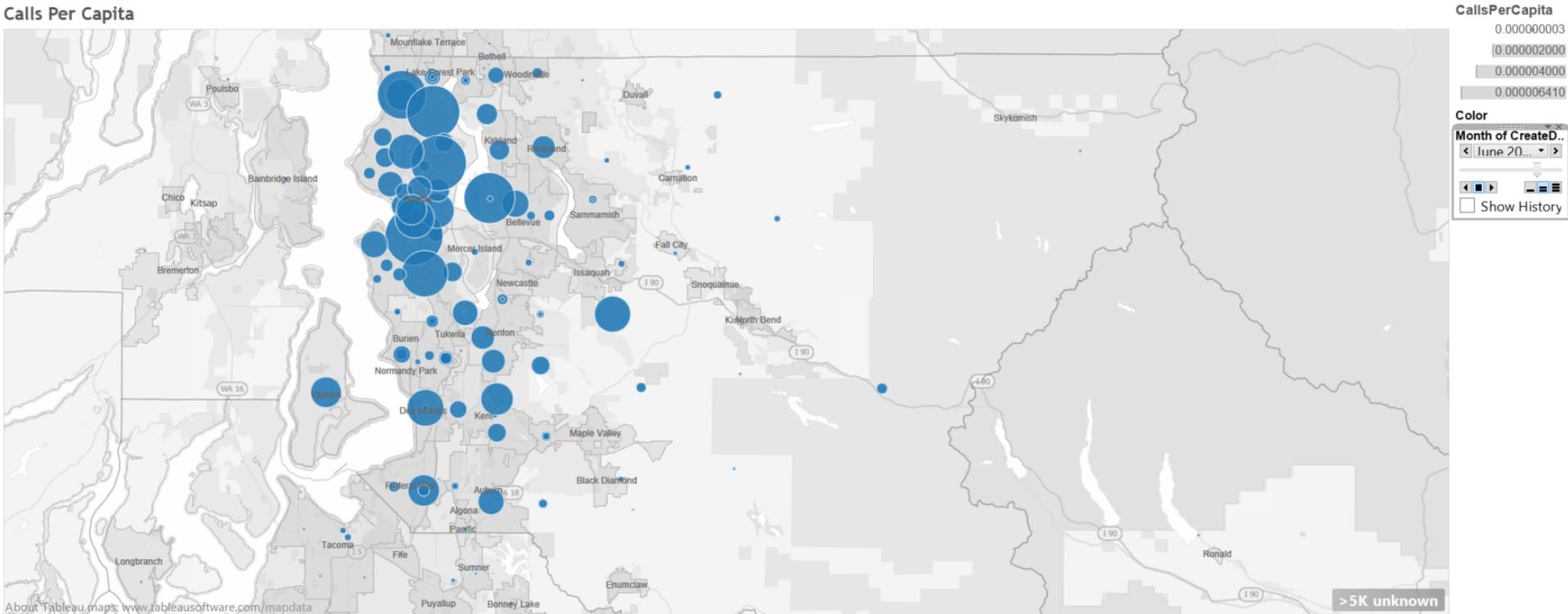
Iterations



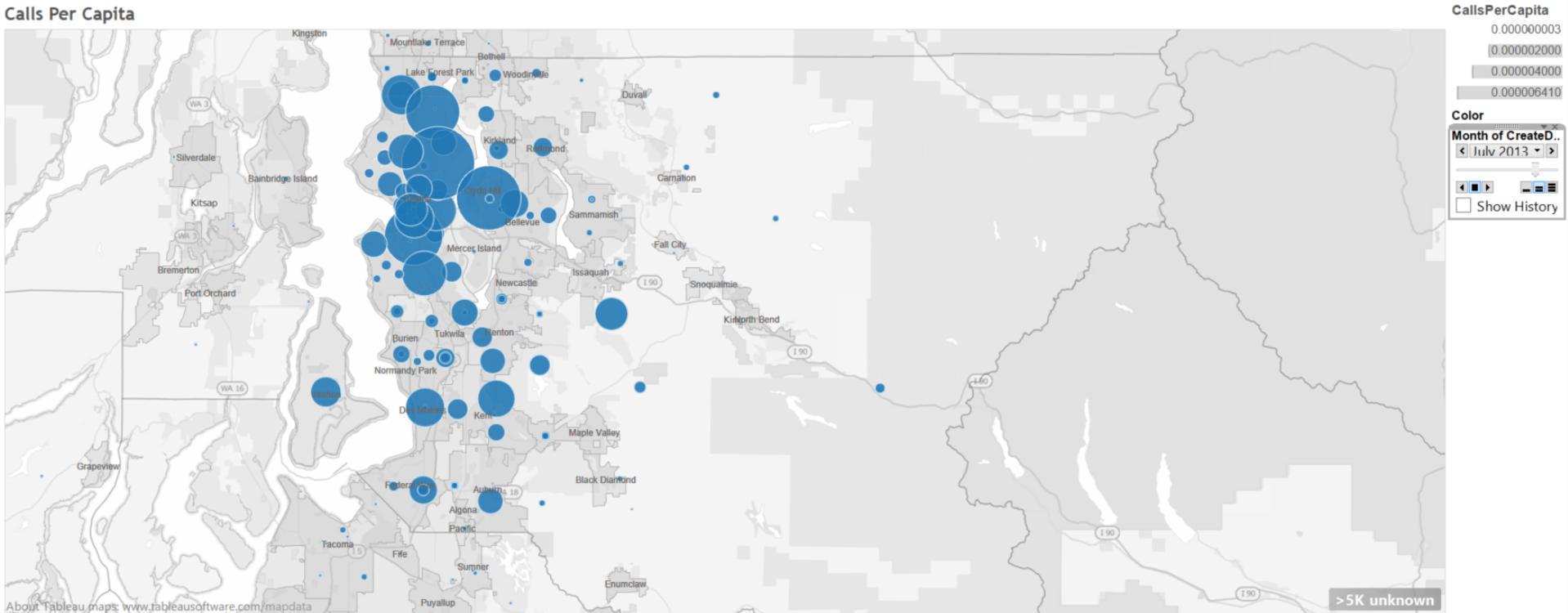
Iterations



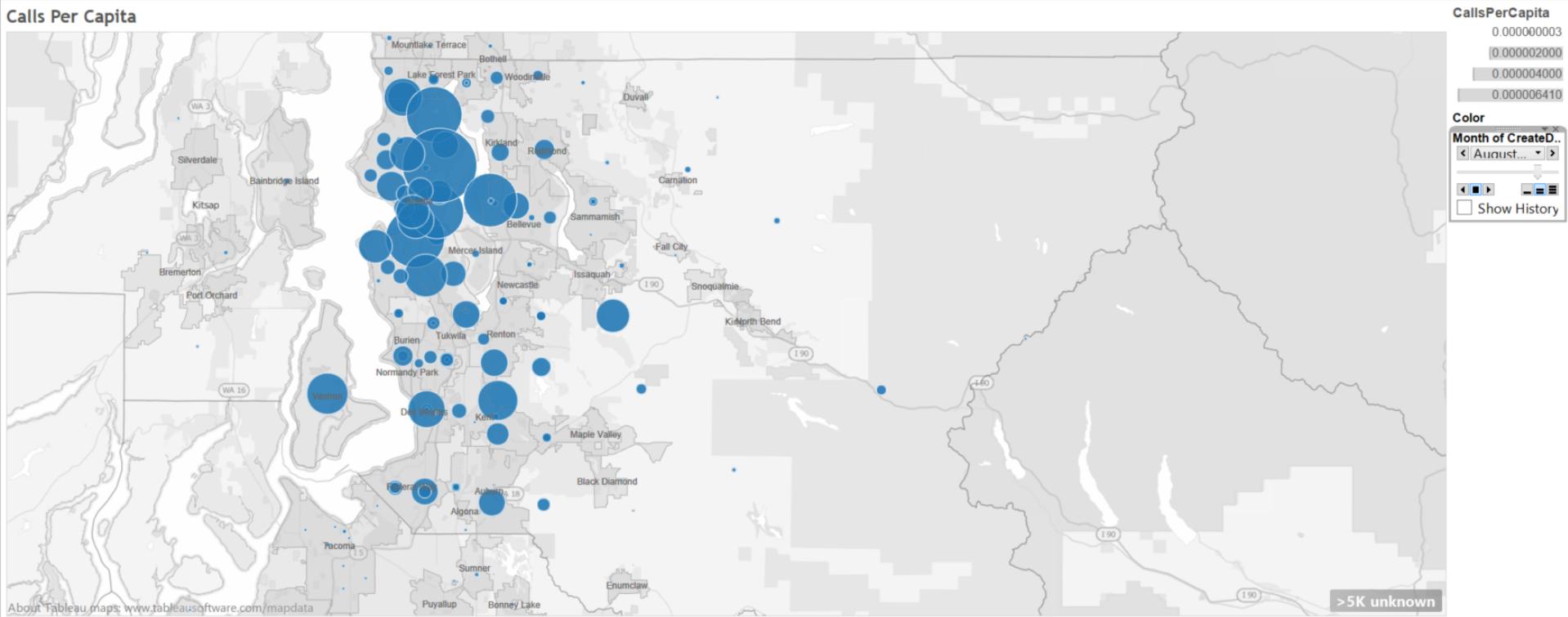
Iterations



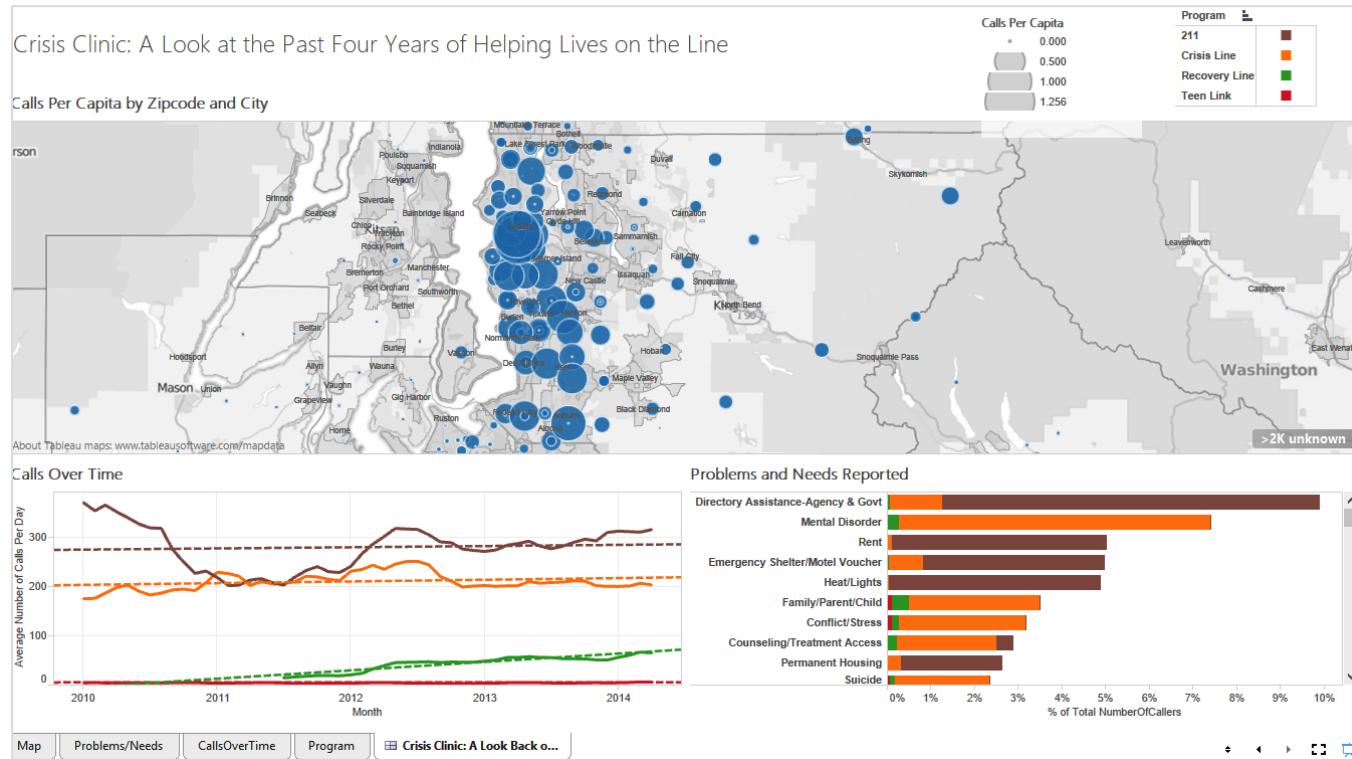
Iterations



Iterations



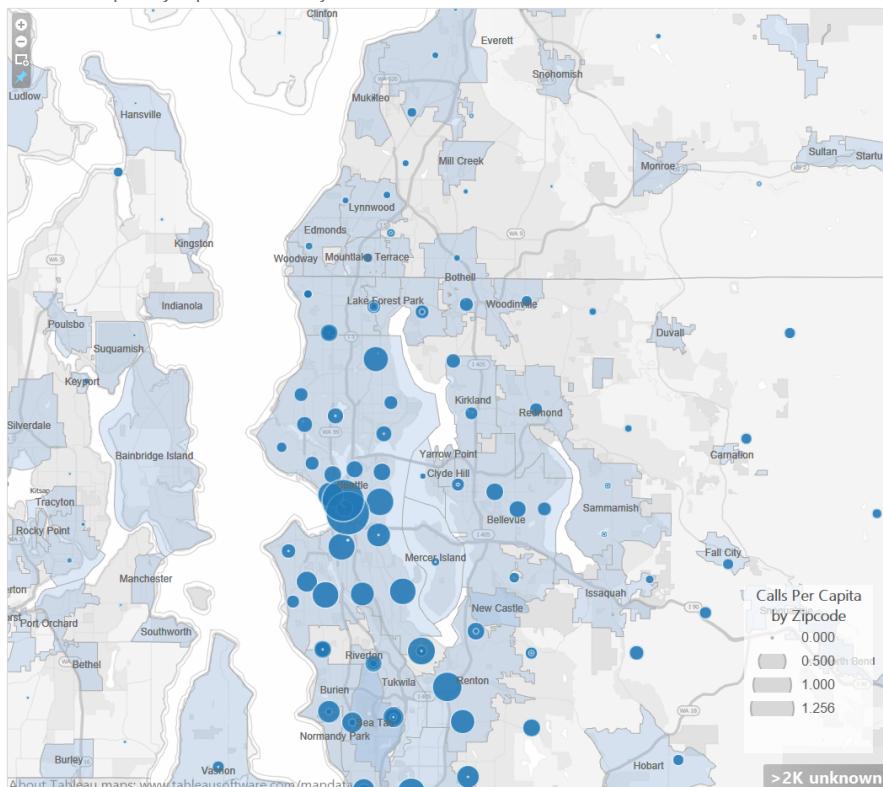
Iterations



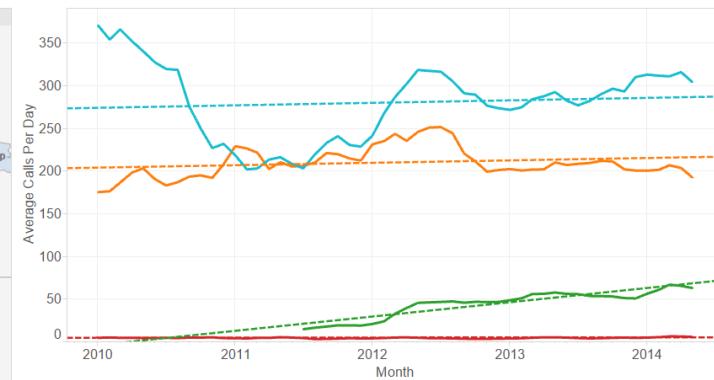
Final Usability Test

Crisis Clinic: A Look at the Past Four Years of Helping Lives on the Line

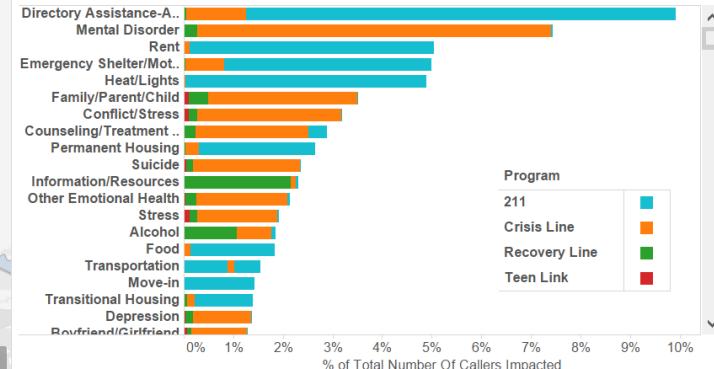
Calls Per Capita by Zipcode and City



Calls Over Time



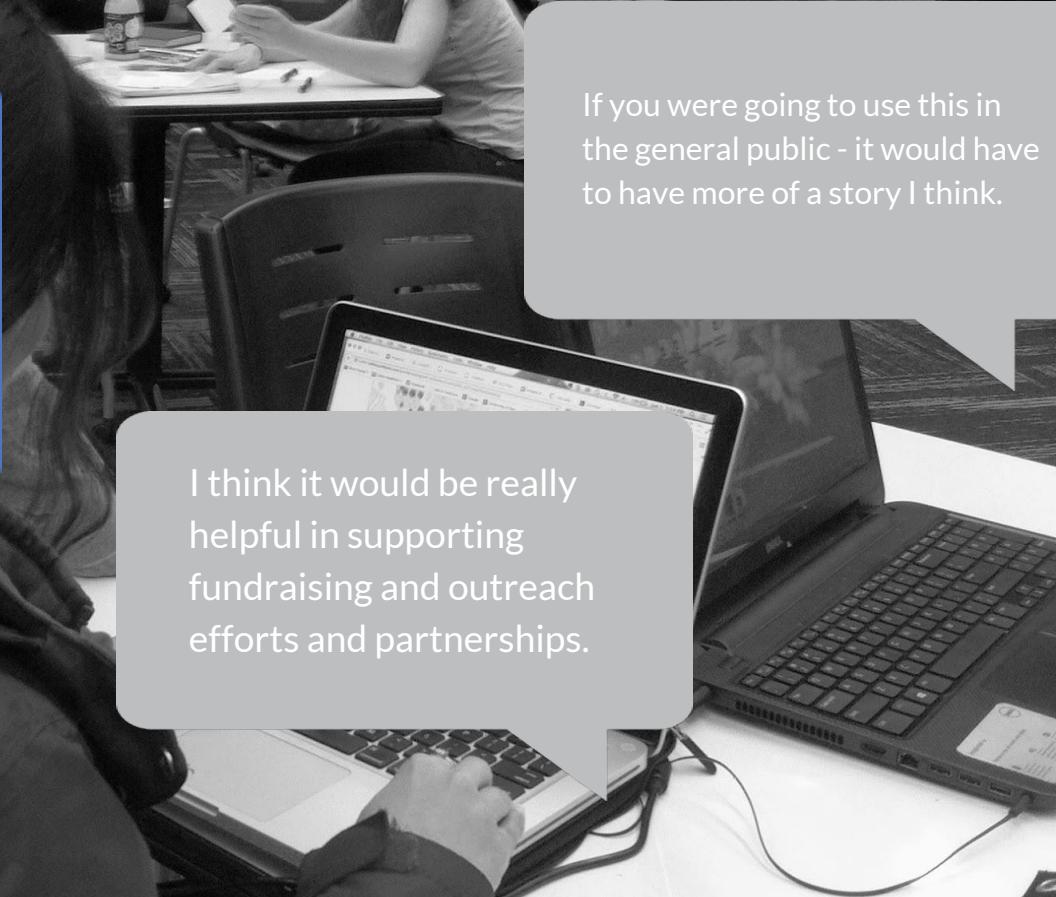
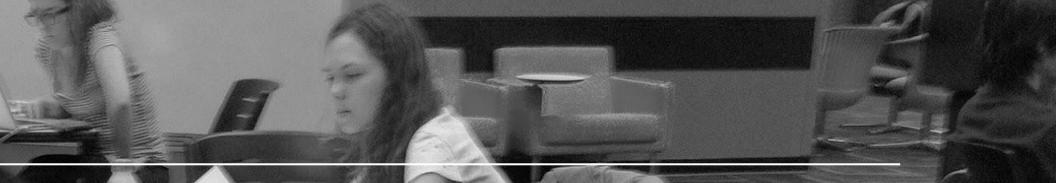
Problems and Needs Reported



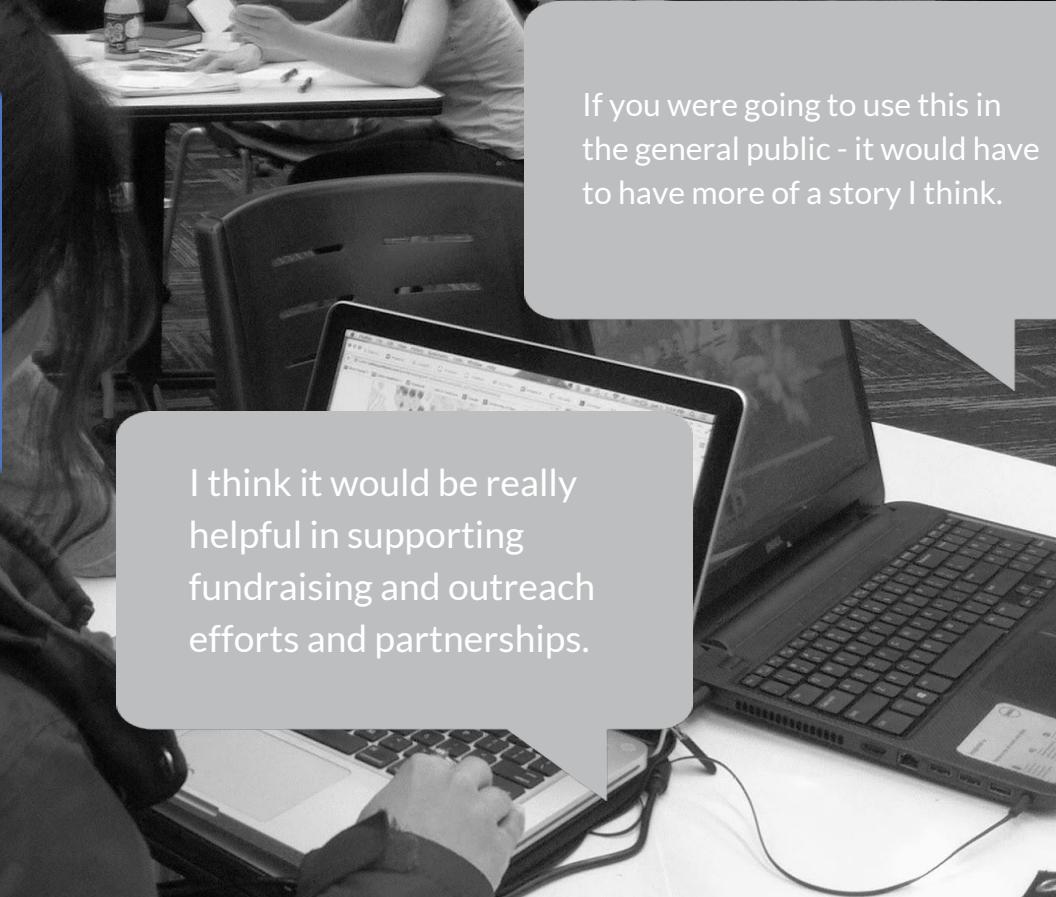
Evaluation



"It really makes our work real and affirms what we do... I think a lot of the staff and volunteers would like to see this."



If you were going to use this in the general public - it would have to have more of a story I think.



I think it would be really helpful in supporting fundraising and outreach efforts and partnerships.

Final interactive visualization

demo

Thanks! Questions?

