Public dashboard data definition specification

Attachment 02a - 988 Nevada’s Behavioral Health Crisis Care Hub (NBHCCH) RFP

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# Purpose

The objective of this attachment is to provide additional clarity and specificity to the data type and format requirements for the fields outlined in the Request for Proposal Requirements Traceability Matrix (RTM), specifically for the generation and delivery of a delimited file for a DPHB managed public crisis dashboard.The data is aggregated by all call centers’ information. The data must be provided in comma delimited file format and as a consumable RESTful API webservices.

# Data Delivery

## Delimited file format

* File Format: delimited text file
* Delimiter: comma
* Headers: The first row should contain headers for each data element

## RESTful Webservices

A consumable RESTful API webservice and deliver its related documentation.

# Data Element Request

## Detail Data elements

Detailed data elements must be delivered every day in .csv extension that has the previous 30 days of data.

**File name format:** Detail\_Data\_Elements\_YYYY\_MM\_DD.csv

| **FIELD NAME** | **FIELD DESCRIPTION** | **DATA TYPE** | **DATA FORMAT** |
| --- | --- | --- | --- |
| Unique Record ID | Unique identifier for each record | Alphanumeric |  |
| Date and Time | Date and time of the recorded event | Date and Time | YYYY-MM-DD HH:MM:SS |
| County | County in which the event occurred | Text |  |
| NV Health Region | Health region within the state of Nevada | Text |  |
| Type of Contact | Mode of communication (Call, Text, Chat) | Text |  |
| Speed of Answer (Seconds) | Response time to answer the contact in seconds | Numeric |  |
| Speed of Answer (Seconds/Milliseconds) | Response time to answer the contact in seconds and milliseconds | Numeric |  |
| Call Volume | Total number of calls received | Numeric |  |
| Call Wait Time | Duration the caller waited before being attended | Numeric |  |
| NV 988 Contacted First Responders | Indication if NV 988 contacted first responders | Boolean |  |
| Fire Contacted 988 | Indication if fire services were contacted by NV 988 | Boolean |  |
| Law Enforcement Contacted NV 988 | Indication if law enforcement was contacted by NV 988 | Boolean |  |
| EMS Contacted NV 988 | Indication if emergency medical services were contacted by NV 988 | Boolean |  |
| Total Inbound | Total number of inbound contacts | Numeric |  |
| Referral Source | Source from which the referral originated | Text |  |
| Mobile Team Dispatches | Number of Designated Mobile Crisis Team (DMCT) dispatches | Numeric |  |
| Reason for Calling | Reason provided by the caller for contacting NV 988 | Text |  |
| Zipcode | Zip code of the location of the recorded event | Text |  |
| Disposition | Outcome or resolution of the contact | Text |  |

Table 1 Detail Data Elements

## Aggregated Data Elements

Aggregated data elements must be delivered every day in .csv extension that is calculated based on previous 30 days.

**File name format:** Aggregated\_Data\_Elements\_YYYY\_MM\_DD.csv

| **FIELD NAME** | **FIELD DESCRIPTION** | **DATA TYPE** | **DATA FORMAT** |
| --- | --- | --- | --- |
| Stabilization\_Rate | Percentage of total Crisis contacts that did not require in-person response after telephonic support.  (Total contacts did not require in person response/Total contacts received) x 100 | Numeric |  |
| Abandonment\_Rate | Percentage of contacts received verses disconnected prior to answered.  (Total disconnected contacts prior to answered/Total contacts received) x 100 | Numeric |  |

Table 2 Aggregated Data Elements

## Designated Mobile dispatch Volume Data Elements

Designated Mobile crisis team (DMCT) dispatch volume report by month for past six months must be delivered every month.

**File name format:** Mobile\_Data\_Elements\_YYYY\_MM\_DD.csv

| **FIELD NAME** | **FIELD DESCRIPTION** | **DATA TYPE** | **DATA FORMAT** |
| --- | --- | --- | --- |
| Year | The year DMCT was dispatched after contact. | Numeric | YYYY |
| Month | The month DMCT was dispatched after contact. | Numeric | MM |
| Total\_mobile\_dispatch | Total contact (call, chat, text) count that resulted in DMCT for that month and year. | Numeric |  |
| County\_From | County name where DMCT is dispatched from All lower case | Text | For eg: washoe, clark etc., |
| County\_Fips\_Code\_From | County code from where the DMCT was dispatched in Federal Information Processing Standard (FIPS) code | Numeric |  |
| Zipcode\_From | Zipcode where DMCT dispatched from | Numeric | 12345 |
| County\_To | County name where DMCT is dispatched to All lower case | Text | For eg: washoe, clark etc., |
| County\_Fips\_Code\_To | County code in Federal Information Processing Standard (FIPS) code | Numeric |  |
| Zipcode\_To | Zipcode where DMCT dispatched to | Numeric | 12345 |

Table 3 DMCT dispatch Volume Data Elements

## Call Volume Data Elements

Call volume reports aggregated by month for the past six months must be delivered every month.

**File name format:** CallVolume\_Data\_Elements\_YYYY\_MM\_DD.csv

| **FIELD NAME** | **FIELD DESCRIPTION** | **DATA TYPE** | **DATA FORMAT** |
| --- | --- | --- | --- |
| Year | The year contact made | Numeric | YYYY |
| Month | The month contact made | Numeric | MM |
| Total\_call\_volume\_Received | Total contact (call, chat, text) received | Numeric |  |
| Total\_call\_volume\_Answered | Total contact (call, chat, text) answered | Numeric |  |

Table 4 Call Volume Data Elements