Victim Data

Primary Victim Data

1. Number of new primary victims served by this grant this quarter
2. Number of continuing primary victims served by this grant this quarter
3. Unique new primary victims served by victims stated gender:
   a. Man/boy
   b. Woman/girl
   c. Self-identified as trans woman/girl
   d. Self-identified as trans man/boy
   e. Prefer not to say
   f. Unknown gender
   g. Other
Total genders reported (auto calculates) (must equal the total number of new primary victims)

4. Unique new primary victims served by victims stated sexual orientation
   a. Number of victims who self-identify as LGBTQIA+
   b. Number of victims who self-identify as straight/heterosexual
   c. Number of victims who prefer not to say
   d. Number of victims who did not disclose their sexual orientation
   e. Number of victims who were not asked for this information

Total sexual orientations reported (auto calculates) (must equal the total number of new primary victims)

5. Unique new primary victims served by victims stated race(s) or ethnicit(y/ies)
   a. White, non-Latino/Caucasian
   b. Black/African-American
   c. African
   d. Hispanic/Latinx/Latino/a
   e. Indigenous/American Indian/Alaskan Native
   f. Asian/Native Hawaiian/other Pacific Islander
   g. Two or more races or ethnicities
   h. Unknown
   i. Other

Total race/ethnicity responses reported (auto-calculated) (must equal the total number of new primary victims)

6. Unique new primary victims served by victim's age
   a. 0-10
   b. 11-12
   c. 13-17
   d. 18-24
   e. 25-30
   f. 31-34
   g. 35-59
   h. 60-65
   i. 66 and older
   j. Unknown

Total ages reported (auto-calculated) (must equal the total number of new primary victims)

Secondary Victim Data

7. Number of new secondary victims served by this grant this quarter
8. Number of continuing secondary victims served by this grant this quarter
9. Unique new secondary victims served by victims stated gender:
   a. Man/boy
   b. Woman/girl
   c. Self-identified as trans woman/girl
   d. Self-identified as trans man/boy
   e. Prefer not to say
Total genders reported (auto calculates) (must equal the total number of new secondary victims)

10. Unique new secondary victims served by victims stated sexual orientation
   a. Number of victims who self-identify as LGBTQIA+
   b. Number of victims self who identify as straight/heterosexual
   c. Number of victims who prefer not to say
   d. Number of victims who did not disclose their sexual orientation
   e. Number of victims who were not asked for this information

Total sexual orientations reported (auto calculates) (must equal the total number of new secondary victims)

11. Unique new secondary victims served by victims' stated race(s) or ethnicit(y/ies)
   a. White, Non-Latino/Caucasian
   b. Black/African-American
   c. African
   d. Hispanic/Latinx/Latino/a
   e. Indigenous/American Indian/Alaskan Native
   f. Asian/Native Hawaiian/other Pacific Islander
   g. Two or more races and or ethnicities
   h. Unknown
   i. Other

Total race/ethnicity responses reported (auto-calculated) (must equal the total number of new secondary victims)

12. Unique new secondary victims served by victim's age
   a. 0-10
   b. 11-12
   c. 13-17
   d. 18-24
   e. 25-30
   f. 31-34
   g. 35-59
   h. 60-65
   i. 66 and older
   j. Unknown

Total Ages Reported (auto-calculated) (must equal the total number of new secondary victims)

All Victim Data

13. Total clients served (auto-calculated) (sum of new and continuing primary and secondary victims)
14. Number of Limited English Proficient (LEP) clients served. This includes new, continuing, primary, and secondary victims.
15. Number of times your agency accessed the victim services interpreter bank
16. Number of unique victims provided with information about the (Crime Victims Compensation) CVC
17. Number of unique victims’ CVC claims for which your agency or organization provided assistance in filing or referrals for filing
18. Location of residence for each unique new crime victim served this reporting quarter. This includes new primary and new secondary victims.

Note: One quadrant of residence should be reported for each new primary AND each new secondary victim. The below calculation is based on the total new primary and new continuing victims reported on the previous pages of this report. This is how many quadrants of residence should be reported below. The data will not save if the correct number of quadrants of residence are not reported.

a. NE
b. SE
c. NW
d. SW
e. No fixed address
f. Out of District
g. Unknown

Total quadrants residence reported (auto-calculated)

19. Type of service provided to each unique crime victim served with Victims Services Program funding this quarter. This includes new, continuing, primary, and secondary victims.

Note: At least one service should be reported for each victim served during the reporting quarter. The total below reflects the number of new primary, continuing primary, new secondary, and continuing secondary victims reported in the previous pages of this report. The total number of services reported below should be equal to or greater than the number of victims served during the reporting quarter. The data will not save if the correct number of services provided are not reported.

a. Case management and/or advocacy
b. Information and referrals
c. Civil legal services
d. Financial or material assistance
e. Criminal legal services
f. Mental health services
g. Forensic services
h. Medical services
i. Housing
j. Hotline
k. Crisis intervention
l. Language access
m. Safety planning
n. Other

Total services reported (auto-calculated)

20. Category of crime for each unique new victim served with Victim Services Program funding each quarter. This includes new primary and new secondary victims. Note: At least one category of crime should be reported for each new primary AND each new secondary victim. The calculation
shown under Question #32 is based on the total new primary and new continuing victims reported on the previous pages of this report. The number of categories of crime reported should equal or exceed the above total of new primary and new secondary victims. The data will not save if the correct number of categories of crime are not reported.

- Adult survivors of childhood abuse
- Arson
- Assault/attempted homicide
- Bullying
- Child physical abuse
- Child sexual abuse
- Child exposed to violence
- DUI/DWI
- Elder Abuse
- Family violence or abuse
- Gun violence
- Hate bias crime
- Human trafficking
- Identity theft/fraud
- Intimate partner violence
- Kidnapping
- Robbery
- Sexual assault (adult or minor)
- Stalking
- Survivors of homicide victims
- Terrorism
- Other

Total crime types reported (auto-calculated)

21. Do you have any positive qualitative observations to share from the clients that you served during this reporting period? (max 255 characters)
22. Do you have any negative qualitative observations to share from the clients that you served during this reporting period? (max 255 characters)

Language Access Data

*Interpretation and translation services needed to assist victims of crime to be able to communicate effectively with staff, and to provide victims of crime with meaningful access to, and an equal opportunity to participate fully in services and activities.*

Ayuda will be the only organization required to report language access PMI data moving forward.

1. Interpretation Services for Victims
   a. Requests for local specially trained interpreters for victims that were met
   b. Requests for local specially trained interpreters for victims that were unmet
2. Type of Interpretation
   a. Total number of in-person interpretation sessions
   b. Total number of telephonic interpretation sessions
3. **Translation Services**
   a. Requests received during the reporting quarter
   b. Requests that were met during the reporting quarter
   c. Requests that were unmet during the reporting quarter

4. **Victim Satisfaction with Interpreter and Translation Services**
   a. Requests for service (interpretation and translation) from or for victims that were met during the reporting period
   b. Complaints received about in-person interpretation services during the reporting quarter
   c. Complaints received about telephonic interpretation services during the reporting quarter
   d. Complaints received about translation services during the reporting quarter

5. **Satisfaction with Interpretation and Translation Services**
   a. Number of service providers that requested interpretation services during the reporting period
   b. Received interpretation services during the reporting quarter
   c. Completed a quarterly satisfaction survey.
   d. Report being satisfied with the service

6. Do you have any positive qualitative observations to share from the clients that you served during this reporting period? (max 255 characters)

7. Do you have any negative qualitative observations to share from the clients that you served during this reporting period? (max 255 characters)

---

**Advocacy/Case Management Data**

*Case management and advocacy services are those that engage the victim in a (usually) intermediate to long term relationship for the purpose of empowering that victim post-trauma, assisting that victim in engaging the systems of care and justice that the victim chooses, and using the victim’s experience to advance a larger mission of system change.*

1. Number of staff members employed or contracted as case managers or advocates
2. Engaged in Case Management or Advocacy
   a. Number of unique new victims for whom you provided case management or advocacy
   b. Number of unique continuing victims for whom you provided case management or advocacy
3. Total number of unique victims for whom you provided case management services (auto-calculated)
4. Case Management or Advocacy Outcome Measures
   Note: Case management/advocacy T1 and T2 assessments must be done using a needs assessment, self-sufficiency tool, or another validated tool of the providers choice
   a. Number of victims not assessed at T1 or T2 during this quarter
   b. Number of victims assessed at T1 in this reporting period but not assessed at T2 within this reporting period
   c. Number of victims that were assessed at T2 during this reporting period
   d. Number of victims that demonstrated an increase in empowerment, resiliency, or coping at T2 during this reporting period (NOTE: victims who had a T1 assessment in this or a prior reporting period and a T2 assessment in this reporting period, must be included in this number)
5. Crisis Intervention Services
   e. Number of unique victims provided with crisis intervention services in this reporting period. This includes primary and secondary victims.
      i. Of the number of unique victims provided with crisis intervention services, how many were provided services via virtual services
      ii. Of the number of unique victims provided with crisis intervention services, how many were provided services via in-person crisis intervention

6. Number of unique new victims that engaged in each of the following systems (external to your agency)
   a. Criminal justice system
   b. Civil protection system
   c. Housing system
   d. Mental health system
   e. Immigration system
   f. Education system
   g. Family courts/family civil law systems
   h. Substance abuse treatment systems
   i. Government assistance programs (Social Security, TANF, SNAP, unemployment, etc.)
   j. Medical forensic systems
   k. Other

7. Number of unique continuing victims that engaged in each of the following systems
   a. Criminal justice system
   b. Civil protection system
   c. Housing system
   d. Mental health system
   e. Immigration system
   f. Education system
   g. Family courts/family civil law systems
   h. Substance abuse treatment systems
   i. Government assistance programs (Social Security, TANF, SNAP, unemployment, etc.)
   j. Medical forensic systems
   k. Other

8. Do you have any positive qualitative observations to share from the victims that you served through case management or advocacy during this reporting period? (max 255 characters)

9. Do you have any negative qualitative observations to share from the victims that you served through case management or advocacy during this reporting period? (max 255 characters)

Awareness and Outreach Data

Providing information to the community at large on crime victimization issues and promoting services available for victims. Activities may include using social media to raise awareness, tabling at a community event, or distributing materials.

1. Number of outreach/awareness events hosted (auto-calculated)
   a. Virtual events:
   b. In-person events:
2. Number of participants served by outreach/awareness events hosted (auto-calculated)
a. Virtual events:
b. In-person events:

3. Number of calls for service or information to your agency or organization as a result of an outreach event during this quarter

4. Number of in-person outreach/awareness events your organization participated in that was hosted by another agency/organization during the quarter

5. Do you have any positive qualitative observations to share from the participants of the outreach events? (max 255 characters)

6. Do you have any negative qualitative observations to share from the participants of the outreach events? (max 255 characters)

---

**Community Education Data**

*Providing presentations to a defined population (e.g., ANC, civic organization, public meeting, students, etc.) on crime victimization issues, activities aimed at stopping victimization, and increasing the knowledge of the participants.*

1. Total number of community education events conducted this quarter (auto-calculated)
   a. Virtual events:
   b. In-person events:

2. Number of participants educated this quarter (auto-calculated)
   a. Virtual events:
   b. In-person events:

3. Number of community education participants that:
   a. Completed an evaluation
   b. Did not submit an evaluation or submitted an incomplete evaluation
      (Note: a+b should equal the total number of participants)
   c. Demonstrated a positive change in knowledge, skills, or abilities as the result of the education event. Note: Participants must have completed an evaluation and demonstrate through the evaluation the positive change.

4. Do you have any positive qualitative observations to share from the participants of the community education events? (max 255 characters)

5. Do you have any negative qualitative observations to share from the participants of the community education events? (max 255 characters)

---

**Professional Training Data**

*Develop and deliver training designed for individuals working in a professional capacity with crime victims (e.g., law enforcement, prosecutors, health professionals, teachers, etc.). Training is designed to enhance professional skills, develop strategies, or implement activities to address crime victimization.*

1. Total number of professional training events conducted
   a. Virtual events:
   b. In-person events:

2. Number of participants trained
   a. Virtual events:
b. In-person events:
3. Number of professional training participants that:
   a. Completed an evaluation
   b. Did not submit an evaluation or submitted an incomplete evaluation
      (Note: a+b should equal the total number of participants)
   c. Demonstrated a positive change in knowledge, skills, or abilities as the result of the
      training. Note: Participants must have completed an evaluation and demonstrate through
      the evaluation the positive change.
4. Do you have any positive qualitative observations to share from the participants of professional
   training events? (max 255 characters)
5. Do you have any negative qualitative observations to share from the participants of professional
   training events? (max 255 characters)

Trauma-Informed Mental Health Services Data

Trauma-informed professional care is provided by a clinician with appropriate licensure that is intended
to treat symptoms of trauma, reduce symptoms of trauma, and improves the crime victim’s general
functioning after victimization.

1. Victims Engaged in Counseling or Therapy
   a. Number of new victims that received mental health services
   b. Number of continuing victims that received mental health services
   c. Total number of total victims that received mental health services (auto-calculated)
2. Mental Health Crisis Intervention Services
   a. Number of unique victims provided with mental health crisis intervention services in this
      reporting period. This includes primary and secondary victims (auto calculates)
      i. Of the number of unique victims provided with mental health crisis intervention
         services, how many were provided services via virtual services
      ii. Of the number of unique victims provided with mental health crisis intervention
           services, how many were provided services via in-person crisis intervention
3. New Victim Engagement
   a. Number of new victims that engaged in a screening or intake process during the reporting
      quarter
   b. Number new of victims that were screened and referred to another mental health provider
      during the reporting quarter
4. Accessing Mental Health Services
   a. Number of victims on the waitlist for therapy or counseling this quarter
   b. What is the average length of time that victims are on the waitlist for therapy or
      counseling?
      i. ___Days
5. T1 and T2 Mental Health Assessments
   Note: Mental health T1 and T2 assessments must be done using a validated instrument of the
   provider’s choice to measure trauma symptoms.
   a. Number of victims not assessed at T1 or T2 during this quarter
   b. Number of unique victims assessed at T1 in this reporting period but not assessed at T2
      within this reporting period
c. Number of victims that were assessed at T2 during this reporting period
d. Number of victims that demonstrated a reduction of trauma symptoms at T2 during this reporting period NOTE: victims who had a T1 assessment in this or a prior reporting period and a T2 assessment in this reporting period, must be included in this number

6. Do you have any positive qualitative observations to share from the victims that you provided mental health services to during this reporting period? (max 255 characters)

7. Do you have any negative qualitative observations to share from the victims that you provided mental health services to during this reporting period? (max 255 characters)

Financial or Material Assistance Data

Financial or material assistance are those services that provide a tangible, financial resource to the crime victim to alleviate an emergency need or to stabilize the victim's life in the aftermath of victimization. Examples include providing security deposits for relocation, changing locks, paying a deductible, etc.

1. Number of requests for financial assistance
   a. Made to your agency or organization during the reporting quarter
   b. That were fully met during the reporting quarter
   c. That were partially met during the reporting quarter

2. Of the number of requests for financial assistance that were met during the reporting quarter, what number paid for:
   a. Mortgage/rental support (rent, renter’s insurance, mortgage, and other housing fees)
   b. Household utilities
   c. Security deposits
   d. Hotel vouchers/stays
   e. Moving/relocation expenses
   f. Childcare expenses
   g. Property repair or replacement
   h. Clothing or toiletries
   i. Lock change/security systems
   j. Food
   k. Medical expenses (e.g., co-pays, prescriptions, medical equipment)
   l. Legal fees
   m. Transportation
   n. Vital documents
   o. Job training/employment resources
   p. Other not listed
      i. Required: Open space to describe “other”

3. How much financial assistance (in dollars) did your organization disperse in each of the following categories:
   a. Mortgage/rental support (rent, renter’s insurance, mortgage, and other housing fees)
   b. Household utilities
   c. Security deposits
   d. Hotel vouchers/stays
   e. Moving/relocation expenses
   f. Childcare expenses
g. Property repair or replacement
h. Clothing or toiletries
i. Lock change/security systems
j. Food
k. Medical expenses (e.g., co-pays, prescriptions, medical equipment)
l. Legal fees
m. Transportation
n. Vital documents
o. Job training/employment resources
p. Other not listed

i. Required: Open space to describe “other”

4. Average amount financial assistance given to clients during the quarter.
5. Do you have any positive qualitative observations to share from the victims that you served using financial or material assistance during this reporting period? (max 255 characters)
6. Do you have any negative qualitative observations to share from the victims that you served using financial or material assistance during this reporting period? (max 255 characters)

Housing Data

*Emergency housing or longer-term housing provided to victims of crime and their families when housing is needed as a direct or indirect result of victimization.*

1. Victims Provided with Safe Housing
   a. Number of unique new victims (primary and secondary) provided with safe housing during the reporting period
   b. Number of unique continuing victims (primary and secondary) provided with safe housing during the reporting period

2. Nights of Safe Housing
   a. What is the aggregate number of nights of safe housing provided during the reporting period?
   b. What is the average number of safe nights of housing provided to each victim served during the reporting period?

3. Of the number of victims who left housing during the reporting period, what number left housing for:
   a. Safe and permanent housing
   b. Safe but temporary housing
   c. Tenuous housing
   d. Emergency housing
   e. Transitional housing
   f. Unknown
   g. Deceased
   h. Other housing

i. Required: Open space to describe “other”

4. Do you have any positive qualitative observations to share from the victims that you served with housing services during this reporting period? (max 255 characters)
5. Do you have any negative qualitative observations to share from the victims that you served with housing services during this reporting period? (max 255 characters)
Medical and Forensic Services Data

Medical services are services that engage professional care provided by a clinician with appropriate licensure that is intended to identify and treat injury and physical needs of a crime victim. Forensic services are services that seek to collect evidence for use in a legal proceeding or to review evidence for future use.

1. Sexual assault victims provided with medical services
   a. Number provided medical services
   b. Number who had injury
   c. Number who received treatment of injury
   d. Number who received infection prophylaxis
   e. Number who were forensically interviewed by your organization

2. Domestic or intimate partner violence victims provided with medical services
   a. Number provided medical services
   b. Number who had injury
   c. Number who received treatment of injury
   d. Number who received infection prophylaxis
   e. Number who were forensically interviewed by your organization

3. Peer review of exams
   a. Number of medical forensic exams conducted during the reporting period
   b. Number of peer reviews of exams conducted during the reporting period

4. Types of Forensic Exams Reporting On (Drop Down Menu)
   a. Forensic Exams Analyzed
   b. Forensic Exams Conducted

5. Number of exams or analyses:
   a. Conducted during the reporting quarter (all crime types)
   b. Case reviewed by a multidisciplinary team during the reporting period

6. Do you have any positive qualitative observations to share from the victims that you served during this reporting period? (max 255 characters)

7. Do you have any negative qualitative observations to share from the victims that you served during this reporting period? (max 255 characters)

Legal Services Data

Legal services are any service provided by or in consultation with a licensed and barred attorney for the purpose of addressing a legal need that has occurred due to the crime and victimization.

1. Number of referrals or requests for service that were accepted by your organization in the reporting quarter

2. Totals: Legal representation
   a. Number of victims requesting legal representation
   b. Number of new victims who received representation (should not exceed total number of victims requesting representation)
c. Number of new victims who were offered representation but declined representation
d. Number of new victims who did not receive representation from this organization (auto-calculates)
e. Number of new victims who were referred to another organization for legal representation

3. Number of victims for whom legal needs were met by in-house representation
   a. Fully met
   b. Partially met

4. Number of victims for whom legal needs were met by brief advice and consultation
   a. Fully met
   b. Partially met

5. Of the matters that were resolved during this reporting period, number of matters:
   a. Fully resolved in a manner that was consistent with the wishes of the victim
   b. Partially resolved in a manner that was consistent with the wishes of the victim
   c. Withdrawn prior to legal resolution at the request of the victim
   d. Resolved due to legal necessity
   e. Resolved incompatible with the stated wishes of the victim
   f. Resolved because the client discontinued communication

6. Number of victims receiving legal representation in the:
   a. Criminal justice system
   b. Civil protective system
   c. Immigration system
   d. Educational system
   e. Family law system
   f. Administrative system (other than those already listed)

7. Do you have any positive qualitative observations to share from the victims that you provided legal services to during this reporting period? (max 255 characters)

8. Do you have any negative qualitative observations to share from victims that you provided legal services to during this reporting period? (max 255 characters)

**Hotline Data**
A 24-hour, 7-days a week communication system that is in constant operational readiness to facilitate immediate communication with victims in need of information and support.

1. Hotline Calls, Texts, & Chats
   a. Total number of hotline calls, texts, or chats answered
   b. Total hotline calls, texts, or chats that were unanswered in the reporting quarter
   c. Total hotline calls, texts, or chats with a delayed answer in the reporting quarter

2. Hotline: Language Access
   a. Number of hotline calls, texts, chats, or other requests for crisis service in which the assistance was provided in the victim's native language (This includes English)
   b. Number of hotline calls, texts, chats, or other requests for crisis services in which the victim spoke a language other than English

3. Number of third-party requests for service via hotline during the reporting period
4. Of the victims (primary and secondary) for whom hotline services were provided, how many victims stated each of the following needs?
   a. Housing
   b. Safety (physical or emotional)
   c. Criminal justice intervention
   d. Emotional support
   e. Medical or forensic care
   f. Legal services
   g. Other needs not listed

5. Of the victims (primary and secondary) for whom hotline services were provided during this quarter, how many victims stated needs were addressed by the agency via:
   a. Service provided by your organization
   b. Agency referral to another organization or agency
      i. Warm hand-off to another organization or agency
      ii. Contact information provided to client
   c. Referral made but declined
   d. Unknown resolution
   e. Other

**Project CHANGE Data**

1. Total number of patients offered HVIP services (auto calculates)
   a. Number of patients offered services at beside
   b. Number of patients offered services post-discharge
2. Total number of patients discharged without services offered (auto calculates)
   a. Post-discharge no contact information
   b. Attempted to contact post-discharge and did not respond
3. Total number of patients who consented to program services
   a. Number of patients who consented to program in hospital
   b. Number of patients who consented to program after hospital
4. Total number of patients who declined the services offered
5. Total number of patients that accepted referrals to external programs (auto calculates)
   a. Number of patients who accepted a referral, but did not consent to program services
   b. Number of patients who consented to program services and accepted a referral
6. Criminal justice involvement
   a. Patients with prior incarceration history
   b. Clients with prior criminal justice involvement
   c. Prior patients with new criminal or civil charge in quarter
7. Prior patients with new injury in the quarter
8. Prior patients who secured a job this quarter
9. Patients who have demonstrated improvements in mental health
10. Patients who engaged in educational or job training advancement
11. Prior patients who secured safe housing
12. Type of Injury
    a. GSW
    b. Stabbing
c. General assault
d. Other
13. Day of the week the injury occurred
   a. All days of the week will be in Spreadsheet Web
14. Month injury occurred
   a. All months of the year will be in Spreadsheet Web
15. Zip code
   a. All zip codes will be in Spreadsheet Web
16. Program Outcomes
   a. Number of Project CHANGE meetings attended this reporting quarter
   b. Number of protocols or MOUs created with community organizations outside of Project CHANGE this reporting quarter
   c. Number of CCR meetings attended this reporting quarter
   d. Number of cases presented at conference this reporting quarter

**SAVRAA Data**

1. Number of victims served at hospital:
   a. MedStar
   b. Children’s National
   c. Other (indicate)
2. Number of victims served during a law enforcement interview:
   a. Initial law enforcement interview
   b. Follow-up law enforcement interview:
3. Number of victims served during a District agency interview:
   a. Department of Health
   b. Department of Human Services
   c. Child and Family Services Agency
   d. Department of Disability Services
   e. Department of Behavioral Health
   f. DCPS, charter school, other educational institution
   g. Other
4. Number victims served in-person
   a. Hospitals
   b. During a law enforcement interview
   c. During a District agency interview
   d. During an interview at DCPS, charter school, or other educational institution
5. Number of victims served via telephone/video chat
   a. Hospitals
   b. During a law enforcement interview
   c. During a District agency interview
6. Average advocacy response time in-person
   a. Hospital: ___ Minutes
   b. Community: ___ Minutes
7. Average advocacy response time via telephone/video chat
   a. Hospital: ____ Minutes
   b. Community: ____ Minutes

8. Number of victims assisted with CVC applications in:
   a. Hospitals
   b. Community

9. Number of victims assisted by:
   a. Transportation
   b. Emergency housing – shelters
   c. Emergency housing – hotels
   d. Basic Needs

10. Total # of unique SAVRAA Advocate request calls from:
    a. Law enforcement
    b. Hospital
    c. Other District Agency

11. Total # of unique DCVH dispatch calls receiving an advocacy response to:
    a. Law enforcement:
    b. Hospital:
    c. Other District Agency:

12. Average response time for calls: ____ Minutes:

13. Number of calls that exceeded a 15-minute wait period: