

WORKSHEET 4

Data Collection Workflow

Create a workflow that traces a typical call from start to finish, and identify every point at which data could or should be collected. Fill in the Opportunities and Gaps columns based on your program.

Stage	Key Data Collection Points	Data Collection Opportunities	Data Collection Gaps
Initial Call	<ul style="list-style-type: none"> • 911 call information • Dispatch data • Officer data entry 		
On-Scene	<ul style="list-style-type: none"> • Assessments • Resources • Interventions 		
Disposition / After the Call	<ul style="list-style-type: none"> • Outcomes • Transportation • Referrals / Warm handoffs 		
Follow-Up / Case Management	<ul style="list-style-type: none"> • Case management • Peer support • Additional supports 		