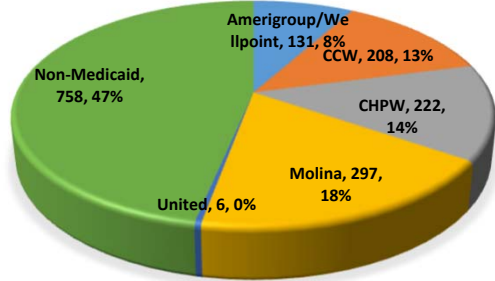


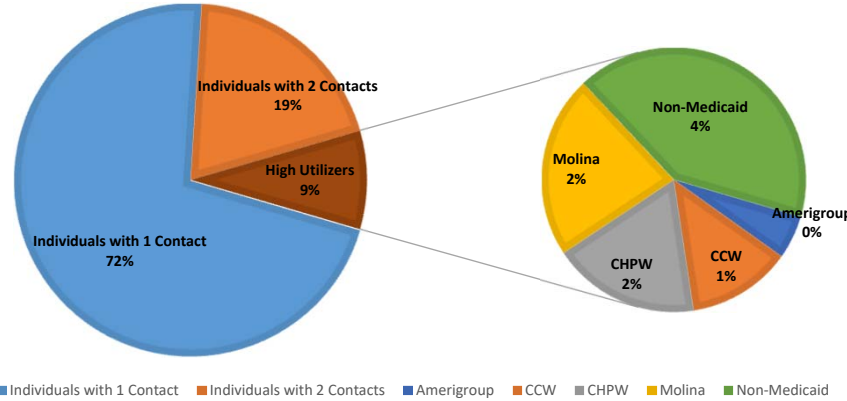
Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

August 2024

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



INDIVIDUAL CRISIS CONTACTS



Month-Over-Month Metrics

	July	August
Crisis Log Contacts	1763	1622
Unduplicated Individuals	1096	1037
Mobile Outreach Services	836	848
Avg. DCR Response Time (Target less than 120 min)	60	54
ITA Investigations	599	648

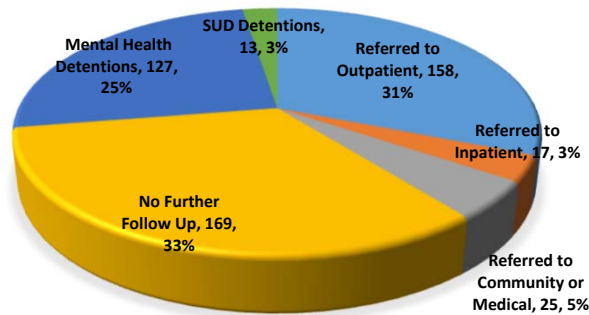
	July	August
Crisis Hotline Calls	2319	2032
Percent of Calls Answered in 30 seconds (Target 90% or more)	97.4%	97.1%
Percent of Calls Abandoned (Target 5% or less)	0.3%	0.3%

Crisis Hotline Calls 2032	Percent of Calls Answered in 30 seconds (Target 90% or more)	97.1%	Total Crisis Log Contacts	1622	Mobile Outreach Services	848
	Percent of Calls Abandoned (Target 5% or less)	0.3%	Unduplicated Individuals	1037	Average DCR Response Time (Target less than 120 min)	54
					ITA Investigations	648

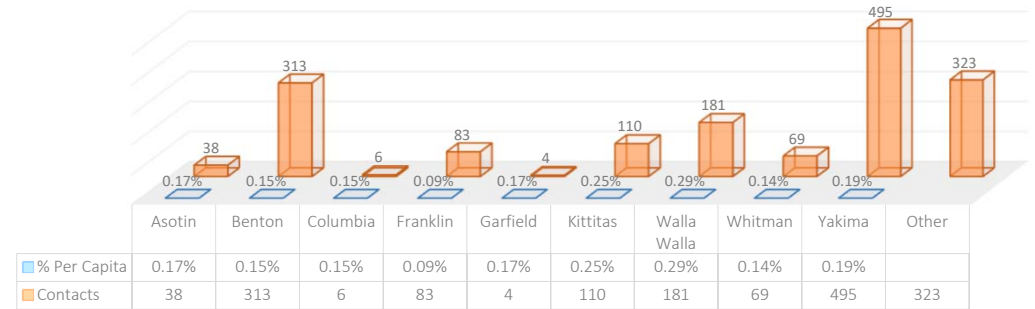
Definitions

Abandoned Call:	An incoming call not ended before 30 seconds, but ended after 30 seconds before receiving a live answer.
Crisis Log Contact:	Any contact an individual has with a clinician, in person or telephonically, where crisis services were provided.
DCR:	Designated Crisis Responder - a person authorized to perform civil commitment duties
High Utilizer:	An individual with 3 or more crisis contacts in one month
ITA:	Short for Involuntary Treatment Act: A law in Washington State that allows anyone 13 and older who meets criteria to be placed in a psychiatric hospital to be evaluated for involuntary commitment to an inpatient treatment center.
ITA Investigation:	An individual is evaluated by a DCR to determine if they should be civilly committed to a facility in accordance with the Involuntary Treatment Act
Unduplicated Individuals:	Unique individuals who had a crisis contact. If an individual had multiple contacts, they're only counted once.

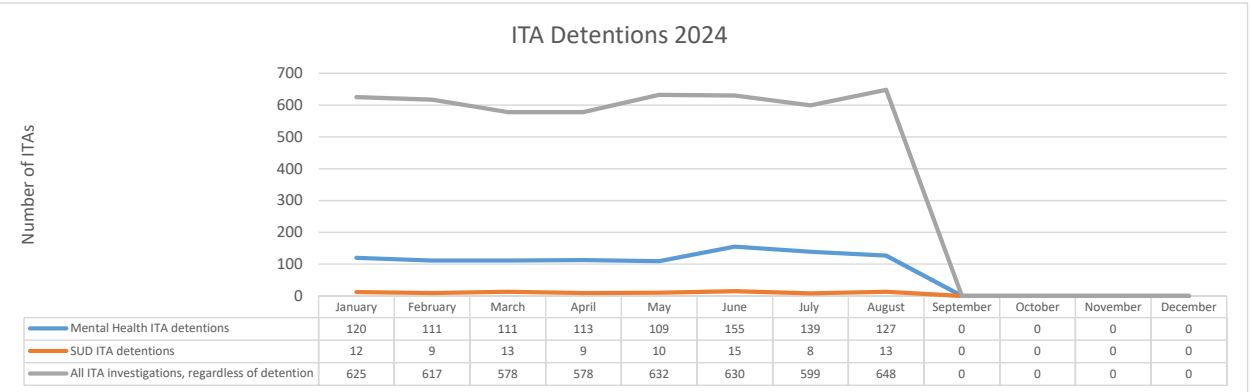
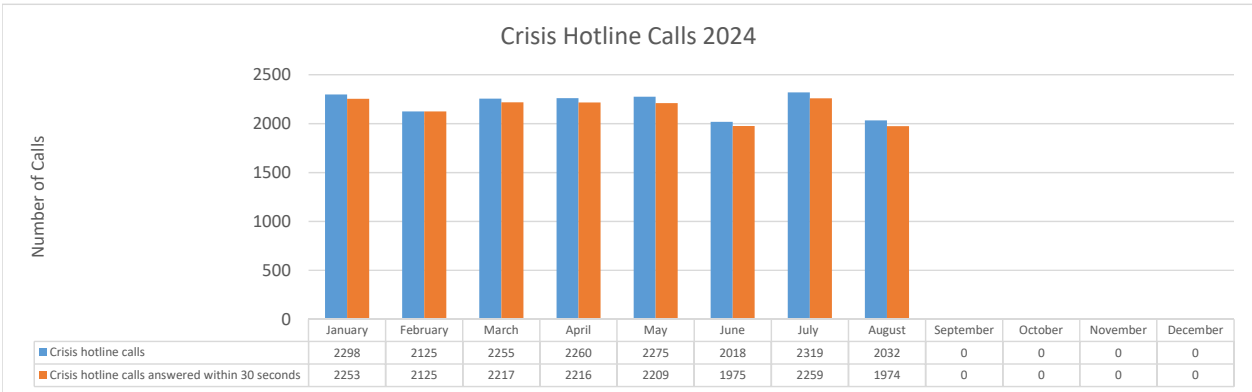
ITA INVESTIGATION OUTCOMES



Crisis Contacts by County



MONTH-OVER-MONTH



YEAR-OVER-YEAR

