

August 2022 Crisis Services

	Comprehensive	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	4144	133	45	119	4441	
Estimated number of crisis hotline calls answered within 30 seconds this month	3995	127	45	100	4267	96.1%
Estimated number of Mental Health ITA detentions this month	85	5	2	-	92	
Estimated number of SUD ITA detentions this month	8	0	0	-	8	
Estimated average DCR response time this month (minutes)	60	18	22	-	48	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	740	1	63	-	804	
Estimated number of all ITA investigations this month, regardless of detention	455	5	5	-	465	
Percent of all crisis hotline calls answered within 30 seconds this month	96.4%	95.5%	100.0%	84.0%	96.1%	

August 2023 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		27	22	2086	2135	
Estimated number of crisis hotline calls answered within 30 seconds this month		27	22	2045	2094	98.1%
Estimated number of Mental Health ITA detentions this month	86	0	1	-	87	
Estimated number of SUD ITA detentions this month	8	0	1	-	9	
Estimated average DCR response time this month (minutes)	53	11	15	-	42	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	827	0	37	-	864	
Estimated number of all ITA investigations this month, regardless of detention	454	0	7	-	461	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.0%	98.1%	

August 2024 Crisis Services

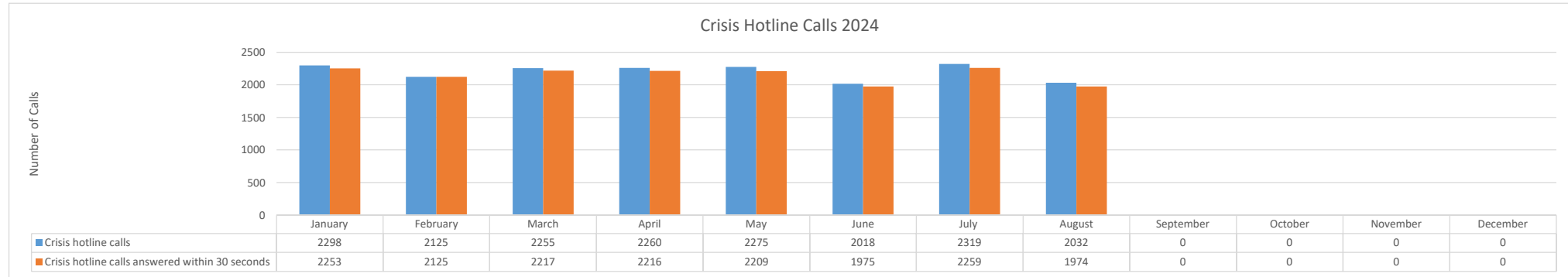
	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		64	58	1910	2032	
Estimated number of crisis hotline calls answered within 30 seconds this month		64	58	1852	1974	97.1%
Estimated number of Mental Health ITA detentions this month	118	7	2	-	127	
Estimated number of SUD ITA detentions this month	13	0	0	-	13	
Estimated average DCR response time this month (minutes)	65	17	33	-	54	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1168	0	22	-	1190	
Estimated number of all ITA investigations this month, regardless of detention	631	7	10	-	648	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.0%	97.1%	

August Crisis Services

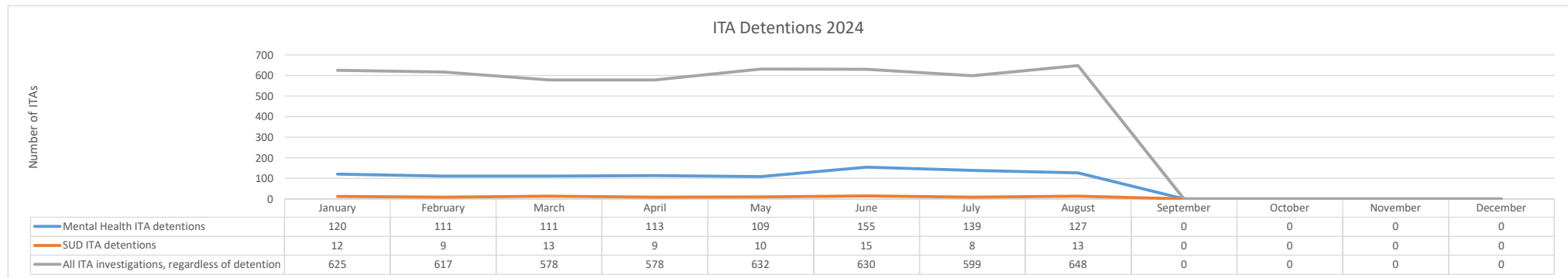
	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls						64	58	1910	2032	
Estimated number of crisis hotline calls answered within 30 seconds this month						64	58	1852	1974	97.1%
Estimated number of Mental Health ITA detentions this month	0	17	15	42	44	7	2	-	127	
Estimated number of SUD ITA detentions this month	0	7	1	2	3	0	0	-	13	
Estimated average DCR response time this month (minutes)	90	47	56	78	55	17	33	-	54	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1	174	160	474	359	0	22	-	1190	
Estimated number of all ITA investigations this month, regardless of detention	1	87	73	242	228	7	10	-	648	
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	97.0%	97.1%	
Estimated number of ITA investigations conducted via telehealth	0	1	0	11	2	7	5	-	26	
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	0	15	11	69	62	0	1	-	158	
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	0	1	4	8	0	4	-	17	
Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources	0	7	2	2	11	0	3	-	25	
Estimated number of ITA investigations not resulting in detention, resulting in no further follow up	0	22	27	92	28	0	0	-	169	
Estimated number of youth mobile crisis outreach services	0	12	6	28	13	1	6	-	66	
Estimated number of adult mobile crisis outreach services	1	106	96	316	184	27	52	-	782	
Estimated percentage of Emergent calls responded to within 2 hours	100%	94%	93%	76%	94%	100%	100%	-	94%	
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	100%	100%	100%		-	100%	

2024 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	2298	2125	2255	2260	2275	2018	2319	2032	0	0	0	0
Crisis hotline calls answered within 30 seconds	2253	2125	2217	2216	2209	1975	2259	1974	0	0	0	0



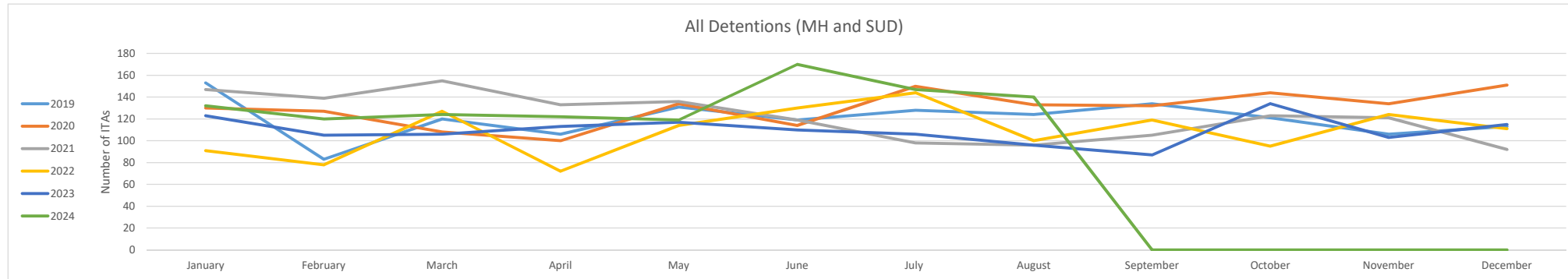
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	120	111	111	113	109	155	139	127	0	0	0	0
SUD ITA detentions	12	9	13	9	10	15	8	13	0	0	0	0
All ITA investigations, regardless of detention	625	617	578	578	632	630	599	648	0	0	0	0



2024 Reported Crisis Services by Month

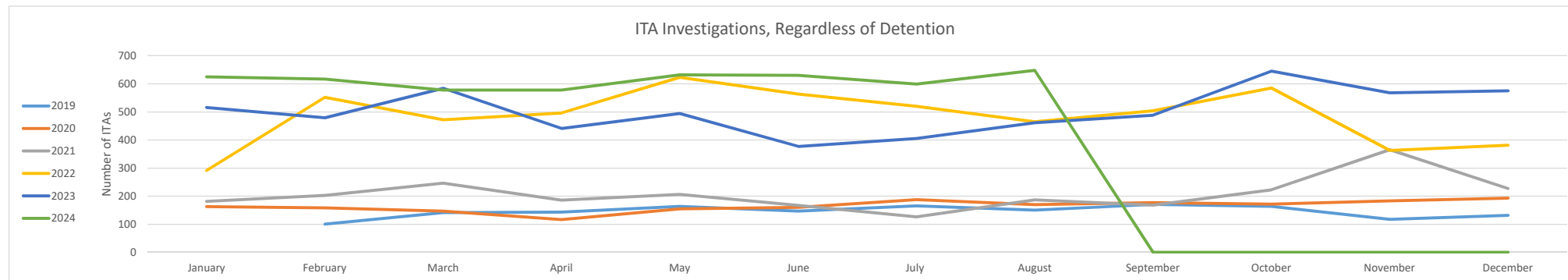
All Detentions (MH and SUD)

	January	February	March	April	May	June	July	August	September	October	November	December
2019	153	83	120	106	131	119	128	124	134	121	106	113
2020	130	127	108	100	134	114	150	133	132	144	134	151
2021	147	139	155	133	136	119	98	96	105	123	121	92
2022	91	78	127	72	114	130	144	100	119	95	124	111
2023	123	105	106	113	117	110	106	96	87	134	103	115
2024	132	120	124	122	119	170	147	140	0	0	0	0



ITA Investigations, Regardless of Detention

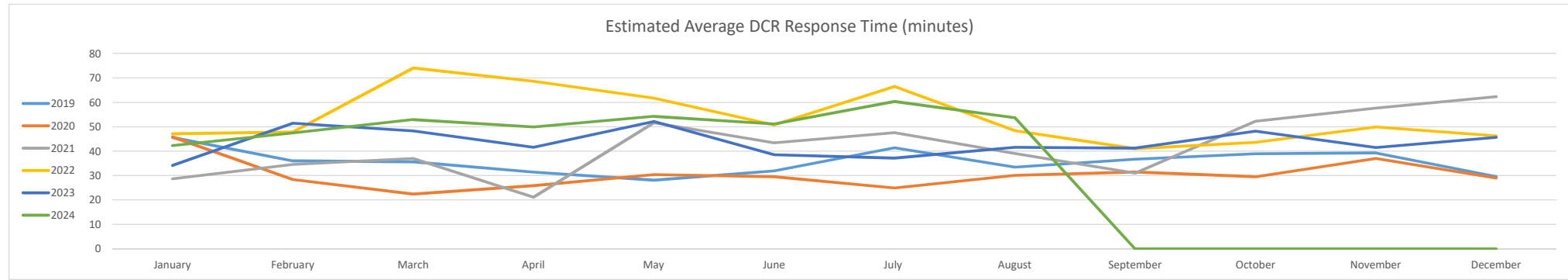
	January	February	March	April	May	June	July	August	September	October	November	December
2019	163	158	147	116	155	160	188	170	177	172	183	193
2020	181	203	246	186	206	167	126	187	168	222	365	227
2021	291	552	472	496	623	564	520	465	504	585	363	381
2022	516	479	584	441	494	377	405	461	488	645	568	575
2023	625	617	578	578	632	630	599	648	0	0	0	0



2024 Reported Crisis Services by Month

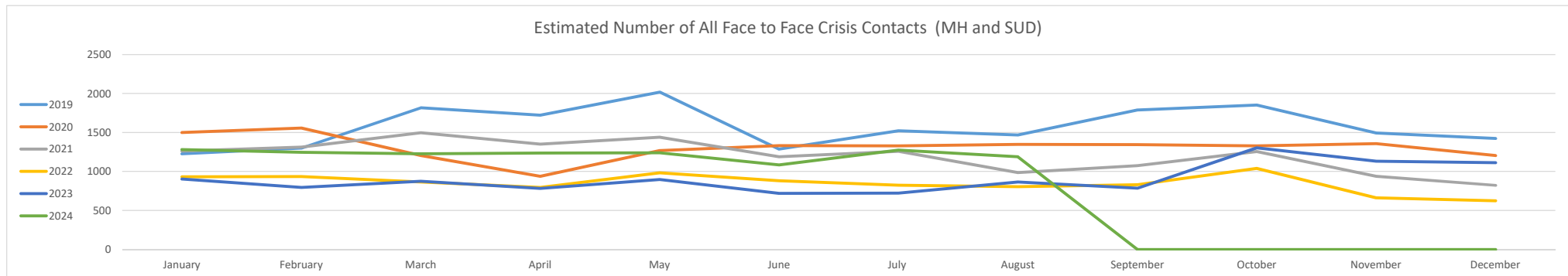
Estimated Average DCR Response Time (minutes)

	January	February	March	April	May	June	July	August	September	October	November	December
2019	46	36	36	31	28	32	41	33	37	39	39	30
2020	46	28	22	26	30	29	25	30	31	30	37	29
2021	29	35	37	21	52	43	48	39	31	52	58	62
2022	47	48	74	69	62	51	66	48	41	44	50	46
2023	34	51	48	42	52	39	37	42	41	48	42	46
2024	42	47	53	50	54	51	60	54	0	0	0	0



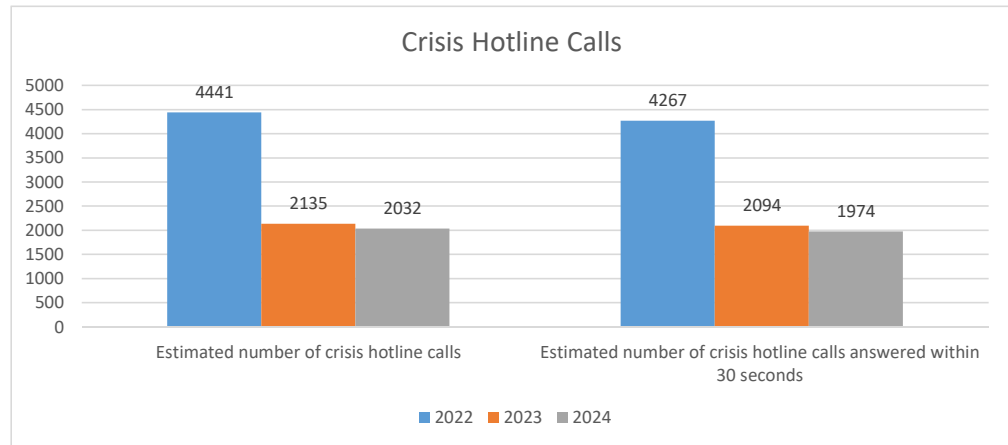
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	January	February	March	April	May	June	July	August	September	October	November	December
2019	1227	1301	1816	1721	2019	1287	1522	1467	1789	1851	1495	1425
2020	1500	1559	1205	939	1268	1332	1328	1349	1343	1329	1357	1206
2021	1262	1314	1498	1350	1439	1189	1258	985	1076	1257	938	823
2022	931	934	864	794	984	880	824	804	829	1040	661	626
2023	902	796	874	782	896	721	722	864	785	1304	1131	1113
2024	1283	1245	1227	1238	1240	1084	1275	1190	0	0	0	0

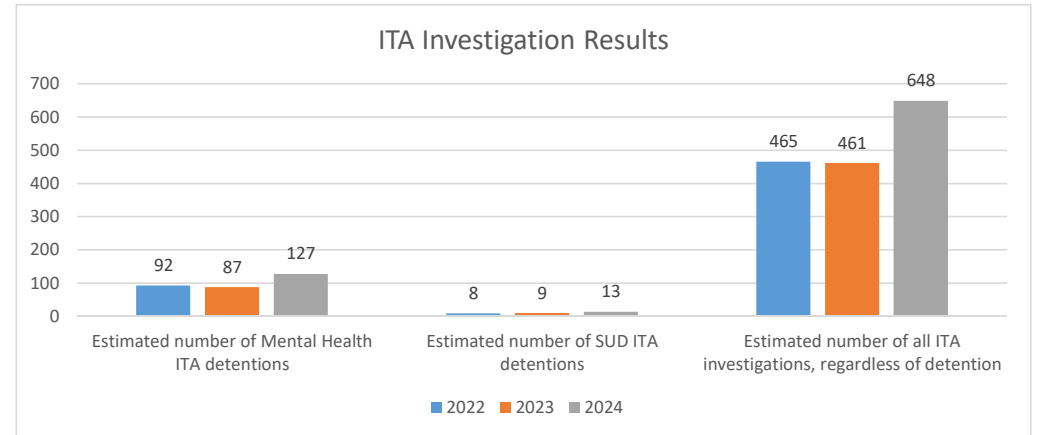


August 2024 Crisis Services Comparisons

	2022	2023	2024
Estimated number of crisis hotline calls	4441	2135	2032
Estimated number of crisis hotline calls answered within 30 seconds	4267	2094	1974

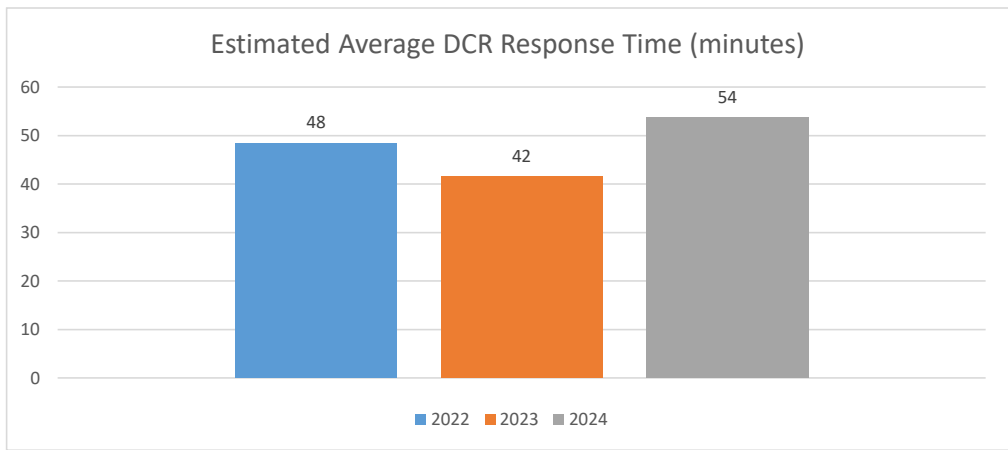


	2022	2023	2024
Estimated number of Mental Health ITA detentions	92	87	127
Estimated number of SUD ITA detentions	8	9	13
Estimated number of all ITA investigations, regardless of detention	465	461	648

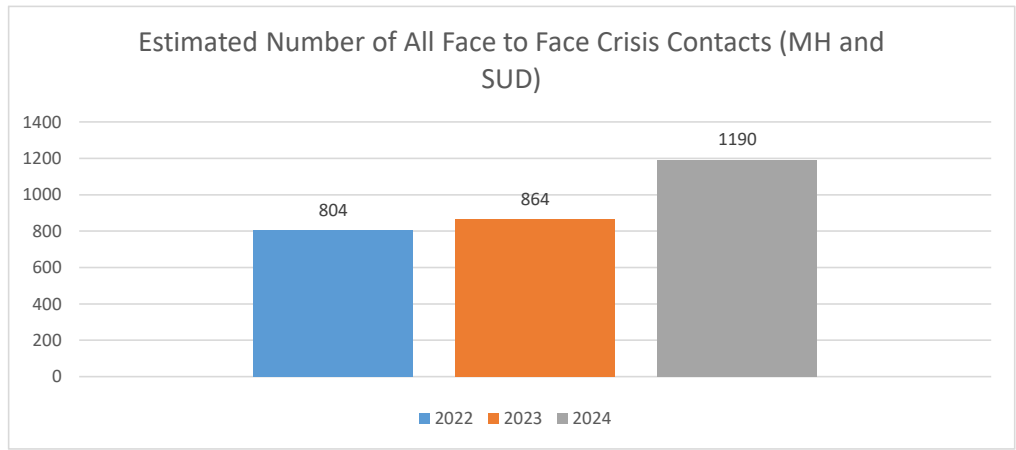


August 2024 Crisis Services Comparisons

	2022	2023	2024
Estimated average DCR response time (minutes)	48	42	54



	2022	2023	2024
Estimated number of all Face to Face crisis contacts (MH and SUD)	804	864	1190

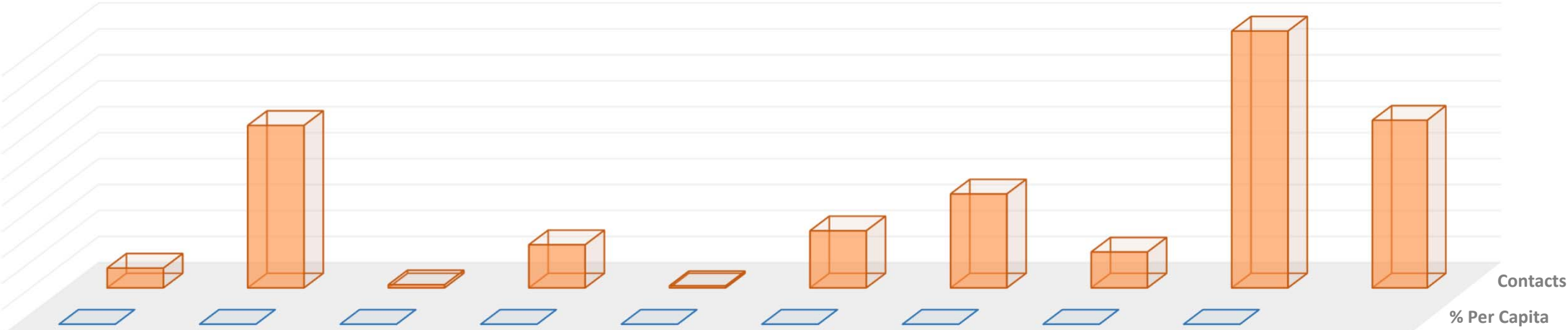


These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2023 Total
Comprehensive	1053	788	930	1963	777	707	802	726	0	0	0	0	7746
Palouse River	25	23	37	34	16	26	33	31	0	0	0	0	225
Quality Behavioral Health	21	20	12	20	10	9	24	30	0	0	0	0	146
Volunteers of America	968	1049	1036	1075	954	813	904	835	0	0	0	0	7634
Total	2067	1880	2015	3092	1757	1555	1763	1622	0	0	0	0	15751

August 2024 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
726	31	30	835	1622

Crisis Contacts by County



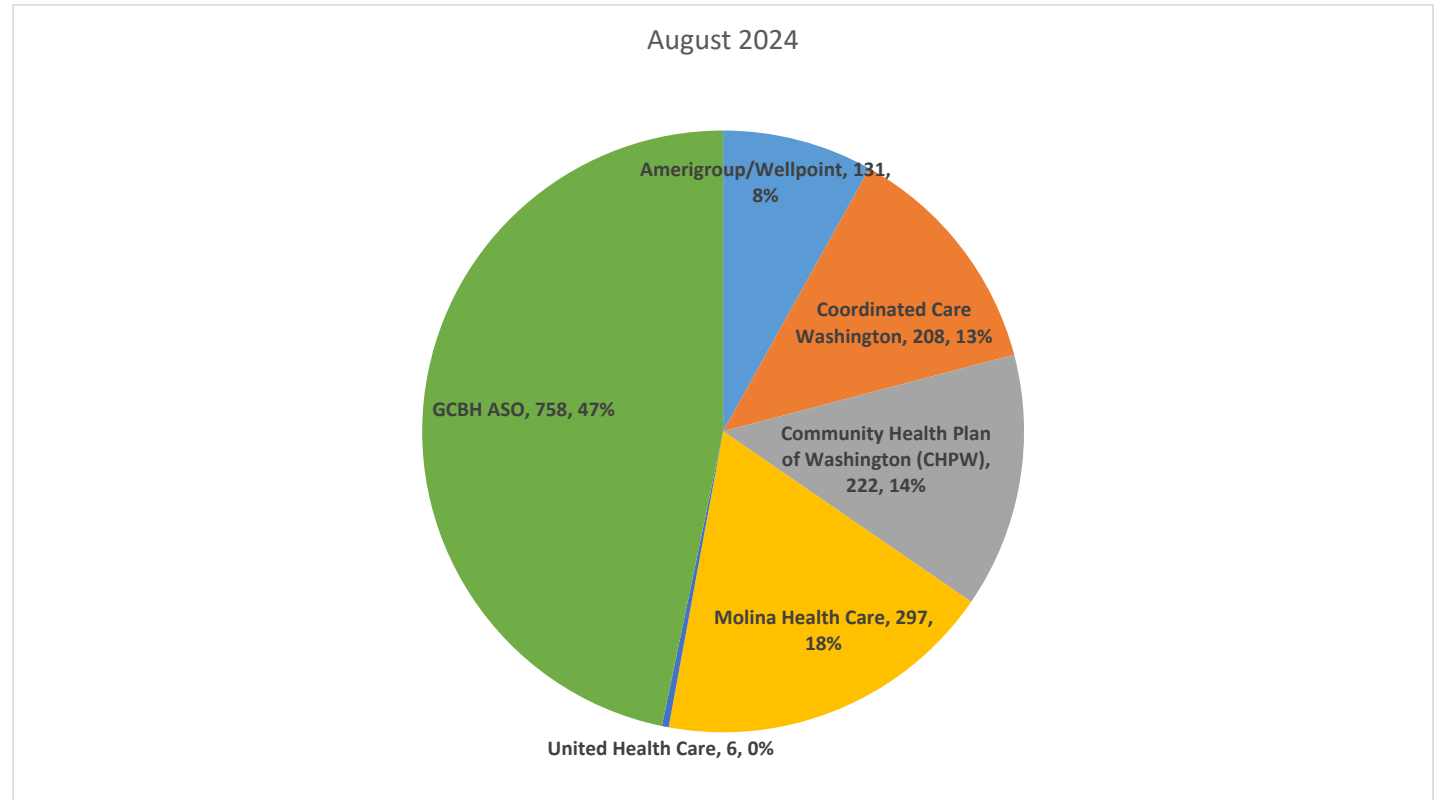
	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other
% Per Capita	0.17%	0.15%	0.15%	0.09%	0.17%	0.25%	0.29%	0.14%	0.19%	
Contacts	38	313	6	83	4	110	181	69	495	323

Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	9	0	3	0	4	2	2	5	2	27
Community	0	0	0	0	0	0	0	0	0	0	0
Family	3	62	1	17	1	10	40	1	44	84	263
Hospital	8	108	3	26	0	22	48	27	149	53	444
Law Enforcement	6	16	2	4	1	12	19	6	55	23	144
Legal Representative	0	0	0	0	0	1	1	0	0	0	2
Professional	4	26	0	6	1	13	13	1	38	40	142
School	0	0	0	0	0	0	0	0	3	0	3
Social Service Provider	0	1	0	0	0	1	2	0	1	0	5
Other	17	91	0	27	1	47	56	33	200	120	592
	38	313	6	83	4	110	181	70	495	322	1622

August Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup/Wellpoint	131
Coordinated Care Washington	208
Community Health Plan of Washington (CHPW)	222
Molina Health Care	297
United Health Care	6
GCBH ASO	758
Grand Total	1622



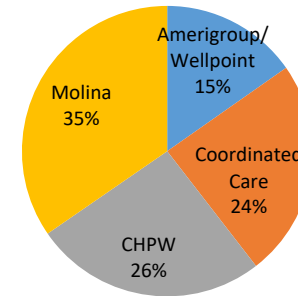
August Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup/Wellpoint	131
Coordinated Care	208
CHPW	222
Molina	297

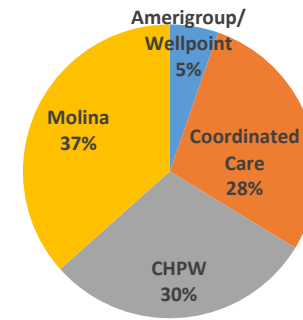
August GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Amerigroup/Wellpoint	12432	5.32%
Coordinated Care	66365	28.41%
CHPW	69345	29.69%
Molina	85457	36.58%
Total	233599	

August 2024 Contacts by MCO



GCBH Regional Enrollment August 2024



2024 Early Warning System Indicator Matrix

			2024												
Indicator Category	Indicator Sub-Category	Specific Indicator	January	February	March	April	May	June	July	August	September	October	November	December	2024 Year
Crisis System	Crisis Hotline Calls	# of incoming calls	2390	2315	2409	2389	2416	2143	2440	2129					18631
		# of calls answered	2298	2125	2255	2260	2275	2018	2319	2032					17582
		# of calls answered within 30 seconds	2253	2125	2217	2216	2209	1975	2259	1974					17228
		% of calls answered within 30 seconds	98	100	98.3	98.1	97.1	97.9	97.4	97.1					98.0%
	ITA Investigations	ITA Investigations, regardless of detention	625	617	573	578	632	630	599	648					4902
	ITA Detentions	# of Mental Health ITA Detentions	120	111	111	113	109	155	139	127					985
		# of SUD ITA Detentions	12	9	13	9	10	15	8	13					89
	DCR Response Time	Average DCR Response Time (minutes)	42	47	53	50	54	51	60	54					51.4
	Bed Availability	# of No Bed Reports	5	2	4	2	4	4	9	2					32
		# of Single Bed Certifications	2	0	2	0	0	0	0	0					4

GCBH Call Center Performance

	Calls Received	Calls Answered	% of calls abandoned	Avg Talk Time (min)	Total Ans 30s	% Answered 30s
January	2390	2298	0.1%	6.9	2253	98.0%
February	2315	2125	0.0%	7.3	2125	100.0%
March	2409	2255	1.7%	7.1	2217	98.3%
April	2389	2260	0.1%	7.1	2216	98.1%
May	2416	2275	0.1%	6.7	2209	97.1%
June	2143	2018	0.3%	6.5	1975	97.9%
July	2440	2319	0.3%	6.3	2259	97.4%
August	2129	2032	0.3%	5.8	1974	97.1%
September						
October						
November						
December						
2024 Year	18631	17582	0.4%	6.7	17228	98.0%

VOA Monthly Program Utilization Summary

August 2024

Calls Answered	1910
Calls Answered Under 30 sec	1852
Total Calls Abandoned	5
% of Calls Abandoned	0.26%
% of Calls Answered in <30 sec	97.0%
Average Wait Time / Time to Answer (min:sec)	0:13
Average Talk Time (min:sec)	5:48

988 Data for August 2024

Statewide Data – 988 Phones (32 of 39 counties)

August 2024

- Volume: **4852**
- Answer Rate: **96.23%**
- Average Handle Time: **12:42**

Statewide Data – 988 Chat & Text (Primary coverage for 39 counties)

August 2024

- Volume: **2678**
- Average Handle Time: **42:31**

County-Specific Data – 988 Phones

Greater Columbia 988 Volume: August 2024	
County	Calls Received
Asotin	26
Benton	240
Columbia	-
Franklin	48
Garfield	-
Kittitas	40
Walla Walla	121
Whitman	39
Yakima	208
<i>Total</i>	<i>722</i>
<i>Transfers to RCL</i>	<i>26</i>