

October 2022 Crisis Services

	Comprehensive	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	2504	154	20	1388	4066	
Estimated number of crisis hotline calls answered within 30 seconds this month	2362	133	20	1329	3844	94.5%
Estimated number of Mental Health ITA detentions this month	87	1	0	-	88	
Estimated number of SUD ITA detentions this month	7	0	0	-	7	
Estimated average DCR response time this month (minutes)	56	10	15	-	44	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	989	3	48	-	1040	
Estimated number of all ITA investigations this month, regardless of detention	583	1	1	-	585	
Percent of all crisis hotline calls answered within 30 seconds this month	94.3%	86.4%	100.0%	95.7%	94.5%	

October 2023 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		46	33	2225	2304	
Estimated number of crisis hotline calls answered within 30 seconds this month		46	33	2152	2231	96.8%
Estimated number of Mental Health ITA detentions this month	121	0	2	-	123	
Estimated number of SUD ITA detentions this month	11	0	0	-	11	
Estimated average DCR response time this month (minutes)	61	12	20	-	48	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1249	0	55	-	1304	
Estimated number of all ITA investigations this month, regardless of detention	635	0	10	-	645	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	96.7%	96.8%	

October 2024 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		34	48	2098	2180	
Estimated number of crisis hotline calls answered within 30 seconds this month		34	48	2061	2143	98.3%
Estimated number of Mental Health ITA detentions this month	131	4	2	-	137	
Estimated number of SUD ITA detentions this month	13	0	0	-	13	
Estimated average DCR response time this month (minutes)	64	17	30	-	52	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1276	0	48	-	1324	
Estimated number of all ITA investigations this month, regardless of detention	629	4	11	-	644	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.2%	98.3%	

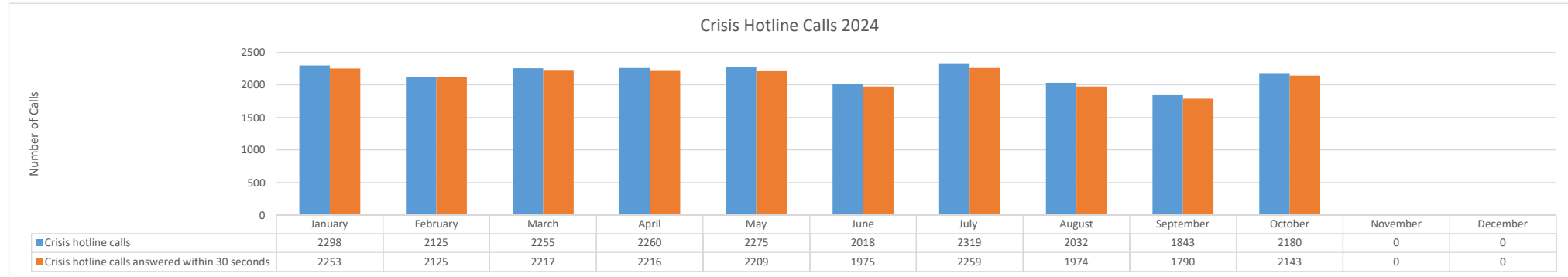
October Crisis Services

	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals
Estimated number of crisis hotline calls						34	48	2098	2180
Estimated number of crisis hotline calls answered within 30 seconds this month						34	48	2061	2143
Estimated number of Mental Health ITA detentions this month	0	15	10	63	43	4	2	-	137
Estimated number of SUD ITA detentions this month	0	1	3	7	2	0	0	-	13
Estimated average DCR response time this month (minutes)	73	58	48	77	64	17	30	-	52
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	4	217	148	582	325	0	48	-	1324
Estimated number of all ITA investigations this month, regardless of detention	2	86	71	300	170	4	11	-	644
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	98.2%	98.3%
Estimated number of ITA investigations conducted via telehealth	0	0	0	9	3	4	6	-	22
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	0	15	19	73	55	0	7	-	169
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	0	1	2	5	0	2	-	10
Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources	0	2	4	3	14	0	0	-	23
Estimated number of ITA investigations not resulting in detention, resulting in no further follow up	0	23	33	81	22	0	0	-	159
Estimated number of youth mobile crisis outreach services	1	5	7	57	31	5	16	-	122
Estimated number of adult mobile crisis outreach services	3	119	80	340	131	22	40	-	735
Estimated percentage of Emergent calls responded to within 2 hours	100%	87%	94%	81%	92%	100%	100%	-	93%
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	100%	100%	100%	-	-	100%

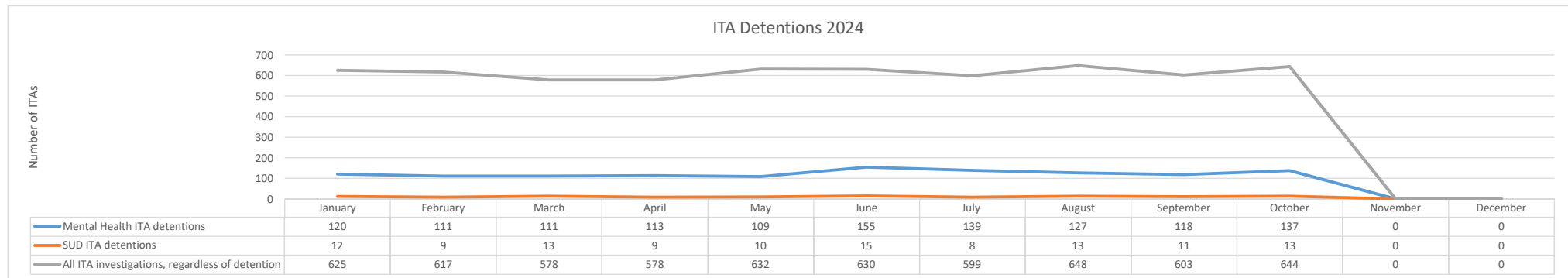
98.3%

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	1843	2180	0	0
Crisis hotline calls answered within 30 seconds	2253	2125	2217	2216	2209	1975	2259	1974	1790	2143	0	0



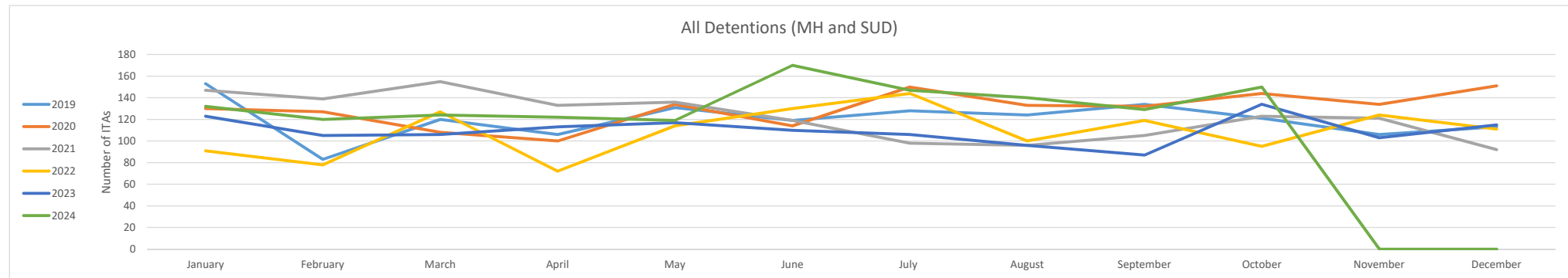
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	120	111	111	113	109	155	139	127	118	137	0	0
SUD ITA detentions	12	9	13	9	10	15	8	13	11	13	0	0
All ITA investigations, regardless of detention	625	617	578	578	632	630	599	648	603	644	0	0



2024 Reported Crisis Services by Month

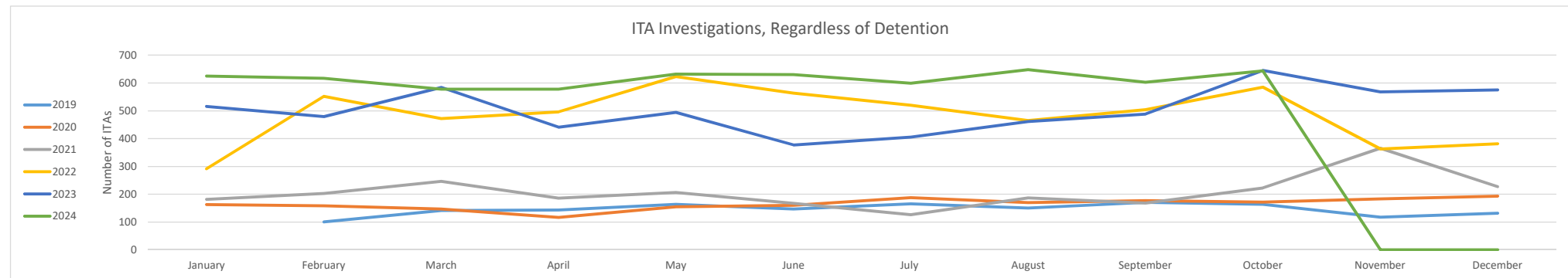
All Detentions (MH and SUD)

	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	129	150	0	0



ITA Investigations, Regardless of Detention

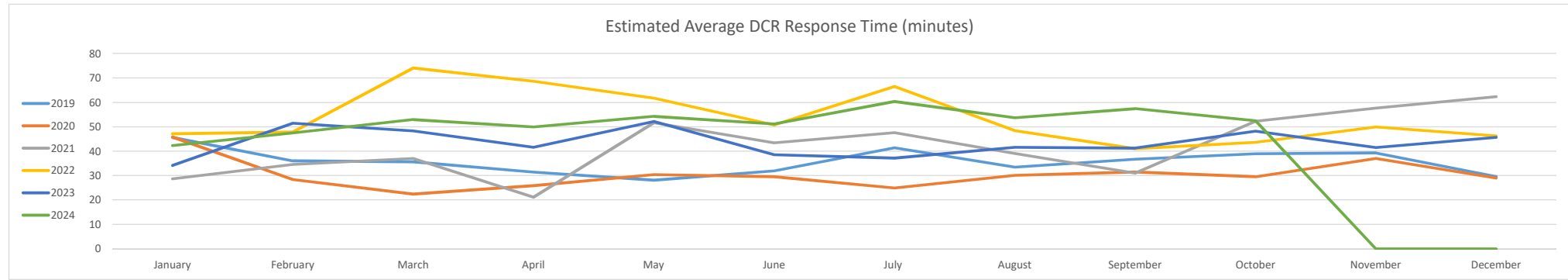
	January	February	March	April	May	June	July	August	September	October	November	December
2019	163	158	147	116	155	160	188	170	177	172	183	193
2020	181	203	246	186	206	167	126	187	168	222	365	227
2021	291	552	472	496	623	564	520	465	504	585	363	381
2022	516	479	584	441	494	377	405	461	488	645	568	575
2023	625	617	578	578	632	630	599	648	603	644	0	0



2024 Reported Crisis Services by Month

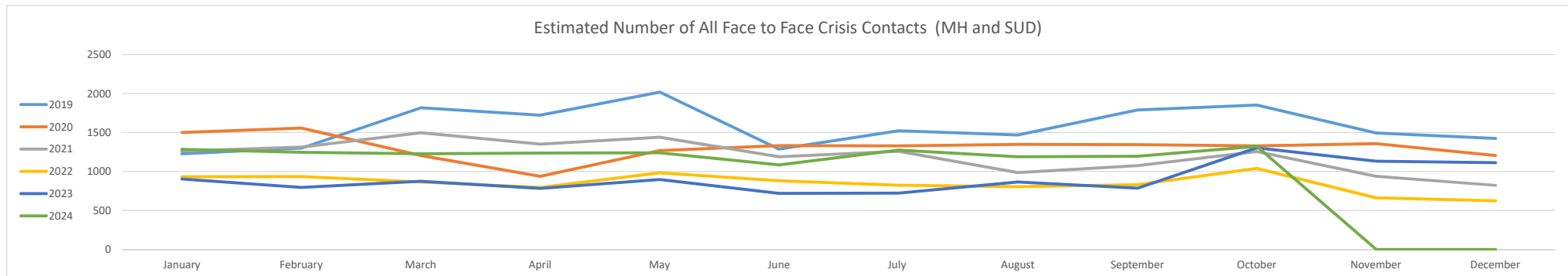
Estimated Average DCR Response Time (minutes)

	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	57	52	0	0



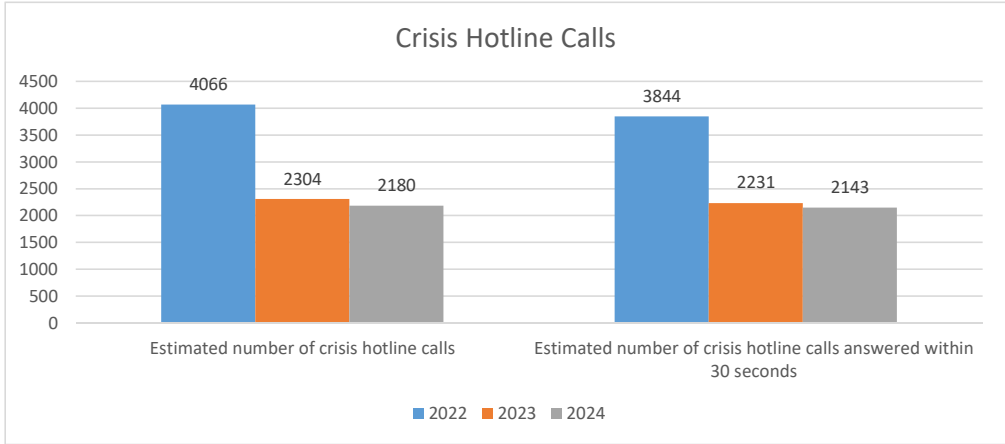
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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	1194	1324	0	0

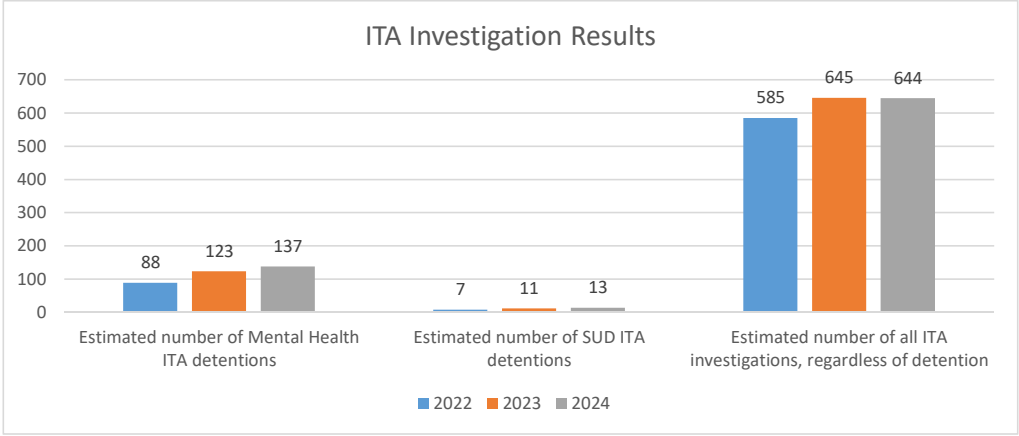


October 2024 Crisis Services Comparisons

	2022	2023	2024
Estimated number of crisis hotline calls	4066	2304	2180
Estimated number of crisis hotline calls answered within 30 seconds	3844	2231	2143

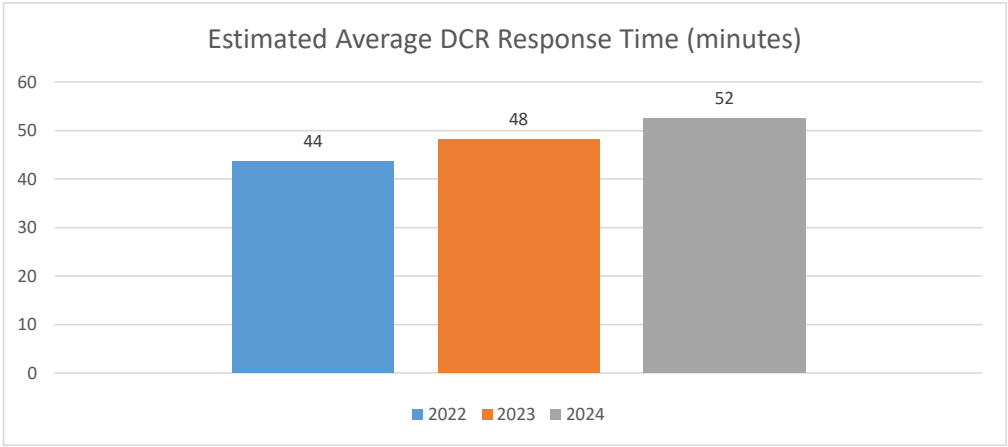


	2022	2023	2024
Estimated number of Mental Health ITA detentions	88	123	137
Estimated number of SUD ITA detentions	7	11	13
Estimated number of all ITA investigations, regardless of detention	585	645	644

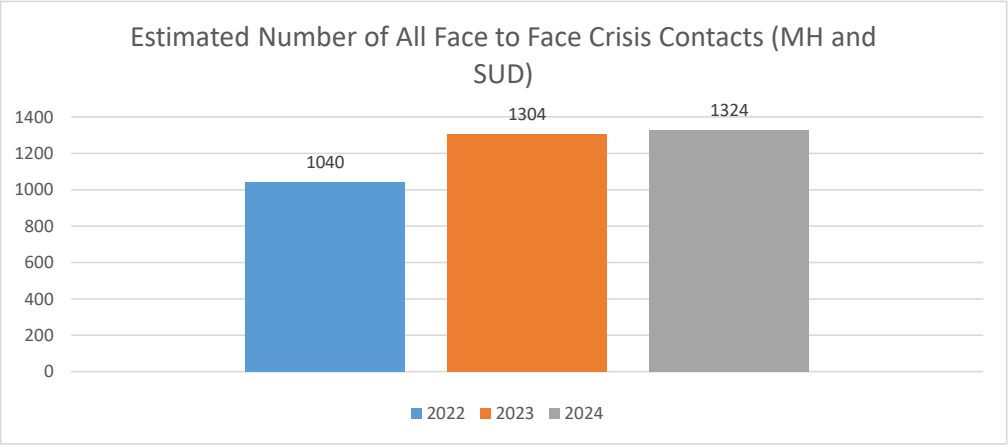


October 2024 Crisis Services Comparisons

	2022	2023	2024
Estimated average DCR response time (minutes)	44	48	52



	2022	2023	2024
Estimated number of all Face to Face crisis contacts (MH and SUD)	1040	1304	1324

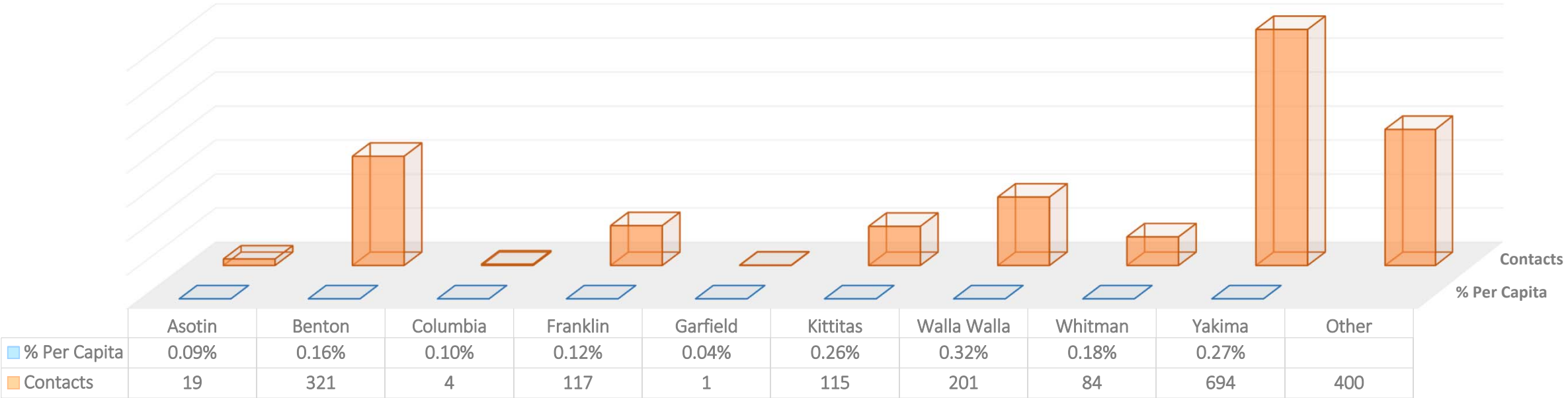


These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2024 Total
Comprehensive	1053	788	930	1963	777	707	802	726	787	876	0	0	9409
Palouse River	25	23	37	34	16	26	33	31	21	26	0	0	272
Quality Behavioral Health	21	20	12	20	10	9	24	30	31	14	0	0	191
Volunteers of America	968	1049	1036	1075	954	813	904	835	794	1040	0	0	9468
Total	2067	1880	2015	3092	1757	1555	1763	1622	1633	1956	0	0	19340

October 2024 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
876	26	14	1040	1956

Crisis Contacts by County

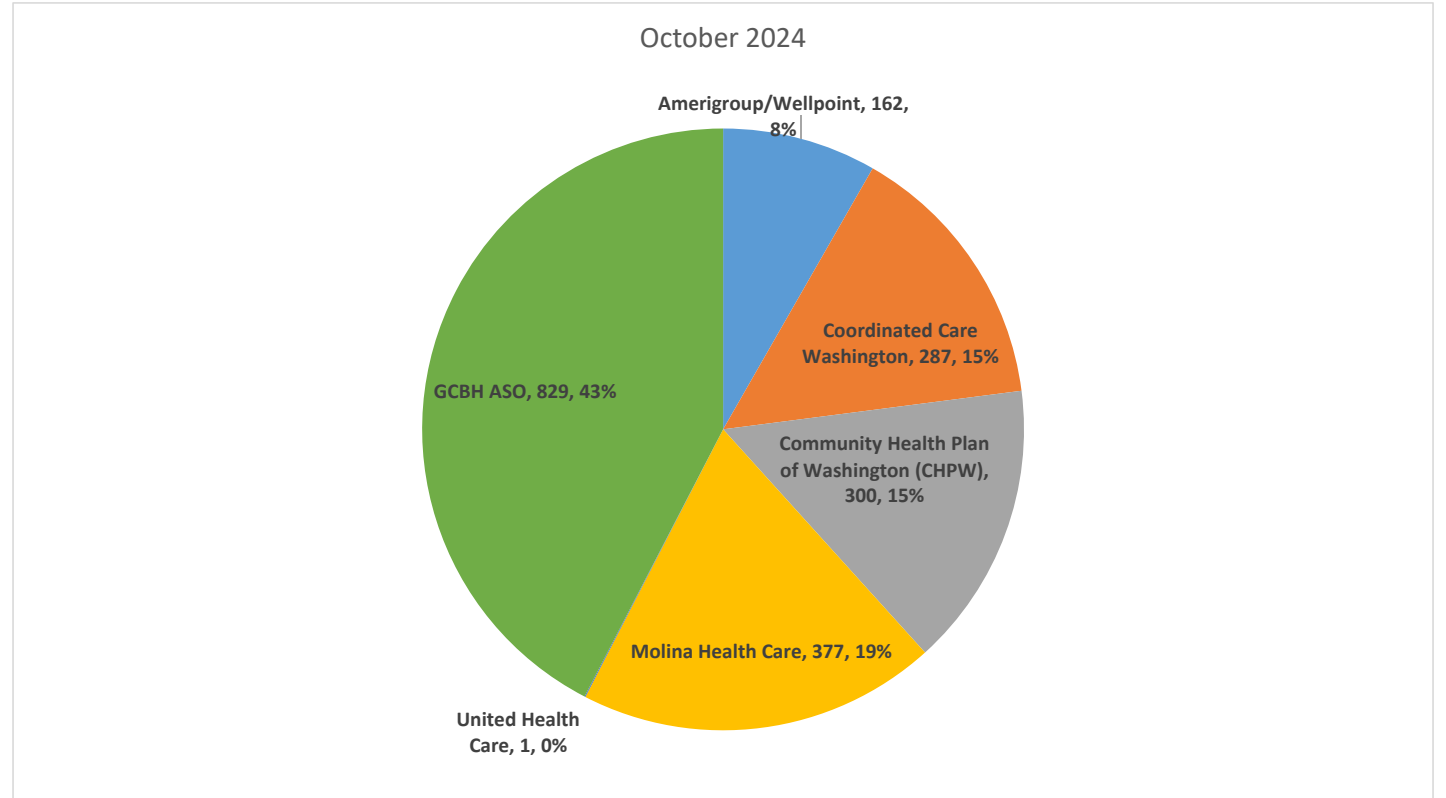


Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	6	0	1	0	0	17	0	12	8	44
Community	1	0	0	0	0	1	0	0	1	0	3
Family	8	53	0	22	0	11	32	1	77	82	286
Hospital	1	86	3	43	0	26	40	35	179	71	484
Law Enforcement	2	22	0	4	1	9	17	2	101	15	173
Legal Representative	0	0	0	0	0	0	0	0	0	0	0
Professional	0	30	0	8	0	33	15	2	53	40	181
School	0	10	0	11	0	0	9	2	54	17	103
Social Service Provider	0	1	0	1	0	0	2	0	0	1	5
Other	7	113	1	27	0	35	69	42	217	166	677
	19	321	4	117	1	115	201	84	694	400	1956

October Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup/Wellpoint	162
Coordinated Care Washington	287
Community Health Plan of Washington (CHPW)	300
Molina Health Care	377
United Health Care	1
GCBH ASO	829
Grand Total	1956



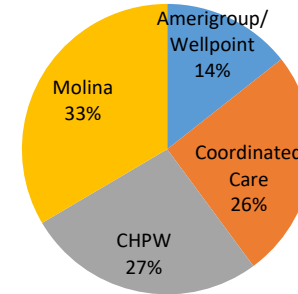
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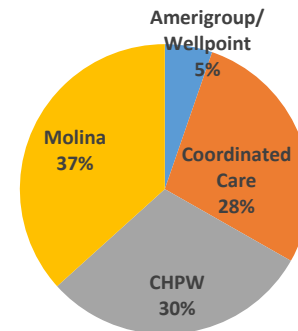
October GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Amerigroup/Wellpoint	12224	5.28%
Coordinated Care	64664	27.94%
CHPW	69668	30.11%
Molina	84853	36.67%
Total	231409	

October 2024 Contacts by MCO



GCBH Regional Enrollment October 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	1931	2269			22831
		# of calls answered	2298	2125	2255	2260	2275	2018	2319	2032	1843	2180			21605
		# of calls answered within 30 seconds	2253	2125	2217	2216	2209	1975	2259	1974	1790	2143			21161
		% of calls answered within 30 seconds	98	100	98.3	98.1	97.1	97.9	97.4	97.1	97.1	98.3			97.9%
	ITA Investigations	ITA Investigations, regardless of detention	625	617	573	578	632	630	599	648	603	644			6149
	ITA Detentions	# of Mental Health ITA Detentions	120	111	111	113	109	155	139	127	118	137			1240
		# of SUD ITA Detentions	12	9	13	9	10	15	8	13	11	13			113
	DCR Response Time	Average DCR Response Time (minutes)	42	47	53	50	54	51	60	54	57	52			52.0
	Bed Availability	# of No Bed Reports	5	2	4	2	4	4	9	2	6	3			41
		# of Single Bed Certifications	2	0	2	0	0	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	1931	1843	0.2%	6.0	1790	97.1%
October	2269	2180	0.0%	6.2	2143	98.3%
November						
December						
2024 Year	22831	21605	0.3%	6.6	21161	97.9%

VOA Monthly Program Utilization Summary
October 2024

Calls Answered	2098
Calls Answered Under 30 sec	2061
Total Calls Abandoned	0
% of Calls Abandoned	0.00%
% of Calls Answered in <30 sec	98.2%
Average Wait Time / Time to Answer (min:sec)	0:11
Average Talk Time (min:sec)	6:14