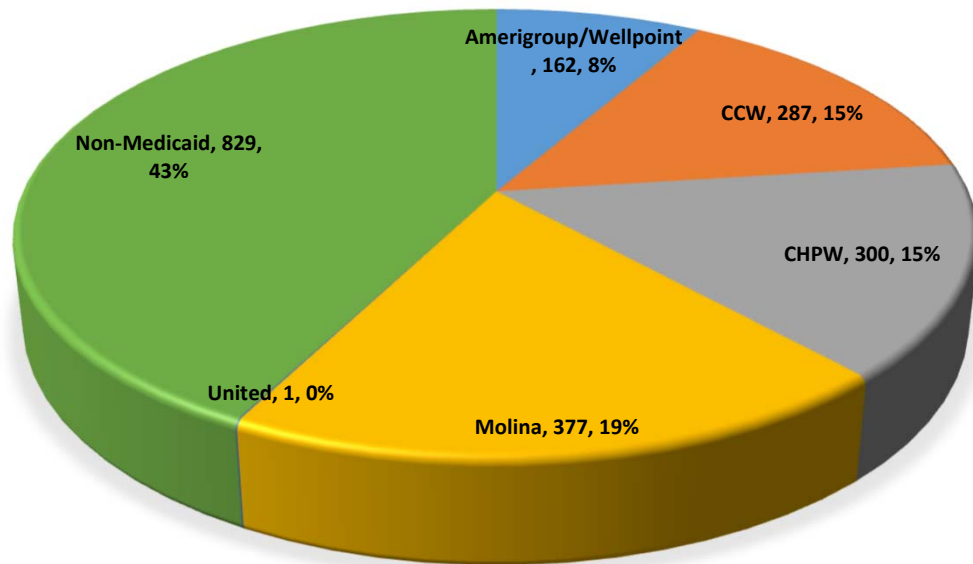


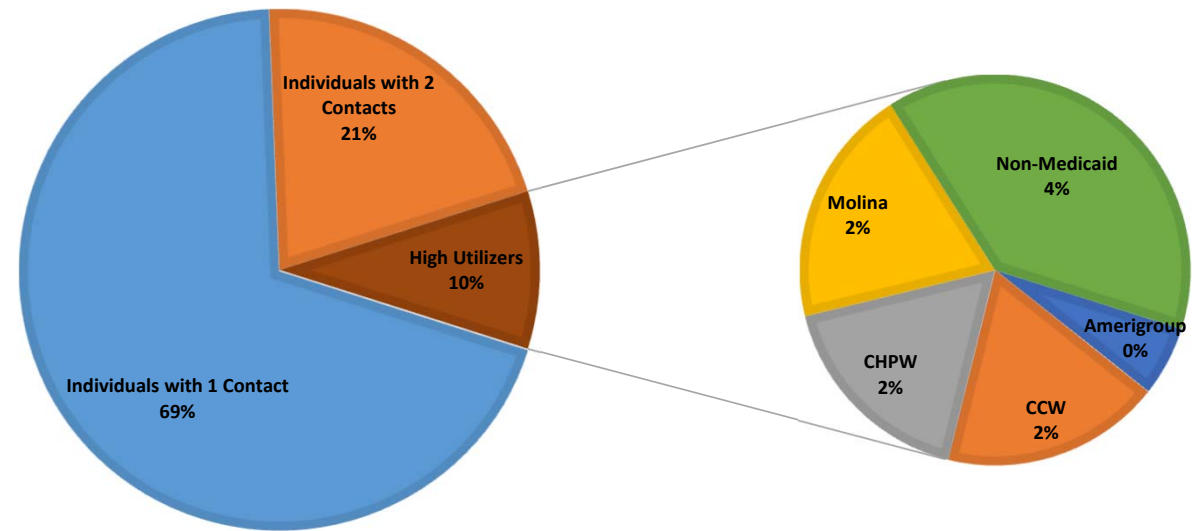
# Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

October 2024

### CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



### INDIVIDUAL CRISIS CONTACTS



■ Individuals with 1 Contact ■ Individuals with 2 Contacts ■ Amerigroup ■ CCW ■ CHPW ■ Molina ■ Non-Medicaid

### Month-Over-Month Metrics

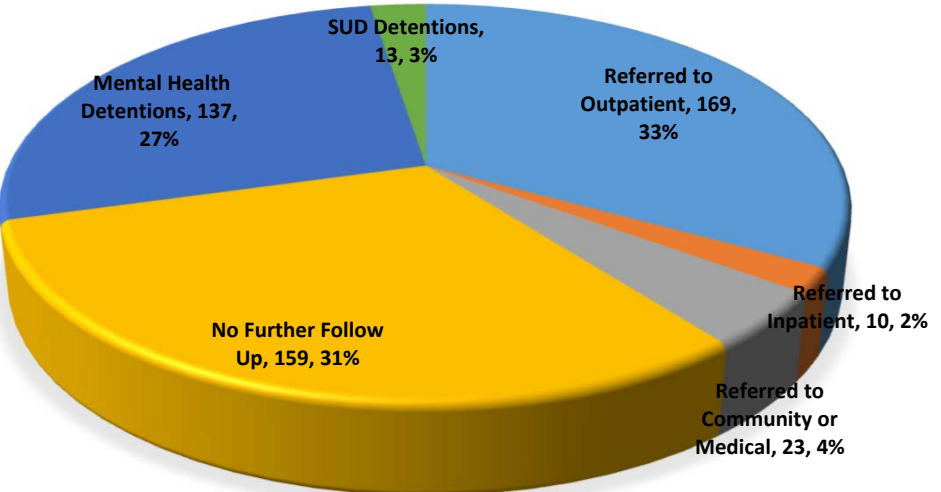
	September	October
<b>Crisis Log Contacts</b>	1634	1956
<b>Unduplicated Individuals</b>	1093	1231
<b>Mobile Outreach Services</b>	824	857
<b>Avg. DCR Response Time (Target less than 120 min)</b>	57	52
<b>ITA Investigations</b>	603	644
<b>Crisis Hotline Calls</b>	1843	2180
<b>Percent of Calls Answered in 30 seconds (Target 90% or more)</b>	97.1%	98.3%
<b>Percent of Calls Abandoned (Target 5% or less)</b>	0.2%	0.0%

### Definitions

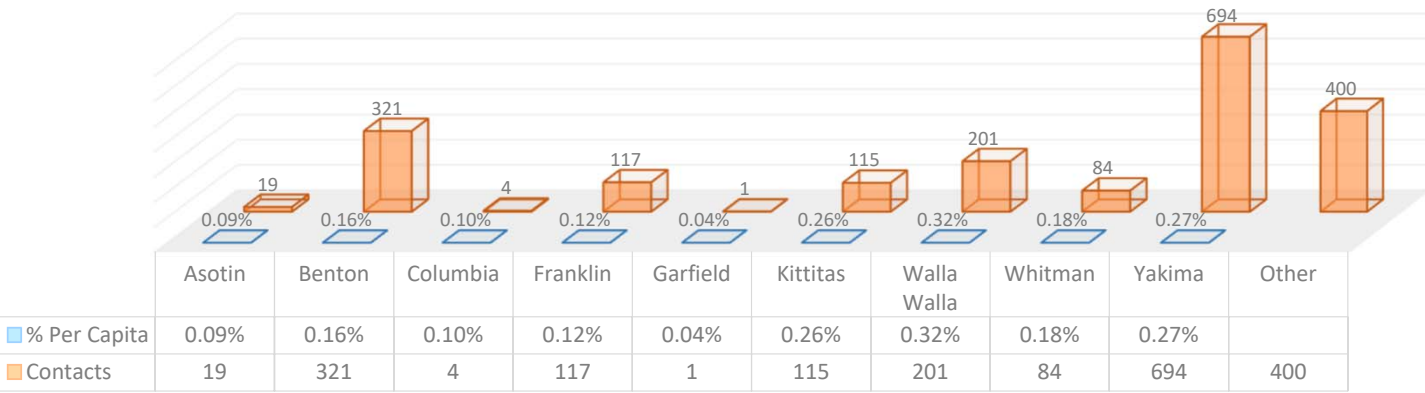
Abandoned Call:	An incoming call not ended before 30 seconds, but ended after 30 seconds before receiving a live answer.
Crisis Log Contact:	Any contact an individual has with a clinician, in person or telephonically, where crisis services were provided.
DCR:	Designated Crisis Responder - a person authorized to perform civil commitment duties
High Utilitazer:	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.

<b>Crisis Hotline Calls</b> 2180	<b>Percent of Calls Answered in 30 seconds</b> (Target 90% or more)	98.3%	<b>Total Crisis Log Contacts</b>	<b>Mobile Outreach Services</b>	857
			1956	<b>Average DCR Response Time</b> (Target less than 120 min)	52
	<b>Percent of Calls Abandoned</b> (Target 5% or less)	0.0%	<b>Unduplicated Individuals</b>	<b>ITA Investigations</b>	644
			1231		

**ITA INVESTIGATION OUTCOMES**

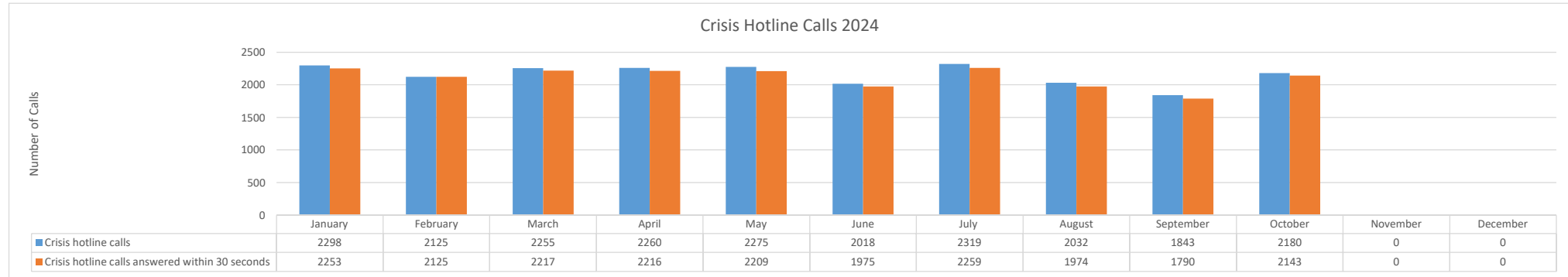


**Crisis Contacts by County**

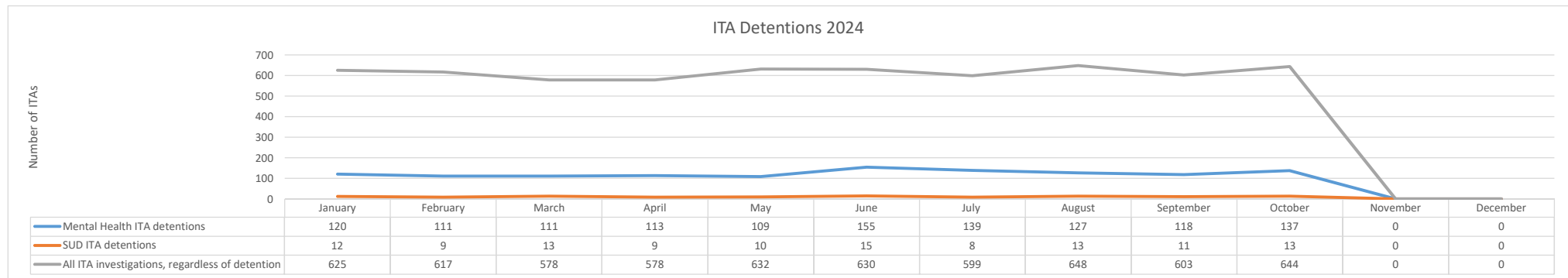


### 2024 Reported Crisis Services by Month

	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



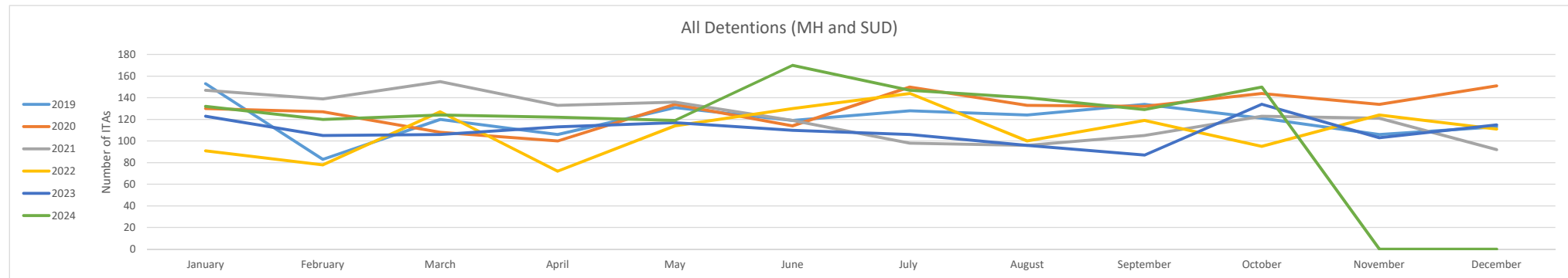
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	120	111	111	113	109	155	139	127	118	137	0	0
SUD ITA detentions	12	9	13	9	10	15	8	13	11	13	0	0
All ITA investigations, regardless of detention	625	617	578	578	632	630	599	648	603	644	0	0



## 2024 Reported Crisis Services by Month

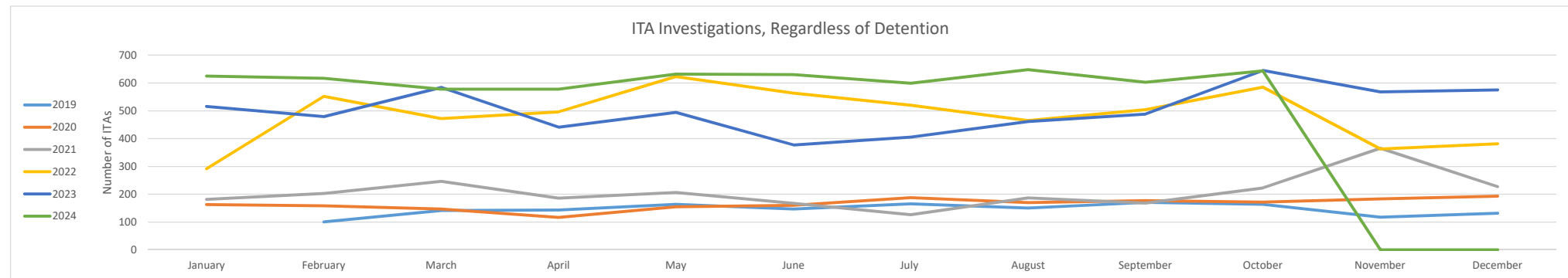
### All Detentions (MH and SUD)

	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

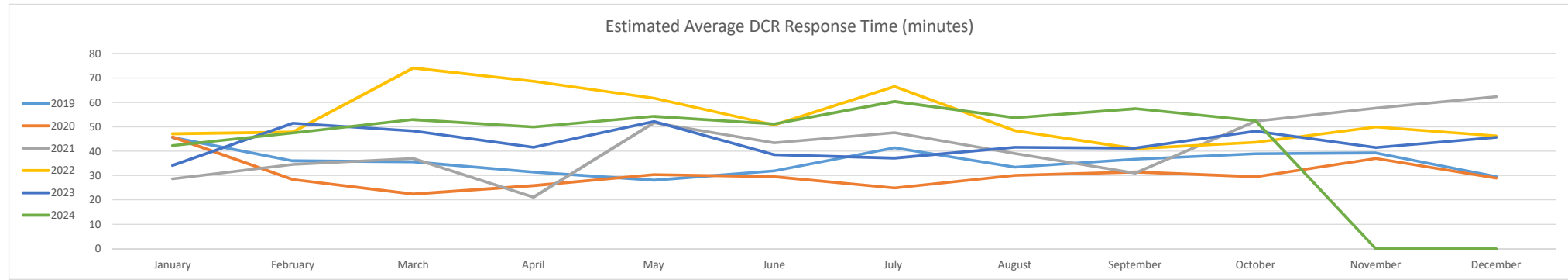
	January	February	March	April	May	June	July	August	September	October	November	December
2019	163	158	147	116	155	160	188	170	177	172	183	193
2020	181	203	246	186	206	167	126	187	168	222	365	227
2021	291	552	472	496	623	564	520	465	504	585	363	381
2022	516	479	584	441	494	377	405	461	488	645	568	575
2023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

