January 2023 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		83	28	3060	3171	
Estimated number of crisis hotline calls answered within 30 seconds this month		83	28	2980	3091	97.5%
Estimated number of Mental Health ITA detentions this month	114	1	0	-	115	
Estimated number of SUD ITA detentions this month	8	0	0	-	8	
Estimated average DCR response time this month (minutes)	42	15	15	-	34	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	832	3	67	-	902	
Estimated number of all ITA investigations this month, regardless of detention	512	1	3	-	516	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.4%	97.5%	

January 2024 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		52	28	2218	2298	
Estimated number of crisis hotline calls answered within 30 seconds this month		52	28	2173	2253	98.0%
Estimated number of Mental Health ITA detentions this month	115	5	0	-	120	
Estimated number of SUD ITA detentions this month	12	0	0	-	12	
Estimated average DCR response time this month (minutes)	55	12	23	-	42	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1231	19	33	-	1283	
Estimated number of all ITA investigations this month, regardless of detention	603	6	16	-	625	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.0%	98.0%	

January 2025 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		53	38	1999	2090	
Estimated number of crisis hotline calls answered within 30 seconds this month		53	38	1970	2061	98.6%
Estimated number of Mental Health ITA detentions this month	111	4	4	-	119	
Estimated number of SUD ITA detentions this month	10	1	0	-	11	
Estimated average DCR response time this month (minutes)	61	18	19	-	49	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1150	0	10	-	1160	
Estimated number of all ITA investigations this month, regardless of detention	547	8	7	-	562	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.5%	98.6%	

January Crisis Services

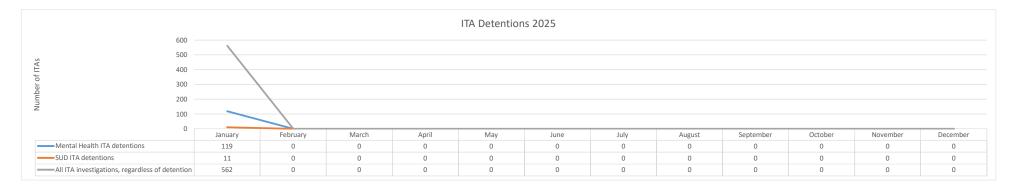
	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls						53	38	1999	2090	1
Estimated number of crisis hotline calls answered within 30 seconds this month						53	38	1970	2061	98.6%
Estimated number of Mental Health ITA detentions this month	0	6	19	54	32	4	4	-	119	í l
Estimated number of SUD ITA detentions this month	0	2	0	4	4	1	0	-	11	1
Estimated average DCR response time this month (minutes)	78	41	42	79	63	18	19	-	49	1
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	7	111	205	474	353	0	10	-	1160	1
Estimated number of all ITA investigations this month, regardless of detention	3	56	80	246	162	8	7	-	562	l I
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	98.5%	98.6%	1
Estimated number of ITA investigations conducted via telehealth	0	0	0	2	2	8	2	-	14	1
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	2	15	20	74	55	4	2	-	172	l I
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	0	0	1	9	0	1	-	11	l I
Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources	0	3	2	4	16	0	0		25	l
Estimated number of ITA investigations not resulting in detention, resulting in no further follow up	1	11	26	70	31	0	0		139	l I
Estimated number of youth mobile crisis outreach services	5	8	17	27	23	8	11		99	l I
Estimated number of adult mobile crisis outreach services	2	75	116	303	146	28	83	-	753	l I
Estimated percentage of Emergent calls responded to within 2 hours	100%	95%	97%	91%	96%	100%	100%	-	97%	l
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	100%	100%	100%		-	100%	I

2025 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	2090	0	0	0	0	0	0	0	0	0	0	0
Crisis hotline calls answered within 30 seconds	2061	0	0	0	0	0	0	0	0	0	0	0



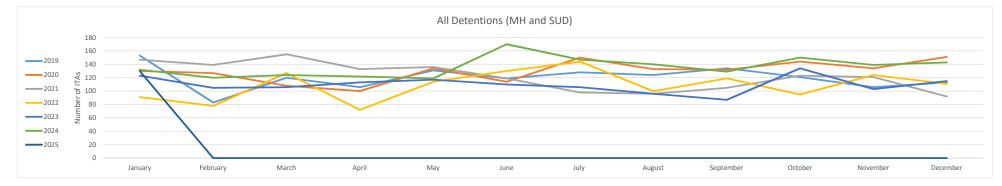
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	119	0	0	0	0	0	0	0	0	0	0	0
SUD ITA detentions	11	0	0	0	0	0	0	0	0	0	0	0
All ITA investigations, regardless of detention	562	0	0	0	0	0	0	0	0	0	0	0



2025 Reported Crisis Services by Month

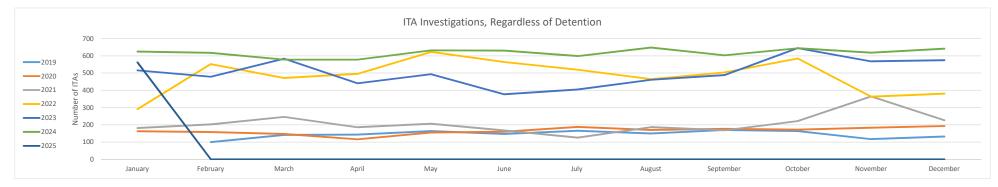
All Detentions (MH and SUD)

	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	139	143
2025	130	0	0	0	0	0	0	0	0	0	0	0



ITA Investigations, Regardless of Detention

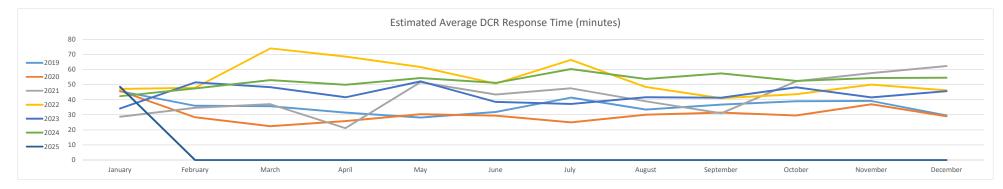
	January	February	March	April	May	June	July	August	September	October	November	December
2019		100	141	143	164	147	165	150	170	164	117	132
2020	163	158	147	116	155	160	188	170	177	172	183	193
2021	181	203	246	186	206	167	126	187	168	222	365	227
2022	291	552	472	496	623	564	520	465	504	585	363	381
2023	516	479	584	441	494	377	405	461	488	645	568	575
2024	625	617	578	578	632	630	599	648	603	644	618	641
2025	562	0	0	0	0	0	0	0	0	0	0	0



2025 Reported Crisis Services by Month

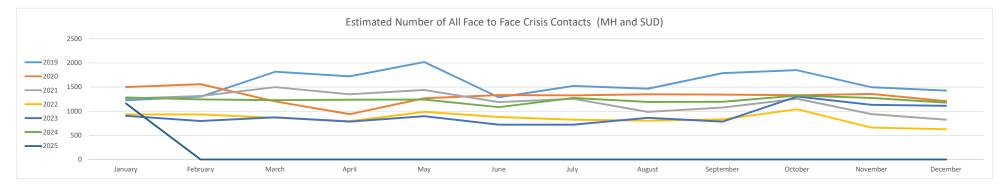
Estimated Average DCR Response Time (minutes)

	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	54	55
2025	49	0	0	0	0	0	0	0	0	0	0	0



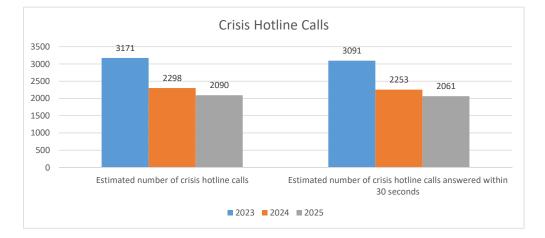
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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	1194	1324	1273	1177
2025	1160	0	0	0	0	0	0	0	0	0	0	0

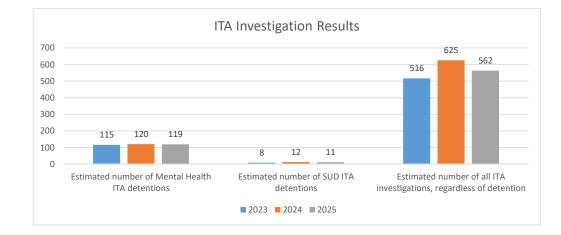


January 2025 Crisis Services Comparisions

	2023	2024	2025
Estimated number of crisis hotline calls	3171	2298	2090
Estimated number of crisis hotline calls answered within 30 seconds	3091	2253	2061

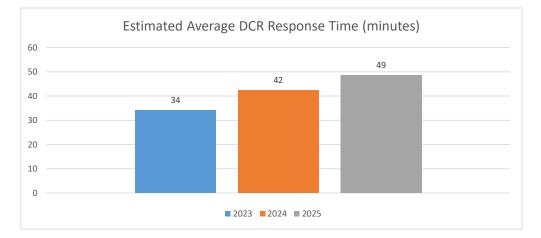


	2023	2024	2025
Estimated number of Mental Health ITA detentions	115	120	119
Estimated number of SUD ITA detentions	8	12	11
Estimated number of all ITA investigations, regardless of detention	516	625	562

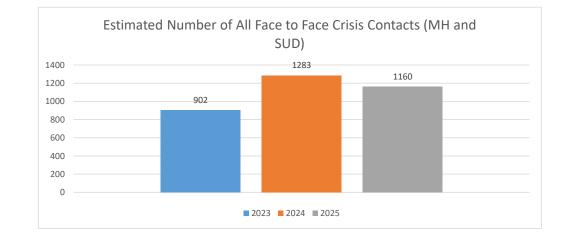


January 2025 Crisis Services Comparisions





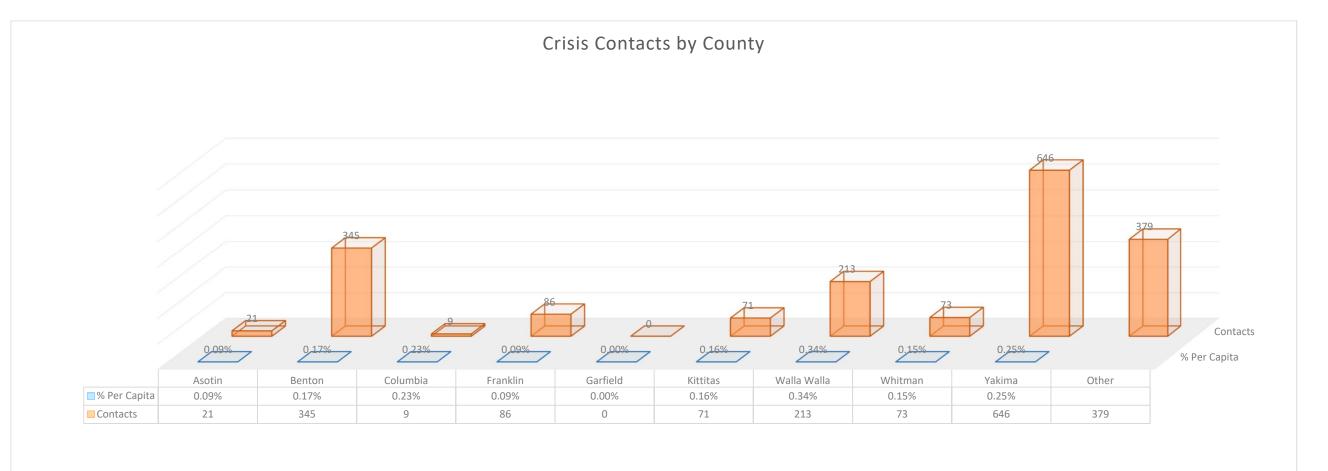
	2023	2024	2025
Estimated number of all Face to Face crisis contacts (MH and SUD)	902	1283	1160



These numbers come from the daily crisis logs

	January	February	March	April	Мау	June	July	August	September	October	November	December	2025 Total
Comprehensive	835	0	0	0	0	0	0	0	0	0	0	0	835
Palouse River	30	0	0	0	0	0	0	0	0	0	0	0	30
Quality Behavioral Health	26	0	0	0	0	0	0	0	0	0	0	0	26
Volunteers of America	952	0	0	0	0	0	0	0	0	0	0	0	952
Total	1843	0	0	0	0	0	0	0	0	0	0	0	1843

January 2025 Crisis Contacts by Provider								
Comprehensive	PRC	QBH	VOA	Grand Total				
835	30	26	952	1843				

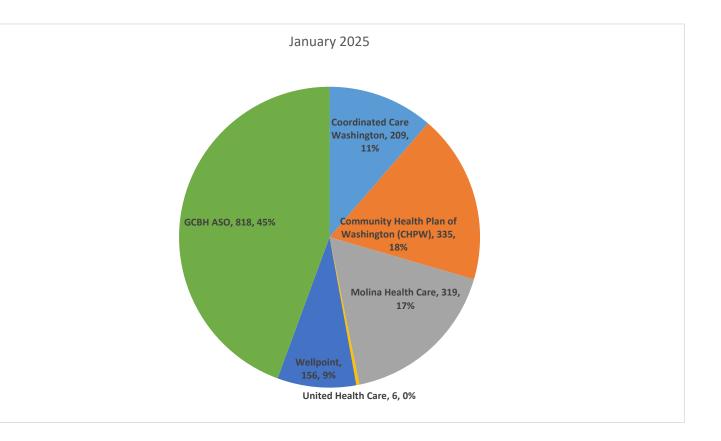


Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	5	0	2	0	4	3	6	9	8	37
Community	0	2	0	0	0	0	2	0	0	0	4
Family	3	84	0	23	0	9	29	4	58	85	295
Hospital	6	95	3	25	0	12	55	38	137	66	437
Law Enforcement	0	5	4	3	0	11	23	1	130	9	186
Legal Representative	0	0	0	0	0	0	0	0	0	0	0
Professional	1	37	0	5	0	13	25	5	47	29	162
School	0	9	0	5	0	2	5	4	36	8	69
Social Service Provider	1	2	0	0	0	0	2	0	5	0	10
Other	10	106	2	23	0	20	69	15	224	174	643
	21	345	9	86	0	71	213	73	646	379	1843



МСО	Number of Crisis Contacts			
Coordinated Care Washington	209			
Community Health Plan of Washington (CHPW)	335			
Molina Health Care	319			
United Health Care	6			
Wellpoint	156			
GCBH ASO	818			
Grand Total	1843			

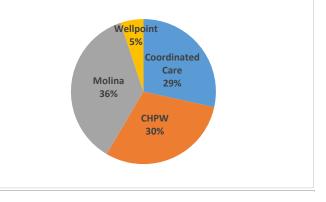


January Crisis Contacts

МСО	Number of Crisis Contacts
Coordinated Care	209
CHPW	335
Molina	319
Wellpoint	156

January 2025 Contacts by MCO Wellpoint, 156, 15% Molina, 319, 31% CHPW, 335, 33%

GCBH Regional Enrollment January 2025



January GCBH Regional Enrollment Percentages

мсо	Eligible Count	Medicaid Population %
Coordinated Care	65749	28%
CHPW	69419	30%
Molina	84194	36%
Wellpoint	11812	5%
Total	231174	

2025 Early Warning System Indicator Matrix

			2025						1						
Indicator Category	Indicator Sub-Category	Specific Indicator	January	February	March	April	May	June	July	August	September	October	November	December	2025 Year
		# of incoming calls	2185												2185
	Crisis Hotline Calls	# of calls answered	2090												2090
	Crisis Hourne Calls	# of calls answered within 30 seconds	2061												2061
		% of calls answered within 30 seconds	98.6												98.6%
Crisis System	ITA Investigations	ITA Investigations, regardless of detention	562												562
Crisis System	ITA Detentions	# of Mental Health ITA Detentions	119												119
	TTA Detentions	# of SUD ITA Detentions	11												11
	DCR Response Time	Average DCR Response Time (minutes)	49												49.0
	Bed Availability	# of No Bed Reports	7												7
		# of Single Bed Certifications	4												4

GCBH Call Center Performance

	Calls Received	Calls Answered	% of calls abandoned	Avg Talk Time (min)	Total Ans 30s	% Anwered 30s
January	2185	2090	0.0%	5.7	2061	98.6%
February						
March						
April						
Мау						
June						
July						
August						
September						
October						
November						
December						
2025 Year	2185	2090	0.0%	5.7	2061	98.6%

VOA Monthly Program Utilization Summary

January 2025

Calls Answered	1999
Calls Answered Under 30 sec	1970
Total Calls Abandoned	0
% of Calls Abandoned	0.00%
% of Calls Answered in <30 sec	98.5%
Average Wait Time / Time to Answer (min:sec)	0:11
Average Talk Time (min:sec)	5:41