February 2023 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		41	19	2950	3010	
Estimated number of crisis hotline calls answered within 30 seconds this month		41	19	2889	2949	98.0%
Estimated number of Mental Health ITA detentions this month	94	1	4	-	99	
Estimated number of SUD ITA detentions this month	6	0	0	-	6	
Estimated average DCR response time this month (minutes)	66	15	16	-	51	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	729	2	65	-	796	
Estimated number of all ITA investigations this month, regardless of detention	466	1	12	-	479	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.9%	98.0%	

February 2024 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		49	22	2054	2125	
Estimated number of crisis hotline calls answered within 30 seconds this month		49	22	2054	2125	100.0%
Estimated number of Mental Health ITA detentions this month	107	2	2	-	111	
Estimated number of SUD ITA detentions this month	9	0	0	-	9	
Estimated average DCR response time this month (minutes)	60	16	16	-	47	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1212	18	15	-	1245	
Estimated number of all ITA investigations this month, regardless of detention	601	4	12	-	617	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	100.0%	100.0%	

February 2025 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		40	35	1759	1834	
Estimated number of crisis hotline calls answered within 30 seconds this month		40	35	1729	1804	98.4%
Estimated number of Mental Health ITA detentions this month	119	4	0	-	123	
Estimated number of SUD ITA detentions this month	9	0	0	-	9	
Estimated average DCR response time this month (minutes)	86	12	17.5	-	65	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1090	0	7	-	1097	
Estimated number of all ITA investigations this month, regardless of detention	539	6	4	-	549	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.3%	98.4%	

February Crisis Services

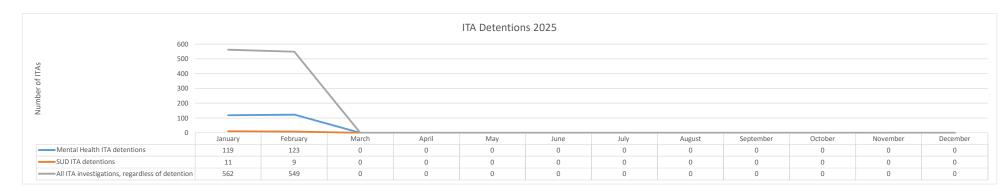
	Comprehensive	Comprehensive	Comprehensive	Comprehensive	Comprehensive	PRC	QВН	VOA	Totals	l
	Columbia	Kittitas	Walla Walla	Yakima	Benton/Franklin					1
Estimated number of crisis hotline calls						40	35	1759	1834	<u> </u>
Estimated number of crisis hotline calls answered within 30 seconds this month						40	35	1729	1804	98.4%
Estimated number of Mental Health ITA detentions this month	1	15	11	56	36	4	0	-	123	
Estimated number of SUD ITA detentions this month	0	3	1	3	2	0	0	-	9	1
Estimated average DCR response time this month (minutes)	88	79	45	154	62	12	17.5	-	65	1
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	7	168	139	476	300	0	7	-	1097	1
Estimated number of all ITA investigations this month, regardless of detention	2	86	57	229	165	6	4	-	549	1
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	98.3%	98.4%	1
Estimated number of ITA investigations conducted via telehealth	0	0	0	6	1	6	2	-	15	1
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	0	8	12	68	63	1	2	-	154	l
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	0	0	0	2	1	2	-	5	l
Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources	0	3	1	5	13	0	0		22	1
Estimated number of ITA investigations not resulting in detention, resulting in no further follow up	1	20	16	73	29	0	0		139	1
Estimated number of youth mobile crisis outreach services	1	21	8	39	16	3	11		99	1
Estimated number of adult mobile crisis outreach services	6	106	77	306	141	35	24	-	695	1
Estimated percentage of Emergent calls responded to within 2 hours	100%	78%	95%	68%	99%	100%	100%	-	91%	1
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	100%	100%	100%		-	100%	1

2025 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	2090	1834	0	0	0	0	0	0	0	0	0	0
Crisis hotline calls answered within 30 seconds	2061	1804	0	0	0	0	0	0	0	0	0	0



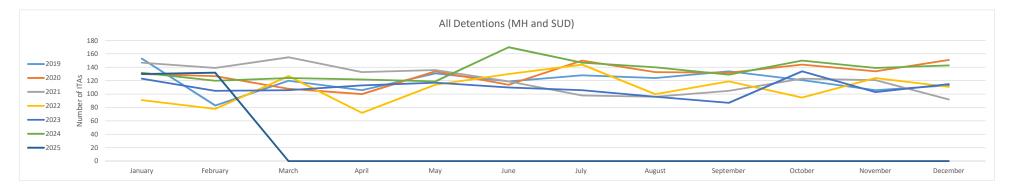
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	119	123	0	0	0	0	0	0	0	0	0	0
SUD ITA detentions	11	9	0	0	0	0	0	0	0	0	0	0
All ITA investigations, regardless of detention	562	549	0	0	0	0	0	0	0	0	0	0



2025 Reported Crisis Services by Month

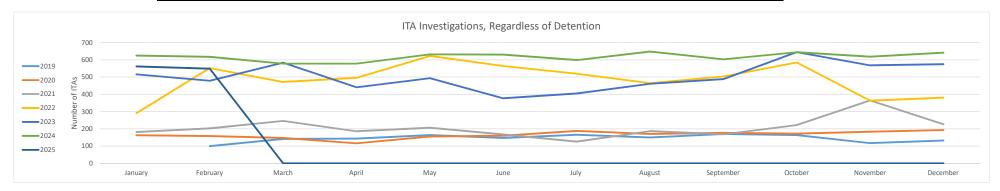
All Detentions (MH and SUD)

	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	132	0	0	0	0	0	0	0	0	0	0



ITA Investigations, Regardless of Detention

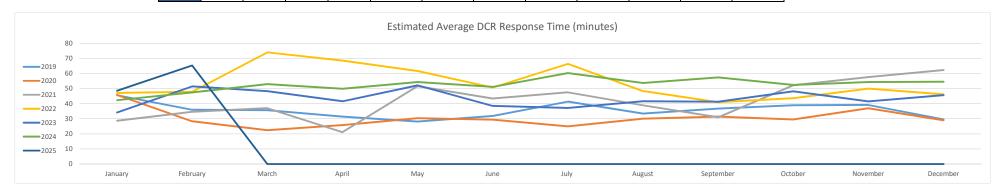
	January	February	March	April	May	June	July	August	September	October	November	December
2019		100	141	143	164	147	165	150	170	164	117	132
2020	163	158	147	116	155	160	188	170	177	172	183	193
2021	181	203	246	186	206	167	126	187	168	222	365	227
2022	291	552	472	496	623	564	520	465	504	585	363	381
2023	516	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	549	0	0	0	0	0	0	0	0	0	0



2025 Reported Crisis Services by Month

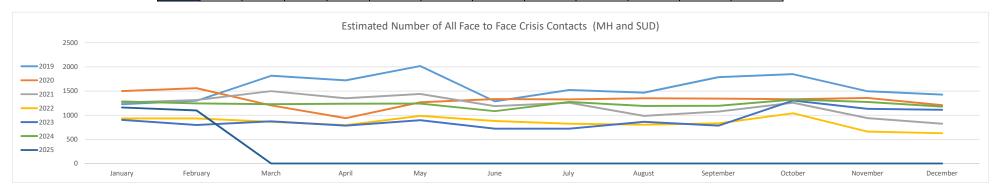
Estimated Average DCR Response Time (minutes)

	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	65	0	0	0	0	0	0	0	0	0	0



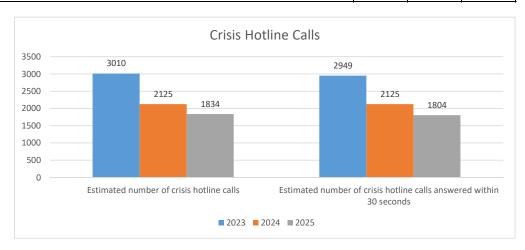
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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	1097	0	0	0	0	0	0	0	0	0	0

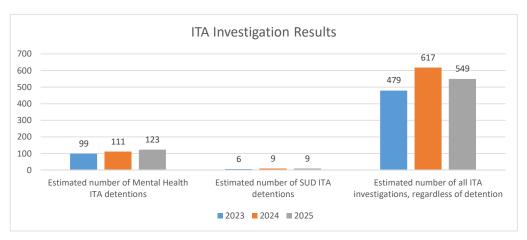


February 2025 Crisis Services Comparisions

	2023	2024	2025
Estimated number of crisis hotline calls	3010	2125	1834
Estimated number of crisis hotline calls answered within 30 seconds	2949	2125	1804

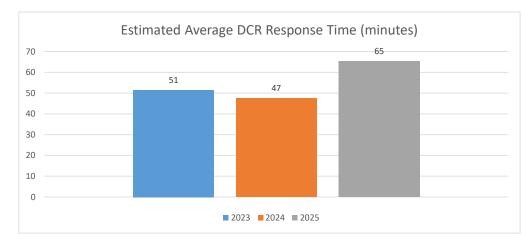


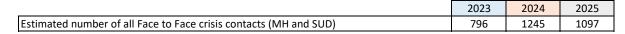
	2023	2024	2025
Estimated number of Mental Health ITA detentions	99	111	123
Estimated number of SUD ITA detentions	6	9	9
Estimated number of all ITA investigations, regardless of detention	479	617	549

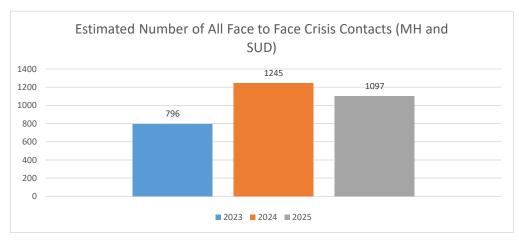


February 2025 Crisis Services Comparisions

	2023	2024	2025
Estimated average DCR response time (minutes)	51	47	65



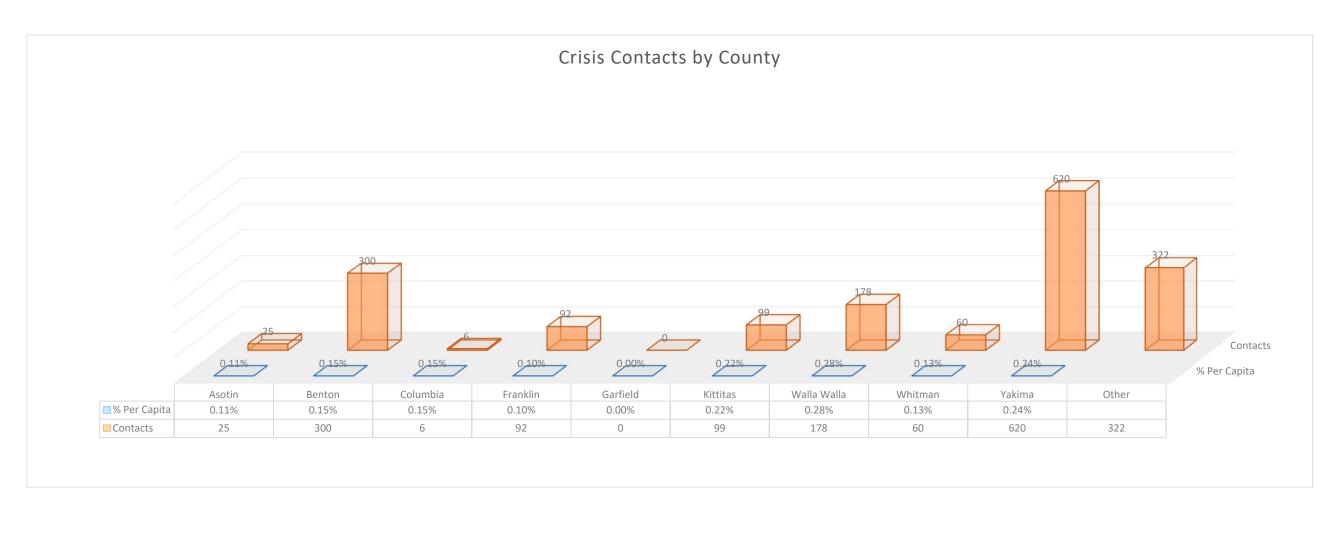




These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2025 Total
Comprehensive	835	823	0	0	0	0	0	0	0	0	0	0	1658
Palouse River	30	29	0	0	0	0	0	0	0	0	0	0	59
Quality Behavioral Health	26	14	0	0	0	0	0	0	0	0	0	0	40
Volunteers of America	952	836	0	0	0	0	0	0	0	0	0	0	1788
Total	1843	1702	0	0	0	0	0	0	0	0	0	0	3545

February 2025 Crisis Contacts by Provider									
Comprehensive	PRC	QBH	VOA	Grand Total					
823	29	14	836	1702					

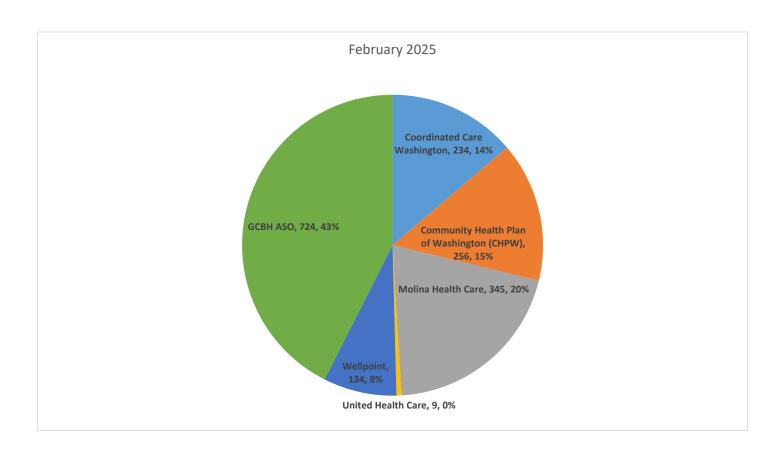


Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	2	0	0	0	2	2	0	8	8	22
Community	0	0	0	0	0	0	0	1	2	1	4
Family	5	76	0	23	0	7	23	3	68	71	276
Hospital	6	86	3	32	0	16	42	28	135	41	389
Law Enforcement	1	11	2	3	0	9	21	2	112	10	171
Legal Representative	0	0	0	0	0	0	0	0	0	0	0
Professional	3	24	1	7	0	25	17	2	66	39	184
School	1	15	0	4	0	1	6	1	25	7	60
Social Service Provider	0	3	0	0	0	1	1	0	2	0	7
Other	9	83	0	23	0	38	66	23	202	145	589
	25	300	6	92	0	99	178	60	620	322	1702

February Crisis Contacts

MCO	Number of Crisis Contacts
Coordinated Care Washington	234
Community Health Plan of Washington (CHPW)	256
Molina Health Care	345
United Health Care	9
Wellpoint	134
GCBH ASO	724
Grand Total	1702

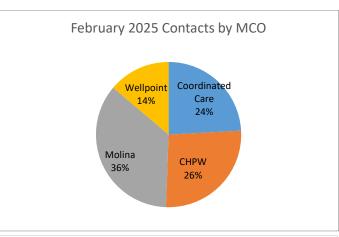


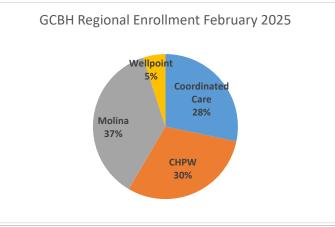
February Crisis Contacts

MCO	Number of Crisis Contacts
Coordinated Care	234
CHPW	256
Molina	345
Wellpoint	134

February GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population
IVICO	Eligible Count	%
Coordinated Care	65561	28%
CHPW	69912	30%
Molina	84815	37%
Wellpoint	11580	5%
Total	231868	





Early Warning System Indicator Matrix

								20	125						
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	1919											4104
	Crisis Hotline Calls	# of calls answered	2090	1834											3924
	Crisis notifile Calls	# of calls answered within 30 seconds	2061	1804											3865
		% of calls answered within 30 seconds	98.6	98.4											98.5%
Crisic System	ITA Investigations	ITA Investigations, regardless of detention	562	549											1111
Crisis System	ITA Detentions	# of Mental Health ITA Detentions	119	123											242
	TTA Detentions	# of SUD ITA Detentions	11	9											20
	DCR Response Time	Average DCR Response Time (minutes)	49	65											57.0
	Bed Availability	# of No Bed Reports	7	2								•			9
	Bed Availability	# of Single Bed Certifications	4	0											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	1919	1834	0.1%	6.2	1804	98.4%
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
2025 Year	4104	3924	0.1%	5.9	3865	98.5%

VOA Monthly Program Utilization Summary February 2025

Calls Answered	1759
Calls Answered Under 30 sec	1729
Total Calls Abandoned	1
% of Calls Abandoned	0.06%
% of Calls Answered in <30 sec	98.3%
Average Wait Time / Time to Answer (min:sec)	0:11
Average Talk Time (min:sec)	6:09