

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

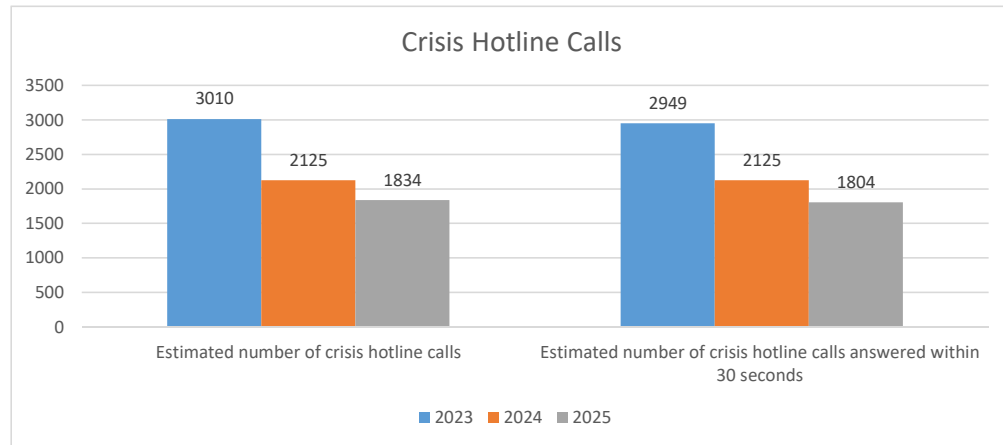
| | Comprehensive | PRC | QBH | VOA | Totals | |
|--|---------------|--------|--------|-------|--------|-------|
| Estimated number of crisis hotline calls | | 40 | 35 | 1759 | 1834 | |
| Estimated number of crisis hotline calls answered within 30 seconds this month | | 40 | 35 | 1729 | 1804 | 98.4% |
| 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

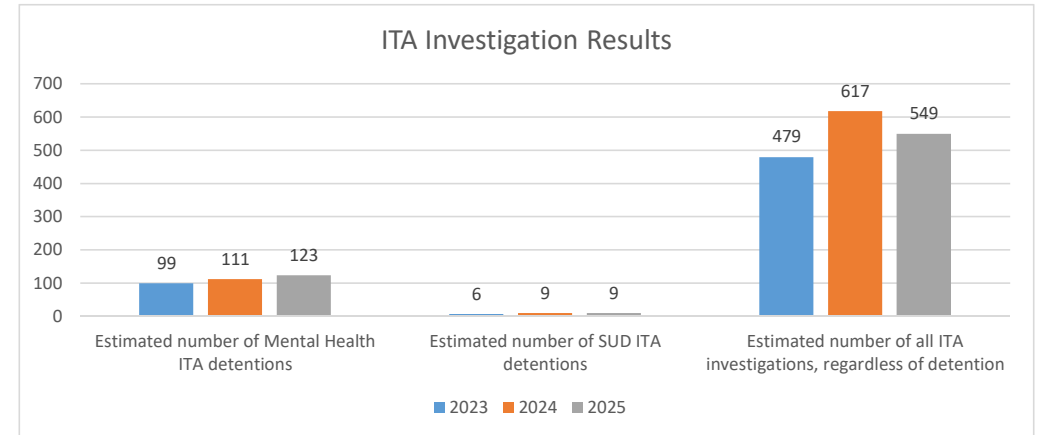
| | Comprehensive Columbia | Comprehensive Kittitas | Comprehensive Walla Walla | Comprehensive Yakima | Comprehensive Benton/Franklin | PRC | QBH | VOA | Totals | |
|---|---------------------------|---------------------------|------------------------------|-------------------------|----------------------------------|--------|--------|-------|--------|-------|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

February 2025 Crisis Services Comparisons

| | 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 |

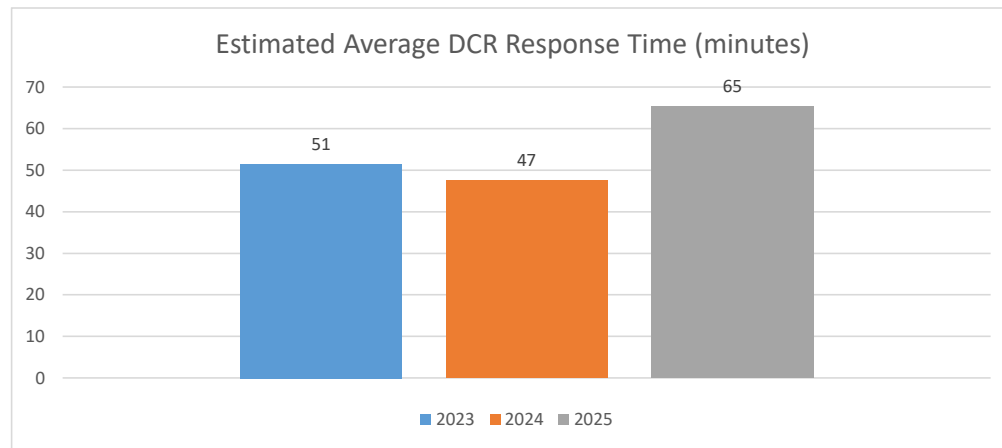


| | 2023 | 2024 | 2025 |
|---|------|------|------|
| Estimated number of Mental Health ITA detentions | 99 | 111 | 123 |
| Estimated number of SUD ITA detentions | 6 | 9 | 9 |
| Estimated number of all ITA investigations, regardless of detention | 479 | 617 | 549 |

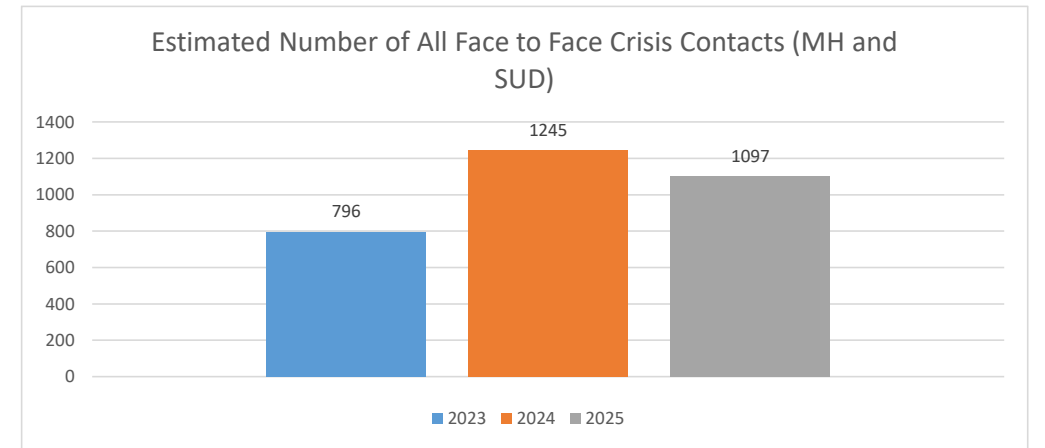


February 2025 Crisis Services Comparisons

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



| | 2023 | 2024 | 2025 |
|---|------|------|------|
| Estimated number of all Face to Face crisis contacts (MH and SUD) | 796 | 1245 | 1097 |

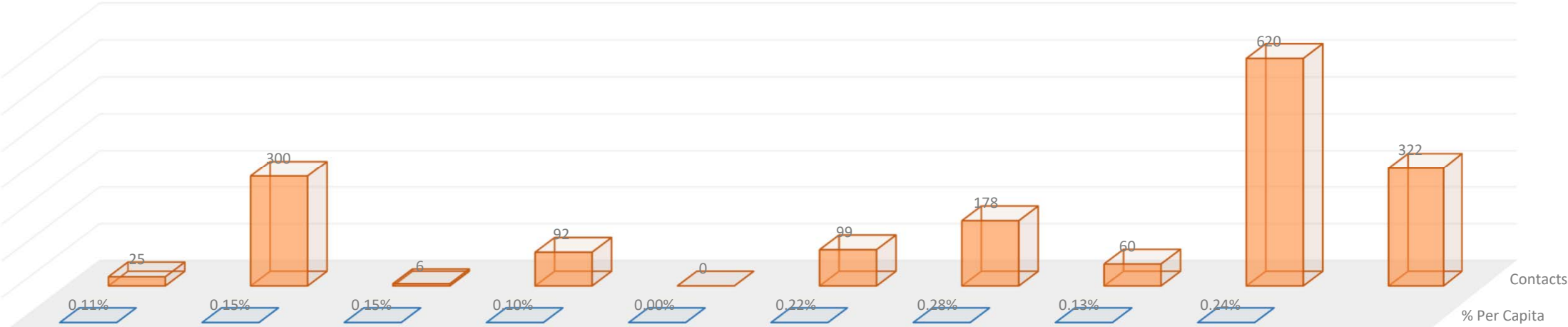


These numbers come from the daily crisis logs

| | 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 |

Crisis Contacts by County



| | | | | | | | | | | |
|--------------|--------|--------|----------|----------|----------|----------|-------------|---------|--------|-------|
| | Asotin | Benton | Columbia | Franklin | Garfield | Kittitas | Walla Walla | Whitman | Yakima | Other |
| % Per Capita | 0.11% | 0.15% | 0.15% | 0.10% | 0.00% | 0.22% | 0.28% | 0.13% | 0.24% | |
| Contacts | 25 | 300 | 6 | 92 | 0 | 99 | 178 | 60 | 620 | 322 |

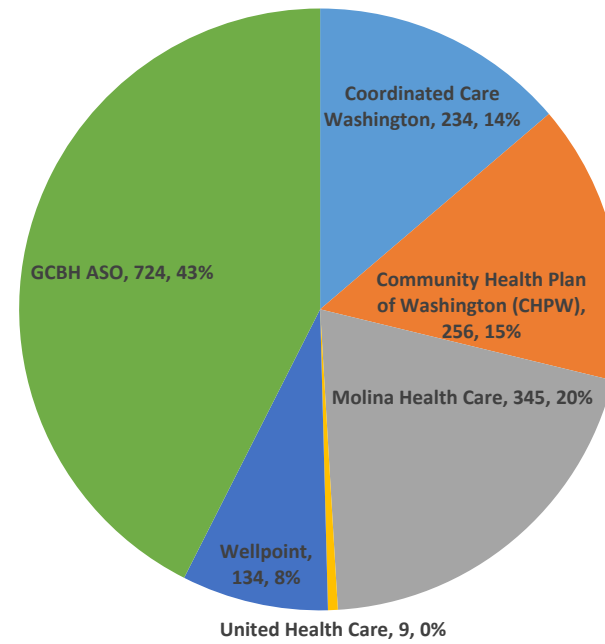
Referral Source

| | 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 2025



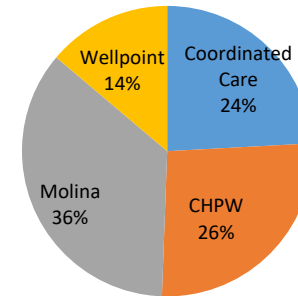
February Crisis Contacts

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

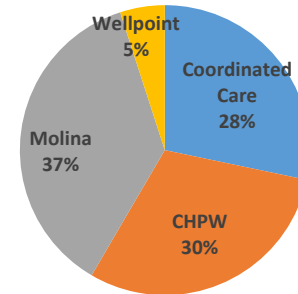
February GCBH Regional Enrollment Percentages

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

February 2025 Contacts by MCO



GCBH Regional Enrollment February 2025



GCBH Call Center Performance

| | Calls Received | Calls Answered | % of calls abandoned | Avg Talk Time (min) | Total Ans 30s | % Answered 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 |