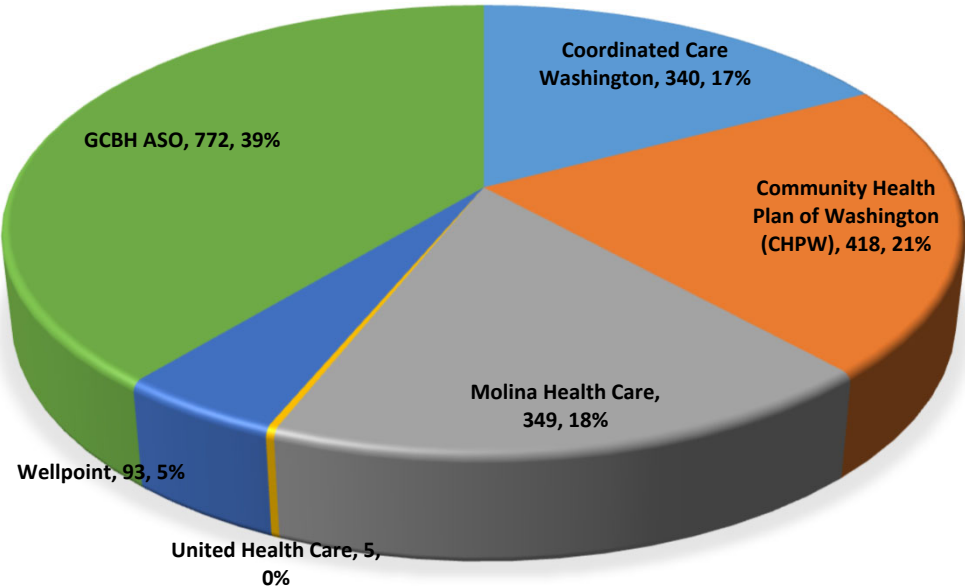


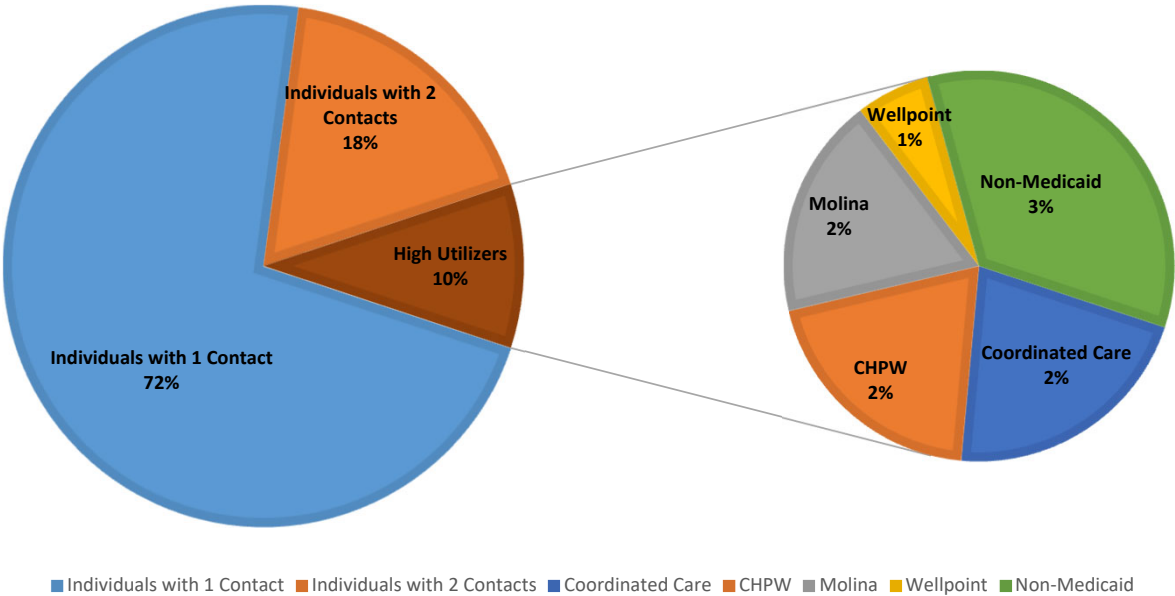
Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

April 2026

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



INDIVIDUAL CRISIS CONTACTS



Month-Over-Month Metrics

	March	April
Crisis Log Contacts	2019	1977
Unduplicated Individuals	1383	1288
Mobile Outreach Services	973	923
Avg. DCR Response Time (Target less than 120 min)	102	104
ITA Investigations	583	604

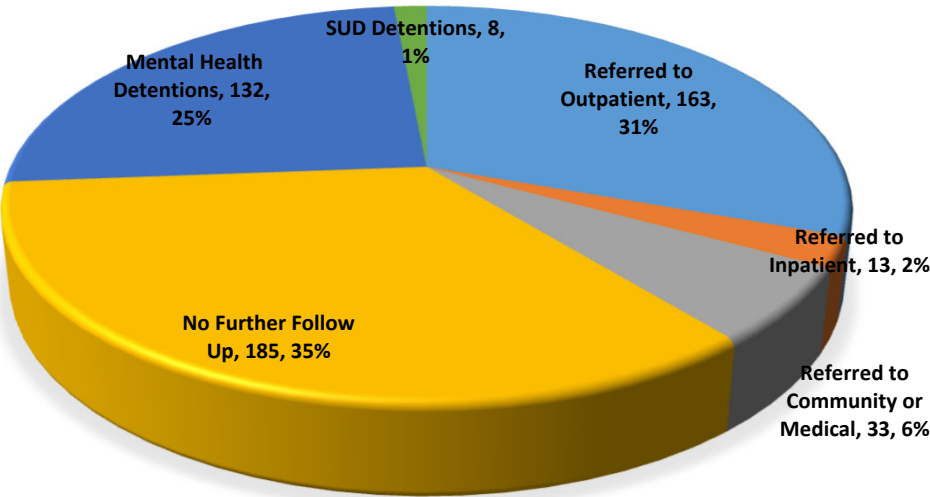
Crisis Hotline Calls	1949	1906
Percent of Calls Answered in 30 seconds (Target 90% or more)	94.8%	93.6%
Percent of Calls Abandoned (Target 5% or less)	1.7%	2.7%

Definitions

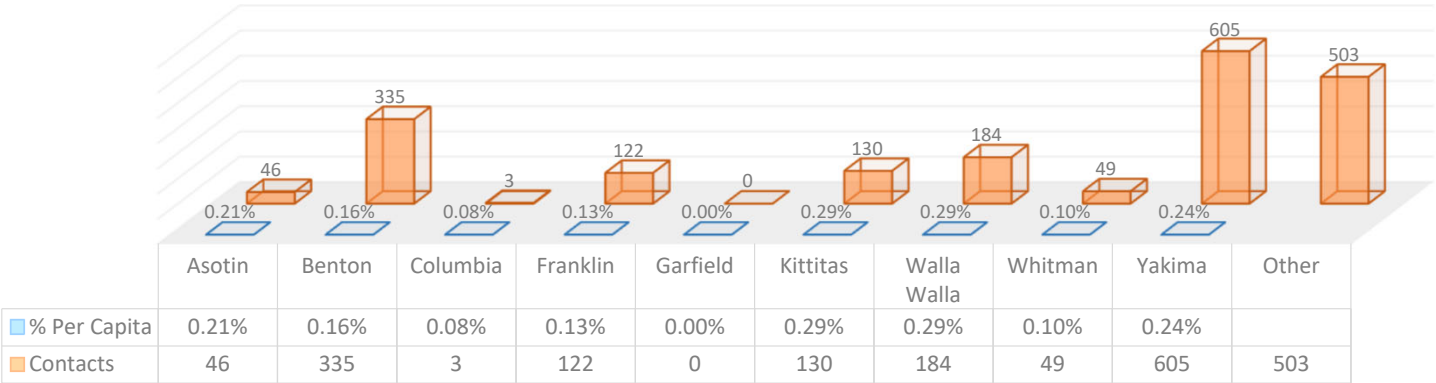
Abandoned Call:	An incoming call not ended before 30 seconds, but ended after 30 seconds before receiving a live answer.
Crisis Log Contact:	Any contact an individual has with a clinician, in person or telephonically, where crisis services were provided.
DCR:	Designated Crisis Responder - a person authorized to perform civil commitment duties
High Utilitazer:	An individual with 3 or more crisis contacts in one month
ITA:	Short forInvoluntary 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.

Crisis Hotline Calls 1906	Percent of Calls Answered in 30 seconds (Target 90% or more)		93.6%	Total Crisis Log Contacts 1977		Mobile Outreach Services	923
	Percent of Calls Abandoned (Target 5% or less)		2.7%	Unduplicated Individuals 1288		Average DCR Response Time (Target less than 120 min)	104
						ITA Investigations	604

ITA INVESTIGATION OUTCOMES

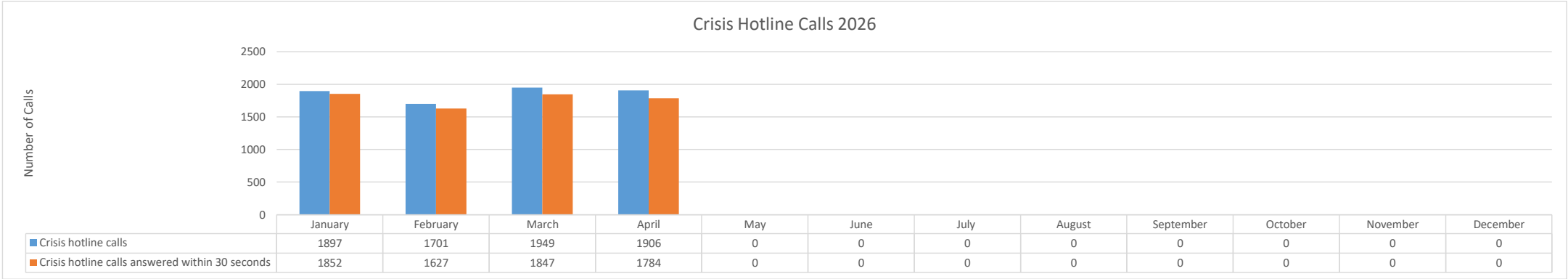


Crisis Contacts by County

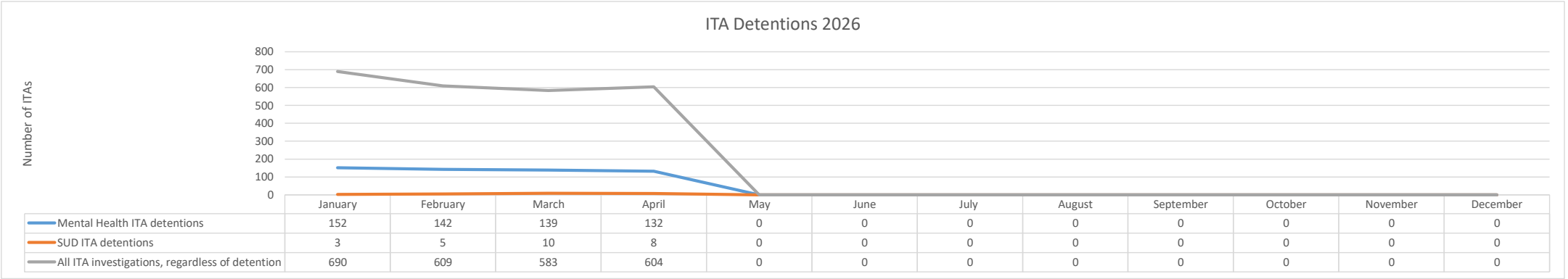


2026 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	1897	1701	1949	1906	0	0	0	0	0	0	0	0
Crisis hotline calls answered within 30 seconds	1852	1627	1847	1784	0	0	0	0	0	0	0	0



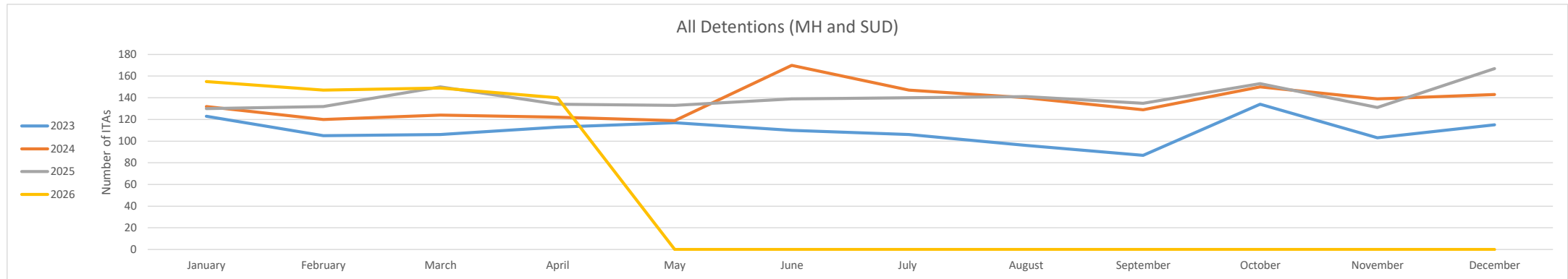
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	152	142	139	132	0	0	0	0	0	0	0	0
SUD ITA detentions	3	5	10	8	0	0	0	0	0	0	0	0
All ITA investigations, regardless of detention	690	609	583	604	0	0	0	0	0	0	0	0



2026 Reported Crisis Services by Month

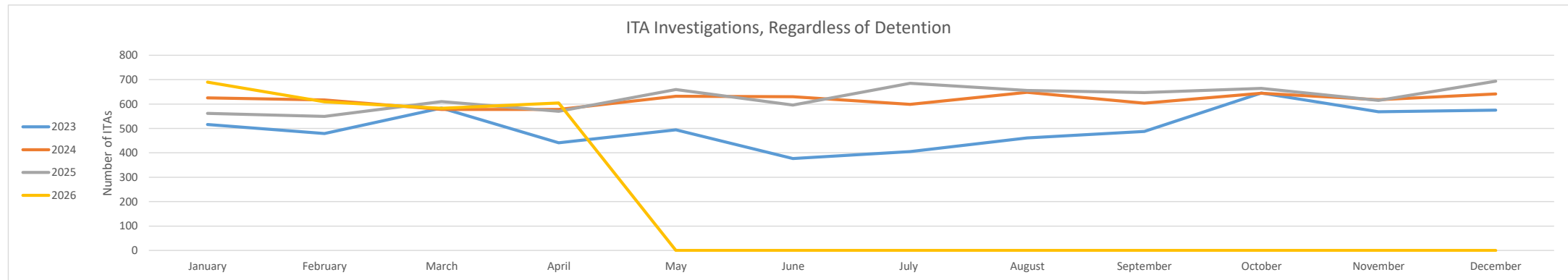
All Detentions (MH and SUD)

	January	February	March	April	May	June	July	August	September	October	November	December
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	150	134	133	139	140	141	135	153	131	167
2026	155	147	149	140	0	0	0	0	0	0	0	0



ITA Investigations, Regardless of Detention

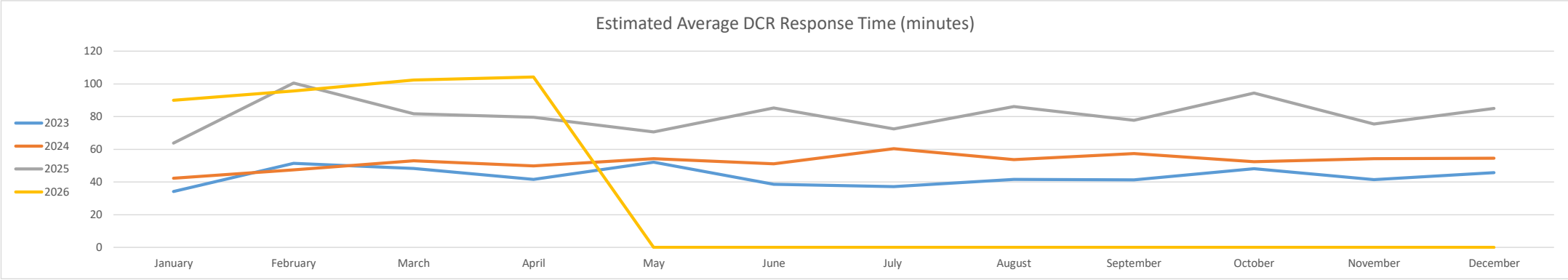
	January	February	March	April	May	June	July	August	September	October	November	December
2023	516	479	584	441	494	377	405	461	488	645	568	575
2024	625	617	578	578	632	630	599	648	603	644	618	641
2025	562	549	610	570	659	596	685	656	647	664	615	694
2026	690	609	583	604	0	0	0	0	0	0	0	0



2026 Reported Crisis Services by Month

Estimated Average DCR Response Time (minutes)

	January	February	March	April	May	June	July	August	September	October	November	December
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	64	100	82	80	71	85	72	86	78	94	75	85
2026	90	96	102	104	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
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	1220	1154	1301	1141	1284	1103	1145	1192	1107	1249
2026	1288	1107	1311	1330	0	0	0	0	0	0	0	0

