

April 2024 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		31	62	2167	2260	
Estimated number of crisis hotline calls answered within 30 seconds this month		31	62	2123	2216	98.1%
Estimated number of Mental Health ITA detentions this month	112	0	1	-	113	
Estimated number of SUD ITA detentions this month	5	0	0	-	9	
Estimated average DCR response time this month (minutes)	64	10	21	-	50	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1203	23	12	-	1238	
Estimated number of all ITA investigations this month, regardless of detention	569	1	8	-	578	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.0%	98.1%	

April 2025 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		23	40	1871	1934	
Estimated number of crisis hotline calls answered within 30 seconds this month		23	40	1838	1901	98.3%
Estimated number of Mental Health ITA detentions this month	118	2	0	-	120	
Estimated number of SUD ITA detentions this month	13	0	1	-	14	
Estimated average DCR response time this month (minutes)	80	11	21	-	80	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1138	0	16	-	1154	
Estimated number of all ITA investigations this month, regardless of detention	561	4	5	-	570	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.2%	98.3%	

April 2026 Crisis Services

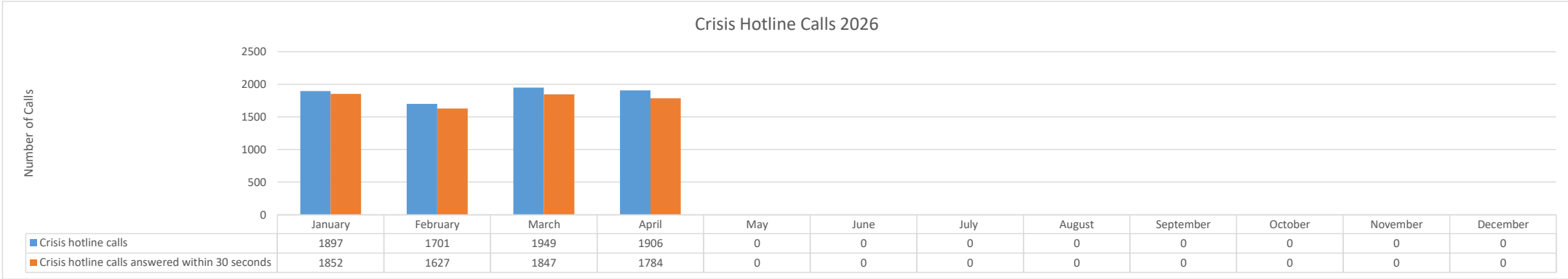
	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		33	66	1807	1906	
Estimated number of crisis hotline calls answered within 30 seconds this month		33	66	1685	1784	93.6%
Estimated number of Mental Health ITA detentions this month	130	0	2	-	132	
Estimated number of SUD ITA detentions this month	8	0	0	-	8	
Estimated average DCR response time this month (minutes)	107	20	20	-	104	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1297	15	18	-	1330	
Estimated number of all ITA investigations this month, regardless of detention	588	5	11	-	604	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	93.2%	93.6%	

April Crisis Services

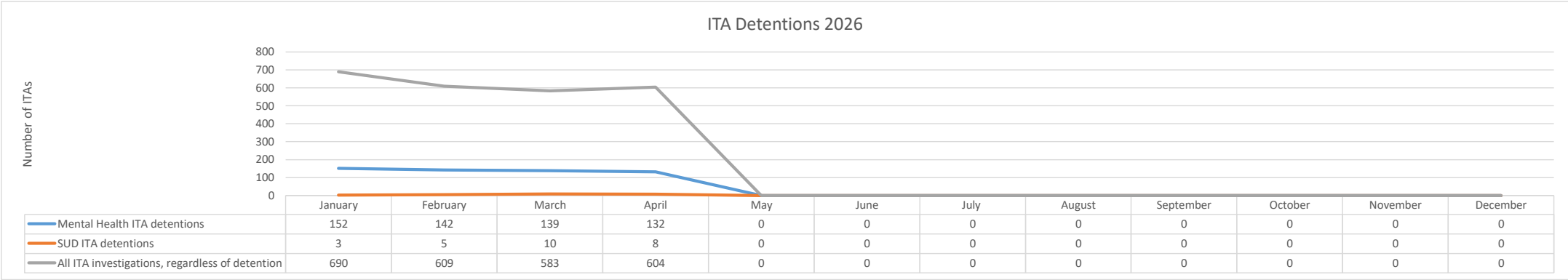
	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls						33	66	1807	1906	
Estimated number of crisis hotline calls answered within 30 seconds this month						33	66	1685	1784	93.6%
Estimated number of Mental Health ITA detentions this month	1	18	12	56	43	0	2	-	132	
Estimated number of SUD ITA detentions this month	0	2	2	2	2	0	0	-	8	
Estimated average DCR response time this month (minutes)	79	55	39	174	53	20	20	-	104	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	3	237	151	552	354	15	18	-	1330	
Estimated number of all ITA investigations this month, regardless of detention	1	65	71	267	184	5	11	-	604	
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	93.2%	93.6%	
Estimated number of ITA investigations conducted via telehealth	0	0	0	7	3	5	1	-	16	
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	0	6	17	85	47	3	5	-	163	
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	1	0	3	9	0	0	-	13	
Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources	0	0	2	20	10	0	1		33	
Estimated number of ITA investigations not resulting in detention, resulting in no further follow up	0	26	31	63	62	0	3		185	
Estimated number of youth mobile crisis outreach services	2	47	15	50	27	4	21		166	
Estimated number of adult mobile crisis outreach services	1	154	88	271	166	25	52	-	757	
Estimated percentage of Emergent calls responded to within 2 hours	100%	92%	98%	59%	93%	100%	95%	-	91%	
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	98%	100%	100%	100%	-	100%	

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



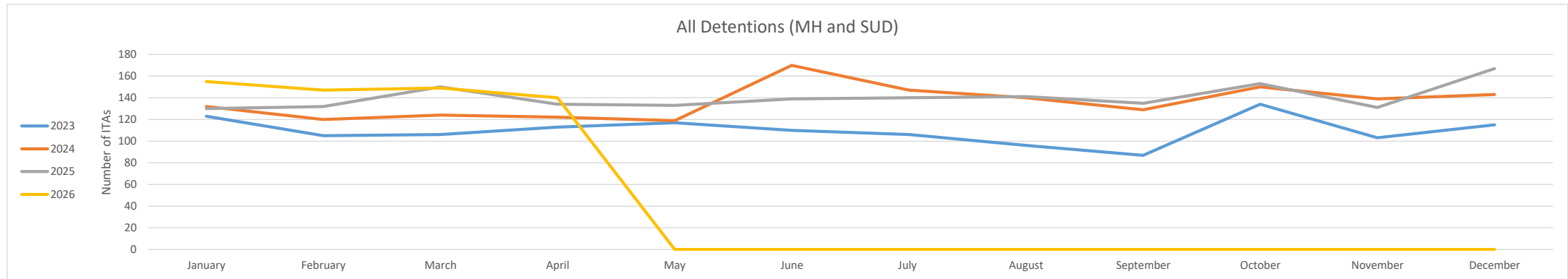
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	152	142	139	132	0	0	0	0	0	0	0	0
SUD ITA detentions	3	5	10	8	0	0	0	0	0	0	0	0
All ITA investigations, regardless of detention	690	609	583	604	0	0	0	0	0	0	0	0



2026 Reported Crisis Services by Month

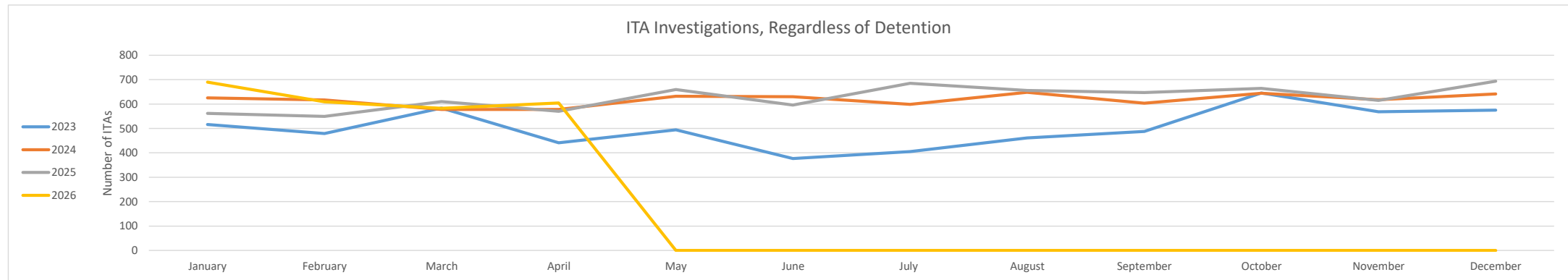
All Detentions (MH and SUD)

	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

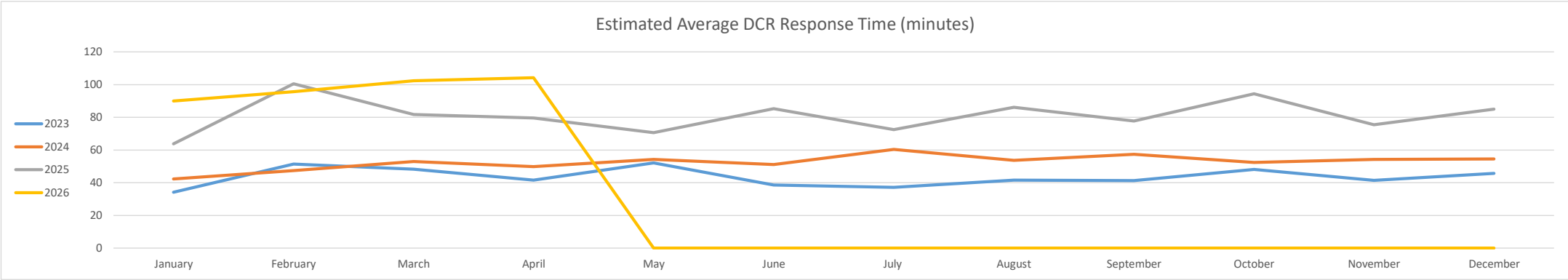
	January	February	March	April	May	June	July	August	September	October	November	December
2023	516	479	584	441	494	377	405	461	488	645	568	575
2024	625	617	578	578	632	630	599	648	603	644	618	641
2025	562	549	610	570	659	596	685	656	647	664	615	694
2026	690	609	583	604	0	0	0	0	0	0	0	0



2026 Reported Crisis Services by Month

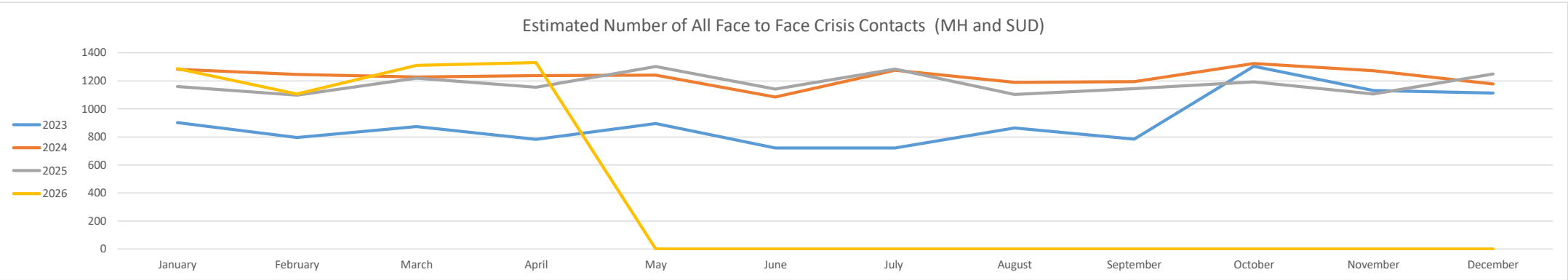
Estimated Average DCR Response Time (minutes)

	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



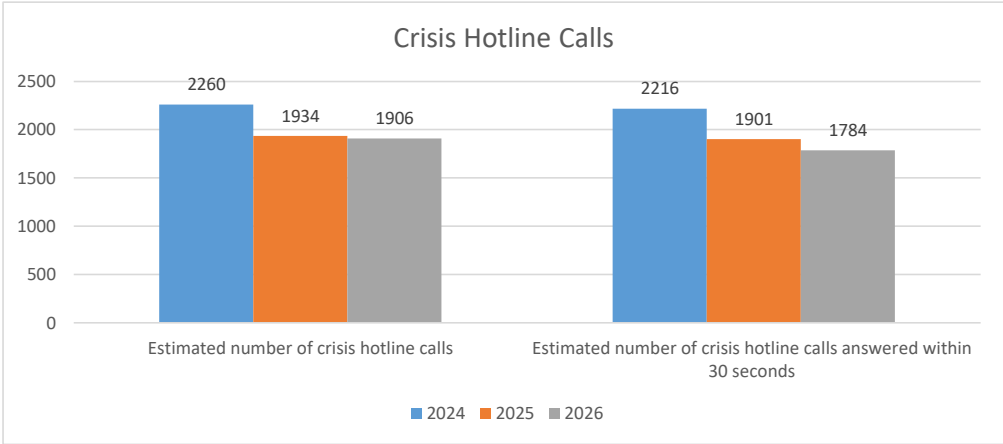
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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

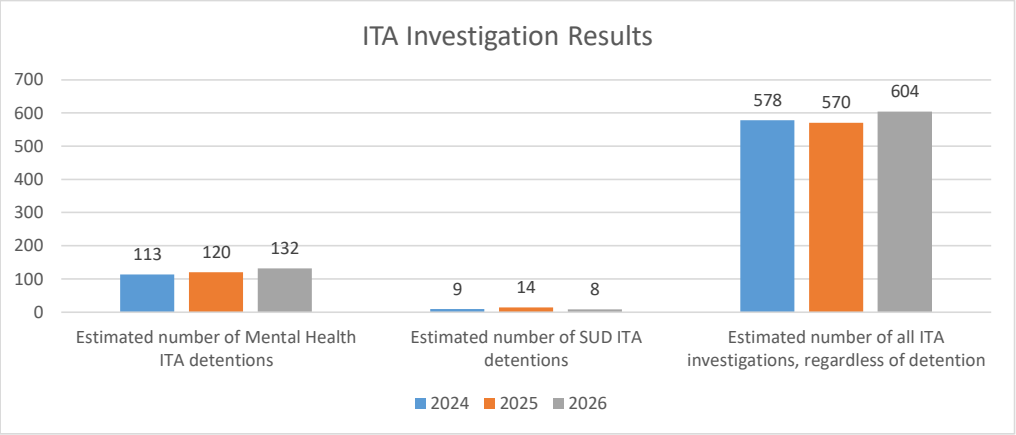


April 2026 Crisis Services Comparisons

	2024	2025	2026
Estimated number of crisis hotline calls	2260	1934	1906
Estimated number of crisis hotline calls answered within 30 seconds	2216	1901	1784

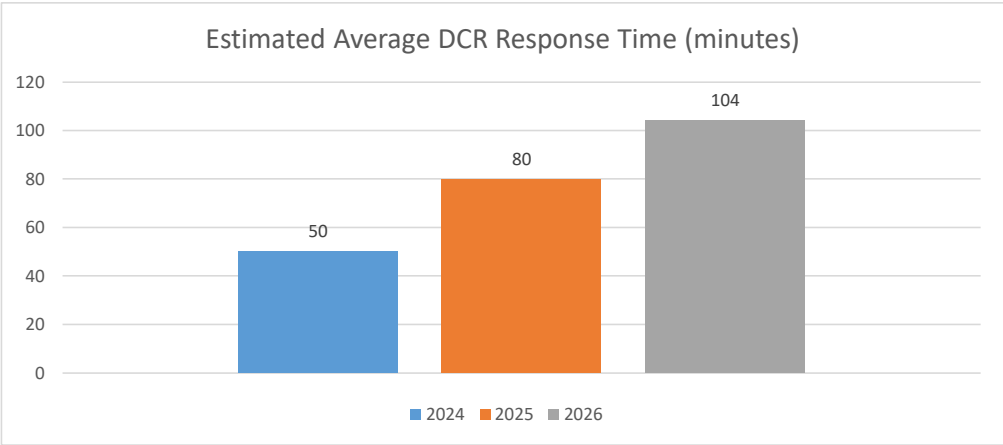


	2024	2025	2026
Estimated number of Mental Health ITA detentions	113	120	132
Estimated number of SUD ITA detentions	9	14	8
Estimated number of all ITA investigations, regardless of detention	578	570	604

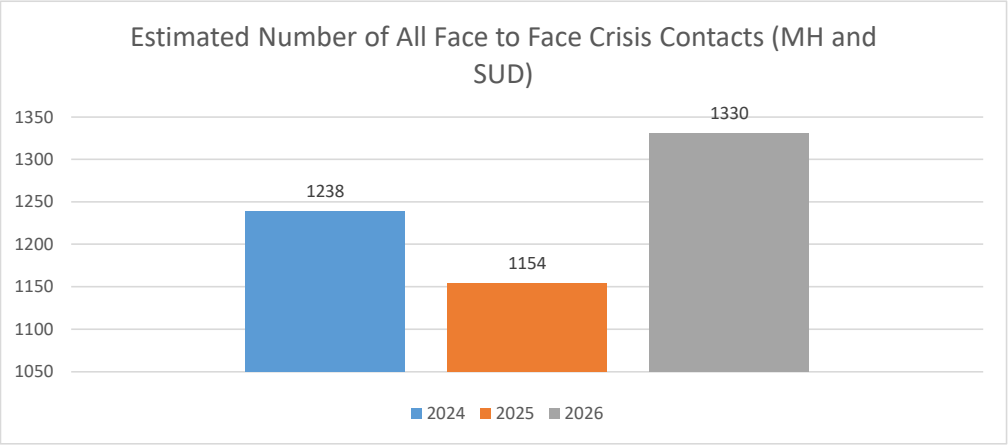


April 2026 Crisis Services Comparisons

	2024	2025	2026
Estimated average DCR response time (minutes)	50	80	104



	2024	2025	2026
Estimated number of all Face to Face crisis contacts (MH and SUD)	1238	1154	1330

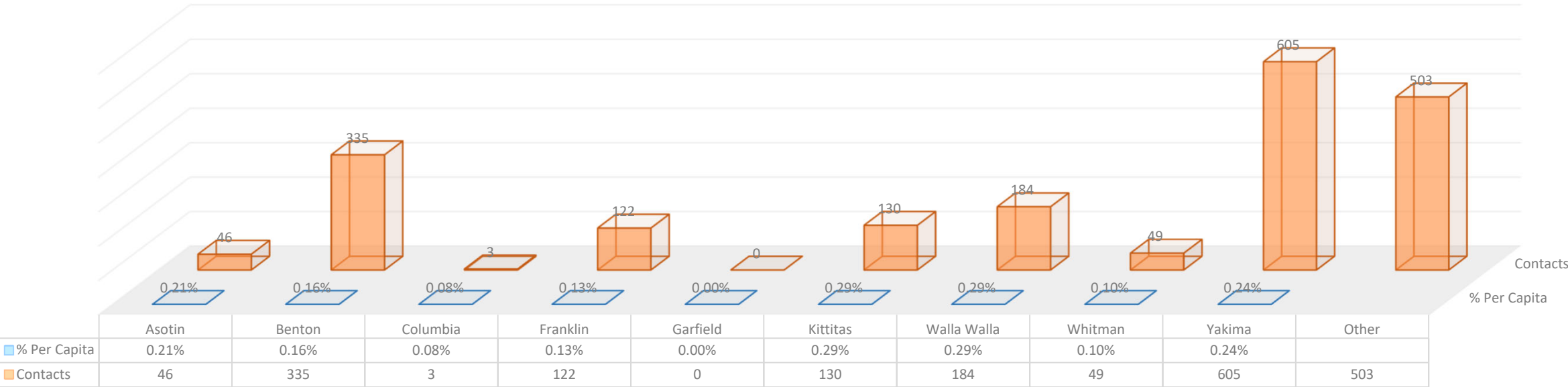


These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2026 Total
Comprehensive	1319	1153	1002	1077	0	0	0	0	0	0	0	0	4551
Palouse River	26	31	39	34	0	0	0	0	0	0	0	0	130
Quality Behavioral Health	56	28	42	65	0	0	0	0	0	0	0	0	191
Volunteers of America	847	795	936	801	0	0	0	0	0	0	0	0	3379
Total	2248	2007	2019	1977	0	0	0	0	0	0	0	0	8251

April 2026 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
1077	34	65	801	1977

Crisis Contacts by County

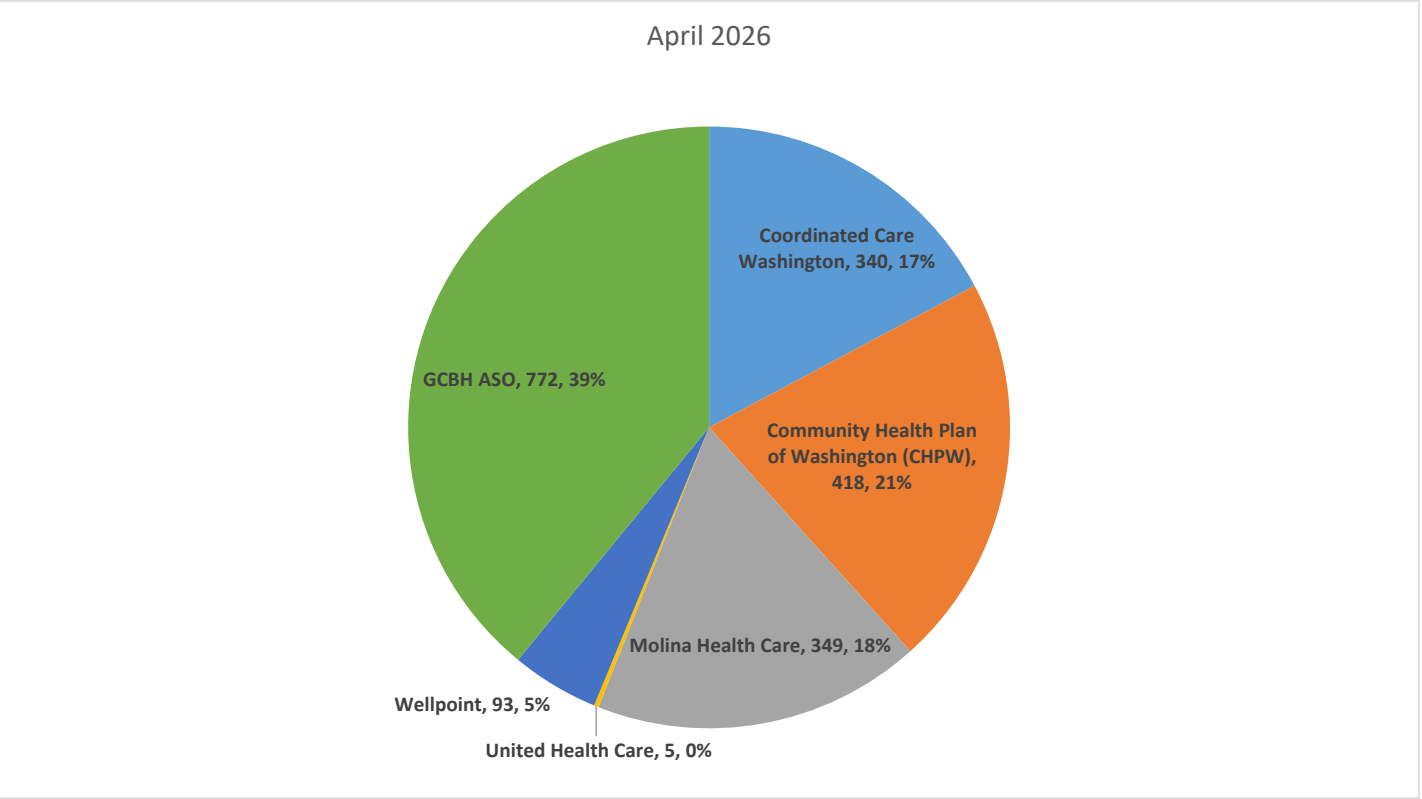


Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	6	0	4	0	2	2	2	9	7	32
Community	0	1	0	0	0	0	0	0	0	0	1
Family	8	64	0	27	0	11	33	5	59	70	277
Hospital	13	94	2	34	0	29	48	27	141	105	493
Law Enforcement	6	13	1	8	0	25	18	0	159	44	274
Legal Representative	1	0	0	0	0	0	0	0	0	0	1
Professional	1	37	0	12	0	37	27	0	51	51	216
School	1	17	0	8	0	9	2	1	12	7	57
Social Service Provider	0	3	0	0	0	0	0	0	1	1	5
Other	16	100	0	29	0	17	54	14	173	218	621
	46	335	3	122	0	130	184	49	605	503	1977

April Crisis Contacts

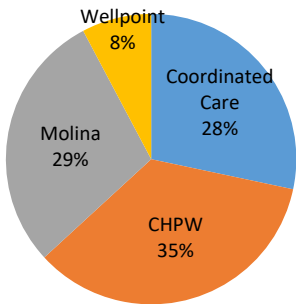
MCO	Number of Crisis Contacts
Coordinated Care Washington	340
Community Health Plan of Washington (CHPW)	418
Molina Health Care	349
United Health Care	5
Wellpoint	93
GCBH ASO	772
Grand Total	1977



April Crisis Contacts

MCO	Number of Crisis Contacts
Coordinated Care	340
CHPW	418
Molina	349
Wellpoint	93

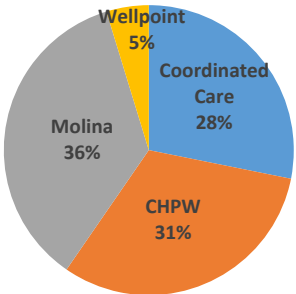
April 2026 Contacts by MCO



April GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Coordinated Care	63668	28%
CHPW	71114	31%
Molina	80662	36%
Wellpoint	10688	5%
Total	226132	

GCBH Regional Enrollment April 2026



GCBH Call Center Performance

	Calls Received	Calls Answered	% of calls abandoned	Avg Talk Time (min)	Total Ans 30s	% Answered 30s
January	1925	1897	0.1%	5.8	1852	97.6%
February	1763	1701	0.6%	5.8	1627	95.6%
March	2068	1949	1.7%	5.8	1847	94.8%
April	2015	1906	2.7%	5.8	1784	93.6%
May						
June						
July						
August						
September						
October						
November						
December						
2026 Year	7771	7453	1.3%	5.8	7110	95.4%

VOA Monthly Program Utilization Summary

April 2026

Calls Answered	1807
Calls Answered Under 30 sec	1685
Total Calls Abandoned	48
% of Calls Abandoned	2.66%
% of Calls Answered in <30 sec	93.2%
Average Wait Time / Time to Answer (min:sec)	0:12
Average Talk Time (min:sec)	5:49