

June 2024 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		25	39	1954	2018	
Estimated number of crisis hotline calls answered within 30 seconds this month		25	39	1911	1975	97.9%
Estimated number of Mental Health ITA detentions this month	151	3	1	-	155	
Estimated number of SUD ITA detentions this month	15	0	0	-	15	
Estimated average DCR response time this month (minutes)	65	11	24	-	51	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1069	0	15	-	1084	
Estimated number of all ITA investigations this month, regardless of detention	612	3	15	-	630	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.8%	97.9%	

June 2025 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		34	33	1829	1896	
Estimated number of crisis hotline calls answered within 30 seconds this month		34	33	1814	1881	99.2%
Estimated number of Mental Health ITA detentions this month	125	2	2	-	129	
Estimated number of SUD ITA detentions this month	10	0	0	-	10	
Estimated average DCR response time this month (minutes)	80	11	24	-	85	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1129	0	12	-	1141	
Estimated number of all ITA investigations this month, regardless of detention	588	2	6	-	596	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	99.2%	99.2%	

June 2026 Crisis Services

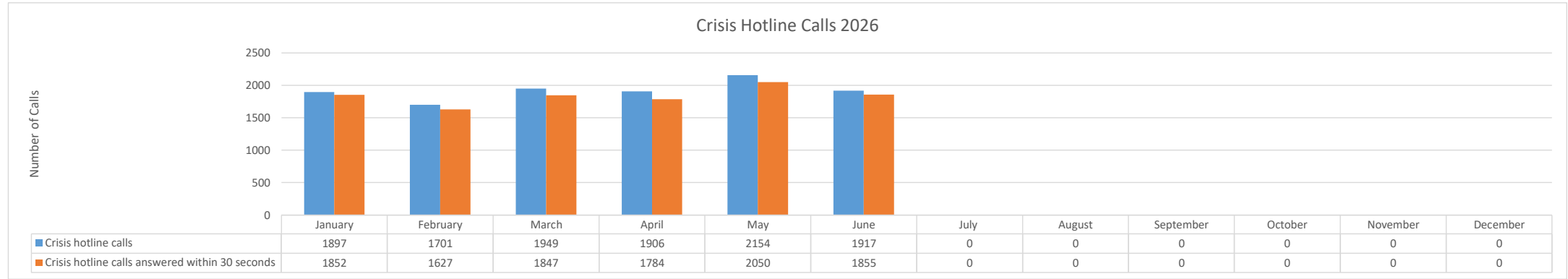
	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		39	67	1811	1917	
Estimated number of crisis hotline calls answered within 30 seconds this month		29	67	1759	1855	96.8%
Estimated number of Mental Health ITA detentions this month	131	5	1	-	137	
Estimated number of SUD ITA detentions this month	6	0	0	-	6	
Estimated average DCR response time this month (minutes)	100	15	30	-	98	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1229	22	9	-	1260	
Estimated number of all ITA investigations this month, regardless of detention	589	5	10	-	604	
Percent of all crisis hotline calls answered within 30 seconds this month		74.4%	100.0%	97.1%	96.8%	

June Crisis Services

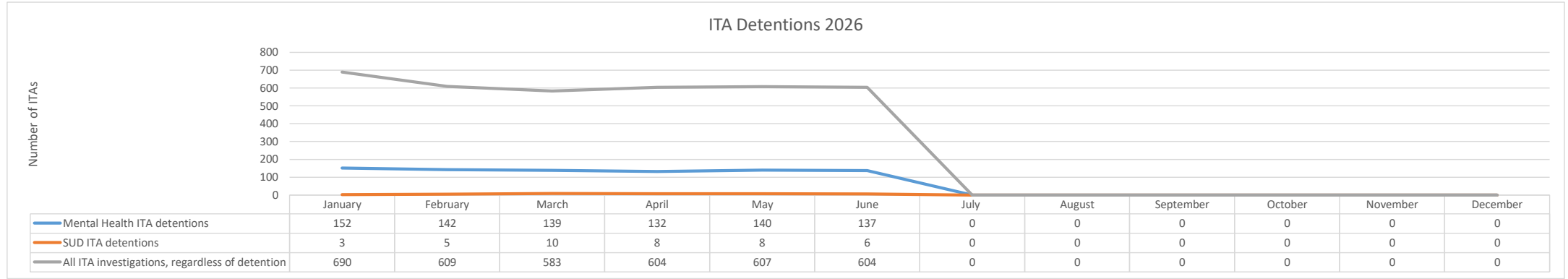
	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls						39	67	1811	1917	
Estimated number of crisis hotline calls answered within 30 seconds this month						29	67	1759	1855	96.8%
Estimated number of Mental Health ITA detentions this month	0	17	17	66	31	5	1	-	137	
Estimated number of SUD ITA detentions this month	0	1	1	1	3	0	0	-	6	
Estimated average DCR response time this month (minutes)	80	60	43	144	73	15	30	-	98	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	2	210	142	495	380	22	9	-	1260	
Estimated number of all ITA investigations this month, regardless of detention	1	62	66	265	195	5	10	-	604	
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	74.4%	100.0%	97.1%	96.8%	
Estimated number of ITA investigations conducted via telehealth	0	0	0	10	0	5	2	-	17	
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	0	6	20	91	61	0	9	-	187	
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	1	1	2	17	0	0	-	21	
Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources	0	3	9	6	4	0	0		22	
Estimated number of ITA investigations not resulting in detention, resulting in no further follow up	0	19	21	67	86	0	0		193	
Estimated number of youth mobile crisis outreach services	0	27	8	40	24	8	28		135	
Estimated number of adult mobile crisis outreach services	2	131	82	299	200	13	87	-	814	
Estimated percentage of Emergent calls responded to within 2 hours	100%	87%	94%	60%	88%	100%	100%	-	90%	
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	97%	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	2154	1917	0	0	0	0	0	0
Crisis hotline calls answered within 30 seconds	1852	1627	1847	1784	2050	1855	0	0	0	0	0	0



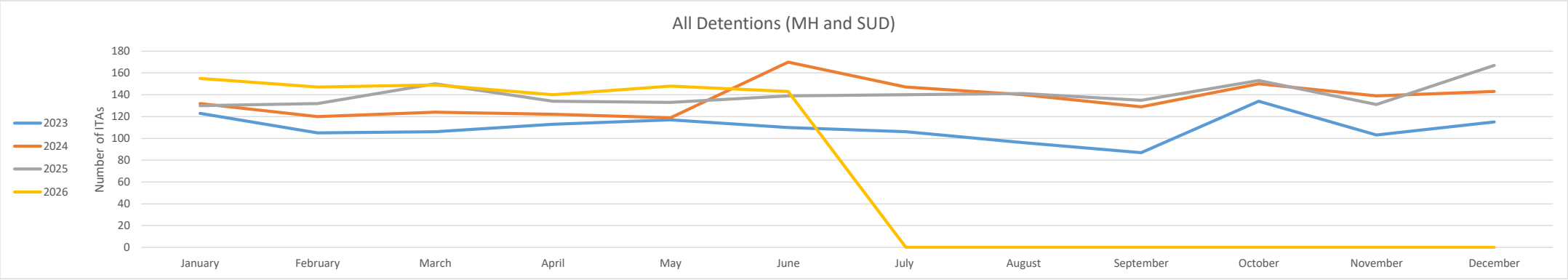
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	152	142	139	132	140	137	0	0	0	0	0	0
SUD ITA detentions	3	5	10	8	8	6	0	0	0	0	0	0
All ITA investigations, regardless of detention	690	609	583	604	607	604	0	0	0	0	0	0



2026 Reported Crisis Services by Month

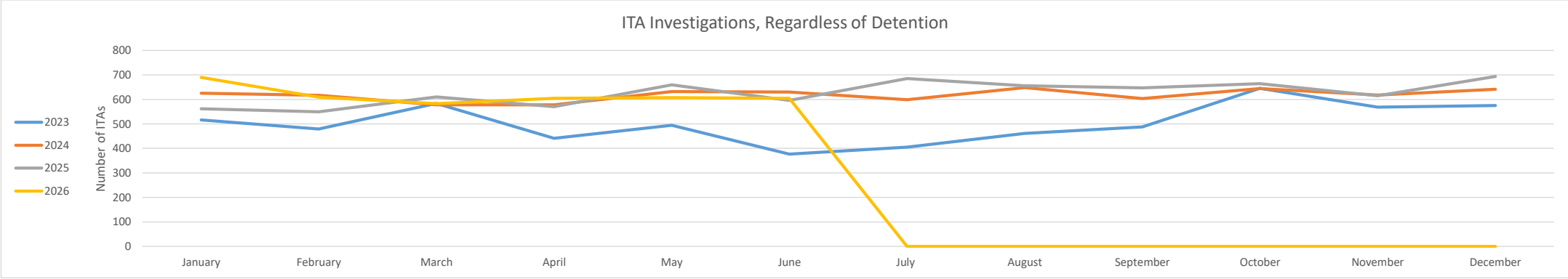
All Detentions (MH and SUD)

	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	148	143	0	0	0	0	0	0



ITA Investigations, Regardless of Detention

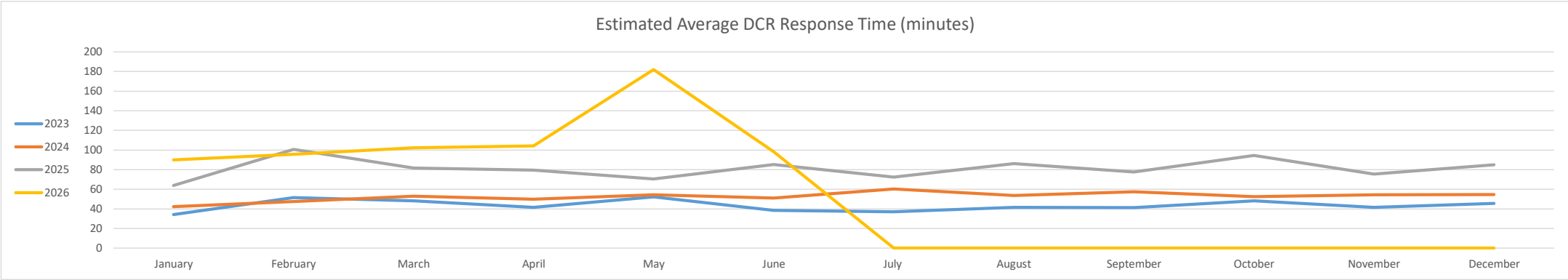
	January	February	March	April	May	June	July	August	September	October	November	December
2023	516	479	584	441	494	377	405	461	488	645	568	575
2024	625	617	578	578	632	630	599	648	603	644	618	641
2025	562	549	610	570	659	596	685	656	647	664	615	694
2026	690	609	583	604	607	604	0	0	0	0	0	0



2026 Reported Crisis Services by Month

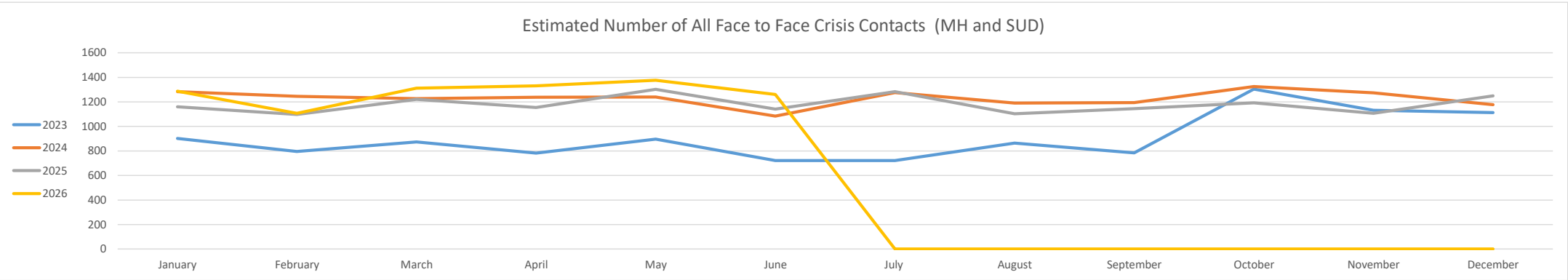
Estimated Average DCR Response Time (minutes)

	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	182	98	0	0	0	0	0	0



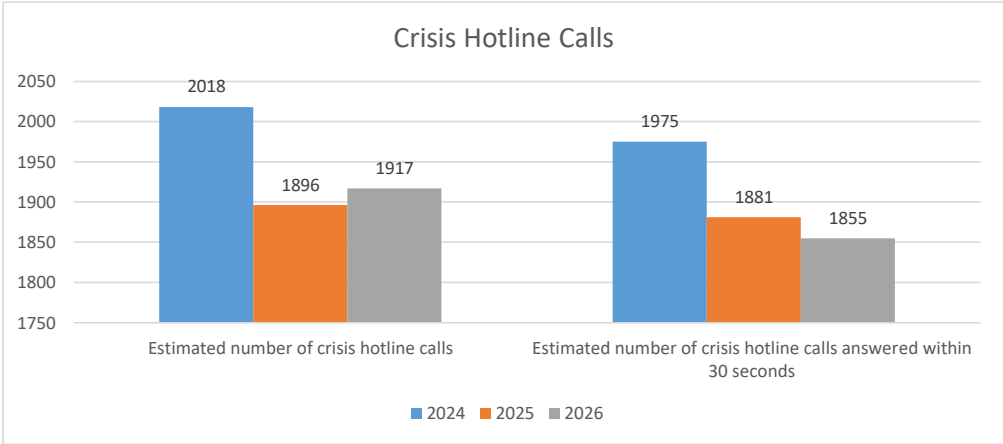
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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	1376	1260	0	0	0	0	0	0

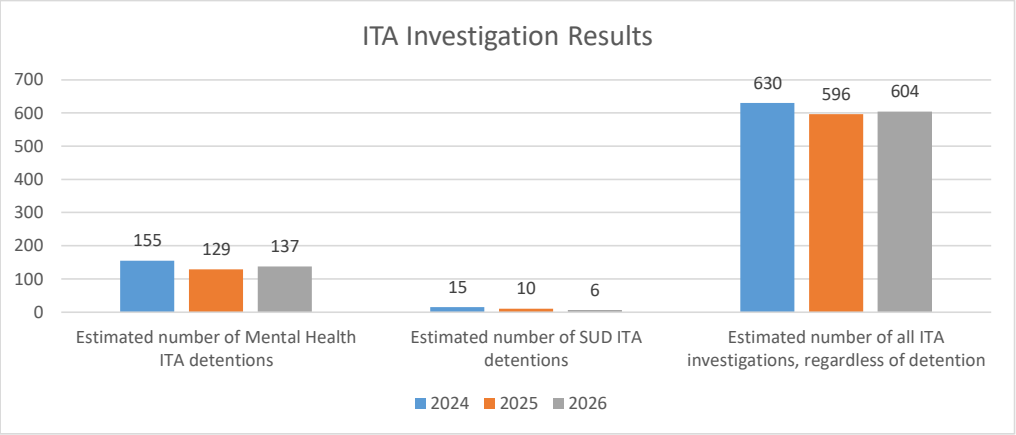


June 2026 Crisis Services Comparisons

	2024	2025	2026
Estimated number of crisis hotline calls	2018	1896	1917
Estimated number of crisis hotline calls answered within 30 seconds	1975	1881	1855

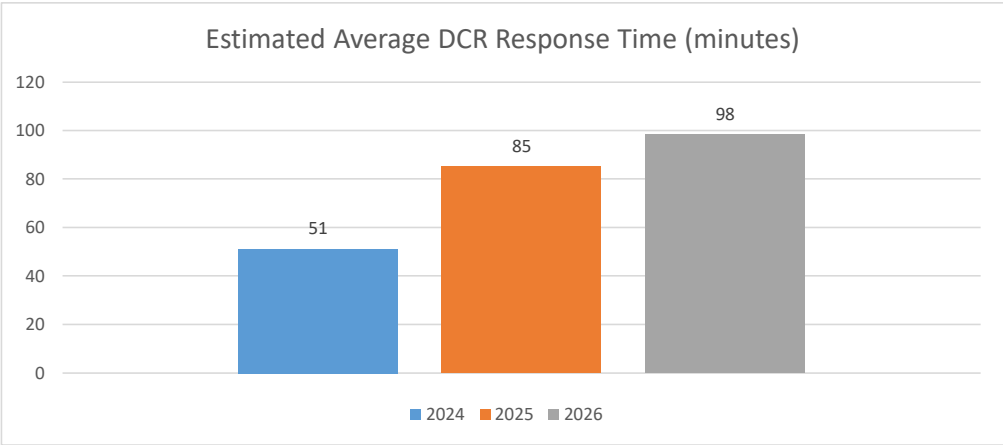


	2024	2025	2026
Estimated number of Mental Health ITA detentions	155	129	137
Estimated number of SUD ITA detentions	15	10	6
Estimated number of all ITA investigations, regardless of detention	630	596	604

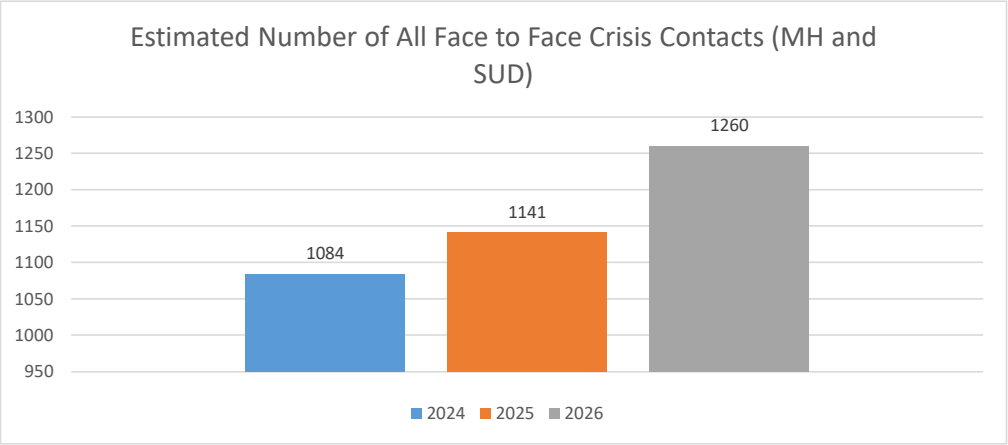


June 2026 Crisis Services Comparisons

	2024	2025	2026
Estimated average DCR response time (minutes)	51	85	98



	2024	2025	2026
Estimated number of all Face to Face crisis contacts (MH and SUD)	1084	1141	1260

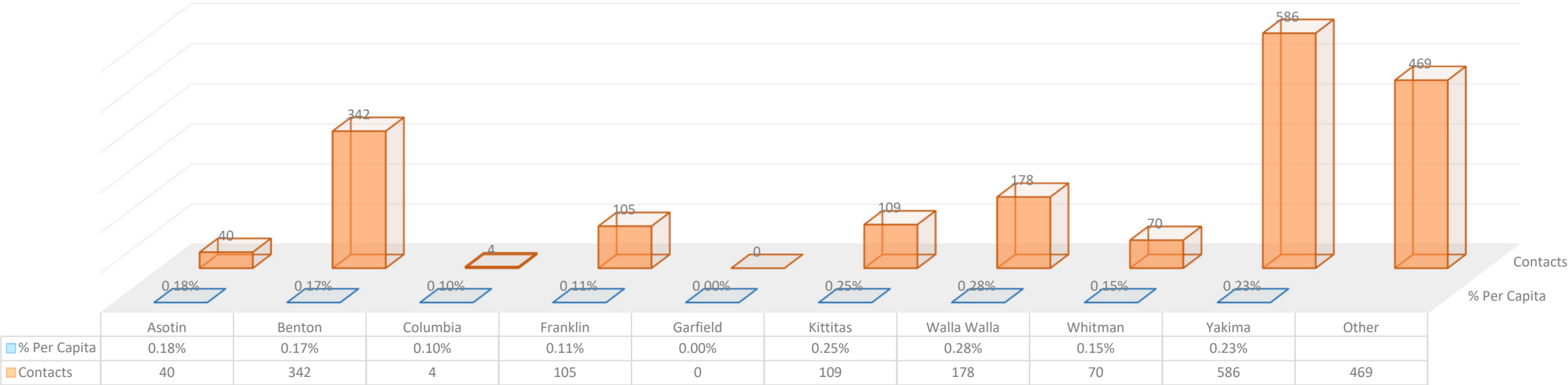


These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2026 Total
Comprehensive	1319	1153	1002	1077	938	1012	0	0	0	0	0	0	6501
Palouse River	26	31	39	34	24	36	0	0	0	0	0	0	190
Quality Behavioral Health	56	28	42	65	59	57	0	0	0	0	0	0	307
Volunteers of America	847	795	936	801	780	798	0	0	0	0	0	0	4957
Total	2248	2007	2019	1977	1801	1903	0	0	0	0	0	0	11955

June 2026 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
1012	36	57	798	1903

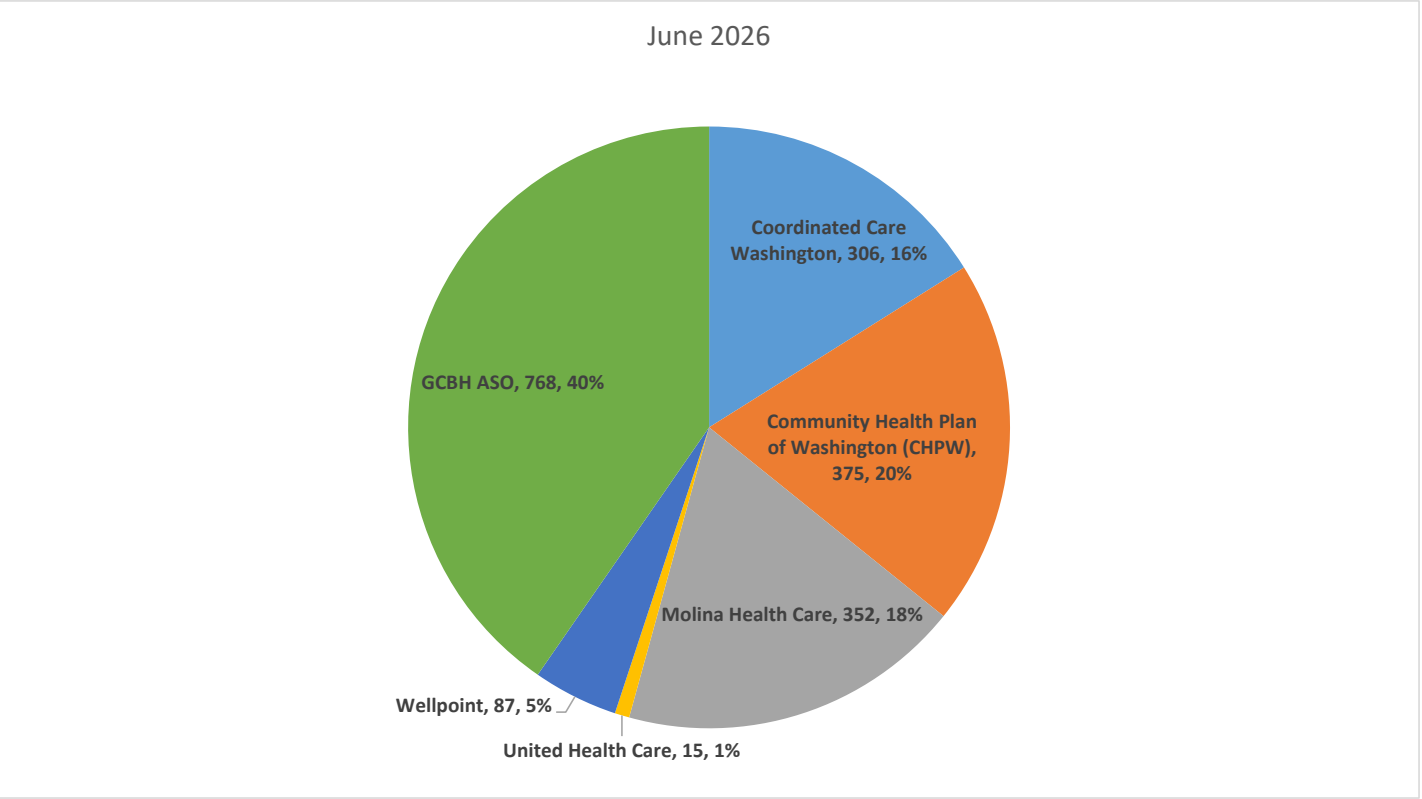
Crisis Contacts by County



Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	15	0	1	0	1	0	0	12	9	38
Community	0	0	0	0	0	0	0	0	1	0	1
Family	6	62	1	26	0	12	18	3	63	77	268
Hospital	12	83	0	34	0	21	42	40	128	111	471
Law Enforcement	4	12	0	0	0	16	17	5	144	57	255
Legal Representative	3	0	0	0	0	0	0	0	0	2	5
Professional	0	41	0	14	0	30	26	2	73	38	224
School	0	4	0	7	0	2	1	0	15	3	32
Self	0	24	0	9	0	3	1	3	45	16	101
Social Service Provider	0	3	0	0	0	1	1	0	7	2	14
Other	15	98	3	14	0	23	72	18	98	153	494
	40	342	4	105	0	109	178	71	586	468	1903

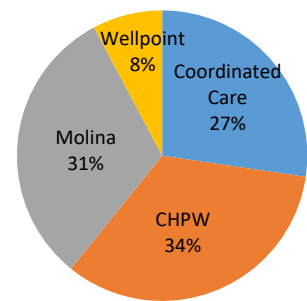
June Crisis Contacts	
MCO	Number of Crisis Contacts
Coordinated Care Washington	306
Community Health Plan of Washington (CHPW)	375
Molina Health Care	352
United Health Care	15
Wellpoint	87
GCBH ASO	768
Grand Total	1903



June Crisis Contacts

MCO	Number of Crisis Contacts
Coordinated Care	306
CHPW	375
Molina	352
Wellpoint	87

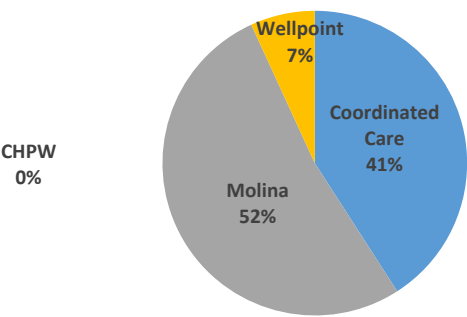
June 2026 Contacts by MCO



June GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Coordinated Care	62777	40.91%
CHPW	No Data	#VALUE!
Molina	80173	52.24%
Wellpoint	10508	6.85%
Total	153458	

GCBH Regional Enrollment June 2026



2026 Early Warning System Indicator Matrix

			2026												
Indicator Category	Indicator Sub-Category	Specific Indicator	January	February	March	April	May	June	July	August	September	October	November	December	2026 Year
Crisis System	Crisis Hotline Calls	# of incoming calls	1925	1763	2068	2015	2245	2012							12028
		# of calls answered	1897	1701	1949	1906	2154	1855							11462
		# of calls answered within 30 seconds	1852	1627	1847	1784	2050	1759							10919
		% of calls answered within 30 seconds	97.6	95.6	94.8	93.6	95.2	96.8							95.3%
	ITA Investigations	ITA Investigations, regardless of detention	690	609	583	604	607	604							3697
	ITA Detentions	# of Mental Health ITA Detentions	152	142	139	132	140	137							842
		# of SUD ITA Detentions	3	5	10	8	8	6							40
	DCR Response Time	Average DCR Response Time (minutes)	90	96	102	104	182	98							112.0
	Bed Availability	# of No Bed Reports	0	0	3	4	2	4							13
		# of Single Bed Certifications	0	0	2	0	0	0							2

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	2245	2154	1.5%	5.8	2050	95.2%
June	2012	1917	2.4%	5.8	1855	96.8%
July						
August						
September						
October						
November						
December						
2026 Year	12028	11524	1.5%	5.8	11015	95.6%

VOA Monthly Program Utilization Summary

June 2026

Calls Answered	1811
Calls Answered Under 30 sec	1759
Total Calls Abandoned	43
% of Calls Abandoned	2.37%
% of Calls Answered in <30 sec	97.1%
Average Wait Time / Time to Answer (min:sec)	0:12
Average Talk Time (min:sec)	5:49