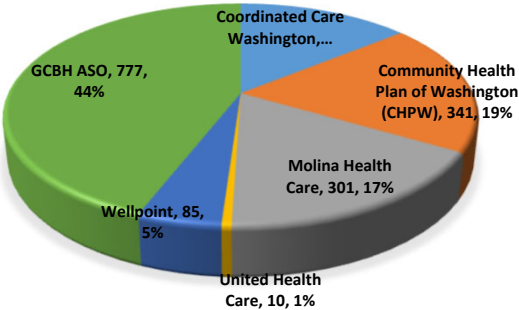


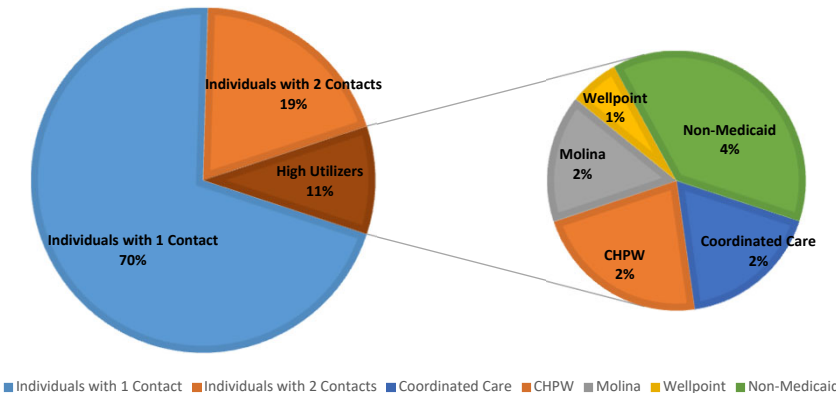
Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

August 2026

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



INDIVIDUAL CRISIS CONTACTS



Month-Over-Month Metrics

	July	August
Crisis Log Contacts	1743	1762
Unduplicated Individuals	1137	1117
Mobile Outreach Services	1004	1035
Avg. DCR Response Time (Target less than 120 min)	74	76
ITA Investigations	585	582

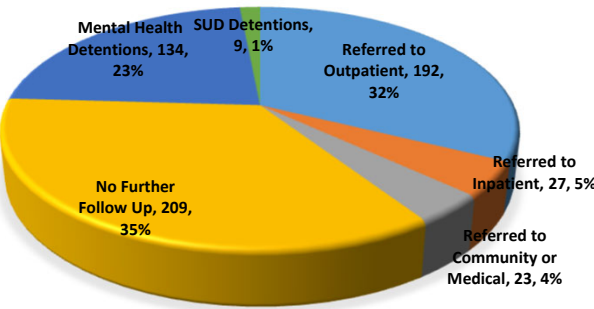
Crisis Hotline Calls	1884	1829
Percent of Calls Answered in 30 seconds (Target 90% or more)	95.9%	95.6%
Percent of Calls Abandoned (Target 5% or less)	1.7%	2.8%

Crisis Hotline Calls 1829	Percent of Calls Answered in 30 seconds (Target 90% or more)	95.6%	Total Crisis Log Contacts 1762	Mobile Outreach Services	1035
	Percent of Calls Abandoned (Target 5% or less)	2.8%	Unduplicated Individuals 1117	Average DCR Response Time (Target less than 120 min)	76
				ITA Investigations	582

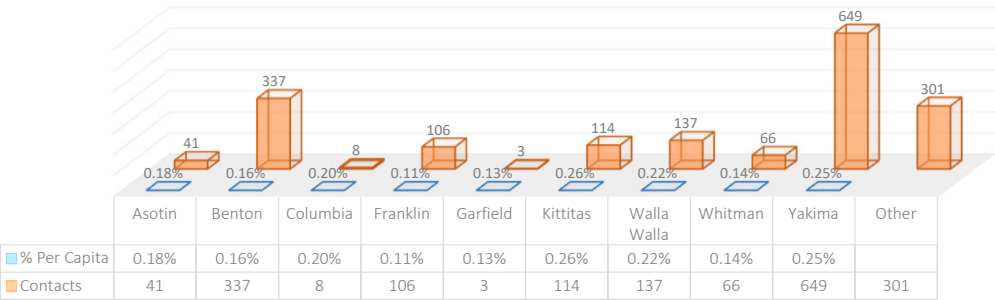
Definitions

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 Utilitzer:	An individual with 3 or more crisis contacts in one month
ITA:	Short for Involuntary 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.

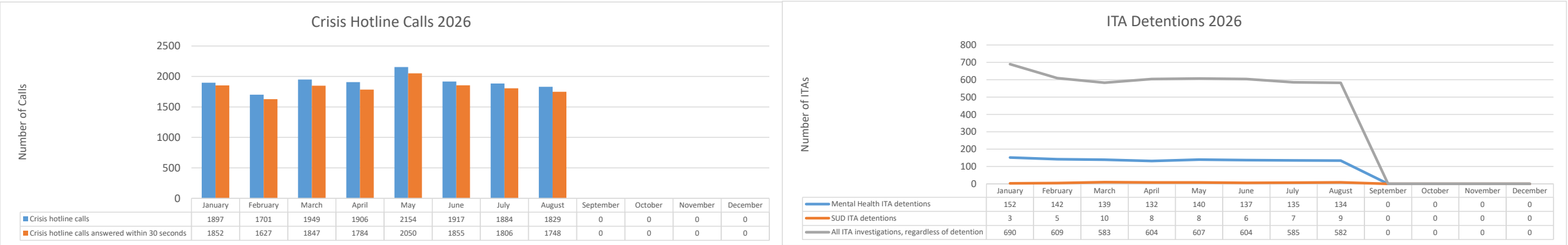
ITA INVESTIGATION OUTCOMES



Crisis Contacts by County



MONTH-OVER-MONTH



YEAR-OVER-YEAR

