

August 2024 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		64	58	1910	2032	
Estimated number of crisis hotline calls answered within 30 seconds this month		64	58	1852	1974	97.1%
Estimated number of Mental Health ITA detentions this month	118	7	2	-	127	
Estimated number of SUD ITA detentions this month	13	0	0	-	13	
Estimated average DCR response time this month (minutes)	65	17	33	-	54	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1168	0	22	-	1190	
Estimated number of all ITA investigations this month, regardless of detention	631	7	10	-	648	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.0%	97.1%	

August 2025 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		22	61	1751	1834	
Estimated number of crisis hotline calls answered within 30 seconds this month		22	61	1725	1808	98.6%
Estimated number of Mental Health ITA detentions this month	130	1	1	-	132	
Estimated number of SUD ITA detentions this month	7	0	2	-	9	
Estimated average DCR response time this month (minutes)	82	11	24	-	86	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1083	0	20	-	1103	
Estimated number of all ITA investigations this month, regardless of detention	642	3	11	-	656	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.5%	98.6%	

August 2026 Crisis Services

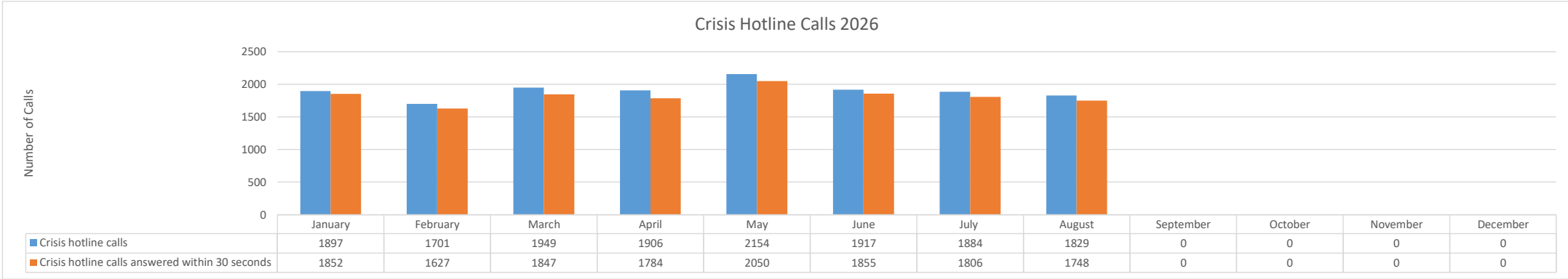
	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		36	49	1744	1829	
Estimated number of crisis hotline calls answered within 30 seconds this month		36	49	1663	1748	95.6%
Estimated number of Mental Health ITA detentions this month	129	3	2	-	134	
Estimated number of SUD ITA detentions this month	9	0	0	-	9	
Estimated average DCR response time this month (minutes)	76	15	26	-	76	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1328	21	12	-	1361	
Estimated number of all ITA investigations this month, regardless of detention	573	4	5	-	582	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	95.4%	95.6%	

August Crisis Services

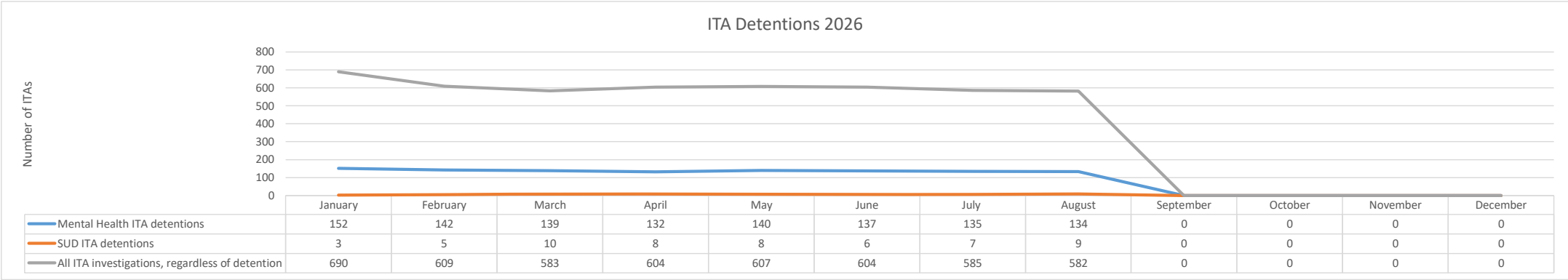
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2026 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	1897	1701	1949	1906	2154	1917	1884	1829	0	0	0	0
Crisis hotline calls answered within 30 seconds	1852	1627	1847	1784	2050	1855	1806	1748	0	0	0	0



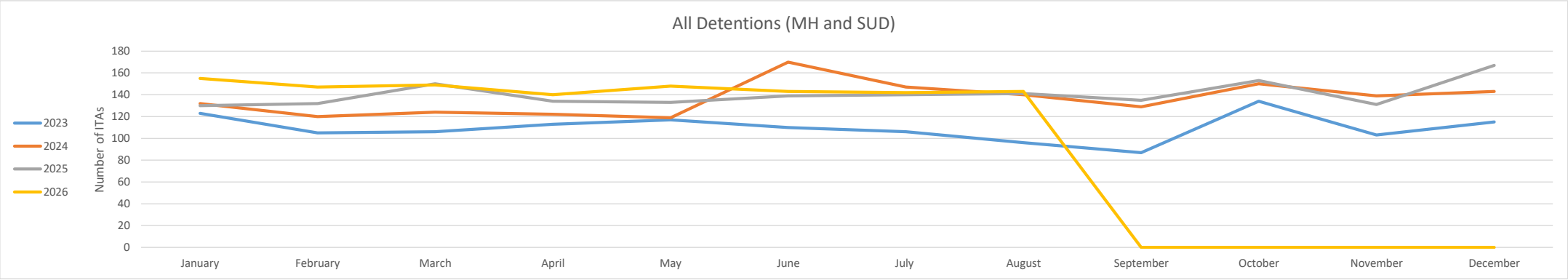
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	152	142	139	132	140	137	135	134	0	0	0	0
SUD ITA detentions	3	5	10	8	8	6	7	9	0	0	0	0
All ITA investigations, regardless of detention	690	609	583	604	607	604	585	582	0	0	0	0



2026 Reported Crisis Services by Month

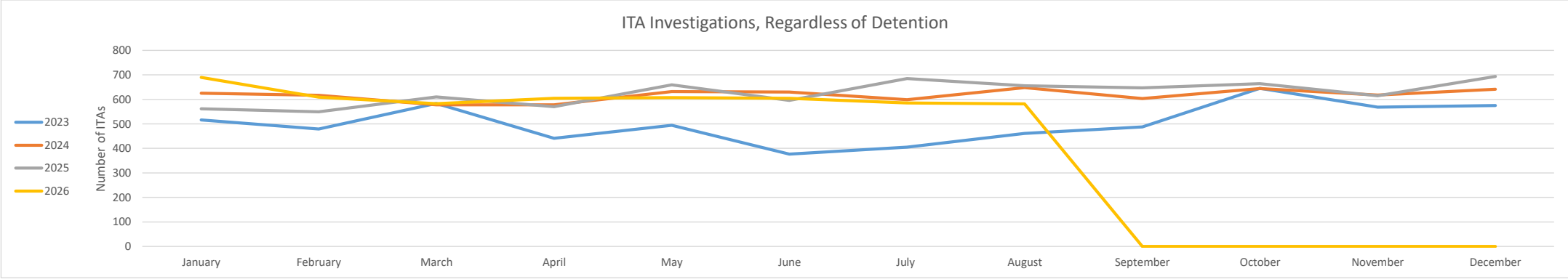
All Detentions (MH and SUD)

	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	142	143	0	0	0	0



ITA Investigations, Regardless of Detention

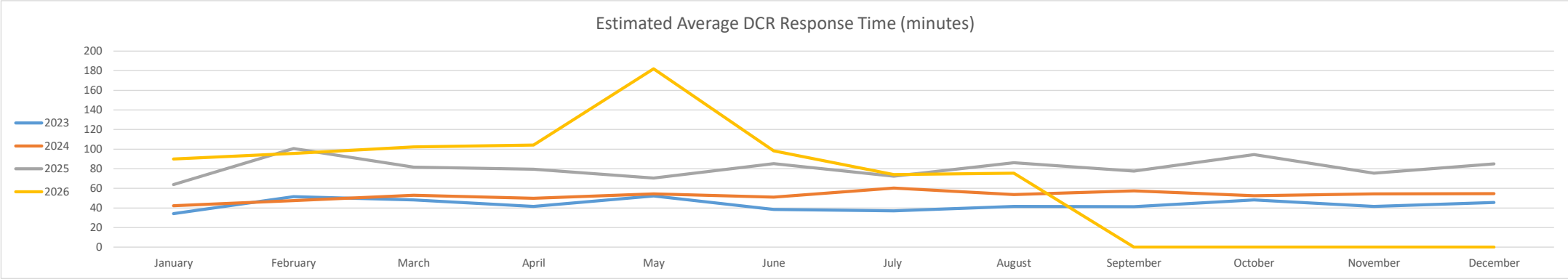
	January	February	March	April	May	June	July	August	September	October	November	December
2023	516	479	584	441	494	377	405	461	488	645	568	575
2024	625	617	578	578	632	630	599	648	603	644	618	641
2025	562	549	610	570	659	596	685	656	647	664	615	694
2026	690	609	583	604	607	604	585	582	0	0	0	0



2026 Reported Crisis Services by Month

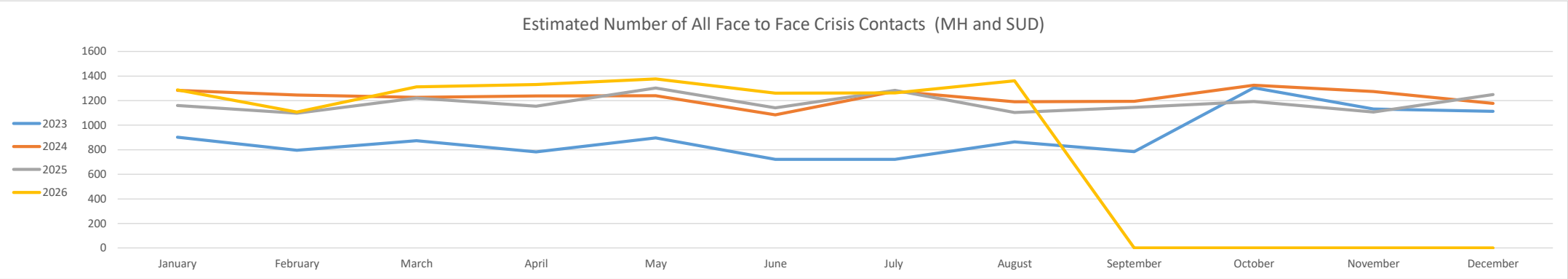
Estimated Average DCR Response Time (minutes)

	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	74	76	0	0	0	0



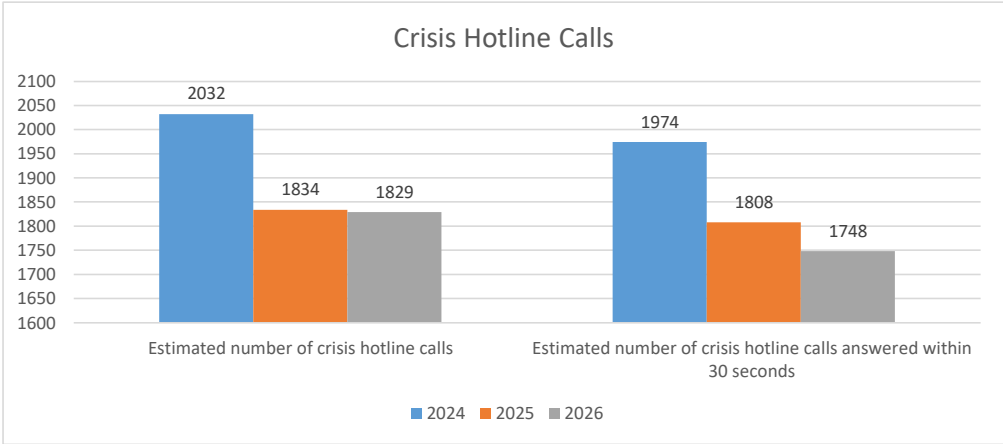
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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	1262	1361	0	0	0	0

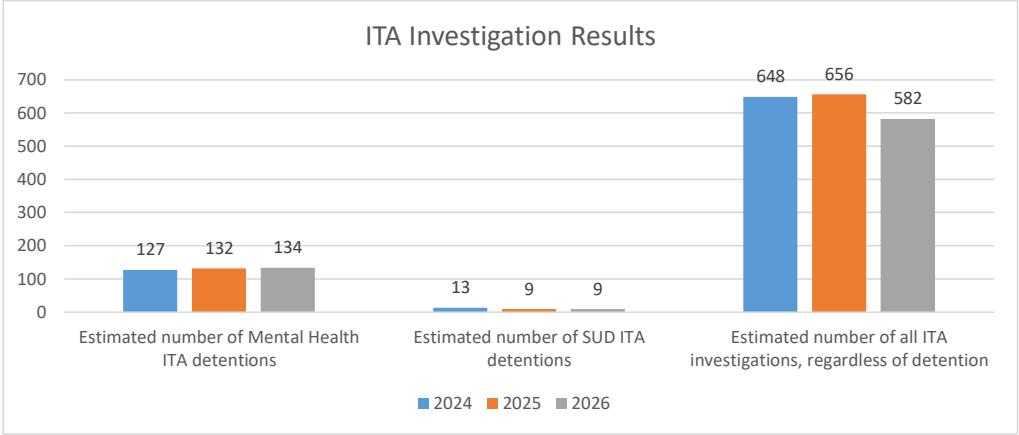


August 2026 Crisis Services Comparisions

	2024	2025	2026
Estimated number of crisis hotline calls	2032	1834	1829
Estimated number of crisis hotline calls answered within 30 seconds	1974	1808	1748

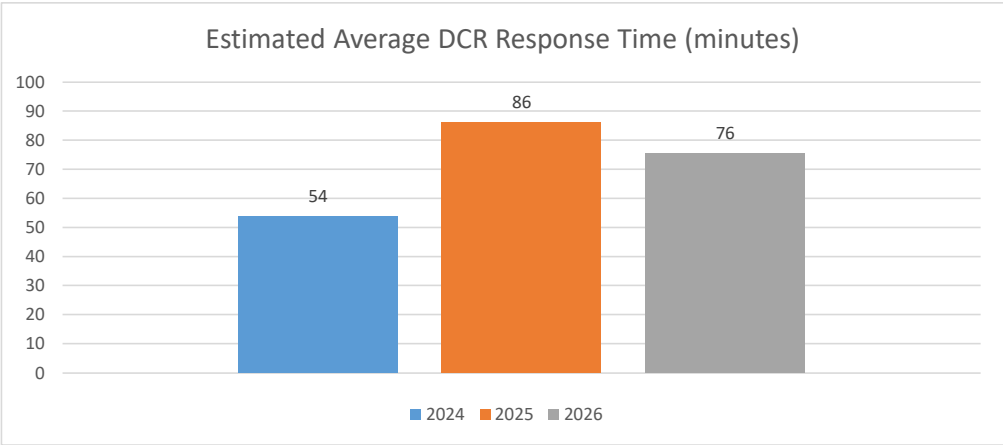


	2024	2025	2026
Estimated number of Mental Health ITA detentions	127	132	134
Estimated number of SUD ITA detentions	13	9	9
Estimated number of all ITA investigations, regardless of detention	648	656	582

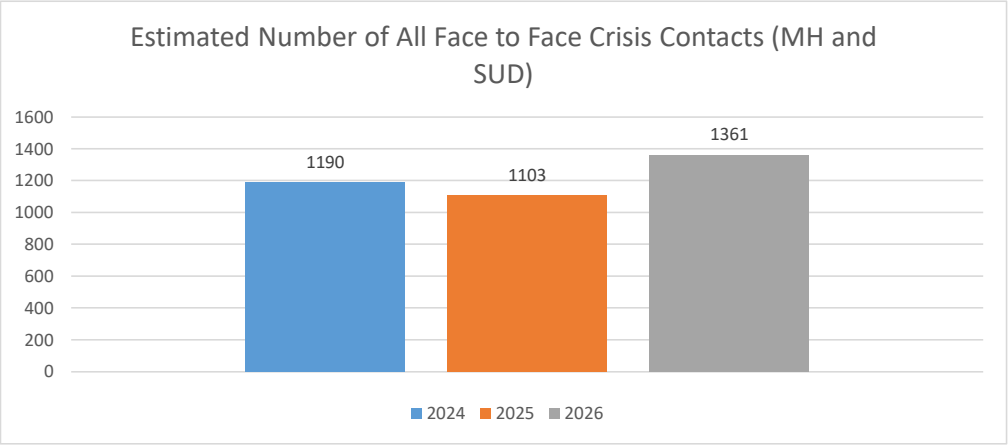


August 2026 Crisis Services Comparisions

	2024	2025	2026
Estimated average DCR response time (minutes)	54	86	76



	2024	2025	2026
Estimated number of all Face to Face crisis contacts (MH and SUD)	1190	1103	1361

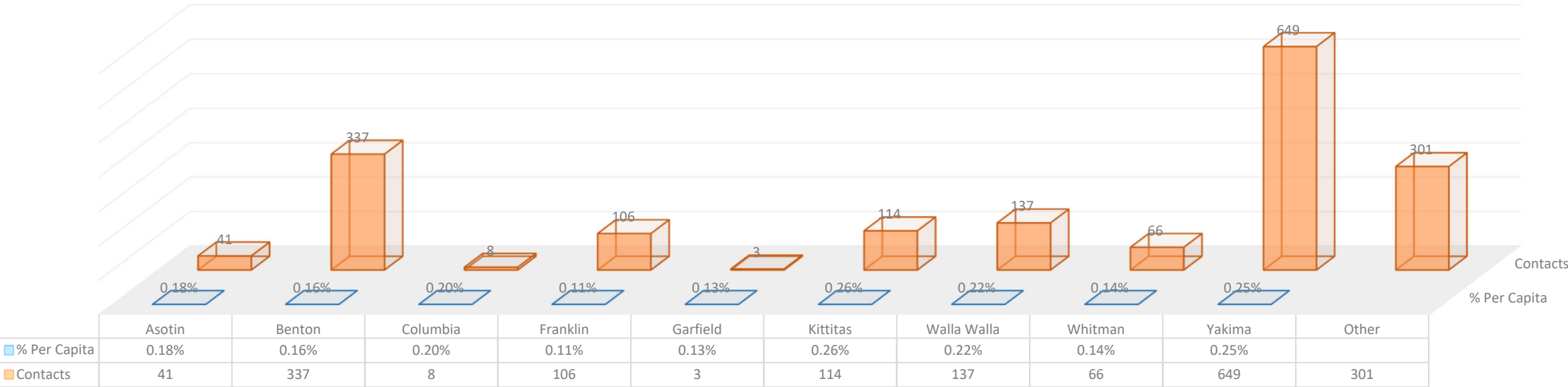


These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2026 Total
Comprehensive	1319	1153	1002	1077	938	1012	936	995	0	0	0	0	8432
Palouse River	26	31	39	34	24	36	13	33	0	0	0	0	236
Quality Behavioral Health	56	28	42	65	59	57	68	53	0	0	0	0	428
Volunteers of America	847	795	936	801	780	798	726	681	0	0	0	0	6364
Total	2248	2007	2019	1977	1801	1903	1743	1762	0	0	0	0	15460

August 2026 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
995	33	53	681	1762

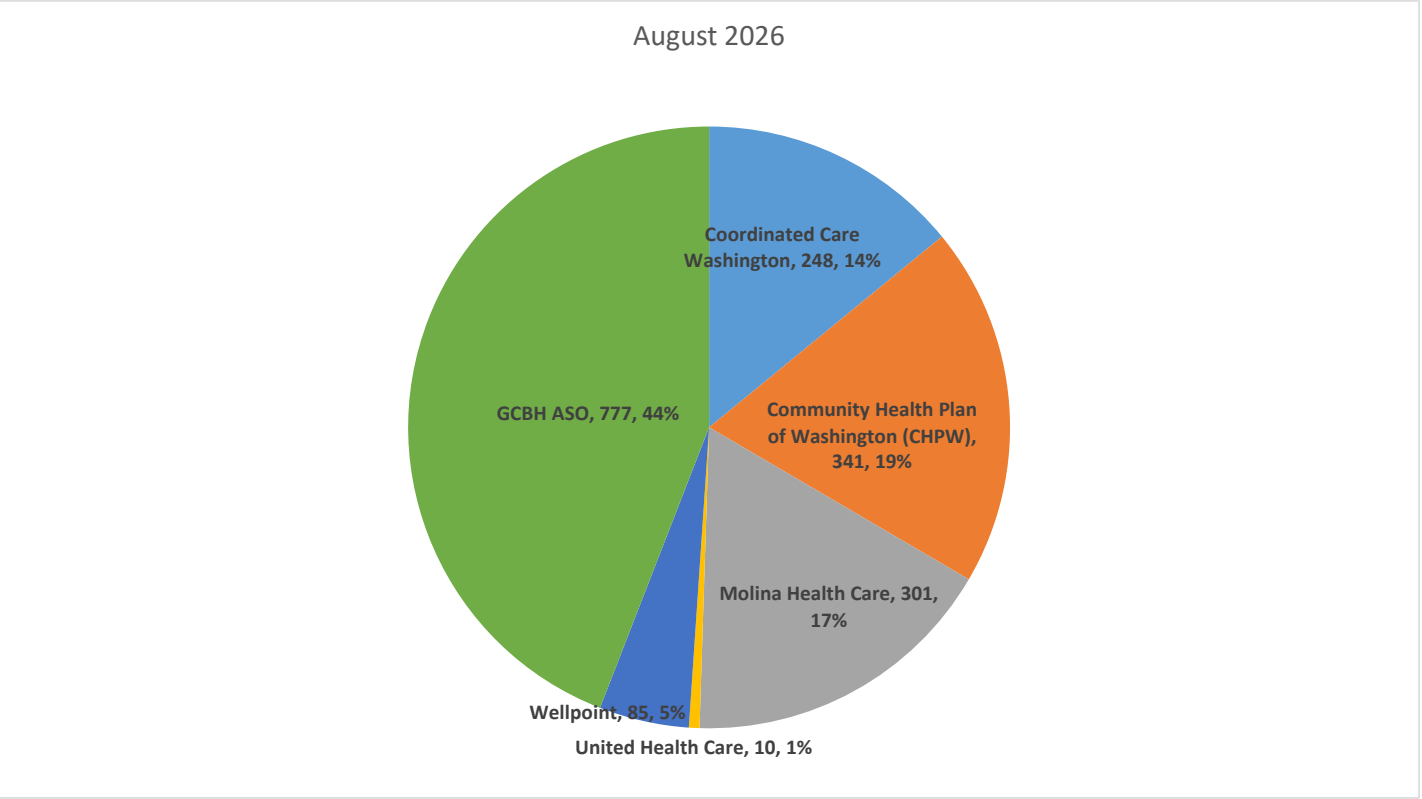
Crisis Contacts by County



Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	11	0	0	0	0	5	1	18	8	43
Community	1	0	0	0	0	0	0	2	1	0	4
Family	6	55	2	18	0	5	20	7	37	68	218
Hospital	7	97	4	52	1	16	55	43	144	50	469
Law Enforcement	7	13	0	2	1	16	10	2	183	16	250
Legal Representative	0	0	0	0	0	0	0	0	0	0	0
Professional	1	53	1	15	0	32	21	1	65	32	221
School	0	0	0	0	0	0	0	1	5	1	7
Self	3	24	0	8	1	8	5	3	47	2	101
Social Service Provider	0	0	0	0	0	0	2	0	0	0	2
Other	16	84	1	11	0	37	19	6	149	124	447
	41	337	8	106	3	114	137	66	649	301	1762

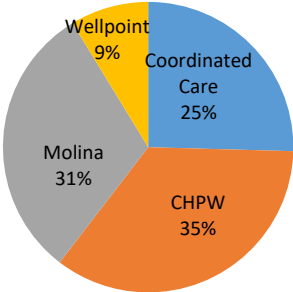
August Crisis Contacts	
MCO	Number of Crisis Contacts
Coordinated Care Washington	248
Community Health Plan of Washington (CHPW)	341
Molina Health Care	301
United Health Care	10
Wellpoint	85
GCBH ASO	777
Grand Total	1762



August Crisis Contacts

MCO	Number of Crisis Contacts
Coordinated Care	248
CHPW	341
Molina	301
Wellpoint	85

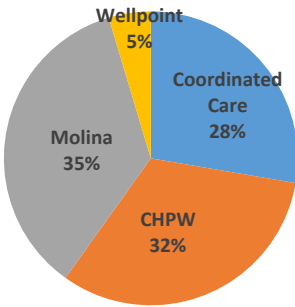
August 2026 Contacts by MCO



August GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Coordinated Care	61384	27.70%
CHPW	71278	32.17%
Molina	78665	35.50%
Wellpoint	10270	4.63%
Total	221597	

GCBH Regional Enrollment August 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	1914	1941					15883
		# of calls answered	1897	1701	1949	1906	2154	1855	1884	1829					15175
		# of calls answered within 30 seconds	1852	1627	1847	1784	2050	1759	1806	1748					14473
		% of calls answered within 30 seconds	97.6	95.6	94.8	93.6	95.2	96.8	95.9	95.6					95.4%
	ITA Investigations	ITA Investigations, regardless of detention	690	609	583	604	607	604	585	582					4864
	ITA Detentions	# of Mental Health ITA Detentions	152	142	139	132	140	137	135	134					1111
		# of SUD ITA Detentions	3	5	10	8	8	6	7	9					56
	DCR Response Time	Average DCR Response Time (minutes)	90	96	102	104	182	98	74	76					102.8
	Bed Availability	# of No Bed Reports	0	0	3	4	2	4	3	1					17
		# of Single Bed Certifications	0	0	2	0	0	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	1914	1884	1.7%	6.8	1806	95.9%
August	1941	1829	2.8%	7.3	1748	95.6%
September						
October						
November						
December						
2026 Year	15883	15237	1.7%	6.1	14569	95.6%

VOA Monthly Program Utilization Summary
August 2026

Calls Answered	1744
Calls Answered Under 30 sec	1663
Total Calls Abandoned	48
% of Calls Abandoned	2.75%
% of Calls Answered in <30 sec	95.4%
Average Wait Time / Time to Answer (min:sec)	0:21
Average Talk Time (min:sec)	7:15