

September 2024 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		33	52	1758	1843	
Estimated number of crisis hotline calls answered within 30 seconds this month		33	52	1705	1790	97.1%
Estimated number of Mental Health ITA detentions this month	114	2	2	-	118	
Estimated number of SUD ITA detentions this month	11	0	0	-	11	
Estimated average DCR response time this month (minutes)	72	11	30	-	57	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1174	0	20	-	1194	
Estimated number of all ITA investigations this month, regardless of detention	586	3	14	-	603	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.0%	97.1%	

September 2025 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		41	38	1723	1802	
Estimated number of crisis hotline calls answered within 30 seconds this month		41	38	1699	1778	98.7%
Estimated number of Mental Health ITA detentions this month	119	2	1	-	122	
Estimated number of SUD ITA detentions this month	12	0	1	-	13	
Estimated average DCR response time this month (minutes)	81	12	25	-	78	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1135	0	10	-	1145	
Estimated number of all ITA investigations this month, regardless of detention	638	3	6	-	647	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.6%	98.7%	

September 2026 Crisis Services

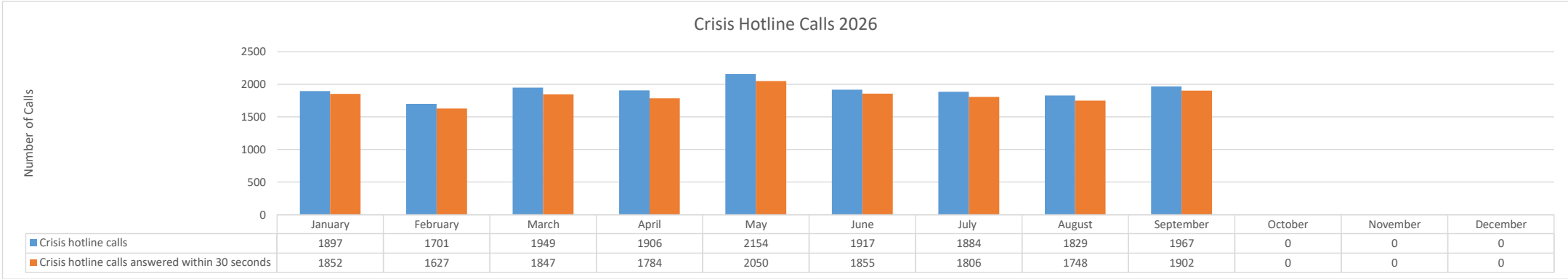
	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		54	53	1860	1967	
Estimated number of crisis hotline calls answered within 30 seconds this month		54	53	1795	1902	96.7%
Estimated number of Mental Health ITA detentions this month	121	2	1	-	124	
Estimated number of SUD ITA detentions this month	9	1	0	-	10	
Estimated average DCR response time this month (minutes)	68	20	18.6	-	67	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1254	16	35	-	1305	
Estimated number of all ITA investigations this month, regardless of detention	579	3	5	-	587	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	96.5%	96.7%	

September Crisis Services

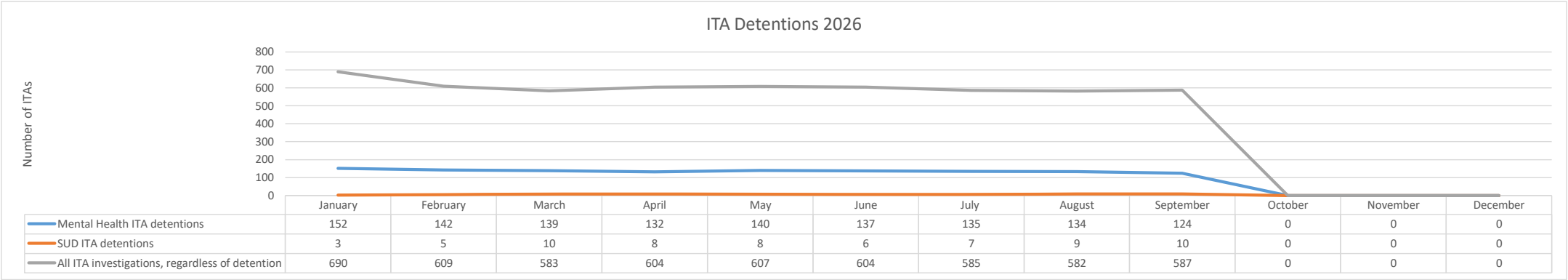
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2026 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	1897	1701	1949	1906	2154	1917	1884	1829	1967	0	0	0
Crisis hotline calls answered within 30 seconds	1852	1627	1847	1784	2050	1855	1806	1748	1902	0	0	0



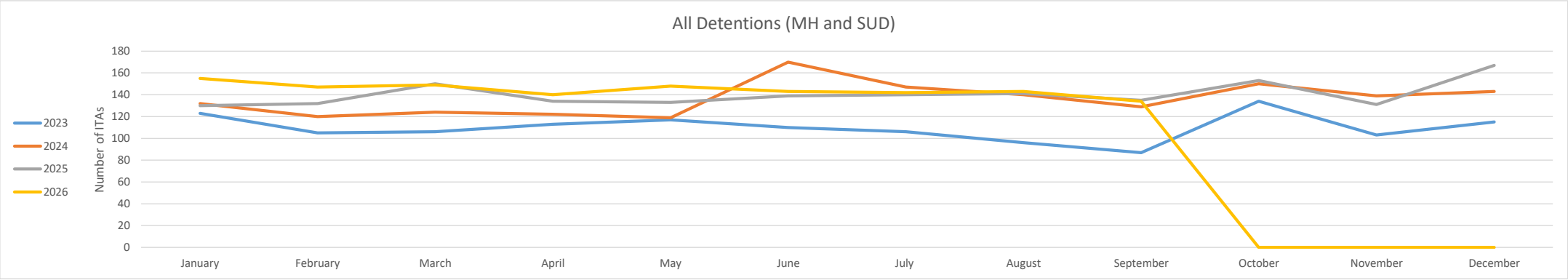
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	152	142	139	132	140	137	135	134	124	0	0	0
SUD ITA detentions	3	5	10	8	8	6	7	9	10	0	0	0
All ITA investigations, regardless of detention	690	609	583	604	607	604	585	582	587	0	0	0



2026 Reported Crisis Services by Month

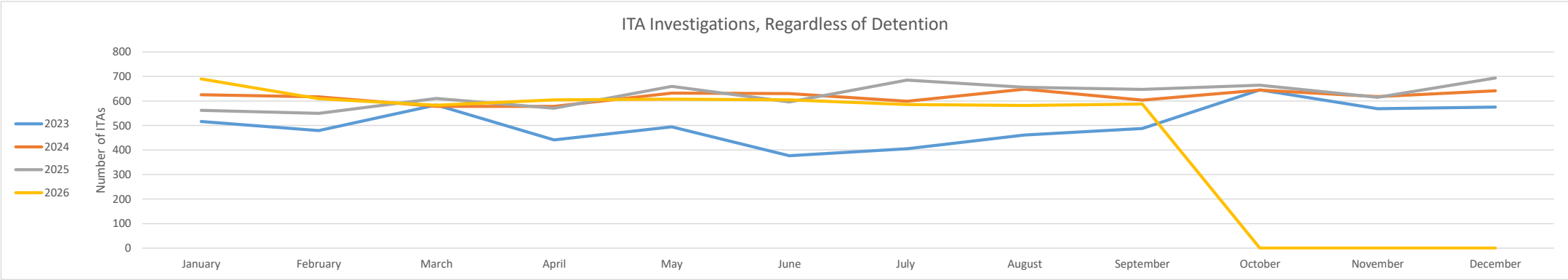
All Detentions (MH and SUD)

	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	134	0	0	0



ITA Investigations, Regardless of Detention

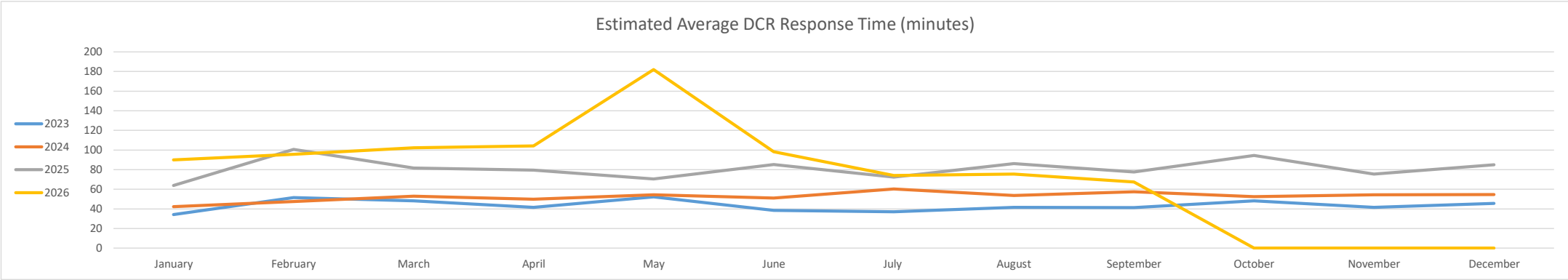
	January	February	March	April	May	June	July	August	September	October	November	December
2023	516	479	584	441	494	377	405	461	488	645	568	575
2024	625	617	578	578	632	630	599	648	603	644	618	641
2025	562	549	610	570	659	596	685	656	647	664	615	694
2026	690	609	583	604	607	604	585	582	587	0	0	0



2026 Reported Crisis Services by Month

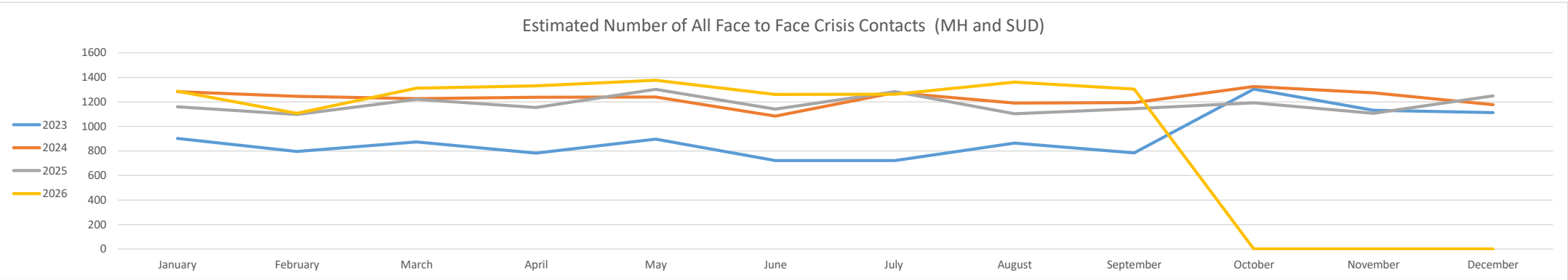
Estimated Average DCR Response Time (minutes)

	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	67	0	0	0



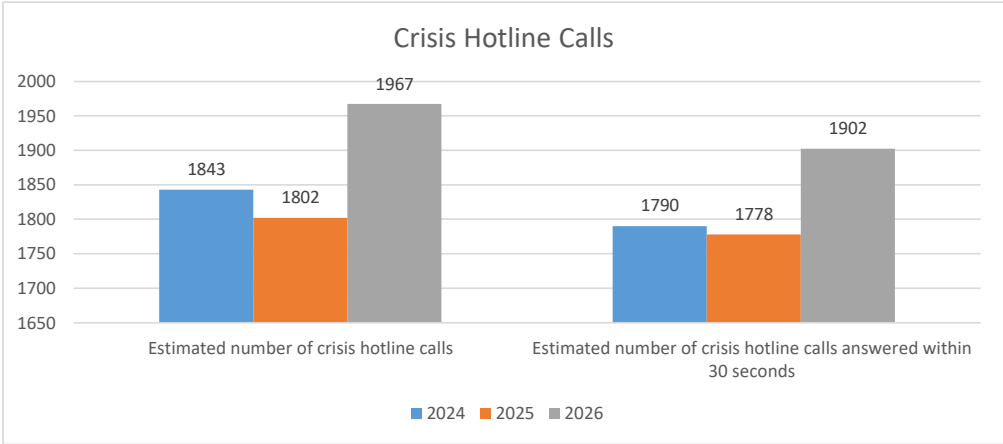
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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	1305	0	0	0

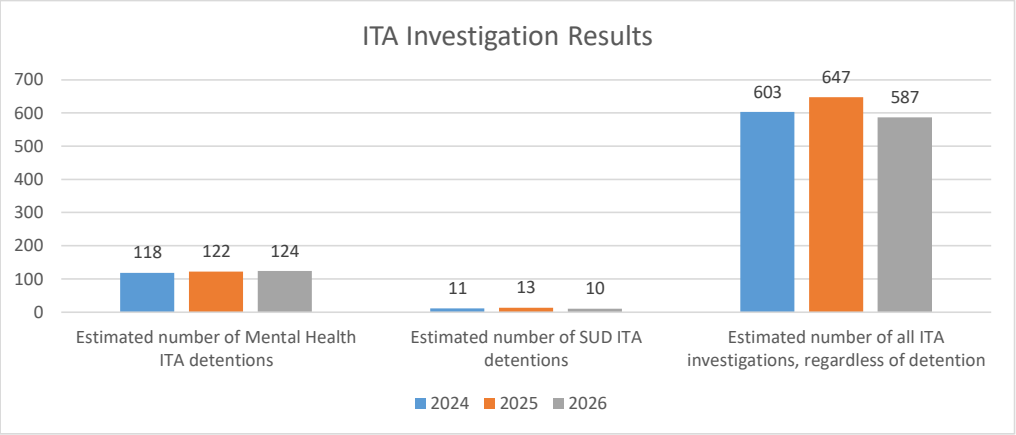


September 2026 Crisis Services Comparisons

	2024	2025	2026
Estimated number of crisis hotline calls	1843	1802	1967
Estimated number of crisis hotline calls answered within 30 seconds	1790	1778	1902

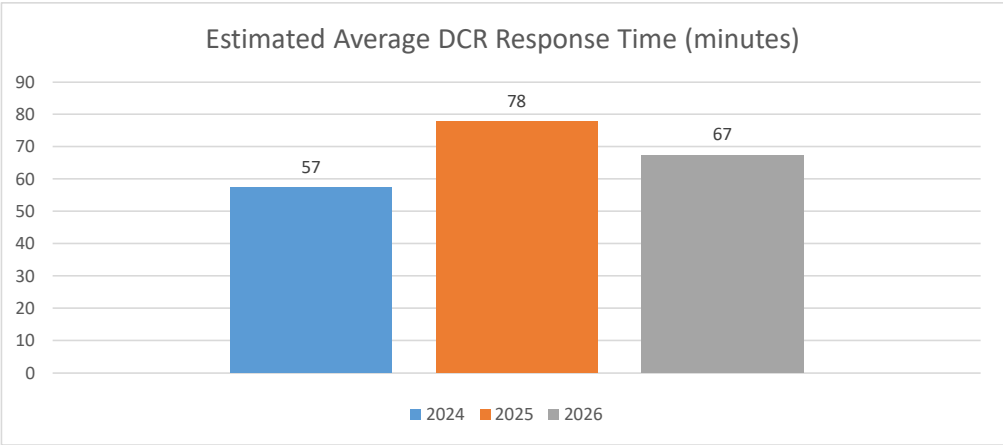


	2024	2025	2026
Estimated number of Mental Health ITA detentions	118	122	124
Estimated number of SUD ITA detentions	11	13	10
Estimated number of all ITA investigations, regardless of detention	603	647	587

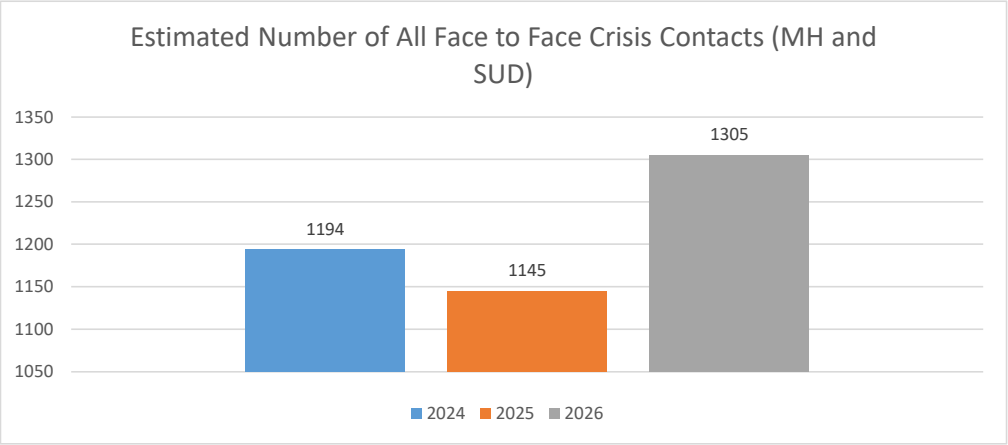


September 2026 Crisis Services Comparisons

	2024	2025	2026
Estimated average DCR response time (minutes)	57	78	67



	2024	2025	2026
Estimated number of all Face to Face crisis contacts (MH and SUD)	1194	1145	1305

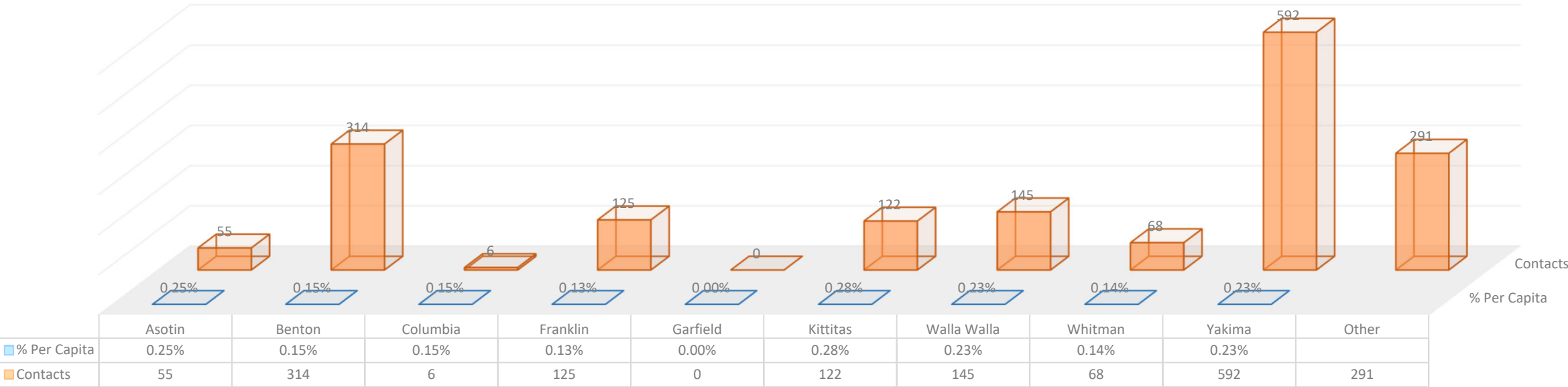


These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2026 Total
Comprehensive	1319	1153	1002	1077	938	1012	936	995	907	0	0	0	9339
Palouse River	26	31	39	34	24	36	13	33	18	0	0	0	254
Quality Behavioral Health	56	28	42	65	59	57	68	53	58	0	0	0	486
Volunteers of America	847	795	936	801	780	798	726	681	735	0	0	0	7099
Total	2248	2007	2019	1977	1801	1903	1743	1762	1718	0	0	0	17178

September 2026 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
907	18	58	735	1718

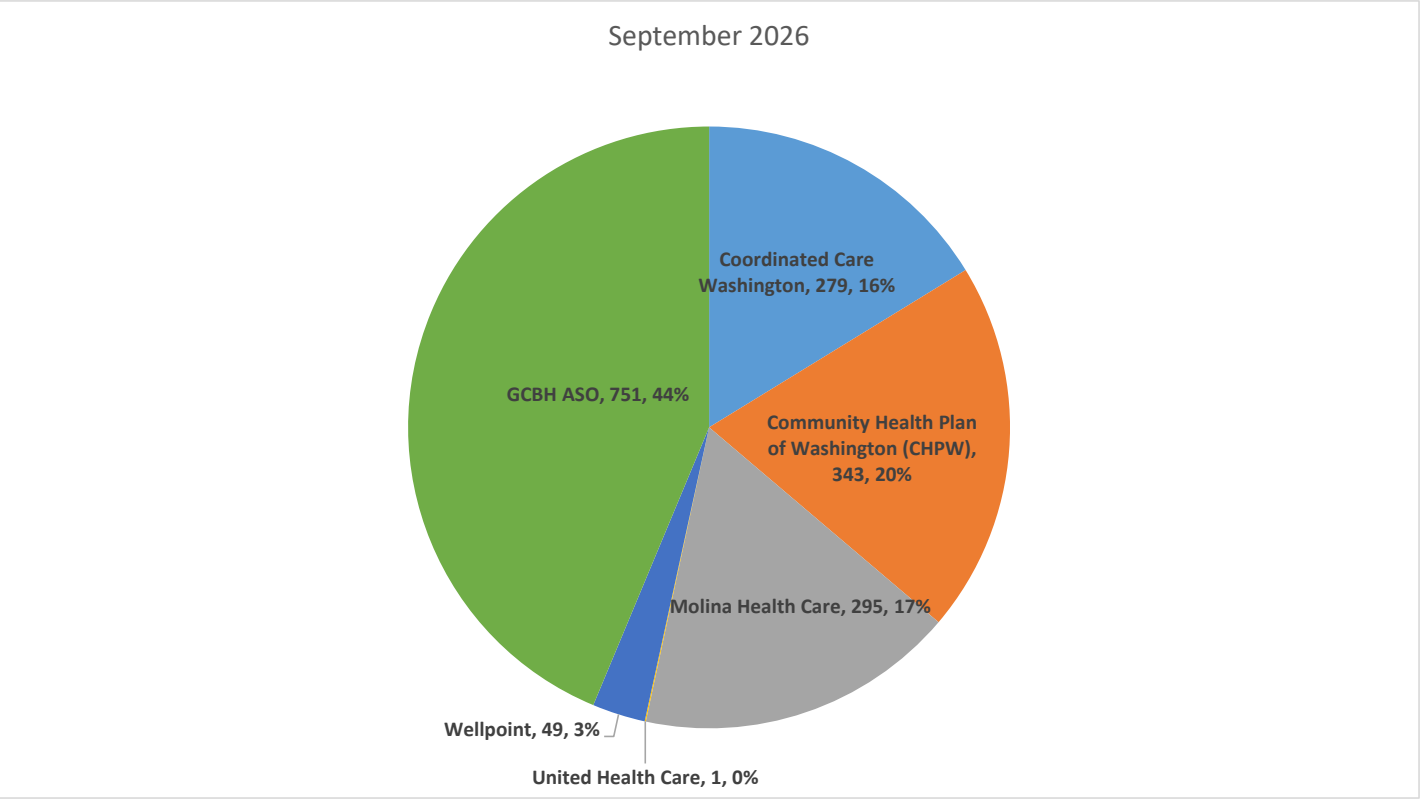
Crisis Contacts by County



Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	14	0	8	0	1	2	0	10	6	41
Community	0	2	0	1	0	0	0	0	3	1	7
Family	8	71	0	20	0	12	15	8	39	56	229
Hospital	12	83	3	29	0	8	57	34	154	56	436
Law Enforcement	4	11	2	7	0	17	4	1	138	9	193
Legal Representative	2	0	0	0	0	0	2	0	0	0	4
Professional	1	44	1	22	0	30	21	6	63	26	214
School	0	9	0	9	0	4	5	0	26	10	63
Self	5	12	0	5	0	5	3	1	37	2	70
Social Service Provider	0	0	0	1	0	0	1	0	4	0	6
Other	23	68	0	23	0	45	35	18	118	125	455
	55	314	6	125	0	122	145	68	592	291	1718

September Crisis Contacts	
MCO	Number of Crisis Contacts
Coordinated Care Washington	279
Community Health Plan of Washington (CHPW)	343
Molina Health Care	295
United Health Care	1
Wellpoint	49
GCBH ASO	751
Grand Total	1718



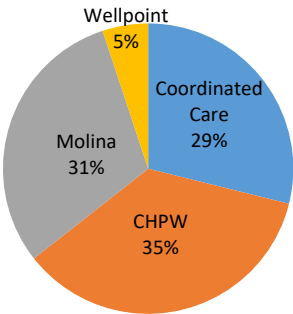
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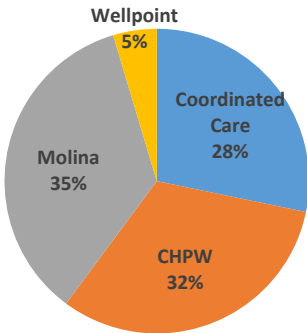
September GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Coordinated Care	62934	28.25%
CHPW	71073	31.90%
Molina	78440	35.21%
Wellpoint	10327	4.64%
Total	222774	

September 2026 Contacts by MCO



GCBH Regional Enrollment September 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	2064				17947
		# of calls answered	1897	1701	1949	1906	2154	1855	1884	1829	1967				17142
		# of calls answered within 30 seconds	1852	1627	1847	1784	2050	1759	1806	1748	1902				16375
		% of calls answered within 30 seconds	97.6	95.6	94.8	93.6	95.2	96.8	95.9	95.6	96.7				95.5%
	ITA Investigations	ITA Investigations, regardless of detention	690	609	583	604	607	604	585	582	587				5451
	ITA Detentions	# of Mental Health ITA Detentions	152	142	139	132	140	137	135	134	124				1235
		# of SUD ITA Detentions	3	5	10	8	8	6	7	9	10				66
	DCR Response Time	Average DCR Response Time (minutes)	90	96	102	104	182	98	74	76	67				98.8
	Bed Availability	# of No Bed Reports	0	0	3	4	2	4	3	1	2				19
		# of Single Bed Certifications	0	0	2	0	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	2064	1967	1.9%	6.9	1902	96.7%
October						
November						
December						
2026 Year	17947	17204	1.7%	6.2	16471	95.7%

VOA Monthly Program Utilization Summary

September 2026

Calls Answered	1860
Calls Answered Under 30 sec	1795
Total Calls Abandoned	36
% of Calls Abandoned	1.94%
% of Calls Answered in <30 sec	96.5%
Average Wait Time / Time to Answer (min:sec)	0:15
Average Talk Time (min:sec)	6:51