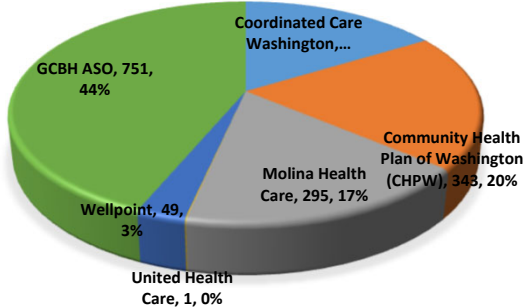


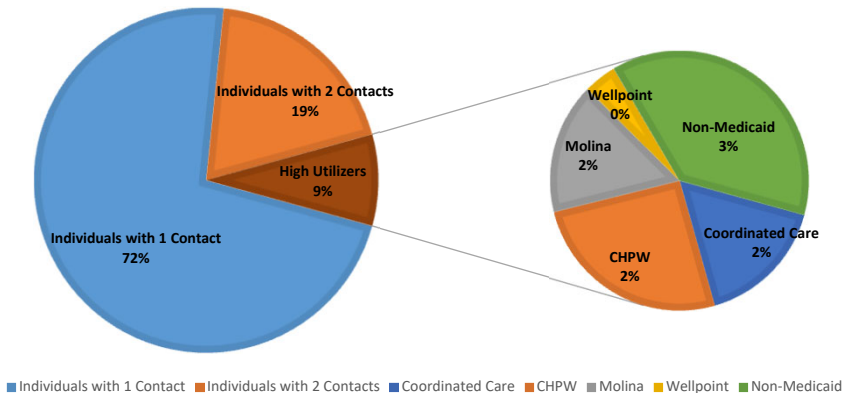
Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

September 2026

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



INDIVIDUAL CRISIS CONTACTS



Month-Over-Month Metrics

	August	September
Crisis Log Contacts	1762	1718
Unduplicated Individuals	1117	1146
Mobile Outreach Services	1035	1033
Avg. DCR Response Time (Target less than 120 min)	76	67
ITA Investigations	582	587

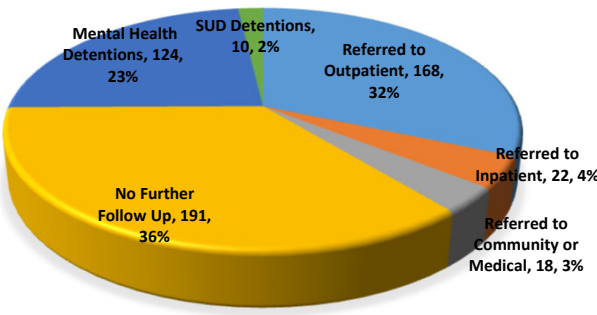
Crisis Hotline Calls	1829	1967
Percent of Calls Answered in 30 seconds (Target 90% or more)	95.6%	96.7%
Percent of Calls Abandoned (Target 5% or less)	2.8%	1.9%

Crisis Hotline Calls 1967	Percent of Calls Answered in 30 seconds (Target 90% or more)	96.7%	Total Crisis Log Contacts 1718	Mobile Outreach Services	1033
	Percent of Calls Abandoned (Target 5% or less)	1.9%	Unduplicated Individuals 1146	Average DCR Response Time (Target less than 120 min)	67
				ITA Investigations	587

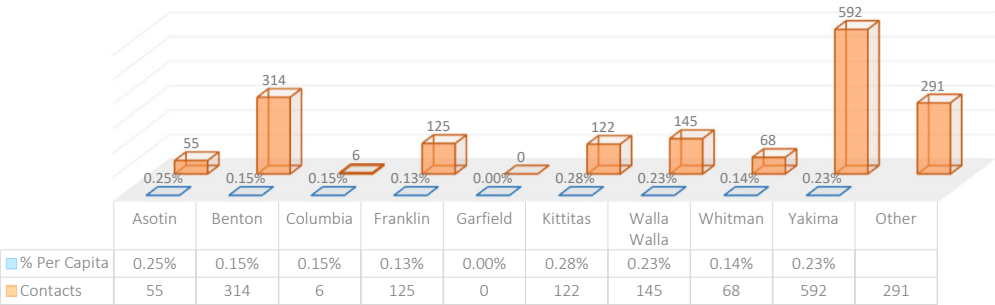
Definitions

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 forInvoluntary 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.

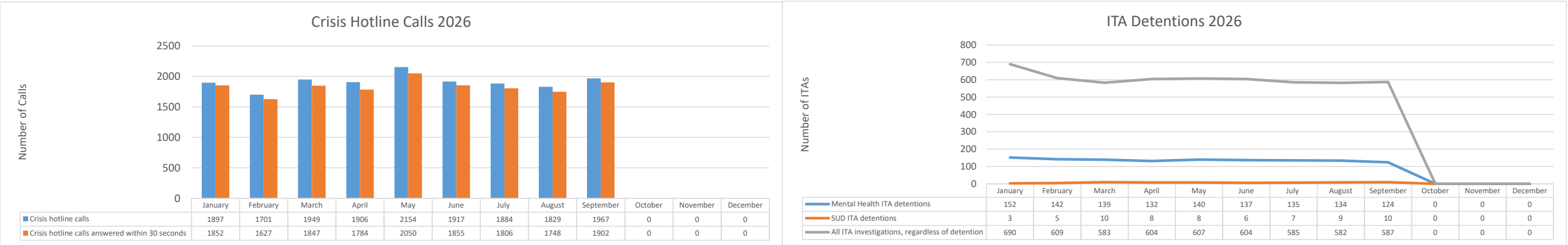
ITA INVESTIGATION OUTCOMES



Crisis Contacts by County



MONTH-OVER-MONTH



YEAR-OVER-YEAR

