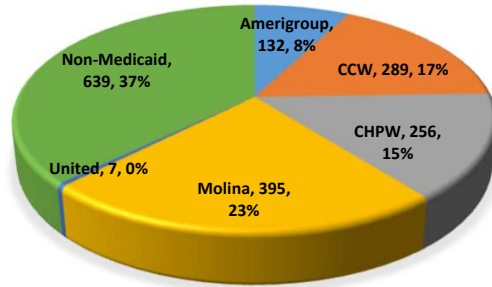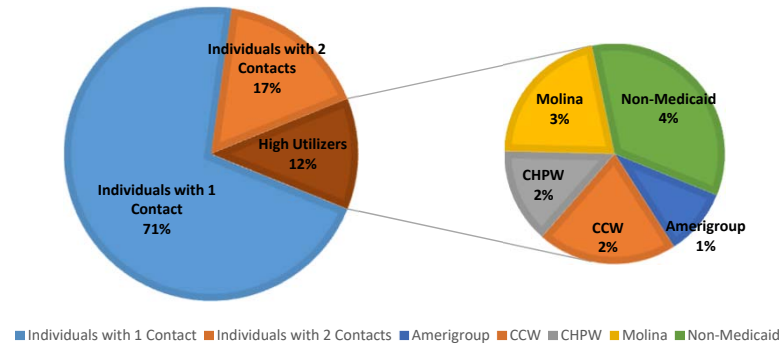# Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

March 2022

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION

Amerigroup, 132, 8%
CCW, 289, 17%
CHPW, 256, 15%
Molina, 395, 23%
United, 7, 0%
Non-Medicaid, 639, 37%

INDIVIDUAL CRISIS CONTACTS

Individuals with 2 Contacts 17%
High Utilizers 12%
Individuals with 1 Contact 71%

Molina 3%
Non-Medicaid 4%
CHPW 2%
CCW 2%
Amerigroup 1%

■ Individuals with 1 Contact ■ Individuals with 2 Contacts ■ Amerigroup ■ CCW ■ CHPW ■ Molina ■ Non-Medicaid

Month-Over-Month Metrics

	February	March
Crisis Log Contacts	1640	1718
Unduplicated Individuals	992	1048
Mobile Outreach Services	551	671
Avg. DCR Response Time (Target less than 120 min)	48	74
ITA Investigations	552	472

	February	March
Crisis Hotline Calls	2820	3036
Percent of Calls Answered in 30 seconds (Target 90% or more)	81.3%	87.7%
Percent of Calls Abandoned (Target 5% or less)	19.2%	6.0%

Crisis Hotline Calls
3036

Percent of Calls Answered in 30 seconds
(Target 90% or more) — 87.7%

Percent of Calls Abandoned
(Target 5% or less) — 6.0%

Total Crisis Log Contacts
1718

Unduplicated Individuals
1048

Mobile Outreach Services — 671

Average DCR Response Time
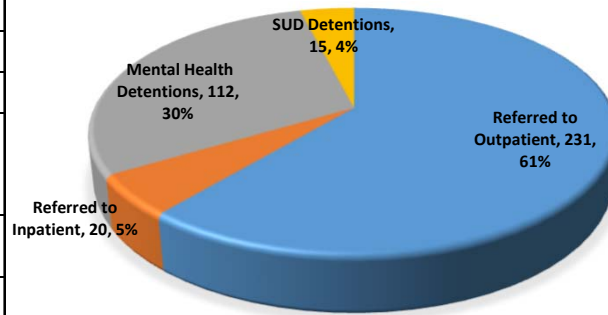(Target less than 120 min) — 74

ITA Investigations — 472

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

SUD Detentions, 15, 4%
Mental Health Detentions, 112, 30%
Referred to Outpatient, 231, 61%
Referred to Inpatient, 20, 5%

Crisis Contacts by County

	Asotin / Garfield	Benton / Franklin	Columbia	Kittitas	Walla Walla	Whitman	Yakima
% Per Capita	0.18%	0.18%	0.34%	0.24%	0.38%	0.10%	0.28%
Contacts	45	548	13	105	235	50	722