

April 2019 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	30	1989	1448	473	0	45	3985	
Estimated number of crisis hotline calls answered within 30 seconds this month	30	1525	1445	304	0	37	3341	83.8%
Estimated number of Mental Health ITA detentions this month	3	52	39	2	0	-	96	
Estimated number of SUD ITA detentions this month	0	3	6	0	1	-	10	
Estimated average DCR response time this month (minutes)	24	43	67	12	11	-	31	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	19	910	649	43	100	-	1721	
Estimated number of all ITA investigations this month, regardless of detention	5	55	79	2	2	-	143	
Percent of all crisis hotline calls answered within 30 seconds this month	100.0%	76.7%	99.8%	64.3%	-	82.2%	83.8%	

April 2020 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	6	1945	1313	355	0	86	3705	
Estimated number of crisis hotline calls answered within 30 seconds this month	5	1860	1309	337	0	86	3597	97.1%
Estimated number of Mental Health ITA detentions this month	1	38	38	2	1	-	80	
Estimated number of SUD ITA detentions this month	0	13	7	0	0	-	20	
Estimated average DCR response time this month (minutes)	30	37	38	6	18	-	26	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	9	697	147	16	70	-	939	
Estimated number of all ITA investigations this month, regardless of detention	2	51	60	2	1	-	116	
Percent of all crisis hotline calls answered within 30 seconds this month	83.3%	95.6%	99.7%	94.9%	-	100.0%	97.1%	

April 2021 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	9	1933	1213	135	39	167	3496	
Estimated number of crisis hotline calls answered within 30 seconds this month	9	1628	1210	106	39	142	3134	89.6%
Estimated number of Mental Health ITA detentions this month	0	70	45	3	0	-	118	
Estimated number of SUD ITA detentions this month	0	10	5	0	0	-	15	
Estimated average DCR response time this month (minutes)	35	42	1.43	17	10.34	-	21	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	18	940	317	25	50	-	1350	
Estimated number of all ITA investigations this month, regardless of detention	2	80	97	3	4	-	186	
Percent of all crisis hotline calls answered within 30 seconds this month	100.0%	84.2%	99.8%	78.5%	100.0%	85.0%	89.6%	

April 2022 Crisis Services

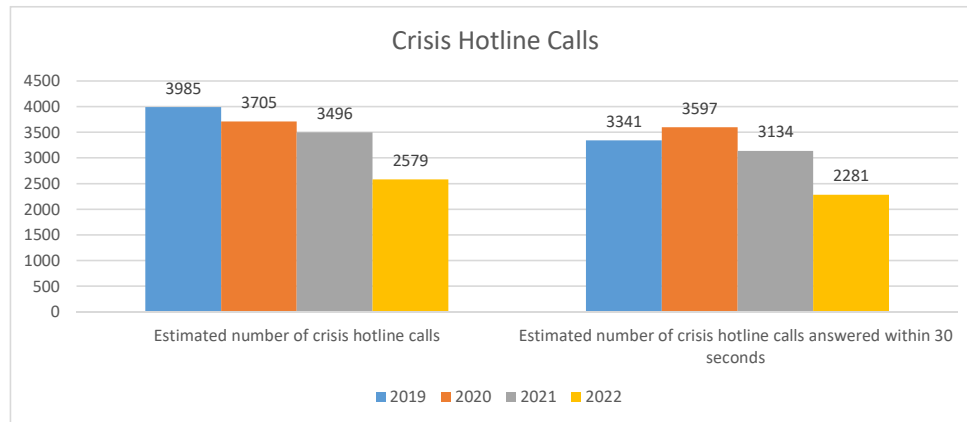
	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	1944	172	176	120	167	2579	
Estimated number of crisis hotline calls answered within 30 seconds this month	1707	172	155	120	127	2281	88.4%
Estimated number of Mental Health ITA detentions this month	52	8	3	1	-	64	
Estimated number of SUD ITA detentions this month	7	0	1	0	-	8	
Estimated average DCR response time this month (minutes)	69	160	23	20	-	69	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	672	56	2	64	-	794	
Estimated number of all ITA investigations this month, regardless of detention	465	18	5	8	-	496	
Percent of all crisis hotline calls answered within 30 seconds this month	87.8%	100.0%	88.1%	100.0%	76.0%	88.4%	

April Crisis Services

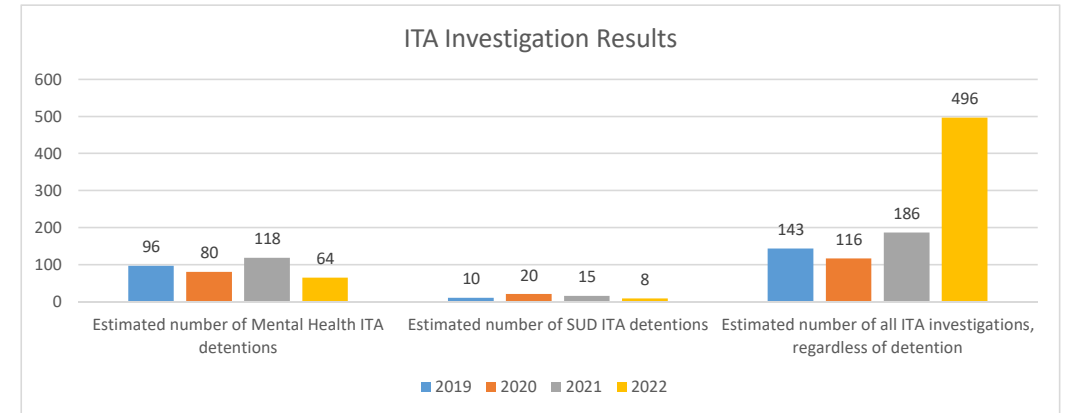
	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	48	171	506	1219	172	176	120	167	2579	
Estimated number of crisis hotline calls answered within 30 seconds this month	41	154	435	1077	172	155	120	127	2281	88.4%
Estimated number of Mental Health ITA detentions this month	0	14	8	30	8	3	1	-	64	
Estimated number of SUD ITA detentions this month	0	3	1	3	0	1	0	-	8	
Estimated average DCR response time this month (minutes)	105	36	66	70	160	23	20	-	69	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	1	75	121	475	56	2	64	-	794	
Estimated number of all ITA investigations this month, regardless of detention	0	49	83	333	18	5	8	-	496	
Percent of all crisis hotline calls answered within 30 seconds this month	85.4%	90.1%	86.0%	88.4%	100.0%	88.1%	100.0%	76.0%	88.4%	
Estimated number of ITA investigations conducted via telehealth	0	0	0	0	0	5	0	-	5	
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	1	12	49	123	7	0	1	-	193	
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	0	0	5	2	1	0	-	8	
Estimated number of mobile crisis outreach services	1	62	96	352	24	27		-	562	
Estimated percentage of Emergent calls responded to within 2 hours		87%	94%	86%	91%	100%	100%	-	93%	
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	100%	100%	100%		-	100%	

April 2022 Crisis Services Comparisons

	2019	2020	2021	2022
Estimated number of crisis hotline calls	3985	3705	3496	2579
Estimated number of crisis hotline calls answered within 30 seconds	3341	3597	3134	2281

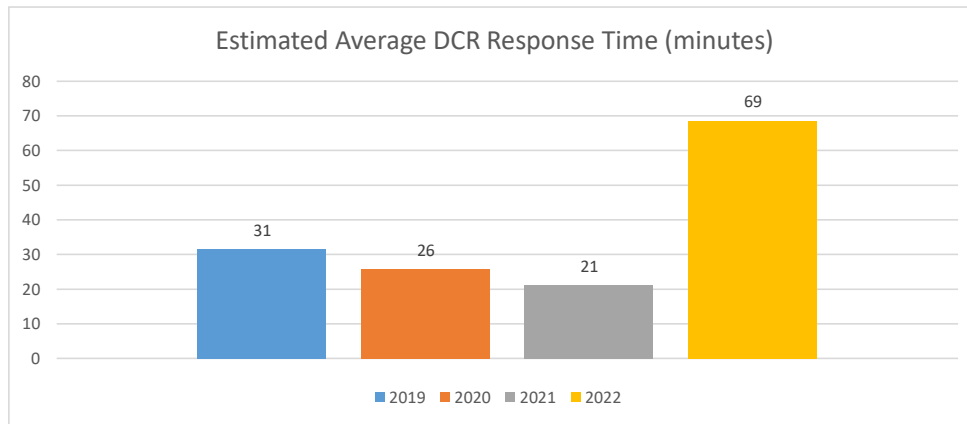


	2019	2020	2021	2022
Estimated number of Mental Health ITA detentions	96	80	118	64
Estimated number of SUD ITA detentions	10	20	15	8
Estimated number of all ITA investigations, regardless of detention	143	116	186	496

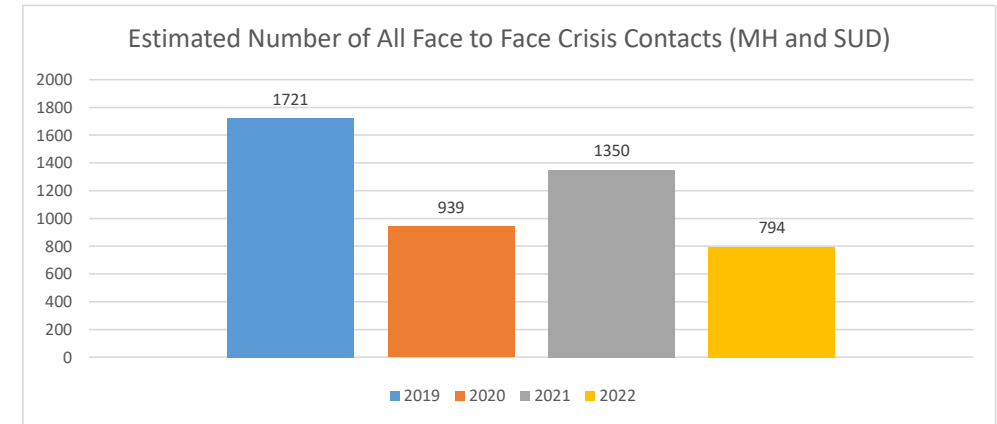


April 2022 Crisis Services Comparisons

	2019	2020	2021	2022
Estimated average DCR response time (minutes)	31	26	21	69



	2019	2020	2021	2022
Estimated number of all Face to Face crisis contacts (MH and SUD)	1721	939	1350	794



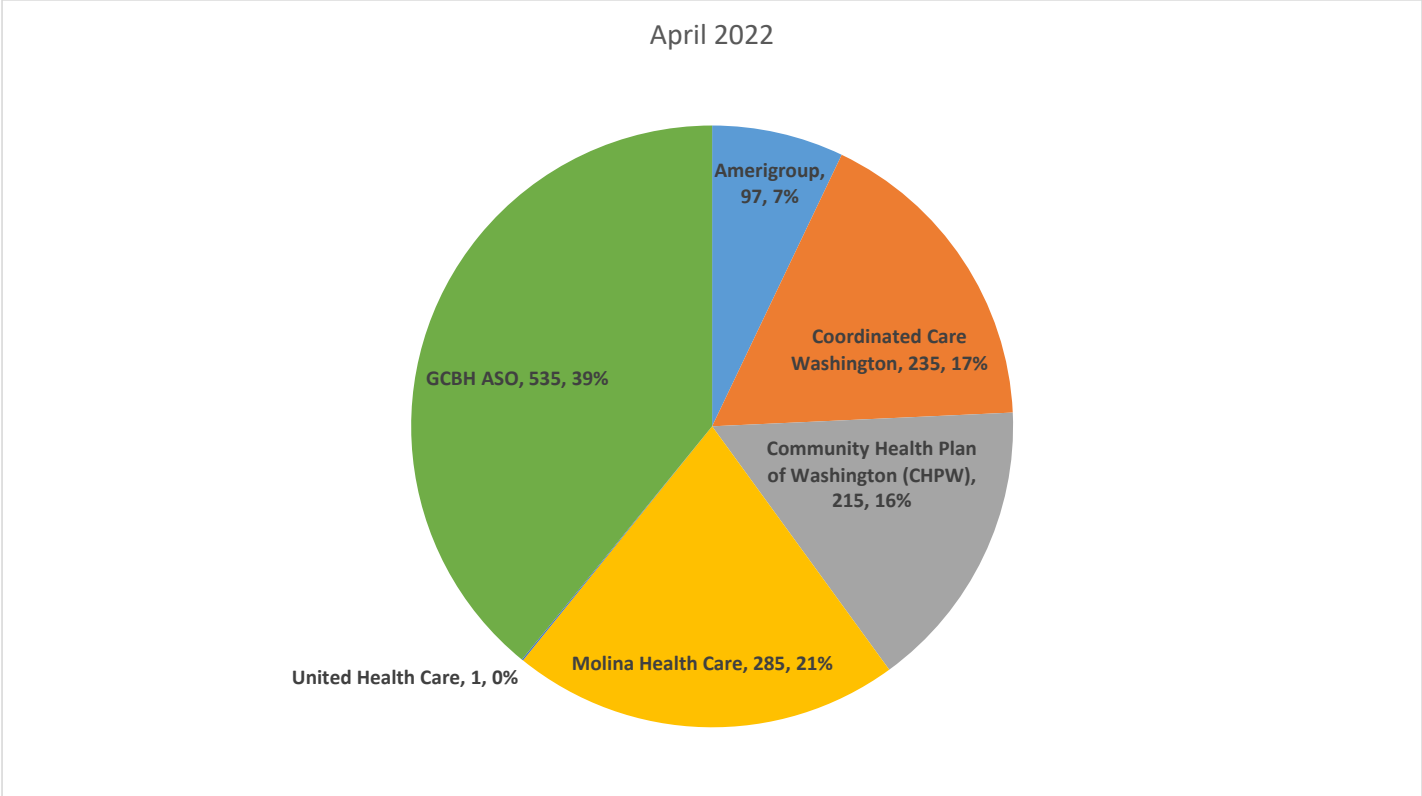
These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2022 Total
Blue Mountian Counseling	12	0	0	0	0	0	0	0	0	0	0	0	12
Comprehensive	968	971	1075	1101	0	0	0	0	0	0	0	0	4115
Lourdes	620	532	548	153	0	0	0	0	0	0	0	0	1853
Palouse River	21	58	50	56	0	0	0	0	0	0	0	0	185
Quality Behavioral Health	65	79	45	58	0	0	0	0	0	0	0	0	247
Total	1686	1640	1718	1368	0	0	0	0	0	0	0	0	6412

April 2022 Crisis Contacts by Provider				
Comprehensive	Lourdes	PRC	QBH	Grand Total
1101	153	56	58	1368

April Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup	97
Coordinated Care Washington	235
Community Health Plan of Washington (CHPW)	215
Molina Health Care	285
United Health Care	1
GCBH ASO	535
Grand Total	1368



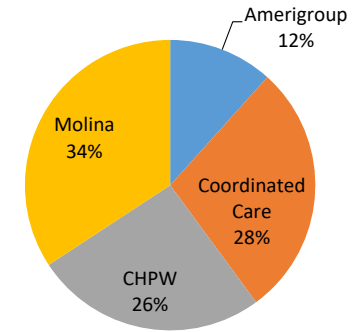
April Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup	97
Coordinated Care	235
CHPW	215
Molina	285

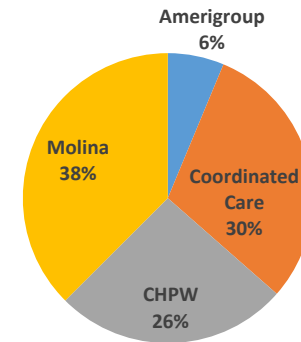
April GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Amerigroup	16529	6%
Coordinated Care	79551	30%
CHPW	68641	26%
Molina	98744	37%
Total	263465	

April 2022 Contacts by MCO



GCBH Regional Enrollment April 2022



2022 Early Warning System Indicator Matrix

			2022												
Indicator Category	Indicator Sub-Category	Specific Indicator	January	February	March	April	May	June	July	August	September	October	November	December	2022 Year
Crisis System	Crisis Hotline Calls	# of incoming calls	3198	2863	3056	2600									11717
		# of calls answered	3140	2820	3036	2579									11575
		# of calls answered within 30 seconds	2652	2292	2664	2281									9889
		% of calls answered within 30 seconds	84.5	81.3	87.7	88.4									85.4%
	ITA Investigations	ITA Investigations, regardless of detention	291	552	472	496									1811
	ITA Detentions	# of Mental Health ITA Detentions	87	64	112	64									327
		# of SUD ITA Detentions	4	32	15	8									59
	DCR Response Time	Average DCR Response Time (minutes)	47	48	74	69									59.5
	Bed Availability	# of No Bed Reports	11	1	5	18									35
		# of Single Bed Certifications	0	0	0	1									1

Customer: 472

Greater Columbia Crisis Line

Month	Total Number of Incoming Calls	Total Number of Calls Answered	Speed of Service			Accessibility	Average Length of Call (min)
			Number of Call Answered within 30 seconds	Percentage of Calls Answered within 30 seconds	Average Speed of Answer (sec)	Abandonment Rate*	
<i>Apr 2021</i>	178	167	142	83.5	19	1.8	8.1
<i>May 2021</i>	168	159	139	84.2	21	3.6	9.1
<i>Jun 2021</i>	224	213	186	84.9	17	2.7	9.3
<i>Jul 2021</i>	196	182	155	82.0	26	3.7	10.1
<i>Aug 2021</i>	183	159	120	69.4	35	8.1	9.2
<i>Sep 2021</i>	180	123	65	40.1	60	24.1	7.5
<i>Oct 2021</i>	177	115	62	39.7	93	26.3	13.0
<i>Nov 2021</i>	186	121	62	38.3	109	25.3	12.0
<i>Dec 2021</i>	170	144	111	68.5	45	11.1	9.9
<i>Jan 2022</i>	183	125	90	59.2	48	17.8	11.8
<i>Feb 2022</i>	144	101	49	39.2	106	19.2	14.9
<i>Mar 2022</i>	178	158	113	67.3	48	6.0	15.2
<i>Apr 2022</i>	188	167	127	71.8	45	5.6	13.9
<i>Past 13 mo's</i>	2355	1934	1421	65.2	46	11.3	10.9

***Definitions**

Number of Calls Answered within 30 seconds: Total number of all incoming calls not terminating prior to 30 seconds that were live answered.

Percentage of calls answered within 30 seconds: Percentage of all incoming calls not terminating prior to 30 seconds that were live answered.

Abandonment Rate: Percentage of all incoming calls not terminating prior to 30 seconds that terminated after 30 seconds prior to receiving a live answer.

Please direct questions to your ProtoCall Point of Contact

GCBH Call Center Performance

	Calls Received	Calls Answered	% of calls abandoned	Avg Talk Time (minutes)	Total Ans 30s	% Answered 30s
January	3198	3140	17.8%	11.8	2652	84.5%
February	2863	2820	19.2%	14.9	2292	81.3%
March	3056	3036	6.0%	15.2	2664	87.7%
April	2600	2579	5.6%	13.9	2281	88.4%
May						
June						
July						
August						
September						
October						
November						
December						
2022 Year	11717	11575	12.2%	14.0	9889	85.4%