

December 2019 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	1	1828	1308	299	0	62	3498	
Estimated number of crisis hotline calls answered within 30 seconds this month	1	1758	1302	283	0	54	3398	97.1%
Estimated number of Mental Health ITA detentions this month	1	58	43	0	2	-	104	
Estimated number of SUD ITA detentions this month	0	2	7	0	0	-	9	
Estimated average DCR response time this month (minutes)	5	63	55	9	16	-	30	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	3	943	361	32	86	-	1425	
Estimated number of all ITA investigations this month, regardless of detention	1	60	67	0	4	-	132	
Percent of all crisis hotline calls answered within 30 seconds this month	100.0%	96.2%	99.5%	94.6%	-	87.1%	97.1%	

December 2020 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	5	1672	1200	318	0	93	3288	
Estimated number of crisis hotline calls answered within 30 seconds this month	5	1578	1200	294	0	88	3165	96.3%
Estimated number of Mental Health ITA detentions this month	1	65	59	5	3	-	133	
Estimated number of SUD ITA detentions this month	0	9	9	0	0	-	18	
Estimated average DCR response time this month (minutes)	20	44	55	11	15	-	29	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	22	754	300	24	106	-	1206	
Estimated number of all ITA investigations this month, regardless of detention	0	74	107	7	5	-	193	
Percent of all crisis hotline calls answered within 30 seconds this month	100.0%	94.4%	100.0%	92.5%	-	94.6%	96.3%	

December 2021 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	7	1994	1499	79	76	144	3799	
Estimated number of crisis hotline calls answered within 30 seconds this month	6	1697	1499	59	76	111	3448	90.8%
Estimated number of Mental Health ITA detentions this month	0	48	29	3	1	-	81	
Estimated number of SUD ITA detentions this month	0	9	2	0	0	-	11	
Estimated average DCR response time this month (minutes)	15	35.3	225	20	16.5	-	55	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	6	185	204	34	24	-	823	
Estimated number of all ITA investigations this month, regardless of detention	0	48	78	3	2	-	227	
Percent of all crisis hotline calls answered within 30 seconds this month	85.7%	85.1%	100.0%	74.7%	100.0%	77.1%	90.8%	

December 2022 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		47	44	2840	2931	
Estimated number of crisis hotline calls answered within 30 seconds this month		47	44	2764	2855	97.4%
Estimated number of Mental Health ITA detentions this month	102	2	0	-	104	
Estimated number of SUD ITA detentions this month	7	0	0	-	7	
Estimated average DCR response time this month (minutes)	57.8	12	22.5	-	46	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	591	0	35	-	626	
Estimated number of all ITA investigations this month, regardless of detention	377	4	0	-	381	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.3%	97.4%	

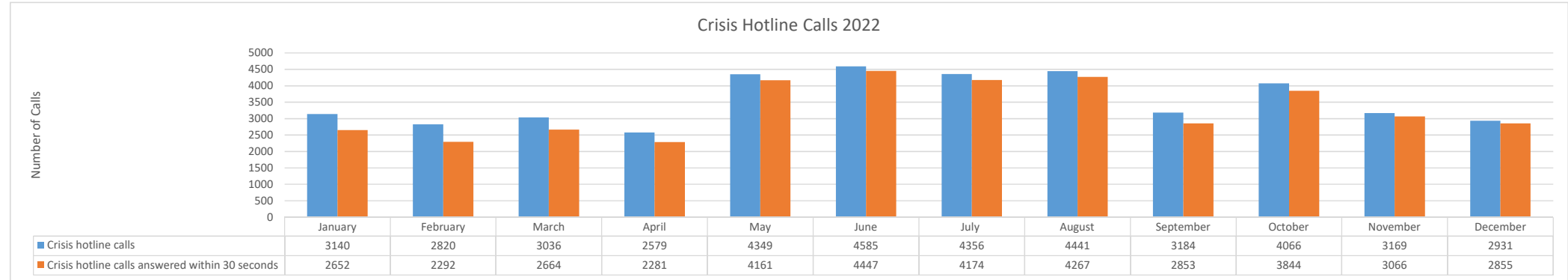
December Crisis Services

	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals
Estimated number of crisis hotline calls						47	44	2840	2931
Estimated number of crisis hotline calls answered within 30 seconds this month						47	44	2764	2855
Estimated number of Mental Health ITA detentions this month	0	9	6	48	39	2	0	-	104
Estimated number of SUD ITA detentions this month	0	2	1	3	1	0	0	-	7
Estimated average DCR response time this month (minutes)	109	29	60	57	34	12	22.5	-	46
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	3	51	103	344	90	0	35	-	626
Estimated number of all ITA investigations this month, regardless of detention	1	28	70	216	62	4	0	-	381
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	97.3%	97.4%
Estimated number of ITA investigations conducted via telehealth	0	0	0	0	0	4	0	-	4
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	1	13	16	82	23	1	0	-	136
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	2	1	4	1	1	0	-	9
Estimated number of mobile crisis outreach services	2	39	73	244	71	22	0	-	451
Estimated percentage of Emergent calls responded to within 2 hours	100%	95%	83%	90%	100%	100%	100%	-	95%
Estimated percentage of Urgent calls responded to within 24 hours		100%	100%	100%	100%	100%		-	100%

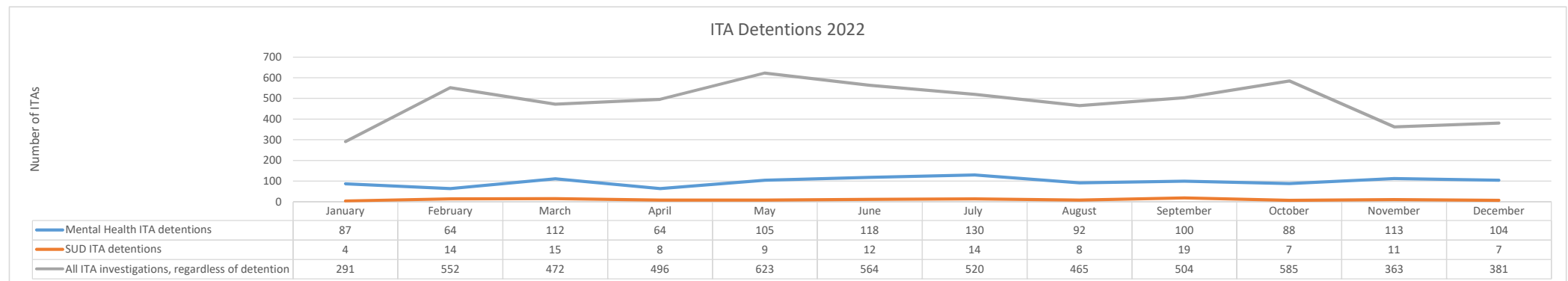
97.4%

2022 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	3140	2820	3036	2579	4349	4585	4356	4441	3184	4066	3169	2931
Crisis hotline calls answered within 30 seconds	2652	2292	2664	2281	4161	4447	4174	4267	2853	3844	3066	2855



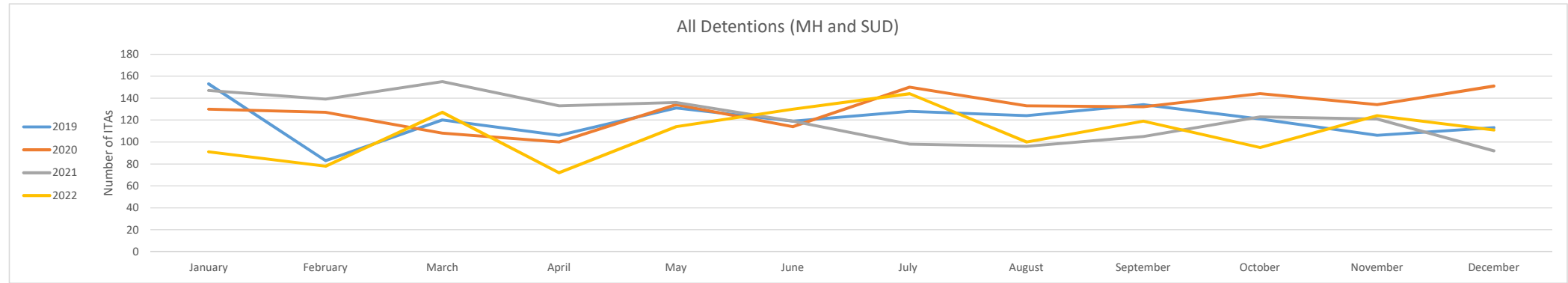
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	87	64	112	64	105	118	130	92	100	88	113	104
SUD ITA detentions	4	14	15	8	9	12	14	8	19	7	11	7
All ITA investigations, regardless of detention	291	552	472	496	623	564	520	465	504	585	363	381



2022 Reported Crisis Services by Month

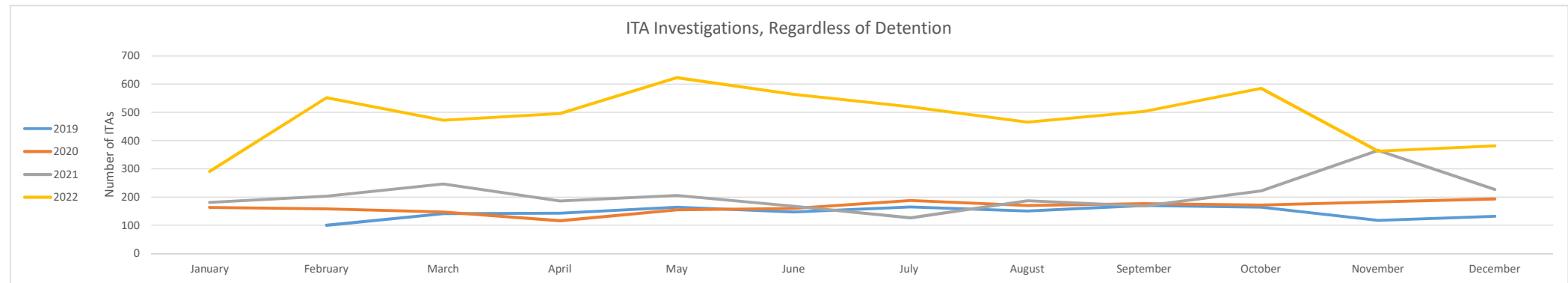
All Detentions (MH and SUD)

	January	February	March	April	May	June	July	August	September	October	November	December
2019	153	83	120	106	131	119	128	124	134	121	106	113
2020	130	127	108	100	134	114	150	133	132	144	134	151
2021	147	139	155	133	136	119	98	96	105	123	121	92
2022	91	78	127	72	114	130	144	100	119	95	124	111



ITA Investigations, Regardless of Detention

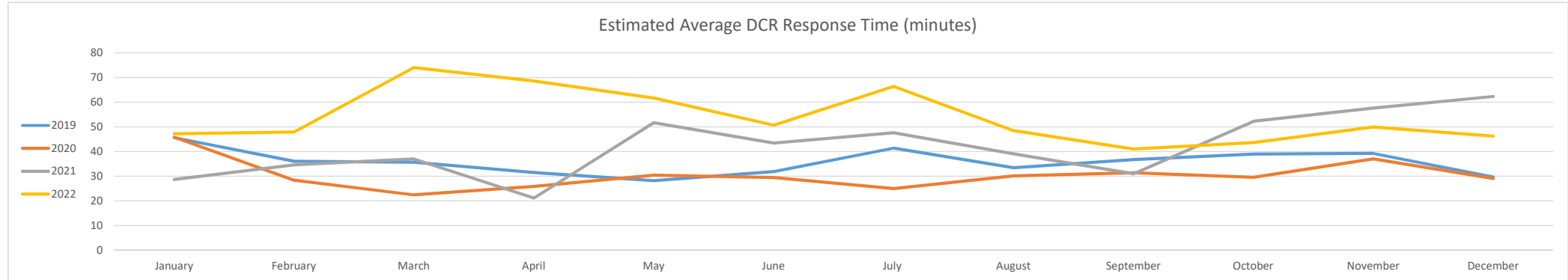
	January	February	March	April	May	June	July	August	September	October	November	December
2019	100	141	143	164	147	165	150	170	164	117	132	
2020	163	158	147	116	155	160	188	170	177	172	183	193
2021	181	203	246	186	206	167	126	187	168	222	365	227
2022	291	552	472	496	623	564	520	465	504	585	363	381



2022 Reported Crisis Services by Month

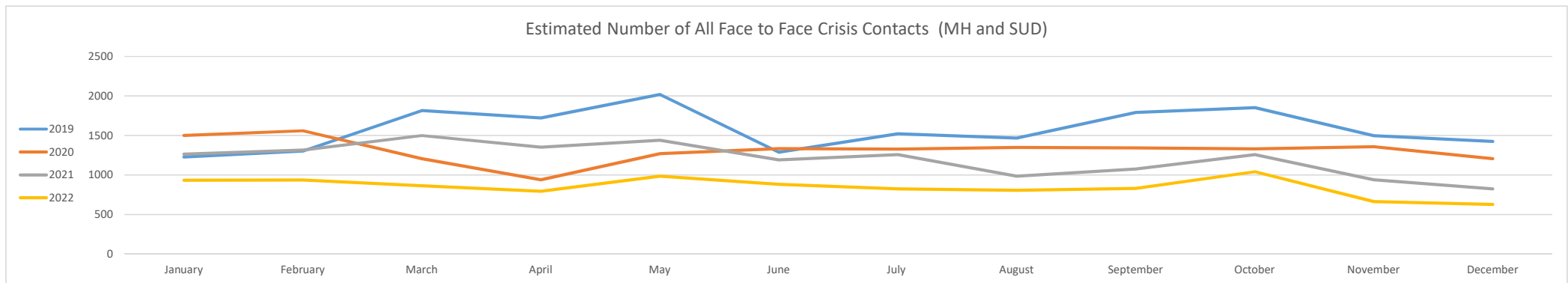
Estimated Average DCR Response Time (minutes)

	January	February	March	April	May	June	July	August	September	October	November	December
2019	46	36	36	31	28	32	41	33	37	39	39	30
2020	46	28	22	26	30	29	25	30	31	30	37	29
2021	29	35	37	21	52	43	48	39	31	52	58	62
2022	47	48	74	69	62	51	66	48	41	44	50	46



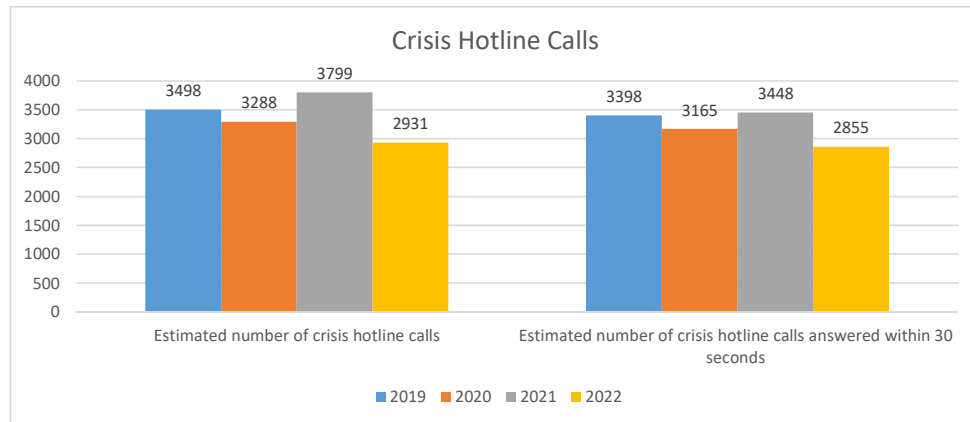
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	January	February	March	April	May	June	July	August	September	October	November	December
2019	1227	1301	1816	1721	2019	1287	1522	1467	1789	1851	1495	1425
2020	1500	1559	1205	939	1268	1332	1328	1349	1343	1329	1357	1206
2021	1262	1314	1498	1350	1439	1189	1258	985	1076	1257	938	823
2022	931	934	864	794	984	880	824	804	829	1040	661	626

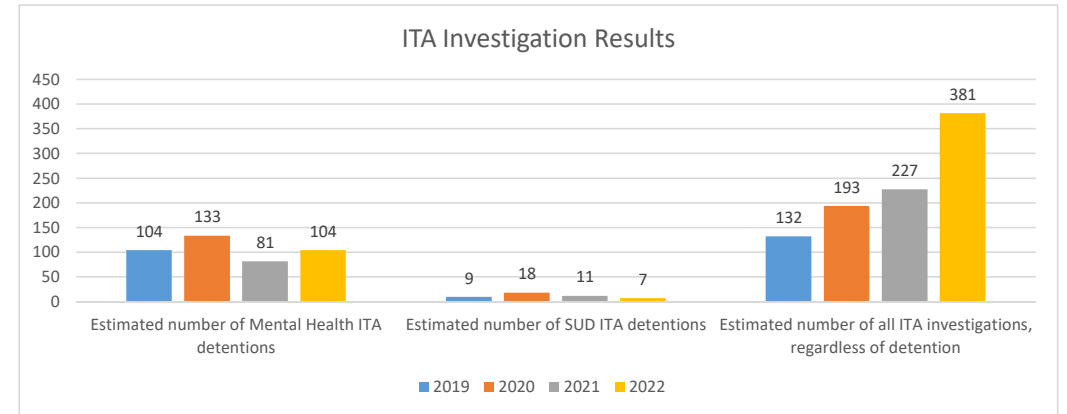


December 2022 Crisis Services Comparisons

	2019	2020	2021	2022
Estimated number of crisis hotline calls	3498	3288	3799	2931
Estimated number of crisis hotline calls answered within 30 seconds	3398	3165	3448	2855

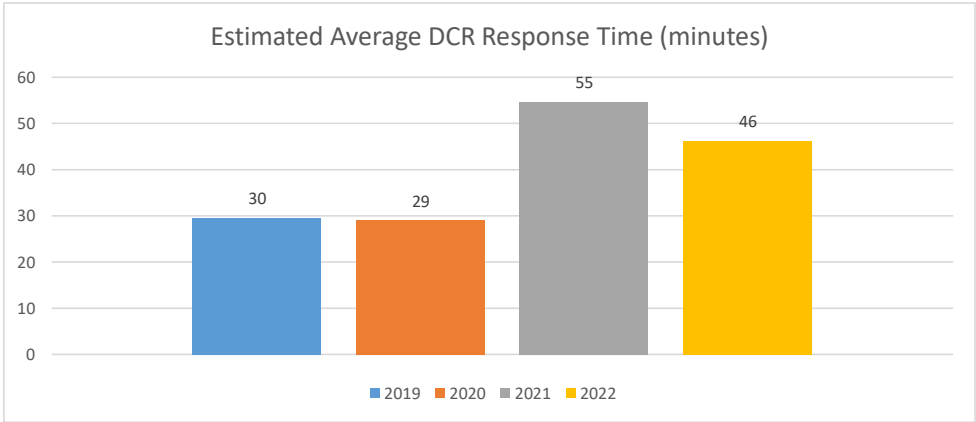


	2019	2020	2021	2022
Estimated number of Mental Health ITA detentions	104	133	81	104
Estimated number of SUD ITA detentions	9	18	11	7
Estimated number of all ITA investigations, regardless of detention	132	193	227	381

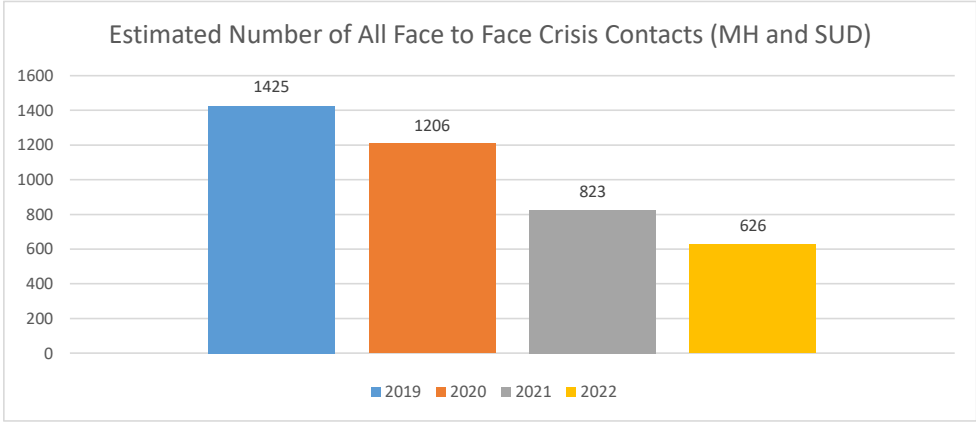


December 2022 Crisis Services Comparisons

	2019	2020	2021	2022
Estimated average DCR response time (minutes)	30	29	55	46



	2019	2020	2021	2022
Estimated number of all Face to Face crisis contacts (MH and SUD)	1425	1206	823	626

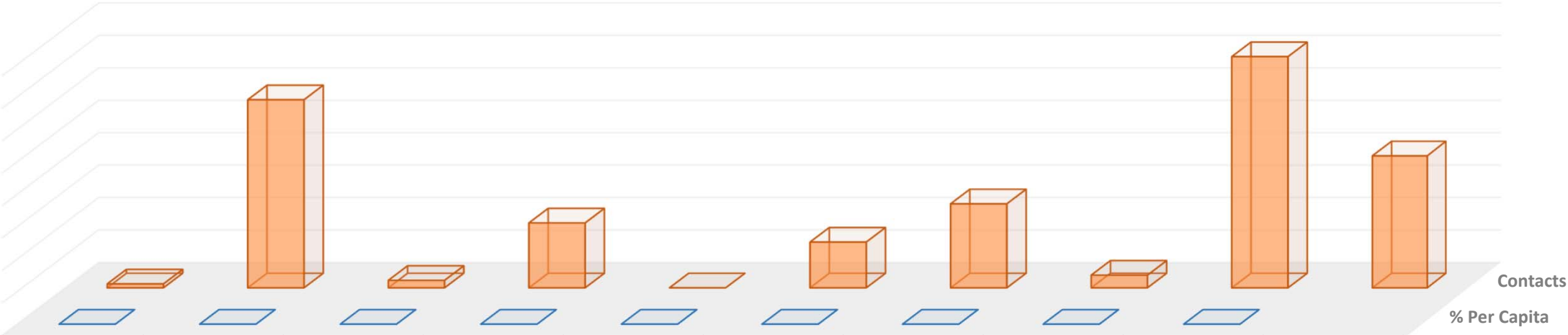


These numbers come from the daily crisis logs

	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	1461	1254	1071	1229	1091	1473	1418	1315	14427
Lourdes	620	532	548	153	0	0	0	0	0	0	0	0	1853
Palouse River	21	58	50	56	40	33	33	28	32	44	27	11	433
Quality Behavioral Health	65	79	45	58	84	91	47	63	107	48	45	5	737
Volunteers of America	0	0	0	0	0	0	0	0	45	508	1070	1065	2688
Total	1686	1640	1718	1368	1585	1378	1151	1320	1275	2073	2560	2396	20150

December 2022 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
1315	11	5	1065	2396

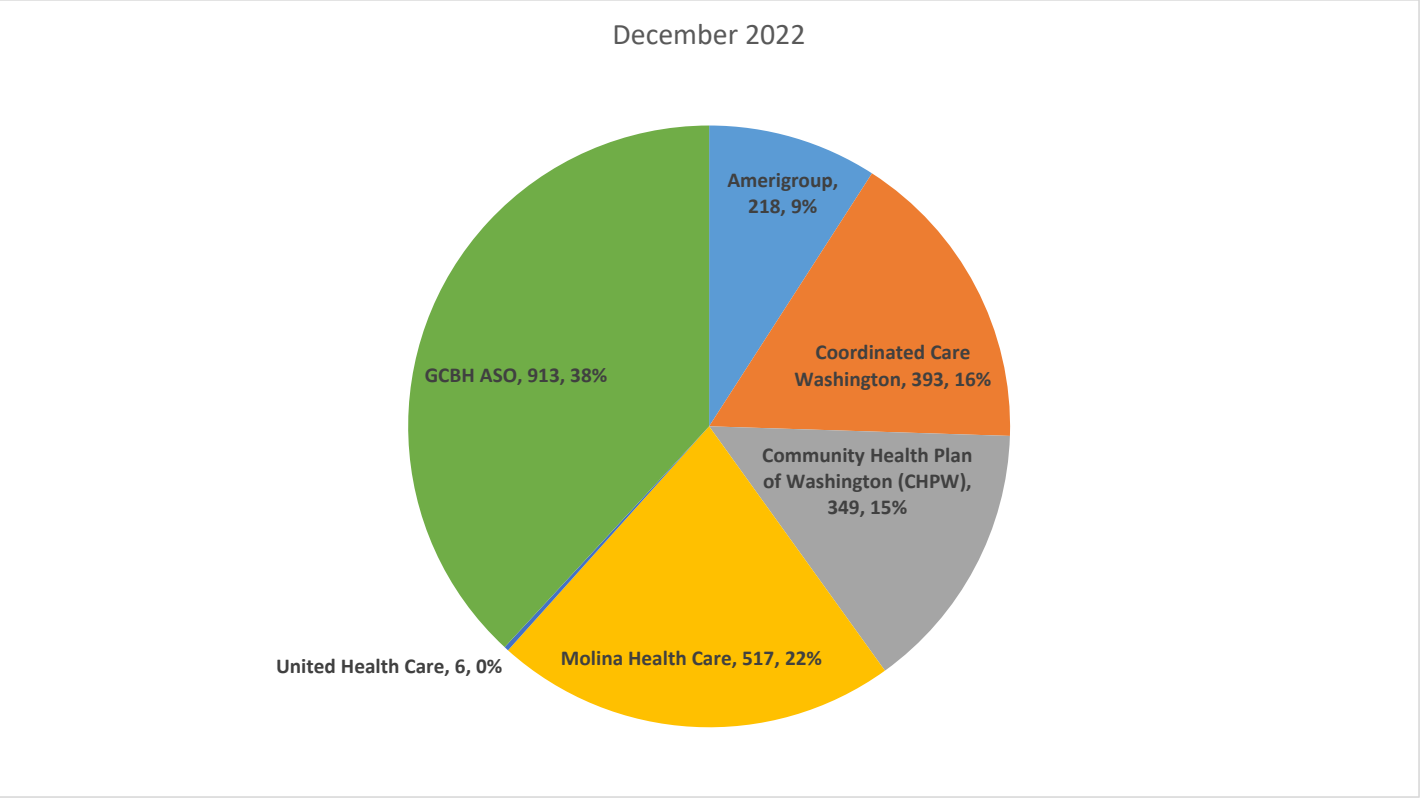
Crisis Contacts by County



	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other
% Per Capita	0.05%	0.28%	0.58%	0.21%	0.00%	0.32%	0.41%	0.08%	0.28%	
Contacts	12	580	23	200	0	141	259	39	713	407

December Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup	218
Coordinated Care Washington	393
Community Health Plan of Washington (CHPW)	349
Molina Health Care	517
United Health Care	6
GCBH ASO	913
Grand Total	2396



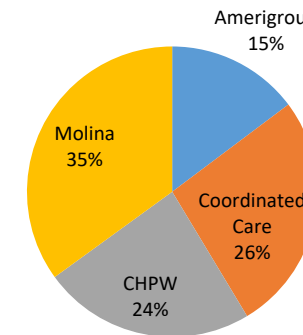
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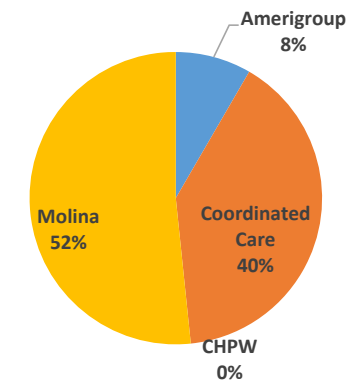
December GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population
Amerigroup	16426	8.36%
Coordinated Care	78581	40.00%
CHPW	No Data	#VALUE!
Molina	101449	51.64%
Total	196456	

December 2022 Contacts by MCO



GCBH Regional Enrollment December 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	4364	4594	4373	4455	3205	4175	3289	3070	43242
		# of calls answered	3140	2820	3036	2579	4349	4585	4356	4441	3184	4066	3169	2931	42656
		# of calls answered within 30 seconds	2652	2292	2664	2281	4161	4447	4174	4267	2853	3844	3066	2855	39556
		% of calls answered within 30 seconds	84.5	81.3	87.7	88.4	95.7	97	95.8	96.1	89.6	94.5	96.7	97.4	92.7%
	ITA Investigations	ITA Investigations, regardless of detention	291	552	472	496	623	564	520	465	504	585	363	381	5816
	ITA Detentions	# of Mental Health ITA Detentions	87	64	112	64	105	118	130	92	100	88	113	104	1177
		# of SUD ITA Detentions	4	32	15	8	9	12	14	8	19	7	11	7	146
	DCR Response Time	Average DCR Response Time (minutes)	47	48	74	69	62	51	66	48	41	44	50	46	53.8
	Bed Availability	# of No Bed Reports	11	1	5	23	20	4	2	3	2	4	1	3	79
		# of Single Bed Certifications	0	0	0	1	0	1	1	5	1	2	1	2	14

GCBH Call Center Performance

	Calls Received	Calls Answered	% of calls abandoned	Avg Talk Time (min:sec)	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	4364	4349	4.1%	13.1	4161	95.7%
June	4594	4585	2.1%	14.2	4447	97.0%
July	4373	4356	2.2%	15.3	4174	95.8%
August	4455	4441	2.5%	11.8	4267	96.1%
September	3205	3184	0.0%	8.5	2853	89.6%
October	4175	4066	0.5%	7.3	3844	94.5%
November	3289	3169	0.1%	6.0	3066	96.7%
December	3070	2931	0.1%	5.6	2855	97.4%
2022 Year	43242	42656	5.0%	11.5	39556	92.7%

VOA Monthly Program Utilization Summary

December 2022

Calls Answered	2840
Calls Answered Under 30 sec	2764
Total Calls Abandoned	2
% of Calls Abandoned	0.1%
% of Calls Answered in <30 sec	97.3%
Average Wait Time (min:sec)	0:11
Average Talk Time (min:sec)	5:34