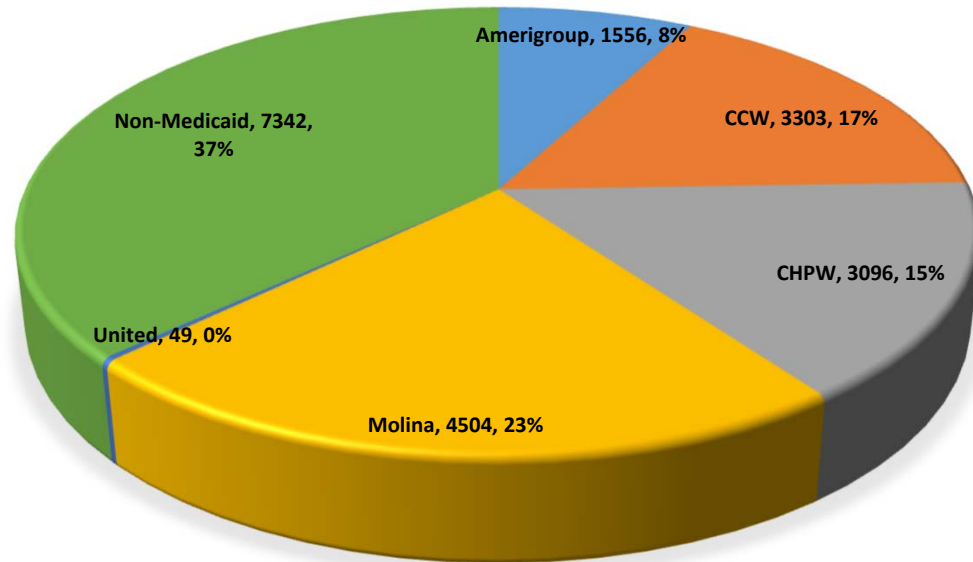


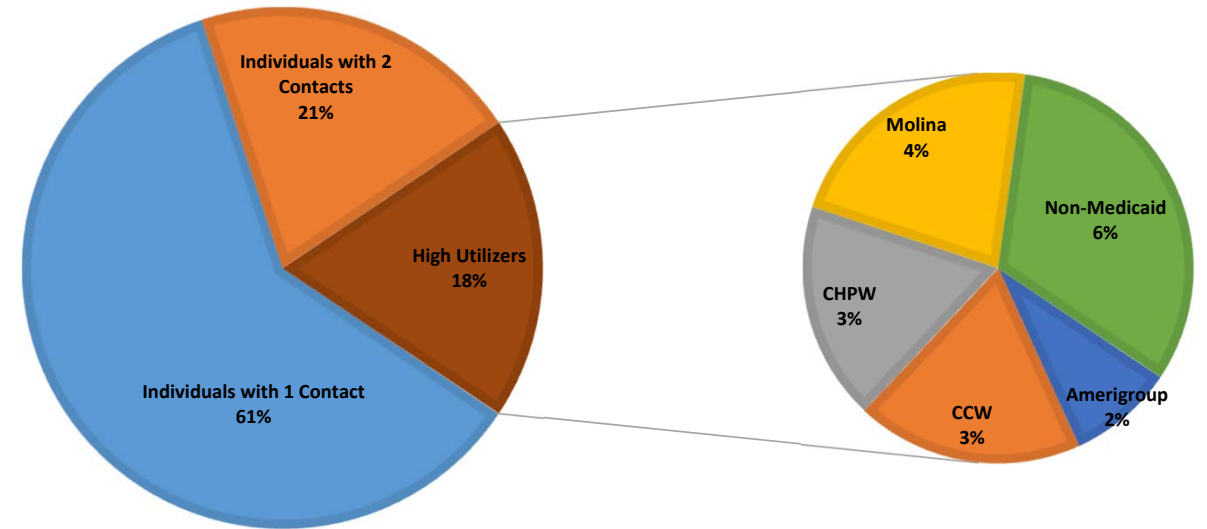
# Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

2022

### CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



### INDIVIDUAL CRISIS CONTACTS



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

### Month-Over-Month Metrics

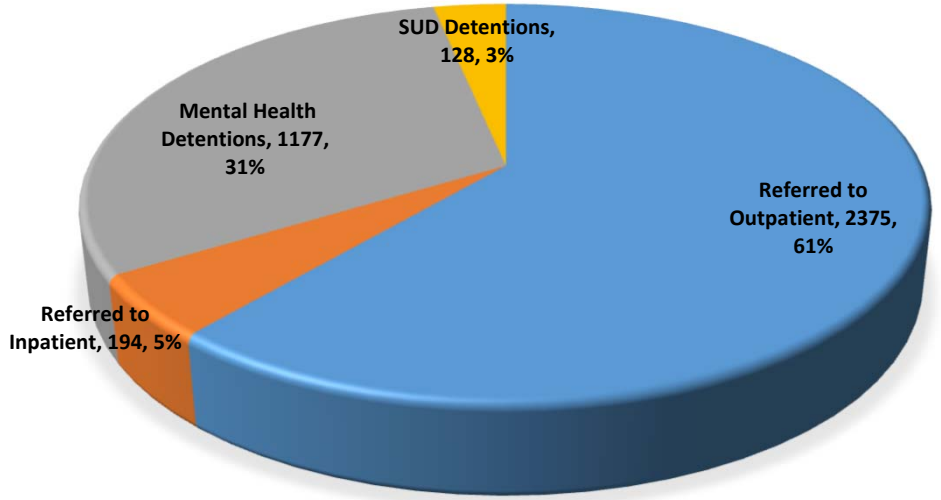
|   | 2021  | 2022  |
|---|-------|-------|
| <b>Crisis Log Contacts</b>  | 19201 | 20150 |
| <b>Unduplicated Individuals</b>                                     | 8706  | 8852  |
| <b>Mobile Outreach Services</b>                                     | 3910  | 7311  |
| <b>Avg. DCR Response Time (Target less than 120 min)</b>            | 42    | 58    |
| <b>ITA Investigations</b>   | 2484  | 5816  |
| <b>Crisis Hotline Calls</b>   | 42461 | 42656 |
| <b>Percent of Calls Answered in 30 seconds (Target 90% or more)</b> | 90.4% | 92.7% |
| <b>Percent of Calls Abandoned (Target 5% or less)</b>               | 5.4%  | 5.1%  |

### Definitions

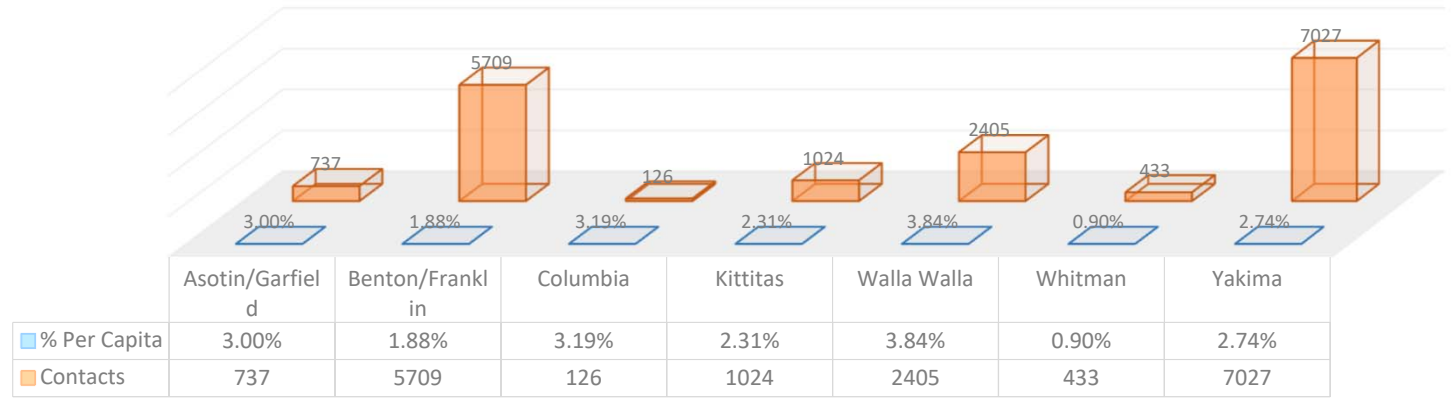
|                           |  |
|---------------------------|--|
| Abandoned Call:           | An incoming call not ended before 30 seconds, but ended after 30 seconds before receiving a live answer.   |
| Crisis Log Contact:       | Any contact an individual has with a clinician, in person or telephonically, where crisis services were provided.  |
| DCR:                      | Designated Crisis Responder - a person authorized to perform civil commitment duties   |
| High Utilitazer:          | 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.  |

|                                      |  |       |   |  |      |
|--------------------------------------|--|-------|---|--|------|
| <b>Crisis Hotline Calls</b><br>42656 | <b>Percent of Calls Answered in 30 seconds</b><br>(Target 90% or more) | 92.7% | <b>Total Crisis Log Contacts</b><br>20150 | <b>Mobile Outreach Services</b>                                | 7311 |
|                                      | <b>Percent of Calls Abandoned</b><br>(Target 5% or less)               | 5.1%  | <b>Unduplicated Individuals</b><br>8852   | <b>Average DCR Response Time</b><br>(Target less than 120 min) | 58   |
|                                      |  |       |   | <b>ITA Investigations</b>                                      | 5816 |

**ITA INVESTIGATION OUTCOMES**

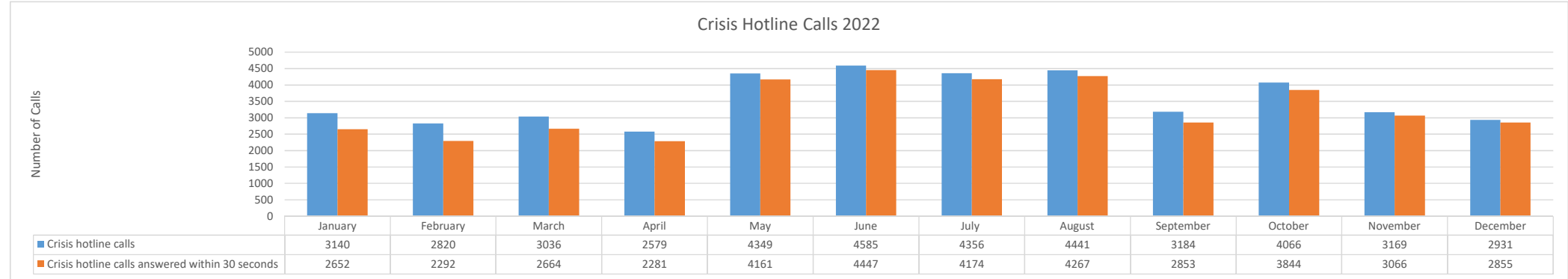


**Crisis Contacts by County**

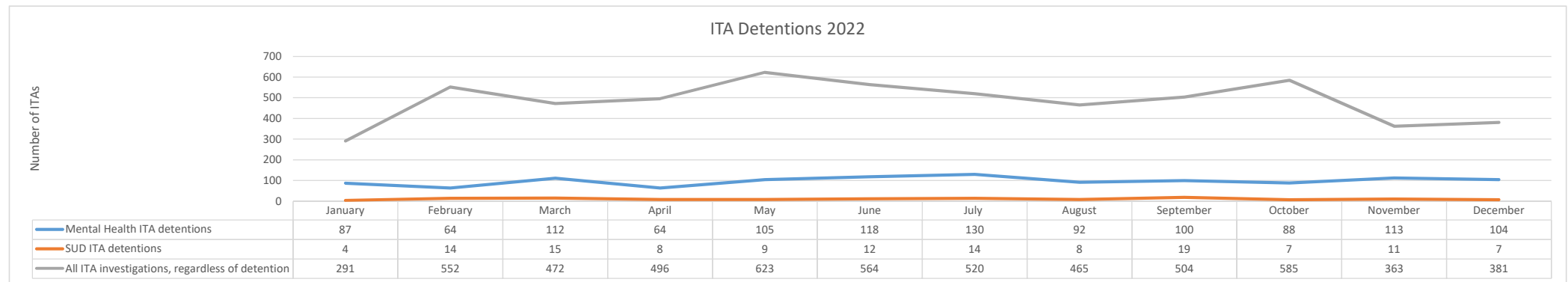


## 2022 Reported Crisis Services by Month

|   | 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     |



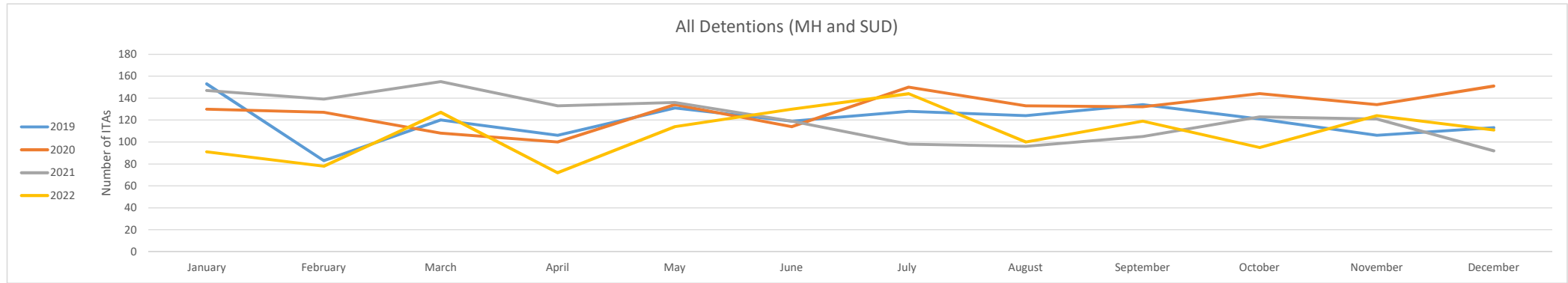
|   | January | February | March | April | May | June | July | August | September | October | November | December |
|---|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|
| Mental Health ITA detentions                    | 87      | 64       | 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

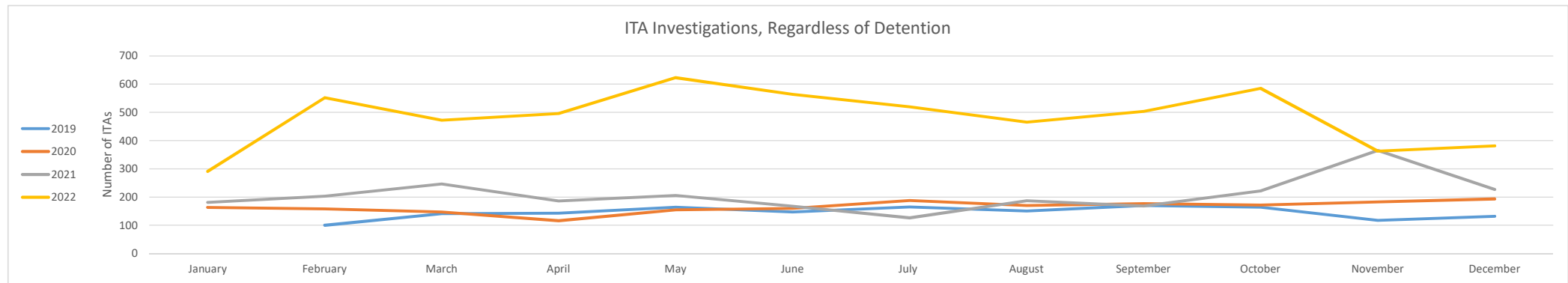
### All Detentions (MH and SUD)

|      | 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

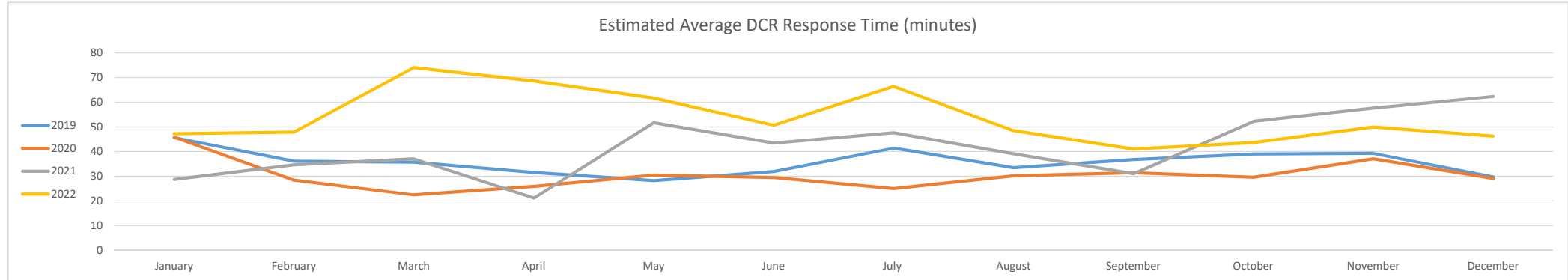
|      | January | February | March | April | May | June | July | August | September | October | November | December |
|------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|
| 2019 | 163     | 100      | 141   | 143   | 164 | 147  | 165  | 150    | 170       | 164     | 117      | 132      |
| 2020 | 181     | 203      | 246   | 186   | 206 | 167  | 126  | 187    | 168       | 222     | 365      | 227      |
| 2021 | 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      |

