

All 2019 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	170	25460	17482	4745	205	581	48643	
Estimated number of crisis hotline calls answered within 30 seconds this month	170	21402	17397	3572	205	470	43216	88.8%
Estimated number of Mental Health ITA detentions this month	14	674	523	23	20	-	1254	
Estimated number of SUD ITA detentions this month	0	100	75	2	7	-	184	
Estimated average DCR response time this month (minutes)	18.6	64.0	66.0	12.2	16.4	-	35	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	126	10876	6248	456	1214	-	18920	
Estimated number of all ITA investigations this month, regardless of detention	29	682	778	27	77	-	1593	
Percent of all crisis hotline calls answered within 30 seconds this month	100.0%	84.1%	99.5%	75.3%	100.0%	80.9%	88.8%	

All 2020 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	102	24323	16931	3695	0	899	45950	
Estimated number of crisis hotline calls answered within 30 seconds this month	96	22620	16852	3332	0	794	43694	95.1%
Estimated number of Mental Health ITA detentions this month	12	657	620	25	35	-	1349	
Estimated number of SUD ITA detentions this month	0	89	113	0	6	-	208	
Estimated average DCR response time this month (minutes)	25.1	46.4	56.8	8.0	15.5	-	30	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	166	10571	3611	272	1095	-	15715	
Estimated number of all ITA investigations this month, regardless of detention	22	756	1099	35	70	-	1982	
Percent of all crisis hotline calls answered within 30 seconds this month	94.1%	93.0%	99.5%	90.2%	-	88.3%	95.1%	

All 2021 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	121	23395	15659	1092	473	1721	42461	
Estimated number of crisis hotline calls answered within 30 seconds this month	112	20079	15569	809	473	1335	38377	90.4%
Estimated number of Mental Health ITA detentions this month	7	718	474	17	18	-	1234	
Estimated number of SUD ITA detentions this month	0	115	100	7	8	-	230	
Estimated average DCR response time this month (minutes)	25.1	37.8	111.6	17.4	19.0	-	42	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	188	9377	3756	286	782	-	14389	
Estimated number of all ITA investigations this month, regardless of detention	20	1087	1271	29	77	-	2484	
Percent of all crisis hotline calls answered within 30 seconds this month	92.6%	85.8%	99.4%	74.1%	100.0%	77.6%	90.4%	

All 2022 Crisis Services

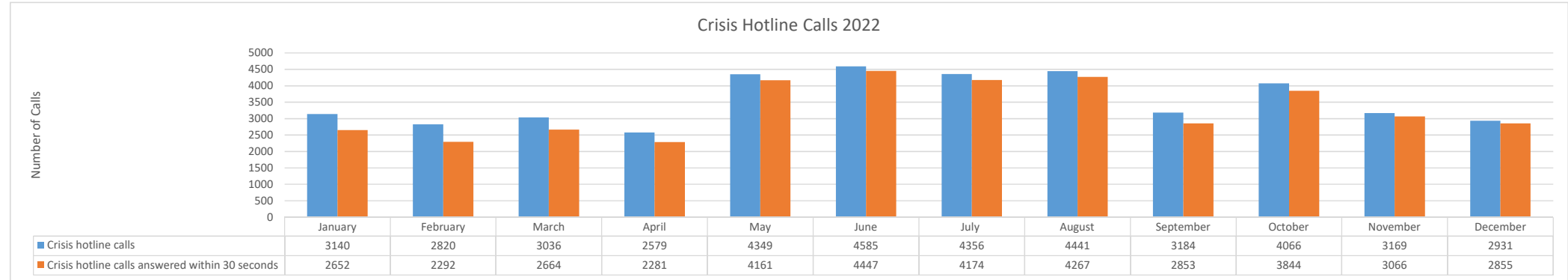
	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	VOA	Totals	
Estimated number of crisis hotline calls	15	28585	3216	1558	605	1279	7398	42656	
Estimated number of crisis hotline calls answered within 30 seconds this month	12	26165	3216	1383	605	1014	7161	39556	92.7%
Estimated number of Mental Health ITA detentions this month	1	1040	101	25	10	-	-	1177	
Estimated number of SUD ITA detentions this month	0	116	7	5	0	-	-	128	
Estimated average DCR response time this month (minutes)	17	62	152	16	22	-	-	58	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	10	8810	687	51	613	-	-	10171	
Estimated number of all ITA investigations this month, regardless of detention	1	5369	357	37	52	-	-	5816	
Percent of all crisis hotline calls answered within 30 seconds this month	80%	91.5%	100.0%	88.8%	100.0%	79.3%	96.8%	92.7%	

All 2022 Crisis Services

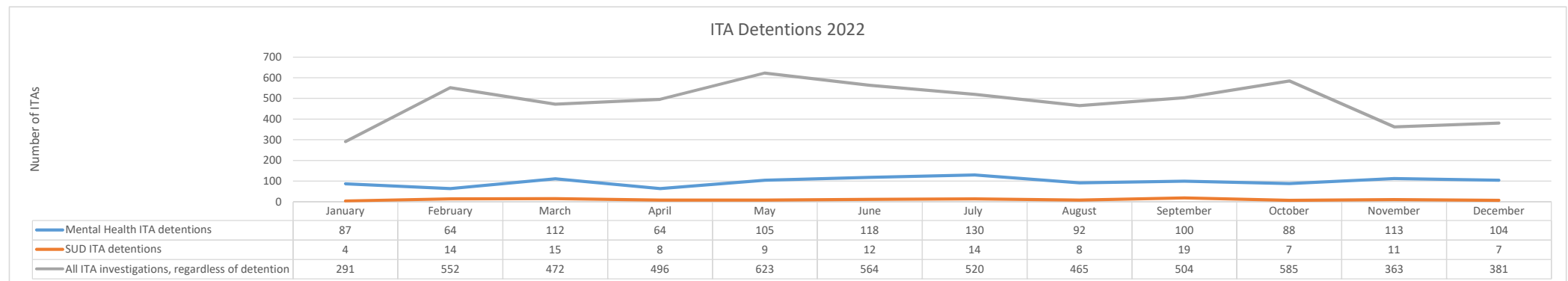
	Blue Mountain	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	Lourdes	PRC	QBH	ProtoCall	VOA	Totals	
Estimated number of crisis hotline calls	15	273	1435	4517	12016	10344	3216	1558	605	1279	7398	42656	
Estimated number of crisis hotline calls answered within 30 seconds this month	12	246	1310	3875	10593	10141	3216	1383	605	1014	7161	39556	92.7%
Estimated number of Mental Health ITA detentions this month	1	2	173	97	425	343	101	25	10	-	-	1177	
Estimated number of SUD ITA detentions this month	0	0	40	6	46	24	7	5	0	-	-	128	
Estimated average DCR response time this month (minutes)	17	85	32	68	70	58	152	16	22	-	-	58	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	10	35	874	1494	5080	1327	687	51	613	-	-	10171	
Estimated number of all ITA investigations this month, regardless of detention	1	20	471	890	3065	923	357	37	52	-	-	5816	
Percent of all crisis hotline calls answered within 30 seconds this month	80%	90.1%	91.3%	85.8%	88.2%	98.0%	100.0%	88.8%	100.0%	79.3%	96.8%	92.7%	
Estimated number of ITA investigations conducted via telehealth	0	1	0	0	19	0	0	55	0	-	-	75	
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	0	15	182	364	1252	426	111	5	20	-	-	2375	
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	1	6	8	79	72	19	7	2	-	-	194	
Estimated number of mobile crisis outreach services	8	34	733	1132	3777	1021	363	243	0	-	-	7311	
Estimated percentage of Emergent calls responded to within 2 hours	100%	78%	95%	86%	86%	90%	93%	100%	100%	-	-	92%	
Estimated percentage of Urgent calls responded to within 24 hours		100%	100%	100%	100%	100%	100%	100%	100%	-	-	100%	

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



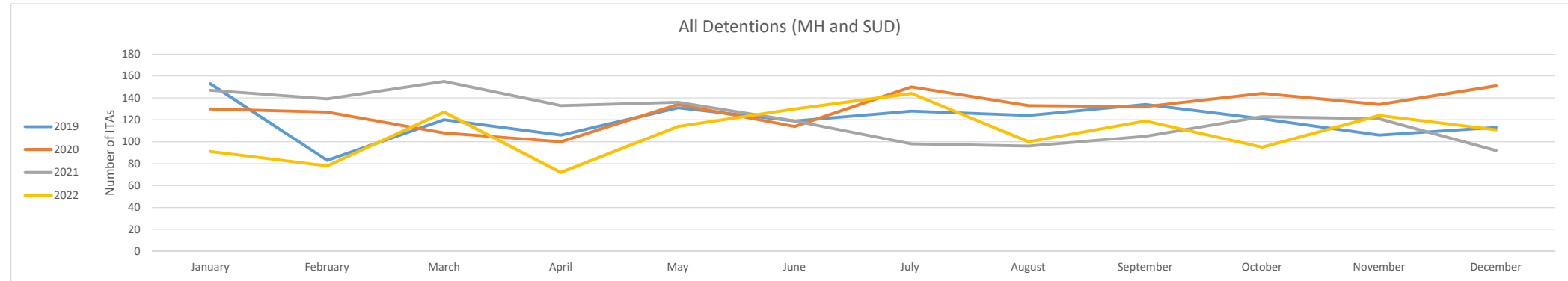
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	87	64	112	64	105	118	130	92	100	88	113	104
SUD ITA detentions	4	14	15	8	9	12	14	8	19	7	11	7
All ITA investigations, regardless of detention	291	552	472	496	623	564	520	465	504	585	363	381



2022 Reported Crisis Services by Month

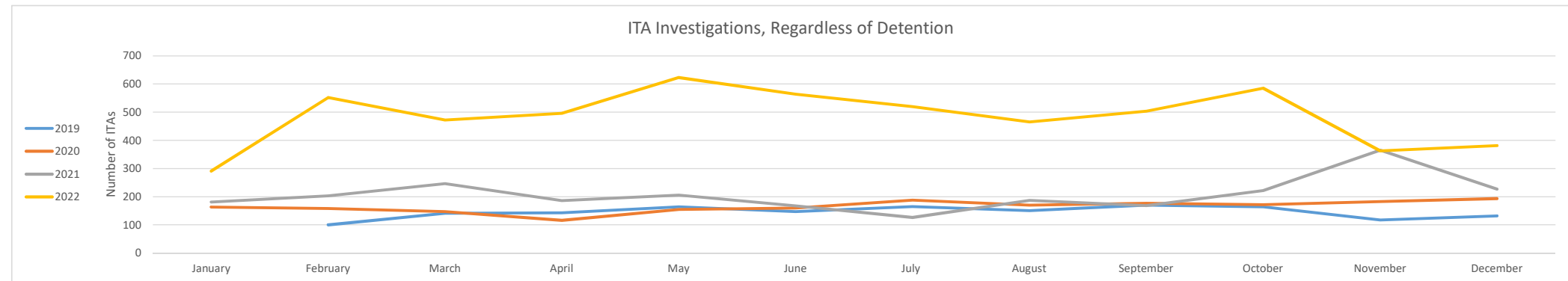
All Detentions (MH and SUD)

	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

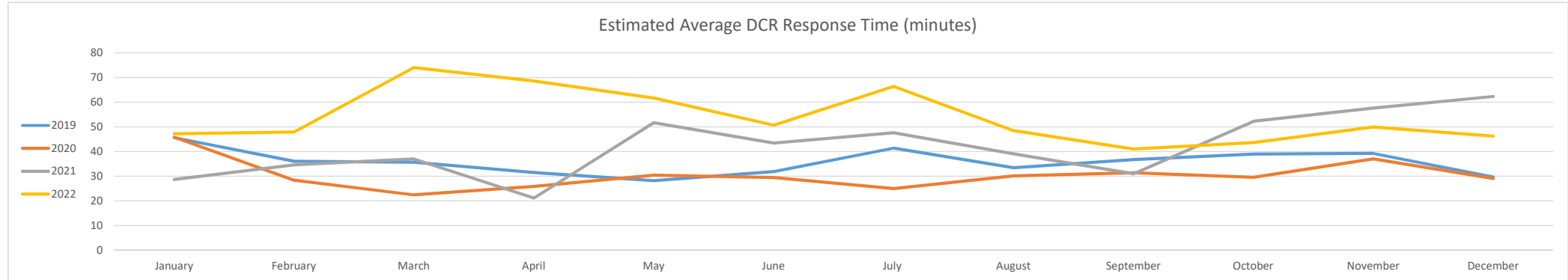
	January	February	March	April	May	June	July	August	September	October	November	December
2019	163	100	141	143	164	147	165	150	170	164	117	132
2020	181	203	246	186	206	167	126	187	168	222	365	227
2021	291	552	472	496	623	564	520	465	504	585	363	381



2022 Reported Crisis Services by Month

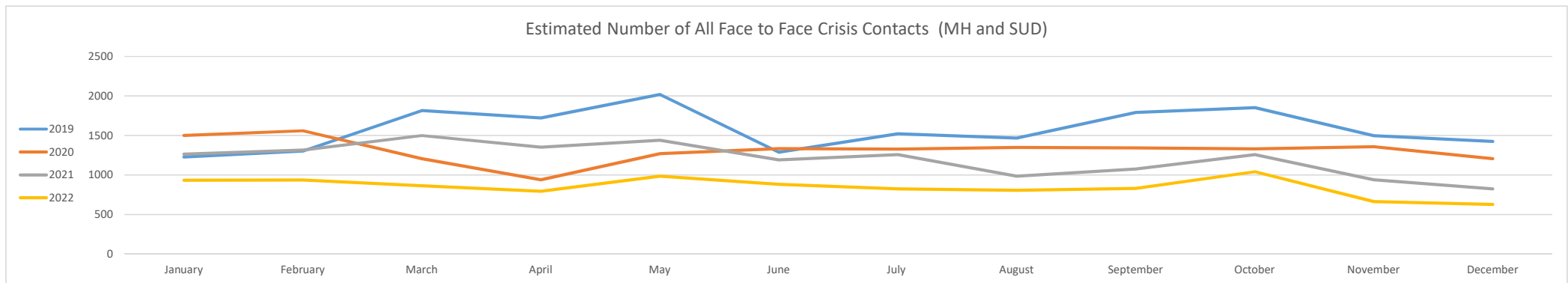
Estimated Average DCR Response Time (minutes)

	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



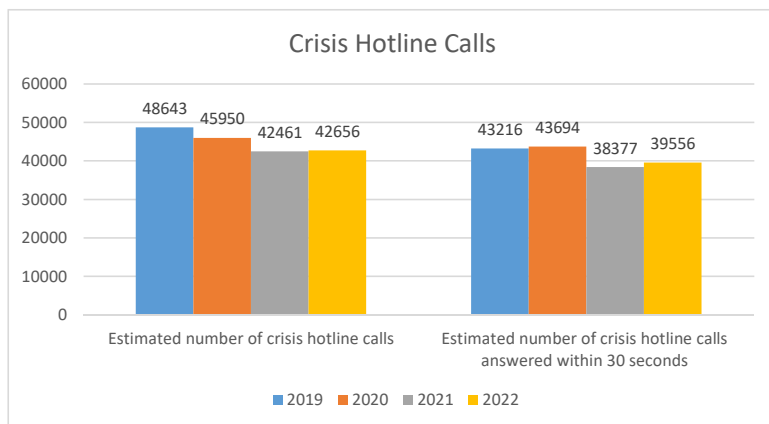
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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

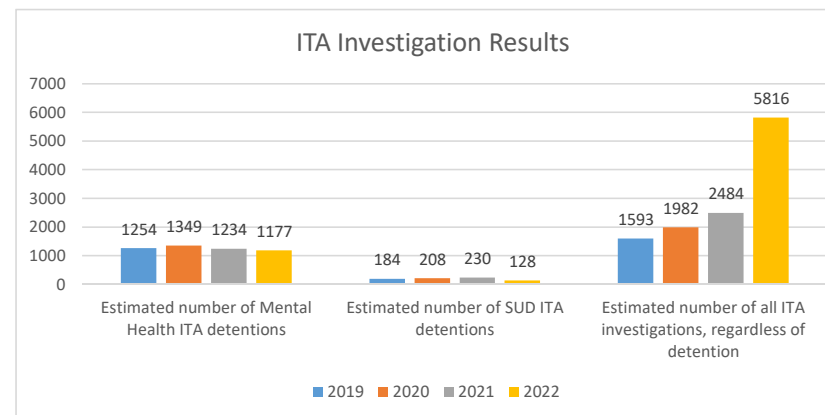


Yearly Crisis Services Comparisons

	2019	2020	2021	2022
Estimated number of crisis hotline calls	48643	45950	42461	42656
Estimated number of crisis hotline calls answered within 30 seconds	43216	43694	38377	39556

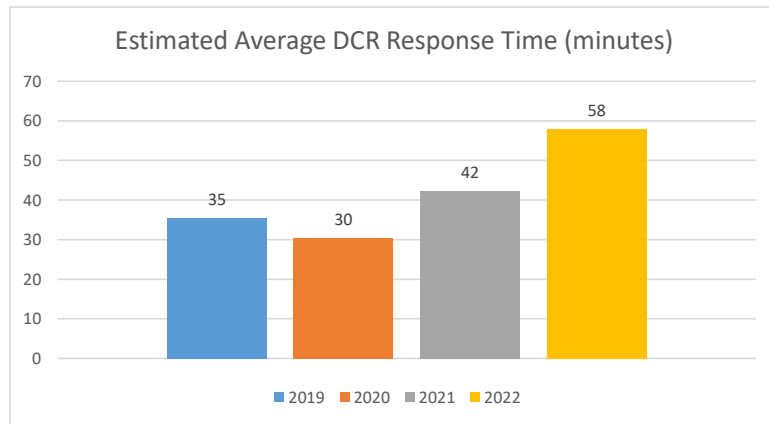


	2019	2020	2021	2022
Estimated number of Mental Health ITA detentions	1254	1349	1234	1177
Estimated number of SUD ITA detentions	184	208	230	128
Estimated number of all ITA investigations, regardless of detention	1593	1982	2484	5816

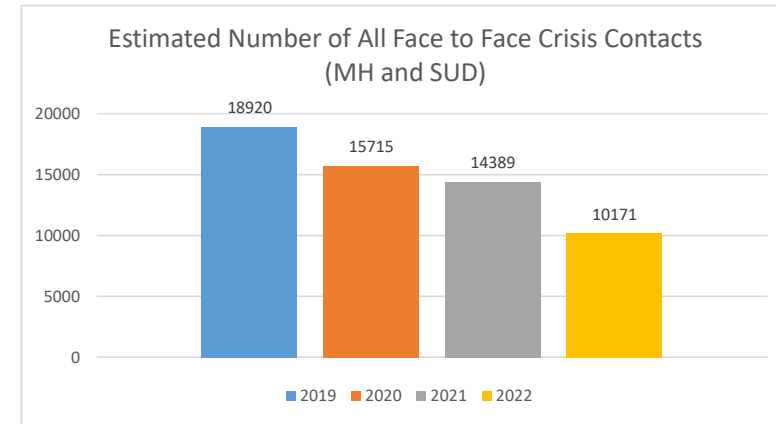


Yearly Crisis Services Comparisons

	2019	2020	2021	2022
Estimated average DCR response time (minutes)	35	30	42	58



	2019	2020	2021	2022
Estimated number of all Face to Face crisis contacts (MH and SUD)	18920	15715	14389	10171



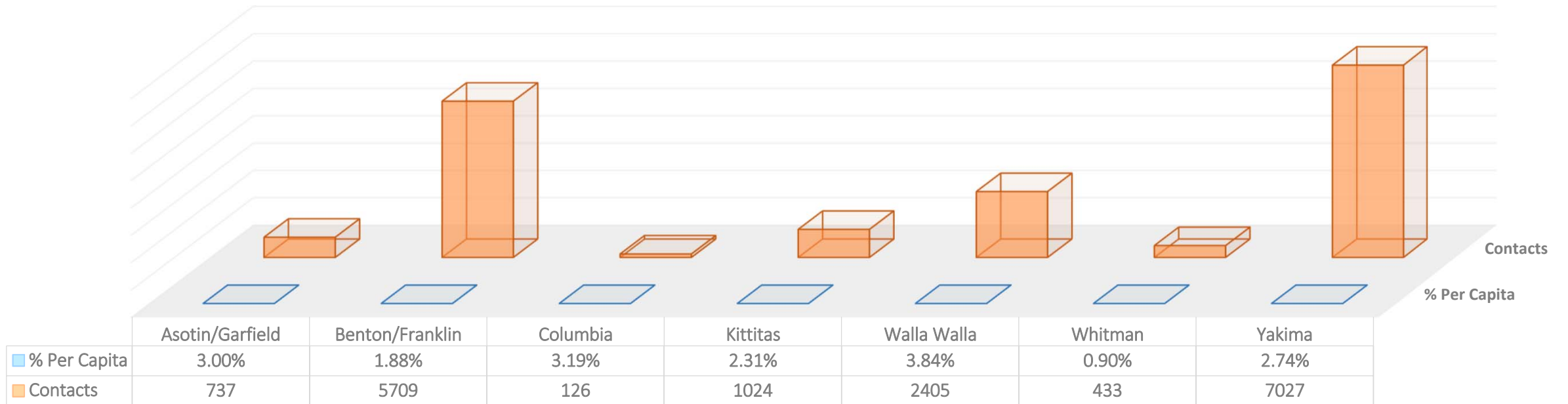
These numbers come from the daily crisis logs

	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

2022 Total Crisis Contacts by Provider

BMC	Comprehensive	Lourdes	PRC	QBH	VOA	Grand Total
12	14427	1853	433	737	2688	20150

2022 Approx. Crisis Contacts by County



2022 Total Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup	1556
Coordinated Care Washington	3303
Community Health Plan of Washington (CHPW)	3096
Molina Health Care	4504
United Health Care	49
GCBH ASO	7642
Grand Total	20150

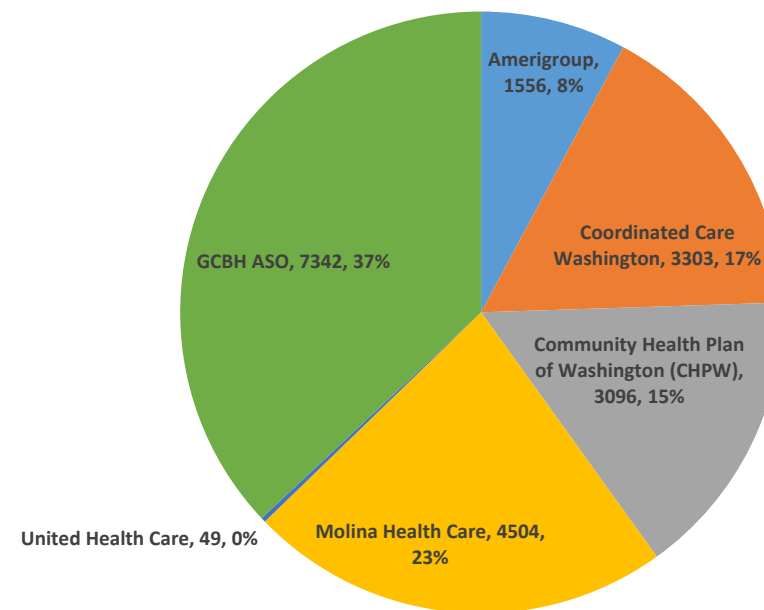
2022 Total Crisis Contacts

Payer	Number of Crisis Contacts
Medicaid	12508
State Only	7642
Grand Total	20150

2022 Total Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup	1556
Coordinated Care Washington	3303
Community Health Plan of Washington (CHPW)	3096
Molina Health Care	4504
United Health Care	49
GCBH ASO	7342
Grand Total	20150

2022 Totals



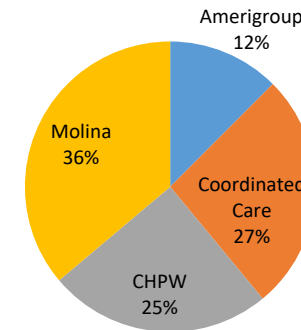
2022 Total Crisis Contacts

MCO	Number of Crisis Contacts
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CHPW	3096
Molina	4504

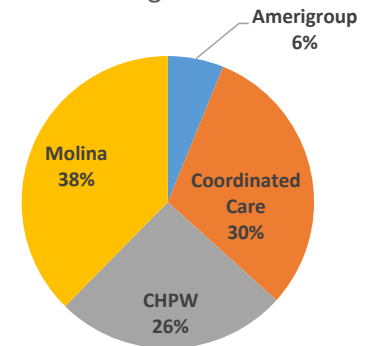
2022 Total GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population
Amerigroup	186764	6.17%
Coordinated Care	923550	30.51%
CHPW	777924	25.70%
Molina	1138541	37.62%
Total	3026779	

2022 Total Contacts by MCO



2022 GCBH Regional Enrollment



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%

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>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>May 2022</i>	200	185	162	83.9	21	4.1	13.1
<i>Jun 2022</i>	199	190	178	91.8	14	2.1	14.2
<i>Jul 2022</i>	193	176	160	88.9	21	2.2	15.3
<i>Aug 2022</i>	133	119	100	82.0	27	2.5	11.8
<i>Past 13 mo's</i>	2314	1883	1399	65.8	47	11.4	12.6

***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

VOA Monthly Program Utilization Summary
2022

	September	October	November	December
Calls Answered	157	1388	3034	2840
Calls Answered Under 30 sec	136	1329	2939	2764
Total Calls Abandoned	0	7	2	2
% of Calls Abandoned	0.0%	0.5%	0.1%	0.1%
% of Calls Answered in <30 sec	94.9%	95.7%	96.9%	97.3%
Average Wait Time (min:sec)	0:16	0:13	0:12	0:11
Average Talk Time (min:sec)	8:49	7:16	6:02	5:34