

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 2023 Crisis Services

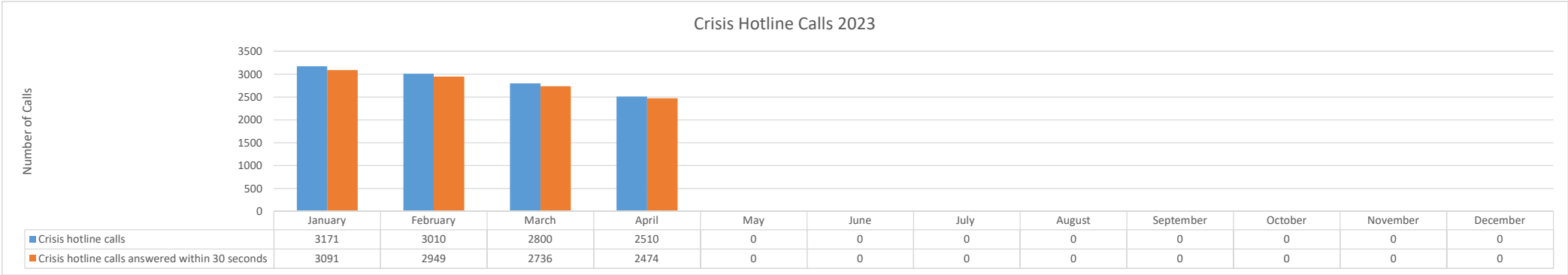
	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		28	23	2459	2510	
Estimated number of crisis hotline calls answered within 30 seconds this month		28	23	2423	2474	98.6%
Estimated number of Mental Health ITA detentions this month	98	1	4	-	103	
Estimated number of SUD ITA detentions this month	10	0	0	-	10	
Estimated average DCR response time this month (minutes)	51	12	23	-	42	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	712	5	65	-	782	
Estimated number of all ITA investigations this month, regardless of detention	429	1	11	-	441	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.5%	98.6%	

April Crisis Services

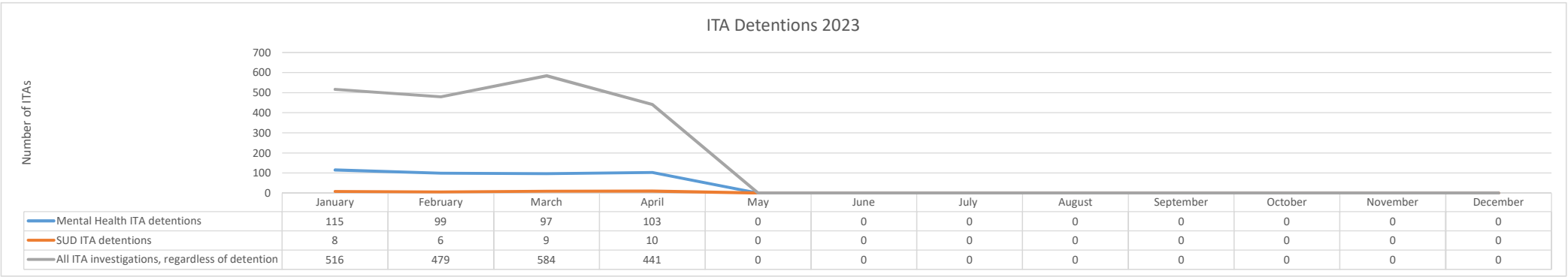
	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls						28	23	2459	2510	
Estimated number of crisis hotline calls answered within 30 seconds this month						28	23	2423	2474	98.6%
Estimated number of Mental Health ITA detentions this month	0	9	4	53	32	1	4	-	103	
Estimated number of SUD ITA detentions this month	0	3	0	6	1	0	0	-	10	
Estimated average DCR response time this month (minutes)	54	56	48	66	32	12	23	-	42	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	7	58	112	423	112	5	65	-	782	
Estimated number of all ITA investigations this month, regardless of detention	3	24	71	272	59	1	11	-	441	
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	98.5%	98.6%	
Estimated number of ITA investigations conducted via telehealth	0	0	0	3	0	1	3	-	7	
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	1	18	18	98	27	2	3	-	167	
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	14	1	0	1	0	2	-	18	
Estimated number of mobile crisis outreach services	3	41	85	439	68	23	0	-	659	
Estimated percentage of Emergent calls responded to within 2 hours	100%	97%	97%	83%	100%	100%	100%	-	97%	
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	100%	100%	100%		-	100%	

2023 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	3171	3010	2800	2510	0	0	0	0	0	0	0	0
Crisis hotline calls answered within 30 seconds	3091	2949	2736	2474	0	0	0	0	0	0	0	0



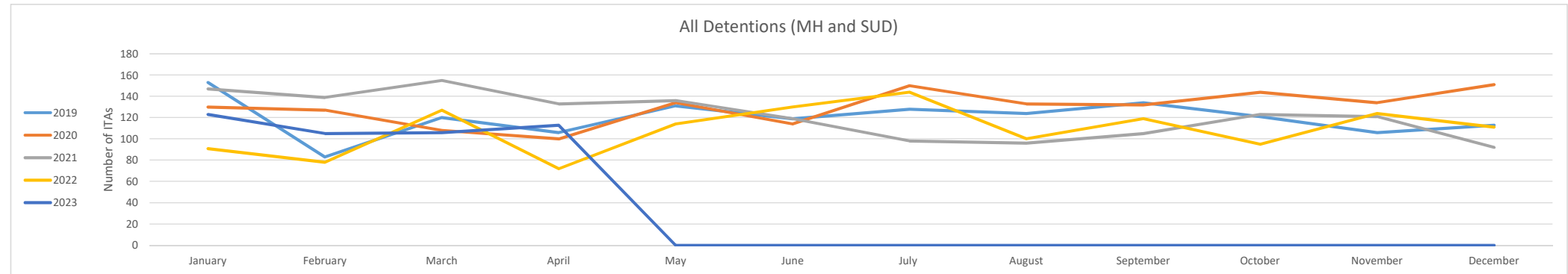
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	115	99	97	103	0	0	0	0	0	0	0	0
SUD ITA detentions	8	6	9	10	0	0	0	0	0	0	0	0
All ITA investigations, regardless of detention	516	479	584	441	0	0	0	0	0	0	0	0



2023 Reported Crisis Services by Month

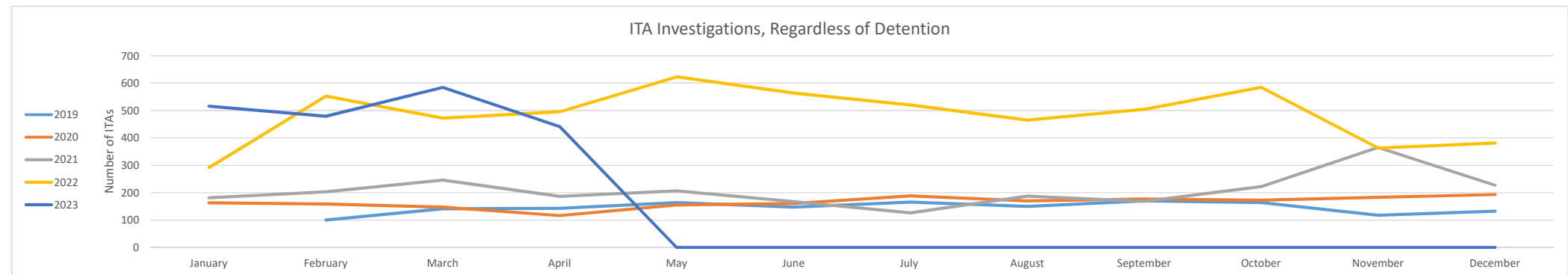
All Detentions (MH and SUD)

	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
2023	123	105	106	113	0	0	0	0	0	0	0	0

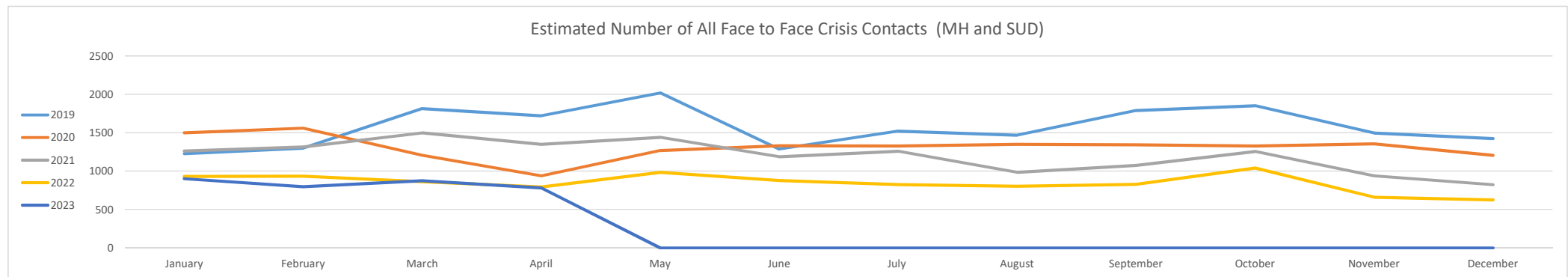
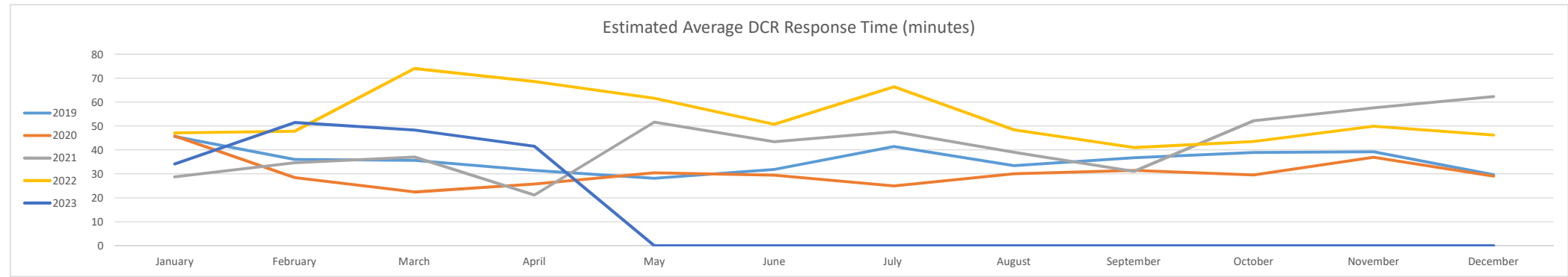


ITA Investigations, Regardless of Detention

	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
2023	516	479	584	441	0	0	0	0	0	0	0	0

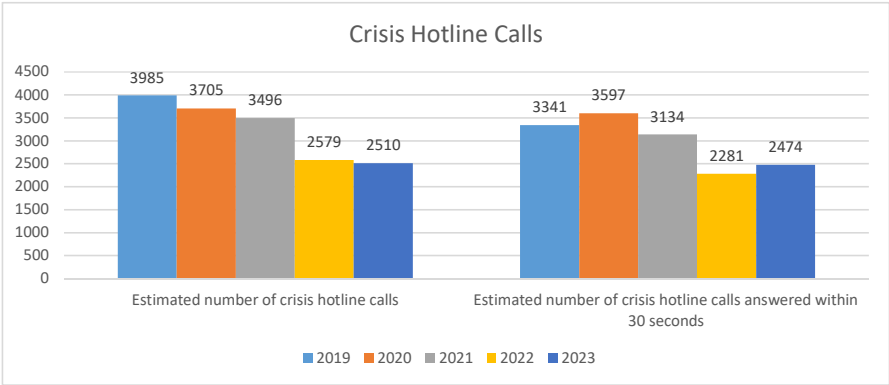


Estimated Average DCR Response Time (minutes)

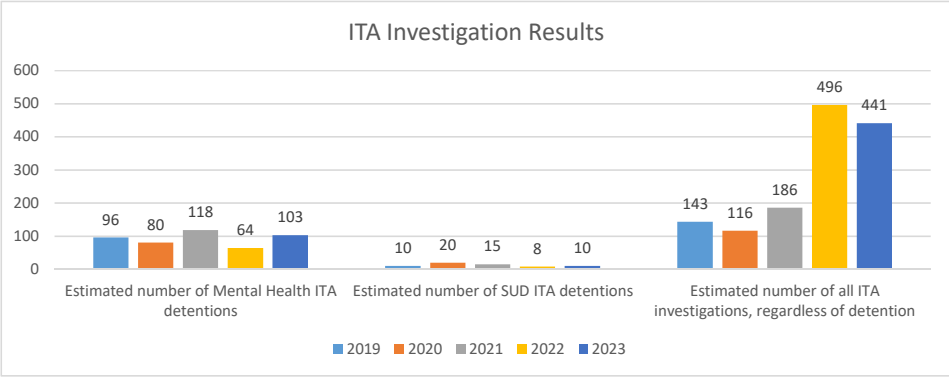


April 2023 Crisis Services Comparisons

	2019	2020	2021	2022	2023
Estimated number of crisis hotline calls	3985	3705	3496	2579	2510
Estimated number of crisis hotline calls answered within 30 seconds	3341	3597	3134	2281	2474

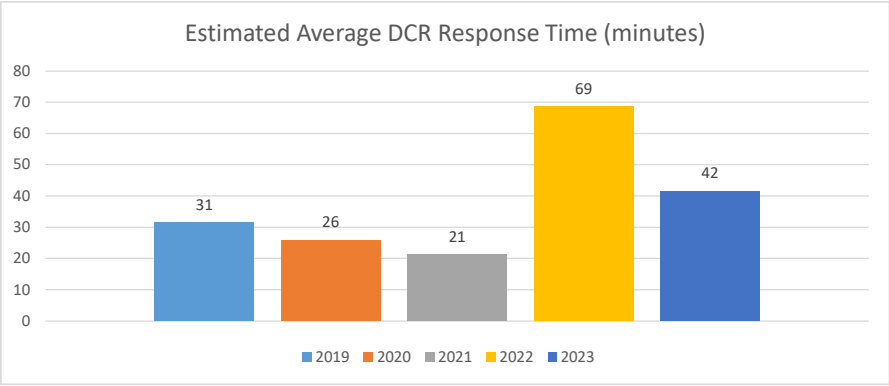


	2019	2020	2021	2022	2023
Estimated number of Mental Health ITA detentions	96	80	118	64	103
Estimated number of SUD ITA detentions	10	20	15	8	10
Estimated number of all ITA investigations, regardless of detention	143	116	186	496	441

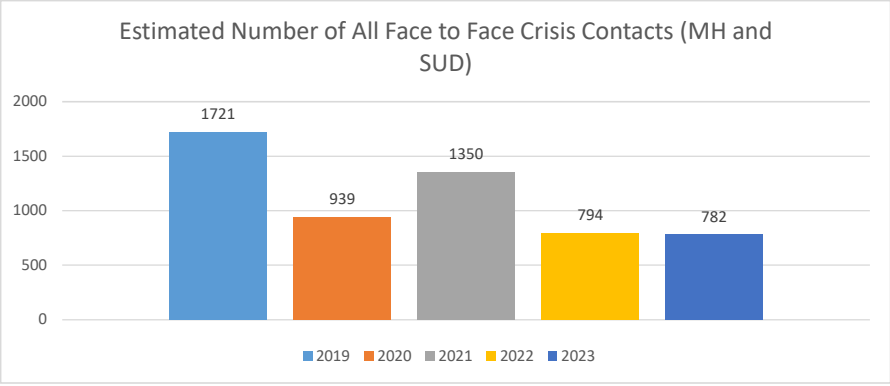


April 2023 Crisis Services Comparisons

	2019	2020	2021	2022	2023
Estimated average DCR response time (minutes)	31	26	21	69	42



	2019	2020	2021	2022	2023
Estimated number of all Face to Face crisis contacts (MH and SUD)	1721	939	1350	794	782

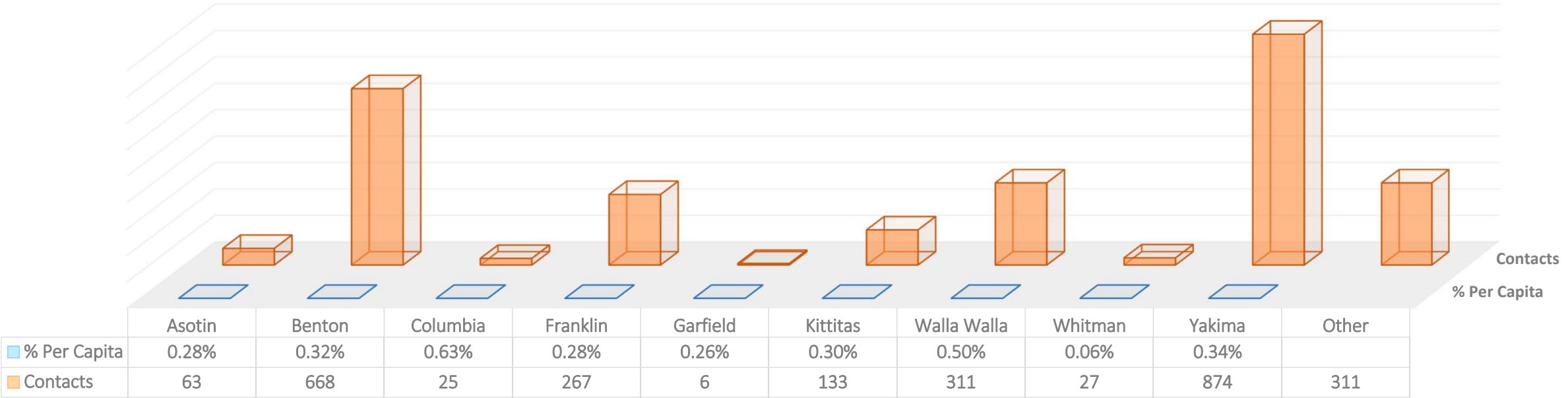


These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2023 Total
Comprehensive	1683	1298	1250	969	0	0	0	0	0	0	0	0	5200
Palouse River	25	82	36	0	0	0	0	0	0	0	0	0	143
Quality Behavioral Health	36	29	25	55	0	0	0	0	0	0	0	0	145
Volunteers of America	1250	1587	1683	1661	0	0	0	0	0	0	0	0	6181
Total	2994	2996	2994	2685	0	0	0	0	0	0	0	0	11669

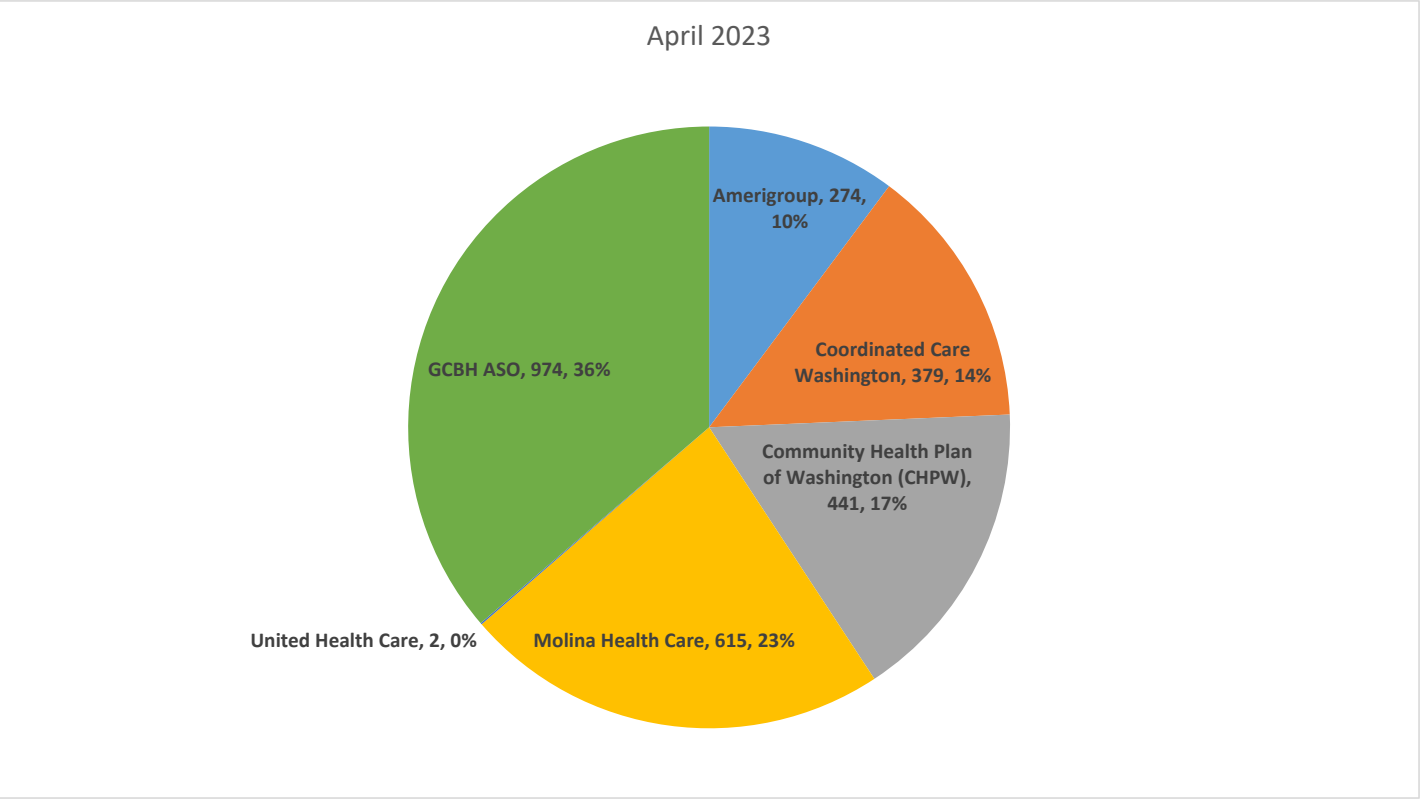
April 2023 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
969	0	55	1661	2685

Crisis Contacts by County



April Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup	274
Coordinated Care Washington	379
Community Health Plan of Washington (CHPW)	441
Molina Health Care	615
United Health Care	2
GCBH ASO	974
Grand Total	2685



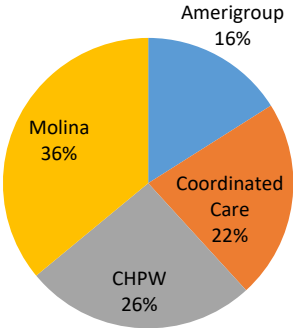
April Crisis Contacts

MCO	Number of Crisis Contacts
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CHPW	441
Molina	615

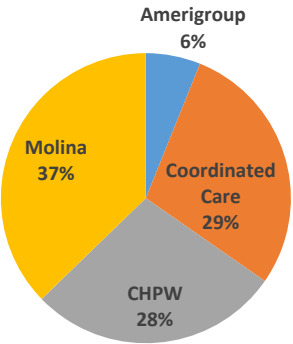
April GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Amerigroup	16778	6%
Coordinated Care	78568	29%
CHPW	77195	28%
Molina	102381	37%
Total	274922	

April 2023 Contacts by MCO



GCBH Regional Enrollment April 2023



GCBH Call Center Performance

	Calls Received	Calls Answered	% of calls abandoned	Avg Talk Time (min)	Total Ans 30s	% Answered 30s
January	3329	3171	0.6%	5.6	3091	97.5%
February	3140	3010	0.2%	6.3	2949	97.9%
March	2914	2800	0.4%	5.8	2736	97.7%
April	2610	2510	0.1%	5.6	2423	98.6%
May						
June						
July						
August						
September						
October						
November						
December						
2023 Year	11993	11491	0.3%	5.8	11199	97.5%

VOA Monthly Program Utilization Summary

April 2023

Calls Answered	2459
Calls Answered Under 30 sec	2423
Total Calls Abandoned	3
% of Calls Abandoned	0.1%
% of Calls Answered in <30 sec	98.5%
Average Wait Time (min:sec)	0:10
Average Talk Time (min:sec)	5:34