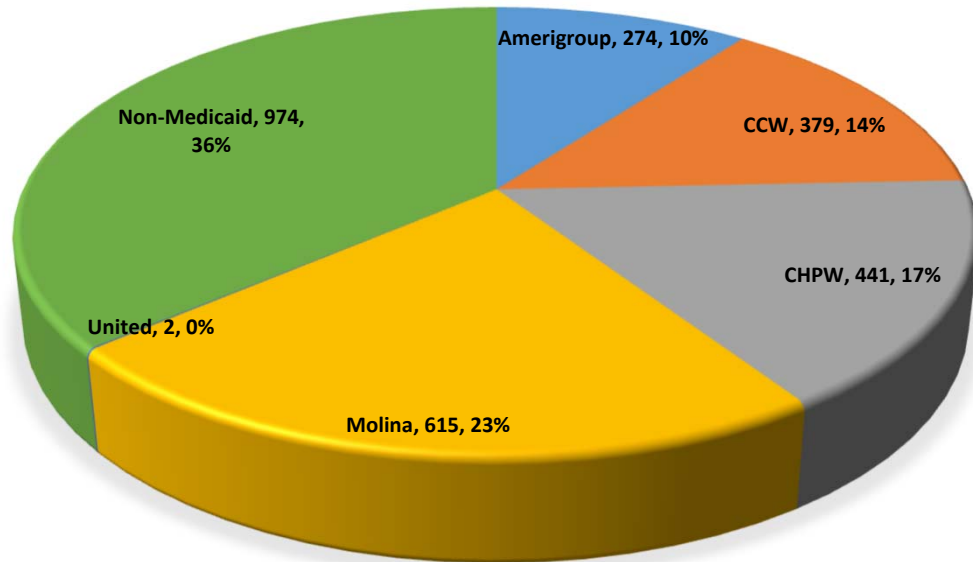


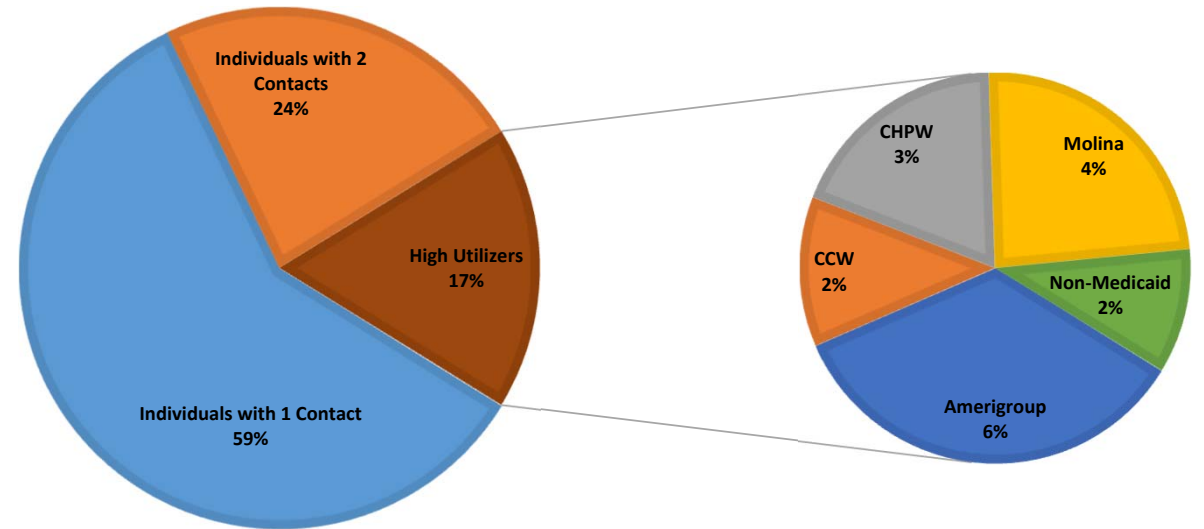
Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

April 2023

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

	March	April
Crisis Log Contacts	2800	2685
Unduplicated Individuals	1560	1371
Mobile Outreach Services	612	659
Avg. DCR Response Time (Target less than 120 min)	48	42
ITA Investigations	584	441

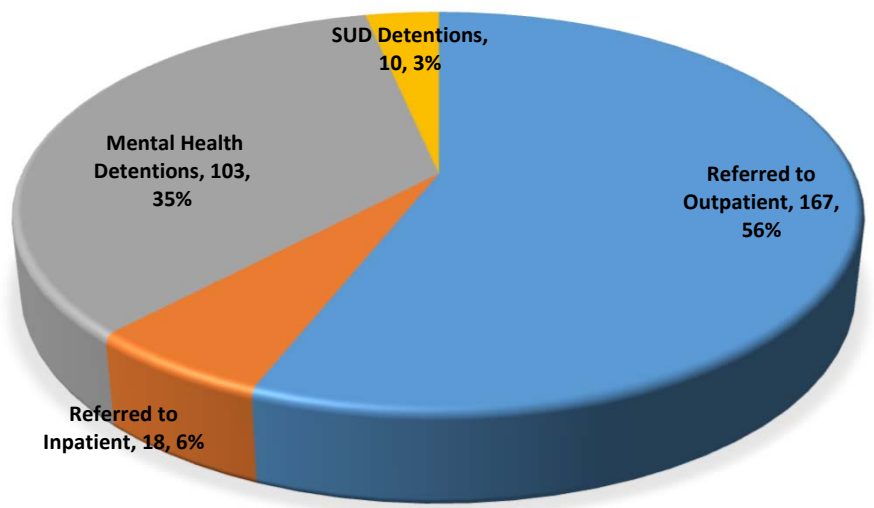
Crisis Hotline Calls	2800	2510
Percent of Calls Answered in 30 seconds (Target 90% or more)	97.7%	98.6%
Percent of Calls Abandoned (Target 5% or less)	0.4%	0.1%

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.

Crisis Hotline Calls 2510	Percent of Calls Answered in 30 seconds (Target 90% or more)	98.6%	Total Crisis Log Contacts	Mobile Outreach Services	659
			2685	Average DCR Response Time (Target less than 120 min)	42
	Percent of Calls Abandoned (Target 5% or less)	0.1%	Unduplicated Individuals	ITA Investigations	441
			1371		

ITA INVESTIGATION OUTCOMES



Crisis Contacts by County

