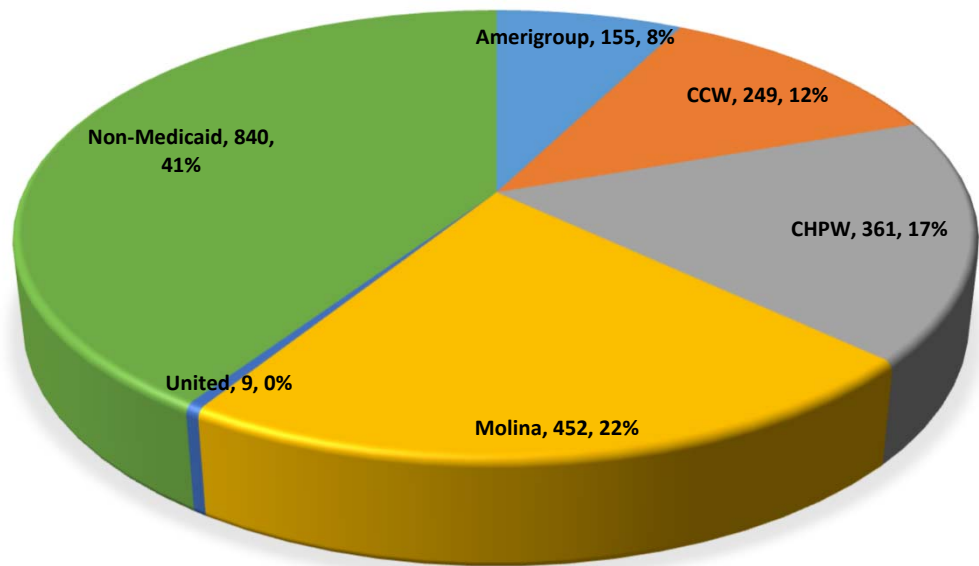


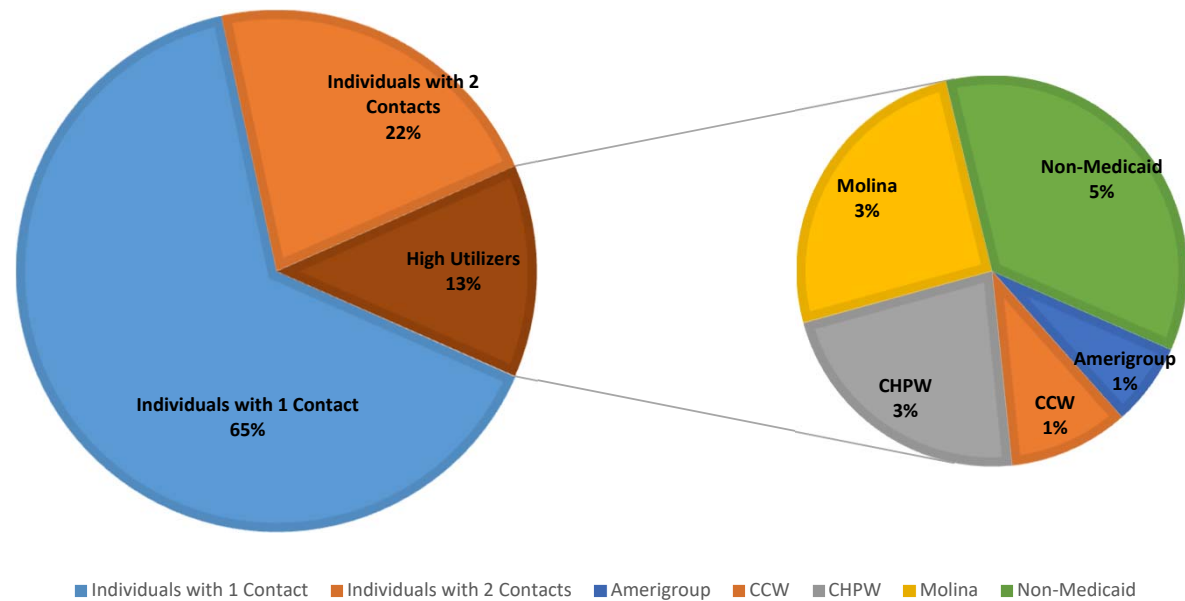
Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

September 2023

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



INDIVIDUAL CRISIS CONTACTS



Month-Over-Month Metrics

	August	September
Crisis Log Contacts	2489	2066
Unduplicated Individuals	1233	1216
Mobile Outreach Services	619	595
Avg. DCR Response Time (Target less than 120 min)	42	41
ITA Investigations	461	488

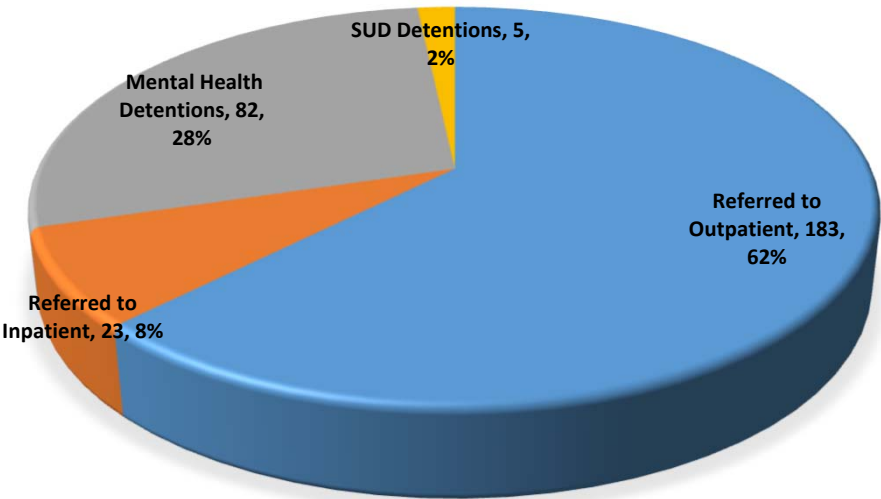
Crisis Hotline Calls	2135	2201
Percent of Calls Answered in 30 seconds (Target 90% or more)	98.1%	97.0%
Percent of Calls Abandoned (Target 5% or less)	0.5%	0.2%

Definitions

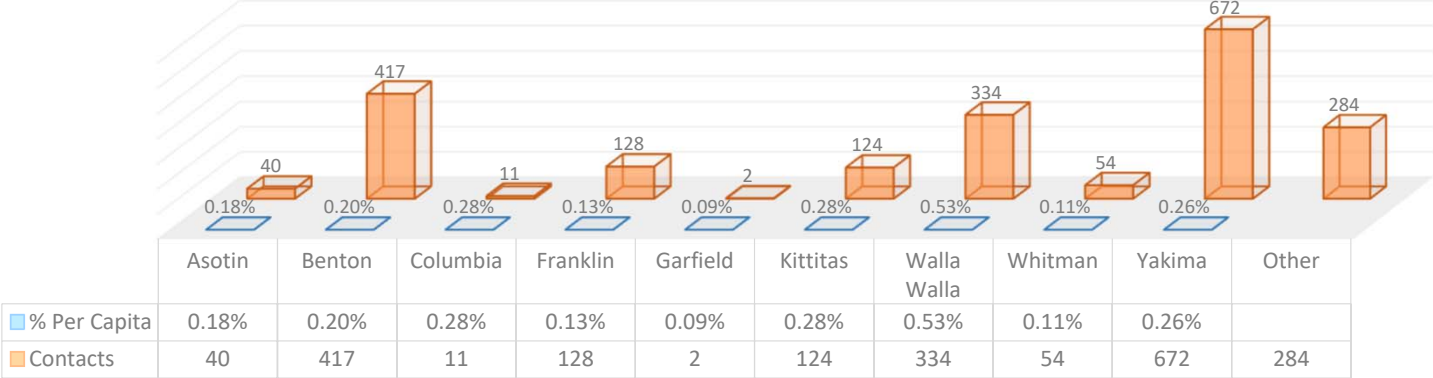
Abandoned Call:	An incoming call not ended before 30 seconds, but ended after 30 seconds before receiving a live answer.
Crisis Log Contact:	Any contact an individual has with a clinician, in person or telephonically, where crisis services were provided.
DCR:	Designated Crisis Responder - a person authorized to perform civil commitment duties
High Utilitzer:	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 2201	Percent of Calls Answered in 30 seconds (Target 90% or more)	97.0%	Total Crisis Log Contacts 2066	Mobile Outreach Services	595
	Percent of Calls Abandoned (Target 5% or less)	0.2%	Unduplicated Individuals 1216	Average DCR Response Time (Target less than 120 min)	41
				ITA Investigations	488

ITA INVESTIGATION OUTCOMES

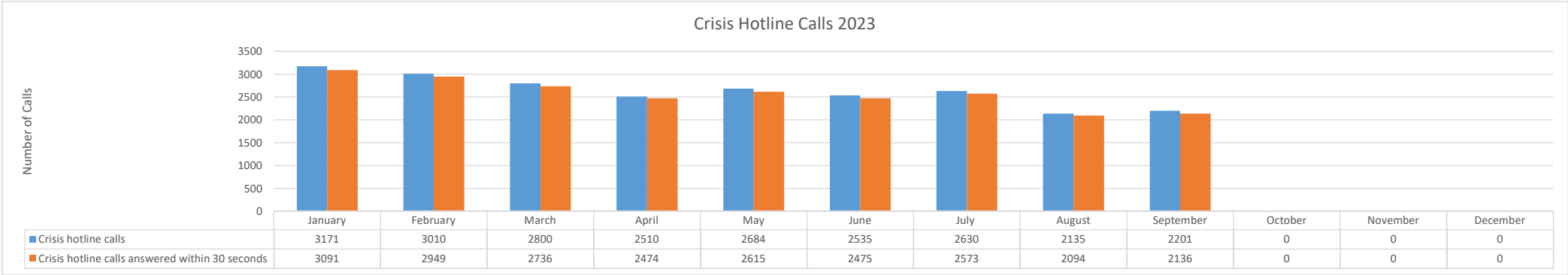


Crisis Contacts by County

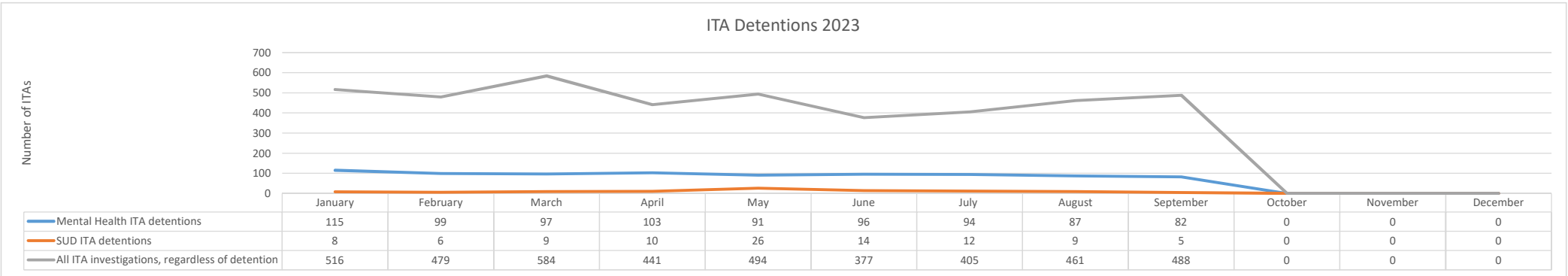


2023 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	3171	3010	2800	2510	2684	2535	2630	2135	2201	0	0	0
Crisis hotline calls answered within 30 seconds	3091	2949	2736	2474	2615	2475	2573	2094	2136	0	0	0



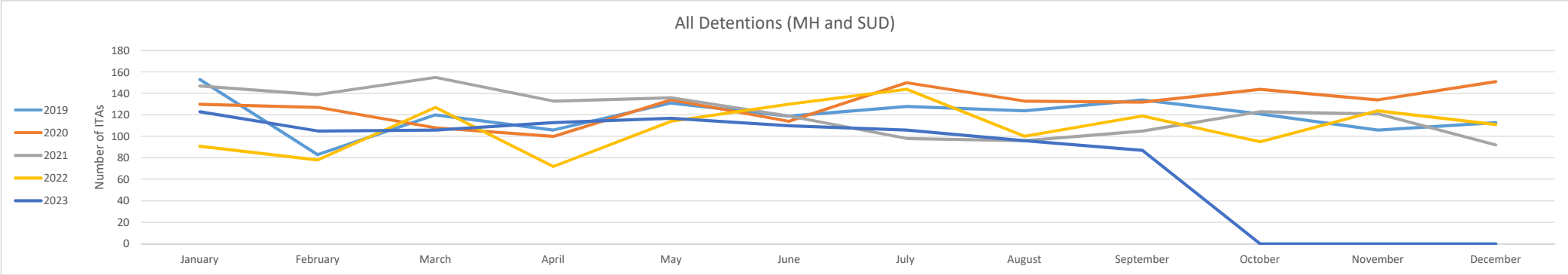
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	115	99	97	103	91	96	94	87	82	0	0	0
SUD ITA detentions	8	6	9	10	26	14	12	9	5	0	0	0
All ITA investigations, regardless of detention	516	479	584	441	494	377	405	461	488	0	0	0



2023 Reported Crisis Services by Month

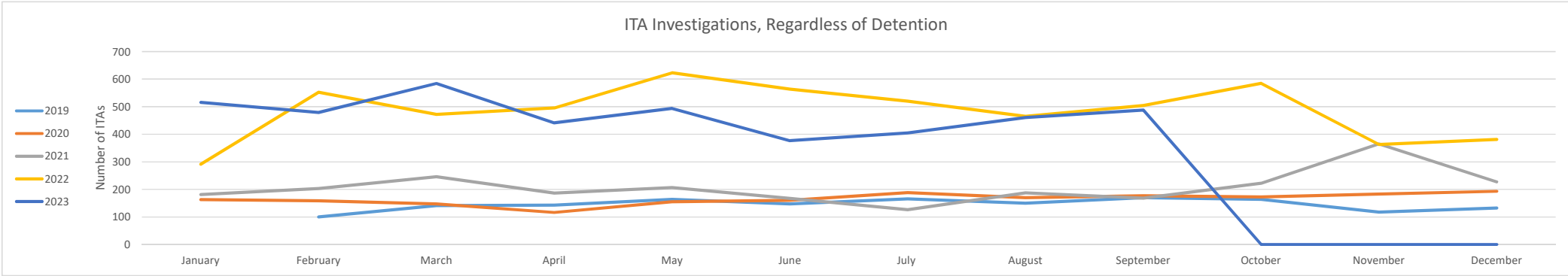
All Detentions (MH and SUD)

	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	117	110	106	96	87	0	0	0



ITA Investigations, Regardless of Detention

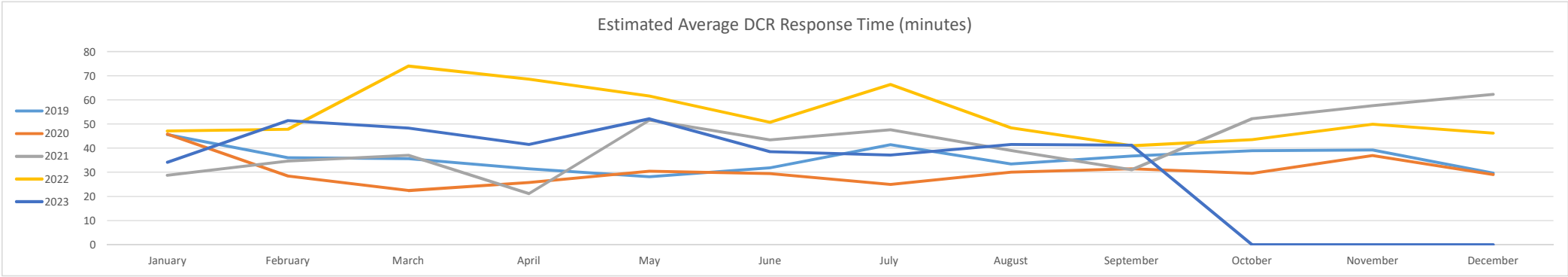
	January	February	March	April	May	June	July	August	September	October	November	December
2019	163	158	147	116	155	160	188	170	177	172	183	193
2020	181	203	246	186	206	167	126	187	168	222	365	227
2021	291	552	472	496	623	564	520	465	504	585	363	381
2022	516	479	584	441	494	377	405	461	488	0	0	0



2023 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
2023	34	51	48	42	52	39	37	42	41	0	0	0



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
2023	902	796	874	782	896	721	722	864	785	0	0	0

