

September 2019 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	11	2487	1728	310	0	55	4591	
Estimated number of crisis hotline calls answered within 30 seconds this month	11	1840	1720	206	0	36	3813	83.1%
Estimated number of Mental Health ITA detentions this month	3	64	46	3	1	-	117	
Estimated number of SUD ITA detentions this month	0	9	7	0	1	-	17	
Estimated average DCR response time this month (minutes)	2	76	75	12	18.5	-	37	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	21	1056	559	41	112	-	1789	
Estimated number of all ITA investigations this month, regardless of detention	4	73	85	3	5	-	170	
Percent of all crisis hotline calls answered within 30 seconds this month	100.0%	74.0%	99.5%	66.5%	-	65.5%	83.1%	

September 2020 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	12	2073	1272	240	0	61	3658	
Estimated number of crisis hotline calls answered within 30 seconds this month	11	1810	1264	191	0	48	3324	90.9%
Estimated number of Mental Health ITA detentions this month	1	51	58	0	5	-	115	
Estimated number of SUD ITA detentions this month	0	6	11	0	0	-	17	
Estimated average DCR response time this month (minutes)	24	40	62	8	23	-	31	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	12	944	305	13	69	-	1343	
Estimated number of all ITA investigations this month, regardless of detention	1	57	108	0	11	-	177	
Percent of all crisis hotline calls answered within 30 seconds this month	91.7%	87.3%	99.4%	79.6%	-	78.7%	90.9%	

September 2021 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls	8	1848	1274	106	73	123	3432	
Estimated number of crisis hotline calls answered within 30 seconds this month	7	1390	1261	49	73	65	2845	82.9%
Estimated number of Mental Health ITA detentions this month	0	48	37	1	2	-	88	
Estimated number of SUD ITA detentions this month	0	10	6	1	0	-	17	
Estimated average DCR response time this month (minutes)	30	31	63	14	17	-	31	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	14	710	294	23	35	-	1076	
Estimated number of all ITA investigations this month, regardless of detention	2	58	104	2	2	-	168	
Percent of all crisis hotline calls answered within 30 seconds this month	87.5%	75.2%	99.0%	46.2%	100.0%	52.8%	82.9%	

September 2022 Crisis Services

	Comprehensive	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls		172	86	157	415	
Estimated number of crisis hotline calls answered within 30 seconds this month		162	86	136	384	92.5%
Estimated number of Mental Health ITA detentions this month	98	2	0	-	100	
Estimated number of SUD ITA detentions this month	19	0	0	-	19	
Estimated average DCR response time this month (minutes)	50	12	27	-	41	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	773	1	55	-	829	
Estimated number of all ITA investigations this month, regardless of detention	499	2	3	-	504	
Percent of all crisis hotline calls answered within 30 seconds this month		94.2%	100.0%	86.6%	92.5%	

September 2023 Crisis Services

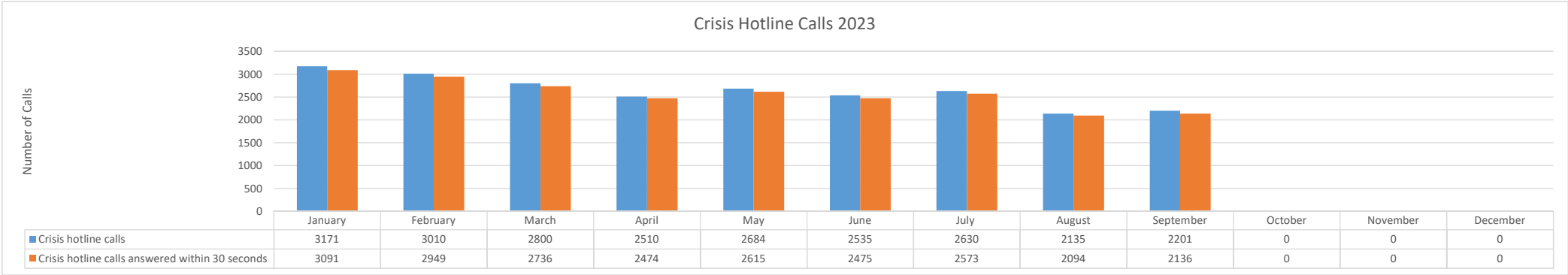
	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		32	25	2144	2201	
Estimated number of crisis hotline calls answered within 30 seconds this month		32	25	2079	2136	97.0%
Estimated number of Mental Health ITA detentions this month	79	2	1	-	82	
Estimated number of SUD ITA detentions this month	5	0	0	-	5	
Estimated average DCR response time this month (minutes)	52	9	21	-	41	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	752	0	33	-	785	
Estimated number of all ITA investigations this month, regardless of detention	480	2	6	-	488	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.0%	97.0%	

September Crisis Services

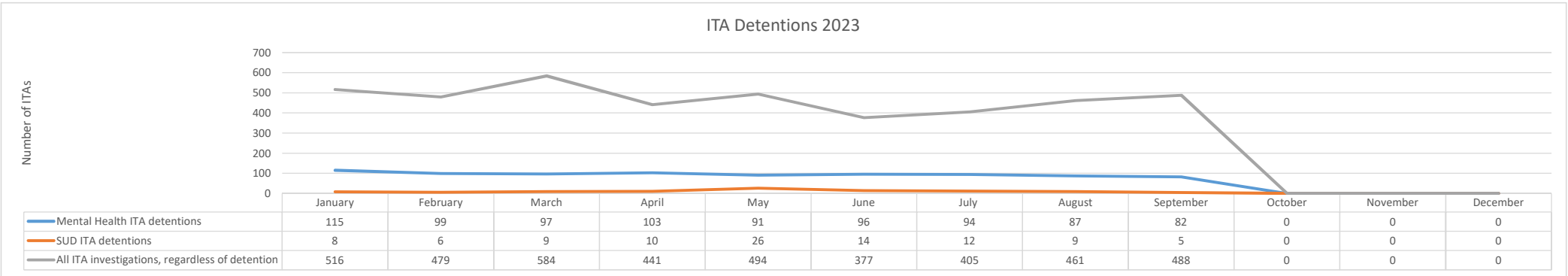
	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls						32	25	2144	2201	
Estimated number of crisis hotline calls answered within 30 seconds this month						32	25	2079	2136	97.0%
Estimated number of Mental Health ITA detentions this month	0	14	12	31	22	2	1	-	82	
Estimated number of SUD ITA detentions this month	0	2	0	1	2	0	0	-	5	
Estimated average DCR response time this month (minutes)	80	22	35	63	59	9	21	-	41	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1	46	167	323	215	0	33	-	785	
Estimated number of all ITA investigations this month, regardless of detention	1	23	86	225	145	2	6	-	488	
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	97.0%	97.0%	
Estimated number of ITA investigations conducted via telehealth	0	0	0	2	0	2	0	-	4	
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	0	6	24	96	57	0	0	-	183	
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	1	2	0	7	12	0	1	-	23	
Estimated number of mobile crisis outreach services	1	34	124	249	175	12	0	-	595	
Estimated percentage of Emergent calls responded to within 2 hours	100%	100%	93%	84%	94%	100%	100%	-	96%	
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	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



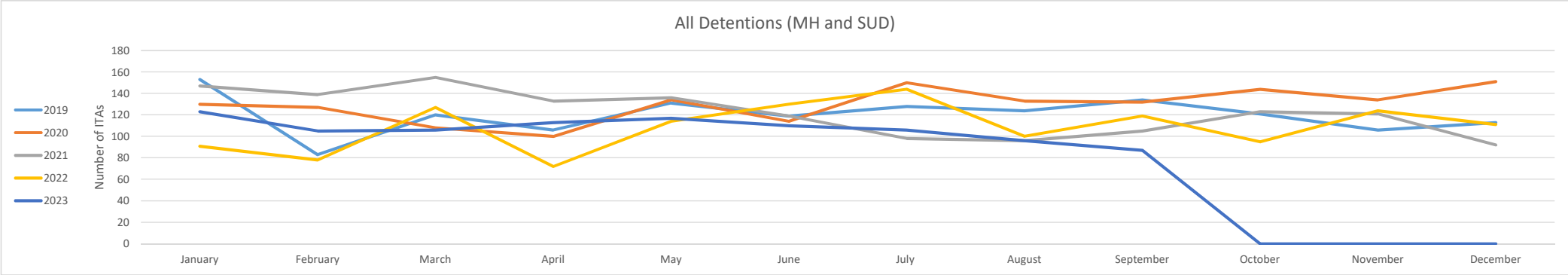
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	115	99	97	103	91	96	94	87	82	0	0	0
SUD ITA detentions	8	6	9	10	26	14	12	9	5	0	0	0
All ITA investigations, regardless of detention	516	479	584	441	494	377	405	461	488	0	0	0



2023 Reported Crisis Services by Month

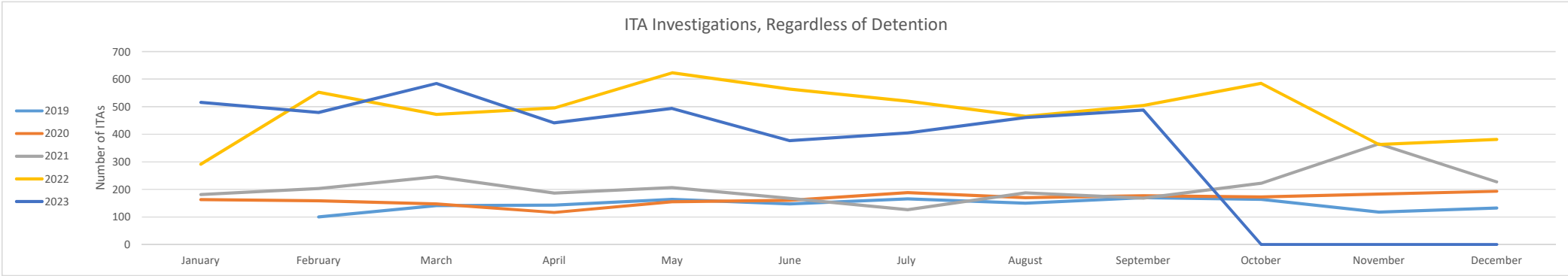
All Detentions (MH and SUD)

	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

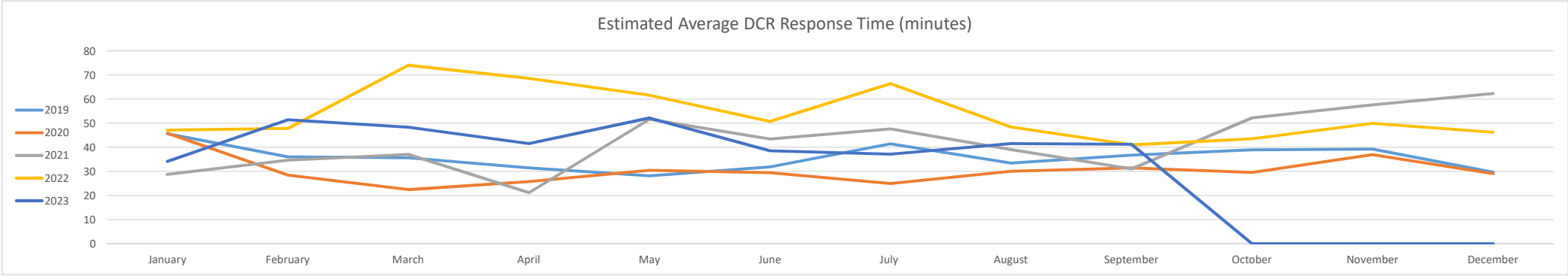
	January	February	March	April	May	June	July	August	September	October	November	December
2019	153	83	120	106	131	119	128	124	134	121	106	113
2020	163	158	147	116	155	160	188	170	177	172	183	193
2021	181	203	246	186	206	167	126	187	168	222	365	227
2022	291	552	472	496	623	564	520	465	504	585	363	381
2023	516	479	584	441	494	377	405	461	488	0	0	0



2023 Reported Crisis Services by Month

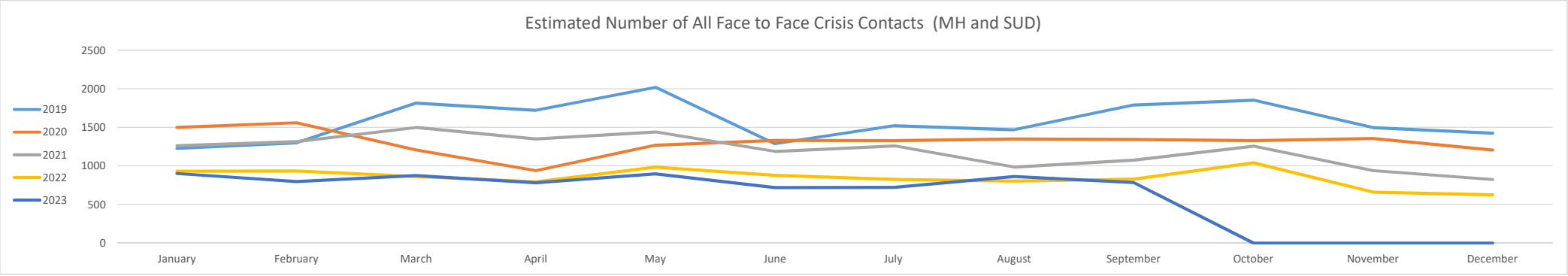
Estimated Average DCR Response Time (minutes)

	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



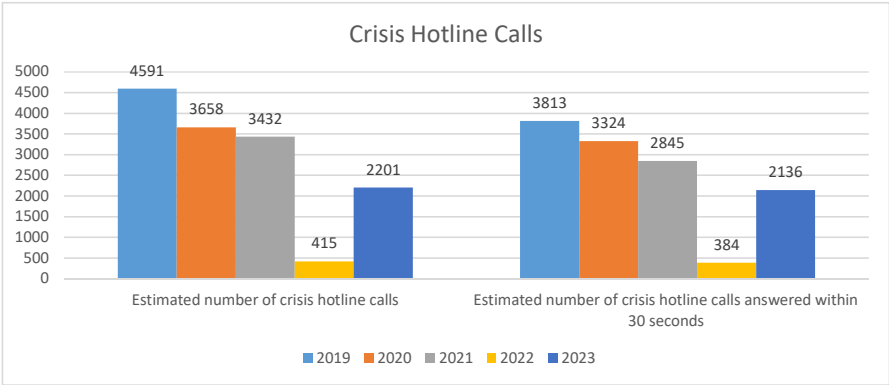
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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

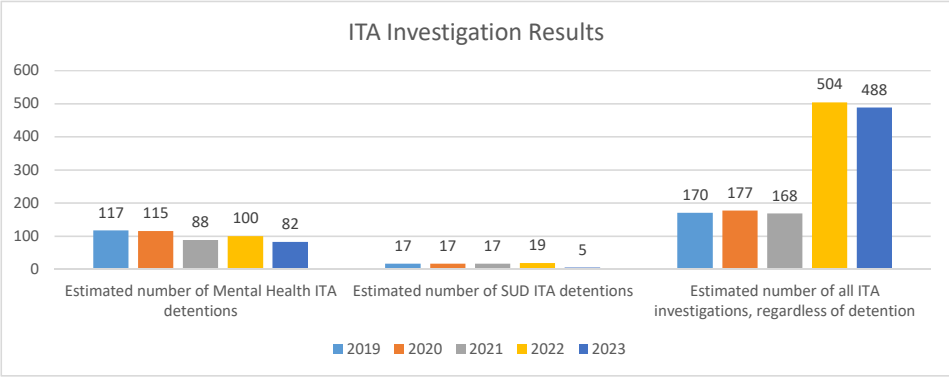


September 2023 Crisis Services Comparisons

	2019	2020	2021	2022	2023
Estimated number of crisis hotline calls	4591	3658	3432	415	2201
Estimated number of crisis hotline calls answered within 30 seconds	3813	3324	2845	384	2136

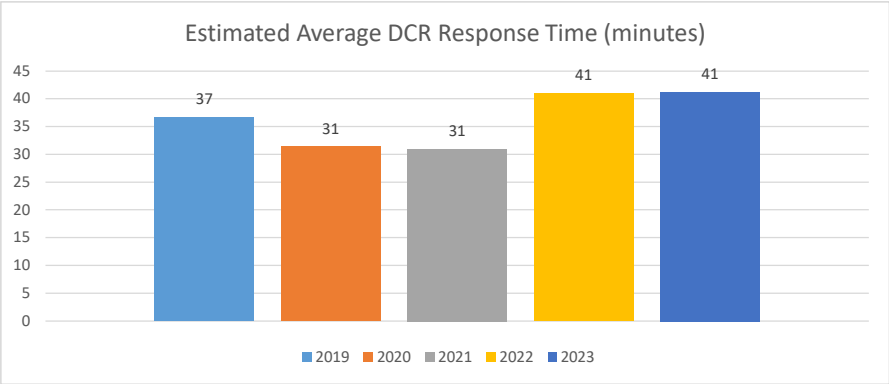


	2019	2020	2021	2022	2023
Estimated number of Mental Health ITA detentions	117	115	88	100	82
Estimated number of SUD ITA detentions	17	17	17	19	5
Estimated number of all ITA investigations, regardless of detention	170	177	168	504	488

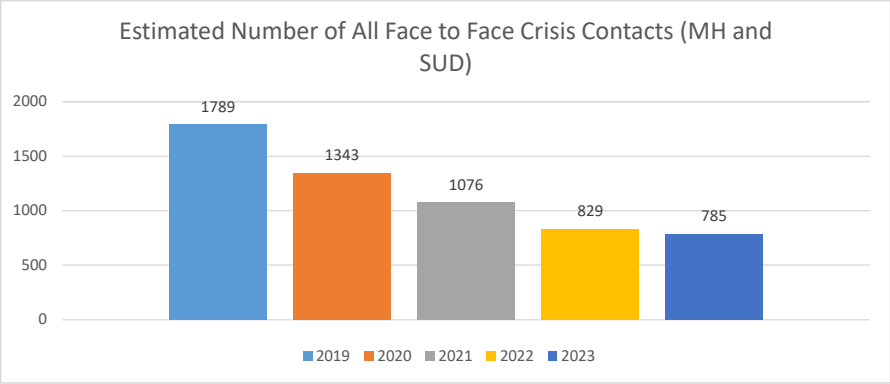


September 2023 Crisis Services Comparisons

	2019	2020	2021	2022	2023
Estimated average DCR response time (minutes)	37	31	31	41	41



	2019	2020	2021	2022	2023
Estimated number of all Face to Face crisis contacts (MH and SUD)	1789	1343	1076	829	785



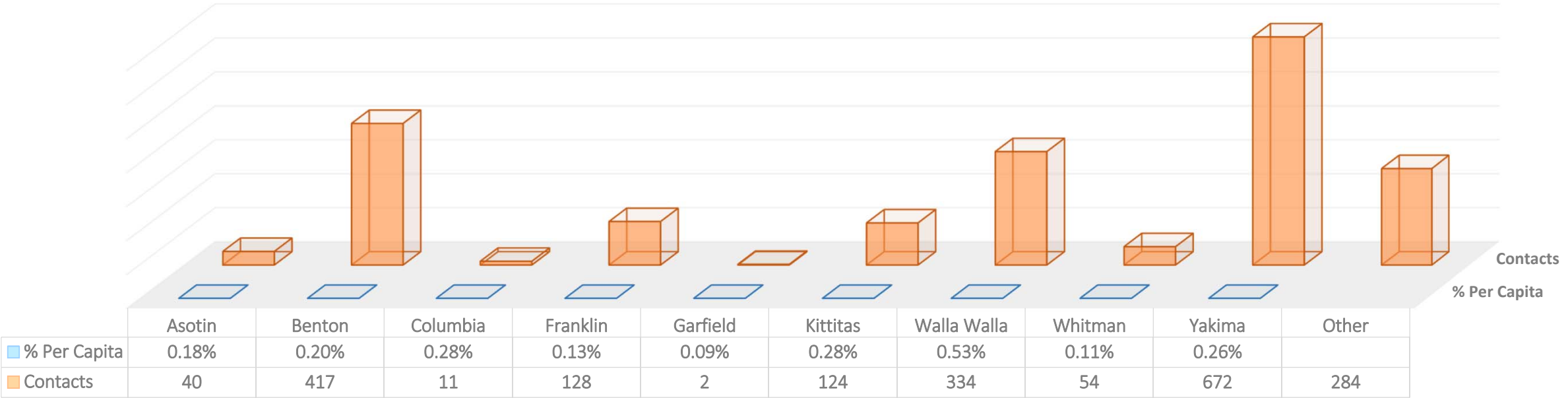
These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2023 Total
Comprehensive	1683	1298	1250	969	1790	1544	1756	1561	1134	0	0	0	12985
Palouse River	25	82	36	0	0	0	0	0	22	0	0	0	165
Quality Behavioral Health	36	29	25	55	65	34	40	51	33	0	0	0	368
Volunteers of America	1250	1587	1683	1661	1145	1091	1135	877	877	0	0	0	11306
Total	2994	2996	2994	2685	3000	2669	2931	2489	2066	0	0	0	24824

September 2023 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
1134	22	33	877	2066



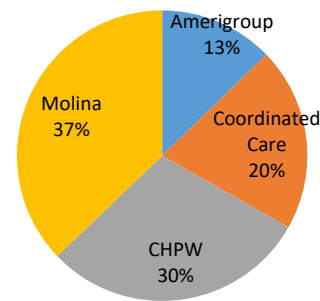
# Crisis Contacts by County



September Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup	155
Coordinated Care	249
CHPW	361
Molina	452

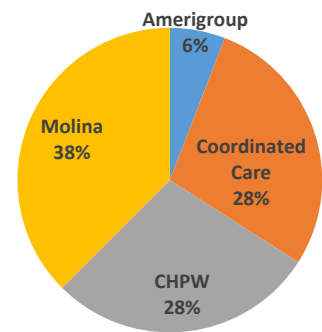
September 2023 Contacts by MCO



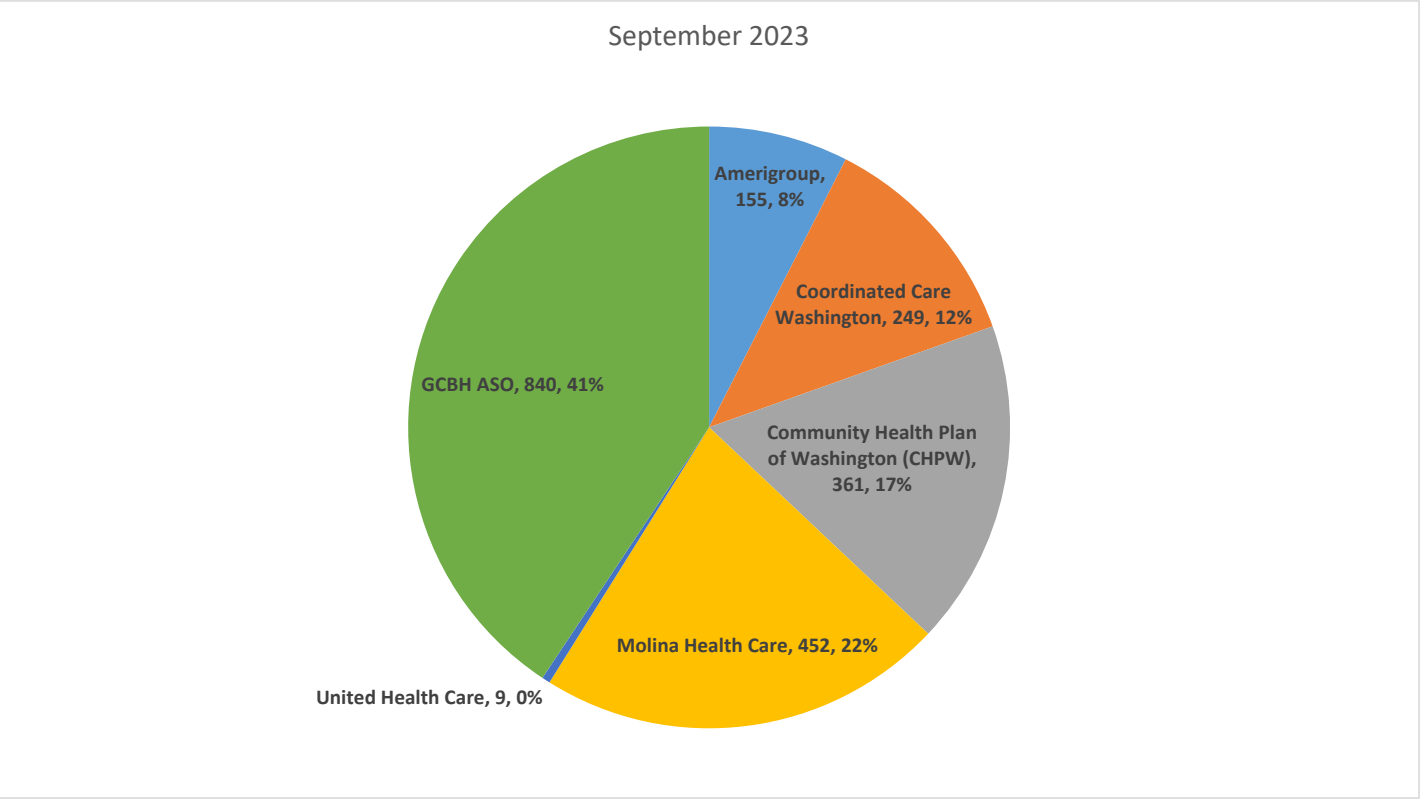
September GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Amerigroup	14630	5.88%
Coordinated Care	70039	28.16%
CHPW	70780	28.46%
Molina	93269	37.50%
Total	248718	

GCBH Regional Enrollment September 2023



September Crisis Contacts	
MCO	Number of Crisis Contacts
Amerigroup	155
Coordinated Care Washington	249
Community Health Plan of Washington (CHPW)	361
Molina Health Care	452
United Health Care	9
GCBH ASO	840
Grand Total	2066



2023 Early Warning System Indicator Matrix

			2023												
Indicator Category	Indicator Sub-Category	Specific Indicator	January	February	March	April	May	June	July	August	September	October	November	December	2023 Year
Crisis System	Crisis Hotline Calls	# of incoming calls	3329	3140	2914	2610	2799	2717	2785	2279	2316				24889
		# of calls answered	3171	3010	2800	2510	2684	2463	2630	2135	2201				23604
		# of calls answered within 30 seconds	3091	2949	2736	2423	2551	2403	2573	2094	2136				22956
		% of calls answered within 30 seconds	97.5	97.9	97.7	98.6	97.4	97.6	97.8	98.1	97				97.3%
	ITA Investigations	ITA Investigations, regardless of detention	516	479	584	441	494	377	405	461	488				4245
	ITA Detentions	# of Mental Health ITA Detentions	115	99	97	103	91	96	94	87	82				864
		# of SUD ITA Detentions	8	6	9	10	26	14	12	9	5				99
	DCR Response Time	Average DCR Response Time (minutes)	34	51	48	42	52	39	37	42	41				42.9
	Bed Availability	# of No Bed Reports	6	6	2	1	3	0	2	3	4				27
		# of Single Bed Certifications	1	0	2	0	1	1	1	2	0				8

## 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	2799	2684	0.4%	5.8	2551	97.4%
June	2717	2463	0.2%	5.6	2403	97.6%
July	2785	2630	0.2%	5.8	2573	97.8%
August	2279	2135	0.5%	5.2	2094	98.1%
September	2316	2201	0.2%	6.1	2136	97.0%
October						
November						
December						
2023 Year	24889	23604	0.3%	5.7	22956	97.3%

# **VOA Monthly Program Utilization Summary**

## **September 2023**

<b>Calls Answered</b>	2144
<b>Calls Answered Under 30 sec</b>	2079
<b>Total Calls Abandoned</b>	4
<b>% of Calls Abandoned</b>	0.2%
<b>% of Calls Answered in &lt;30 sec</b>	97.0%
<b>Average Wait Time / Time to Answer (min:sec)</b>	0:13
<b>Average Talk Time (min:sec)</b>	6:03