

December 2022 Crisis Services

	Comprehensive	PRC	QBH	ProtoCall	Totals	
Estimated number of crisis hotline calls		47	44	2840	2931	
Estimated number of crisis hotline calls answered within 30 seconds this month		47	44	2764	2855	97.4%
Estimated number of Mental Health ITA detentions this month	102	2	0	-	104	
Estimated number of SUD ITA detentions this month	7	0	0	-	7	
Estimated average DCR response time this month (minutes)	57.8	12	22.5	-	46	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	591	0	35	-	626	
Estimated number of all ITA investigations this month, regardless of detention	377	4	0	-	381	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.3%	97.4%	

December 2023 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		35	19	2014	2068	
Estimated number of crisis hotline calls answered within 30 seconds this month		35	19	1967	2021	97.7%
Estimated number of Mental Health ITA detentions this month	100	4	1	-	105	
Estimated number of SUD ITA detentions this month	10	0	0	-	10	
Estimated average DCR response time this month (minutes)	55	18	36	-	46	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	1090	3	20	-	1113	
Estimated number of all ITA investigations this month, regardless of detention	554	7	14	-	575	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.7%	97.7%	

December 2024 Crisis Services

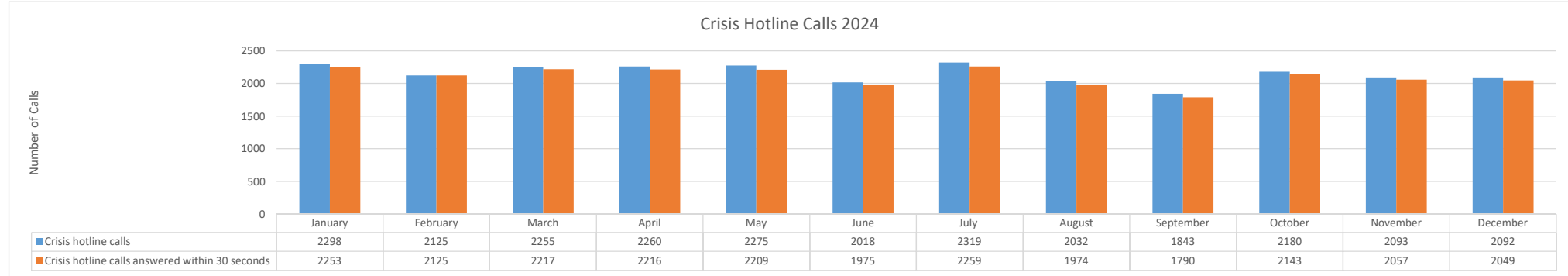
	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		25	32	2035	2092	
Estimated number of crisis hotline calls answered within 30 seconds this month		25	32	1992	2049	97.9%
Estimated number of Mental Health ITA detentions this month	130	4	0	-	134	
Estimated number of SUD ITA detentions this month	7	2	0	-	9	
Estimated average DCR response time this month (minutes)	67	19	30	-	55	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	1155	0	22	-	1177	
Estimated number of all ITA investigations this month, regardless of detention	629	9	3	-	641	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.9%	97.9%	

December Crisis Services

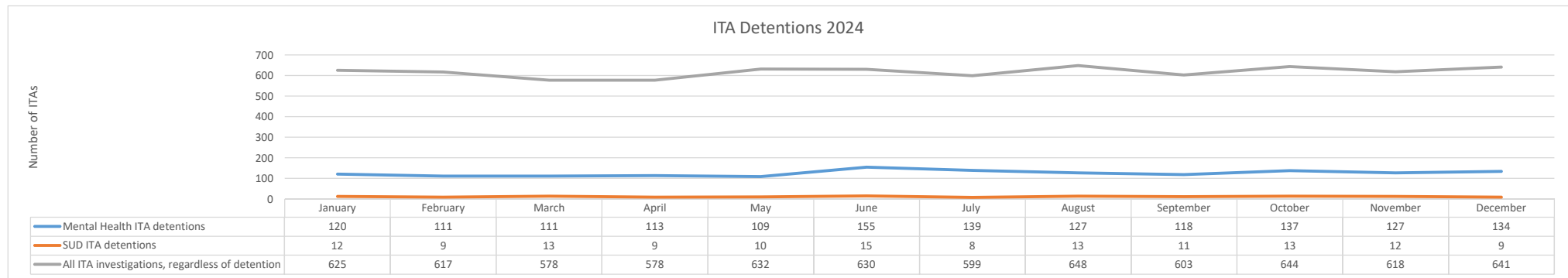
	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls						25	32	2035	2092	
Estimated number of crisis hotline calls answered within 30 seconds this month						25	32	1992	2049	97.9%
Estimated number of Mental Health ITA detentions this month	0	10	9	63	48	4	0	-	134	
Estimated number of SUD ITA detentions this month	0	0	3	4	0	2	0	-	9	
Estimated average DCR response time this month (minutes)	86	51	48	80	68	19	30	-	55	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	5	146	186	505	313	0	22	-	1177	
Estimated number of all ITA investigations this month, regardless of detention	3	67	76	295	188	9	3	-	641	
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	97.9%	97.9%	
Estimated number of ITA investigations conducted via telehealth	0	0	0	5	1	9	0	-	15	
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	1	7	15	90	51	3	0	-	167	
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	1	0	3	4	0	2	-	10	
Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources	1	0	1	7	10	0	0	-	19	
Estimated number of ITA investigations not resulting in detention, resulting in no further follow up	1	17	35	81	46	0	1	-	181	
Estimated number of youth mobile crisis outreach services	1	15	13	45	20	2	11	-	107	
Estimated number of adult mobile crisis outreach services	4	80	109	297	166	28	35	-	719	
Estimated percentage of Emergent calls responded to within 2 hours	50%	85%	92%	81%	90%	100%	100%	-	85%	
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	100%	100%	100%		-	100%	

2024 Reported Crisis Services by Month

	January	February	March	April	May	June	July	August	September	October	November	December
Crisis hotline calls	2298	2125	2255	2260	2275	2018	2319	2032	1843	2180	2093	2092
Crisis hotline calls answered within 30 seconds	2253	2125	2217	2216	2209	1975	2259	1974	1790	2143	2057	2049



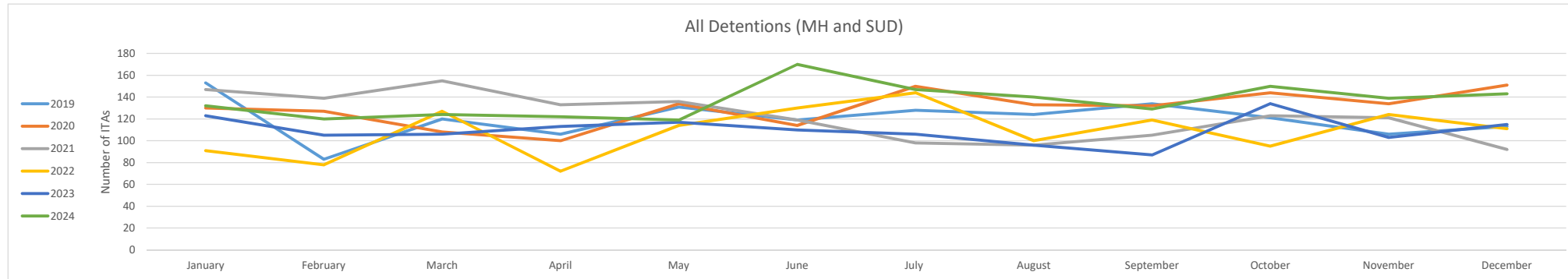
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	120	111	111	113	109	155	139	127	118	137	127	134
SUD ITA detentions	12	9	13	9	10	15	8	13	11	13	12	9
All ITA investigations, regardless of detention	625	617	578	578	632	630	599	648	603	644	618	641



2024 Reported Crisis Services by Month

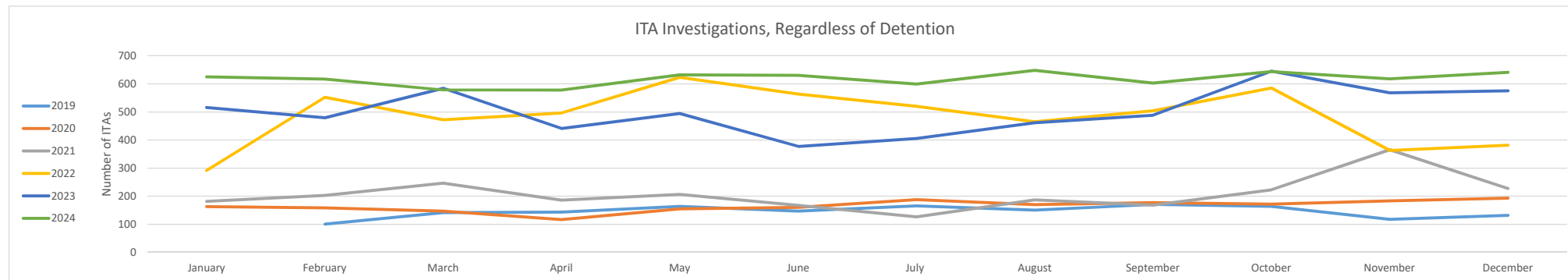
All Detentions (MH and SUD)

	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	134	103	115
2024	132	120	124	122	119	170	147	140	129	150	139	143



ITA Investigations, Regardless of Detention

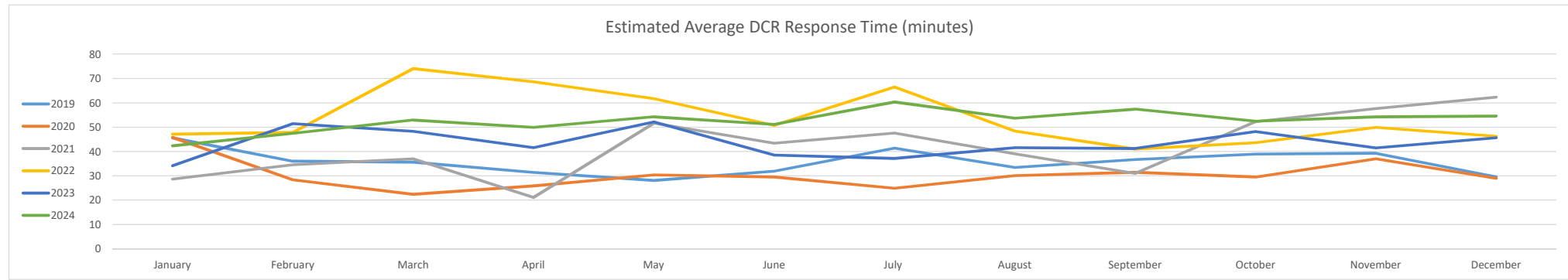
	January	February	March	April	May	June	July	August	September	October	November	December
2019	163	158	147	116	155	160	188	170	177	172	183	193
2020	181	203	246	186	206	167	126	187	168	222	365	227
2021	291	552	472	496	623	564	520	465	504	585	363	381
2022	516	479	584	441	494	377	405	461	488	645	568	575
2023	625	617	578	578	632	630	599	648	603	644	618	641



2024 Reported Crisis Services by Month

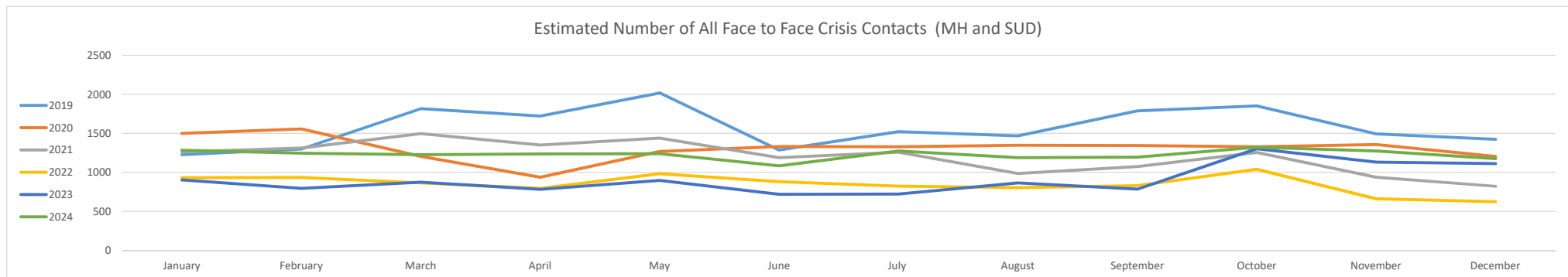
Estimated Average DCR Response Time (minutes)

	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	48	42	46
2024	42	47	53	50	54	51	60	54	57	52	54	55



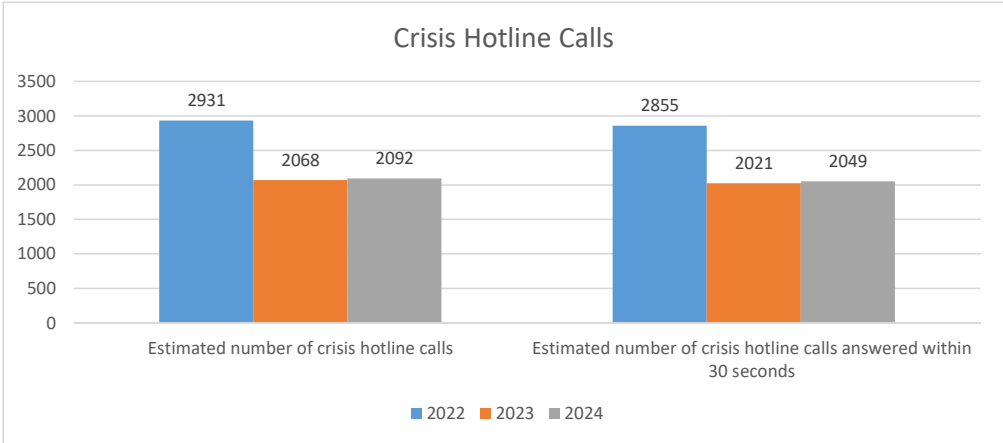
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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	1304	1131	1113
2024	1283	1245	1227	1238	1240	1084	1275	1190	1194	1324	1273	1177

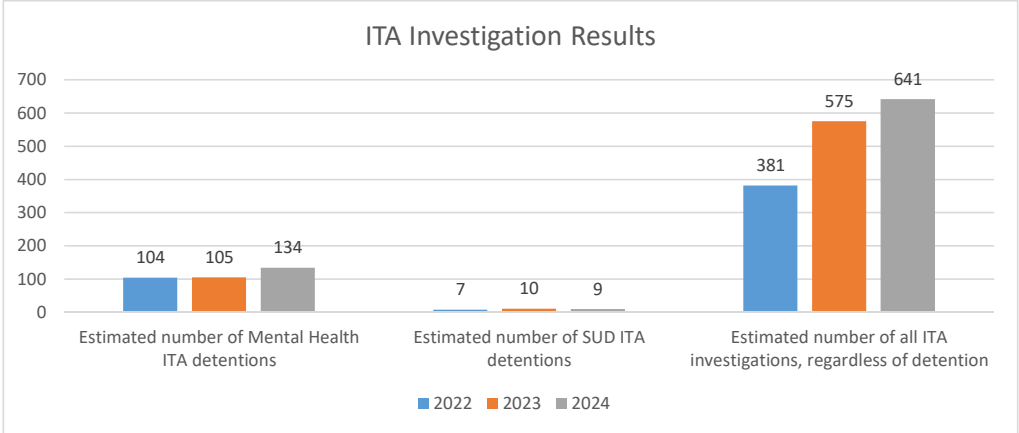


December 2024 Crisis Services Comparisons

	2022	2023	2024
Estimated number of crisis hotline calls	2931	2068	2092
Estimated number of crisis hotline calls answered within 30 seconds	2855	2021	2049

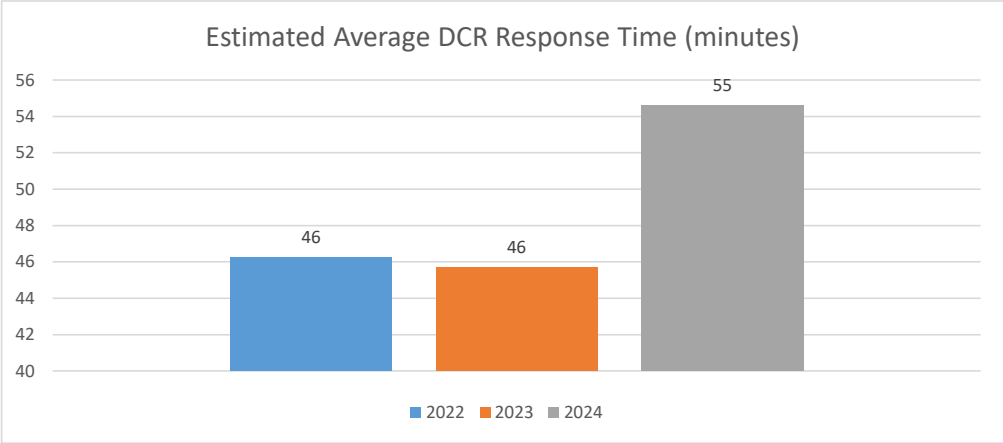


	2022	2023	2024
Estimated number of Mental Health ITA detentions	104	105	134
Estimated number of SUD ITA detentions	7	10	9
Estimated number of all ITA investigations, regardless of detention	381	575	641

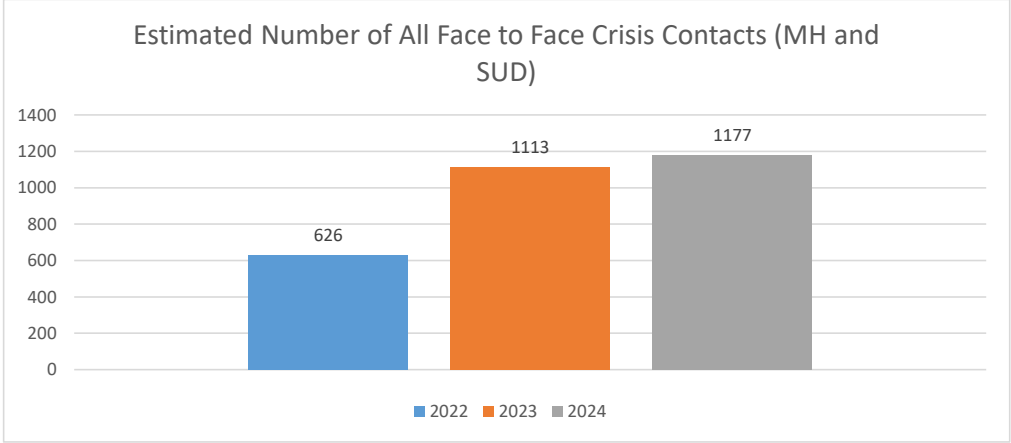


December 2024 Crisis Services Comparisons

	2022	2023	2024
Estimated average DCR response time (minutes)	46	46	55



	2022	2023	2024
Estimated number of all Face to Face crisis contacts (MH and SUD)	626	1113	1177

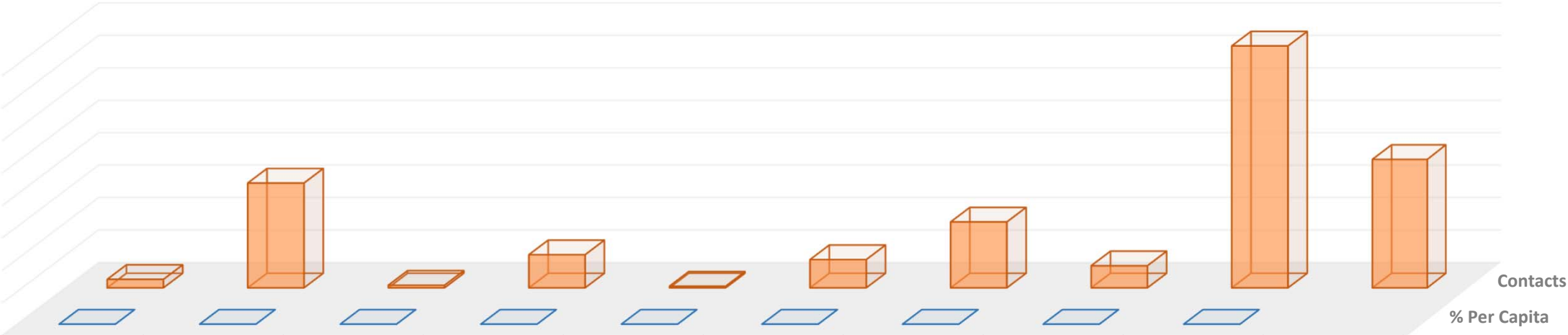


These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2024 Total
Comprehensive	1053	788	930	1963	777	707	802	726	787	876	909	927	11245
Palouse River	25	23	37	34	16	26	33	31	21	26	811	30	1113
Quality Behavioral Health	21	20	12	20	10	9	24	30	31	14	19	20	230
Volunteers of America	968	1049	1036	1075	954	813	904	835	794	1040	17	987	10472
Total	2067	1880	2015	3092	1757	1555	1763	1622	1633	1956	1756	1964	23060

December 2024 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
927	30	20	987	1964

Crisis Contacts by County



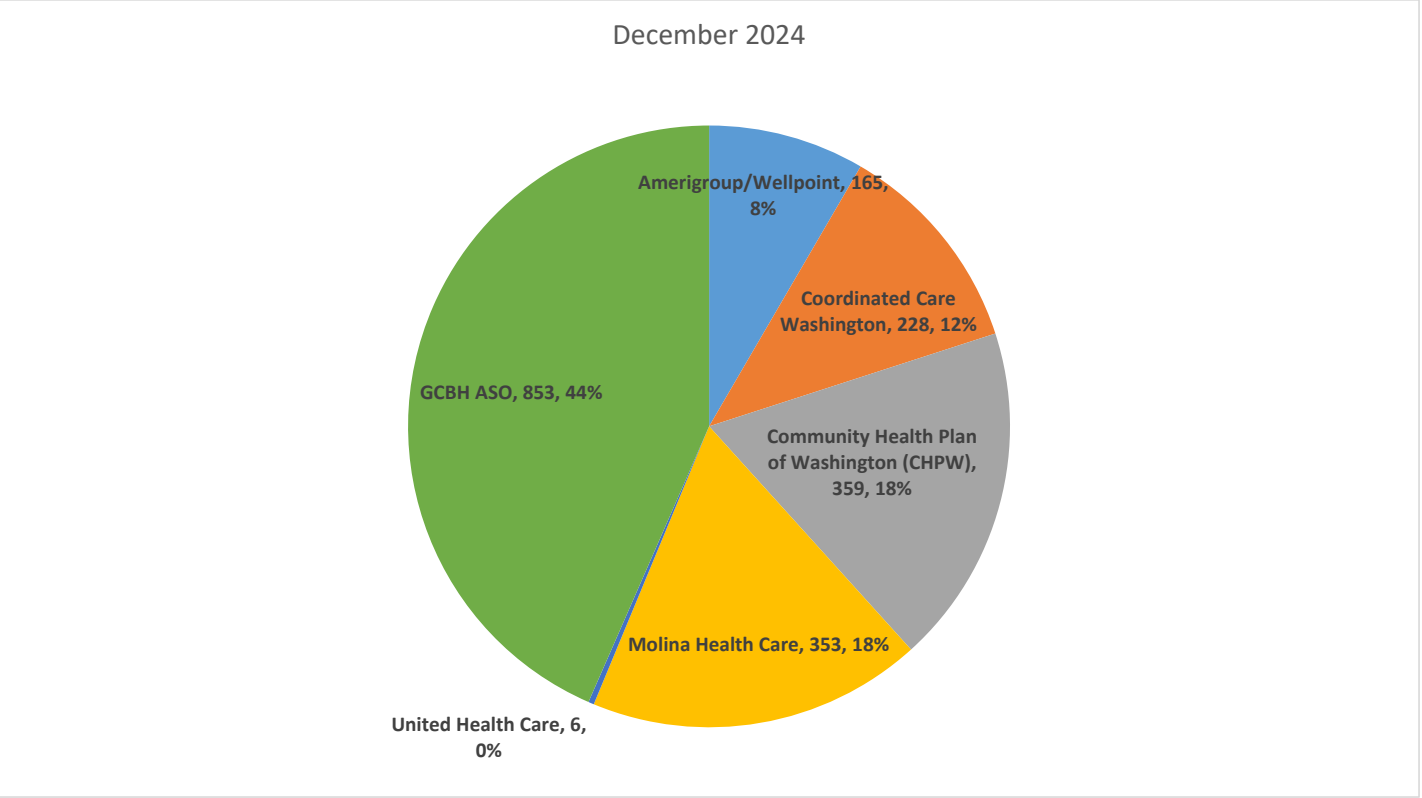
	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other
% Per Capita	0.12%	0.16%	0.20%	0.11%	0.22%	0.20%	0.32%	0.14%	0.29%	
Contacts	26	323	8	102	5	87	203	68	746	396

Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	9	1	3	0	0	1	3	13	10	40
Community	0	1	0	0	0	1	1	0	0	0	3
Family	7	71	1	23	1	10	24	7	64	91	299
Hospital	7	92	2	37	1	7	47	22	185	72	472
Law Enforcement	0	13	1	5	0	27	25	3	128	10	212
Legal Representative	0	0	0	0	0	1	1	0	2	0	4
Professional	2	15	0	6	0	15	9	5	72	20	144
School	1	8	3	4	0	1	7	0	37	6	67
Social Service Provider	0	4	0	1	0	0	2	0	2	0	9
Other	9	110	0	23	3	25	86	31	243	184	714
	26	323	8	102	5	87	203	71	746	393	1964

December Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup/Wellpoint	165
Coordinated Care Washington	228
Community Health Plan of Washington (CHPW)	359
Molina Health Care	353
United Health Care	6
GCBH ASO	853
Grand Total	1964



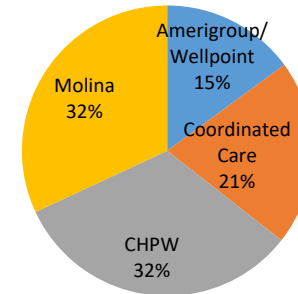
December Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup/Wellpoint	165
Coordinated Care	228
CHPW	359
Molina	353

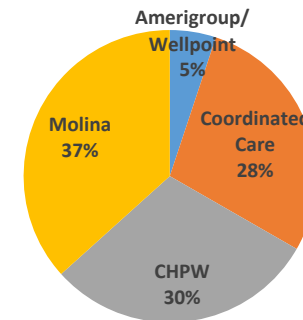
December GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population
Amerigroup/Wellpoint	11786	5.10%
Coordinated Care	65146	28.18%
CHPW	69456	30.05%
Molina	84756	36.67%
Total	231144	

December 2024 Contacts by MCO



GCBH Regional Enrollment December 2024



GCBH Call Center Performance

	Calls Received	Calls Answered	% of calls abandoned	Avg Talk Time (min)	Total Ans 30s	% Answered 30s
January	2390	2298	0.1%	6.9	2253	98.0%
February	2315	2125	0.0%	7.3	2125	100.0%
March	2409	2255	1.7%	7.1	2217	98.3%
April	2389	2260	0.1%	7.1	2216	98.1%
May	2416	2275	0.1%	6.7	2209	97.1%
June	2143	2018	0.3%	6.5	1975	97.9%
July	2440	2319	0.3%	6.3	2259	97.4%
August	2129	2032	0.3%	5.8	1974	97.1%
September	1931	1843	0.2%	6.0	1790	97.1%
October	2269	2180	0.0%	6.2	2143	98.3%
November	2176	2093	0.3%	6.2	2057	98.3%
December	2180	2092	0.1%	6.1	2049	97.9%
2024 Year	27187	25790	0.3%	6.5	25267	98.0%

VOA Monthly Program Utilization Summary

December 2024

Calls Answered	2035
Calls Answered Under 30 sec	1992
Total Calls Abandoned	2
% of Calls Abandoned	0.10%
% of Calls Answered in <30 sec	97.9%
Average Wait Time / Time to Answer (min:sec)	0:12
Average Talk Time (min:sec)	6:07