

### January 2023 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		83	28	3060	3171	
Estimated number of crisis hotline calls answered within 30 seconds this month		83	28	2980	3091	97.5%
Estimated number of Mental Health ITA detentions this month	114	1	0	-	115	
Estimated number of SUD ITA detentions this month	8	0	0	-	8	
Estimated average DCR response time this month (minutes)	42	15	15	-	34	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	832	3	67	-	902	
Estimated number of all ITA investigations this month, regardless of detention	512	1	3	-	516	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.4%	97.5%	

### January 2024 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		52	28	2218	2298	
Estimated number of crisis hotline calls answered within 30 seconds this month		52	28	2173	2253	98.0%
Estimated number of Mental Health ITA detentions this month	115	5	0	-	120	
Estimated number of SUD ITA detentions this month	12	0	0	-	12	
Estimated average DCR response time this month (minutes)	55	12	23	-	42	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1231	19	33	-	1283	
Estimated number of all ITA investigations this month, regardless of detention	603	6	16	-	625	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.0%	98.0%	

### January 2025 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		53	38	1999	2090	
Estimated number of crisis hotline calls answered within 30 seconds this month		53	38	1970	2061	98.6%
Estimated number of Mental Health ITA detentions this month	111	4	4	-	119	
Estimated number of SUD ITA detentions this month	10	1	0	-	11	
Estimated average DCR response time this month (minutes)	61	18	19	-	49	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	1150	0	10	-	1160	
Estimated number of all ITA investigations this month, regardless of detention	547	8	7	-	562	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	98.5%	98.6%	

### January Crisis Services

	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals
Estimated number of crisis hotline calls						53	38	1999	2090
Estimated number of crisis hotline calls answered within 30 seconds this month						53	38	1970	2061
Estimated number of Mental Health ITA detentions this month	0	6	19	54	32	4	4	-	119
Estimated number of SUD ITA detentions this month	0	2	0	4	4	1	0	-	11
Estimated average DCR response time this month (minutes)	78	41	42	79	63	18	19	-	49
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	7	111	205	474	353	0	10	-	1160
Estimated number of all ITA investigations this month, regardless of detention	3	56	80	246	162	8	7	-	562
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	2	2	8	2	-	14
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	2	15	20	74	55	4	2	-	172
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	0	0	1	9	0	1	-	11
Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources	0	3	2	4	16	0	0	-	25
Estimated number of ITA investigations not resulting in detention, resulting in no further follow up	1	11	26	70	31	0	0	-	139
Estimated number of youth mobile crisis outreach services	5	8	17	27	23	8	11	-	99
Estimated number of adult mobile crisis outreach services	2	75	116	303	146	28	83	-	753
Estimated percentage of Emergent calls responded to within 2 hours	100%	95%	97%	91%	96%	100%	100%	-	97%
Estimated percentage of Urgent calls responded to within 24 hours	100%	100%	100%	100%	100%	100%	100%	-	100%

98.6%

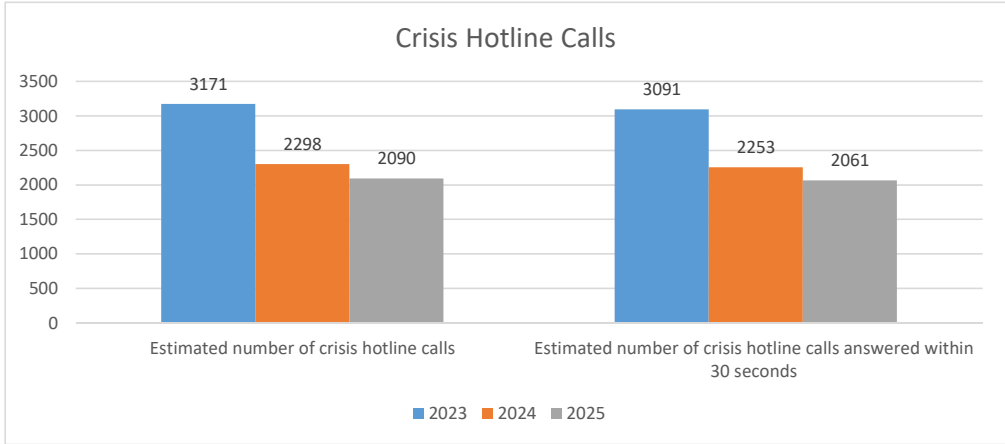




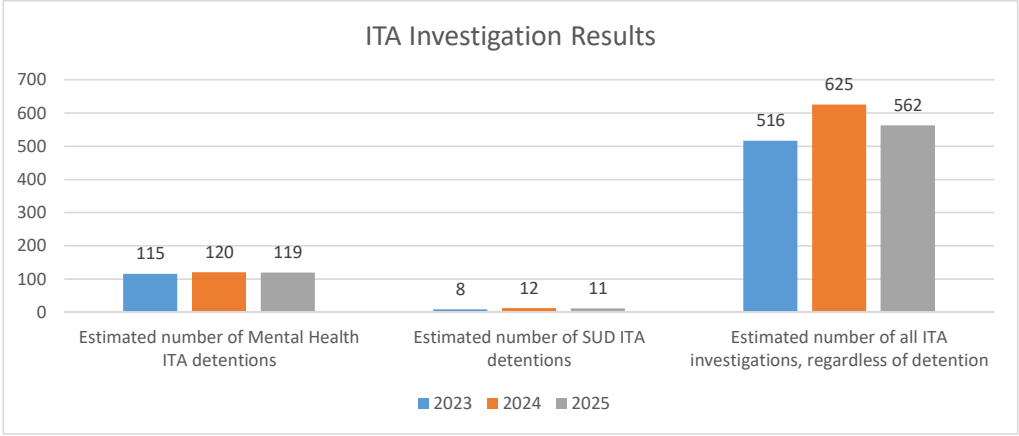


### January 2025 Crisis Services Comparisons

	2023	2024	2025
Estimated number of crisis hotline calls	3171	2298	2090
Estimated number of crisis hotline calls answered within 30 seconds	3091	2253	2061

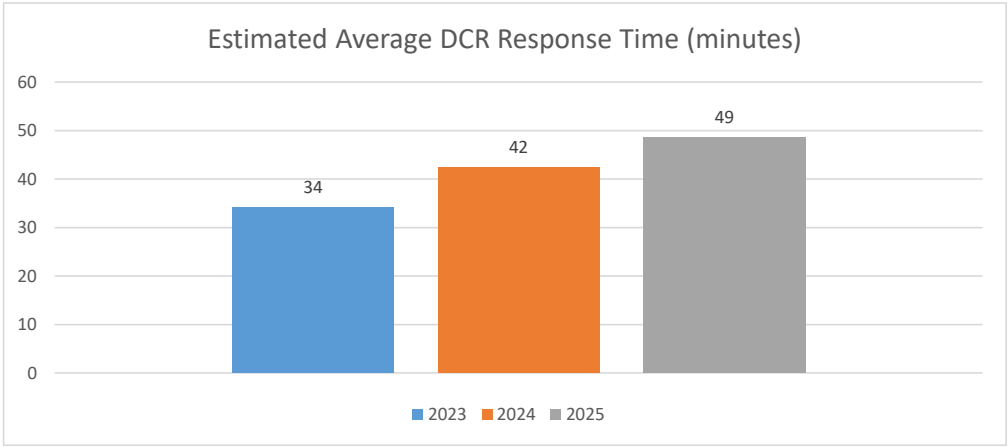


	2023	2024	2025
Estimated number of Mental Health ITA detentions	115	120	119
Estimated number of SUD ITA detentions	8	12	11
Estimated number of all ITA investigations, regardless of detention	516	625	562

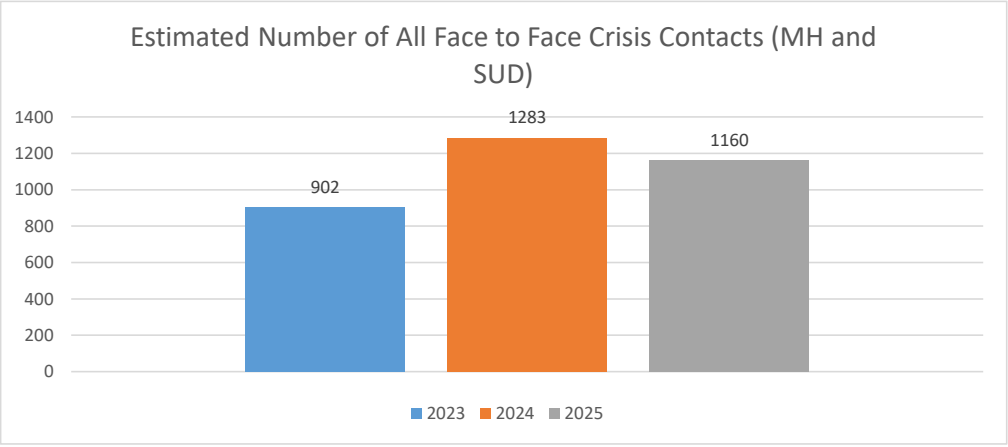


### January 2025 Crisis Services Comparisons

	2023	2024	2025
Estimated average DCR response time (minutes)	34	42	49



	2023	2024	2025
Estimated number of all Face to Face crisis contacts (MH and SUD)	902	1283	1160



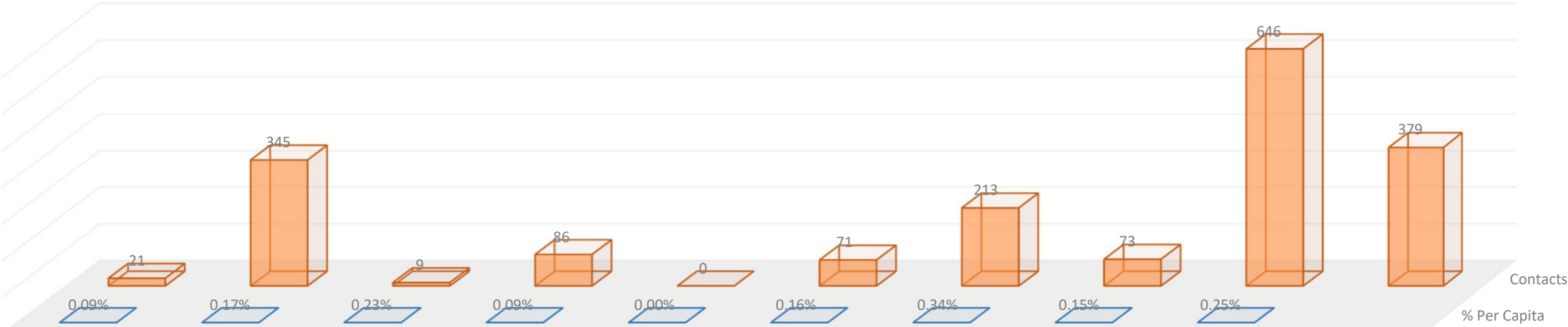
These numbers come from the daily crisis logs

	January	February	March	April	May	June	July	August	September	October	November	December	2025 Total
Comprehensive	835	0	0	0	0	0	0	0	0	0	0	0	835
Palouse River	30	0	0	0	0	0	0	0	0	0	0	0	30
Quality Behavioral Health	26	0	0	0	0	0	0	0	0	0	0	0	26
Volunteers of America	952	0	0	0	0	0	0	0	0	0	0	0	952
Total	1843	0	0	0	0	0	0	0	0	0	0	0	1843

January 2025 Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
835	30	26	952	1843



### Crisis Contacts by County



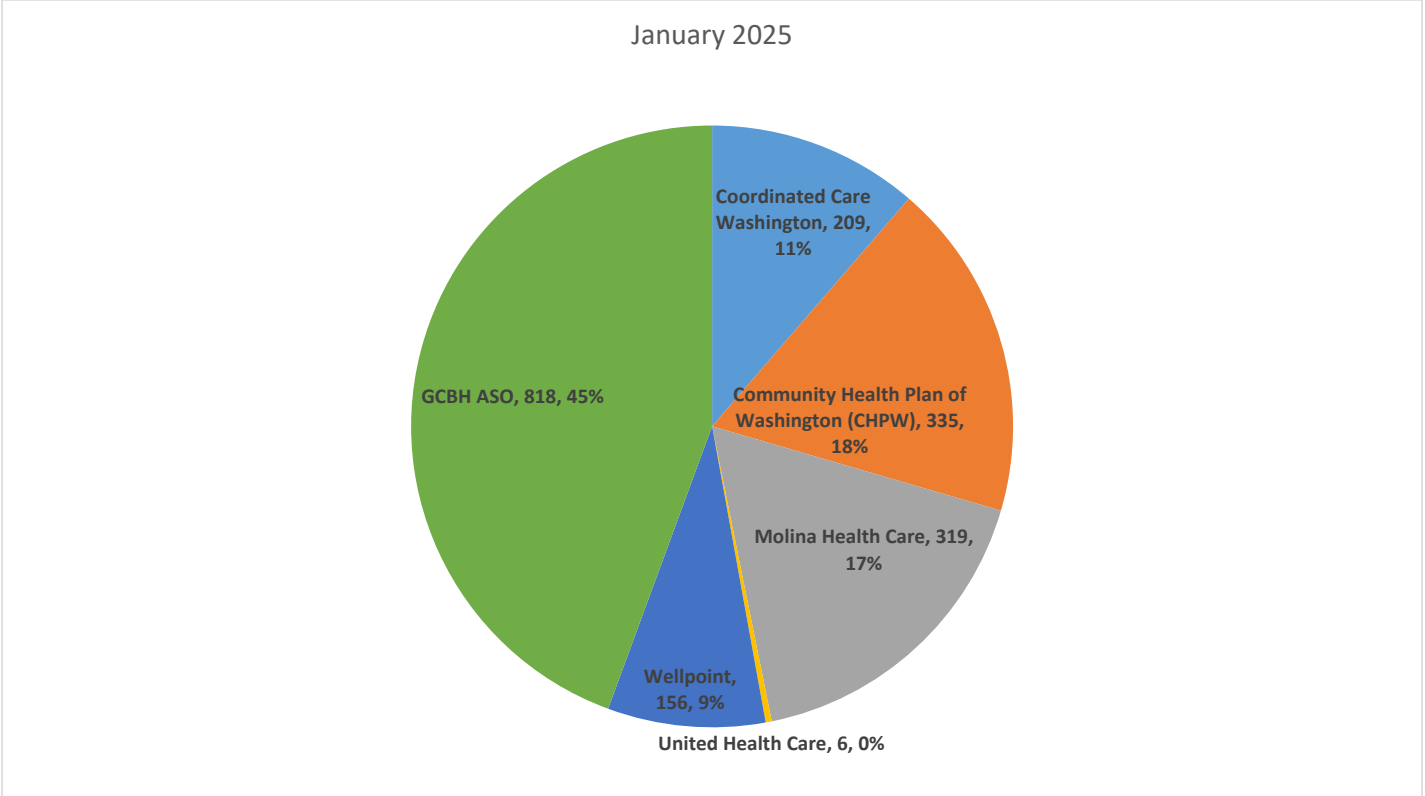
	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other
% Per Capita	0.09%	0.17%	0.23%	0.09%	0.00%	0.16%	0.34%	0.15%	0.25%	
Contacts	21	345	9	86	0	71	213	73	646	379

### Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	0	5	0	2	0	4	3	6	9	8	37
Community	0	2	0	0	0	0	2	0	0	0	4
Family	3	84	0	23	0	9	29	4	58	85	295
Hospital	6	95	3	25	0	12	55	38	137	66	437
Law Enforcement	0	5	4	3	0	11	23	1	130	9	186
Legal Representative	0	0	0	0	0	0	0	0	0	0	0
Professional	1	37	0	5	0	13	25	5	47	29	162
School	0	9	0	5	0	2	5	4	36	8	69
Social Service Provider	1	2	0	0	0	0	2	0	5	0	10
Other	10	106	2	23	0	20	69	15	224	174	643
	<b>21</b>	<b>345</b>	<b>9</b>	<b>86</b>	<b>0</b>	<b>71</b>	<b>213</b>	<b>73</b>	<b>646</b>	<b>379</b>	<b>1843</b>

### January Crisis Contacts

MCO	Number of Crisis Contacts
Coordinated Care Washington	209
Community Health Plan of Washington (CHPW)	335
Molina Health Care	319
United Health Care	6
Wellpoint	156
GCBH ASO	818
<b>Grand Total</b>	<b>1843</b>



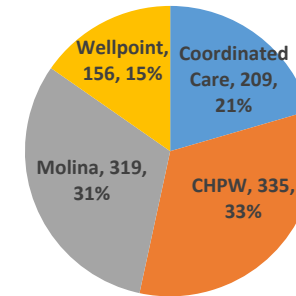
### January Crisis Contacts

MCO	Number of Crisis Contacts
Coordinated Care	209
CHPW	335
Molina	319
Wellpoint	156

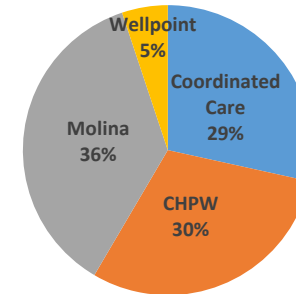
### January GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population %
Coordinated Care	65749	28%
CHPW	69419	30%
Molina	84194	36%
Wellpoint	11812	5%
<b>Total</b>	<b>231174</b>	

January 2025 Contacts by MCO



GCBH Regional Enrollment January 2025





### GCBH Call Center Performance

	Calls Received	Calls Answered	% of calls abandoned	Avg Talk Time (min)	Total Ans 30s	% Answered 30s
January	2185	2090	0.0%	5.7	2061	98.6%
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
<b>2025 Year</b>	<b>2185</b>	<b>2090</b>	<b>0.0%</b>	<b>5.7</b>	<b>2061</b>	<b>98.6%</b>

**VOA Monthly Program Utilization Summary**  
**January 2025**

<b>Calls Answered</b>	1999
<b>Calls Answered Under 30 sec</b>	1970
<b>Total Calls Abandoned</b>	0
<b>% of Calls Abandoned</b>	0.00%
<b>% of Calls Answered in &lt;30 sec</b>	98.5%
<b>Average Wait Time / Time to Answer (min:sec)</b>	0:11
<b>Average Talk Time (min:sec)</b>	5:41