

May 2022 Crisis Services

| | Comprehensive | PRC | QBH | ProtoCall | Totals | |
|--|---------------|-------|--------|-----------|--------|-------|
| Estimated number of crisis hotline calls | 3949 | 178 | 37 | 185 | 4349 | |
| Estimated number of crisis hotline calls answered within 30 seconds this month | 3791 | 171 | 37 | 162 | 4161 | 95.7% |
| Estimated number of Mental Health ITA detentions this month | 103 | 2 | 0 | - | 105 | |
| Estimated number of SUD ITA detentions this month | 7 | 2 | 0 | - | 9 | |
| Estimated average DCR response time this month (minutes) | 75.8 | 27 | 25.5 | - | 62 | |
| Estimated number of al Face to Face crisis contacts this month (MH and SUD) | 921 | 3 | 60 | - | 984 | |
| Estimated number of all ITA investigations this month, regardless of detention | 613 | 5 | 5 | - | 623 | |
| Percent of all crisis hotline calls answered within 30 seconds this month | 96.0% | 96.1% | 100.0% | 87.6% | 95.7% | |

May 2023 Crisis Services

| | Comprehensive | PRC | QBH | VOA | Totals | |
|--|---------------|--------|--------|-------|--------|-------|
| Estimated number of crisis hotline calls | | 42 | 22 | 2620 | 2684 | |
| Estimated number of crisis hotline calls answered within 30 seconds this month | | 42 | 22 | 2551 | 2615 | 97.4% |
| Estimated number of Mental Health ITA detentions this month | 86 | 2 | 3 | - | 91 | |
| Estimated number of SUD ITA detentions this month | 23 | 0 | 3 | - | 26 | |
| Estimated average DCR response time this month (minutes) | 66 | 14 | 19 | - | 52 | |
| Estimated number of al Face to Face crisis contacts this month (MH and SUD) | 829 | 1 | 66 | - | 896 | |
| Estimated number of all ITA investigations this month, regardless of detention | 477 | 3 | 14 | - | 494 | |
| Percent of all crisis hotline calls answered within 30 seconds this month | | 100.0% | 100.0% | 97.4% | 97.4% | |

May 2024 Crisis Services

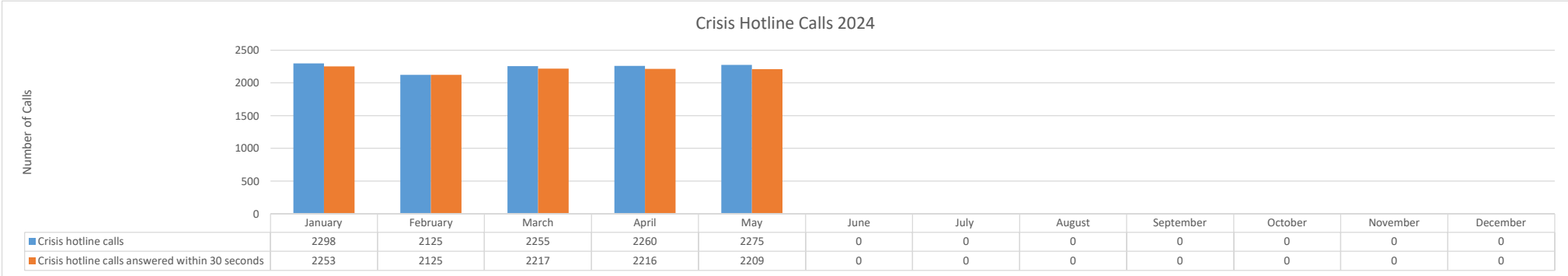
| | Comprehensive | PRC | QBH | VOA | Totals | |
|--|---------------|--------|--------|-------|--------|-------|
| Estimated number of crisis hotline calls | | 20 | 68 | 2187 | 2275 | |
| Estimated number of crisis hotline calls answered within 30 seconds this month | | 20 | 68 | 2121 | 2209 | 97.1% |
| Estimated number of Mental Health ITA detentions this month | 106 | 2 | 1 | - | 109 | |
| Estimated number of SUD ITA detentions this month | 10 | 0 | 0 | - | 10 | |
| Estimated average DCR response time this month (minutes) | 66 | 14 | 34 | - | 54 | |
| Estimated number of al Face to Face crisis contacts this month (MH and SUD) | 1216 | 1 | 23 | - | 1240 | |
| Estimated number of all ITA investigations this month, regardless of detention | 622 | 3 | 7 | - | 632 | |
| Percent of all crisis hotline calls answered within 30 seconds this month | | 100.0% | 100.0% | 97.0% | 97.1% | |

May Crisis Services

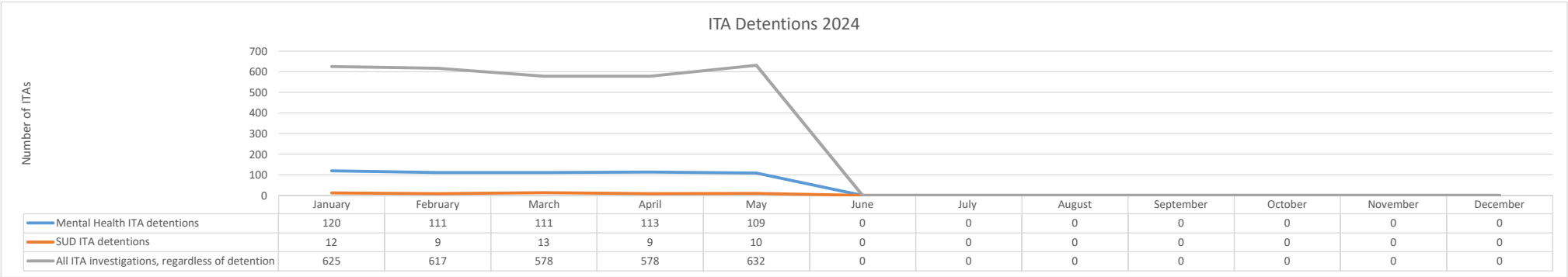
| | Comprehensive Columbia | Comprehensive Kittitas | Comprehensive Walla Walla | Comprehensive Yakima | Comprehensive Benton/Franklin | PRC | QBH | VOA | Totals | |
|---|---------------------------|---------------------------|------------------------------|-------------------------|----------------------------------|--------|--------|-------|--------|-------|
| Estimated number of crisis hotline calls | | | | | | 20 | 68 | 2187 | 2275 | |
| Estimated number of crisis hotline calls answered within 30 seconds this month | | | | | | 20 | 68 | 2121 | 2209 | 97.1% |
| Estimated number of Mental Health ITA detentions this month | 0 | 14 | 10 | 50 | 32 | 2 | 1 | - | 109 | |
| Estimated number of SUD ITA detentions this month | 0 | 4 | 0 | 6 | 0 | 0 | 0 | - | 10 | |
| Estimated average DCR response time this month (minutes) | 75 | 68 | 47 | 96 | 46 | 14 | 34 | - | 54 | |
| Estimated number of al Face to Face crisis contacts this month (MH and SUD) | 10 | 123 | 192 | 497 | 394 | 1 | 23 | - | 1240 | |
| Estimated number of all ITA investigations this month, regardless of detention | 3 | 57 | 87 | 268 | 207 | 3 | 7 | - | 632 | |
| Percent of all crisis hotline calls answered within 30 seconds this month | - | - | - | - | - | 100.0% | 100.0% | 97.0% | 97.1% | |
| Estimated number of ITA investigations conducted via telehealth | 0 | 0 | 0 | 4 | 1 | 3 | 7 | - | 15 | |
| Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment | 2 | 14 | 27 | 69 | 80 | 1 | 5 | - | 198 | |
| Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment | 0 | 0 | 1 | 2 | 11 | 0 | 1 | - | 15 | |
| Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources | 0 | 0 | 0 | 8 | 1 | 0 | 0 | | 9 | |
| Estimated number of ITA investigations not resulting in detention, resulting in no further follow up | 1 | 13 | 39 | 106 | 34 | 0 | 0 | | 193 | |
| Estimated number of youth mobile crisis outreach services | 6 | 8 | 16 | 62 | 36 | 8 | 10 | | 146 | |
| Estimated number of adult mobile crisis outreach services | 4 | 76 | 91 | 295 | 148 | 18 | 58 | - | 690 | |
| Estimated percentage of Emergent calls responded to within 2 hours | 100% | 86% | 98% | 74% | 98% | 100% | 100% | - | 94% | |
| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Crisis hotline calls answered within 30 seconds | 2253 | 2125 | 2217 | 2216 | 2209 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



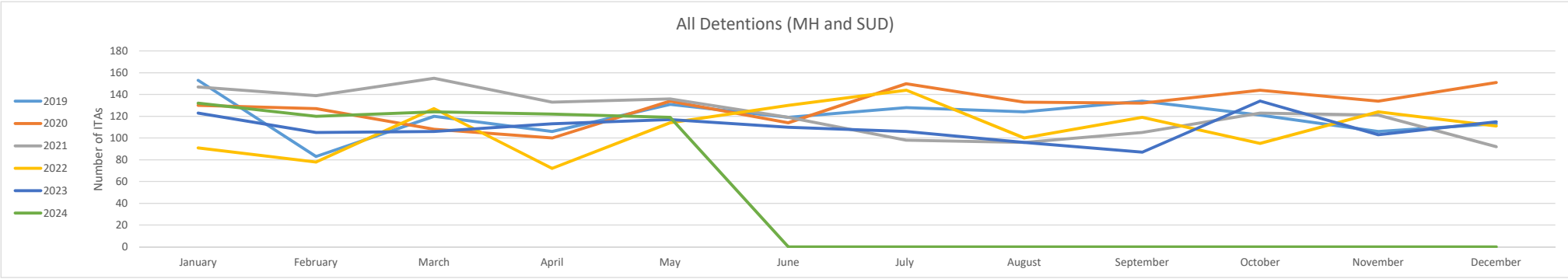
| | January | February | March | April | May | June | July | August | September | October | November | December |
|---|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|
| Mental Health ITA detentions | 120 | 111 | 111 | 113 | 109 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SUD ITA detentions | 12 | 9 | 13 | 9 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| All ITA investigations, regardless of detention | 625 | 617 | 578 | 578 | 632 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



2024 Reported Crisis Services by Month

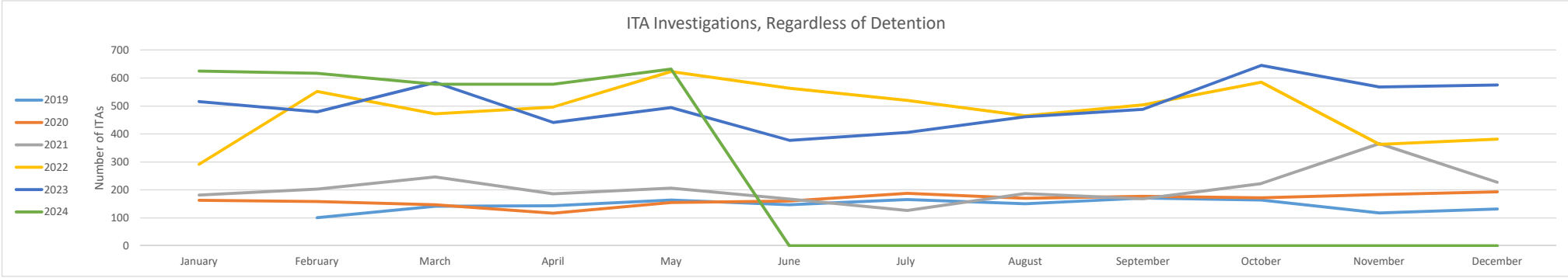
All Detentions (MH and SUD)

| | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



ITA Investigations, Regardless of Detention

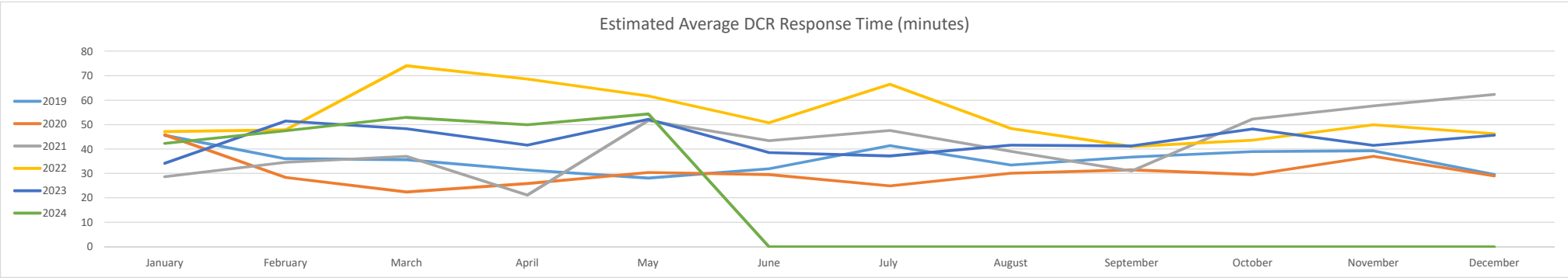
| | January | February | March | April | May | June | July | August | September | October | November | December |
|------|---------|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|
| 2019 | 163 | 158 | 147 | 116 | 155 | 160 | 188 | 170 | 177 | 172 | 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 | 645 | 568 | 575 |
| 2023 | 625 | 617 | 578 | 578 | 632 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2024 | 625 | 617 | 578 | 578 | 632 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



2024 Reported Crisis Services by Month

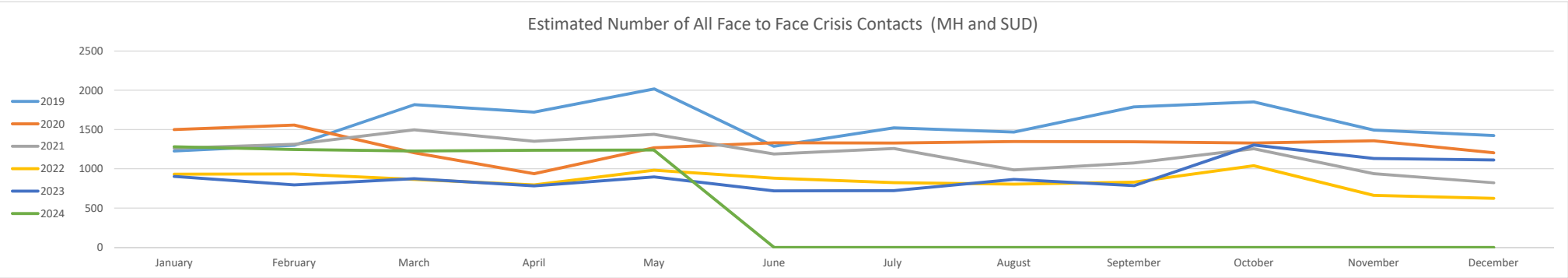
Estimated Average DCR Response Time (minutes)

| | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |



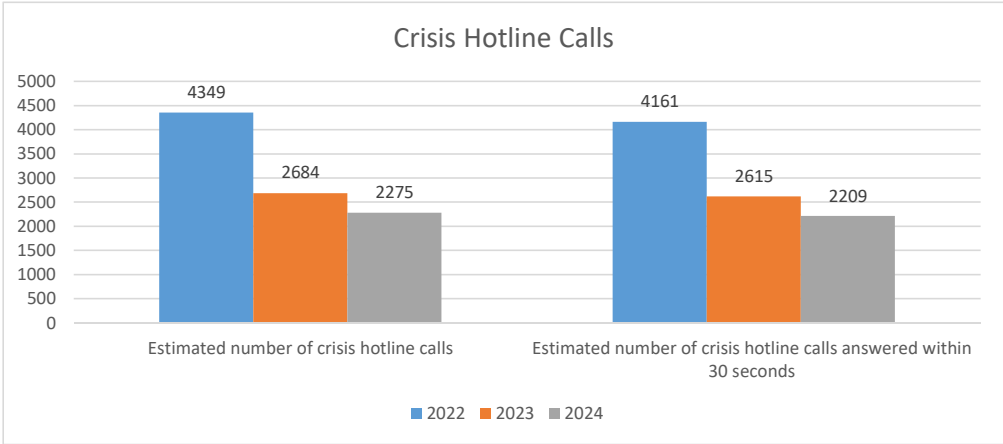
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

| | 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 | 1304 | 1131 | 1113 |
| 2024 | 1283 | 1245 | 1227 | 1238 | 1240 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

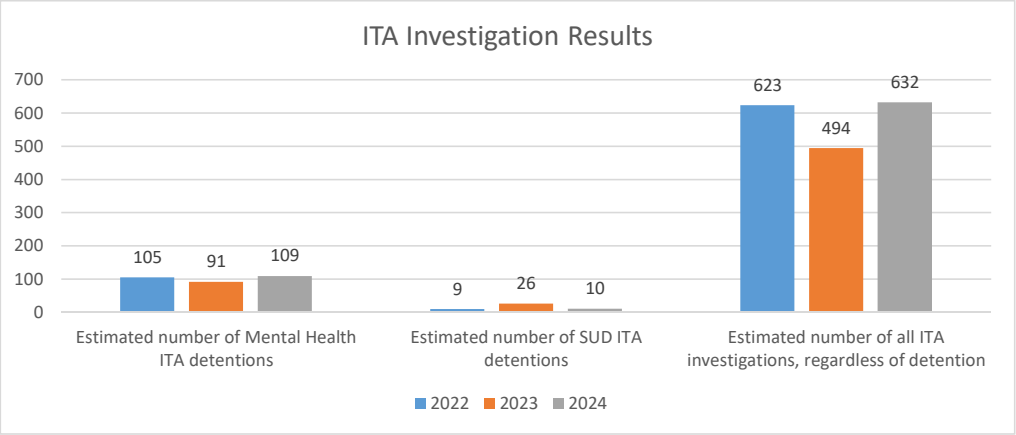


May 2024 Crisis Services Comparisons

| | 2022 | 2023 | 2024 |
|---|------|------|------|
| Estimated number of crisis hotline calls | 4349 | 2684 | 2275 |
| Estimated number of crisis hotline calls answered within 30 seconds | 4161 | 2615 | 2209 |

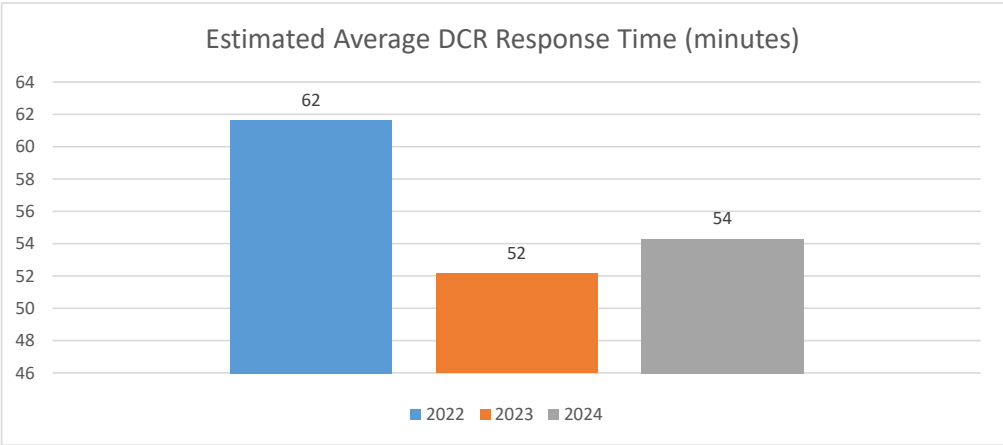


| | 2022 | 2023 | 2024 |
|---|------|------|------|
| Estimated number of Mental Health ITA detentions | 105 | 91 | 109 |
| Estimated number of SUD ITA detentions | 9 | 26 | 10 |
| Estimated number of all ITA investigations, regardless of detention | 623 | 494 | 632 |

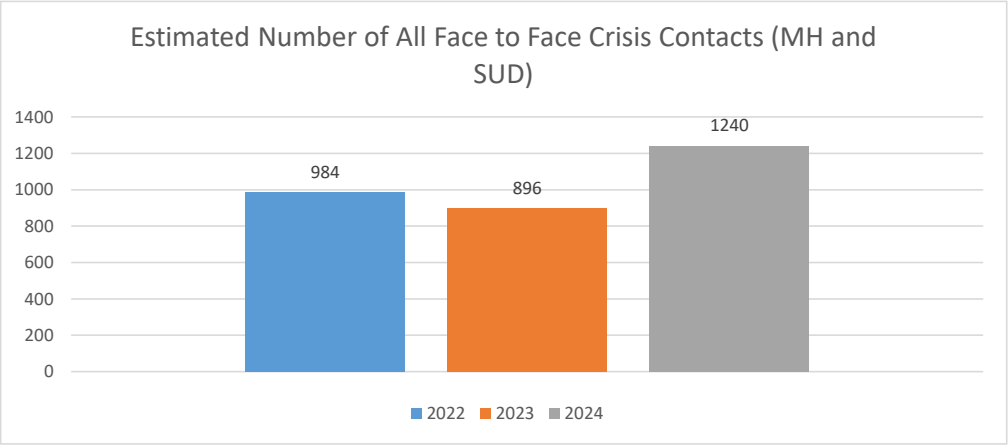


May 2024 Crisis Services Comparisons

| | 2022 | 2023 | 2024 |
|---|------|------|------|
| Estimated average DCR response time (minutes) | 62 | 52 | 54 |



| | 2022 | 2023 | 2024 |
|---|------|------|------|
| Estimated number of all Face to Face crisis contacts (MH and SUD) | 984 | 896 | 1240 |

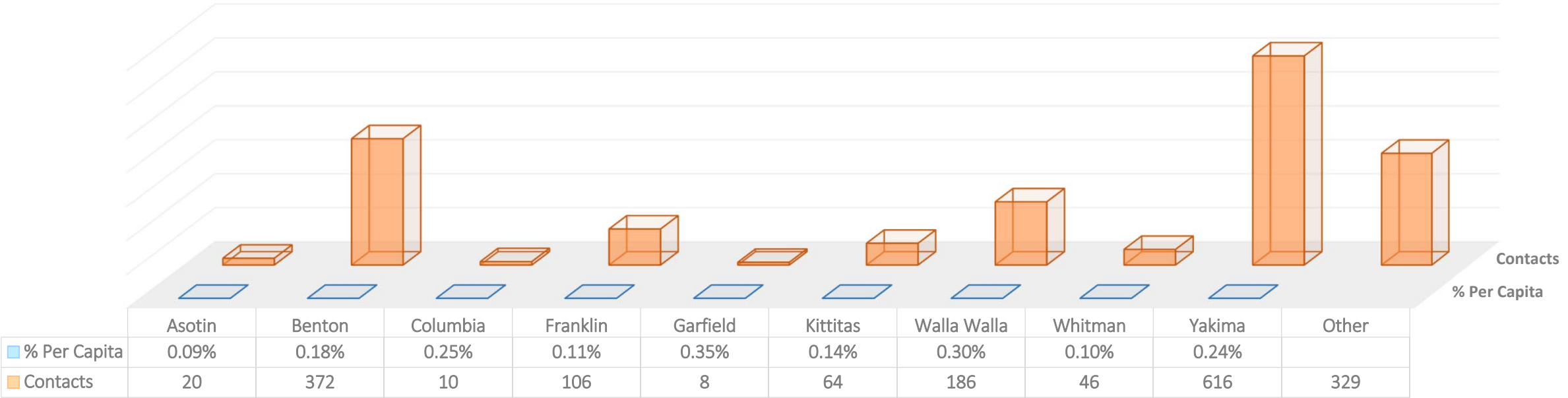


These numbers come from the daily crisis logs

| | January | February | March | April | May | June | July | August | September | October | November | December | 2023 Total |
|---------------------------|---------|----------|-------|-------|------|------|------|--------|-----------|---------|----------|----------|------------|
| Comprehensive | 1053 | 788 | 930 | 1963 | 777 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5511 |
| Palouse River | 25 | 23 | 37 | 34 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 135 |
| Quality Behavioral Health | 21 | 20 | 12 | 20 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 83 |
| Volunteers of America | 968 | 1049 | 1036 | 1075 | 954 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5082 |
| Total | 2067 | 1880 | 2015 | 3092 | 1757 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10811 |

| May 2024 Crisis Contacts by Provider | | | | |
|--------------------------------------|-----|-----|-----|-------------|
| | | | | |
| Comprehensive | PRC | QBH | VOA | Grand Total |
| 777 | 16 | 10 | 954 | 1757 |

Crisis Contacts by County

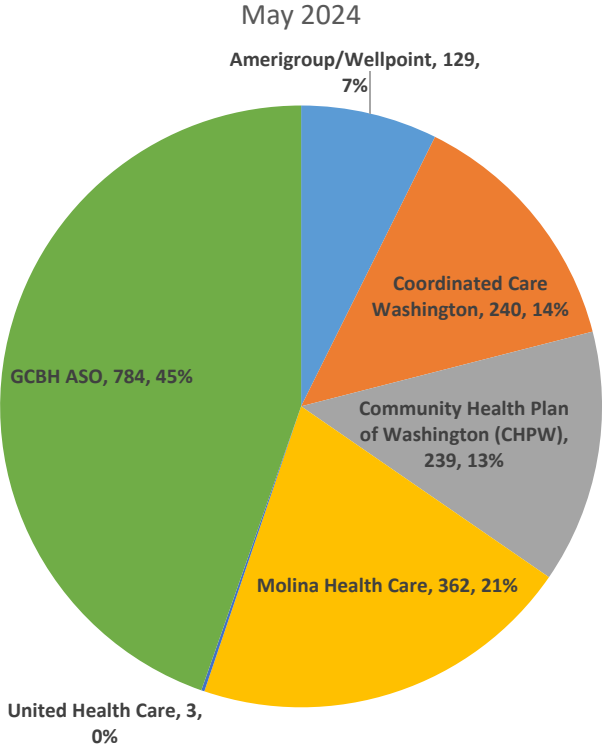


Referral Source

| | Asotin | Benton | Columbia | Franklin | Garfield | Kittitas | Walla Walla | Whitman | Yakima | Other | Total |
|-------------------------|--------|--------|----------|----------|----------|----------|-------------|---------|--------|-------|-------|
| Care Facility | 0 | 7 | 0 | 5 | 0 | 0 | 2 | 0 | 8 | 12 | 34 |
| Community | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 1 | 5 |
| Family | 1 | 86 | 2 | 34 | 2 | 13 | 37 | 3 | 85 | 82 | 345 |
| Hospital | 5 | 95 | 4 | 29 | 2 | 16 | 50 | 16 | 165 | 47 | 429 |
| Law Enforcement | 0 | 13 | 4 | 3 | 0 | 7 | 12 | 0 | 73 | 15 | 127 |
| Legal Representative | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Professional | 0 | 39 | 0 | 8 | 2 | 12 | 11 | 6 | 46 | 28 | 152 |
| School | 1 | 13 | 0 | 7 | 0 | 1 | 8 | 2 | 34 | 11 | 77 |
| Social Service Provider | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 6 |
| Other | 13 | 116 | 0 | 20 | 2 | 15 | 64 | 25 | 199 | 127 | 581 |
| | 20 | 372 | 10 | 106 | 8 | 64 | 186 | 52 | 616 | 323 | 1757 |

May Crisis Contacts

| MCO | Number of Crisis Contacts |
|--|---------------------------|
| Amerigroup/Wellpoint | 129 |
| Coordinated Care Washington | 240 |
| Community Health Plan of Washington (CHPW) | 239 |
| Molina Health Care | 362 |
| United Health Care | 3 |
| GCBH ASO | 784 |
| Grand Total | 1757 |



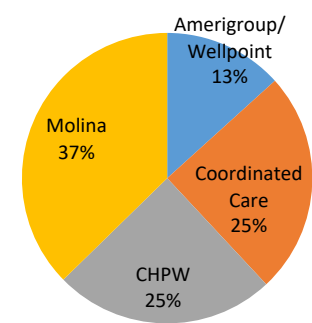
May Crisis Contacts

| MCO | Number of Crisis Contacts |
|----------------------|---------------------------|
| Amerigroup/Wellpoint | 129 |
| Coordinated Care | 240 |
| CHPW | 239 |
| Molina | 362 |

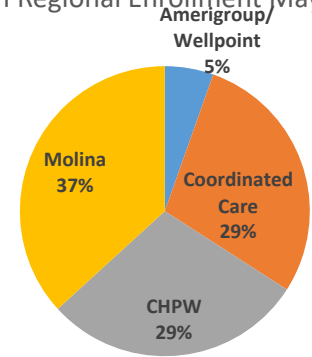
May GCBH Regional Enrollment Percentages

| MCO | Eligible Count | Medicaid Population % |
|----------------------|----------------|-----------------------|
| Amerigroup/Wellpoint | 12768 | 5.42% |
| Coordinated Care | 67521 | 28.67% |
| CHPW | 68624 | 29.13% |
| Molina | 86639 | 36.78% |
| Total | 235552 | |

May 2024 Contacts by MCO



GCBH Regional Enrollment May 2024



2024 Early Warning System Indicator Matrix

| | | | 2024 | | | | | | | | | | | | |
|--------------------|------------------------|---|---------|----------|-------|-------|------|------|------|--------|-----------|---------|----------|----------|-----------|
| Indicator Category | Indicator Sub-Category | Specific Indicator | January | February | March | April | May | June | July | August | September | October | November | December | 2024 Year |
| Crisis System | Crisis Hotline Calls | # of incoming calls | 2390 | 2315 | 2409 | 2389 | 2416 | | | | | | | | 11919 |
| | | # of calls answered | 2298 | 2125 | 2255 | 2260 | 2275 | | | | | | | | 11213 |
| | | # of calls answered within 30 seconds | 2253 | 2125 | 2217 | 2216 | 2209 | | | | | | | | 11020 |
| | | % of calls answered within 30 seconds | 98 | 100 | 98.3 | 98.1 | 97.1 | | | | | | | | 98.3% |
| | ITA Investigations | ITA Investigations, regardless of detention | 625 | 617 | 573 | 578 | 632 | | | | | | | | 3025 |
| | ITA Detentions | # of Mental Health ITA Detentions | 120 | 111 | 111 | 113 | 109 | | | | | | | | 564 |
| | | # of SUD ITA Detentions | 12 | 9 | 13 | 9 | 10 | | | | | | | | 53 |
| | DCR Response Time | Average DCR Response Time (minutes) | 42 | 47 | 53 | 50 | 54 | | | | | | | | 49.2 |
| | Bed Availability | # of No Bed Reports | 5 | 2 | 4 | 2 | 4 | | | | | | | | 17 |
| | | # of Single Bed Certifications | 2 | 0 | 2 | 0 | 0 | | | | | | | | 4 |

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 | | | | | | |
| July | | | | | | |
| August | | | | | | |
| September | | | | | | |
| October | | | | | | |
| November | | | | | | |
| December | | | | | | |
| 2024 Year | 11919 | 11213 | 0.4% | 7.0 | 11020 | 98.3% |

VOA Monthly Program Utilization Summary

May 2024

| | |
|---|--------------|
| Calls Answered | 2187 |
| Calls Answered Under 30 sec | 2121 |
| Total Calls Abandoned | 3 |
| % of Calls Abandoned | 0.14% |
| % of Calls Answered in <30 sec | 97.0% |
| Average Wait Time / Time to Answer (min:sec) | 0:13 |
| Average Talk Time (min:sec) | 6:43 |