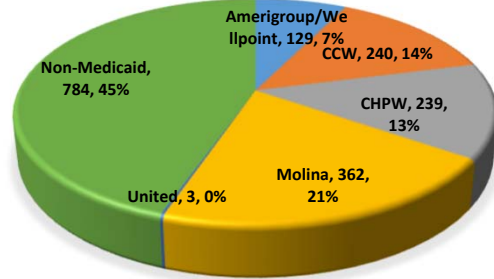


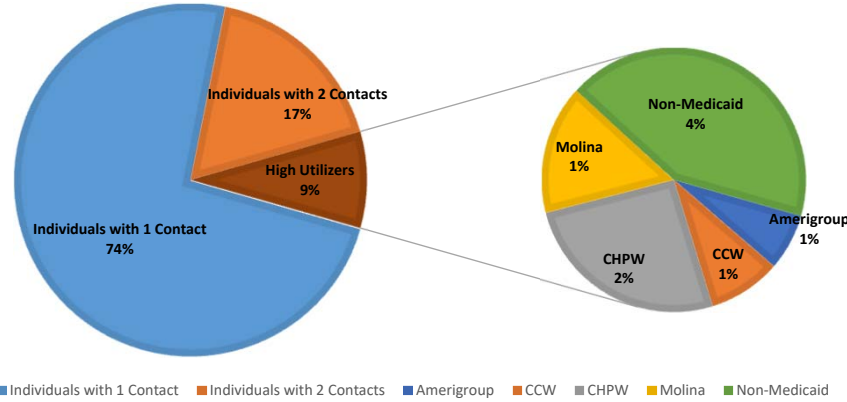
Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

May 2024

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



INDIVIDUAL CRISIS CONTACTS



Month-Over-Month Metrics

	April	May
Crisis Log Contacts	3092	1757
Unduplicated Individuals	1228	1142
Mobile Outreach Services	774	836
Avg. DCR Response Time (Target less than 120 min)	50	54
ITA Investigations	578	632

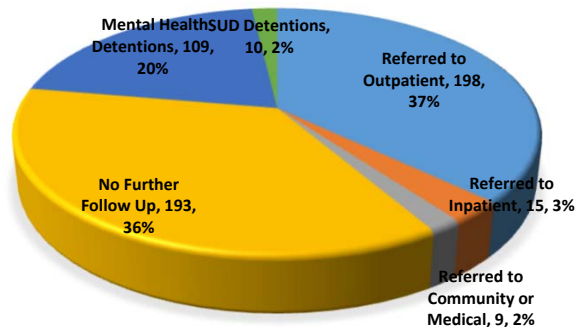
	April	May
Crisis Hotline Calls	2260	2275
Percent of Calls Answered in 30 seconds (Target 90% or more)	98.1%	97.1%
Percent of Calls Abandoned (Target 5% or less)	0.1%	0.1%

Crisis Hotline Calls 2275	Percent of Calls Answered in 30 seconds (Target 90% or more)	97.1%	Total Crisis Log Contacts 1757	Mobile Outreach Services	836
	Percent of Calls Abandoned (Target 5% or less)	0.1%		Unduplicated Individuals 1142	Average DCR Response Time (Target less than 120 min)
				ITA Investigations	632

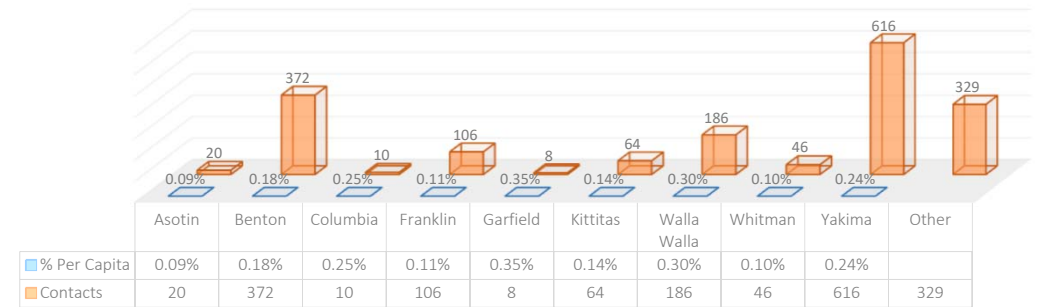
Definitions

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 Utilizer:	An individual with 3 or more crisis contacts in one month
ITA:	Short for Involuntary 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.

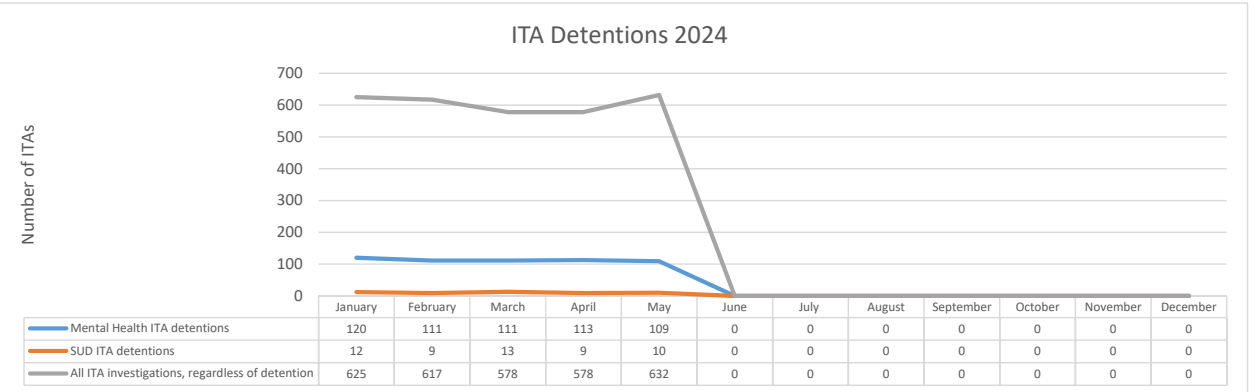
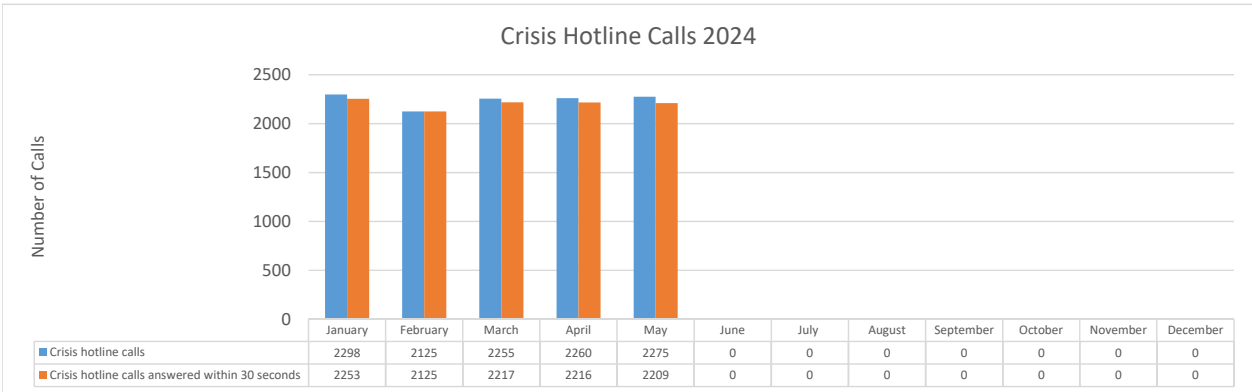
ITA INVESTIGATION OUTCOMES



Crisis Contacts by County



MONTH-OVER-MONTH



YEAR-OVER-YEAR

