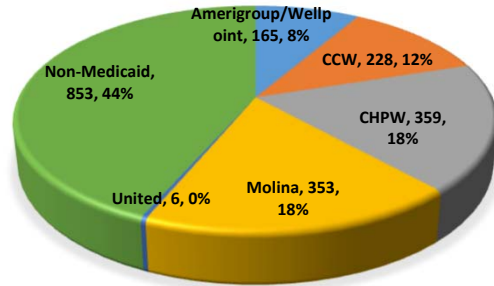


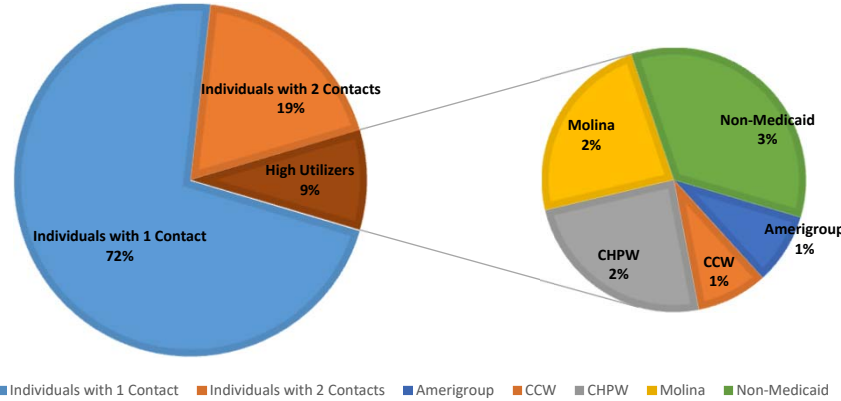
# Greater Columbia Behavioral Health (GCBH) Crisis Data Dashboard

December 2024

CRISIS CONTACTS BY MANAGED CARE ORGANIZATION



INDIVIDUAL CRISIS CONTACTS



Month-Over-Month Metrics

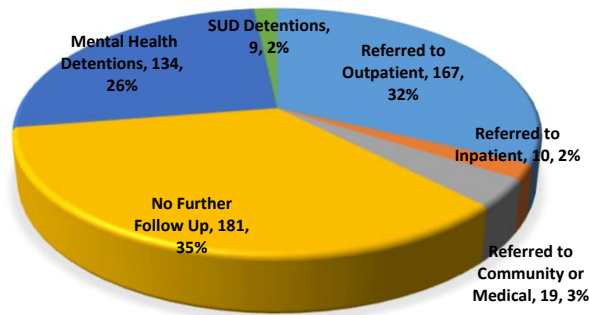
	November	December
Crisis Log Contacts	1756	1964
Unduplicated Individuals	1131	1250
Mobile Outreach Services	759	826
Avg. DCR Response Time (Target less than 120 min)	54	55
ITA Investigations	618	641
Crisis Hotline Calls	2093	2092
Percent of Calls Answered in 30 seconds (Target 90% or more)	98.3%	97.9%
Percent of Calls Abandoned (Target 5% or less)	0.3%	0.1%

Crisis Hotline Calls 2092	Percent of Calls Answered in 30 seconds (Target 90% or more)	97.9%	Total Crisis Log Contacts 1964	Mobile Outreach Services	826	
	Percent of Calls Abandoned (Target 5% or less)	0.1%		Unduplicated Individuals 1250	Average DCR Response Time (Target less than 120 min)	55
					ITA Investigations	641

## 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

