

All 2022 Crisis Services

	Blue Mountain	Comprehensive	Lourdes	PRC	QBH	ProtoCall	VOA	Totals	
Estimated number of crisis hotline calls	15	28585	3216	1558	605	1279	7398	42656	
Estimated number of crisis hotline calls answered within 30 seconds this month	12	26165	3216	1383	605	1014	7161	39556	92.7%
Estimated number of Mental Health ITA detentions this month	1	1040	101	25	10	-	-	1177	
Estimated number of SUD ITA detentions this month	0	116	7	5	0	-	-	128	
Estimated average DCR response time this month (minutes)	17	62	152	16	22	-	-	58	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	10	8810	687	51	613	-	-	10171	
Estimated number of all ITA investigations this month, regardless of detention	1	5369	357	37	52	-	-	5816	
Percent of all crisis hotline calls answered within 30 seconds this month	80%	91.5%	100.0%	88.8%	100.0%	79.3%	96.8%	92.7%	

All 2023 Crisis Services

	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		530	323	29411	30264	
Estimated number of crisis hotline calls answered within 30 seconds this month		530	323	28720	29573	97.7%
Estimated number of Mental Health ITA detentions this month	1148	20	25	-	1193	
Estimated number of SUD ITA detentions this month	113	2	7	-	122	
Estimated average DCR response time this month (minutes)	55	14	22	-	44	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	10288	19	583	-	10890	
Estimated number of all ITA investigations this month, regardless of detention	5898	27	108	-	6033	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.7%	97.7%	

All 2024 Crisis Services

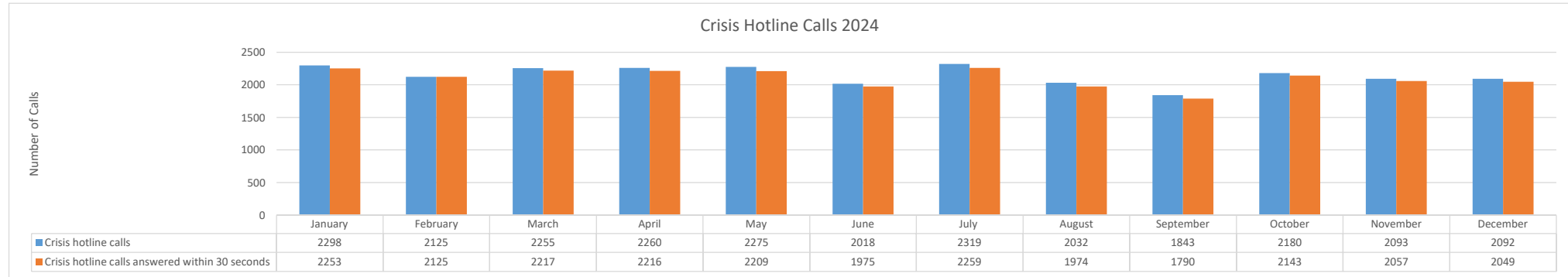
	Comprehensive	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls		456	539	24795	25790	
Estimated number of crisis hotline calls answered within 30 seconds this month		456	539	24272	25267	98.0%
Estimated number of Mental Health ITA detentions this month	1450	38	13	-	1501	
Estimated number of SUD ITA detentions this month	132	2	0	-	134	
Estimated average DCR response time this month (minutes)	66	15	26	-	53	
Estimated number of all Face to Face crisis contacts this month (MH and SUD)	14377	85	288	-	14750	
Estimated number of all ITA investigations this month, regardless of detention	7222	50	141	-	7413	
Percent of all crisis hotline calls answered within 30 seconds this month		100.0%	100.0%	97.9%	98.0%	

All 2024 Crisis Services

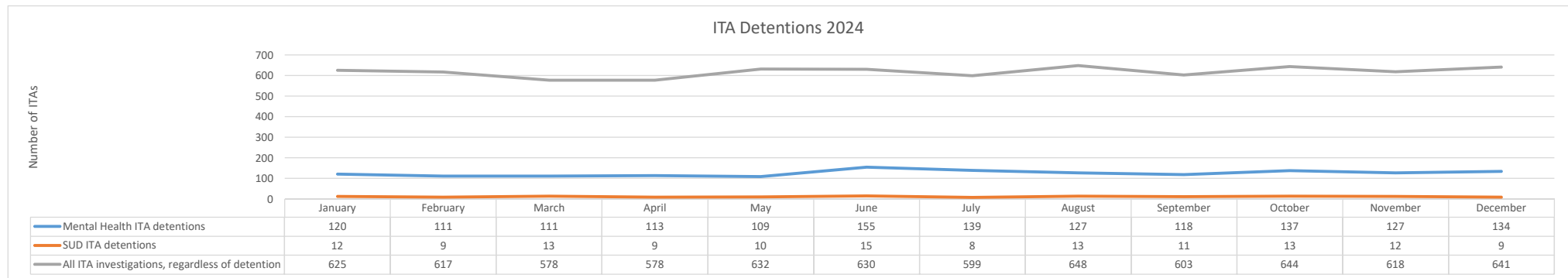
	Comprehensive Columbia	Comprehensive Kittitas	Comprehensive Walla Walla	Comprehensive Yakima	Comprehensive Benton/Franklin	PRC	QBH	VOA	Totals	
Estimated number of crisis hotline calls	0	0	0	0	0	456	539	24795	25790	
Estimated number of crisis hotline calls answered within 30 seconds this month	0	0	0	0	0	456	539	24272	25267	98.0%
Estimated number of Mental Health ITA detentions this month	3	161	145	628	513	38	13	-	1501	
Estimated number of SUD ITA detentions this month	0	34	18	56	24	2	0	-	134	
Estimated average DCR response time this month (minutes)	84	56	51	86	54	15	26	-	53	
Estimated number of al Face to Face crisis contacts this month (MH and SUD)	66	1880	2352	5941	4138	85	288	-	14750	
Estimated number of all ITA investigations this month, regardless of detention	28	834	1011	3105	2244	50	141	-	7413	
Percent of all crisis hotline calls answered within 30 seconds this month	-	-	-	-	-	100.0%	100.0%	97.9%	98.0%	
Estimated number of ITA investigations conducted via telehealth	0	4	0	98	15	50	109	-	276	
Estimated number of ITA investigations not resulting in detention, referred to outpatient treatment	7	152	241	849	703	8	72	-	2032	
Estimated number of ITA investigations not resulting in detention, referred to inpatient treatment	0	2	8	41	92	2	25	-	170	
Estimated number of ITA investigations not resulting in detention, referred to community based or medical resources	1	19	26	44	69	0	7	-	166	
Estimated number of ITA investigations not resulting in detention, resulting in no further follow up	12	217	421	1043	429	0	24	-	2146	
Estimated number of youth mobile crisis outreach services	17	188	152	574	269	45	132	-	1377	
Estimated number of adult mobile crisis outreach services	49	1048	1136	3629	1877	294	290	-	8323	
Estimated percentage of Emergent calls responded to within 2 hours	94%	88%	94%	79%	95%	100%	99%	-	93%	
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



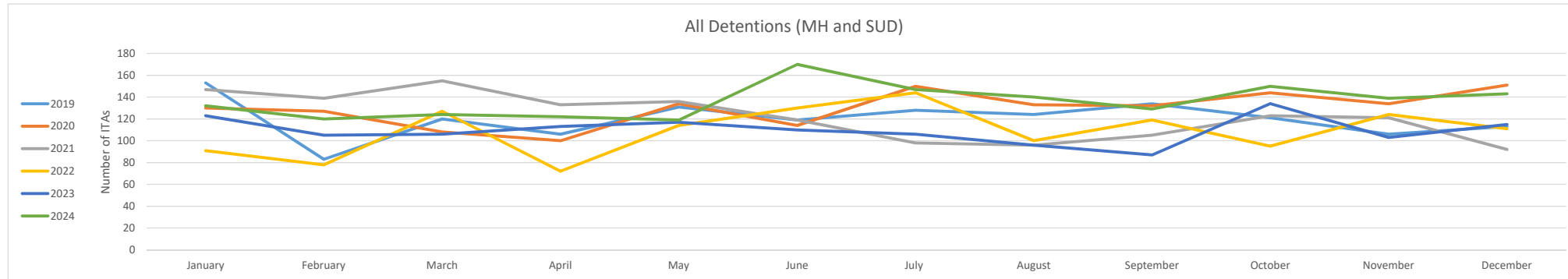
	January	February	March	April	May	June	July	August	September	October	November	December
Mental Health ITA detentions	120	111	111	113	109	155	139	127	118	137	127	134
SUD ITA detentions	12	9	13	9	10	15	8	13	11	13	12	9
All ITA investigations, regardless of detention	625	617	578	578	632	630	599	648	603	644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



2024 Reported Crisis Services by Month

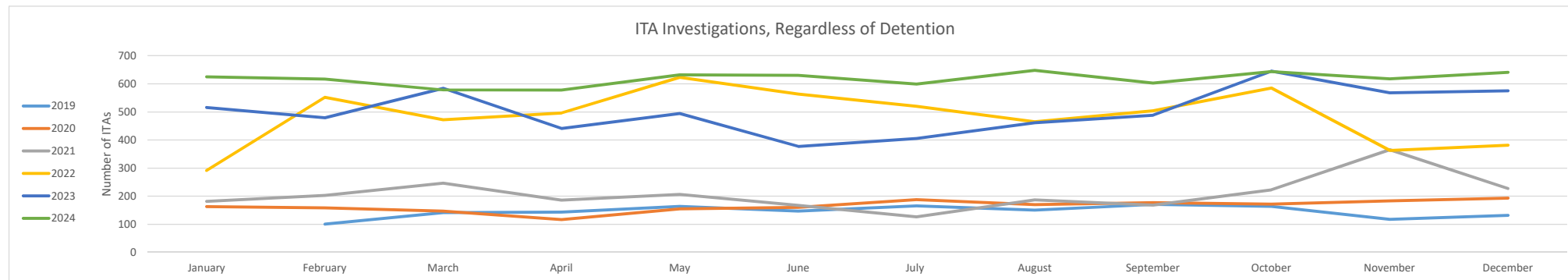
All Detentions (MH and SUD)

	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

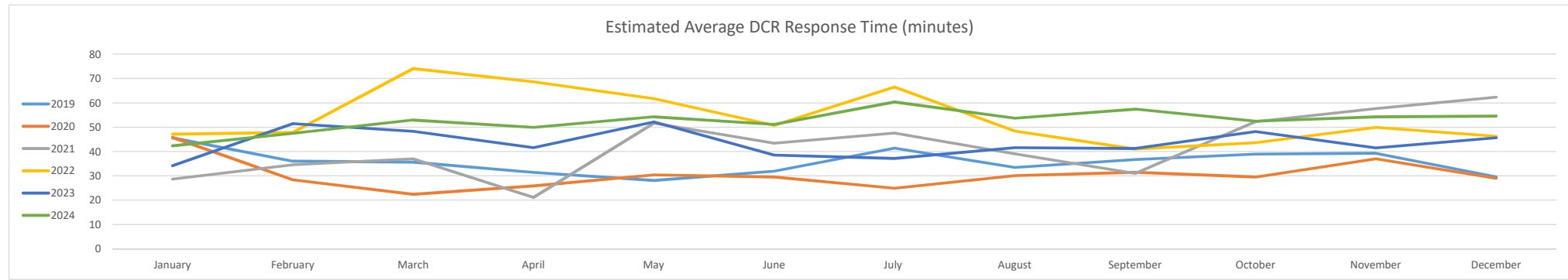
	January	February	March	April	May	June	July	August	September	October	November	December
2019	163	158	147	116	155	160	188	170	177	172	183	193
2020	181	203	246	186	206	167	126	187	168	222	365	227
2021	291	552	472	496	623	564	520	465	504	585	363	381
2022	516	479	584	441	494	377	405	461	488	645	568	575
2023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



2024 Reported Crisis Services by Month

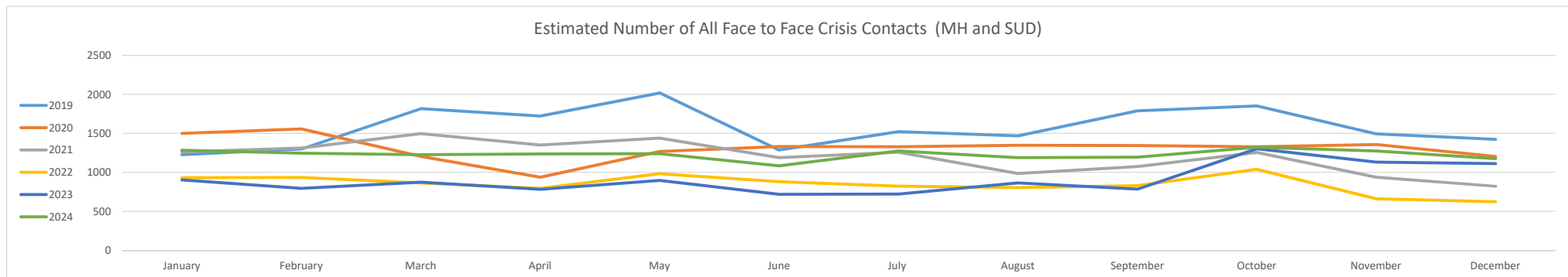
Estimated Average DCR Response Time (minutes)

	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



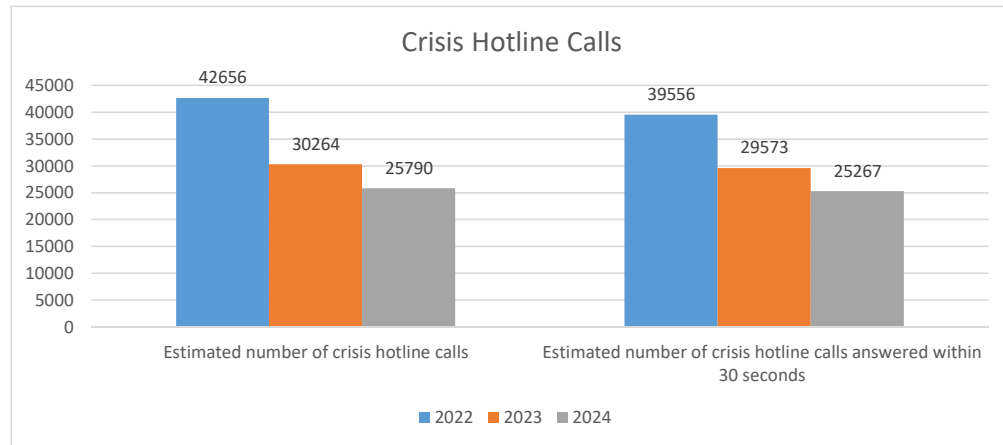
Estimated Number of All Face to Face Crisis Contacts (MH and SUD)

	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

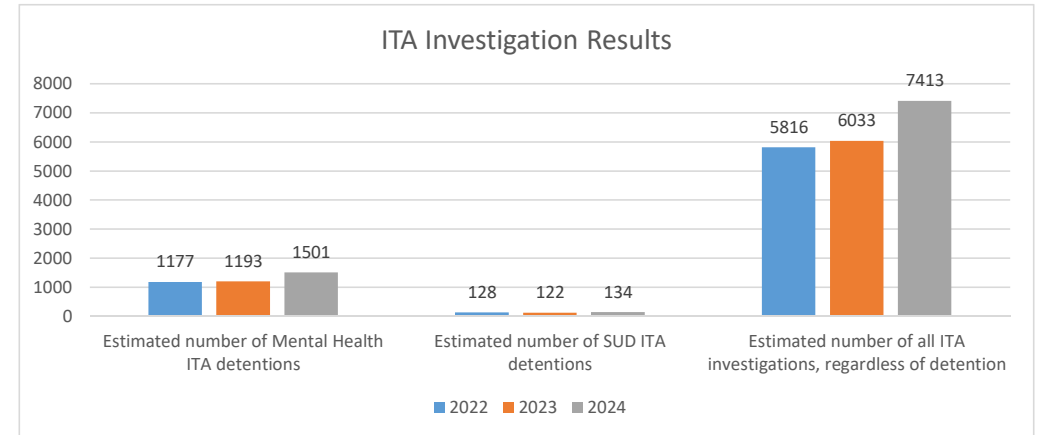


Yearly Crisis Services Comparisons

	2022	2023	2024
Estimated number of crisis hotline calls	42656	30264	25790
Estimated number of crisis hotline calls answered within 30 seconds	39556	29573	25267

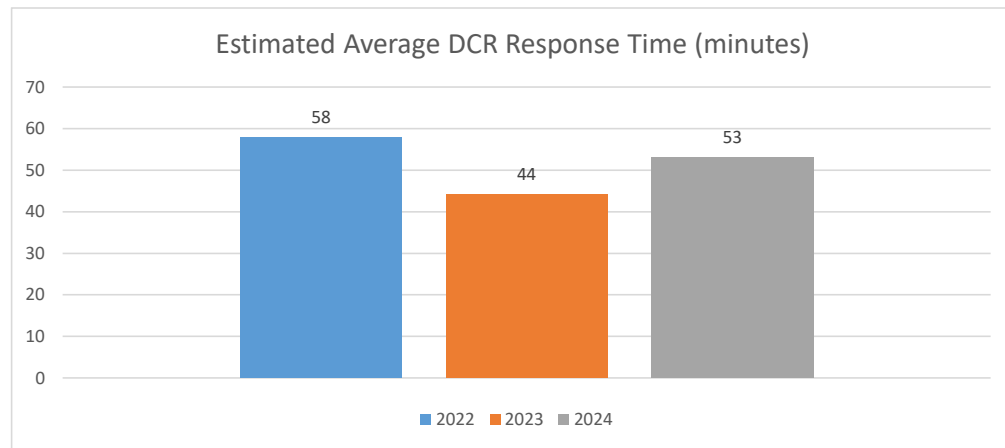


	2022	2023	2024
Estimated number of Mental Health ITA detentions	1177	1193	1501
Estimated number of SUD ITA detentions	128	122	134
Estimated number of all ITA investigations, regardless of detention	5816	6033	7413

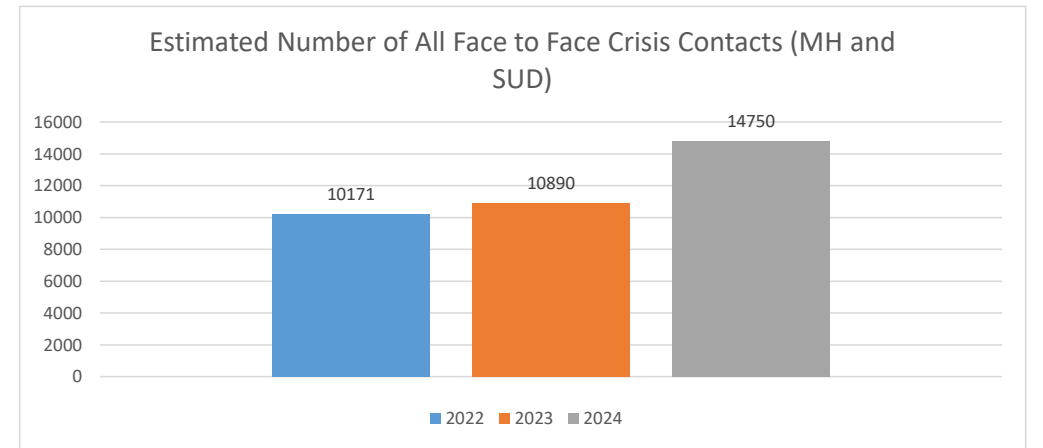


Yearly Crisis Services Comparisons

	2022	2023	2024
Estimated average DCR response time (minutes)	58	44	53



	2022	2023	2024
Estimated number of all Face to Face crisis contacts (MH and SUD)	10171	10890	14750

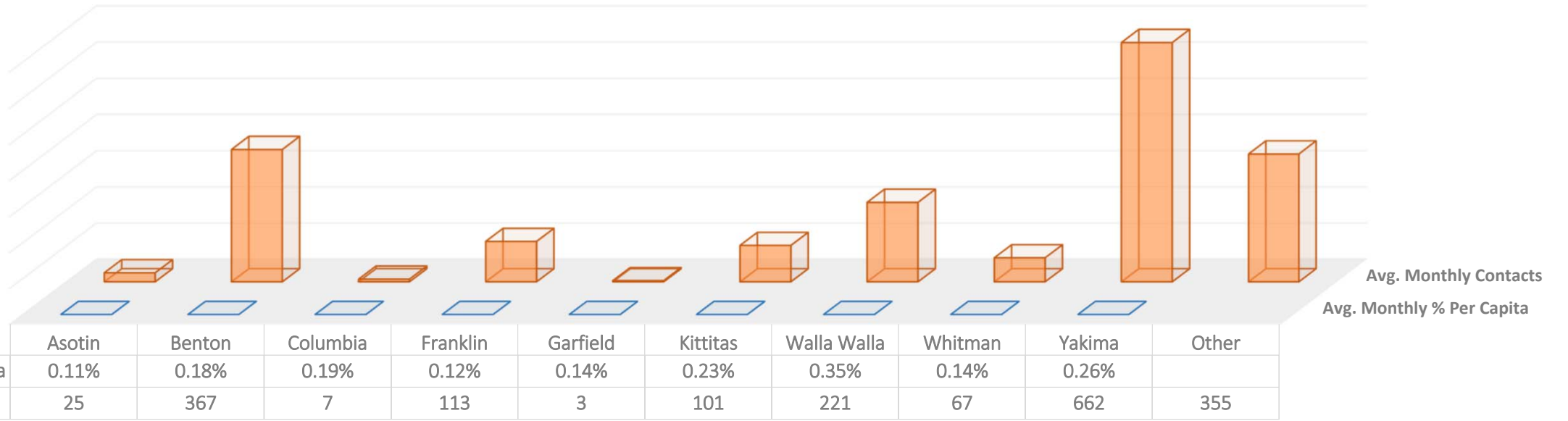


These numbers come from the daily crisis logs

	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	811	927	11147
Palouse River	25	23	37	34	16	26	33	31	21	26	19	30	321
Quality Behavioral Health	21	20	12	20	10	9	24	30	31	14	17	20	228
Volunteers of America	968	1049	1036	1075	954	813	904	835	795	1040	909	987	11365
Total	2067	1880	2015	3092	1757	1555	1763	1622	1634	1956	1756	1964	23061

2024 Total Crisis Contacts by Provider				
Comprehensive	PRC	QBH	VOA	Grand Total
11147	321	228	11365	23061

Crisis Contacts by County



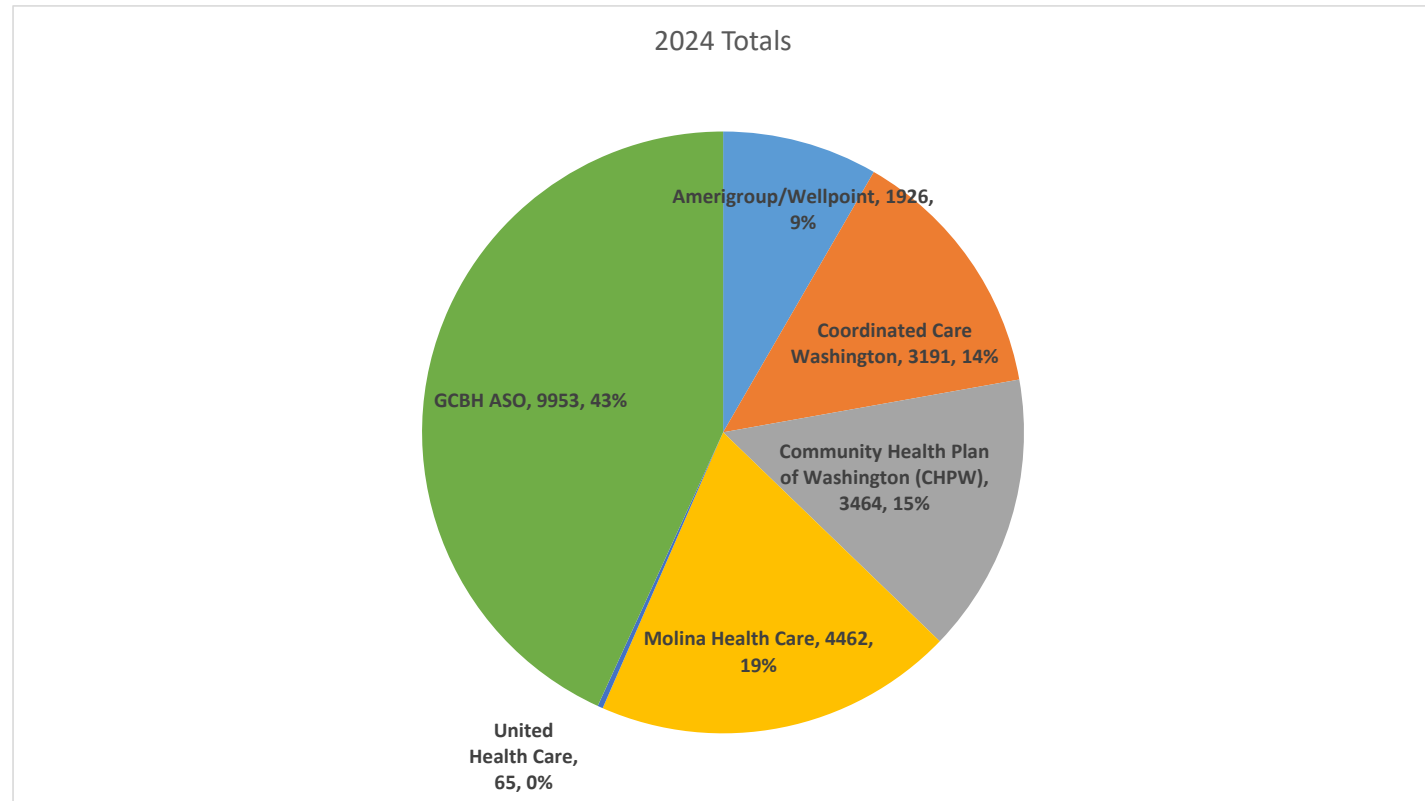
Total Contacts for 2024	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other
	302	4404	89	1351	39	1217	2652	803	7949	4255

Referral Source

	Asotin	Benton	Columbia	Franklin	Garfield	Kittitas	Walla Walla	Whitman	Yakima	Other	Total
Care Facility	1	85	1	28	0	9	50	9	127	83	393
Community	1	5	0	4	0	2	8	1	3	2	26
Family	42	865	10	314	7	154	511	56	821	1036	3816
Hospital	79	1306	28	441	12	212	714	333	2135	758	6018
Law Enforcement	18	225	18	57	5	206	264	20	1209	202	2224
Legal Representative	1	2	0	0	0	2	5	0	4	2	16
Professional	17	348	2	115	5	242	170	46	599	369	1913
School	5	131	4	59	0	22	59	12	338	91	721
Social Service Provider	0	17	1	7	0	4	13	3	29	9	83
Other	138	1420	25	326	10	364	858	340	2684	1686	7851
	302	4404	89	1351	39	1217	2652	820	7949	4238	23061

2024 Total Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup/Wellpoint	1926
Coordinated Care Washington	3191
Community Health Plan of Washington (CHPW)	3464
Molina Health Care	4462
United Health Care	65
GCBH ASO	9953
Grand Total	23061



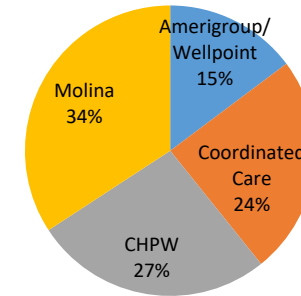
2024 Total Crisis Contacts

MCO	Number of Crisis Contacts
Amerigroup/Wellpoint	1926
Coordinated Care	3191
CHPW	3464
Molina	4462

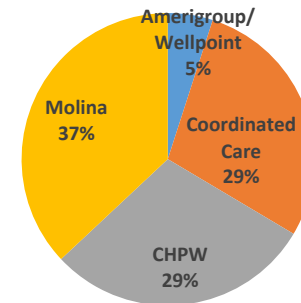
2024 Total GCBH Regional Enrollment Percentages

MCO	Eligible Count	Medicaid Population
Amerigroup/Wellpoint	139732	4.96%
Coordinated Care	804618	28.57%
CHPW	830359	29.48%
Molina	1041535	36.98%
Total	2816244	

2024 Total Contacts by MCO



2024 GCBH Regional Enrollment



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

2024

Calls Answered	24795
Calls Answered Under 30 sec	24272
Total Calls Abandoned	73
% of Calls Abandoned	0.29%
% of Calls Answered in <30 sec	97.9%
Average Wait Time / Time to Answer (min:sec)	0:12
Average Talk Time (min:sec)	6:38

2024 VOA Statistics

	January	February	March	April	May	June	July	August	September	October	November	December	Totals	
Number of crisis hotline calls	2218	2054	2180	2167	2187	1954	2220	1910	1758	2098	2014	2035	24795	
Number of crisis hotline calls answered within 30 seconds	2173	2054	2142	2123	2121	1911	2160	1852	1705	2061	1978	1992	24272	97.9%
Total Calls Abandoned	1	0	38	3	3	6	6	5	4	0	5	2	73	
Percent of Calls Abandoned	0.05%	0.00%	1.74%	0.14%	0.14%	0.31%	0.27%	0.26%	0.23%	0.00%	0.25%	0.10%	0.29%	
Percent of all crisis hotline calls answered within 30 seconds	98.0%	100.0%	98.3%	98.0%	97.0%	97.8%	97.3%	97.0%	97.0%	98.2%	98.2%	97.9%	97.9%	
Average Wait Time / Time to Answer (min.sec)	0.12	0.11	0.11	0.12	0.13	0.13	0.13	0.13	0.13	0.11	0.11	0.12	0.12	
Average Talk Time (min.sec)	6.53	7.19	7.06	7.08	6.43	6.32	6.17	5.48	6.01	6.14	6.11	6.07	6.38	