DRAFT

CRISIS DATA DASHBOARD

Second Quarter Reports (April – June 2019)
as of 9/17/2019

3,974 INDIVIDUALS SERVED

NUMBER OF HIGH UTILIZERS

Regional Crisis Line

Non-ITA Crisis

ITA Investigations

Coordinate Care 1
CHPWA 26
Amerigroup 28
Molina 36
SCRBH 387

Coordinate Care 3
Amerigroup 23
CHPWA 28
Molina 63
SCRBH 361

Coordinate Care 0
Molina 1
CHPWA 3
Amerigroup 5
SCRBH 64

PLACE OF SERVICE

70% In Office 65% Out of Office
70% Adams
65% FBH
51% NEWACS
49% POCCS

30% In Office 35% Out of Office
30% Adams
35% FBH
44% NEWACS
41% POCCS

CALL CENTER PERFORMANCE

Regional Crisis Line

Not ITA

Services 1,162

ITAServc 409

Spokane MCAT 657

Regional Crisis Line 1,746

Percent of Abandoned Calls (5% or less)

Average Answer Time (under 30 secs)

April 0.7% .08 secs

May 0.4% .07 secs

June 0.6% .07 secs

REGIONAL CRISIS LINE

INVESTIGATION OUTCOMES

Diverted to Other Resources/Services 51%

Voluntary MH Inpatient Admits 5%

Revocations 5%

AOT or LRA ext. 1%

Initial Detainments 38%

NUMBER OF SERVICES PROVIDED BY ELIGIBILITY

0 200 400 600 800 1000 1200 1400 1600 1800 2000
Regional Crisis Line Other Non-ITA Services ITA Services MCAT

Molina CHPW Amerigroup Coordinated Care Scrubh Aso