

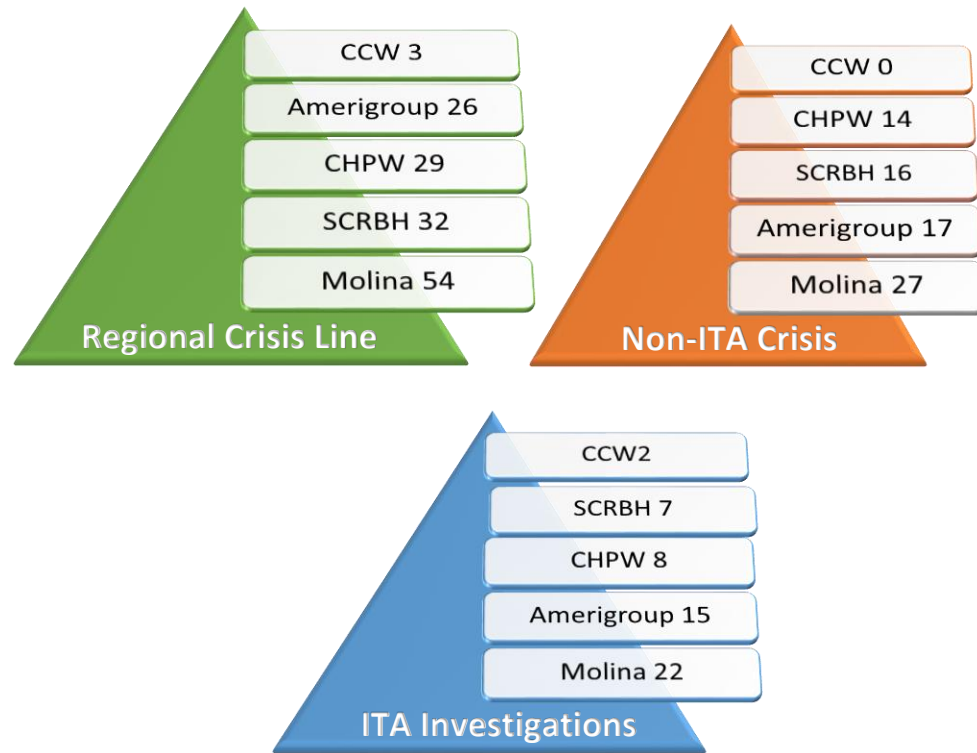


SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

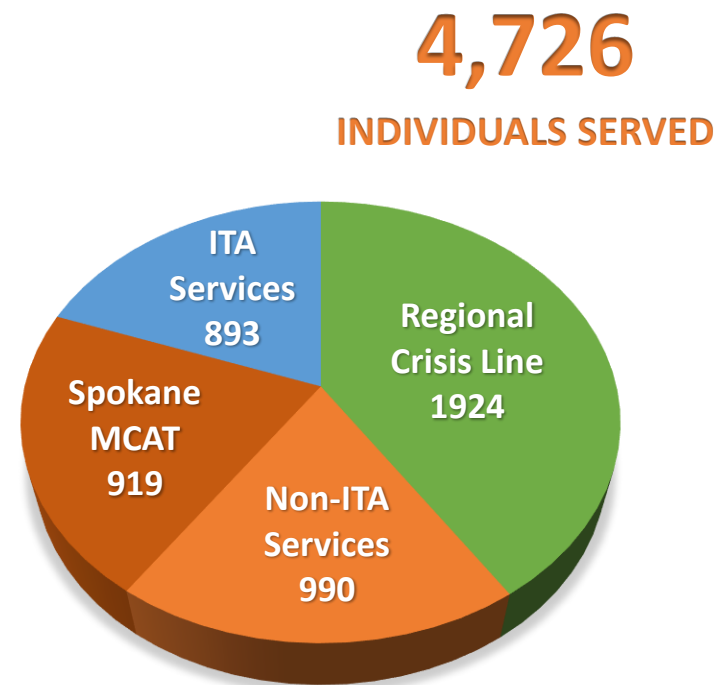
2019 CRISIS DATA DASHBOARD - 4th Quarter Report

as of 3/10/2020

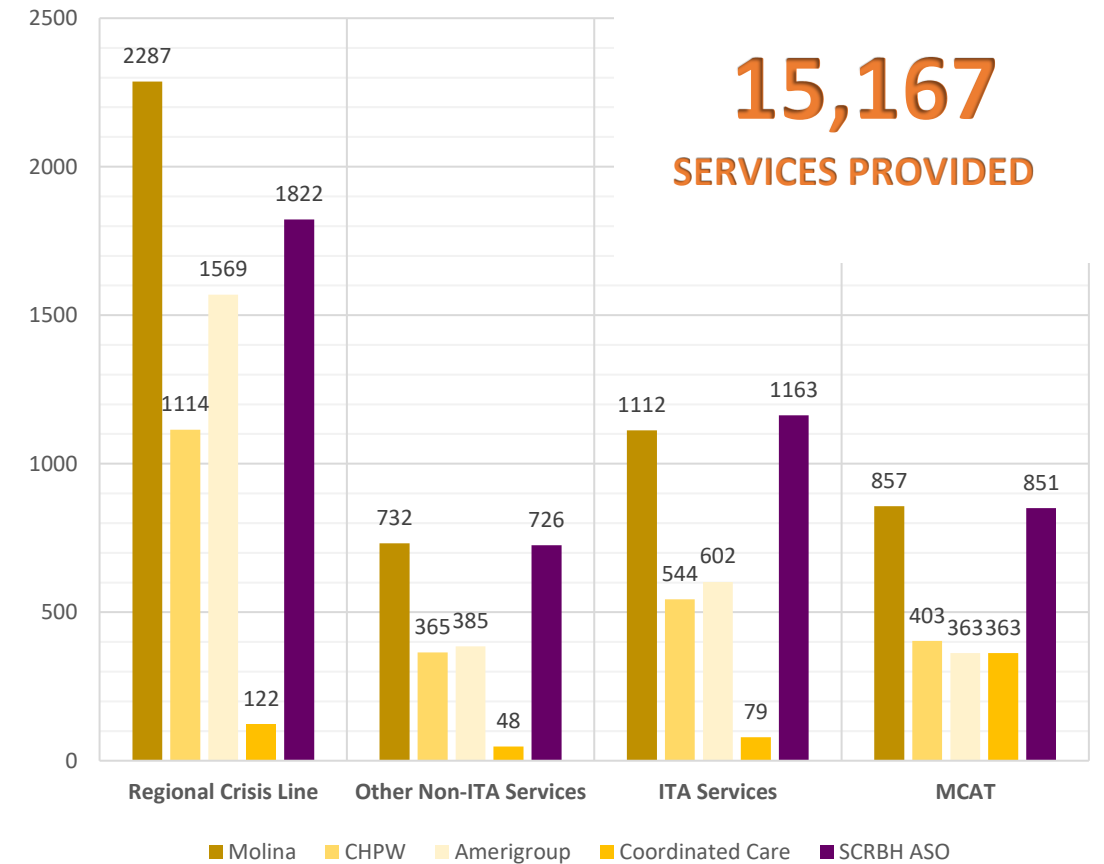
NUMBER OF HIGH UTILIZERS



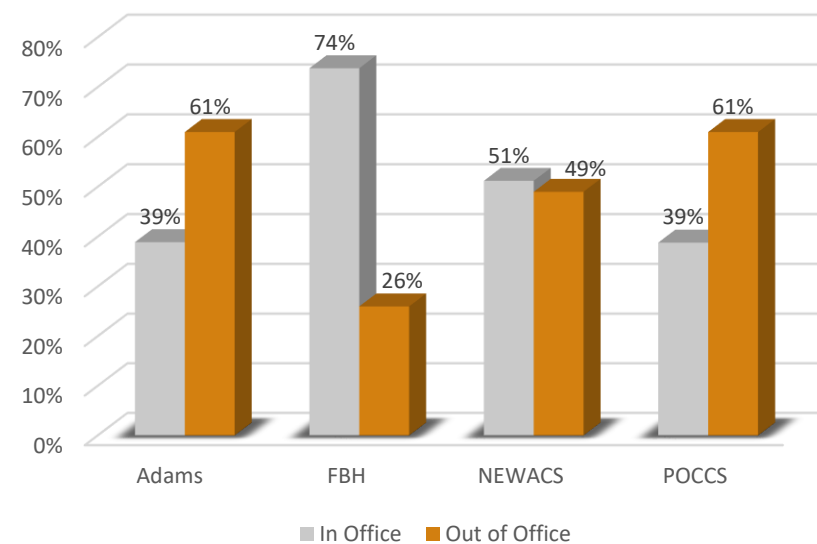
INDIVIDUALS SERVED



SERVICES PROVIDED BY ELIGIBILITY



CRISIS SERVICES - PLACE OF SERVICE



REGIONAL CRISIS LINE PERFORMANCE

(Contract Requirement)	Percent Abandoned (5% or less)	Average Answer Time (under 30 secs)
Oct	0.4%	.08 secs
Nov	0.2%	.08 secs
Dec	0.1%	.07 secs

INVESTIGATION OUTCOMES

