



SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

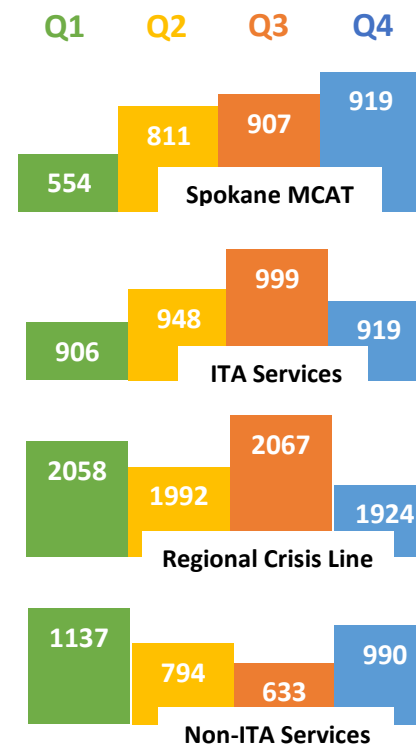
CRISIS DATA DASHBOARD – 2019 Quarterly Comparisons

as of 3/10/2020

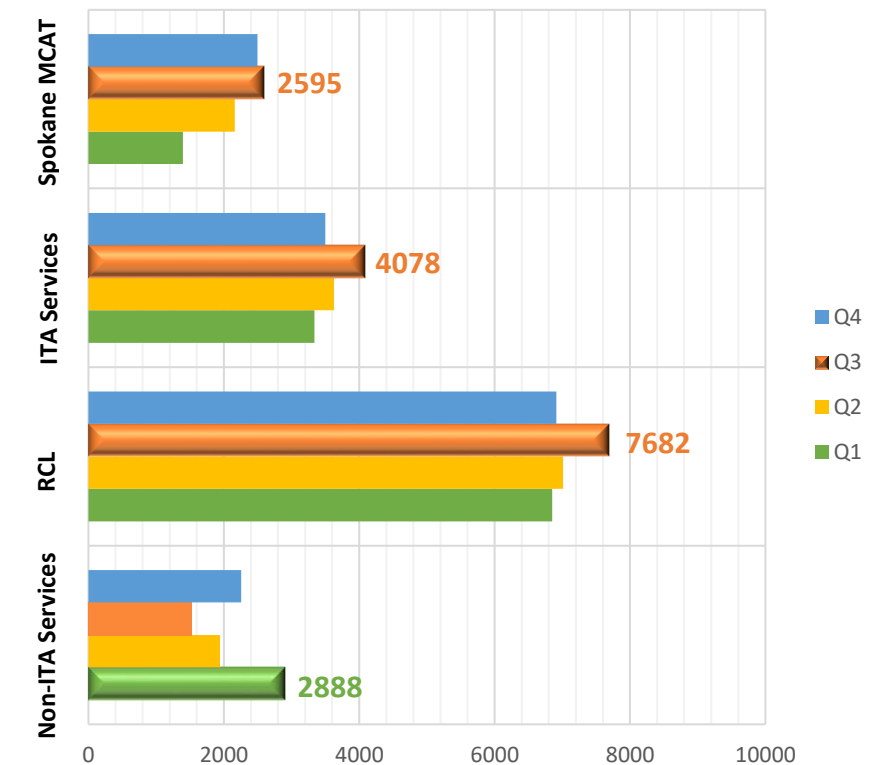
NUMBER OF HIGH UTILIZERS

	Q1	Q2	Q3	Q4
ITA Services	41	56	39	54
Regional Crisis Line (RCL)	136	156	166	144
Non-ITA Crisis Services	69	72	117	74

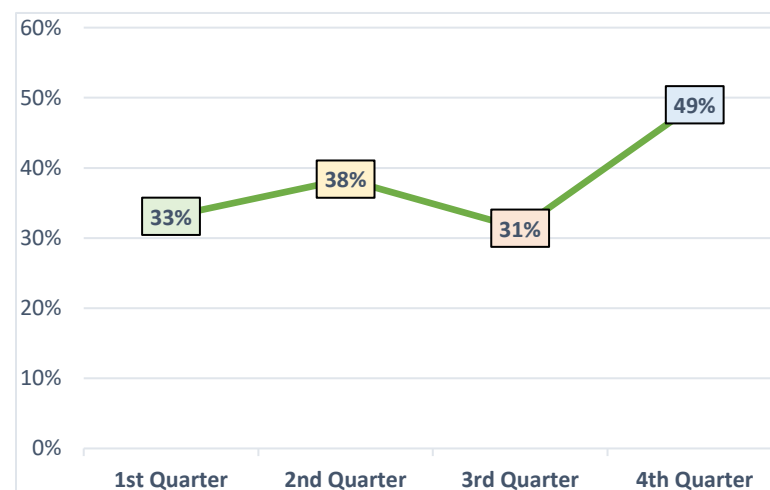
NUMBER OF INDIVIDUALS SERVED



NUMBER OF CRISIS SERVICES PROVIDED



CRISIS SERVICES PROVIDED OUT OF OFFICE



REGIONAL CRISIS LINE (RCL) PERFORMANCE

	Average % Abandoned	Average Answer Time
Contract Requirement:	(5% or less)	(under 30 secs)
Q1	1.5 %	.10 secs
Q2	0.6 %	.07 secs
Q3	0.4 %	.07 secs
Q4	0.2%	.08 secs

INVESTIGATIVE OUTCOMES

