SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

CRISIS DATA DASHBOARD – 2020 First Quarter Reports

As of 5/7/2020

249 High Utilizers
9,385 Regional Crisis Line Calls
5,240 Total Individuals Served
13,541 Total Services Provided

NUMBER OF INDIVIDUALS SERVED

- Regional Crisis Line: 2,059
- Other Crisis Services: 2,309
- ITA Investigations: 872

5,240 Total Individuals Served by Unique Episode
4,366 Total Unduplicated Individuals Served

NUMBER OF HIGH UTILIZERS

- Adams 12
- Ferry 16
- Lincoln 17
- Pend Oreille 178
- Spokane 748

PLACE OF SERVICE

- Regional Crisis Line: 70%
- Other Crisis Services: 30%

REGIONAL CRISIS LINE PERFORMANCE

- Percent of Abandoned Calls: JAN 0.3%, FEB 0.2%, MARCH 0.4%
- Average Answer Time: JAN 0.07 secs, FEB 0.08 secs

SERVICES PROVIDED BY ELIGIBILITY

- Molina
- CHPW
- Amerigroup
- Coordinated Care
- SCRBH ASO

MOBILE CRISIS RESPONSE ENCOUNTERS

- Initial Detentions 48%
- Diverted to Other Resources 38%
- Voluntary MH Admits 2%
- Revocations 7%
- No Detention 4%

INVESTIGATION OUTCOMES

- Regional Crisis Line: 0%
- ITA Investigations: 10%
- Other Crisis Services: 20%

ITAS INVESTIGATIONS

- Adams 16
- FBH 17
- NEWACs 20
- PCCS 59

NUMBER OF INDIVIDUALS SERVED BY ELIGIBILITY

- Molina 249
- CHPW 9,385
- Amerigroup 5,240
- Coordinated Care 13,541
- SCRBH ASO 1960