Adams 11
Ferry 35
Lincoln 22
Pend Oreille 263
Spokane 2,687
Stevens 77

SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

CRISIS DATA DASHBOARD – 2021 Third Quarter Reports
As of 12/22/2021

REGIONAL CRISIS HOTLINE

<table>
<thead>
<tr>
<th>Month</th>
<th>Percent of Abandoned Calls (5% or less)</th>
<th>Average Answer Time (under 30 seconds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>1.5%</td>
<td>11 secs</td>
</tr>
<tr>
<td>August</td>
<td>4.75%</td>
<td>19 secs</td>
</tr>
<tr>
<td>September</td>
<td>7.31%</td>
<td>25 secs</td>
</tr>
</tbody>
</table>

PLACE OF SERVICE

<table>
<thead>
<tr>
<th></th>
<th>In Office</th>
<th>Out of Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams</td>
<td>24%</td>
<td>76%</td>
</tr>
<tr>
<td>Ferry</td>
<td>26%</td>
<td>74%</td>
</tr>
<tr>
<td>POCES</td>
<td>91%</td>
<td>9%</td>
</tr>
</tbody>
</table>

422 High Utilizers

12,053 Regional Crisis Hotline Calls

5,355 Total Individuals Served

18,513 Total Services Provided

SERVICES PROVIDED BY ELIGIBILITY

ITR Investigations 810
Regional Crisis Line 2,328
Other Crisis Services 2,217

INVESTIGATION OUTCOMES

Diverted to Other Resources 37%
Voluntary MH Admits 2%
AOT or LRA Extensions 1%
Initial Detentions 55%
Revocations 7%

MOBILE CRISIS RESPONSE ENCOUNTERS

Spokane 2,687
Pullman 263
Forks 35
Stevens 77
Adams 11
Lincoln 22
Ferry 35

ITR Investigations
Regional Crisis Line
Other Crisis Services

Percent of Abandoned Calls (5% or less) Average Answer Time (under 30 seconds)