SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

CRISIS DATA DASHBOARD – 2021 First Quarter Reports

As of 5/18/2021

NUMBER OF HIGH UTILIZERS

- Regional Crisis Line
- Other Crisis Services

NUMBER OF INDIVIDUALS SERVED

5,320 Total Individuals Served by Unique Episode
4,678 Total Unduplicated Individuals Served

SERVICES PROVIDED BY ELIGIBILITY

- Amerigroup
- CCW
- CHPW
- Molina
- SCRBH

PLACE OF SERVICE

- In Office
- Out of Office

REGIONAL CRISIS HOTLINE

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

- January: 0.4% 8 secs
- February: 0.4% 9 secs
- March: 0.3% 9 secs

MOBILE CRISIS RESPONSE ENCOUNTERS

INVESTIGATION OUTCOMES

- Diverted to Other Resources
- Initial Detentions
- No Detention
- Revocations
- AOT or LRA Extensions
- Voluntary MH Admits

282 High Utilizers
10,924 Regional Crisis Hotline Calls
5,320 Total Individuals Served
17,021 Total Services Provided