SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

CRISIS DATA DASHBOARD – 2021 ANNUAL REPORT

As of 3/4/2022

1,245 High Utilizers
45,499 Regional Crisis Hotline Calls
21,785 Total Individuals Served
70,768 Total Services Provided

NUMBER OF HIGH UTILIZERS

NUMBER OF INDIVIDUALS SERVED

SERVICES PROVIDED BY ELIGIBILITY

Regional Crisis Line
ITA Investigations
Other Crisis Services

PLACE OF SERVICE

REGIONAL CRISIS HOTLINE

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

Quarters

Average

0.04%
8.7 secs

0.02%
8.7 secs

4.25%
18.3 secs

5.4%
12.3 secs

2.43%
12 secs

MOBILE CRISIS RESPONSE ENCOUNTERS

INVESTIGATION OUTCOMES

12,101 Total MCR Response Encounters

24,458 Total Individuals Served by Unique Episode
21,785 Total Unduplicated Individuals Served

Regional Crisis Line
ITA Investigations
Other Crisis Services

Amerigroup
CCW
CHPW
Molina
SCRIBH