SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION
CRISIS DATA DASHBOARD – 2021 ANNUAL REPORT
As of 3/4/2022

NUMBER OF HIGH UTILIZERS

NUMBER OF INDIVIDUALS SERVED

SERVICES PROVIDED BY ELIGIBILITY

Regional Crisis Line 9,389
ITA Investigations 3,829
Other Crisis Services 8,566

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

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

PLACE OF SERVICE

Regional Crisis Line
ITA Investigations
Other Crisis Services

REGIONAL CRISIS HOTLINE

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

Quarter 1 0.04% 8.7 secs
Quarter 2 0.02% 8.7 secs
Quarter 3 4.25% 18.3 secs
Quarter 4 5.4% 12.3 secs
Average 2.43% 12 secs

MOBILE CRISIS RESPONSE ENCOUNTERS

INVESTIGATION OUTCOMES

Revocations 8%
Initial Detentions 54%
Diverted to Other Resources 35%
Voluntary MH Admits 1%
AOT or LRA Extensions 1%
Other 1%

12,101 Total MCR Response Encounters