SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

CRISIS DATA DASHBOARD – 2022 First Quarter Reports
As of 5/3/2022

322 High Utilizers
11,520 Regional Crisis Hotline Calls
5,935 Total Individuals Served
17,546 Total Services Provided

NUMBER OF HIGH UTILIZERS

- Adams 28
- Ferry 39
- Pend Oreille 325
- Spokane 2,199
- Stevens 99

NUMBER OF INDIVIDUALS SERVED

- ITA Investigations 796
- Regional Crisis Line 2,387
- Other Crisis Services 1,814

5,935 Total Individuals Served by Unique Episode
4,917 Total Unduplicated Individuals Served

REGULATED CRISIS HOTLINE

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Abandoned Calls</th>
<th>Average Answer Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>3.9%</td>
<td>17 secs</td>
</tr>
<tr>
<td>February</td>
<td>2.4%</td>
<td>13 secs</td>
</tr>
<tr>
<td>March</td>
<td>2.1%</td>
<td>13 secs</td>
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PLACE OF SERVICE

- In Office
- Out of Office

SERVICES PROVIDED BY ELIGIBILITY

- Amerigroup
- CCW
- CHPW
- Molina
- SCRBH

MOBILE CRISIS RESPONSE ENCOUNTERS

INVESTIGATION OUTCOMES

- Diverted to Other Resources
- Other
- AOT or LRA
- Voluntary MH Admits