SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION
CRISIS DATA DASHBOARD – 2022 First Quarter Reports
As of 5/3/2022

NUMBER OF HIGH UTILIZERS

Regional Crisis Line
Other Crisis Services
ITA Investigations

NUMBER OF INDIVIDUALS SERVED

Other Crisis Services 1,814
Regional Crisis Line 2,307
ITA Investigations 796

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

SERVICES PROVIDED BY ELIGIBILITY

CONTINUOUS

PLACE OF SERVICE

REGIONAL CRISIS HOTLINE

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

January 3.9% 17 secs
February 2.4% 13 secs
March 2.1% 13 secs

MOBILE CRISIS RESPONSE ENCOUNTERS

INVESTIGATION OUTCOMES

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

31% Adams
66% FBH
3% PDCES
1% Newacs
67% FBH
61% Newacs
39% FBH
99% FBH

MOBILE CRISIS RESPONSE ENCOUNTERS

ITAP Investigations
Regional Crisis Line
Other Crisis Services

INVESTIGATION OUTCOMES

5% Initial Detentions
49% Diverted to Other Resources
44% Other
1% Voluntary MH Admits
0% AOT or LRA Extensions

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