**SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION**

**CRISIS DATA DASHBOARD – 2022 Second Quarter Reports**

As of 8/25/2022

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**NUMBER OF HIGH UTILIZERS**

- Adams 23
- Ferry 45
- Lincoln 23
- Pend Oreille 444
- Stevens 82
- Spokane 1,450

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**NUMBER OF INDIVIDUALS SERVED**

- Regional Crisis Line 1,849
- ITA Investigations 613
- Other Crisis Services 1,536
- Total 4,825

4,825 Total Individuals Served by Unique Episode
3,998 Total Unduplicated Individuals Served

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**PLACE OF SERVICE**

- In Office: Adams 73%, Ferry 72%, Pend Oreille 55%
- Out of Office: Stevens 45%, Spokane 97%

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**REGIONAL CRISIS HOTLINE**

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<thead>
<tr>
<th>Month</th>
<th>% of Abandoned Calls (5% or less)</th>
<th>Average Answer Time (under 30 seconds)</th>
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<td>3.5%</td>
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**SERVICES PROVIDED BY ELIGIBILITY**

- Amerigroup
- CCW
- CHPW
- Molina
- SCRBH

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**INVESTIGATION OUTCOMES**

- Diverted to Other Resources: 34%
- Revocations: 8%
- AOT or LRA Extensions: 1%
- Voluntary MH Admits: 0%

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