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

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

As of 4/3/2023

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**NUMBER OF HIGH UTILIZERS**

- **Regional Crisis Line:** 144
- **Other Crisis Services:** 142
- **ITA Investigations:** 0

**NUMBER OF INDIVIDUALS SERVED**

- **Regional Crisis Line:** 2,313
- **Other Crisis Services:** 2,529
- **ITA Investigations:** 799
- **Total:** 5,641

**SERVICES PROVIDED BY ELIGIBILITY**

- **Regional Crisis Line:** 2,313
- **ITA Investigations:** 799
- **Other Crisis Services:** 2,529

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amerigroup</td>
<td>2,684</td>
</tr>
<tr>
<td>CCW</td>
<td>1,849</td>
</tr>
<tr>
<td>CHPW</td>
<td>2,337</td>
</tr>
<tr>
<td>Molina</td>
<td>1,400</td>
</tr>
<tr>
<td>SCRBH</td>
<td>1,289</td>
</tr>
</tbody>
</table>

**PLACE OF SERVICE**

- **In Office:** 66%
- **Out of Office:** 34%

**REGIONAL CRISIS HOTLINE**

<table>
<thead>
<tr>
<th>Month</th>
<th>Abandoned Calls</th>
<th>Average Answer Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>0.20%</td>
<td>13 secs</td>
</tr>
<tr>
<td>November</td>
<td>0.14%</td>
<td>11 secs</td>
</tr>
<tr>
<td>December</td>
<td>0.19%</td>
<td>12 secs</td>
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</tbody>
</table>

**MOBILE CRISIS RESPONSE ENCOUNTERS**

- **Spokane:** 4096
- **Ferry:** 64
- **Lincoln:** 41
- **Pond Oroville:** 157
- **Adams:** 125
- **Stevens:** 125

**INVESTIGATION OUTCOMES**

- **Diverted to Other Resources:** 29%
- **Voluntary MH Admits:** 3%
- **AOT or LRA Extensions:** 1%
- **Other:** 1%
- **Initial Detentions:** 60%
- **Revocations:** 6%

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**HIGH UTILIZERS**

- **Regional Crisis Hotline Calls:** 11,301
- **Total Individuals Served:** 5,641
- **Total Services Provided:** 17,684