SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

CRISIS DATA DASHBOARD – QUARTER 1 OF 2023

As of 5/17/2023

196 High Utilizers
11,153 Regional Crisis Hotline Calls
5,969 Total Individuals Served
16,822 Total Services Provided

NUMBER OF HIGH UTILIZERS

- Regional Crisis Line: 81
- Other Crisis Services: 115
- ITA Investigations: 0

NUMBER OF INDIVIDUALS SERVED

- Other Crisis Services: 1,992
- Regional Crisis Line: 2,234
- ITA Investigations: 678

5,969 Total Individuals Served by Unique Episode

PLACE OF SERVICE

- In Office: Adams 41%, FBH 65%, NEWACs 54%, POCES 38%
- Out of Office: Adams 57%, FBH 35%, NEWACs 46%, POCES 2%

REGIONAL CRISIS HOTLINE

- Percent of Abandoned Calls (5% or less): January 0.26%, February 0.06%, March 0.13%
- Average Answer Time (under 30 seconds): January 11 secs, February 11 secs, March 12 secs

SERVICES PROVIDED BY ELIGIBILITY

- Amerigroup: Regional Crisis Line 142%, ITA Investigations 391%, Other Crisis Services 211%
- CCW: Regional Crisis Line 2573%, ITA Investigations 1412%, Other Crisis Services 447%
- CHPW: Regional Crisis Line 1936%, ITA Investigations 354%, Other Crisis Services 28%
- Molina: Regional Crisis Line 1411%, ITA Investigations 243%, Other Crisis Services 391%
- SCRBH: Regional Crisis Line 1359%, ITA Investigations 172%, Other Crisis Services 1412%

TOTAL UTILIZERS

- Regional Crisis Line: 1,142
- Other Crisis Services: 211

NUMBER OF HIGH UTILIZERS

- Regional Crisis Line: 1,142
- Other Crisis Services: 211

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INVESTIGATION OUTCOMES

- Initial Detentions: 65%
- Diverted to Other Resources: 26%
- Other: 1%
- Revocations: 6%
- AOT or LRA Extensions: 0%
- Voluntary: 2%
- SCRBH Admits: 2%