As of 8/22/23

### Number of High Utilizers

- **Regional Crisis Line**: 171
- **Other Crisis Services**: 196
- **ITA Investigations**: 37

### Number of Individuals Served

- **Regional Crisis Line**: 2,095
- **ITA Investigations**: 678
- **Other Crisis Services**: 2,005

5,870 Total Individuals Served by Unique Episode

### Place of Service

- **In Office**: 66%
- **Out of Office**: 35%
- **Not Available**: 9%

### Regional Crisis Hotline

- **Percent of Abandoned Calls (5% or less)**:
  - April: 0.05%
  - May: 0.22%
  - June: 0.08%
- **Average Answer Time (under 30 seconds)**:
  - April: 12 secs
  - May: 13 secs
  - June: 13 secs

### Services Provided by Eligibility

- **Amerigroup**: 57%
- **CCW**: 23%
- **CHPW**: 9%
- **Molina**: 9%
- **SCRBH**: 3%

### MOBILE CRISIS RESPONSE ENCOUNTERS

Including Telehealth Services

- **Spokane**: 2,036
- **Stevens**: 200
- **Ferry**: 53
- **Lincoln**: 39
- **Pend Oreille**: 239

### Investigation Outcomes

- **Initial Detentions**: 61%
- **Diverted to Other Resources**: 17%
- **Voluntary MH Admits**: 3%
- **Revocations**: 7%
- **Other**: 1%
- **AOT or LRA Extensions**: 1%