### Crisis Data Dashboard – Quarter 3 of 2023

**As of 11/15/2023**

**Number of High Utilizers**
- **Adams FBH:** 39%
- **POCES:** 51%
- **NEWAC:** 49%
- **PCCW:** 38%
- **CCW 0:** 33%
- **Molina 27:**
- **Chewelah 3:** 62%
- **Molina 68:** 1%
- **Chewelah 1:**
- **SCRBH 24:**

**Number of Individuals Served**
- **Regional Crisis Line:** 2,038 ITA Investigations (782)
- **Other Crisis Services:** 2,043

**Services Provided by Eligibility**

<table>
<thead>
<tr>
<th>Eligibility</th>
<th>Regional Crisis Line</th>
<th>ITA Investigations</th>
<th>Other Crisis Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amerigroup 19</td>
<td>1,241</td>
<td>255</td>
<td>1,086</td>
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<tr>
<td>CCW 3</td>
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<td>CHPW 23</td>
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<tr>
<td>Molina 27</td>
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<td>SCRBH 40</td>
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<td>CHPW 35</td>
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<tr>
<td>Molina 68</td>
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<tr>
<td>SCRBH 47</td>
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</table>

**Place of Service**
- **In Office:** 61%
- **Out of Office:** 39%

**Regional Crisis Hotline**
- **July:**
  - Percent of Abandoned Calls: 0.17%
  - Average Answer Time (under 30 seconds): 13 secs
- **August:**
  - Percent of Abandoned Calls: 0.13%
  - Average Answer Time (under 30 seconds): 13 secs
- **September:**
  - Percent of Abandoned Calls: 0.08%
  - Average Answer Time (under 30 seconds): 13 secs

**Mobile Crisis Response Encounters**

**Investigation Outcomes**
- **Spokane** 8478
- **Chewelah** 238
- **Lincoln** 37
- **Pend Oreille** 52
- **Ferry** 53
- **Stevens** 200

**Initial Detentions**
- **61%**

**Other Resources**
- **25%**

**Other**
- **1%**

**Voluntary MH Admits**
- **3%**

**Revocations**
- **9%**