SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

CRISIS DATA DASHBOARD – QUARTER 1 OF 2024
As of 5/14/2024

229 High Utilizers
11,841 Regional Crisis Hotline Calls
5,302 Total Individuals Served
20,078 Total Services Provided

NUMBER OF HIGH UTILIZERS

As of 5/14/2024

REGIONAL CRISIS HOTLINE

Place of Service

<table>
<thead>
<tr>
<th>Service</th>
<th>0%</th>
<th>20%</th>
<th>40%</th>
<th>60%</th>
<th>80%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams 49</td>
<td>31%</td>
<td>44%</td>
<td>56%</td>
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<td>3%</td>
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<td>44%</td>
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<td>97%</td>
</tr>
</tbody>
</table>

Percent of Abandoned Calls (5% or less)

Average Answer Time (under 30 seconds)

- January: 0.12% 25 secs
- February: 0.08% 22 secs
- March: 0.25% 22 secs

SERVICES PROVIDED BY ELIGIBILITY

INVESTIGATION OUTCOMES

- Revocations: 8%
- Other: 1%
- Directed to Other Resources: 26%
- Voluntary MH Admits: 3%
- Initial Detentions: 62%