SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

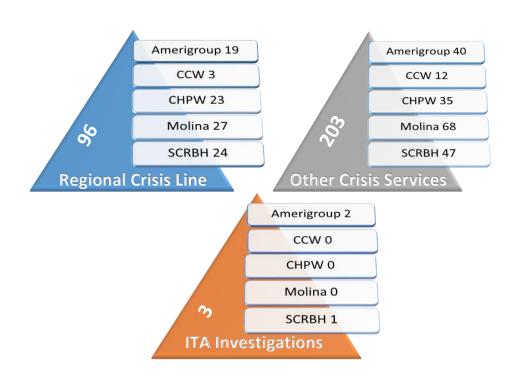
Spokane County

Other Crisis Services

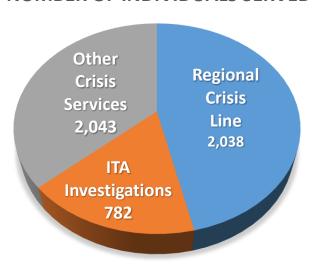
CRISIS DATA DASHBOARD – QUARTER 3 OF 2023

As of 11/15/2023

NUMBER OF HIGH UTILIZERS



NUMBER OF INDIVIDUALS SERVED



5,987 Total Individuals Served by Unique Episode

SERVICES PROVIDED BY ELIGIBILITY 3,500 3,161 3,000 2,635 2,500 2,155 2,000 1,823 1,815 1,613 1,569 1,500 1,241 1,000 495 500 235 177

ITA Investigations

Regional Crisis Line

CCW

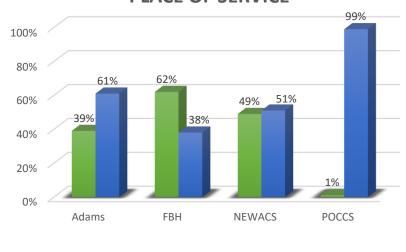
302 High Utilizers

11,688 Regional Crisis Hotline Calls

4,863 Total Individuals Served

17,903 Total Services Provided

PLACE OF SERVICE

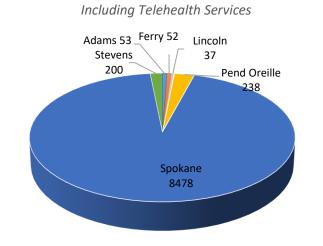


■ In Office ■ Out of Office

REGIONAL CRISIS HOTLINE

	Percent of Abandoned Calls (5% or less)	Average Answer Time (under 30 seconds)
July	0.17%	13 secs
August	0.13%	13 secs
September	0.08%	13 secs

MOBILE CRISIS RESPONSE ENCOUNTERS



INVESTIGATION OUTCOMES

Molina

