## SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

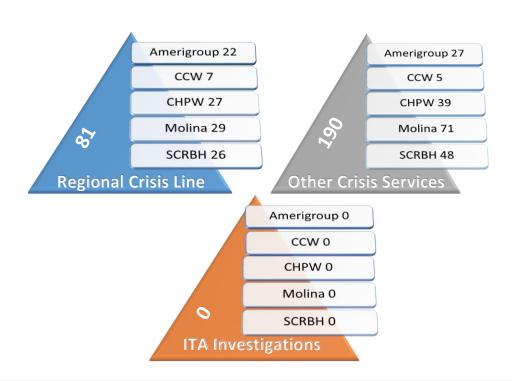
# Spokane County

Other Crisis Services

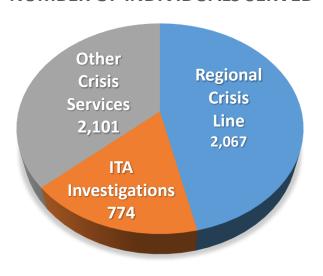
# CRISIS DATA DASHBOARD – QUARTER 4 OF 2023

As of 2/27/2024

#### NUMBER OF HIGH UTILIZERS



#### NUMBER OF INDIVIDUALS SERVED



6,066 Total Individuals Served by Unique Episode

#### **SERVICES PROVIDED BY ELIGIBILITY** 4,000 3,373 3,500 3,019 3,000 2,500 2,253 2,015 2,000 1,655 1,442 1,500 1,000 535 361 <sub>320</sub> 500 265 189 190

**ITA Investigations** 

**271** High Utilizers

**11,993** Regional Crisis Hotline Calls

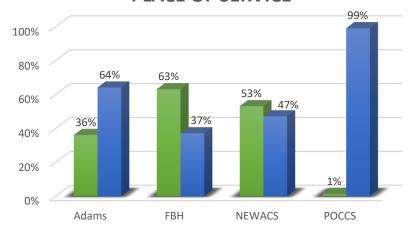
**4,942** Total Individuals Served

Regional Crisis Line

CCW

**18,513** Total Services Provided

### PLACE OF SERVICE

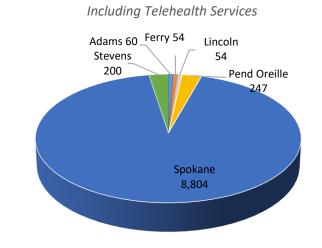


■ In Office ■ Out of Office

#### **REGIONAL CRISIS HOTLINE**

	Percent of Abandoned Calls (5% or less)	Average Answer Time (under 30 seconds)
October	0.19%	16 secs
November	0.27%	27 secs
December	0.14%	25 secs

#### MOBILE CRISIS RESPONSE ENCOUNTERS



#### **INVESTIGATION OUTCOMES**

Molina

