



SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

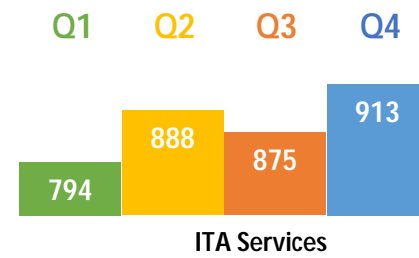
CRISIS DATA DASHBOARD – 2020 Quarterly Comparisons

as of 1/19/2021

NUMBER OF HIGH UTILIZERS

	Q1	Q2	Q3	Q4	2020 Totals	2019 Totals
ITA Services	13	0	0	1	14	190
Regional Crisis Line (RCL)	116	90	132	137	475	602
Other Crisis Services	120	22	118	133	393	332

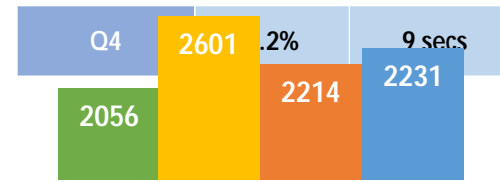
NUMBER OF INDIVIDUALS SERVED



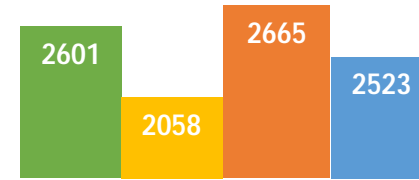
NUMBER OF CRISIS SERVICES PROVIDED

Contract Requirement :	Average % Abandoned (5% or less)	Average Answer Time (under 30 secs)
Q1	0.3%	8 secs
Q2	0.8%	7 secs
Q3	0.2 %	8 secs

	Q1	Q2	Q3	Q4
Adams	29	21	30	18
Ferry	20	50	20	21
Lincoln	24	20	26	6
Pend Oreille	180	374	330	357
Stevens	108	170	102	106
Spokane	3146	2826	2736	2399



Regional Crisis Line



Other Crisis Services

CRISIS SERVICES PROVIDED OUT OF OFFICE

REGIONAL CRISIS LINE (RCL) PERFORMANCE

INVESTIGATIVE OUTCOMES

MOBILE CRISIS RESPONSE

MCR Service Encounters