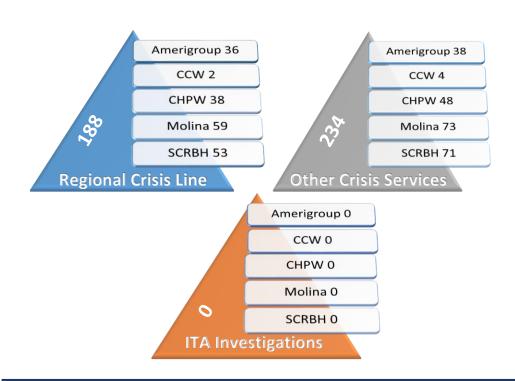
### SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH (SCRBH) ADMINISTRATIVE SERVICES ORGANIZATION

# Spokane County

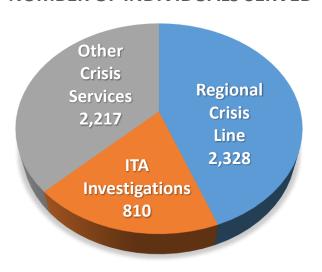
## **CRISIS DATA DASHBOARD – 2021 Third Quarter Reports**

As of 12/22/2021

#### NUMBER OF HIGH UTILIZERS



#### NUMBER OF INDIVIDUALS SERVED



6,184 Total Individuals Served by Unique Episode 5,355 Total Unduplicated Individuals Served

#### **SERVICES PROVIDED BY ELIGIBILITY** 3500 2872 3000 2720 2478 2428 2500 1976 2000 1499 1421 1370 1500 1000 410 342 213 140

**ITA Investigations** 

CCW

**422** High Utilizers

**12,053** Regional Crisis Hotline Calls

**5,355** Total Individuals Served

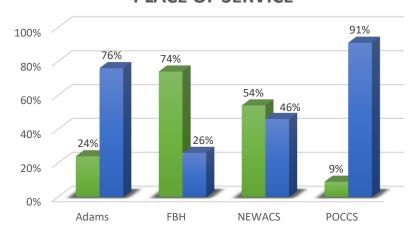
Regional Crisis Line

**18,513** Total Services Provided

Molina

Other Crisis Services

#### **PLACE OF SERVICE**

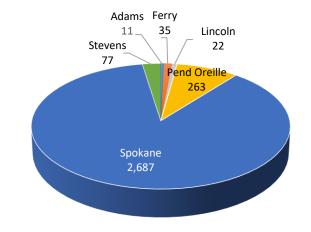


■ In Office ■ Out of Office

#### **REGIONAL CRISIS HOTLINE**

July	Percent of Abandoned Calls (5% or less) 1.5%	Average Answer Time (under 30 seconds) 11 secs
August	4.75%	19 secs
September	7.31%	25 secs

#### **MOBILE CRISIS RESPONSE ENCOUNTERS**



#### **INVESTIGATION OUTCOMES**

