

Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1,298	15,776
National Lifeline (800.273.TALK)	394	4,375
Spanish Lifeline (888.SUICIDA)	31	570
National Hopeline (800.SUICIDE)	1	50
Child Abuse Line (877.881.1116)	305	4,819
Elder Abuse Line (877.839.4347)	92	986
Grief Line (800.837.1818)	177	2,677
<b>Total</b>	<b>2,298</b>	<b>29,253</b>

Average Speed to Answer (sec.)	Month	FYTD
Crisis/Suicide Line (800.833.2900)	6.12	6.66
National Lifeline (800.273.TALK)	7.08	7.40
Spanish Lifeline (888.SUICIDA)	10.71	13.26
National Hopeline (800.SUICIDE)	5.78	6.22
Child Abuse Line (877.881.1116)	5.20	5.28
Elder Abuse Line (877.839.4347)	4.93	5.35
Grief Line (800.837.1818)	4.91	6.27
<b>Total</b>	<b>6.13</b>	<b>6.68</b>

Abandonment Rate	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1.6%	1.9%
National Lifeline (800.273.TALK)	1.6%	2.6%
Spanish Lifeline (888.SUICIDA)	22.0%	35.7%
National Hopeline (800.SUICIDE)	0.0%	0.5%
Child Abuse Line (877.881.1116)	2.0%	2.1%
Elder Abuse Line (877.839.4347)	3.8%	3.6%
Grief Line (800.837.1818)	0.5%	1.4%
<b>Total</b>	<b>2.6%</b>	<b>3.8%</b>

Client's Location	Month	FYTD
East: Antioch	287	3,470
East: Bay Point	24	252
East: Bethel Island	43	447
East: Brentwood	41	656
East: Byron	1	18
East: Discovery Bay	4	46
East: Oakley/Knightsen	24	355
East: Pittsburg	65	844
<b>Total: East County</b>	<b>21%</b>	<b>21%</b>
Central: Concord/Clayton/Clyde	250	3,496
Central: Lafayette	18	205
Central: Martinez/Pacheco	81	972
Central: Moraga/Canyon	10	87
Central: Orinda	14	78
Central: Pleasant Hill	50	575
Central: Walnut Creek	161	2,173
<b>Total: Central County</b>	<b>25%</b>	<b>26%</b>
South: Alamo	10	63
South: Blackhawk/Danville/Diablo	22	276
South: San Ramon	33	393
<b>Total: South County</b>	<b>3%</b>	<b>3%</b>
West: Crockett	2	38
West: El Cerrito/Kensington	61	477
West: El Sobrante	13	225
West: Hercules	14	129
West: Pinole/Port Costa	23	210
West: Richmond	115	1,810
West: Rodeo	9	84
West: San Pablo	137	1,278
<b>Total: West County</b>	<b>16%</b>	<b>15%</b>
Other/Unknown	786	10,596
<b>Total: Other/Unknown</b>	<b>34%</b>	<b>36%</b>

Client's Gender	Month	FYTD
Male	34%	34%
Female	66%	66%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	34%	36%
Adults (19-60)	52%	51%
Seniors (61+)	14%	13%

Client's Ethnicity	Month	FYTD
African-American/Black	8%	10%
Asian	3%	3%
Caucasian/White	61%	60%
Hawaiian/Pacific Islander	1%	1%
Hispanic/Latino	17%	16%
Native American	1%	1%
Mixed/Other	9%	9%

Client's Language	Month	FYTD
English	97%	97%
Spanish	3%	3%
Other	0%	0%

Client's Issues	Month	FYTD
Abuse	401	4,879
Bereavement Services/Issues	139	3,570
Clothing/Household	47	487
Education/Literacy	6	91
Emergency Services	15	193
Environment/Recycle/Donation	9	193
Financial Assistance	143	2,504
Food	175	2,699
Health Services	181	2,622
Homeless Services	657	7,812
Housing	470	5,978
Immigration Services	6	145
Information (General)	809	11,624
Intervention and Crisis Services	349	4,709
Jobs/Employment Services	40	504
Legal Services	160	1,501
LGBTQ Services/Issues	5	116
Mental Health Services/Issues	3,679	47,324
Parent Services	92	1,484
Prank Call	63	671
Recreation Services	5	16
Senior Services	31	389
Special Needs/Disability	12	243
Substance Abuse Services/Issues	184	1,965
Transportation	18	299
Veteran Services/Issues	11	151
Youth Services/Issues	17	293

**OUTCOMES**

Suicide Assessment	Month	FYTD
Low Risk/Ideating	227	3,193
Medium Risk	85	1,198
High Risk	45	422

Suicide Intervention	Month	FYTD
Talked Caller Down	75	1,282
Contracted with Caller	135	1,669
Initiated Rescue (5150)	15	156

Other Actions	Month	FYTD
Initiated CPS Emergency Response	167	2,621
Initiated APS Emergency Response	42	427
Provided Information and Referrals	4,622	58,972

Caller's Mood at End of Call	Month	FYTD
Mood Improved	83%	84%
Mood Unchanged	17%	16%
Mood Worsened	0%	0%