

Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1,068	10,537
National Lifeline (800.273.TALK)	486	3,981
Spanish Lifeline (888.628.9454)	27	451
National Hopeline (800.SUICIDE)	7	31
Child Abuse Line (877.881.1116)	395	3,748
Elder Abuse Line (877.839.4347)	101	925
Grief Line (800.837.1818)	240	2,075
Chat Calls	71	148
Total	2,395	21,896

Average Speed to Answer (seconds)	Month	FYTD
Crisis/Suicide Line (800.833.2900)	6.1	7.3
National Lifeline (800.273.TALK)	6.3	6.8
Spanish Lifeline (888.628.9454)	18.8	14.3
National Hopeline (800.SUICIDE)	1.0	2.7
Child Abuse Line (877.881.1116)	7.7	6.6
Elder Abuse Line (877.839.4347)	5.5	5.9
Grief Line (800.837.1818)	5.5	5.5
Total	6.8	7.0

Abandonment Rate	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1.5%	1.8%
National Lifeline (800.273.TALK)	5.4%	4.8%
Spanish Lifeline (888.628.9454)	55.3%	36.2%
National Hopeline (800.SUICIDE)	0.0%	0.0%
Child Abuse Line (877.881.1116)	2.6%	2.7%
Elder Abuse Line (877.839.4347)	4.5%	4.4%
Grief Line (800.837.1818)	0.0%	0.4%
Total	4.3%	7.2%

Client's Location	Month	FYTD
East: Antioch	224	2,450
East: Bay Point	30	234
East: Bethel Island	39	311
East: Brentwood	24	369
East: Byron	0	11
East: Discovery Bay	3	34
East: Oakley/Knightsen	38	431
East: Pittsburg	83	791
Total: East County	18%	21%
Central: Concord/Clayton/Clyde	178	2,393
Central: Lafayette	14	133
Central: Martinez/Pacheco	83	688
Central: Moraga/Canyon	8	51
Central: Orinda	6	65
Central: Pleasant Hill	35	456
Central: Walnut Creek	186	1,614
Total: Central County	21%	25%
South: Alamo	12	65
South: Blackhawk/Danville/Diablo	15	165
South: San Ramon	14	243
Total: South County	2%	2%
West: Crockett	0	23
West: El Cerrito/Kensington	15	239
West: El Sobrante	11	144
West: Hercules	9	99
West: Pinole/Port Costa	25	322
West: Richmond	151	1,184
West: Rodeo	6	71
West: San Pablo	126	882
Total: West County	14%	14%
Other/Unknown	1,060	8,428
Total: Other/Unknown	44%	38%

Client's Gender	Month	FYTD
Male	33%	34%
Female	67%	66%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	19%	20%
Adults (19-60)	63%	62%
Seniors (61+)	18%	18%

Client's Ethnicity	Month	FYTD
African-American/Black	10%	12%
Asian	5%	4%
Caucasian/White	60%	58%
Hawaiian/Pacific Islander	0%	1%
Hispanic/Latino	15%	15%
Native American	0%	0%
Mixed/Other	10%	10%

Client's Language	Month	FYTD
English	98%	97%
Spanish	2%	3%
Other	0%	0%

Client's Issues	Month	FYTD
Abuse: Child	363	3,216
Abuse: Domestic Violence	27	192
Abuse: Rape/Sexual Assault	15	132
Abuse: Seniors/Dependent Adults	104	838
Basic Needs: Financial Assistance	5	51
Basic Needs: Food	4	48
Basic Needs: Homeless Services	27	242
Basic Needs: Housing	14	108
Basic Needs: Jobs/Employment	5	54
Health Care: AIDS/HIV Services	1	5
Health Care: Eating Disorder	1	69
Health Care: Insurance Coverage	2	24
Health Care: Medical/Physical	3	34
Health Care: Prenatal/Postpartum	1	17
Health Care: Substance Abuse	93	769
Mental Health: Anxiety/Stress	710	6,289
Mental Health: Bereavement/Grief	206	1,649
Mental Health: Depression	337	2,820
Mental Health: Psychiatric Services	669	6,275
Mental Health: Relationship Issues	578	5,439
Mental Health: Self-injury/Cutting	34	236
Other: Legal Services	7	68
Other: LGBTQ Services	13	103
Other: Special Needs/Disability	2	23
Other: Veterans Services	8	107
Other: Youth Runaway	15	121

OUTCOMES	Month	FYTD
Suicide Assessment		
Low Risk/Ideating	411	2,876
Medium Risk	92	774
High Risk	67	576

Suicide Intervention	Month	FYTD
Talked Caller Down	171	1,304
Contracted with Caller	268	2,019
Initiated Rescue (5150)	18	118
Suicide Follow-up (# People)	26	274
Suicide Follow-up (# Calls)	141	1,242

Other Actions	Month	FYTD
Initiated CPS Emergency Response	205	2,053
Initiated APS Emergency Response	59	440

Caller's Mood at End of Call	Month	FYTD
Mood Improved	81%	83%
Mood Unchanged	19%	17%
Mood Worsened	0%	0%