

Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1,250	6,170
National Lifeline (800.273.TALK)	395	1,813
Spanish Lifeline	80	420
Child Abuse Line (877.881.1116)	528	2,678
Elder Abuse Line (877.839.4347)	114	575
Grief Line (800.837.1818)	274	1,295
Crisis Text	66	397
Total	2,707	13,348

Average Speed to Answer (seconds)	Month	FYTD
Crisis/Suicide Line (800.833.2900)	7.6	7.7
National Lifeline (800.273.TALK)	9.0	9.3
Spanish Lifeline	7.1	6.8
Child Abuse Line (877.881.1116)	7.7	7.6
Elder Abuse Line (877.839.4347)	7.8	7.6
Grief Line (800.837.1818)	6.3	6.4
Total	7.8	7.8

Abandonment Rate	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1.5%	5.1%
National Lifeline (800.273.TALK)	0.0%	0.0%
Spanish Lifeline & Bay Area	0.0%	0.0%
Child Abuse Line (877.881.1116)	0.0%	1.9%
Elder Abuse Line (877.839.4347)	0.0%	3.7%
Grief Line (800.837.1818)	1.1%	6.6%
Total	0.6%	2.6%

Client's Location	Month	FYTD
East: Antioch	202	1,177
East: Bay Point	0	13
East: Bethel Island / Byron	26	110
East: Brentwood	23	138
East: Discovery Bay	5	13
East: Oakley/Knightesen	12	69
East: Pittsburg	73	507
Total: East County	13%	15%
Central: Concord/Clayton/Clyde	98	628
Central: Lafayette	5	39
Central: Martinez/Pacheco	30	146
Central: Moraga/Canyon	0	10
Central: Orinda	3	28
Central: Pleasant Hill	33	166
Central: Walnut Creek	54	365
Total: Central County	8%	10%
South: Alamo	2	19
South: Blackhawk/Danville/Diablo	9	36
South: San Ramon	34	97
Total: South County	2%	1%
West: Crockett	1	8
West: El Cerrito/Kensington	3	24
West: El Sobrante / Hercules	3	33
West: Pinole/Port Costa	6	21
West: Richmond	98	564
West: Rodeo	5	30
West: San Pablo	77	402
Total: West County	7%	8%
Other/Unknown	1,905	8,705
Total: Other/Unknown	70%	65%

Caller's Mood at End of Call	Month	FYTD
Mood Improved	87%	87%
Mood Unchanged	13%	13%
Mood Worsened	0%	0%

Other Actions	Month	FYTD
Initiated CPS Emergency Response	316	1,549
Initiated APS Emergency Response	56	244

Client's Age	Month	FYTD
Youths (0-18)	15%	12%
Adults (19-60)	70%	73%
Seniors (61+)	15%	15%

Client's Gender	Month	FYTD
Male	48%	48%
Female	52%	52%
Transgender	0%	0%

Client's Ethnicity	Month	FYTD
African-American/Black	16%	17%
Asian	3%	2%
Caucasian/White	65%	66%
Hawaiian/Pacific Islander	0%	0%
Hispanic/Latino	7%	8%
Native American	0%	0%
Mixed/Other	9%	7%

Client's Language	Month	FYTD
English	96%	96%
Spanish	4%	4%
Other	0%	0%

Client's Issues	Month	FYTD
Abuse: Child	571	2,663
Abuse: Domestic Violence	19	95
Abuse: Rape/Sexual Assault	4	35
Abuse: Seniors/Dependent Adults	106	568
Basic Needs: Financial Assistance	10	163
Basic Needs: Food	7	101
Basic Needs: Homeless Services	200	421
Basic Needs: Housing	20	146
Basic Needs: Jobs/Employment	3	14
Health Care: Eating Disorder	2	13
Health Care: Insurance Coverage	0	7
Health Care: Medical/AIDS/HIV	0	1
Health Care: Prenatal/Postpartum	1	1
Health Care: Substance Abuse	39	174
Mental Health: Anxiety/Stress	620	3,157
Mental Health: Bereavement/Grief	74	322
Mental Health: Depression	245	1,153
Mental Health: Psychiatric Services	43	425
Mental Health: Relationship Issues	299	1,426
Mental Health: Self-injury/Cutting	14	57
Mental Health: Trauma/PTSD	6	32
Other: Suicide Intervention Issues	229	1,059
Other: Legal Services	9	48
Other: LGBTQ Services	6	38
Other: Special Needs/Disability	3	21
Other: Veterans Services	10	45
Other: Youth Runaway	2	14

OUTCOMES

Suicide Assessment	Month	FYTD
Low Lethality	113	577
Medium Risk	14	83
High Risk	5	18

Suicide Intervention	Month	FYTD
Talked Caller Down	34	206
Contracted with Caller	27	174
Initiated Rescue (5150)	5	22
Safety Plan Created	0	12

Follow-Up Action	Month	FYTD
Suicide Follow-up (# People)	13	67
Suicide Follow-up (# Calls)	21	95