

Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1,293	7,463
National Lifeline (800.273.TALK)	423	2,236
Spanish Lifeline	38	458
Child Abuse Line (877.881.1116)	403	3,081
Elder Abuse Line (877.839.4347)	101	676
Grief Line (800.837.1818)	155	1,450
Crisis Text	78	475
<b>Total</b>	<b>2,491</b>	<b>15,839</b>

Average Speed to Answer (seconds)	Month	FYTD
Crisis/Suicide Line (800.833.2900)	8.0	7.8
National Lifeline (800.273.TALK)	9.2	9.2
Spanish Lifeline	7.4	7.1
Child Abuse Line (877.881.1116)	6.6	7.1
Elder Abuse Line (877.839.4347)	6.2	6.9
Grief Line (800.837.1818)	7.0	6.7
<b>Total</b>	<b>7.8</b>	<b>7.8</b>

Abandonment Rate	Month	FYTD
Crisis/Suicide Line (800.833.2900)	4.7%	4.9%
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%	1.0%
Elder Abuse Line (877.839.4347)	0.0%	1.9%
Grief Line (800.837.1818)	0.0%	3.3%
<b>Total</b>	<b>1.6%</b>	<b>2.1%</b>

Client's Location	Month	FYTD
East: Antioch	215	1,392
East: Bay Point	1	14
East: Bethel Island / Byron	27	137
East: Brentwood	18	156
East: Discovery Bay	4	17
East: Oakley/Knightesen	15	84
East: Pittsburg	94	601
<b>Total: East County</b>	<b>15%</b>	<b>15%</b>
Central: Concord/Clayton/Clyde	132	760
Central: Lafayette	5	44
Central: Martinez/Pacheco	46	192
Central: Moraga/Canyon	4	14
Central: Orinda	7	35
Central: Pleasant Hill	20	186
Central: Walnut Creek	37	402
<b>Total: Central County</b>	<b>10%</b>	<b>10%</b>
South: Alamo	1	20
South: Blackhawk/Danville/Diablo	10	46
South: San Ramon	87	184
<b>Total: South County</b>	<b>4%</b>	<b>2%</b>
West: Crockett	1	9
West: El Cerrito/Kensington	10	34
West: El Sobrante / Hercules	5	38
West: Pinole/Port Costa	4	25
West: Richmond	99	663
West: Rodeo	6	36
West: San Pablo	83	485
<b>Total: West County</b>	<b>8%</b>	<b>8%</b>
Other/Unknown	1,560	10,265
<b>Total: Other/Unknown</b>	<b>63%</b>	<b>65%</b>

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	257	1806
Initiated APS Emergency Response	41	285

Client's Age	Month	FYTD
Youths (0-18)	11%	11%
Adults (19-60)	72%	73%
Seniors (61+)	17%	16%

Client's Gender	Month	FYTD
Male	45%	47%
Female	55%	53%
Transgender	0%	0%

Client's Ethnicity	Month	FYTD
African-American/Black	19%	18%
Asian	9%	5%
Caucasian/White	59%	64%
Hawaiian/Pacific Islander	1%	0%
Hispanic/Latino	6%	7%
Native American	0%	0%
Mixed/Other	6%	6%

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

Client's Issues	Month	FYTD
Abuse: Child	391	3,054
Abuse: Domestic Violence	21	116
Abuse: Rape/Sexual Assault	16	51
Abuse: Seniors/Dependent Adults	97	665
Basic Needs: Financial Assistance	7	170
Basic Needs: Food	4	105
Basic Needs: Homeless Services	176	597
Basic Needs: Housing	13	159
Basic Needs: Jobs/Employment	3	17
Health Care: Eating Disorder	6	19
Health Care: Insurance Coverage	2	9
Health Care: Medical/AIDS/HIV	0	1
Health Care: Prenatal/Postpartum	2	3
Health Care: Substance Abuse	58	232
Mental Health: Anxiety/Stress	732	3,889
Mental Health: Bereavement/Grief	158	480
Mental Health: Depression	340	1,493
Mental Health: Psychiatric Services	268	693
Mental Health: Relationship Issues	370	1,796
Mental Health: Self-injury/Cutting	18	75
Mental Health: Trauma/PTSD	12	44
Other: Suicide Intervention Issues	354	1,413
Other: Legal Services	120	168
Other: LGBTQ Services	7	45
Other: Special Needs/Disability	6	27
Other: Veterans Services	6	51
Other: Youth Runaway	0	14

**OUTCOMES**

Suicide Assessment	Month	FYTD
Low Lethality	147	724
Medium Risk	23	106
High Risk	3	21

Suicide Intervention	Month	FYTD
Talked Caller Down	47	253
Contracted with Caller	38	212
Initiated Rescue (5150)	2	24
Safety Plan Created	3	15

Follow-Up Action	Month	FYTD
Suicide Follow-up (# People)	18	85
Suicide Follow-up (# Calls)	23	118