

Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1,429	11,343
National Lifeline (800.273.TALK)	574	3,710
Spanish Lifeline	97	791
Child Abuse Line (877.881.1116)	549	4,670
Elder Abuse Line (877.839.4347)	137	1,046
Grief Line (800.837.1818)	213	2,187
Crisis Text	104	739
Total	3,103	24,486

Average Speed to Answer (seconds)	Month	FYTD
Crisis/Suicide Line (800.833.2900)	7.5	7.4
National Lifeline (800.273.TALK)	6.8	7.2
Spanish Lifeline	7.8	7.7
Child Abuse Line (877.881.1116)	6.0	6.1
Elder Abuse Line (877.839.4347)	6.6	6.5
Grief Line (800.837.1818)	6.1	6.2
Total	6.4	6.7

Abandonment Rate	Month	FYTD
Crisis/Suicide Line (800.833.2900)	2.0%	5.5%
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%	0.0%
Elder Abuse Line (877.839.4347)	0.0%	0.3%
Grief Line (800.837.1818)	1.5%	1.2%
Total	0.7%	1.9%

Client's Location	Month	FYTD
East: Antioch	139	1,824
East: Bay Point	1	22
East: Bethel Island / Byron	26	217
East: Brentwood	24	228
East: Discovery Bay	6	24
East: Oakley/Knightesen	22	128
East: Pittsburg	58	753
Total: East County	9%	13%
Central: Concord/Clayton/Clyde	132	1,195
Central: Lafayette	3	62
Central: Martinez/Pacheco	60	368
Central: Moraga/Canyon	2	21
Central: Orinda	1	39
Central: Pleasant Hill	26	248
Central: Walnut Creek	39	549
Total: Central County	8%	10%
South: Alamo	3	29
South: Blackhawk/Danville/Diablo	6	60
South: San Ramon	66	379
Total: South County	2%	2%
West: Crockett	0	11
West: El Cerrito/Kensington	11	59
West: El Sobrante / Hercules	16	67
West: Pinole/Port Costa	11	51
West: Richmond	104	924
West: Rodeo	8	57
West: San Pablo	108	743
Total: West County	8%	8%
Other/Unknown	2,231	16,428
Total: Other/Unknown	72%	67%

Caller's Mood at End of Call	Month	FYTD
Mood Improved	86%	87%
Mood Unchanged	14%	13%
Mood Worsened	0%	0%

Other Actions	Month	FYTD
Initiated CPS Emergency Response	355	2844
Initiated APS Emergency Response	86	509

Client's Age	Month	FYTD
Youths (0-18)	12%	13%
Adults (19-60)	72%	71%
Seniors (61+)	16%	16%

Client's Gender	Month	FYTD
Male	56%	53%
Female	44%	47%
Transgender	0%	0%

Client's Ethnicity	Month	FYTD
African-American/Black	21%	19%
Asian	6%	6%
Caucasian/White	58%	60%
Hawaiian/Pacific Islander	1%	0%
Hispanic/Latino	10%	10%
Native American	0%	0%
Mixed/Other	4%	5%

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

Client's Issues	Month	FYTD
Abuse: Child	501	4,649
Abuse: Domestic Violence	13	182
Abuse: Rape/Sexual Assault	6	122
Abuse: Seniors/Dependent Adults	123	994
Basic Needs: Financial Assistance	17	222
Basic Needs: Food	6	125
Basic Needs: Homeless Services	145	890
Basic Needs: Housing	33	396
Basic Needs: Jobs/Employment	7	35
Health Care: Eating Disorder	2	39
Health Care: Insurance Coverage	3	19
Health Care: Medical/AIDS/HIV	1	2
Health Care: Prenatal/Postpartum	1	7
Health Care: Substance Abuse	47	396
Mental Health: Anxiety/Stress	1,266	6,652
Mental Health: Bereavement/Grief	215	898
Mental Health: Depression	949	3,335
Mental Health: Psychiatric Services	214	1,254
Mental Health: Relationship Issues	780	3,686
Mental Health: Self-injury/Cutting	7	108
Mental Health: Trauma/PTSD	10	96
Other: Suicide Intervention Issues	240	2,106
Other: Legal Services	13	216
Other: LGBTQ Services	54	117
Other: Special Needs/Disability	2	38
Other: Veterans Services	16	83
Other: Youth Runaway	3	20

OUTCOMES

Suicide Assessment	Month	FYTD
Low Lethality	138	1,180
Medium Risk	24	165
High Risk	6	41

Suicide Intervention	Month	FYTD
Talked Caller Down	57	421
Contracted with Caller	41	349
Initiated Rescue (5150)	4	39
Safety Plan Created	4	24

Follow-Up Action	Month	FYTD
Suicide Follow-up (# People)	14	148
Suicide Follow-up (# Calls)	33	245



Number of Calls by Line	Month	FYTD
211	2,592	24,582
211 Text	35	394
Total	2,627	24,976

Average Speed to Answer (seconds)	Month	FYTD
211	6.9	7.0
Total	6.9	7.0

Abandonment Rate	Month	FYTD
211	3.4%	3.7%
Total	3.4%	3.7%

Client's Location	Month	FYTD
East: Antioch	215	2,567
East: Bay Point	10	106
East: Bethel Island	2	22
East: Brentwood	27	390
East: Byron	3	20
East: Discovery Bay	3	34
East: Oakley/Knightsen	27	313
East: Pittsburg	148	1,844
Total: East County	17%	21%
Central: Concord/Clayton/Clyde	207	2,571
Central: Lafayette	2	41
Central: Martinez/Pacheco	67	679
Central: Moraga/Canyon	2	22
Central: Orinda	7	30
Central: Pleasant Hill	26	190
Central: Walnut Creek	30	370
Total: Central County	13%	16%
South: Alamo	2	15
South: Blackhawk/Danville/Diablo	10	57
South: San Ramon	11	170
Total: South County	3%	3%
West: Crockett	3	20
West: El Cerrito/Kensington	22	146
West: El Sobrante	7	148
West: Hercules	7	100
West: Pinole/Port Costa	15	163
West: Richmond	55	2,575
West: Rodeo	6	83
West: San Pablo	63	635
Total: West County	7%	15%
Other/Unknown	1,650	11,665
Total: Other/Unknown	63%	47%

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

Client's Age	Month	FYTD
Youths (0-18)	1%	2%
Adults (19-60)	80%	80%
Seniors (61+)	19%	18%

Client's Ethnicity	Month	FYTD
African-American/Black	35%	35%
Asian	3%	3%
Caucasian/White	35%	36%
Hawaiian/Pacific Islander	1%	0%
Hispanic/Latino	23%	23%
Native American	1%	1%
Mixed/Other	2%	2%

Client's Language	Month	FYTD
English	95%	95%
Spanish	5%	5%
Other	0%	0%

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	24	389
Basic Needs: Financial Assistance	263	1,987
Basic Needs: Food	115	1,299
Basic Needs: Homeless Services	865	9,060
Basic Needs: Housing/Eviction	13	99
Basic Needs: Housing/Foreclosure	1	16
Basic Needs: Housing/Rent Assistance	101	1,155
Basic Needs: Housing/Seniors	45	336
Basic Needs: Housing/Subsidized	86	811
Basic Needs: Jobs/Employment	27	187
Health Care: Dental	9	102
Health Care: Insurance Coverage	14	178
Health Care: Medical/Physical	12	146
Health Care: Mental Health	451	2,390
Health Care: Prenatal/Postpartum	2	16
Health Care: Substance Abuse	126	957
Other: Disaster Services	4	116
Other: Education/Literacy	8	81
Other: Emergency Services	15	196
Other: Immigration Services	9	45
Other: Legal Services	100	922
Other: Parent Services	73	658
Other: Physical/Sexual Abuse	67	540
Other: Senior Services	61	507
Other: Special Needs/Disability	23	311
Other: Transportation	86	758

Outcomes	Month	FYTD
Referrals Provided	4,426	46,010
Homeless: Provided Motel Voucher	6	31
Voucher Bednights/Adults	7	50
Voucher Bednights/Youths	5	46

Caller's Mood at End of Call	Month	FYTD
Mood Improved	94%	94%
Mood Unchanged	6%	6%
Mood Worsened	0%	0%

211 Database	Month	FYTD
Agencies in Database	649	N/A
Programs in Database	1,634	N/A
Records Updated	176	796
Visitors to Site	2,723	21,639
Agencies/Sites/Services Searched	16,929	155,644
Resource Guides: East Co./English	207	2,490
Resource Guides: East Co./Spanish	24	278
Resource Guides: Central Co./English	116	1,668
Resource Guides: Central Co./Spanish	17	175
Resource Guides: West Co./English	114	1,558
Resource Guides: West Co./Spanish	19	254
Help in Hard Times/English	201	2,076
Help in Hard Times/Spanish	33	241
Low-cost Medical Resources/English	93	799
Low-cost Medical Resources/Spanish	19	152
Parenting Resources/English	85	842
Parenting Resources/Spanish	17	165

Follow-Up Action	Month	FYTD
211 & HMG Follow-up (# People)	97	320
211 & HMG Follow-up (# Contacts)	262	1,493

Footnote: Homeless & HMG included in 211 Call Count



Grief Counseling	Month	FYTD
Active Grief Clients	154	N/A
Individual Counseling Sessions	9	225
Group Counseling Sessions	55	154
Mobile Grief Response	4	14
Mobile Grief Response, People Impacted	37	133

Help Me Grow	Month	FYTD
Active Help Me Grow Clients	86	N/A
Help Me Grow Calls	38	1,430
Help Me Grow Specilized Referrals	95	352

Volunteer Hours	Month	FYTD
Crisis Lines and 211	349	3,496
Grief Counseling	100	671
Outreach & Training	32	297
Share the Spirit	2	119
Corporate Volunteer Week	12	134
Board/Office/Other	13	117
Total	508	4,834

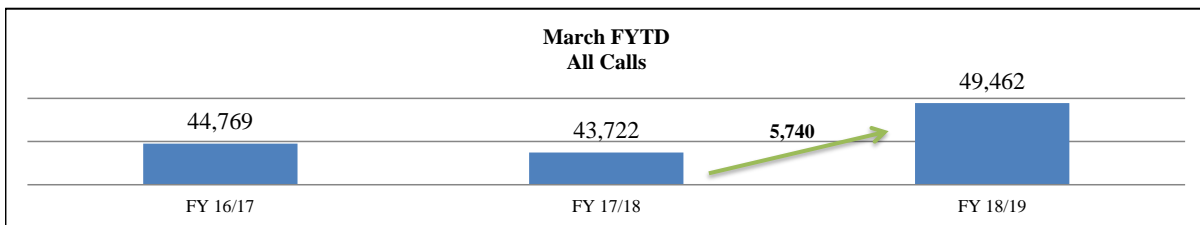
Presentations and Trainings	Month	FYTD
Agency Trainings	4	29
Attended Trainings	124	3,543
Presentations and Events	12	66
Attended Presentations	898	4,171
Materials Distributed	2,153	20,555

Website & Social Media	Month	FYTD
Visitors to Site (unduplicated)	4,500	39,299
Web Pageviews	5,799	96,679
Social Media Reaches	1,400	12,600

Community Projects*	Month	FYTD
Share the Spirit Grants Issued	-	52
Share the Spirit Donors	-	686
Corporate Volunteer Week Projects	-	210
CVW Participating Volunteers	-	2,281
CVW Participating Agencies	-	90
CVW Participating Corporations	-	17

* Annual Projects

Three Year Call History Trendline



CRISIS CENTER STAFF

Administration	
Executive Director	Tom Tamura, LMFT
Director of Operations and Finance	Walt Middleton, MBA
Office Manager / Donor Relations	Rocio Polanco

Crisis / 211 Hot Lines	
Director of Programs	Lesley Garcia, MS, PPS
Crisis / 211 Call Specialist, Lead	Rico Millan
Crisis / 211 Call Specialist, HMG Lead	Justin Jarratt
Crisis / 211 Call Specialist, Outreach Lead	Scott Chavez, MDIV
Crisis / 211 Call Specialist	Ricardo Gonzalez
Crisis / 211 Call Specialist	Ganna Kornfeld
Crisis / 211 Call Specialist	Valerie Purdey, MS
Crisis / 211 Call Specialist	Sharon Schutjer
Crisis / 211 Call Specialist	Joanna Siefert, MSW
211 Database Administrator	Blanca Gutierrez

On-Call Staff

Ariel Andrew	James Cook
Caroline Fea	Javonne Walker
Carrie Jones	Lori Juarez
Christine Rivlin	Peggy Harrington
Ella Hancock	Suzanne McNamara

Grief Counseling	
Grief Counseling Supervisor	Open

Community Projects & Social Media	
Community Projects & Social Media	Dee Dee Robillard

CRISIS CENTER BOARD

Officers	
President	Andrew Pojman
Vice President	Bonnie Glatzer
Treasurer	Linda Del Matto
Secretary	Rob Park

At Large	
LOA	Angela Peluso
At Large	David Newhouse
At Large	Jen Weise
At Large	Mark Dossa
At Large	Peg Toralti
At Large	Robin Raff
At Large	Sheri Nagy
Affiliates	Mike Rekasiz

24-HOUR CONTACT NUMBERS

211 / Crisis Hot Lines	
Crisis/Suicide Hot Line	211
National Suicide Prevention Lifeline	800.273.TALK
Information and Referral	211
Grief Counseling	211
Homeless Hotline	211
Text HOPE to	20121

Websites	
www.crisis-center.org	
www.211cc.org	

CONTACT US

Business Office	
www.admin@crisis-center.org	925.939.1916



Report Period: March 2019

Report Type:	Total Calls In/Out	Total Calls Answered	Total Calls Abandoned	% of Calls Abandoned	Avg. Speed to Answer	Avg. Call Duration	Avg. Hold Time	Avg. Park Time	Total Time of Calls	Hang-Up Calls in SP	Outbound Calls in SP	Inbound Calls/Texts in SP	Total Calls & Texts in SP
All Calls, All Lines	7331	5953	124	1.7%	6.62	6.10	2	0	612:28:45	334	176	5554	6064
					seconds	minutes	seconds	seconds	hours				
All Calls, By Line	Total Calls Received	Total Calls Answered	Total Calls Abandoned	% of Calls Abandoned	Avg. Speed to Answer	Avg. Call Duration	Avg. Hold Time	Avg. Park Time	Total Time of Calls		Outbound Calls in SP	Inbound Calls in SP	Total Calls in SP
Crisis*	953	934	19	2.0%	6.21	7.51	1	0	125:27:58		16	1413	1429
800-Talk	658	658	0	0.0%	6.78	13.23	1	0	146:48:56			574	574
800-Spanish	168	168	0	0.0%	7.75	7.44	1	1	21:40:10			97	97
CPS	769	769	0	0.0%	6.04	1.48	0	0	23:10:54			549	549
APS	145	145	0	0.0%	6.57	2.31	0	0	6:05:35			137	137
Grief	270	266	4	1.5%	6.1	7.19	0	0	32:58:16		133	80	213
Crisis Texts	104	-	-	-	-	-	-	-	-	-	-	104	104
Sub Total	3067	2940	23	0.7%	6.39	7.12	1	0	356:11:49		149	2954	3103
211	2990	2889	101	3.4%	6.85	5.08	3	1	256:16:56		27	2565	2592
211 Texts	35	-	-	-	-	-	-	-	-	-	-	35	35
Sub Total	3025	2889	101	3.3%	6.85	5.08	3.00	1.00	256:16:56		27	2600	2627
Outbound	1254	-	-	-	-	-	-	-	-	-	-	-	-
CORE trf	646	-	-	-	-	-	-	-	-	-	-	-	-
CORE fwd	100	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	7331	5953	124	1.7%	6.62	6.10	2.00	0.00	612:28:45	334	176	5554	6064
*800-Suicide Incl.					seconds	minutes	seconds	seconds	hours				