

Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1,482	15,989
National Lifeline (800.273.TALK)	522	5,276
Spanish Lifeline	66	1,014
Child Abuse Line (877.881.1116)	465	6,086
Elder Abuse Line (877.839.4347)	156	1,463
Grief Line (800.837.1818)	365	3,149
Crisis Text	135	1,094
Total	3,191	34,071

Average Speed to Answer (seconds)	Month	FYTD
Crisis/Suicide Line (800.833.2900)	6.9	6.9
National Lifeline (800.273.TALK)	7.8	7.5
Spanish Lifeline	9.1	8.9
Child Abuse Line (877.881.1116)	6.9	6.5
Elder Abuse Line (877.839.4347)	7.8	7.3
Grief Line (800.837.1818)	6.6	6.6
Total	7.2	7.0

Abandonment Rate	Month	FYTD
Crisis/Suicide Line (800.833.2900)	3.5%	3.7%
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%	0.0%
Grief Line (800.837.1818)	1.0%	1.0%
Total	1.3%	1.3%

Client's Location	Month	FYTD
East: Antioch	200	2,391
East: Bay Point	5	38
East: Bethel Island / Byron	21	307
East: Brentwood	19	275
East: Discovery Bay	10	42
East: Oakley/Knightesen	18	179
East: Pittsburg	59	928
Total: East County	10%	12%
Central: Concord/Clayton/Clyde	228	1,819
Central: Lafayette	21	106
Central: Martinez/Pacheco	75	547
Central: Moraga/Canyon	2	29
Central: Orinda	7	55
Central: Pleasant Hill	26	327
Central: Walnut Creek	90	740
Total: Central County	14%	11%
South: Alamo	4	47
South: Blackhawk/Danville/Diablo	11	84
South: San Ramon	12	431
Total: South County	1%	2%
West: Crockett	0	12
West: El Cerrito/Kensington	9	84
West: El Sobrante / Hercules	9	95
West: Pinole/Port Costa	31	99
West: Richmond	227	1,463
West: Rodeo	11	75
West: San Pablo	92	1,072
Total: West County	12%	9%
Other/Unknown	2,004	22,826
Total: Other/Unknown	63%	67%

Caller's Mood at End of Call	Month	FYTD
Mood Improved	91%	91%
Mood Unchanged	9%	9%
Mood Worsened	0%	0%

Other Actions	Month	FYTD
Initiated CPS Emergency Response	311	3767
Initiated APS Emergency Response	82	724

Client's Age	Month	FYTD
Youths (0-18)	8%	10%
Adults (19-60)	75%	74%
Seniors (61+)	17%	16%

Client's Gender	Month	FYTD
Male	48%	50%
Female	51%	49%
Transgender	1%	1%

Client's Ethnicity	Month	FYTD
African-American/Black	14%	15%
Asian	7%	6%
Caucasian/White	67%	66%
Hawaiian/Pacific Islander	0%	0%
Hispanic/Latino	11%	11%
Native American	0%	0%
Mixed/Other	1%	2%

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

Client's Issues	Month	FYTD
Abuse: Child	432	6,065
Abuse: Domestic Violence	22	271
Abuse: Rape/Sexual Assault	80	231
Abuse: Seniors/Dependent Adults	134	1372
Basic Needs: Financial Assistance	4	277
Basic Needs: Food	3	132
Basic Needs: Homeless Services	110	1,437
Basic Needs: Housing	37	486
Basic Needs: Jobs/Employment	2	46
Health Care: Eating Disorder	1	50
Health Care: Insurance Coverage	2	51
Health Care: Medical/AIDS/HIV	0	3
Health Care: Prenatal/Postpartum	2	11
Health Care: Substance Abuse	43	619
Mental Health: Anxiety/Stress	2,289	11,547
Mental Health: Bereavement/Grief	135	1,326
Mental Health: Depression	1,501	7,668
Mental Health: Psychiatric Services	627	2,802
Mental Health: Relationship Issues	1,299	6,320
Mental Health: Self-injury/Cutting	70	213
Mental Health: Trauma/PTSD	46	206
Other: Suicide Intervention Issues	295	2,903
Other: Legal Services	11	243
Other: LGBTQ Services	32	211
Other: Special Needs/Disability	9	59
Other: Veterans Services	10	111
Other: Youth Runaway	2	24

OUTCOMES

Suicide Assessment	Month	FYTD
Low Lethality	142	1,601
Medium Risk	12	221
High Risk	0	53

Suicide Intervention	Month	FYTD
Talked Caller Down	29	532
Contracted with Caller	21	430
Initiated Rescue (5150)	1	50
Safety Plan Created	2	30

Follow-Up Action	Month	FYTD
Suicide Follow-up (# People)	13	189
Suicide Follow-up (# Calls)	26	323



Number of Calls by Line	Month	FYTD
211	2,975	33,806
211 Text	52	572
Total	3,027	34,378

Average Speed to Answer (seconds)	Month	FYTD
211	7.3	7.3
Total	7.3	7.3

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

Client's Location	Month	FYTD
East: Antioch	240	3,325
East: Bay Point	12	163
East: Bethel Island	5	41
East: Brentwood	37	496
East: Byron	4	27
East: Discovery Bay	2	40
East: Oakley/Knightsen	22	389
East: Pittsburg	172	2,389
Total: East County	16%	20%
Central: Concord/Clayton/Clyde	261	3,425
Central: Lafayette	5	51
Central: Martinez/Pacheco	74	883
Central: Moraga/Canyon	2	29
Central: Orinda	0	34
Central: Pleasant Hill	21	276
Central: Walnut Creek	47	495
Total: Central County	14%	15%
South: Alamo	0	17
South: Blackhawk/Danville/Diablo	9	73
South: San Ramon	15	211
Total: South County	3%	3%
West: Crockett	0	27
West: El Cerrito/Kensington	19	206
West: El Sobrante	13	194
West: Hercules	10	134
West: Pinole/Port Costa	14	218
West: Richmond	353	3,651
West: Rodeo	9	110
West: San Pablo	56	845
Total: West County	16%	16%
Other/Unknown	1,625	16,629
Total: Other/Unknown	54%	48%

Client's Gender	Month	FYTD
Male	28%	29%
Female	72%	71%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	1%	3%
Adults (19-60)	75%	77%
Seniors (61+)	24%	20%

Client's Ethnicity	Month	FYTD
African-American/Black	39%	38%
Asian	2%	2%
Caucasian/White	33%	35%
Hawaiian/Pacific Islander	1%	0%
Hispanic/Latino	23%	22%
Native American	0%	1%
Mixed/Other	2%	2%

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

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	36	503
Basic Needs: Financial Assistance	268	2,802
Basic Needs: Food	167	1,777
Basic Needs: Homeless Services	995	12,145
Basic Needs: Housing/Eviction	14	150
Basic Needs: Housing/Foreclosure	2	24
Basic Needs: Housing/Rent Assistance	140	1,551
Basic Needs: Housing/Seniors	50	479
Basic Needs: Housing/Subsidized	49	1,042
Basic Needs: Jobs/Employment	22	244
Health Care: Dental	15	141
Health Care: Insurance Coverage	6	223
Health Care: Medical/Physical	24	218
Health Care: Mental Health	945	4,725
Health Care: Prenatal/Postpartum	2	21
Health Care: Substance Abuse	122	1,340
Other: Disaster Services	2	120
Other: Education/Literacy	7	99
Other: Emergency Services	20	230
Other: Immigration Services	9	73
Other: Legal Services	125	1,296
Other: Parent Services	67	958
Other: Physical/Sexual Abuse	76	791
Other: Senior Services	94	752
Other: Special Needs/Disability	21	404
Other: Transportation	133	1,062

Outcomes	Month	FYTD
Referrals Provided	5,365	61,262
Homeless: Provided Motel Voucher	0	35
Voucher Bednights/Adults	0	62
Voucher Bednights/Youths	0	50

Caller's Mood at End of Call	Month	FYTD
Mood Improved	95%	91%
Mood Unchanged	5%	9%
Mood Worsened	0%	0%

211 Database	Month	FYTD
Agencies in Database	651	N/A
Programs in Database	1,628	N/A
Records Updated	167	1,283
Visitors to Site	1,566	26,513
Agencies/Sites/Services Searched	7,499	196,947
Resource Guides: East Co./English	185	3,045
Resource Guides: East Co./Spanish	24	350
Resource Guides: Central Co./English	91	1,941
Resource Guides: Central Co./Spanish	16	223
Resource Guides: West Co./English	122	1,924
Resource Guides: West Co./Spanish	27	335
Help in Hard Times/English	154	2,538
Help in Hard Times/Spanish	21	304
Low-cost Medical Resources/English	71	1,012
Low-cost Medical Resources/Spanish	13	191
Parenting Resources/English	88	1,106
Parenting Resources/Spanish	12	201

Footnote: Homeless & HMG included in 211 Call Count
Footnote: Guide Count Estimated Due to Data Error



Grief Counseling	Month	FYTD
Active Grief Clients	165	N/A
Individual Counseling Sessions	33	427
Group Counseling Sessions	6	140
Mobile Grief Response	1	16
Mobile Grief Response, People Impacted	4	157

Help Me Grow	Month	FYTD
Active Help Me Grow Clients	93	N/A
Help Me Grow Calls & Follow-Up	99	2,426
Help Me Grow Specilized Referrals	65	576

Volunteer Hours	Month	FYTD
Crisis Lines and 211	381	4,675
Grief Counseling	71	942
Outreach & Training	17	361
Share the Spirit	4	127
Corporate Volunteer Week	18	189
Board/Office/Other	9	143
Total	500	6,437

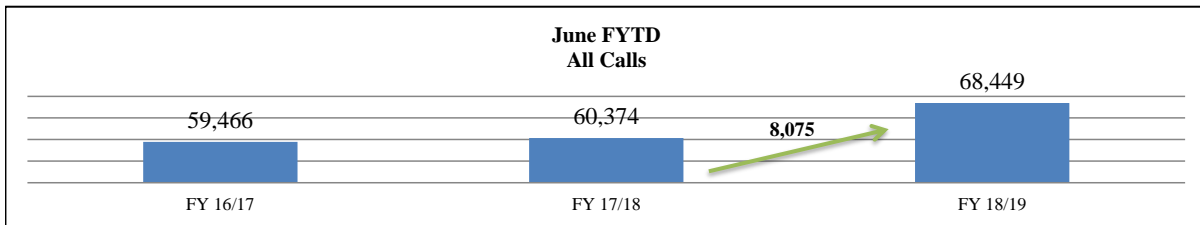
Presentations and Trainings	Month	FYTD
Agency Trainings	2	36
Attended Trainings	30	3,809
Presentations and Events	4	87
Attended Presentations	319	5,585
Materials Distributed	2,004	28,421

Website & Social Media	Month	FYTD
Visitors to Site (unduplicated)	4,393	53,580
Web Pageviews	5,547	114,766
Social Media Reaches	1,400	16,800

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

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	Mark Dossa
At Large	Robin Raff
At Large	Sheri Nagy
Affiliates	Mike Rekasis

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

Grief Counseling	
Grief Counseling Supervisor	Clarisa Anguiano

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

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



Report Period: June 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	7556	6314	164	2.2%	7.25	6.05	2	0	640:14:24	352	307	5912	6571
					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*	1069	1034	35	3.3%	6.86	7.45	1	0	138:06:05		7	1476	1483
800-Talk	680	680	0	0.0%	7.75	15	1	0	170:02:37		0	522	522
800-Spanish	110	110	0	0.0%	9.05	6.40	0	0	12:14:22		0	66	66
CPS	677	677	0	0.0%	6.94	1.53	0	0	21:22:35		0	465	465
APS	186	186	0	0.0%	7.83	2.14	2	0	6:55:36		0	156	156
Grief	203	201	2	1.0%	6.56	8.17	3	0	28:02:44		292	73	365
Crisis Texts	135	-	-	-	-	-	-	-	-	-	-	135	135
Sub Total	3060	2888	37	1.2%	7.21	7.43	1	0	376:43:59		299	2893	3192
211	3389	3262	127	3.7%	7.28	4.39	3	0	263:30:25		8	2967	2975
211 Texts	52	-	-	-	-	-	-	-	-	-	-	52	52
Sub Total	3441	3262	127	3.7%	7.28	4.39	3.00	0.00	263:30:25		8	3019	3027
Outbound	1078	-	-	-	-	-	-	-	-	-	-	-	-
CORE trf	1104	-	-	-	-	-	-	-	-	-	-	-	-
CORE fwd	159	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	7556	6314	164	2.2%	7.25	6.05	2.00	0.00	640:14:24	352	307	5912	6571
*800-Suicide Incl.					seconds	minutes	seconds	seconds	hours				