



Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1,545	12,406
National Lifeline (800.273.TALK)	546	3,455
Child Abuse Line (877.881.1116)	443	3,325
Elder Abuse Line (877.839.4347)	95	879
Grief Line (800.837.1818)	360	2,939
Crisis Text	84	933
Total	3,073	23,937

Average Speed to Answer (seconds)	Month	FYTD
Crisis & Grief Line	10.0	11.0
National Lifeline (800.273.TALK)	8.0	9.0
Child Abuse Line	16.0	19.0
Elder Abuse Line	23.0	21.0
Total	14.3	15.0

Abandonment Rate	Month	FYTD
Crisis & Grief Line	8.3%	8.8%
National Lifeline (800.273.TALK)	19.1%	17.9%
Child Abuse Line	2.0%	2.5%
Elder Abuse Line	3.0%	3.2%
Total	8.1%	8.1%

Client's Location	Month	FYTD
East: Antioch	196	1,595
East: Bay Point	12	45
East: Bethel Island / Byron	19	139
East: Brentwood	27	126
East: Discovery Bay	6	51
East: Oakley/Knightesen	12	99
East: Pittsburg	167	739
Total: East County	14%	12%
Central: Concord/Clayton/Clyde	229	1,432
Central: Lafayette	21	122
Central: Martinez/Pacheco	61	372
Central: Moraga/Canyon	16	40
Central: Orinda	9	68
Central: Pleasant Hill	78	251
Central: Walnut Creek	92	566
Total: Central County	16%	12%
South: Alamo	3	48
South: Blackhawk/Danville/Diablo	11	83
South: San Ramon	66	216
Total: South County	3%	1%
West: Crockett	8	53
West: El Cerrito/Kensington	7	32
West: El Sobrante / Hercules	53	475
West: Pinole/Port Costa	4	179
West: Richmond	150	908
West: Rodeo	17	118
West: San Pablo	159	1,113
Total: West County	13%	12%
Other/Unknown	1,650	15,067
Total: Other/Unknown	54%	63%

Caller's Mood at End of Call	Month	FYTD
Mood Improved	87%	89%
Mood Unchanged	13%	11%
Mood Worsened	0%	0%

Other Actions	Month	FYTD
Initiated CPS Emergency Response	279	2238
Initiated APS Emergency Response	59	496

Client's Age	Month	FYTD
Youths (0-18)	11%	10%
Adults (19-60)	68%	71%
Seniors (61+)	21%	19%

Client's Gender	Month	FYTD
Male	43%	44%
Female	57%	56%
Transgender	0%	0%

Client's Ethnicity	Month	FYTD
African-American/Black	16%	16%
Asian	4%	4%
Caucasian/White	64%	64%
Hawaiian/Pacific Islander	1%	0%
Hispanic/Latino	8%	10%
Native American	0%	0%
Mixed/Other	7%	6%

Client's Language	Month	FYTD
English	99%	99%
Spanish	1%	1%
Other	0%	0%

Client's Issues	Month	FYTD
Abuse: Child	453	3,263
Abuse: Domestic Violence	13	154
Abuse: Rape/Sexual Assault	8	124
Abuse: Seniors/Dependent Adults	92	799
Basic Needs: Financial Assistance	19	173
Basic Needs: Food	2	65
Basic Needs: Homeless Services	93	1,210
Basic Needs: Housing	49	486
Basic Needs: Jobs/Employment	4	70
Health Care: Eating Disorder	0	30
Health Care: Insurance Coverage	3	55
Health Care: Prenatal/Postpartum	1	8
Health Care: Substance Abuse	65	414
Mental Health: Anxiety/Stress	864	8,149
Mental Health: Bereavement/Grief	58	631
Mental Health: Depression	450	4,095
Mental Health: Psychiatric Services	316	1,578
Mental Health: Relationship Issues	532	4,654
Mental Health: Self-injury/Cutting	11	120
Mental Health: Trauma/PTSD	5	83
Other: Suicide Intervention Issues	174	1,556
Other: Legal Services	23	144
Other: LGBTQ Services	36	161
Other: Special Needs/Disability	32	131
Other: Veterans Services	7	29
Other: Youth Runaway	0	12

OUTCOMES	Month	FYTD
Suicide Assessment		
Low Lethality	127	928
Medium Risk	21	143
High Risk	3	49

Suicide Intervention	Month	FYTD
Talked Caller Down	64	300
Contracted with Caller	58	275
Initiated Rescue (5150)	6	48
Safety Plan Created	1	13

Follow-Up Action	Month	FYTD
Suicide Follow-up (# People)	14	111
Suicide Follow-up (# Calls)	21	219



Number of Calls by Line	Month	FYTD
211	1,989	19,097
211 Text	63	435
Total	2,052	19,532

Average Speed to Answer (seconds)	Month	FYTD
211	14.0	14.0
Total	14.0	14.0

Abandonment Rate	Month	FYTD
211	6.3%	6.3%
Total	6.3%	6.3%

Client's Location	Month	FYTD
East: Antioch	267	1,879
East: Bay Point	13	74
East: Bethel Island	3	29
East: Brentwood	32	260
East: Byron	1	8
East: Discovery Bay	8	26
East: Oakley/Knightsen	29	232
East: Pittsburg	175	1,273
Total: East County	26%	19%
Central: Concord/Clayton/Clyde	258	1,668
Central: Lafayette	4	15
Central: Martinez/Pacheco	66	470
Central: Moraga/Canyon	8	22
Central: Orinda	0	14
Central: Pleasant Hill	29	192
Central: Walnut Creek	52	321
Total: Central County	20%	14%
South: Alamo	2	13
South: Blackhawk/Danville/Diablo	5	46
South: San Ramon	25	133
Total: South County	3%	3%
West: Crockett	3	11
West: El Cerrito/Kensington	14	90
West: El Sobrante	18	113
West: Hercules	17	84
West: Pinole/Port Costa	6	102
West: Richmond	237	1,926
West: Rodeo	9	70
West: San Pablo	78	465
Total: West County	19%	15%
Other/Unknown	693	9,996
Total: Other/Unknown	34%	51%

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

Client's Age	Month	FYTD
Youths (0-18)	2%	2%
Adults (19-60)	73%	76%
Seniors (61+)	25%	22%

Client's Language	Month	FYTD
English	95%	97%
Spanish	5%	3%
Other	0%	0%

Client's Ethnicity	Month	FYTD
African-American/Black	25%	31%
Asian	3%	3%
Caucasian/White	44%	42%
Hawaiian/Pacific Islander	2%	1%
Hispanic/Latino	22%	21%
Native American	1%	0%
Mixed/Other	3%	2%

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	23	453
Basic Needs: Financial Assistance	218	1913
Basic Needs: Food	121	1249
Basic Needs: Homeless Services	540	5,697
Basic Needs: Housing/Eviction	9	69
Basic Needs: Housing/Foreclosure	1	18
Basic Needs: Housing/Rent Assistance	94	1108
Basic Needs: Housing/Seniors	32	229
Basic Needs: Housing/Subsidized	55	521
Basic Needs: Jobs/Employment	18	101
Health Care: Dental	11	93
Health Care: Insurance Coverage	13	118
Health Care: Health Services	67	639
Health Care: Mental Health	311	2856
Health Care: Prenatal/Postpartum	3	12
Health Care: Substance Abuse	122	927
Other: Disaster Services	2	132
Other: Education/Literacy	6	61
Other: Emergency Services	10	290
Other: Immigration Services	5	44
Other: Legal Services	95	759
Other: Parent Services	92	726
Other: Physical/Sexual Abuse	64	476
Other: Senior Services	58	482
Other: Special Needs/Disability	35	232
Other: Transportation	41	434

Outcomes	Month	FYTD
Referrals Provided	4,232	41,188
Homeless: Provided Motel Voucher	1	21
Voucher Bednights/Adults	1	43
Voucher Bednights/Youths	0	37

Caller's Mood at End of Call	Month	FYTD
Mood Improved	93%	94%
Mood Unchanged	7%	6%
Mood Worsened	0%	0%

211 Database	Month	FYTD
Agencies in Database	627	N/A
Programs in Database	1,563	N/A
Records Updated	103	1,012
Visitors to Site	2,448	18,175
Agencies/Sites/Services Searched	12,152	87,930
Parenting Resources/English	37	244
Parenting Resources/Spanish	12	131

Footnote: Homeless & HMG included in 211 Call Count



Grief Counseling	Month	FYTD
Active Grief Clients	195	N/A
Individual Counseling Sessions	0	253
Group Counseling Sessions	25	129
Mobile Grief Response	3	8
Mobile Grief Response, People Impacted	26	167

Help Me Grow	Month	FYTD
Active Help Me Grow Clients	406	N/A
Help Me Grow Calls & Follow-Up	80	1,168
Help Me Grow Specilized Referrals	15	470

Volunteer Hours	Month	FYTD
Crisis Lines and 211	517	3,667
Grief Counseling	71	633
Outreach & Training	0	87.5
Community Projects	19	263
Board/Office/Other	12	95
Total	619	4,124

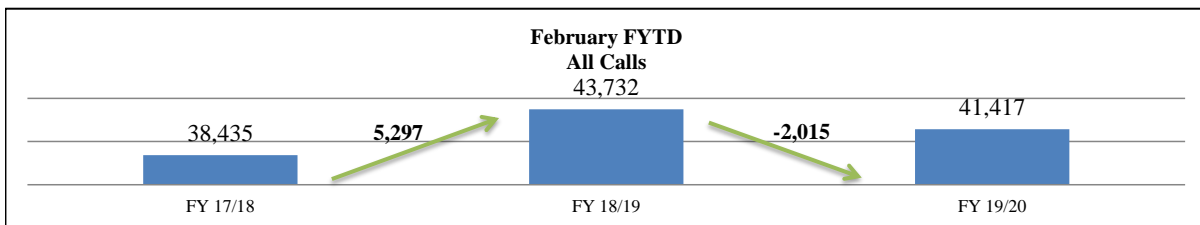
Presentations and Trainings	Month	FYTD
Agency Trainings	3	26
Attended Trainings	64	791
Presentations and Events	7	39
Attended Presentations	301	1,548
Materials Distributed	2,865	15,061

Website & Social Media	Month	FYTD
Visitors to Site (unduplicated)	3,674	33,395
Web Pageviews	4,718	45,969
Social Media Views	2,859	23,998
Social Media Followers	1,435	10,761

Community Projects*	Month	FYTD
Share the Spirit Grants Issued	49	49
Share the Spirit Donors	55	801
Corporate Volunteer Week Projects	156	156
CVW Participating Volunteers	192	192
CVW Participating Agencies	68	68
CVW Participating Corporations	15	15

* Annual Projects

Three Year Call History Trendline



CRISIS CENTER STAFF

Administration	
Executive Director	Tom Tamura, LMFT
Director of Operations and Finance	Walt Middleton, MBA
Finance Manager	Rocio Polanco
Administrative Assistant	Elizabeth Valadez

Crisis / 211 Hot Lines	
Director of Programs	Lesley Garcia, MS, PPS
Call Center Manager	Justin Jarratt
Crisis / 211 Call Specialist, Lead	Rico Millan
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

Belkis Beltran	Maribel Rubalcaba
Ella Hancock	Natalie Jauregui
James Cook	Peggy Harrington
Javonne Walker	
Jessica Elfin	
Lori Juarez	

Grief Counseling	
Grief Counseling Program Manager	Clarisa Anguiano

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	
At Large	Concepcion James
At Large	David Newhouse
At Large	Guita Bahramipour
At Large	Mark Dossa
At Large	Nadesdye Valdes
At Large	Robin Raff

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

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