



Number of Calls by Line	Month	FYTD
211	3,355	22,385
211 Text	102	673
<b>Total</b>	<b>3,457</b>	<b>23,058</b>

Average Speed to Answer (seconds)	Month	FYTD
211	25.0	22.2
<b>Total</b>	<b>25.0</b>	<b>22.2</b>

Abandonment Rate	Month	FYTD
211	6.9%	6.8%
<b>Total</b>	<b>6.9%</b>	<b>6.8%</b>

Client's Location	Month	FYTD
East: Antioch	697	3,909
East: Bay Point	11	47
East: Bethel Island	13	77
East: Brentwood	91	505
East: Byron	0	5
East: Discovery Bay	14	57
East: Oakley/Knightsen	99	482
East: Pittsburg	465	2,758
<b>Total: East County</b>	<b>40%</b>	<b>34%</b>
Central: Concord/Clayton/Clyde	386	2,613
Central: Lafayette	7	54
Central: Martinez/Pacheco	117	599
Central: Moraga/Canyon	1	23
Central: Orinda	6	27
Central: Pleasant Hill	66	327
Central: Walnut Creek	112	579
<b>Total: Central County</b>	<b>20%</b>	<b>18%</b>
South: Alamo	1	15
South: Blackhawk/Danville/Diablo	17	83
South: San Ramon	59	363
<b>Total: South County</b>	<b>2%</b>	<b>2%</b>
West: Crockett	6	26
West: El Cerrito/Kensington	26	180
West: El Sobrante	44	234
West: Hercules	26	162
West: Pinole/Port Costa	50	238
West: Richmond	390	2,405
West: Rodeo	25	106
West: San Pablo	183	861
<b>Total: West County</b>	<b>22%</b>	<b>18%</b>
Other/Unknown	545	6,323
<b>Total: Other/Unknown</b>	<b>16%</b>	<b>27%</b>

Client's Gender	Month	FYTD
Male	27%	26%
Female	73%	74%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	1%	0%
Adults (19-60)	78%	77%
Seniors (61+)	21%	23%

Client's Ethnicity	Month	FYTD
African-American/Black	42%	40%
Asian	3%	2%
Caucasian/White	36%	38%
Hawaiian/Pacific Islander	0%	0%
Hispanic/Latino	18%	19%
Native American	0%	0%
Mixed/Other	1%	1%

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	49	430
Basic Needs: Financial Assistance	1021	5758
Basic Needs: Food	156	1274
Basic Needs: Homeless Services	665	4,753
Basic Needs: Housing/Eviction	33	235
Basic Needs: Housing/Foreclosure	2	12
Basic Needs: Housing/Rent Assistance	833	5230
Basic Needs: Housing/Seniors	63	407
Basic Needs: Housing/Subsidized	195	1059
Basic Needs: Jobs/Employment	35	217
Health Care: Dental	19	94
Health Care: Insurance Coverage	21	131
Health Care: Health Services	76	630
Health Care: Mental Health	256	2144
Health Care: Substance Abuse	73	599
Other: Disaster Services	5	42
Other: Education/Literacy	11	66
Other: Emergency Services	18	111
Other: Immigration Services	14	81
Other: Legal Services	200	1273
Other: Parent Services	57	399
Other: Physical/Sexual Abuse	67	552
Other: Senior Services	110	734
Other: Special Needs/Disability	43	289
Other: Transportation	38	271

Client's Language	Month	FYTD
English	92%	92%
Spanish	8%	8%
Other	0%	0%

Outcomes	Month	FYTD
Referrals Provided	6,020	41,756

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	699	N/A
Programs in Database	1,920	N/A
Records Updated	137	572
Visitors to Site	6,984	48,079
Agencies/Sites/Services Searched	16,595	118,603

Footnote: Homeless & HMG included in 211 Call Count



Number of Calls by Line	Month	FYTD
Crisis/Suicide Line	173	1,642
National Lifeline (988)	2,034	14,711
Child Abuse Line (877.881.1116)	520	3,366
Elder Abuse Line (877.839.4347)	150	908
Grief Line	7	111
Crisis Text	112	561
<b>Total</b>	<b>2,996</b>	<b>21,299</b>

Average Speed to Answer (seconds)	Month	FYTD
Crisis & Grief Line	10.0	14.0
National Lifeline (988)	1216.0	11.4
Child Abuse Line	11.0	18.0
Elder Abuse Line	27.0	17.0
<b>Total</b>	<b>316.0</b>	<b>15.1</b>

Abandonment Rate	Month	FYTD
Crisis & Grief Line	5.6%	12.0%
National Lifeline (988)	9.3%	9.7%
Child Abuse Line	7.6%	6.9%
Elder Abuse Line	5.5%	7.3%
<b>Total</b>	<b>7.0%</b>	<b>8.9%</b>

Client's Location	Month	FYTD
East: Antioch	415	2,175
East: Bay Point	6	62
East: Bethel Island / Byron	39	364
East: Brentwood	32	209
East: Discovery Bay	4	30
East: Oakley/Knightsen	53	204
East: Pittsburg	59	548
<b>Total: East County</b>	<b>20%</b>	<b>17%</b>
Central: Concord/Clayton/Clyde	300	1,890
Central: Lafayette	26	181
Central: Martinez/Pacheco	44	547
Central: Moraga/Canyon	2	23
Central: Orinda	2	19
Central: Pleasant Hill	13	107
Central: Walnut Creek	102	728
<b>Total: Central County</b>	<b>16%</b>	<b>16%</b>
South: Alamo	4	18
South: Blackhawk/Danville/Diablo	13	91
South: San Ramon	98	421
<b>Total: South County</b>	<b>4%</b>	<b>2%</b>
West: Crockett	1	23
West: El Cerrito/Kensington	19	90
West: El Sobrante / Hercules	66	236
West: Pinole/Port Costa	15	120
West: Richmond	144	900
West: Rodeo	20	134
West: San Pablo	26	272
<b>Total: West County</b>	<b>10%</b>	<b>8%</b>
Other/Unknown	1,493	11,907
<b>Total: Other/Unknown</b>	<b>50%</b>	<b>56%</b>

Caller's Mood at End of Call	Month	FYTD
Mood Improved	82%	84%
Mood Unchanged	18%	16%
Mood Worsened	0%	0%

Other Actions	Month	FYTD
Initiated CPS Emergency Response	352	2,401
Initiated APS Emergency Response	65	483

Client's Age	Month	FYTD
Youths (0-18)	11%	11%
Adults (19-60)	71%	69%
Seniors (61+)	18%	20%

Client's Gender	Month	FYTD
Male	40%	40%
Female	60%	60%
Transgender	0%	0%

Client's Ethnicity	Month	FYTD
African-American/Black	20%	18%
Asian	9%	9%
Caucasian/White	65%	66%
Hawaiian/Pacific Islander	2%	3%
Hispanic/Latino	4%	4%
Native American	0%	0%
Mixed/Other	0%	0%

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

Client's Issues	Month	FYTD
Abuse: Child	553	3,496
Abuse: Domestic Violence	19	275
Abuse: Rape/Sexual Assault	24	222
Abuse: Seniors/Dependent Adults	259	1081
Basic Needs: Financial Assistance	42	343
Basic Needs: Food	36	98
Basic Needs: Homeless Services	79	671
Basic Needs: Housing	52	392
Basic Needs: Jobs/Employment	26	241
Health Care: Eating Disorder	6	60
Health Care: Insurance Coverage	3	35
Health Care: Substance Abuse	134	1,130
Mental Health: Anxiety/Stress	722	5,906
Mental Health: Bereavement/Grief	85	771
Mental Health: Depression	303	2,329
Mental Health: Psychiatric Services	159	1,345
Mental Health: Relationship Issues	588	4,560
Mental Health: Self-injury/Cutting	29	222
Mental Health: Trauma/PTSD	14	252
Other: Suicide Intervention Issues	309	2,805
Other: Legal Services	10	100
Other: LGBTQ Services	5	87
Other: Special Needs/Disability	7	56
Other: Veterans Services	10	71
Other: Youth Runaway	1	7

#### OUTCOMES

Suicide Assessment	Month	FYTD
Low Lethality	203	1,588
Medium Risk	30	309
High Risk	9	83

Suicide Intervention	Month	FYTD
Significantly Reduced Caller Distress	407	3,946
Caller Participated in Safety Discussion	114	1,132
Initiated Rescue (5150)	7	61

Follow-Up Action	Month	FYTD
Suicide Follow-up (# People)	6	120
Suicide Follow-up (# Calls)	12	209



# CONTRA COSTA CRISIS CENTER

## Other Statistics Month: January 2025

Grief Counseling	Month	FYTD
Active Grief Clients	22	N/A
Group Counseling Sessions	3	52
Mobile Grief Response	1	4
Mobile Grief Response, People Impacted	10	47

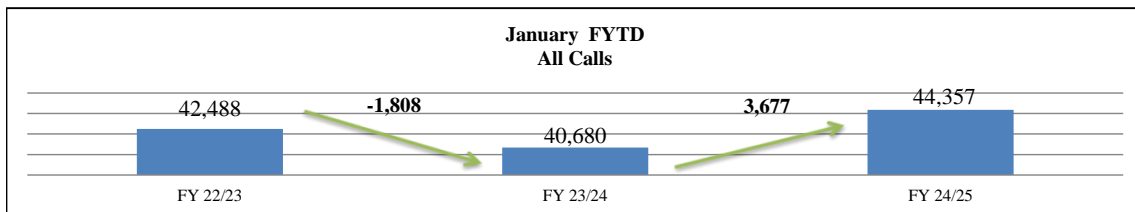
Volunteer Hours	Month	FYTD
Crisis Lines and 211	408	2,562
Grief Counseling	16	218
Outreach & Training	0	50
Community Projects	0	15
Board/Office/Other	11	67
<b>Total</b>	<b>435</b>	<b>2,911</b>

Website & Social Media	Month	FYTD
Visitors to Site (unduplicated)	2,677	19,728
Web Pageviews	7,146	50,412
Social Media Views	13,981	69,363
Social Media Followers	38	3,425

Presentations and Trainings	Month	FYTD
Agency Trainings	4	25
Attended Trainings	68	440
Presentations and Events	6	77
Attended Presentations	147	6,249
Materials Distributed	2,041	15,000

HMG/ACEs/PSPPS	Month	FYTD
HMG/ACEs Active Clients	219	N/A
HMG/ACEs Number of Contacts	349	2549

### Three Year Call History Trendline



### CRISIS CENTER STAFF

Administration	
Director of Finance/Operations	Petal Henry
Accounting/Operations Supervisor	Elizabeth Valadez, MBA
Office Manager	Karem Alkon
Tech Support Specialist	Marianne Villablanca
Director of Business Development & Data n Dallas Elliott	

Crisis / 211 Hot Lines	
Clinical Director	Gina Ostertag, LMFT
Associate Director of Crisis Line Operations	Justin Jarratt
Call Center Shift Lead	Rico Millan
Call Center Shift Lead	Sharon Schutjer
988 Call Center Shift Lead	Scott Chavez, MDIV
Crisis / 211 Call Specialist	Alissa Johnson
Crisis / 211 Call Specialist	Duc Greenwell
Crisis / 211 Call Specialist	Ganna Kornfeld
Crisis / 211 Call Specialist	Isabel Paez
Crisis / 211 Call Specialist	Javonne Walker
Crisis / 211 Call Specialist	Joanna Siefert, MSW
Crisis / 211 Call Specialist	Kimberly Adams
Crisis / 211 Call Specialist	Madelyn Ramsey
Crisis / 211 Call Specialist	Ronald 'Reese' Grein
Crisis / 211 Call Specialist	Secy Benites
Crisis / 211 Call Specialist	Valerie Purdey, MS
Volunteer and Training Manager	Kaitlyn Coughran

On-Call Staff	
Alondra Rico	Helena Caetano
Anna Garron-Torres	Irma Martell, AMFT
Benjamin Wheatley	Jonah Hinckley
Belkis Beltran	Rebeca Sordo
Christine Seagren	Shannon Martin

Help Me Grow/ACEs	
Help Me Grow/ACEs Coordinator	Alejandra Jauregui
Help Me Grow/ACEs Coordinator	Wendy Diaz, MS

### CRISIS CENTER BOARD

Officers	
President	Mark Dossa
Vice President	Nadesdye Valdes-Wong
Treasurer	Linda Del Matto
Secretary	Robert Park

At Large	
At Large	Brian Schwarzer
At Large	David Newhouse
At Large	Dionne Blackman-Moeller
At Large	Guita Bahramipour
At Large	Lizzie Vinluan
At Large	Robin Raff
At Large	Smaranika Mohapatra

Social Media & Website	
Tech Support Specialist	Marianne Villablanca

Community Services Network	
CSN / I&R Supervisor	Blanca Gutierrez

Disaster Community Resources	
Disaster Community Resource Manager	Adi Vasiti Soto

### 24-HOUR CONTACT NUMBERS

211 / Crisis Hot Lines	
Crisis/Suicide Hot Line	211
National Suicide Prevention Lifeline	988
Information and Referral	211
Grief Counseling	211
Text HOPE to	20121

Websites	
<a href="http://www.crisis-center.org">www.crisis-center.org</a>	
<a href="http://www.211cc.org">www.211cc.org</a>	
Business Office	
<a href="mailto:www.admin@crisis-center.org">www.admin@crisis-center.org</a>	925.939.1916