



Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1,647	1,647
National Lifeline (800.273.TALK)	395	395
Child Abuse Line (877.881.1116)	393	393
Elder Abuse Line (877.839.4347)	121	121
Grief Line (800.837.1818)	166	166
Crisis Text	98	98
<b>Total</b>	<b>2,820</b>	<b>2,820</b>

Average Speed to Answer (seconds)	Month	FYTD
Crisis & Grief Line	16.0	16.0
National Lifeline (800.273.TALK)	12.0	12.0
Child Abuse Line	61.0	61.0
Elder Abuse Line	42.0	42.0
<b>Total</b>	<b>32.8</b>	<b>32.8</b>

Abandonment Rate	Month	FYTD
Crisis & Grief Line	27.9%	27.9%
National Lifeline (800.273.TALK)	44.5%	44.5%
Child Abuse Line	12.2%	12.2%
Elder Abuse Line	12.6%	12.6%
<b>Total</b>	<b>24.3%</b>	<b>24.3%</b>

Client's Location	Month	FYTD
East: Antioch	167	167
East: Bay Point	4	4
East: Bethel Island / Byron	47	47
East: Brentwood	26	26
East: Discovery Bay	1	1
East: Oakley/Knightsen	22	22
East: Pittsburg	98	98
<b>Total: East County</b>	<b>13%</b>	<b>13%</b>
Central: Concord/Clayton/Clyde	127	127
Central: Lafayette	10	10
Central: Martinez/Pacheco	37	37
Central: Moraga/Canyon	5	5
Central: Orinda	5	5
Central: Pleasant Hill	100	100
Central: Walnut Creek	60	60
<b>Total: Central County</b>	<b>12%</b>	<b>12%</b>
South: Alamo	6	6
South: Blackhawk/Danville/Diablo	19	19
South: San Ramon	30	30
<b>Total: South County</b>	<b>2%</b>	<b>2%</b>
West: Crockett	0	0
West: El Cerrito/Kensington	5	5
West: El Sobrante / Hercules	33	33
West: Pinole/Port Costa	9	9
West: Richmond	134	134
West: Rodeo	2	2
West: San Pablo	98	98
<b>Total: West County</b>	<b>10%</b>	<b>10%</b>
Other/Unknown	1,775	1,775
<b>Total: Other/Unknown</b>	<b>63%</b>	<b>63%</b>

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

Other Actions	Month	FYTD
Initiated CPS Emergency Response	265	265
Initiated APS Emergency Response	55	55

Client's Age	Month	FYTD
Youths (0-18)	9%	9%
Adults (19-60)	66%	66%
Seniors (61+)	25%	25%

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

Client's Ethnicity	Month	FYTD
African-American/Black	15%	15%
Asian	7%	7%
Caucasian/White	70%	70%
Hawaiian/Pacific Islander	1%	1%
Hispanic/Latino	6%	6%
Native American	0%	0%
Mixed/Other	1%	1%

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

Client's Issues	Month	FYTD
Abuse: Child	408	408
Abuse: Domestic Violence	29	29
Abuse: Rape/Sexual Assault	10	10
Abuse: Seniors/Dependent Adults	117	117
Basic Needs: Financial Assistance	11	11
Basic Needs: Food	12	12
Basic Needs: Homeless Services	97	97
Basic Needs: Housing	25	25
Basic Needs: Jobs/Employment	4	4
Health Care: Eating Disorder	5	5
Health Care: Insurance Coverage	1	1
Health Care: Prenatal/Postpartum	1	1
Health Care: Substance Abuse	53	53
Mental Health: Anxiety/Stress	100	100
Mental Health: Bereavement/Grief	84	84
Mental Health: Depression	443	443
Mental Health: Psychiatric Services	158	158
Mental Health: Relationship Issues	1,045	1,045
Mental Health: Self-injury/Cutting	10	10
Mental Health: Trauma/PTSD	17	17
Other: Suicide Intervention Issues	174	174
Other: Legal Services	6	6
Other: LGBTQ Services	4	4
Other: Special Needs/Disability	8	8
Other: Veterans Services	6	6
Other: Youth Runaway	5	5

**OUTCOMES**

Suicide Assessment	Month	FYTD
Low Lethality	116	116
Medium Risk	17	17
High Risk	8	8

Suicide Intervention	Month	FYTD
Talked Caller Down	40	40
Contracted with Caller	31	31
Initiated Rescue (5150)	10	10
Safety Plan Created	13	13

Follow-Up Action	Month	FYTD
Suicide Follow-up (# People)	16	16
Suicide Follow-up (# Calls)	35	35



Number of Calls by Line	Month	FYTD
211	2,826	2,826
211 Text	64	64
<b>Total</b>	<b>2,890</b>	<b>2,890</b>

Average Speed to Answer (seconds)	Month	FYTD
211	38.0	38.0
<b>Total</b>	<b>38.0</b>	<b>38.0</b>

Abandonment Rate	Month	FYTD
211	13.0%	13.0%
<b>Total</b>	<b>13.0%</b>	<b>13.0%</b>

Client's Location	Month	FYTD
East: Antioch	307	307
East: Bay Point	12	12
East: Bethel Island	5	5
East: Brentwood	41	41
East: Byron	2	2
East: Discovery Bay	0	0
East: Oakley/Knightsen	45	45
East: Pittsburg	267	267
<b>Total: East County</b>	<b>23%</b>	<b>23%</b>
Central: Concord/Clayton/Clyde	316	316
Central: Lafayette	4	4
Central: Martinez/Pacheco	92	92
Central: Moraga/Canyon	1	1
Central: Orinda	6	6
Central: Pleasant Hill	37	37
Central: Walnut Creek	61	61
<b>Total: Central County</b>	<b>18%</b>	<b>18%</b>
South: Alamo	2	2
South: Blackhawk/Danville/Diablo	10	10
South: San Ramon	42	42
<b>Total: South County</b>	<b>3%</b>	<b>3%</b>
West: Crockett	1	1
West: El Cerrito/Kensington	23	23
West: El Sobrante	21	21
West: Hercules	16	16
West: Pinole/Port Costa	14	14
West: Richmond	394	394
West: Rodeo	10	10
West: San Pablo	136	136
<b>Total: West County</b>	<b>21%</b>	<b>21%</b>
Other/Unknown	1,025	1,025
<b>Total: Other/Unknown</b>	<b>35%</b>	<b>35%</b>

Client's Gender	Month	FYTD
Male	25%	25%
Female	75%	75%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	1%	1%
Adults (19-60)	68%	68%
Seniors (61+)	31%	31%

Client's Language	Month	FYTD
English	90%	90%
Spanish	10%	10%
Other	0%	0%

Client's Ethnicity	Month	FYTD
African-American/Black	20%	20%
Asian	6%	6%
Caucasian/White	47%	47%
Hawaiian/Pacific Islander	4%	4%
Hispanic/Latino	22%	22%
Native American	0%	0%
Mixed/Other	1%	1%

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	44	44
Basic Needs: Financial Assistance	323	323
Basic Needs: Food	247	247
Basic Needs: Homeless Services	715	715
Basic Needs: Housing/Eviction	10	10
Basic Needs: Housing/Foreclosure	1	1
Basic Needs: Housing/Rent Assistance	279	279
Basic Needs: Housing/Seniors	31	31
Basic Needs; Housing/Subsidized	85	85
Basic Needs: Jobs/Employment	8	8
Health Care: Dental	25	25
Health Care: Insurance Coverage	16	16
Health Care: Health Services	235	235
Health Care: Mental Health	401	401
Health Care: Prenatal/Postpartum	2	2
Health Care: Substance Abuse	67	67
Other: Disaster Services	230	230
Other: Education/Literacy	3	3
Other: Emergency Services	22	22
Other: Immigration Services	13	13
Other: Legal Services	111	111
Other: Parent Services	96	96
Other: Physical/Sexual Abuse	5	5
Other: Senior Services	112	112
Other: Special Needs/Disability	76	76
Other: Transportation	19	19

Outcomes	Month	FYTD
Referrals Provided	5,688	5,688
Homeless: Provided Motel Voucher	0	0
Voucher Bednights/Adults	0	0
Voucher Bednights/Youths	0	0

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

211 Database	Month	FYTD
Agencies in Database	652	N/A
Programs in Database	1,664	N/A
Records Updated	145	145
Visitors to Site	2,646	2,646
Agencies/Sites/Services Searched	11,952	11,952
Parenting Resources/English	15	15
Parenting Resources/Spanish	7	7

Footnote: Homeless & HMG included in 211 Call Count



Grief Counseling	Month	FYTD
Active Grief Clients	194	N/A
Group Counseling Sessions	3	3
Mobile Grief Response	0	0
Mobile Grief Response, People Impacted	0	0

Volunteer Hours	Month	FYTD
Crisis Lines and 211	308	308
Grief Counseling	48	48
Outreach & Training	3	3
Community Projects	33	33
Board/Office/Other	12	12
<b>Total</b>	<b>404</b>	<b>404</b>

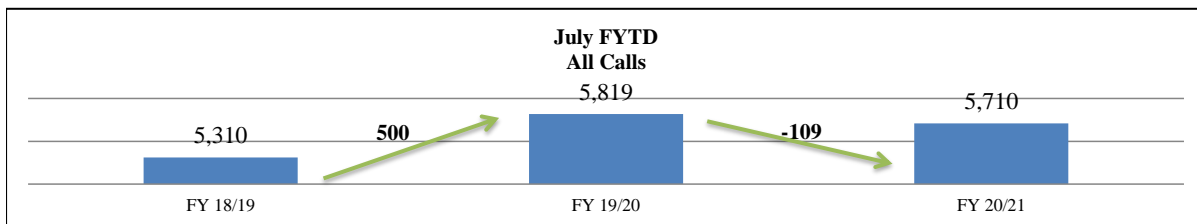
Website & Social Media	Month	FYTD
Visitors to Site (unduplicated)	1,798	1,798
Web Pageviews	5,082	5,082
Social Media Views	9,435	9,435
Social Media Followers	1,980	1,980

Presentations and Trainings	Month	FYTD
Agency Trainings	4	4
Attended Trainings	44	44
Presentations and Events	1	1
Attended Presentations	17	17
Materials Distributed	0	0

Community Projects*	Month	FYTD
Share the Spirit Grants Issued	0	0
Share the Spirit Donors	3	3
Corporate Volunteer Week Projects	0	0
CVW Participating Volunteers	0	0
CVW Participating Agencies	0	0
CVW Participating Corporations	0	0

\* 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	Rico Millan
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	Lori Juarez
Isabel Paez	Maribel Rubalcaba
Javonne Walker	Natalie Jauregui

Grief Counseling	
Grief Counseling Program Manager	Clarisa Anguiano, MS

Community Projects & Social Media	
Community Projects & Social Media	Dee Dee Robillard
Outreach & Training	Scott Chavez, MDIV

Help Me Grow	
Help Me Grow Coordinator	Wendy Diaz, MS

**CRISIS CENTER BOARD**

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

At Large		
At Large	Chris Shackelford	
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 Rekasias	

**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	
<a href="http://www.crisis-center.org">www.crisis-center.org</a>	
<a href="http://www.211cc.org">www.211cc.org</a>	

**CONTACT US**

Business Office	
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