

Number of Calls by Line	Month	FYTD
Crisis/Suicide Line	304	304
National Lifeline (988)	2,312	2,312
Child Abuse Line (877.881.1116)	446	446
Elder Abuse Line (877.839.4347)	113	113
Grief Line	29	29
Crisis Text	79	79
Total	3,283	3,283

Average Speed to Answer (seconds)	Month	FYTD
Crisis & Grief Line	18.0	18.0
National Lifeline (988)	11.0	11.0
Child Abuse Line	18.0	18.0
Elder Abuse Line	20.0	20.0
Total	16.8	16.8

Abandonment Rate	Month	FYTD
Crisis & Grief Line	41.9%	41.9%
National Lifeline (800.273.TALK)	12.9%	12.9%
Child Abuse Line	8.8%	8.8%
Elder Abuse Line	8.3%	8.3%
Total	18.0%	18.0%

Client's Location	Month	FYTD
East: Antioch	316	316
East: Bay Point	7	7
East: Bethel Island / Byron	69	69
East: Brentwood	28	28
East: Discovery Bay	1	1
East: Oakley/Knightsen	25	25
East: Pittsburg	86	86
Total: East County	16%	16%
Central: Concord/Clayton/Clyde	314	314
Central: Lafayette	14	14
Central: Martinez/Pacheco	59	59
Central: Moraga/Canyon	3	3
Central: Orinda	4	4
Central: Pleasant Hill	12	12
Central: Walnut Creek	90	90
Total: Central County	15%	15%
South: Alamo	2	2
South: Blackhawk/Danville/Diablo	16	16
South: San Ramon	54	54
Total: South County	2%	2%
West: Crockett	1	1
West: El Cerrito/Kensington	8	8
West: El Sobrante / Hercules	19	19
West: Pinole/Port Costa	16	16
West: Richmond	91	91
West: Rodeo	6	6
West: San Pablo	35	35
Total: West County	5%	5%
Other/Unknown	2,007	2,007
Total: Other/Unknown	61%	61%

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

Other Actions	Month	FYTD
Initiated CPS Emergency Response	308	308
Initiated APS Emergency Response	58	58

Client's Age	Month	FYTD
Youths (0-18)	10%	10%
Adults (19-60)	68%	68%
Seniors (61+)	22%	22%

Client's Gender	Month	FYTD
Male	41%	41%
Female	59%	59%
Transgender	0%	0%

Client's Ethnicity	Month	FYTD
African-American/Black	13%	13%
Asian	11%	11%
Caucasian/White	70%	70%
Hawaiian/Pacific Islander	0%	0%
Hispanic/Latino	4%	4%
Native American	0%	0%
Mixed/Other	2%	2%

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

Client's Issues	Month	FYTD
Abuse: Child	493	493
Abuse: Domestic Violence	64	64
Abuse: Rape/Sexual Assault	45	45
Abuse: Seniors/Dependent Adults	128	128
Basic Needs: Financial Assistance	21	21
Basic Needs: Food	6	6
Basic Needs: Homeless Services	74	74
Basic Needs: Housing	44	44
Basic Needs: Jobs/Employment	24	24
Health Care: Eating Disorder	3	3
Health Care: Insurance Coverage	17	17
Health Care: Substance Abuse	193	193
Mental Health: Anxiety/Stress	880	880
Mental Health: Bereavement/Grief	209	209
Mental Health: Depression	356	356
Mental Health: Psychiatric Services	238	238
Mental Health: Relationship Issues	743	743
Mental Health: Self-injury/Cutting	38	38
Mental Health: Trauma/PTSD	47	47
Other: Suicide Intervention Issues	454	454
Other: Legal Services	10	10
Other: LGBTQ Services	9	9
Other: Special Needs/Disability	11	11
Other: Veterans Services	15	15
Other: Youth Runaway	2	2

OUTCOMES

Suicide Assessment	Month	FYTD
Low Lethality	259	259
Medium Risk	55	55
High Risk	14	14

Suicide Intervention	Month	FYTD
Significantly Reduced Caller Distress	679	679
Caller Participated in Safety Discussion	205	205
Initiated Rescue (5150)	7	7

Follow-Up Action	Month	FYTD
Suicide Follow-up (# People)	18	18
Suicide Follow-up (# Calls)	35	35



Number of Calls by Line	Month	FYTD
211	3,284	3,284
211 Text	102	102
Total	3,386	3,386

Average Speed to Answer (seconds)	Month	FYTD
211	28.0	28.0
Total	28.0	28.0

Abandonment Rate	Month	FYTD
211	9.7%	9.7%
Total	9.7%	9.7%

Client's Location	Month	FYTD
East: Antioch	650	650
East: Bay Point	7	7
East: Bethel Island	16	16
East: Brentwood	80	80
East: Byron	1	1
East: Discovery Bay	10	10
East: Oakley/Knightsen	90	90
East: Pittsburg	460	460
Total: East County	39%	39%
Central: Concord/Clayton/Clyde	434	434
Central: Lafayette	14	14
Central: Martinez/Pacheco	85	85
Central: Moraga/Canyon	5	5
Central: Orinda	4	4
Central: Pleasant Hill	55	55
Central: Walnut Creek	107	107
Total: Central County	21%	21%
South: Alamo	1	1
South: Blackhawk/Danville/Diablo	21	21
South: San Ramon	59	59
Total: South County	2%	2%
West: Crockett	3	3
West: El Cerrito/Kensington	30	30
West: El Sobrante	44	44
West: Hercules	24	24
West: Pinole/Port Costa	35	35
West: Richmond	381	381
West: Rodeo	20	20
West: San Pablo	146	146
Total: West County	20%	20%
Other/Unknown	604	604
Total: Other/Unknown	18%	18%

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)	75%	75%
Seniors (61+)	24%	24%

Client's Ethnicity	Month	FYTD
African-American/Black	34%	34%
Asian	2%	2%
Caucasian/White	42%	42%
Hawaiian/Pacific Islander	0%	0%
Hispanic/Latino	20%	20%
Native American	0%	0%
Mixed/Other	2%	2%

Client's Issues	Month	FYTD
Basic Needs: Clothing/Household	58	58
Basic Needs: Financial Assistance	636	636
Basic Needs: Food	158	158
Basic Needs: Homeless Services	770	770
Basic Needs: Housing/Eviction	30	30
Basic Needs: Housing/Foreclosure	1	1
Basic Needs: Housing/Rent Assistance	754	754
Basic Needs: Housing/Seniors	56	56
Basic Needs: Housing/Subsidized	144	144
Basic Needs: Jobs/Employment	44	44
Health Care: Dental	16	16
Health Care: Insurance Coverage	16	16
Health Care: Health Services	106	106
Health Care: Mental Health	312	312
Health Care: Substance Abuse	108	108
Other: Disaster Services	13	13
Other: Education/Literacy	9	9
Other: Emergency Services	29	29
Other: Immigration Services	11	11
Other: Legal Services	153	153
Other: Parent Services	59	59
Other: Physical/Sexual Abuse	94	94
Other: Senior Services	101	101
Other: Special Needs/Disability	60	60
Other: Transportation	41	41

Client's Language	Month	FYTD
English	91%	91%
Spanish	9%	1%
Other	0%	0%

Outcomes	Month	FYTD
Referrals Provided	5,999	5,999

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

211 Database	Month	FYTD
Agencies in Database	692	N/A
Programs in Database	1,919	N/A
Records Updated	131	131
Visitors to Site	7,450	7,450
Agencies/Sites/Services Searched	18,832	18,832

Footnote: Homeless & HMG included in 211 Call Count



Grief Counseling	Month	FYTD
Active Grief Clients	0	N/A
Group Counseling Sessions	0	0
Mobile Grief Response	1	1
Mobile Grief Response, People Impacted	6	6

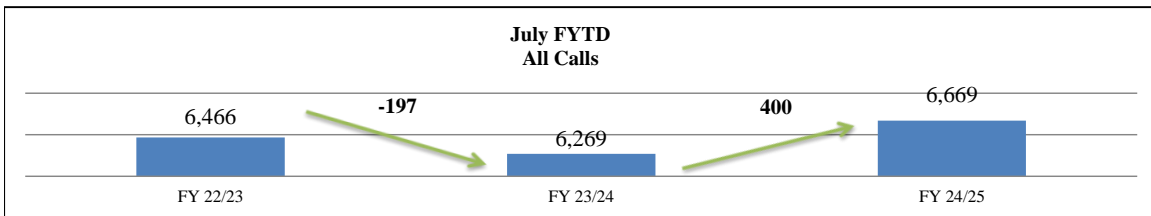
Volunteer Hours	Month	FYTD
Crisis Lines and 211	383	383
Grief Counseling	0	0
Outreach & Training	17.5	17.5
Community Projects	2	2
Board/Office/Other	9	9
Total	412	412

Website & Social Media	Month	FYTD
Visitors to Site (unduplicated)	3,240	3,240
Web Pageviews	8,120	8,120
Social Media Views	9,010	9,010
Social Media Followers	3,235	3,235

Presentations and Trainings	Month	FYTD
Agency Trainings	4	4
Attended Trainings	29	29
Presentations and Events	7	7
Attended Presentations	446	446
Materials Distributed	1,558	1,558

HMG/ACEs/PSPS	Month	FYTD
HMG/ACEs Active Clients	185	N/A
HMG/ACEs Number of Contacts	309	309

Three Year Call History Trendline



CRISIS CENTER STAFF

Administration	
Executive Director	Elaine Cortez Schroth
Accounting/Operations Supervisor	Elizabeth Valadez, MBA
Office Manager	Karem Alkon
Tech Support Specialist	Marianne Villablanca

Crisis / 211 Hot Lines	
Director of Programs	Lesley Garcia, MS, PPS
Call Center Manager	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	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	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	Ganna Kornfeld
Anna Garron-Torres	Irma Martell, AMFT
Benjamin Wheatley	Jonah Hinckley
Belkis Beltran	Madelyn Ramsey
Christine Seagren	Rebeca Sordo
Eloise Gerken, AMFT	Rebecca Christiansen

HMG / ACE's	
Help Me Grow/ACEs Coordinator	Alejandra Jauregui
Help Me Grow/ACEs Coordinator	Wendy Diaz, MS
Grief & Suicide Prev. Services Coordinator	Hiba Ali

Social Media & Website	
Accounting/Operations Supervisor	Elizabeth Valadez, MBA

CRISIS CENTER BOARD

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

At Large	
At Large	David Newhouse
At Large	Guita Bahramipour
At Large	Lizzie Vinluan
At Large	Robin Raff

Community Services Network	
CSN / I&R Supervisor	Blanca Gutierrez
CSN / I&R Manager	Ruby Leanos, MBA

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

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