

Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	931	9,444
National Lifeline (800.273.TALK)	289	2,494
Spanish Lifeline (888.628.9454)	45	167
National Hopeline (800.SUICIDE)	1	15
Child Abuse Line (877.881.1116)	450	4,257
Elder Abuse Line (877.839.4347)	133	1,260
Grief Line (800.837.1818)	237	2,585
Spanish Bay Area Calls	20	141
VA Calls	613	7,080
Total	2,719	27,443

Average Speed to Answer (seconds)	Month	FYTD
Crisis/Suicide Line (800.833.2900)	7.2	7.1
National Lifeline (800.273.TALK)	7.7	7.9
Spanish Lifeline (888.628.9454)	7.6	7.4
National Hopeline (800.SUICIDE)	0.0	0.0
Child Abuse Line (877.881.1116)	5.6	5.4
Elder Abuse Line (877.839.4347)	5.7	5.9
Grief Line (800.837.1818)	6.4	6.7
VA Crisis Line	6.7	6.8
Total	6.7	6.6

Abandonment Rate	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1.6%	1.7%
National Lifeline (800.273.TALK)	0.6%	0.0%
Spanish Lifeline (888.628.9454)	0.0%	0.0%
National Hopeline (800.SUICIDE)	0.0%	0.0%
Child Abuse Line (877.881.1116)	0.0%	0.0%
Elder Abuse Line (877.839.4347)	0.0%	0.4%
Grief Line (800.837.1818)	0.0%	0.7%
VA Crisis Line	0.0%	0.0%
Total	0.6%	0.7%

Client's Location	Month	FYTD
East: Antioch	233	2,435
East: Bay Point	20	193
East: Bethel Island	32	287
East: Brentwood	39	375
East: Byron	0	6
East: Discovery Bay	5	44
East: Oakley/Knightesen	49	332
East: Pittsburg	66	847
Total: East County	16%	16%
Central: Concord/Clayton/Clyde	218	1,986
Central: Lafayette	18	140
Central: Martinez/Pacheco	64	672
Central: Moraga/Canyon	3	50
Central: Orinda	4	48
Central: Pleasant Hill	61	656
Central: Walnut Creek	119	1,103
Total: Central County	18%	17%
South: Alamo	7	64
South: Blackhawk/Danville/Diablo	26	189
South: San Ramon	19	203
Total: South County	2%	2%
West: Crockett	4	23
West: El Cerrito/Kensington	8	135
West: El Sobrante	7	145
West: Hercules	17	124
West: Pinole/Port Costa	32	424
West: Richmond	117	1,235
West: Rodeo	4	46
West: San Pablo	78	799
Total: West County	10%	11%
Other/Unknown	1,469	14,882
Total: Other/Unknown	54%	54%

Client's Gender	Month	FYTD
Male	48%	49%
Female	52%	51%
Transgender	0%	0%

Client's Age	Month	FYTD
Youths (0-18)	16%	16%
Adults (19-60)	62%	62%
Seniors (61+)	22%	22%

Client's Ethnicity	Month	FYTD
African-American/Black	17%	16%
Asian	3%	4%
Caucasian/White	52%	54%
Hawaiian/Pacific Islander	1%	0%
Hispanic/Latino	19%	18%
Native American	0%	0%
Mixed/Other	8%	8%

Client's Language	Month	FYTD
English	96%	97%
Spanish	3%	2%
Other	1%	1%

Client's Issues	Month	FYTD
Abuse: Child	429	3,959
Abuse: Domestic Violence	25	187
Abuse: Rape/Sexual Assault	8	116
Abuse: Seniors/Dependent Adults	133	1,202
Basic Needs: Financial Assistance	7	105
Basic Needs: Food	8	85
Basic Needs: Homeless Services	38	336
Basic Needs: Housing	25	220
Basic Needs: Jobs/Employment	7	86
Health Care: AIDS/HIV Services	1	4
Health Care: Eating Disorder	0	14
Health Care: Insurance Coverage	9	60
Health Care: Medical/Physical	6	58
Health Care: Prenatal/Postpartum	3	11
Health Care: Substance Abuse	104	927
Mental Health: Anxiety/Stress	707	7,465
Mental Health: Bereavement/Grief	193	2,178
Mental Health: Depression	263	2,529
Mental Health: Psychiatric Services	312	3,071
Mental Health: Relationship Issues	508	4,593
Mental Health: Self-injury/Cutting	34	233
Mental Health: Trauma/PTSD	60	581
Other: Crisis Intervention	288	3,348
Other: Legal Services	7	127
Other: LGBTQ Services	9	91
Other: Special Needs/Disability	17	103
Other: Veterans Services	595	6,746
Other: Youth Runaway	11	83

OUTCOMES

Suicide Assessment	Month	FYTD
Ideating	119	1,380
Low Lethality	39	512
Medium Risk	13	257
High Risk	21	241

Suicide Intervention	Month	FYTD
Talked Caller Down	65	608
Contracted with Caller	77	968
Initiated Rescue (5150)	17	145
Suicide Follow-up (# People)	31	252
Suicide Follow-up (# Calls)	57	453

Other Actions	Month	FYTD
Initiated CPS Emergency Response	184	2,075
Initiated APS Emergency Response	37	378

Caller's Mood at End of Call	Month	FYTD
Mood Improved	83%	82%
Mood Unchanged	17%	18%
Mood Worsened	0%	0%