

Crisis ]	Line Statistics
	Month: April 2014

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 VA Calls	20 613	141
Total	2,719	7,080 27,443
Average Speed to Answer (seconds) Crisis/Suicide Line (800.833.2900)	Month 7.2	<b>FYTD</b> 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 Total	6.7 6.7	6.8 <b>6.6</b>
Abandonment Rate Crisis/Suicide Line (800.833.2900)	Month 1.6%	<b>FYTD</b> 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: Bay Point East: Bethel Island	20 32	193 287
East: Bay Point East: Bethel Island East: Brentwood	20 32 39	193 287 375
East: Bay Point East: Bethel Island	20 32	193 287
East: Bay Point East: Bethel Island East: Brentwood East: Byron	20 32 39 0	193 287 375 6
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay	20 32 39 0 5	193 287 375 6 44
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Pittsburg Total: East County	20 32 39 0 5 49 66 <b>16%</b>	193 287 375 6 44 332 847 <b>16%</b>
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde	20 32 39 0 5 49 66 <b>16%</b> 218	193 287 375 6 44 332 847 <b>16%</b> 1,986
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Lafayette	20 32 39 0 5 49 66 <b>16%</b> 218 18	193 287 375 6 44 332 <u>847</u> <b>16%</b> 1,986 140
East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Lafayette Central: Martinez/Pacheco	20 32 39 0 5 49 66 16% 218 18 64	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672
East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Lafayette Central: Martinez/Pacheco Central: Moraga/Canyon	20 32 39 0 5 49 66 16% 218 18 64 3	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50
East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Lafayette Central: Martinez/Pacheco Central: Moraga/Canyon Central: Orinda	20 32 39 0 5 49 66 16% 218 18 64 3 4	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Lafayette Central: Martinez/Pacheco Central: Martinez/Pacheco Central: Moraga/Canyon Central: Orinda Central: Pleasant Hill	20 32 39 0 5 49 66 16% 218 18 64 3 4 61	193 287 375 6 44 332 847 1,986 140 672 50 48 656
East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Martinez/Pacheco Central: Martinez/Pacheco Central: Moraga/Canyon Central: Orinda Central: Pleasant Hill Central: Walnut Creek	20 32 39 0 5 49 66 16% 218 18 64 3 4	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656 1,103
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Oakley/Knightsen East: Oakley/Knightsen East: Discovery Bay East: Oakley/Knightsen East: Oakley/Chightsen Central: Concord/Clayton/Clyde Central: Lafayette Central: Martinez/Pacheco Central: Martinez/Pacheco Central: Moraga/Canyon Central: Orinda Central: Pleasant Hill	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Martinez/Pacheco Central: Moraga/Canyon Central: Orinda Central: Pleasant Hill Central: Pleasant Hill Central: Walnut Creek <b>Total: Central County</b>	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18%	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656 6 1,103 <b>17%</b>
East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Martinez/Pacheco Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Woraga/Canyon Central: Pleasant Hill Central: Walnut Creek <b>Total: Central County</b> South: Alamo South: Blackhawk/Danville/Diablo South: San Ramon	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656 1,103 <b>17%</b> 64 4 189 203
East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Martinez/Pacheco Central: Martinez/Pacheco Central: Moraga/Canyon Central: Moraga/Canyon Central: Orinda Central: Orinda Central: Pleasant Hill Central: Valnut Creek <b>Total: Central County</b> South: Alamo South: Blackhawk/Danville/Diablo South: San Ramon <b>Total: South County</b>	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19 2%	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656 1,103 <b>17%</b> 64 4 89 203 <b>2%</b>
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East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Martinez/Pacheco Central: Martinez/Pacheco Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Orinda Central: Pleasant Hill Central: Valnut Creek <b>Total: Central County</b> South: Alamo South: Blackhawk/Danville/Diablo South: Blackhawk/Danville/Diablo South: San Ramon <b>Total: South County</b> West: Crockett West: Crockett	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19 2% 4 8	193 287 375 6 44 332 847 1,986 1,986 1,986 1,986 1,986 1,986 1,986 1,986 1,986 1,986 1,986 1,986 1,986 1,989 1,989 1,989 1,997 1,999
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Pleasant Hill Central: Pleasant Hill Central: Pleasant Hill Central: Pleasant Hill Central: Pleasant Hill Central: Nahut Creek <b>Total: Central County</b> South: Alamo South: Blackhawk/Danville/Diablo South: San Ramon <b>Total: South County</b> West: Crockett West: El Cerrito/Kensington West: El Sobrante	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19 2% 4 8 7	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656 6 1,103 <b>17%</b> 64 189 203 <b>203</b> 203 2135 145
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Pleasant Hill Central: Walnut Creek <b>Total: Central County</b> South: Alamo South: Alamo South: Blackhawk/Danville/Diablo South: San Ramon <b>Total: South County</b> West: El Cerrito/Kensington West: El Sobrante West: Hercules	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19 2% 4 8 7 17	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656 656 1,103 <b>17%</b> 64 189 203 <b>27%</b> 23 135 145
East: Bay Point East: Bethel Island East: Brentwood East: Byron East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Pleasant Hill Central: Pleasant Hill Central: Pleasant Hill Central: Pleasant Hill Central: Pleasant Hill Central: Nahut Creek <b>Total: Central County</b> South: Alamo South: Blackhawk/Danville/Diablo South: San Ramon <b>Total: South County</b> West: Crockett West: El Cerrito/Kensington West: El Sobrante	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19 2% 4 8 7	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656 6 1,103 <b>17%</b> 64 189 203 <b>203</b> 203 2135 145
East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Martinez/Pacheco Central: Martinez/Pacheco Central: Moraga/Canyon Central: Moraga/Canyon Central: Pleasant Hill Central: Walnut Creek <b>Total: Central County</b> South: Alamo South: Alamo South: Blackhawk/Danville/Diablo South: San Ramon <b>Total: South County</b> West: El Cerrito/Kensington West: El Sobrante West: Hercules West: Pinole/Port Costa	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19 2% 4 8 7 17 32	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656 6 50 6 48 856 6 56 6 1,103 <b>17%</b> 64 189 203 <b>2%</b> 23 135 5 145 124 424
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East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Martinez/Pacheco Central: Moraga/Canyon Central: Moraga/Canyon Central: Orinda Central: Pleasant Hill Central: Pleasant Hill Central: Valnut Creek <b>Total: Central County</b> South: Alamo South: Alamo South: Blackhawk/Danville/Diablo South: San Ramon <b>Total: South County</b> West: Crockett West: El Cerrito/Kensington West: El Sobrante West: El Sobrante West: Pinole/Port Costa West: Richmond West: Rodeo West: San Pablo <b>Total: West County</b> Other/Unknown	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19 2% 4 8 7 17 32 117 32 117 4 78 10% 10% 10%	193 287 375 6 44 332 847 <b>16%</b> 1,986 140 672 50 48 656 6 1,103 <b>17%</b> 64 189 203 <b>27%</b> 23 135 5 145 124 424 1,235 46 799 <b>9</b> 799 <b>9</b> 11%
East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Martinez/Pacheco Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Orinda Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Walnut Creek <b>Total: Central County</b> South: Alamo South: Blackhawk/Danville/Diablo South: San Ramon <b>Total: South County</b> West: Crockett West: El Cerrito/Kensington West: El Sobrante West: Hercules West: Pinole/Port Costa West: Richmond West: Rodeo West: San Pablo <b>Total: West County</b>	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19 2% 4 8 7 26 19 2% 4 8 7 17 32 117 4 78 10%	193 287 375 6 44 332 847 16% 1,986 140 672 50 48 656 1,103 17% 64 189 203 23 135 145 23 135 145 24 46 799 11%
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East: Bay Point East: Bethel Island East: Brentwood East: Discovery Bay East: Oakley/Knightsen East: Pittsburg <b>Total: East County</b> Central: Concord/Clayton/Clyde Central: Concord/Clayton/Clyde Central: Martinez/Pacheco Central: Martinez/Pacheco Central: Moraga/Canyon Central: Moraga/Canyon Central: Moraga/Canyon Central: Pleasant Hill Central: Walnut Creek <b>Total: Central County</b> South: Alamo South: Alamo South: Blackhawk/Danville/Diablo South: San Ramon <b>Total: South County</b> West: Crockett West: El Cerrito/Kensington West: El Sobrante West: Hercules West: Pinole/Port Costa West: Richmond West: Rodeo West: San Pablo <b>Total: West County</b> Other/Unknown <b>Total: Other/Unknown</b> <b>Client's Gender</b>	20 32 39 0 5 49 66 16% 218 18 64 3 4 61 119 18% 7 26 19 2% 4 8 7 2% 4 8 7 17 32 117 4 7 8 10% 117 4 8 117 4 7 2% 117 117 128 119 119 128 119 128 119 128 119 128 128 119 128 119 128 119 128 119 128 128 119 128 128 119 128 128 128 128 128 128 128 128	193 287 375 6 44 332 847 16% 1,986 140 672 50 48 656 6 6 1,03 17% 64 189 203 2% 64 189 203 2% 64 189 203 2% 64 192 135 145 5 124 424 1,235 46 799 11% 1482 54% <b>FYTD</b>

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 Mixed/Other	0% 8%	0% 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	<b>FYTD</b>
Ideating	119	1,380
Low Lethality	39	512
Medium Risk High Risk	13 21	257 241
		241
Suicide Intervention	Month	
Talked Caller Down	65	608
Contracted with Caller	77	968
Initiated Rescue (5150)	17	145
Suicide Follow-up (# People) Suicide Follow-up (# Calls)	31 57	252 453
Other Actions	Month	
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%
11000 Holdened	070	070