

Number of Calls by Line	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1,250	2,558
National Lifeline (800.273.TALK)	400	802
Spanish Lifeline (888.628.9454)	27	58
National Hopeline (800.SUICIDE)	3	5
Child Abuse Line (877.881.1116)	386	778
Elder Abuse Line (877.839.4347)	69	171
Grief Line (800.837.1818)	205	372
<b>Total</b>	<b>2,340</b>	<b>4,744</b>

Average Speed to Answer (seconds)	Month	FYTD
Crisis/Suicide Line (800.833.2900)	9.5	7.9
National Lifeline (800.273.TALK)	7.3	7.3
Spanish Lifeline (888.628.9454)	10.3	10.4
National Hopeline (800.SUICIDE)	6.8	9.4
Child Abuse Line (877.881.1116)	5.4	5.4
Elder Abuse Line (877.839.4347)	5.6	5.7
Grief Line (800.837.1818)	5.2	5.3
<b>Total</b>	<b>7.6</b>	<b>7.0</b>

Abandonment Rate	Month	FYTD
Crisis/Suicide Line (800.833.2900)	1.8%	2.1%
National Lifeline (800.273.TALK)	5.5%	4.4%
Spanish Lifeline (888.628.9454)	34.3%	33.7%
National Hopeline (800.SUICIDE)	0.0%	0.0%
Child Abuse Line (877.881.1116)	2.1%	2.2%
Elder Abuse Line (877.839.4347)	4.7%	3.4%
Grief Line (800.837.1818)	0.8%	1.4%
<b>Total</b>	<b>3.4%</b>	<b>3.4%</b>

Client's Location	Month	FYTD
East: Antioch	247	546
East: Bay Point	40	49
East: Bethel Island	32	68
East: Brentwood	54	105
East: Byron	3	4
East: Discovery Bay	5	6
East: Oakley/Knightsen	38	69
East: Pittsburg	67	136
<b>Total: East County</b>	<b>21%</b>	<b>21%</b>
Central: Concord/Clayton/Clyde	271	553
Central: Lafayette	17	33
Central: Martinez/Pacheco	64	147
Central: Moraga/Canyon	3	7
Central: Orinda	16	30
Central: Pleasant Hill	54	99
Central: Walnut Creek	143	281
<b>Total: Central County</b>	<b>24%</b>	<b>24%</b>
South: Alamo	8	13
South: Blackhawk/Danville/Diablo	19	43
South: San Ramon	17	39
<b>Total: South County</b>	<b>2%</b>	<b>2%</b>
West: Crockett	4	10
West: El Cerrito/Kensington	61	125
West: El Sobrante	19	39
West: Hercules	9	23
West: Pinole/Port Costa	9	26
West: Richmond	121	260
West: Rodeo	9	16
West: San Pablo	81	184
<b>Total: West County</b>	<b>13%</b>	<b>14%</b>
Other/Unknown	929	1,833
<b>Total: Other/Unknown</b>	<b>40%</b>	<b>39%</b>

Client's Gender	Month	FYTD
Male	36%	36%
Female	63%	64%
Transgender	1%	0%

Client's Age	Month	FYTD
Youths (0-18)	16%	16%
Adults (19-60)	69%	69%
Seniors (61+)	15%	15%

Client's Ethnicity	Month	FYTD
African-American/Black	11%	12%
Asian	3%	4%
Caucasian/White	62%	61%
Hawaiian/Pacific Islander	1%	1%
Hispanic/Latino	13%	13%
Native American	0%	0%
Mixed/Other	10%	9%

Client's Language	Month	FYTD
English	97%	97%
Spanish	3%	3%
Other	0%	0%

Client's Issues	Month	FYTD
Abuse: Child	261	553
Abuse: Domestic Violence	56	124
Abuse: Rape/Sexual Assault	17	37
Abuse: Seniors/Dependent Adults	66	146
Basic Needs: Financial Assistance	156	337
Basic Needs: Food	163	344
Basic Needs: Homeless Services	655	1,298
Basic Needs: Housing	555	1,061
Basic Needs: Jobs/Employment	56	117
Health Care: AIDS/HIV Services	1	2
Health Care: Eating Disorder	12	14
Health Care: Insurance Coverage	36	73
Health Care: Medical/Physical	24	105
Health Care: Prenatal/Postpartum	6	10
Health Care: Substance Abuse	160	365
Mental Health: Anxiety/Stress	818	1,698
Mental Health: Bereavement/Grief	180	325
Mental Health: Depression	423	835
Mental Health: Psychiatric Services	755	1,566
Mental Health: Relationship Issues	687	1,384
Mental Health: Self-injury/Cutting	24	53
Other: Legal Services	148	297
Other: LGBTQ Services	14	26
Other: Special Needs/Disability	23	40
Other: Veterans Services	4	12
Other: Youth Runaway	22	34

OUTCOMES	Month	FYTD
<b>Suicide Assessment</b>		
Low Risk/Ideating	270	525
Medium Risk	125	241
High Risk	56	111

Suicide Intervention	Month	FYTD
Talked Caller Down	114	213
Contracted with Caller	181	353
Initiated Rescue (5150)	12	22
Suicide Follow-up (# People)	32	56
Suicide Follow-up (# Calls)	134	232

Other Actions	Month	FYTD
Initiated CPS Emergency Response	209	419
Initiated APS Emergency Response	31	70

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