



| Number of Calls by Line | Month | FYTD |
|------------------------------------|--------------|---------------|
| Crisis/Suicide Line (800.833.2900) | 1,323 | 15,557 |
| National Lifeline (800.273.TALK) | 668 | 6,110 |
| Child Abuse Line (877.881.1116) | 415 | 5,048 |
| Elder Abuse Line (877.839.4347) | 125 | 1,444 |
| Grief Line (800.837.1818) | 80 | 1,852 |
| Crisis Text | 97 | 1,153 |
| Total | 2,708 | 31,164 |

| Average Speed to Answer (seconds) | Month | FYTD |
|-----------------------------------|-------------|-------------|
| Crisis & Grief Line | 18.0 | 18.8 |
| National Lifeline (800.273.TALK) | 11.0 | 10.8 |
| Child Abuse Line | 26.0 | 27.2 |
| Elder Abuse Line | 39.0 | 33.8 |
| Total | 23.5 | 22.6 |

| Abandonment Rate | Month | FYTD |
|----------------------------------|--------------|--------------|
| Crisis & Grief Line | 15.6% | 16.7% |
| National Lifeline (800.273.TALK) | 21.7% | 22.3% |
| Child Abuse Line | 5.8% | 5.3% |
| Elder Abuse Line | 4.8% | 5.1% |
| Total | 12.0% | 12.3% |

| Client's Location | Month | FYTD |
|----------------------------------|------------|------------|
| East: Antioch | 317 | 2,685 |
| East: Bay Point | 2 | 49 |
| East: Bethel Island / Byron | 34 | 437 |
| East: Brentwood | 20 | 301 |
| East: Discovery Bay | 5 | 30 |
| East: Oakley/Knightesen | 17 | 197 |
| East: Pittsburg | 130 | 1,355 |
| Total: East County | 19% | 16% |
| Central: Concord/Clayton/Clyde | 163 | 1,695 |
| Central: Lafayette | 5 | 172 |
| Central: Martinez/Pacheco | 55 | 596 |
| Central: Moraga/Canyon | 2 | 27 |
| Central: Orinda | 2 | 60 |
| Central: Pleasant Hill | 21 | 670 |
| Central: Walnut Creek | 47 | 655 |
| Total: Central County | 11% | 12% |
| South: Alamo | 6 | 159 |
| South: Blackhawk/Danville/Diablo | 11 | 121 |
| South: San Ramon | 1 | 280 |
| Total: South County | 1% | 2% |
| West: Crockett | 1 | 12 |
| West: El Cerrito/Kensington | 10 | 103 |
| West: El Sobrante / Hercules | 72 | 835 |
| West: Pinole/Port Costa | 16 | 294 |
| West: Richmond | 114 | 1,304 |
| West: Rodeo | 19 | 98 |
| West: San Pablo | 126 | 823 |
| Total: West County | 13% | 11% |
| Other/Unknown | 1,512 | 18,206 |
| Total: Other/Unknown | 56% | 58% |

| Caller's Mood at End of Call | Month | FYTD |
|------------------------------|-------|------|
| Mood Improved | 92% | 92% |
| Mood Unchanged | 8% | 8% |
| Mood Worsened | 0% | 0% |

| Other Actions | Month | FYTD |
|----------------------------------|-------|-------|
| Initiated CPS Emergency Response | 278 | 3,404 |
| Initiated APS Emergency Response | 77 | 866 |

| Client's Age | Month | FYTD |
|----------------|-------|------|
| Youths (0-18) | 12% | 12% |
| Adults (19-60) | 59% | 60% |
| Seniors (61+) | 29% | 28% |

| Client's Gender | Month | FYTD |
|-----------------|-------|------|
| Male | 40% | 38% |
| Female | 60% | 62% |
| Transgender | 0% | 0% |

| Client's Ethnicity | Month | FYTD |
|---------------------------|-------|------|
| African-American/Black | 12% | 13% |
| Asian | 9% | 9% |
| Caucasian/White | 70% | 71% |
| Hawaiian/Pacific Islander | 0% | 0% |
| Hispanic/Latino | 9% | 7% |
| Native American | 0% | 0% |
| Mixed/Other | 0% | 0% |

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

| Client's Issues | Month | FYTD |
|-------------------------------------|-------|--------|
| Abuse: Child | 405 | 4,988 |
| Abuse: Domestic Violence | 28 | 305 |
| Abuse: Rape/Sexual Assault | 17 | 141 |
| Abuse: Seniors/Dependent Adults | 125 | 1476 |
| Basic Needs: Financial Assistance | 41 | 346 |
| Basic Needs: Food | 4 | 147 |
| Basic Needs: Homeless Services | 86 | 948 |
| Basic Needs: Housing | 73 | 538 |
| Basic Needs: Jobs/Employment | 7 | 68 |
| Covid-19 Related | 119 | 1,825 |
| Health Care: Eating Disorder | 2 | 20 |
| Health Care: Insurance Coverage | 2 | 17 |
| Health Care: Substance Abuse | 51 | 654 |
| Mental Health: Anxiety/Stress | 1,547 | 14,517 |
| Mental Health: Bereavement/Grief | 45 | 775 |
| Mental Health: Depression | 933 | 7,224 |
| Mental Health: Psychiatric Services | 481 | 3,772 |
| Mental Health: Relationship Issues | 801 | 10,802 |
| Mental Health: Self-injury/Cutting | 8 | 295 |
| Mental Health: Trauma/PTSD | 35 | 188 |
| Other: Suicide Intervention Issues | 762 | 3,692 |
| Other: Legal Services | 21 | 177 |
| Other: LGBTQ Services | 8 | 159 |
| Other: Special Needs/Disability | 10 | 152 |
| Other: Veterans Services | 9 | 71 |
| Other: Youth Runaway | 1 | 28 |

OUTCOMES

| Suicide Assessment | Month | FYTD |
|--------------------|-------|-------|
| Low Lethality | 176 | 1,441 |
| Medium Risk | 26 | 233 |
| High Risk | 11 | 59 |

| Suicide Intervention | Month | FYTD |
|-------------------------|-------|------|
| Talked Caller Down | 54 | 712 |
| Contracted with Caller | 47 | 547 |
| Initiated Rescue (5150) | 12 | 76 |
| Safety Plan Created | 3 | 120 |

| Follow-Up Action | Month | FYTD |
|------------------------------|-------|------|
| Suicide Follow-up (# People) | 9 | 155 |
| Suicide Follow-up (# Calls) | 24 | 281 |