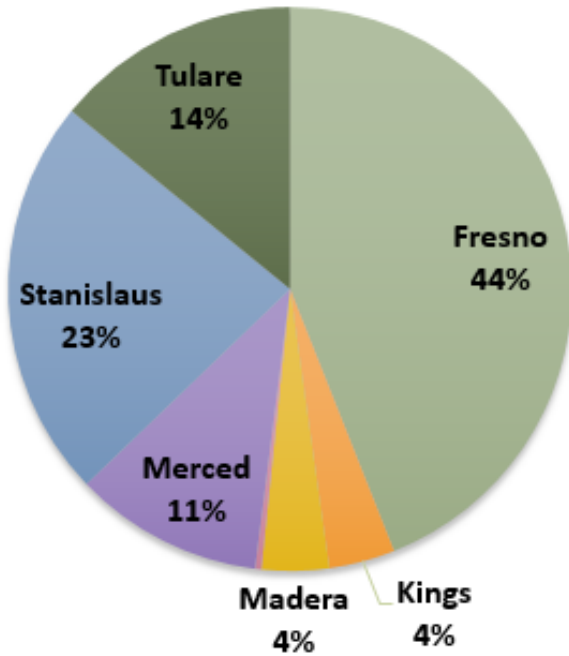


Central Valley Suicide Prevention Hotline

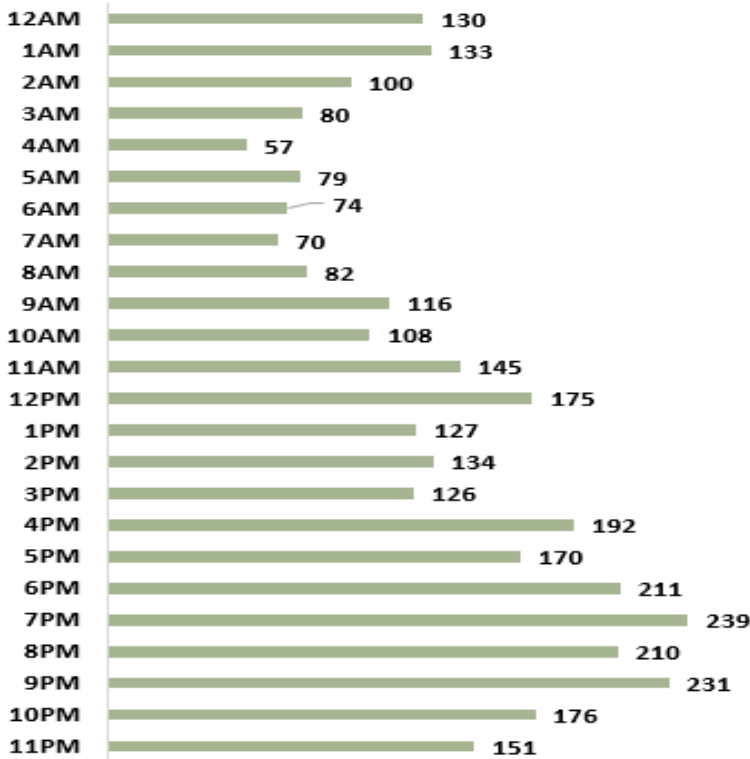
Call Volume Report 3rd Quarter 2015-16

Call Volume by County Location



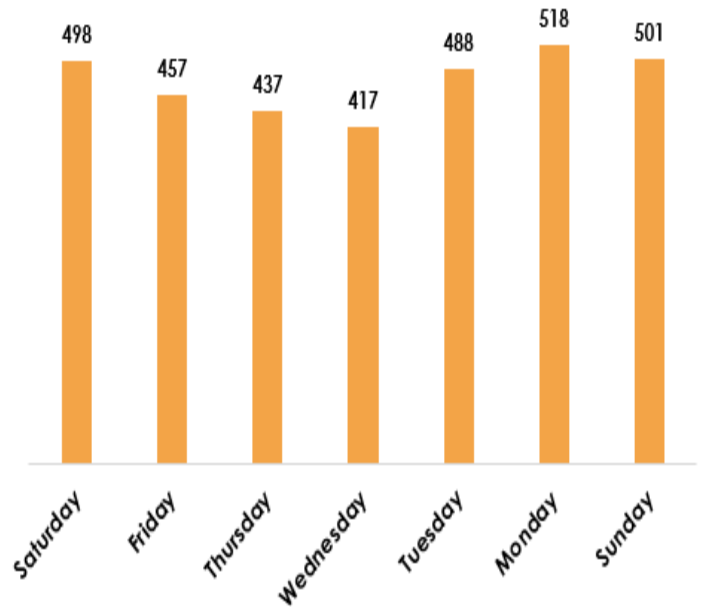
County	1/1/16-3/31/16
Fresno	742
Kings	64
Madera	65
Mariposa	6
Merced	183
Stanislaus	389
Tulare	238
*Afterhours Product Line Calls	490
Other CA Counties	78
Other States	223
Other Countries	3
Skype	311
Unspecified Location	524
Total Calls	3,316

Call Volume by Hour of the Day



*Afterhours Product Line Calls = Calaveras County calls

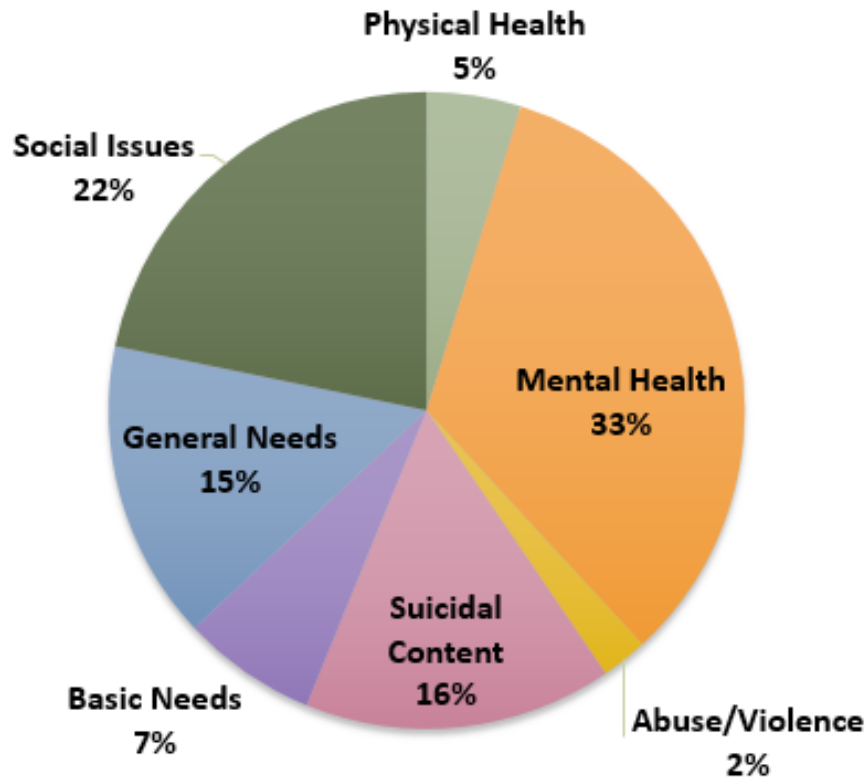
Call Volume by Day of the Week



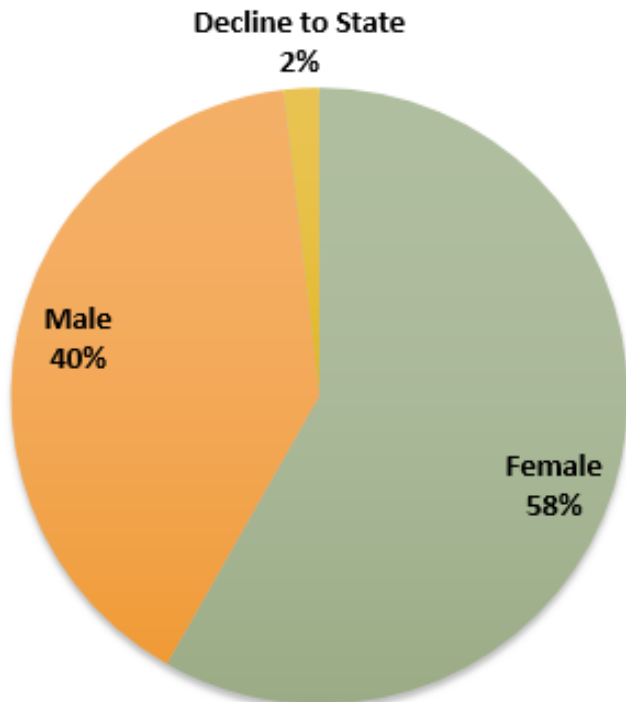
Central Valley Suicide Prevention Hotline

Caller Demographics 3rd Quarter 2015-16

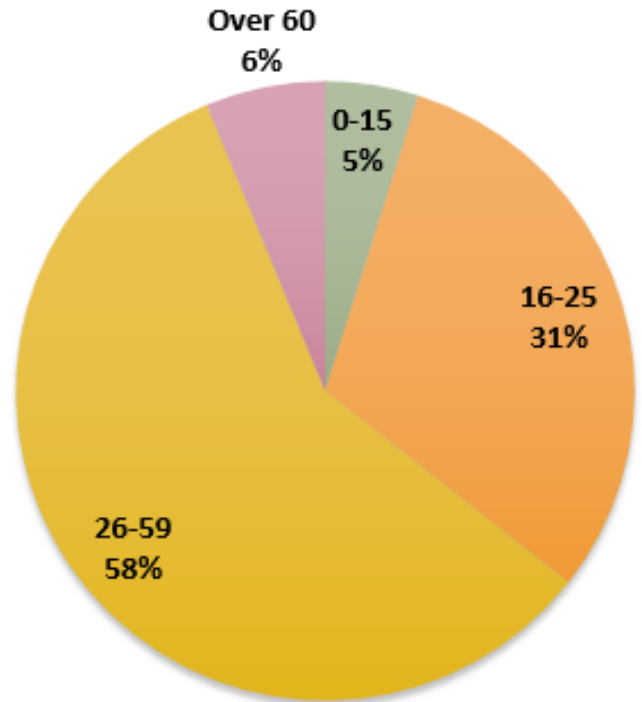
Caller Concerns



Caller Gender



Caller Age Group



Central Valley Suicide Prevention Hotline

Caller Demographics 3rd Quarter 2015-16

Age Groups

Age Groups	Number of Callers
0-15	56
16-25	354
26-59	669
Over 60	72
Unknown	508
Decline to State	196

Race

Race	Number of Callers
Unknown	833
White/Caucasian	569
American Indian or Alaska Native	70
Decline to State	161
Other	132
Black African American	44
Native Hawaiian or Other Pacific Islander	9
Asian	17
More Than One Race	7

Ethnicity: Non Hispanic or Non Latino

Ethnicity: Non Hispanic or Non Latino	Number of Callers
Decline to State	822
None	570
Other	144
European	57
Eastern European	13
African	7
Vietnamese	3
Japanese	5
Filipino	4
Cambodian	1
Asian Indian/South Asian	5
Chinese	0
Korean	0
Middle Eastern	21

Central Valley Suicide Prevention Hotline

Caller Demographics 3rd Quarter 2015-16

Ethnicity: Hispanic or Latino

Ethnicity: Hispanic or Latino	Number of Callers
Decline to State	798
None	513
Mexican/Mexican American/Chicano	258
Other	81
Caribbean	0
Central American	1
Puerto Rican	2
South American	1

Language

Language	Number of Callers
English	2113
Other	26
Spanish	18
Decline to State	0

Sexual Orientation

Sexual Orientation	Number of Callers
Heterosexual or Straight	765
Decline to State	131
Gay/Lesbian	54
Another Sexual Orientation	9
Bisexual	32
Questioning	9
Queer	1

Disability

Disability	Number of Callers
None	858
Decline to State	548
Chronic Health Condition	141
Physical/Mobility	123
Other	99
Mental Domain-Learning, Developmental, Dementia	60
Difficulty Hearing, or Having Speech Understood	4
Difficulty Seeing	2

Central Valley Suicide Prevention Hotline

Caller Demographics 3rd Quarter 2015-16

Veteran Status

Veteran Status	Number of Callers
No	1589
Yes	82
Decline to State	202

Homelessness Status

Homelessness Status	Number of Callers
No	1432
Decline to State	184
Yes	57
Other	15

Gender Assigned at Birth

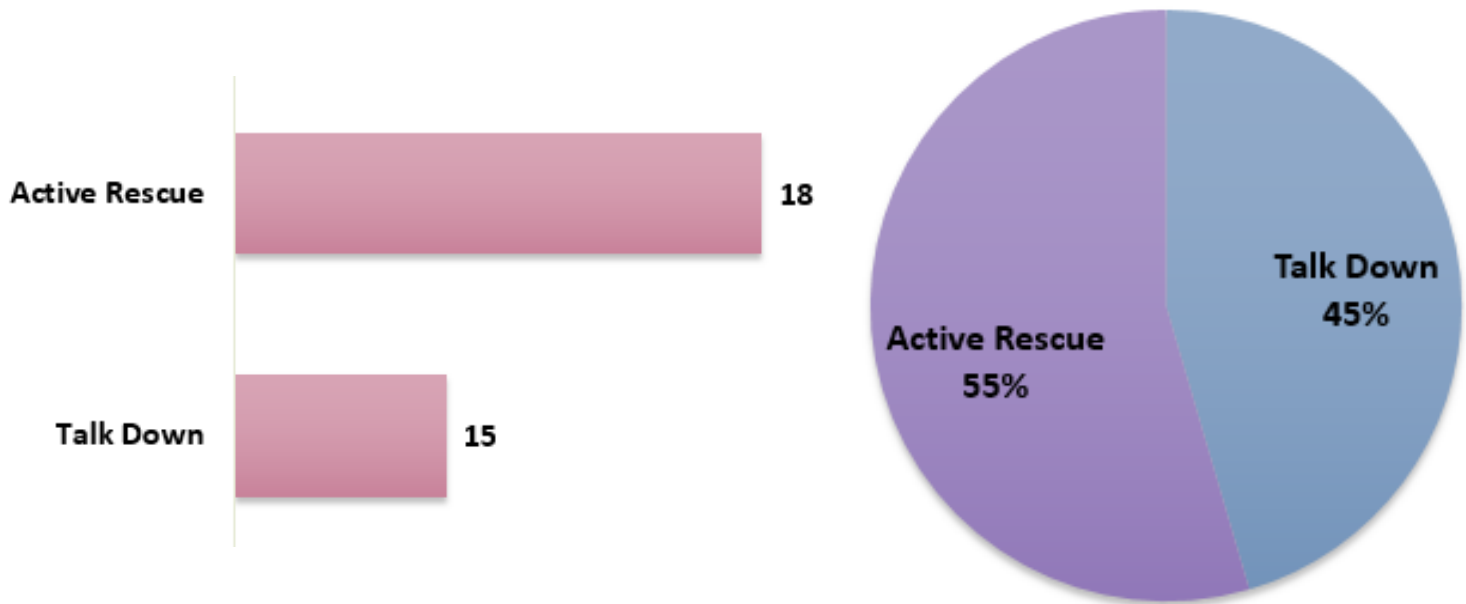
Gender Assigned at Birth	Number of Callers
Female	1319
Male	904
Decline to State	42

Current Gender Identity

Current Gender Identity	Number of Callers
Female	557
Male	331
Transgender	10
Decline to State	14
Gender-queer	1
Questioning - Unsure of Gender Identity	0
Another Gender Identity	0

Central Valley Suicide Prevention Hotline

Outcome Measures 3rd Quarter 2015-16



Community Resources Costs	Cost	Talk Down	
		Calls	Cost Savings
ED Visit	\$2,000.00	100%	\$2,000.00
Ambulance Dispatch	\$890.00	100%	\$890.00
Law Enforcement Dispatch	\$128.16	100%	\$128.16
Jail Booking			
Inmate Jail Day	\$91.95	5%	\$4.60
Crisis Stabilization Stay	\$1,106.12	10%	\$110.61
Totals	\$4,216.23		\$3,133.37

3rd Quarter 2015-16 Estimated Cost Savings to Counties for 15 Talk Down Calls
\$47,000.55

3rd Quarter 2015-16 Estimated Cost Savings to Counties for 1,457 Crisis Calls	Community Resources Costs	Cost	Crisis Calls	Cost Savings Per Call
		ED Visit	\$2,000.00	85%
	Ambulance Dispatch	\$890.00	85%	\$756.50
	Law Enforcement Dispatch	\$128.16	85%	\$108.94
	Jail Booking			
	Inmate Jail Day	\$91.95	5%	\$4.60
	Crisis Stabilization Stay	\$1,106.12	10%	\$110.61
	Totals	\$4,216.23		\$2,680.65

3rd Quarter 2015-16 Estimated Cost Savings to Counties for 15 Talk Down Calls and 1,457 Crisis Calls
\$3,952,707.60