

EmpathZ for Crisis Hotline

AI-Generated Case Report

Call ID: CALL-2025-005 | Date: October 15, 2025

Call Information

Call Duration:	25:00
Start Time:	07:00 PM
End Time:	07:25 PM
Channel:	Phone
Age Range:	35-40
Gender:	Male
Handled By:	Agent Lisa

Case Summary

Caller Profile

35-year-old male, unemployed due to alcohol dependence, separated from family due to addiction

Presenting Problem

Acute suicidal ideation triggered by job loss and family estrangement, currently intoxicated

Context & Timeline

Lost third job due to alcohol use, wife left, children estranged, previous unsuccessful attempt at AA attendance

Risk Factors

Active suicidal ideation, alcohol intoxication, multiple job losses, family estrangement, previous failed recovery attempts, social isolation

Protective Factors

Willingness to call crisis line, previous attempt at treatment (AA), desire to change, intact cognitive functioning despite intoxication

Interventions Provided

Safety planning, validation of pain while challenging self-blame, education about addiction as disease, connection to treatment resources, encouragement for recovery

Outcome

Caller committed to re-engaging with treatment, demonstrated hope and motivation, connected with local resources, agreed to safety plan

Safety Plan & Referrals

Immediate: Stay safe tonight, avoid alcohol consumption. Short-term: Attend AA meeting within 48 hours, contact treatment center. Long-term: Engage in comprehensive addiction treatment program

Risk Assessment

Suicide Risk: 3/5

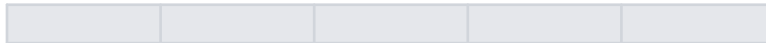


Caller expressed suicidal ideation while intoxicated, with feelings of hopelessness and failure. Risk elevated due to intoxication and multiple losses.

"I want to hurt myself. I lost my job again because of drinking."

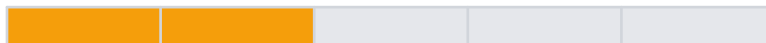
"What's the point? I'll just fail again."

Homicide Risk: 0/5



No homicidal ideation or intent. Caller's distress is self-directed.

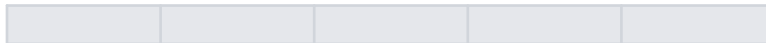
Self-Harm Risk: 2/5



Evidence of self-harm ideation while intoxicated, but caller reached out for help rather than acting on impulses.

"I'm drunk and I want to hurt myself."

Harm to Others: 0/5



No risk of harm to others. Caller's distress is internally focused.