Call Volumes & Engagement Overview

Caller Number
All ▼

Type of Contact
All ▼

XAxis_Parameter
Month ▼

Call Length
0 — 900

Date Range
1/1/2020
12/31/2024

Clear all filters

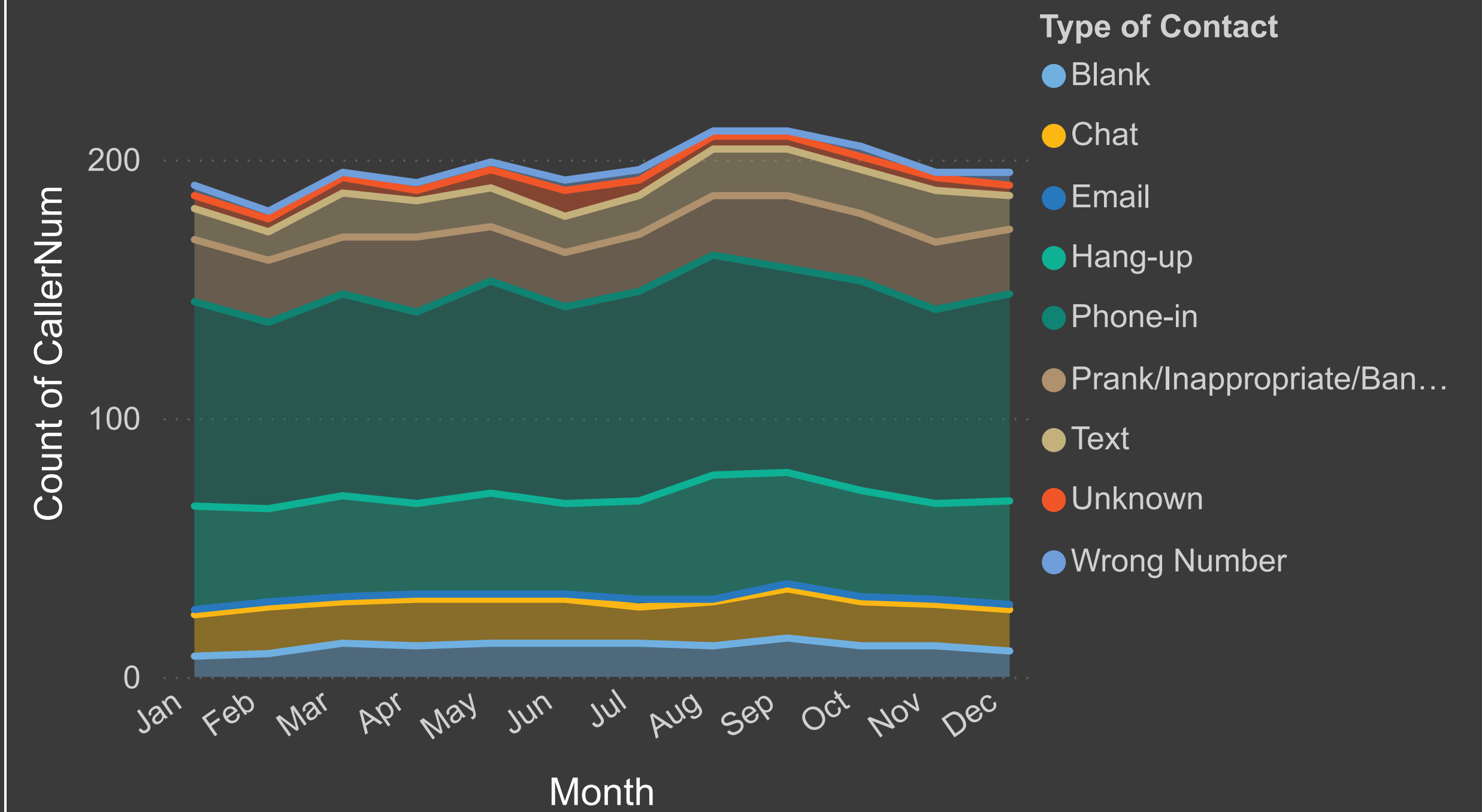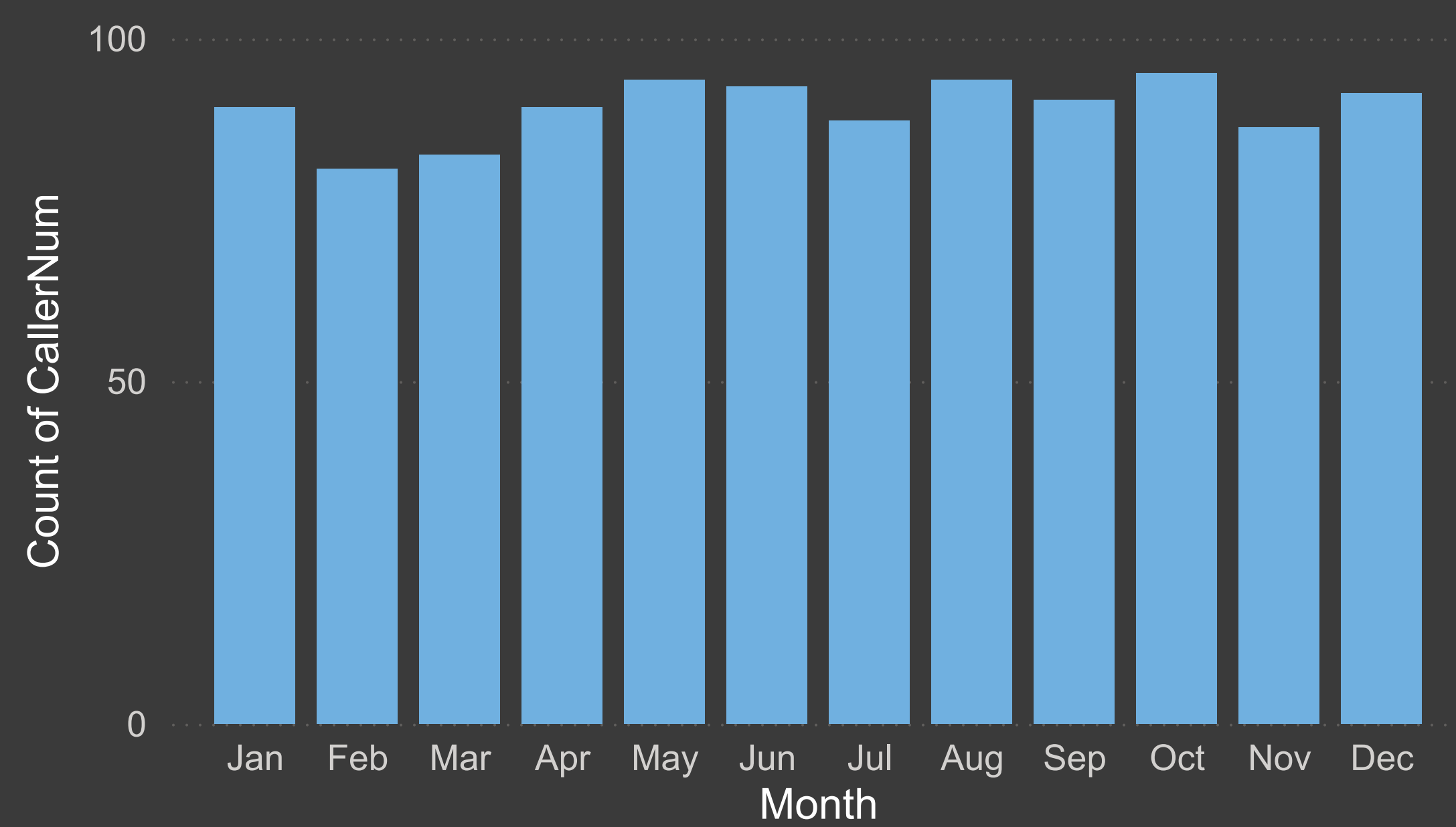| Total Calls	Average Durational Calls	Peak Time	Top Contact Type
307K	25.62K	Mar	Phone-in

Call Volume Trend

Count of CallerNum vs Month (Jan–Dec)
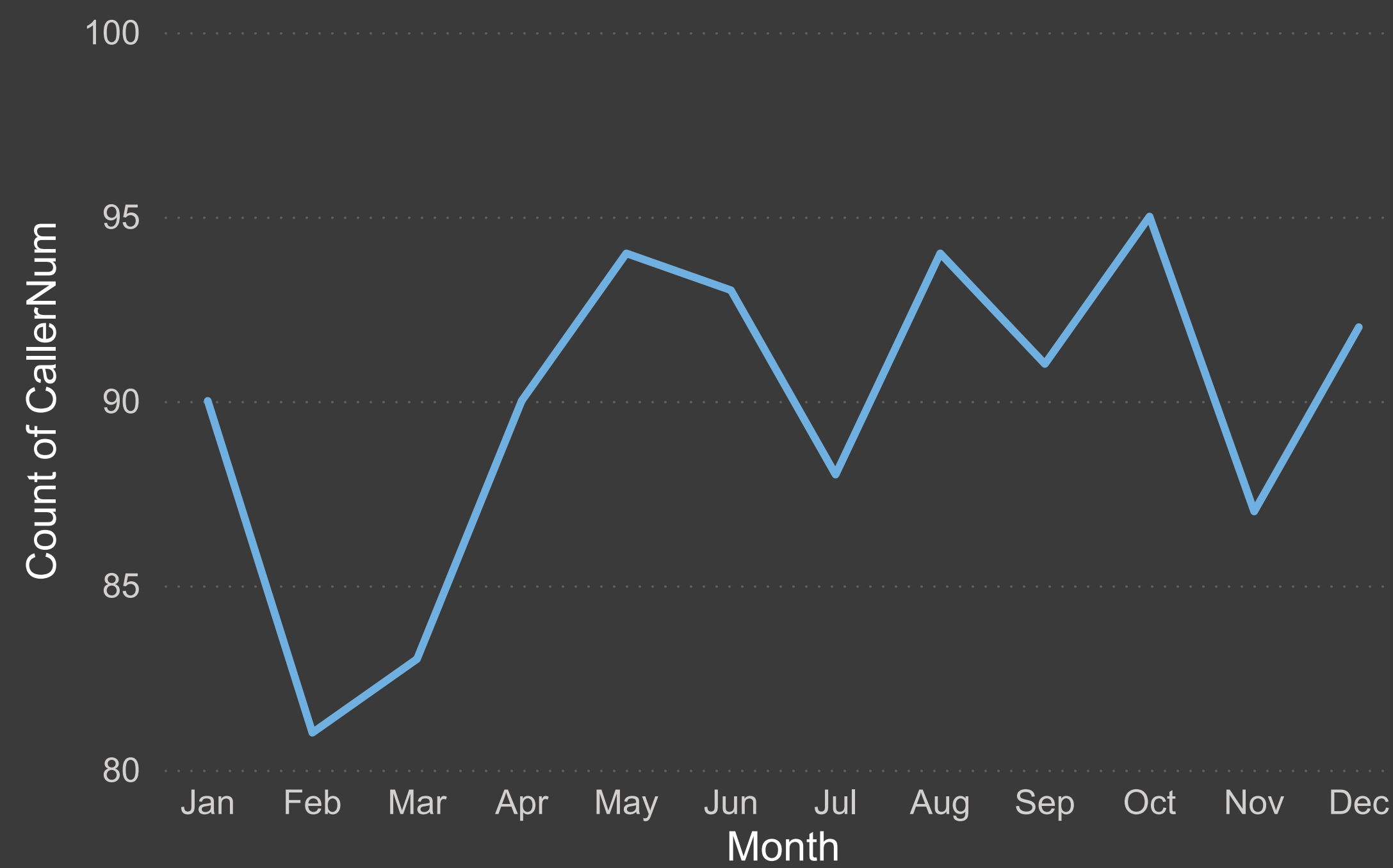
Call Distribution by Contact Type

Count of CallerNum vs Month (Jan–Dec)

Type of Contact
- Blank
- Chat
- Email
- Hang-up
- Phone-in
- Prank/Inappropriate/Ban...
- Text
- Unknown
- Wrong Number

Call Volume Distribution

Count of CallerNum vs Month (Jan–Dec)

Call Volume Matrix

Month	0	1	2	3	4	5	6	7	8	9	10
Jan	1249	949	798	646	549	566	758	758	1039	1049	
Feb	1050	799	698	559	502	486	733	744	929	1001	
Mar	1243	925	719	648	588	516	729	734	922	1100	
Apr	1168	985	696	609	510	505	664	737	871	946	
May	1287	950	733	597	545	492	789	755	905	1032	
Jun	1212	945	741	588	489	460	653	711	858	1013	
Jul	1213	964	706	621	483	478	671	730	881	971	
Aug	1150	958	718	559	507	470	691	659	866	951	
Sep	1047	833	662	508	488	410	638	697	809	922	
Oct	1116	888	705	587	488	446	675	737	858	985	
Nov	1119	886	661	532	477	450	650	667	858	934	
Total	13992	11008	8612	7084	6169	5767	8360	8604	10644	11848	14

Client Demographics Overview

Unique Clients
107

Most Affected Age Group
25-34

Most Affected Gender
Female

Most Affected Client Status Type
Employed

Filters

Caller Number
All

Age Group
All

Gender
All

Client Status
Multiple selections

Date Range
1/1/2020
12/31/2024

Clear all filters

Call Volume by Age Group

Y-axis: Count of CallerNum (0K, 5K, 10K, 15K, 20K)
X-axis: Person in Crisis Demographics - Age (25-34, 35-44, Unknown, 18-24, 45-54, 65+, 55-64, 13-15, 16-17, 0-12)
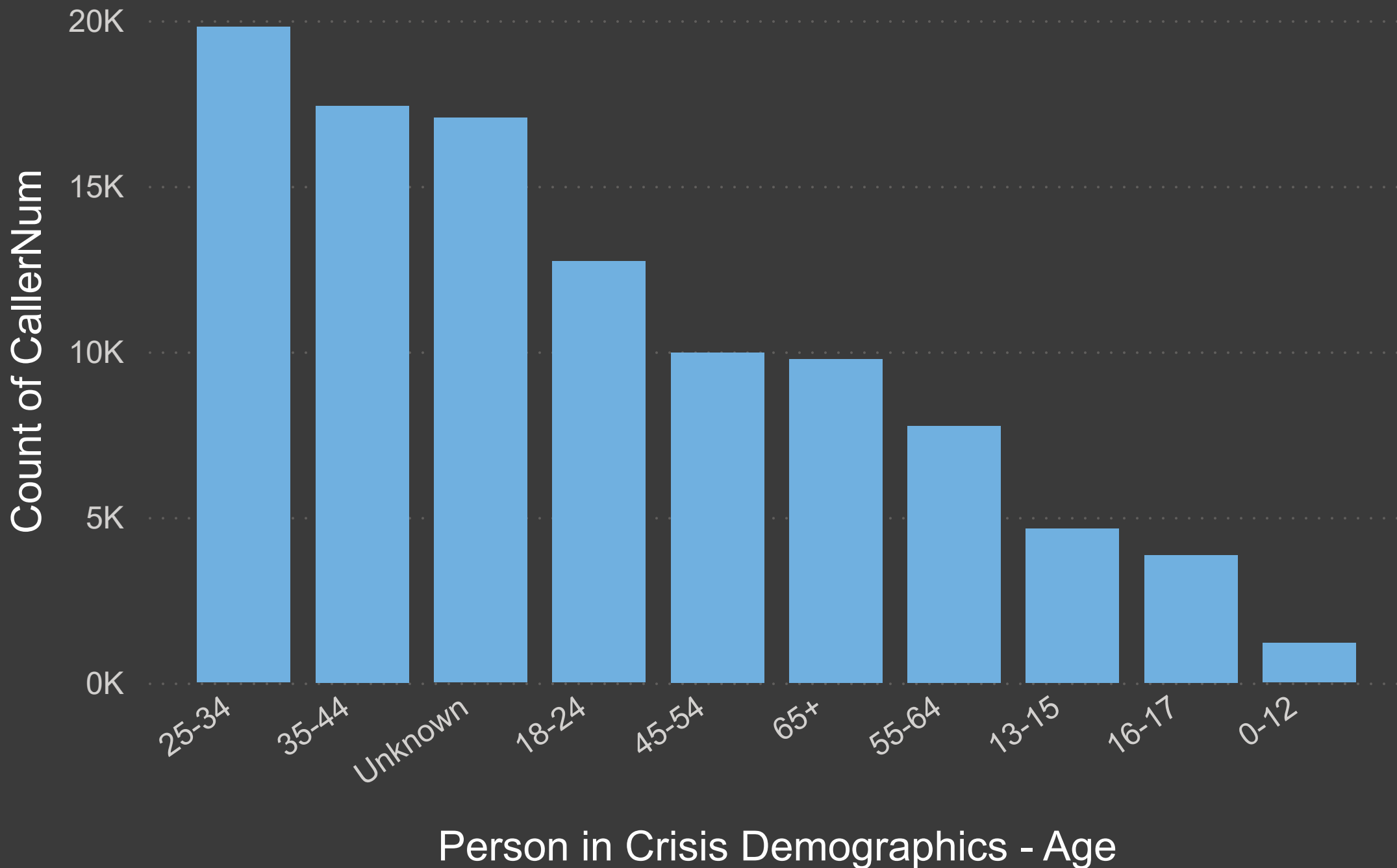
Risk Levels across Age Groups

Risk Level: ● Emergent ● High ● Low ● Moderate ● Unknown

Y-axis: Person in Crisis Demographics - A... (25-34, 35-44, Unknown, 18-24, 45-54, 65+, 55-64, 13-15, 16-17, 0-12)
X-axis: Count of CallerNum (0K, 5K, 10K, 15K, 20K)
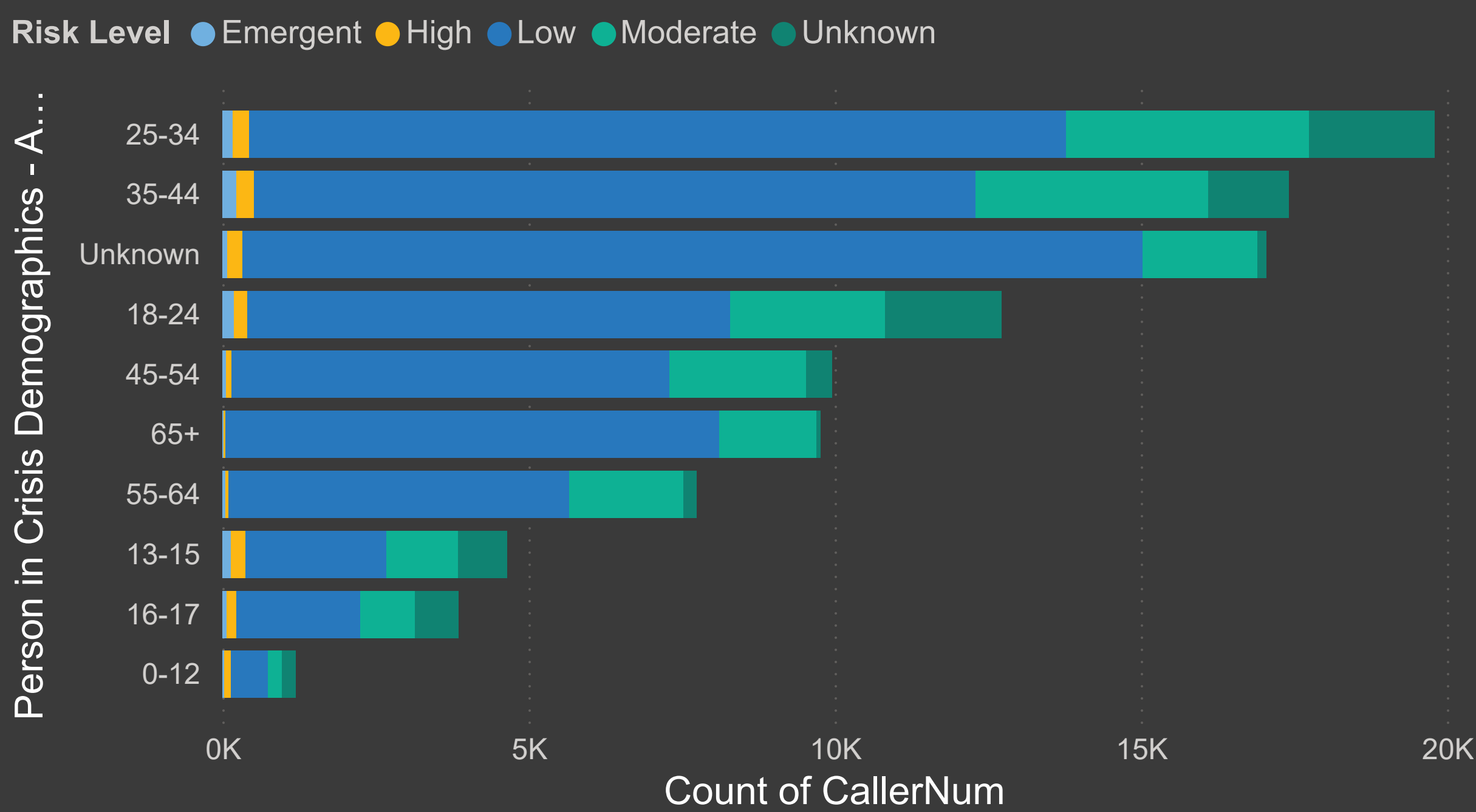
Client Gender Breakdown

8.89K (8.54%)
0.43K (0.41%)
36.16K (34.72%)
56.73K (54.45%)

Person in Crisis Demo...
- ● Female
- ● Male
- ● Unknown/Prefer Not ...
- ● Non-Binary / Gender...
- ● Other (specify below)
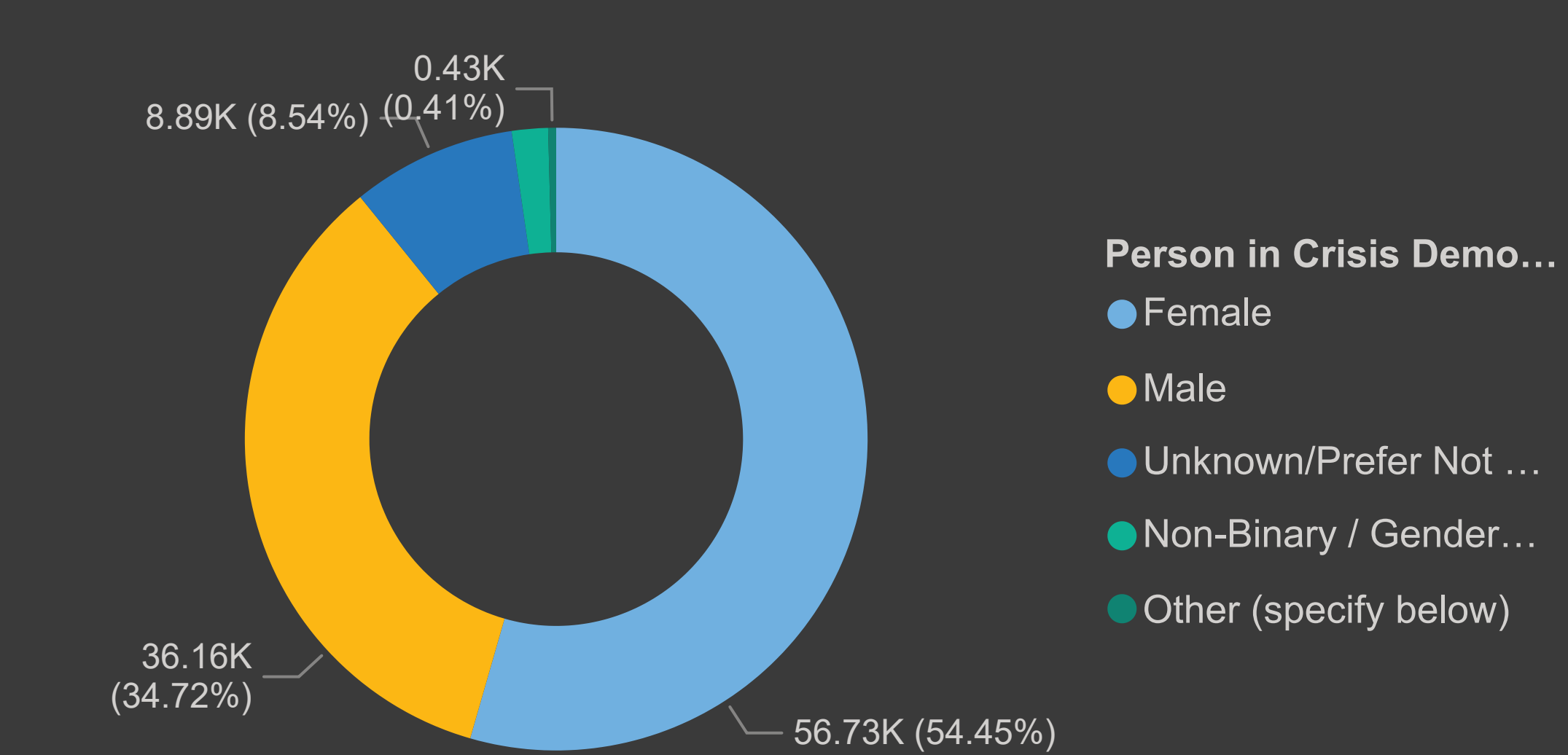
Client Reported Current Situation

- Employed
- Unemployed
- Assisted inco...
- Student
- Retired
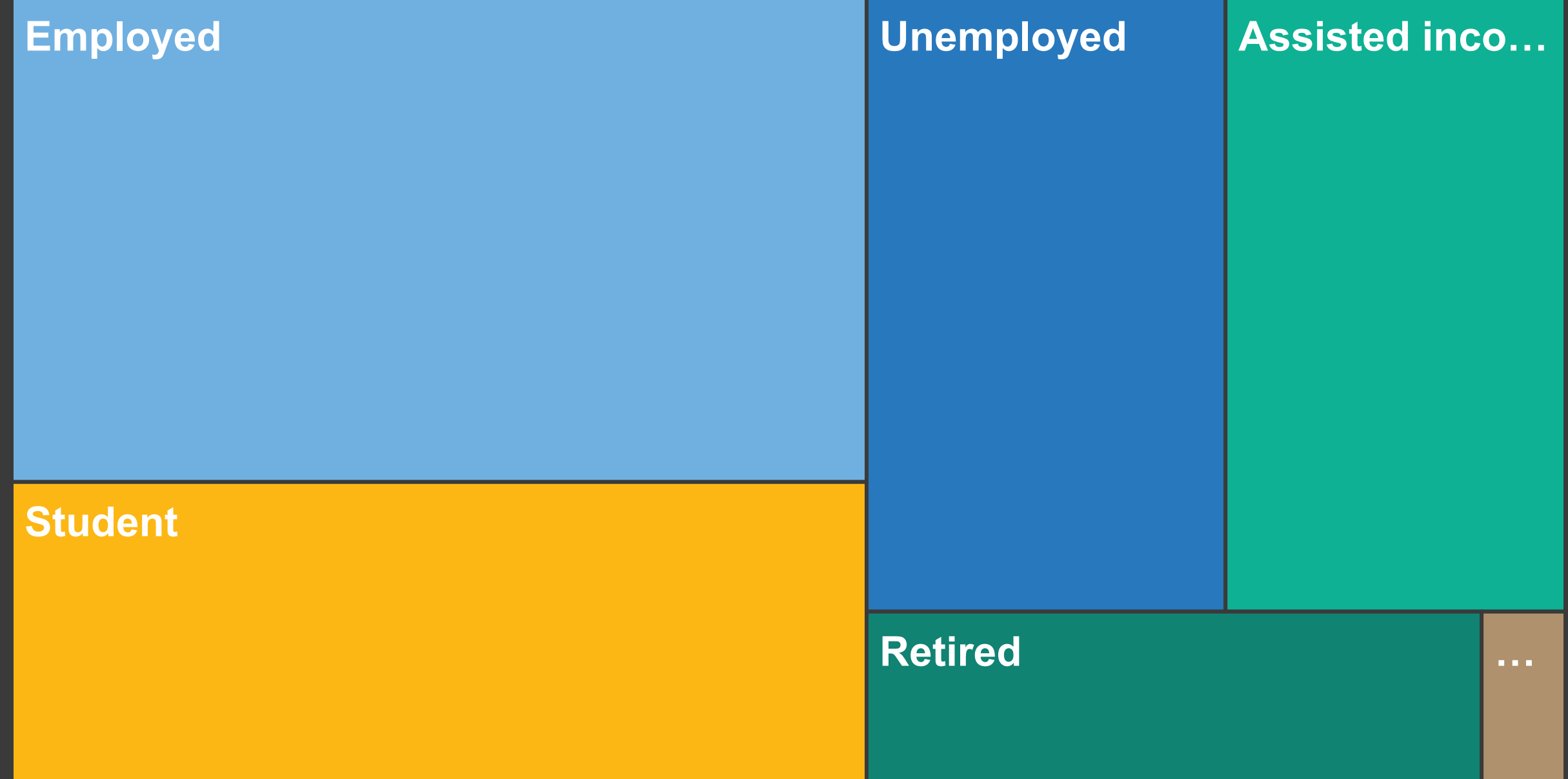
Risk & Concerns Overview

Suicide Risk

29.3%

Total Calls

307K

High Risk Calls

4K

Caller Number

All ▼

Concern Type

All ▼

Suicide Risk

All ▼

Date Range

1/1/2020 📅

12/31/2024 📅

Clear all filters

Suicide Risk Distribution

90 (30.1%)

117 (39.13%)

92 (30.77%)

Risk Assessment - Did c...
- No
- Yes
- Unknown
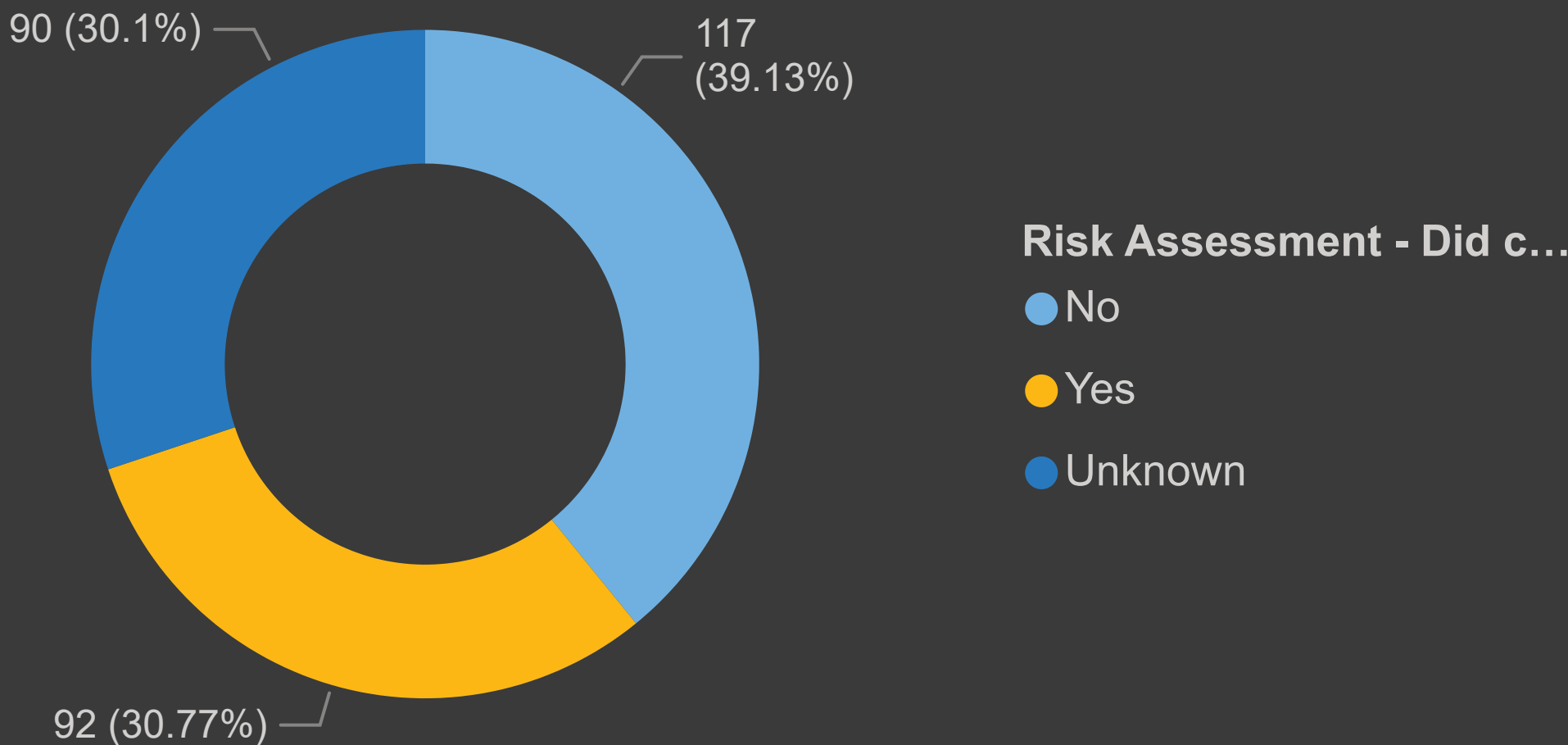
Suicide Risk across Risk Level

Suicide Attempted ●No ●Unknown ●Yes

Count of CallerNum

200

100

0

Low | Moderate | Unknown | High | Emergent

Featured Wrap-up - Final assessment

Breakdown of Concerns

All Concerns Discussed - Mental Health

Unknown
Anxious
Long-term Mental Illness
Other
Depressed Mood
Anxious; Depressed Mood
Anger
Anxious; Long-term Mental Illness
Anger; Anxious
Self-esteem
Depressed Mood; Long-term Mental Illness
Anxious; Depressed Mood; Long-term Mental Illness
Anger; Depressed Mood
Barriers to Accessing Mental Health Services/Wait ...

0 | 20 | 40 | 60 | 80 | 100 | 120

Count of CallerNum