



# SANTA CLARA COUNTY Behavioral Health Services

## SUICIDE AND CRISIS SERVICES (SACS)

SACS Manager:  
Lan Nguyen, M.A.



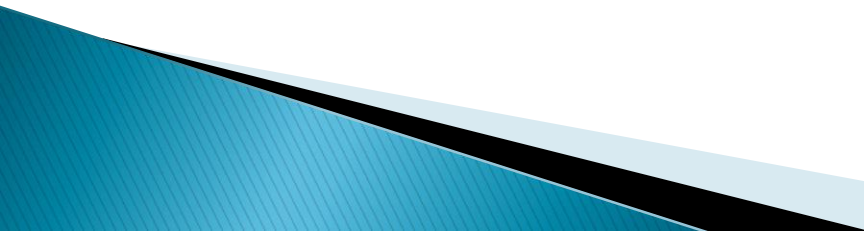
SACS Clinical  
Supervisor: Edward  
Subega, LMFT



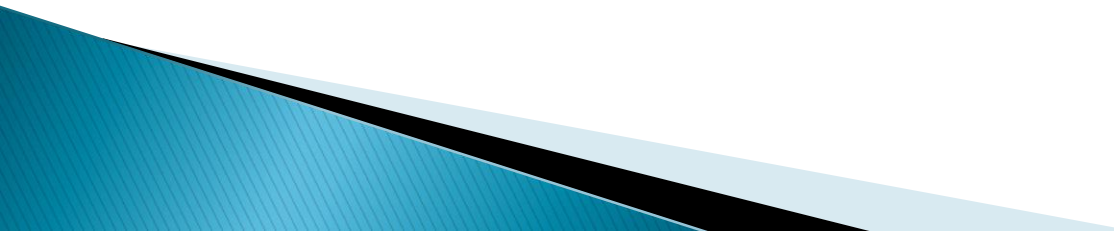
Crisis Counselors (2 FTs &  
5 Extra Help)  
Volunteer Counselors (85)

# Suicide and Crisis Services (SACS)

Suicide and Crisis Hotline 855-278-4204 (Toll Free)

- ▶ Immediate confidential emotional support
  - ▶ Suicide assessment and crisis intervention
  - ▶ Information and referral to needed services
  - ▶ Follow Up to individuals with high suicide risks
  - ▶ 24 hours a day, seven days a week
  - ▶ Answered 32, 076 calls in Fiscal Year 2017-2018
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# Suicide and Crisis Services

- Survivors of Suicide (SOS) Support Group
    - \* Weekly support group for Survivors of Suicide.
  - Outreach services for Suicide Attempt Survivors  
VMC's Emergency Department
    - \* Follow up services to patients received treatment
    - \* Referrals to mental health and other support services
  - Grief Support Services
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# SACS Hotline Call Data

## SACS HOTLINE CALL VOLUME BY RISK OF SUICIDE IN 2018

CRISIS CALLS	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Suicide in Progress	6	1	4	2	3	5	5	5	5	1	4	1	<b>42</b>
High Risk	62	51	63	38	49	88	49	36	50	31	21	26	<b>564</b>
Medium Risk	168	189	223	277	316	339	229	164	206	184	116	137	<b>2,548</b>
Low Risk	762	873	1,210	882	1,085	1,310	1,112	1,143	1,241	1,156	941	925	<b>12,640</b>
<b>NONE CRISIS CALLS</b>													
No Risk of Suicide but need Support	1,924	2,022	1,482	1,334	1,669	1,578	1,272	1,060	1,164	1,054	955	920	<b>16,434</b>
Informational (Triage, Misc)	59	84	71	34	52	105	54	68	127	60	44	42	<b>800</b>
<b>TOTAL</b>	<b>2,981</b>	<b>3,220</b>	<b>3,053</b>	<b>2,567</b>	<b>3,174</b>	<b>3,425</b>	<b>2,721</b>	<b>2,476</b>	<b>2,793</b>	<b>2,486</b>	<b>2,081</b>	<b>2,051</b>	<b>33,028</b>

### Definitions:

Suicide in Progress – caller is engaging in suicidal behavior, ie. I just drank a bottle of vodka and ingested 20 pills or I have a gun and pointing it to my head.

High Risk – caller has past history of suicide attempt, currently has suicide ideation. He/she is able to describe a plan and access to mean to killing oneself

Medium Risk – caller has past history of suicide attempt. Currently not suicidal but is depressed.

Low Risk – caller has no history suicide attempt, currently not suicidal, has history of mental health treatment/services and needs support

No Risk of Suicide but need support – caller has no history of suicide attempt, currently not suicidal, no history of mental health services but needs support

Informational/triage/misc. – called for information and referrals to community resources

## SACS HOTLINE CALLER DATA BY GENDER IN 2018

GENDER	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Total/ Avg Total
		2,981	3,220	3,053	2,567	3,174	3,425	2,721	2,476	2,793	2,486	2,081	2,051
Female	66.05%	65.64%	62.85%	67.90%	61.66%	65.22%	61.85%	65.01%	62.64%	62.79%	63.47%	60.67%	<b>63.81%</b>
Male	33.95%	34.36%	37.15%	32.10%	38.34%	34.78%	38.15%	34.99%	37.36%	37.21%	36.53%	39.33%	<b>36.19%</b>

## SACS CALLER DATA BY AGE IN 2018

AGE	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Total/ Avg Total
		2,981	3,220	3,053	2,567	3,174	3,425	2,721	2,476	2,793	2,486	<b>2,081</b>	<b>2,051</b>
0 - 14	6.93%	5.65%	4.92%	4.87%	5.24%	5.56%	3.95%	3.18%	4.23%	3.21%	3.88%	1.48%	<b>4.43%</b>
15 - 24	17.17%	20.29%	20.70%	23.45%	19.61%	24.67%	24.15%	27.56%	26.59%	28.16%	22.02%	25.84%	<b>23.35%</b>
25 - 34	14.03%	13.34%	17.07%	15.85%	16.07%	19.68%	22.42%	17.87%	16.28%	18.52%	17.23%	15.67%	<b>17.00%</b>
35 - 44	15.66%	13.50%	12.81%	14.63%	13.70%	11.98%	15.16%	12.39%	12.70%	10.21%	9.70%	11.01%	<b>12.79%</b>
45 - 54	29.51%	27.42%	26.74%	22.89%	26.92%	19.69%	23.94%	22.53%	20.47%	17.01%	18.26%	21.27%	<b>23.05%</b>
55 - 64	10.66%	12.40%	10.51%	11.18%	12.69%	11.41%	14.83%	10.97%	11.73%	13.99%	17.48%	18.85%	<b>13.06%</b>
65 - 74	4.44%	4.87%	5.09%	4.47%	3.05%	5.28%	5.76%	3.72%	6.67%	7.56%	8.25%	5.72%	<b>5.41%</b>
75 - 84	1.24%	2.35%	2.13%	2.64%	2.20%	1.43%	1.32%	1.59%	1.31%	0.94%	3.15%	1.69%	<b>1.83%</b>
85 and over	0.36%	0.16%	0.00%	0.00%	0.50%	0.28%	0.33%	0.18%	0.00%	0.38%	0.00%	0.00%	<b>0.18%</b>
Transitional Age Youth 16-25 (overlapping category)	16.80%	18.57%	22.18%	23.45%	19.76%	25.09%	24.81%	28.80%	26.52%	28.90%	25.24%	25.63%	23.81%

# SACS Hotline Call Data

SACS CALLER DATA BY RACE & ETHNICITY IN 2018													
RACE/ ETHNICITY	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Total/ Avg Total
	2,981	3,220	3,053	2,567	3,174	3,425	2,721	2,476	2,793	2,486	2,081	2,051	<b>33,028</b>
African American/Black	5.80%	3.70%	2.98%	3.35%	3.71%	6.08%	5.05%	7.15%	9.00%	6.43%	4.06%	8.00%	<b>5.44%</b>
Asian	26.88%	30.24%	25.32%	31.76%	33.65%	30.62%	32.89%	27.22%	23.34%	25.62%	28.84%	30.66%	<b>28.92%</b>
Caucasian/White	55.31%	55.96%	55.98%	44.74%	51.04%	51.29%	51.87%	53.40%	54.57%	55.58%	57.45%	48.44%	<b>52.97%</b>
Hispanic/ Latino	11.80%	9.47%	15.15%	10.29%	10.35%	12.47%	10.17%	12.22%	12.94%	12.09%	10.65%	12.88%	<b>11.71%</b>
Native American/Alaska	0.00%	0.20%	0.00%	0.00%	0.23%	0.18%	0.00%	0.00%	0.00%	0.13%	0.00%	0.00%	<b>0.06%</b>
Native Hawaiian/ Pacific Islander	0.19%	0.41%	0.18%	0.00%	0.00%	0.18%	0.00%	0.00%	0.14%	0.13%	0.00%	0.00%	<b>0.10%</b>

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**COUNTY CRISIS TEXT LINE LAUNCHED DECEMBER 2018**

**In Crisis?  
Text RENEW to 741741**

**CRISIS TEXT LINE |**

**Free, 24/7, Confidential**

**[WWW.CRISISTEXTLINE.ORG/VOLUNTEER](http://WWW.CRISISTEXTLINE.ORG/VOLUNTEER)**