



CRISIS LINE SERVICES - OUTCOMES REPORT APRIL 1ST 2018 – MARCH 31ST 2019

PROGRAM DESCRIPTION The Crisis Line program provides telephone crisis intervention services. These services are available to people in crisis, who are depressed, or who are in emotional need. The Crisis Line services philosophy encourages an approach to telephone intervention that communicates support and the exploration of meaningful options through the use of calm, non-judgmental, and respectful tones and language.

PURPOSE – This report is intended for board, management, program staff, stakeholders, and persons served. Feedback and suggestions to assist with continuous quality improvement planning are both solicited and encouraged. The data referenced in this report was collected, recorded, and collated via the use of *iCarol* database system. Past Participant and Stakeholder feedback data are recorded in spreadsheets created in-house.

Key Demographic Indicators	2014 2015	2015 2016	2016 2017	2017- 2018	2018- 2019	5Yr. comparative Average	Findings
Male	1137	1102	1027	1001	538	961	This fiscal year we saw a drastic change in coverage and re-structure throughout the program. This has impacted us negatively this year by decreasing the amount of calls taken and increasing the amount of missed call substantially. We have no doubt that the restructure will have visibly positive impacts during next fiscal year's statistics. *excluded hang-ups, silent calls, wrong numbers and telemarketer calls.
Female	2424	2453	2069	2393	1124	2092.6	
Gender Diverse	23	9	0	2	1	7	
Gender unidentified	63	36	37	42	25	40.6	
*Excluded calls	537	463	269	268	229	353.2	
CL Sub-total	4184	4059	3402	3706	1917	3453.6	
Missed Calls	626	456	724	1274	5350	1686	
CL Total	4810	4515	4126	4980	7267	5139.6	

Average Age of Caller (if known /identified)	57.5	57.5 (40-64)	52	52	52 40-64		iCarol shows age ranges not the exact age of caller. CLW's are not required to ask this information from the caller.
Median length of call	10.16	10.8	11.8	13.8	15.24	12.36	This year's call length average has increased slightly
Caller Issues <i>Data Sources: iCarol</i>	2014 2015	2015 2016	2016 2017	2017- 2018	2018- 2019	5 Yr. Comparative Average	Findings
Mental Health	1559	1435	1784	1871	635	1456.8	Reported mental health issue have decreased this year, but it is believed this is due to the lower call rate volume
Addictions	99	106	143	142	53	108.6	Again, we see a decrease this year; however, this is most likely due to the significant decrease of line coverage.
Abuse/Violence	84	117	155	153	118	125.4	
Suicide	96	101	89	157	140	116.6	
Homelessness 2017-18 is tracking housing/emergency shelter'	41	23	69	136	2	54.2	This year there has been a decrease in homelessness as there is now a category to track solely this, however there were still numerous reports of housing/ emergency shelter.
Individual/Family Issue	905	991	480	594	328	659.6	Family issues reported seen a decrease this year. This is most likely attributed to line coverage
Information	283	213	196	170	100	192.4	Callers requesting information were marginally less than the prior year, given the decrease in line coverage
Physical Health	360	377	248	293	188	293.2	Reported physical health issues have decreased this year, most likely due to re-structuring
Financial 2017-2018: financial/employment	88	98	26	36	21	53.8	Reports of financial struggle have decreased this fiscal year, but may also be attributed to line coverage
Legal Issues	60	49	86	147	75	83.4	Reported legal issues have decreased but reflect similarly to 2015-2017.

Referrals made to Callers by Crisis Line Responders	2014 2015	2015 2016	2016 2017	2017 2018	2018- 2019	5 Yr. Comparative Average	Findings
Emergency Medical	83	53	70	66	21	58.6	We saw an all-around decrease in referrals this fiscal year. This is due to a large low of line coverage and restructure to the program.
Medical-Non-Emergency	230	122	156	142	87	147.4	
Emergency Mental Health	94	65	71	94	99	84.6	
Mental Health-Non-Emergency	966	438	174	142	130	370	
Police Emergency	47	45	64	61	58	55	
Ambulance/ Paramedics	21	31	23	21	16	22.4	
MCFD/Child Protection	11	12	4	19	28	14.8	
Counseling/Therapy	289	330	240	270	116	249	
Support Groups	177	190	91	109	47	122.8	
Family/Friends	438	380	259	311	217	321	
Other	2377	1313	679	785	326	1096	
Qualified Call-back Invitation	Data not Collected	1904	2382	2596	1002	1971	

EFFECTIVENESS OUTCOMES – Effectiveness outcomes are: a. Did the caller indicate / feel the call to the Crisis Line was helpful (caller reported); b. Was the caller given the opportunity (able) to explore options (as assessed by the 1st Responder); and c. Provided community resources (worker reported). This year a total of 1917 calls were answered. Of these, 5579 were not measured (excluded) because they were considered bogus, prank, silent, hang-ups, wrong number, telemarketer, line transfer, or missed calls. The remaining 1917 were measured for effectiveness in each of the three identified categories.



Objective: Effectiveness Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1.Call effectiveness (was the call helpful) Total Answered Calls 1917 Minus Excluded Calls <u>286</u> Total Measured Calls 1631	Percentage of callers who stated or implied the call was helpful as recorded on the iCarol database system <i>NB: this statistic is also used as a Program Satisfaction measure.</i>	All callers who indicated that the call was helpful (1236 of 1631 calls)	85%	76% (1236 of 1631 calls)	X
2. Callers who were given the opportunity (able) to explore options. Measured calls 1196	Percentage of callers who were able to explore options.	All measured callers (1151 of 1196 calls)	85%	96% (1151 of 1196 calls)	✓
3. Callers who were provided community resource(s) Measured calls 1257	Percentage of callers for whom worker confirms that at least ONE community resource was provided.	All measured callers (1229 of 1257 calls)	85%	98% (1229 of 1257 calls)	✓



PROGRAM EFFICIENCIES: The efficiencies measured by Crisis Line staff included service utilization rates and number of volunteer hours logged on the Crisis Line. These measures are retrieved from the iCarol database system. Target goals were established to ensure minimum averages are maintained over the term of the fiscal year. Efficiency results have been tabulated below.

Objective: Efficiency Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To increase service utilization rates	Call Rates $= (1917) / (30.42 * 12)$	All Callers	8 calls per day	5.25 calls/day	X
2. To increase the number of hours volunteer log on the Crisis Line	Volunteer Hours 52 weeks = 7.34	All CL Volunteers	25 hrs. per week	7.34 hrs./ week	X

PROGRAM SATISFACTION

Objective: Caller and Stakeholder Input	Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
1. To maintain caller satisfaction levels	Percentage of callers who stated or implied they were satisfied with the Crisis Line support provided by indicating the call was helpful to them	All callers who indicated they were satisfied with the service because the call was helpful to them 1236 of 1631 calls	85%	76% 1236 of 1631 calls	X
2. To maintain stakeholder satisfaction levels	% of stakeholders who report the service meets their expectations	All stakeholders: 21 surveys sent out with 21 responses. 21 answered questions related to meeting expectations.	85%	87% (21 of 23)	✓

PROGRAM ACCESSIBILITY: The Crisis Line is part of a regional network (Interior Crisis Line Network), which endeavours to provide telephone support services to any/all callers. "Crisis" is self-determined and any reasonable requests will be supported as long as standard program procedures are followed. (i.e. not abusive or illegal). As a telephone service, there are no physical accommodation/access issues that regularly come into play.



Objective: Access Measures	Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
ICLN Call Answer Rate Missed calls (includes sub-lines 310 Mental Health /1-800 Suicide Lines)	# of calls answered versus # of calls missed (1917)	Missed calls as recorded by volunteers and staff. (5350)	60% (call answer rate established by funder)	35% (1917 of 5350)	x

ADMINISTRATIVE OBJECTIVES:

Objective: Key Administrative Tasks	Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
1. Increase Crisis Line 1 st responder training options (to promote enhanced training results)	1 st Responder trainings will be predominately one to one trainings (85%)	CL 1 st Responders	85%	28% (374 Of 1300 hrs.) 1 st responders trained in a 1-1 format	x
2. Increase CL staff professional development options.	A minimum of two professional development opportunities offered during the course of the year	CL Staff Members	100%	100% (2 (4 of 4 trainings) (2 staff members at 2 trainings each)	✓