

Crisis Support Services of Alameda County

# A Lifeline for All

Anytime. Anywhere.

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**Impact Report 2025**





Many thanks to everyone who makes this work possible.  
Together, **we are a lifeline.**

**Pictured on the cover:**  
**A moment of connection during Healing Hearts Day 2025.**



This past year, our organization proved that **effective community-based suicide prevention is inextricably linked with mental health stigma reduction**. Our success is rooted in the foundational principle that **safety exists in relationships and community care**, not in coercion. By fostering environments where suicide is openly discussed and help-seeking is normalized, we are cultivating resilient, supportive communities that prioritize the holistic well-being of their members.

**Narges Zohoury Dillon, LMFT**

Executive Director of Crisis Support Services of Alameda County



# Impact Report 2025

## Contents

A Local Lifeline	... page 4
Clinical Services	... page 6
Community Education	... page 8
Healing Hearts	... page 10
Impact by the Numbers	... page 11

# We are your local 988 Lifeline.



We build safety by prioritizing human connection, de-escalating 94.1% of high-risk calls without involving law enforcement.

We intercept those experiencing distress before it escalates to police intervention, involuntary holds, or emergency room visits. This past year, our team not only handled a massive surge in demand but successfully deepened our commitment to community-based crisis support.

pictured :  
Allie Varner, Narges  
Zohoury Dillon, and  
Ozzie in the Crisis  
Services room



## Community-Based Crisis Support



**Our team responded to a staggering 53,622 contacts, proving that crisis is a call for connection.**

Our counselors and volunteers, acting as community first responders, achieve safe outcomes through active listening and empathy. This community-based model is highly effective: Out of 1,787 calls rated as medium-to-high risk, we successfully de-escalated 94.1% over the phone without calling the police, significantly surpassing our objective and affirming that competent mental health support reduces potential traumatization.



# Scaling the Lifeline for Community Need

The introduction of the 988 Suicide & Crisis Lifeline has validated the desperate need for a national, easy-access number, and our center rose to meet the demand.

**Our 988 Lifeline calls saw a steep 40.7% increase from the prior year.**

To sustain this growth while maintaining quality, the program hired 23 new staff members and trained 74 new volunteers.



pictured :  
Krystle Shield in the  
Crisis Services room

# 55k

**crisis calls  
answered**



**The Text Line Program experienced an even more acute surge in volume and complexity, with a noted increase in usage by youth and young adults.**

- Total contacts climbed to 8,230 from 5,854 unduplicated users.
- The acuity of texters identified as medium-to-high risk increased by 60.4%.
- We successfully stabilized 90% of high-risk texters without resorting to law enforcement or hospital intervention.

**"Have tried another crisis line and it felt more like AI. This one felt like an actual human."**



**Sustaining Safety in the Community:  
Our Follow-Up Program ensures that high-risk individuals receive care that remains rooted in the community.**

Follow-up and outreach calls increased by 15.6% to 2,403.

The total time spent on this relational, long-term care grew by 42.7% to 25,411 minutes.



# Clinical Services

A Year of Expanded Reach and Exceeding Goals

Our clinical programs recognize that individual distress is inseparable from systemic violence, economic stress, and ignored societal losses. Our primary focus this year was on **addressing disenfranchised grief**—losses that are stigmatized, such as suicide, homicide, incarceration, and immigration—which many systems of care routinely fail to acknowledge.

We strategically partnered with community sites to remove access barriers like transportation, **meeting high-need members where they are located**. As always, our focus for the upcoming training year will be on how to best serve the clients who cannot get services elsewhere.

Program Area	Clients Served
<b>Total Clients Served</b>	<b>491</b>
Older Adults (On-Site/In-Home)	134
Grief Clients	129
School-based Clients	68
ORCA clients	51



## ORCA: Sanctuary for High-Risk Youth

The ORCA (Organizing and Responding to Crisis for Alameda youth) program provides short-term therapy services for youth under 25 experiencing thoughts of suicide, prioritizing those who are marginalized. It serves as a sanctuary for LGBTQIA+ youth, who are 5 to 8 times more likely to attempt suicide. ORCA services are free, without insurance requirements, and are community-based, meeting clients in schools, homes, or other community locations.

Pictured to the left: ORCA Clinician Bryan Nashed

**We deepened partnerships with the Oakland Housing Authority, the Oakland Public Library, and three local senior centers.**

Through these collaborations, we successfully offered therapeutic groups, such as the Reminiscence Group and Writing Your Grief, on-site at familiar, trusted locations to foster connection and increase participation.

**Our most successful innovation was the re-launch of the Survivors of Suicide Attempt (SOSA) Group.**

This model centers recovery, growth, and the capacity to adapt, reinforcing collective agency. By partnering with the Jay Mahler Recovery Center and focusing on a short-term, drop-in model, the group supported over 80 attendees in just six months.

**School-Based Intervention: accessible care for youth**



We have dedicated staff who serve students directly in schools across Alameda County. Of the 59 enrolled students who participated in therapy, 64.4% met their therapy goals and successfully graduated from services.

# Honoring Disenfranchised Grief

Given the county's high rate of death from homicide and community violence, our clients repeatedly identified an urgent need for mental health providers to respond to disenfranchised grief.

# 2024



pictured left: Natanya Pearlman  
pictured below:

Michelle Macarai and Afefeoke Ginitta Glass  
Reverend Deborah Lee, Elijah Chhum

This type of loss is often ignored or stigmatized. Our clinical team conceived the one-day, in-person "Weaving Together" conference to establish a collectively held learning space for the community. Developed in partnership with organizations like the Institute on Aging and several faith-based communities, the event was held at DeFremery Park.

The conference offered six specialized workshops addressing less understood experiences of grief in the County. Over forty community partners presented or facilitated sessions, and the conference received glowing feedback from the over 100 attendees. One attendee reflected, **"I was moved to tears at the presentations, learned about different facets/concepts of grief... I met new colleagues and enjoyed fellowship with all of you."**





# Community Education

A Year of Expanded Reach and Exceeding Goals

**The Community Education Department serves as a vital component of our integrated strategy, primarily focused on enhancing mental health literacy and developing gatekeeper capacity across the community.**

Our programs are rooted in principles that prioritize trauma-informed, equity-focused learning, equipping individuals with the knowledge to recognize signs of mental health challenges, understand the impact of stigma, and access available resources.

By proactively fostering this community-wide culture of awareness, support, and open conversation, our educators significantly contribute to the destigmatization of mental illness, normalizing help-seeking behavior and reinforcing our collective capacity for crisis support.



pictured :  
Catalina Coz and Laura Onate-Solis

## Teens for Life (TFL) is making a real impact for our students

TFL empowers youth to be the first line of defense for their peers, recognizing that safety exists in trusted relationships.

**This year, we delivered 338 presentations to 10,460 students across 38 schools.**

We launched new video vignettes, "Helping a Friend," that featured local Alameda County students. This creation by and for youth allowed us to offer distinct, age-appropriate curricula for middle school and high school students for the first time.

Pre/post surveys of 1,413 students showed dramatic knowledge gains. **The percentage of students who "Strongly Agreed" they "know steps to take to help a friend" rose from 13% (pre-test) to 45% (post-test).**



## We are in our community

Offering trainings where people are, in the community, dismantles the financial, logistical, and cultural barriers that traditionally limit access to mental health support.

By integrating mental health services and training into familiar, trusted settings like schools, workplaces, and cultural centers, we foster transparency and trust, which is critical for overcoming local stigma and encouraging open dialogue.

Furthermore, bringing education directly to the community allows initiatives to be specifically tailored to the language, cultural nuances, and specific signifiers of the target population, ensuring maximum credibility and resonance.



18K

attendees & participants

Jenn Marshall,  
Community Education Director

**17 suicide prevention trainings at Santa Rita Jail,** where suicide rates are 3x the general population rate.

We became an approved provider of Continuing Education for nurses, issuing **64 CE certificates** this year (up from 12 in the prior period). We also established a new partnership with Lifelong Medical.

**We increased our visibility within the Latinx community,** offering parent workshops and partnering with organizations like the International Rescue Committee and La Familia to provide Mental Health First Aid (MHFA) in Spanish.

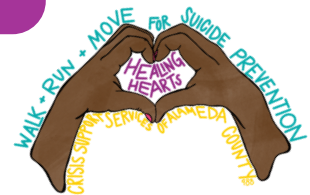


# Healing Hearts Day

pictured above :  
 medal winners Shellin Chuong, Evan Reeves, Justin Ross Lee, and Thomas Price, and Race Director Jay Caballero

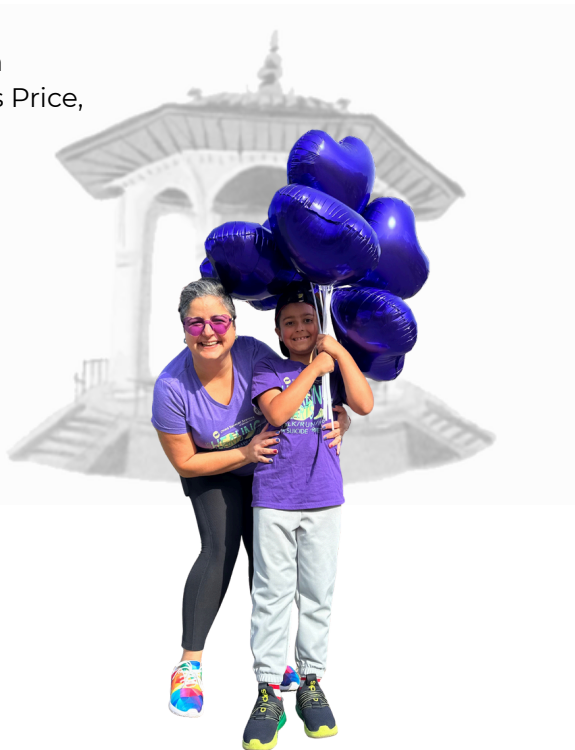
**For 15 years, Healing Hearts has brought Crisis Support Services of Alameda County's community together to move through grief, cultivate resilience, and walk toward a future filled with hope.**

**This year, we honored that legacy by deepening our commitment to community care and engagement.**



**2025 was our largest event yet!**

- 26 Health & Wellness Fair Participants
- 39 Businesses Canvassed
- Tattoo Flash Day, Givebacks



pictured above: Narges Zohoury Dillion and her daughter, Isla; pictured left: Sponsors from Stanford Health Care; pictured right: Sponsors from Gifted Spider Tattoo



We rely on the generosity and solidarity of sponsors to produce these spaces for connection and belonging.  
**For more info about our events and how to sponsor, visit: [CrisisSupport.Org](https://CrisisSupport.Org)**

# Impact Metrics: FY 2024-2025

Metric	Result	Source / Context
<b>Total Client Contacts (Calls/Texts)</b>	<b>53,622</b>	<b>Total calls/texts answered on 988 and all support lines.</b>
988 Calls Answered	<b>25,312</b>	40.7% increase from prior year.
Total Text Contacts	<b>8,230</b>	From 5,854 unduplicated consumers.
% De-escalated (Phone)	<b>94.1%</b>	Medium-to-high risk calls resolved without police intervention.
% De-escalated (Text)	<b>90%</b>	Medium-to-high risk texts stabilized without law enforcement/hospital.
High-Risk Calls (Rating 3-5)	<b>1,787</b>	Total volume of calls at medium-to-high risk for suicide.
Increase in High-Risk Texts	<b>60.4%</b>	Increase in acuity of texters.
Emergency Procedures/Police	<b>0.6%</b>	Percentage of total call volume resulting in police intervention.
Follow-Up Minutes	<b>25,411</b>	Minutes spent on non-coercive follow-up care (+42.7% increase).
<b>Total Hours of Service</b>	<b>20,339</b>	<b>Across all clinical and crisis service departments.</b>
SOSA Group Attendees	<b>81</b>	Unique attendees at the Jay Mahler Recovery Center site.
Hospital Follow-Up Success	<b>94%</b>	Clients successfully connected with ongoing support.
<b>Community Education Individuals Served</b>	<b>15,692</b>	<b>Total unduplicated individuals reached via education/outreach.</b>
Teens for Life Students Reached	<b>10,460</b>	Students reached across 38 schools.
Teens For Life Knowledge Gain	<b>+32%</b>	Students Strongly Agreeing they "know steps to take to help a friend" (13% \$ → \$ 45%).
Correctional Trainings	<b>17</b>	Suicide prevention trainings provided to civilian staff at Santa Rita Jail.
New Nurses CE Certifications Issued	<b>64</b>	Issued as a result of our expanded Zero Suicide training capacity.

**Donate here to  
support our work:**



**Stay in Touch!**



**@cssalamedacounty**



**Crisis Support Services of  
Alameda County**



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[www.CrisisSupport.org](http://www.CrisisSupport.org)

**Crisis Support Services of Alameda County**  
P.O. Box 3120, Oakland, CA, 94609