

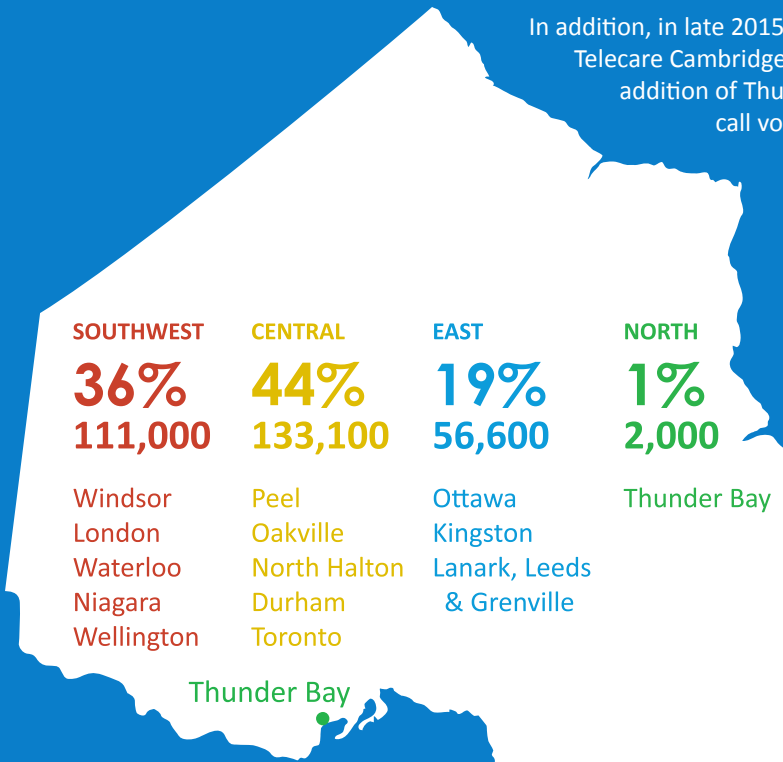
Statistics, Information and Outcome Measures (SIOM) Summary Report

DCO member distress and crisis organizations across Ontario provided emotional support services to over 302,728 individuals in 2015, representing a 7 percent increase over 2014. In large part, this is due to the growth of call out programs among member organizations and SIOM's goal to expand the capture of data to fully reflect the diverse range of programs and services provided by DCO members.

In addition, in late 2015, SIOM expanded to include an additional member centre, Telecare Cambridge, in the southwest region and also expanded to the north with the addition of Thunder Bay. In 2015, we experienced a slight reduction of overall call volume in the central region, as well as an increase in the southwest region compared with 2014.

The detailed 2015 call report data continues to reveal the wide range of complex issues faced by those who reach out for support, as well as the corresponding challenges to distress and crisis service providers in meeting immediate emotional needs in our local communities. What has shifted since 2014 in terms of immediate needs and concerns? More individuals are talking about mental health concerns, with a six percent increase in 2015. While the overall number of callers concerned about abuse and violence in 2015 is consistent with 2014, more callers had concerns about bullying, survivors of childhood abuse, as well as victims of violence. 2015 also witnessed an increase in employment-related concerns among callers.

How are we doing in terms of meeting these needs? In 2015, there was an increase in the number of callers who described feeling better after receiving support. Again in 2015, 98% of all suicide-related calls were deescalated without the involvement of emergency services, including 911, police or emergency room visits.



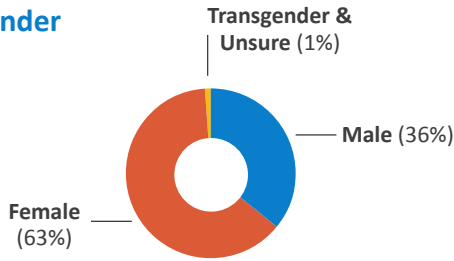
Calls answered continue to increase

2012	240,000
2013	263,500
2014	282,800
2015	302,700

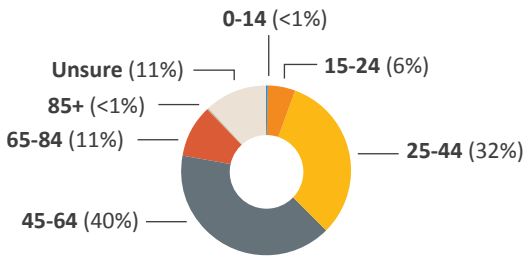


2015

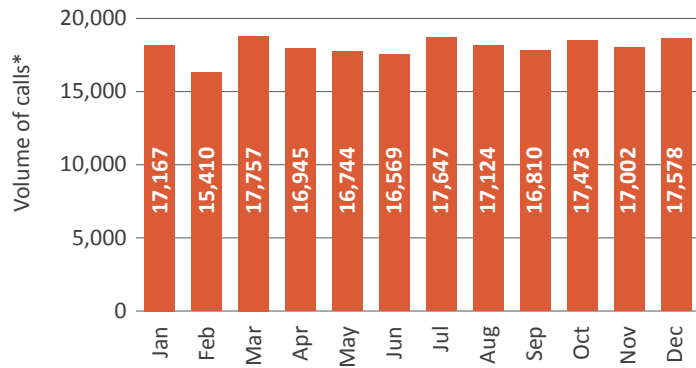
Gender



Age of callers



Call volumes across the province vary monthly for a variety of reasons including differences in immediate emotional needs and a variety of external factors



* Call volume by month of iCarol reporting centres

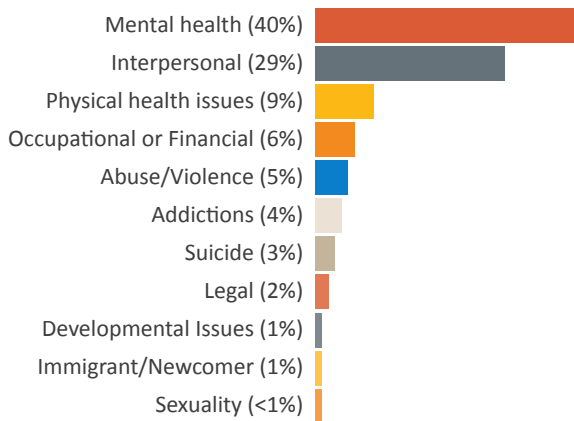
of new immigrants to Canada who called distress lines in Ontario this year

6,028

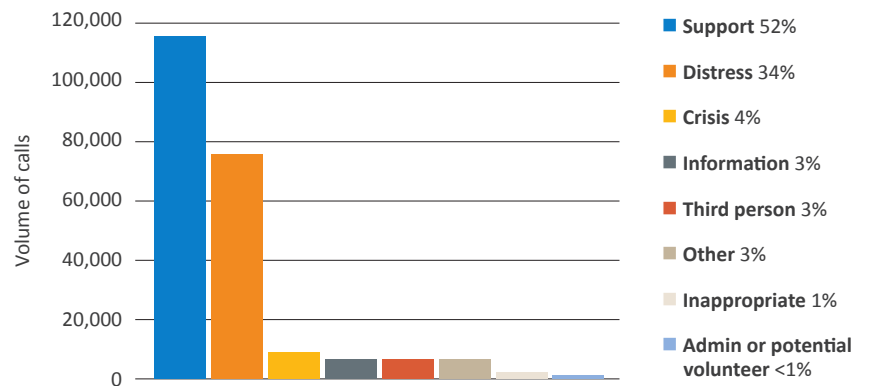
of callers who reported struggling with addiction

33,009

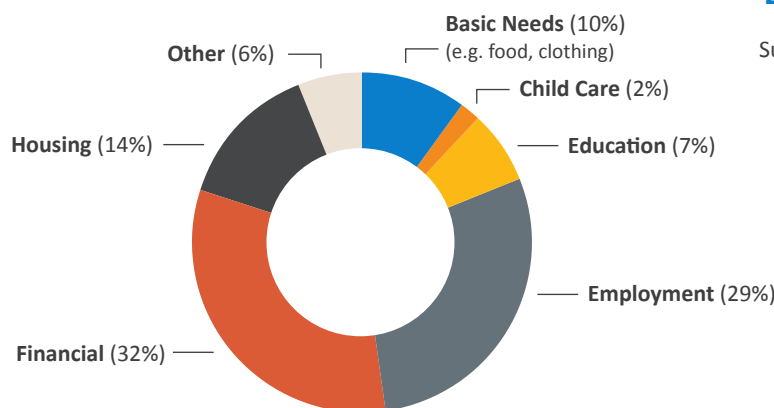
Over 868,800 specific concerns were explored



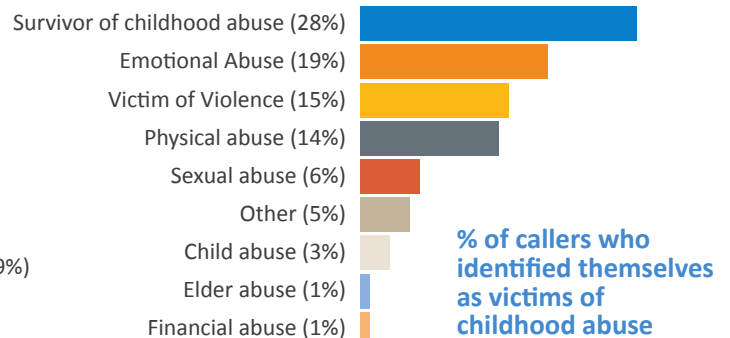
Representation of the aggregate call content includes a continuum of immediate emotional needs, accessing resource information, as well as third person support inquiries



Occupational, basic and financial concerns are present in over 25% of calls



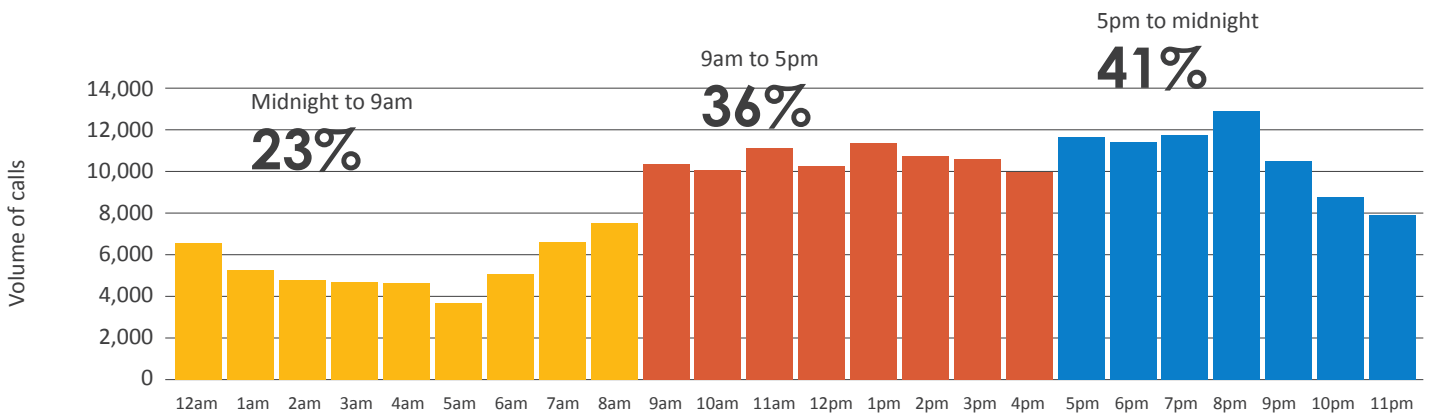
20% of calls for support reference Abuse



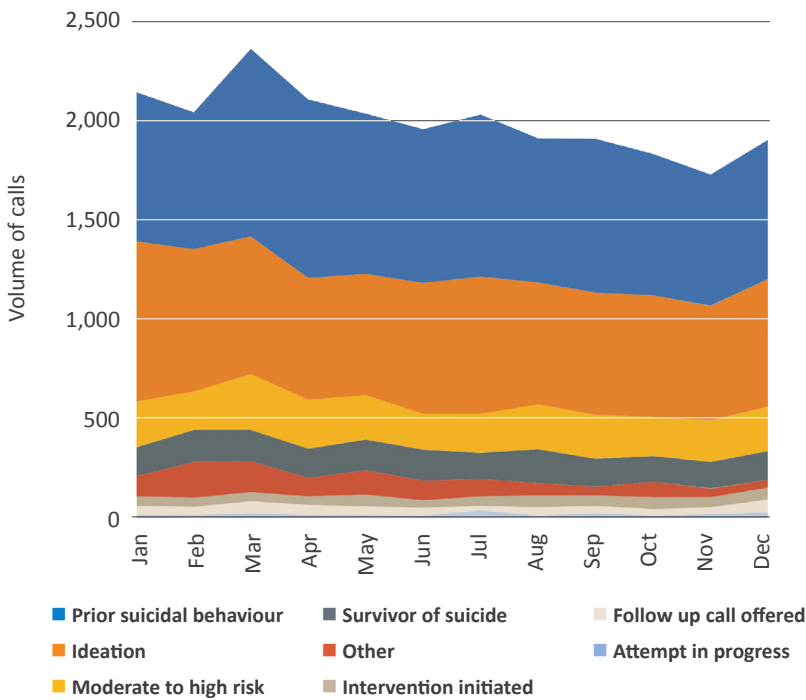
% of callers who identified themselves as victims of childhood abuse

5.4%

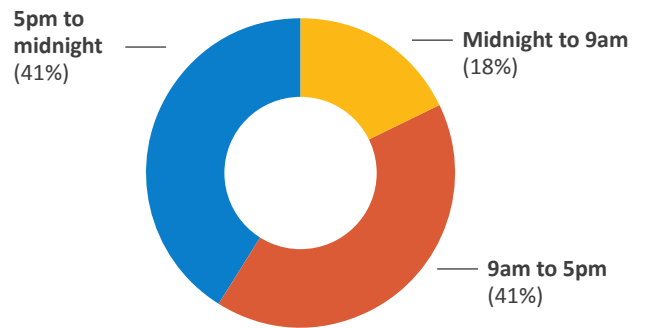
What times of day are Ontarions accessing distress and crisis services?



Suicide-related calls each month



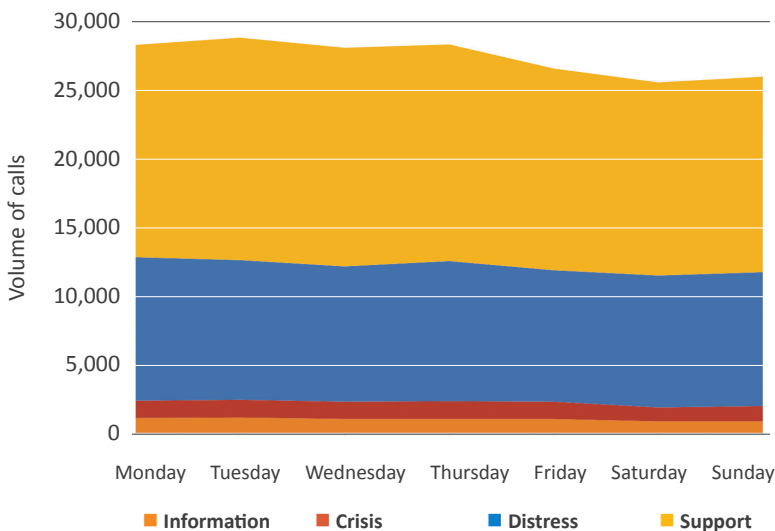
When are distress centres calling 911?



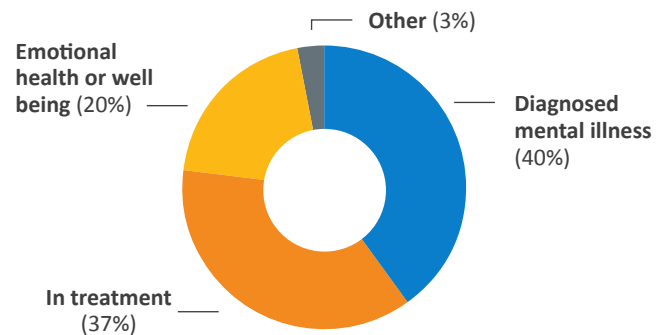
% of suicide-related concerned callers with prior suicidal behaviour

39%

Cumulative caller emotional intensity



Percentages of callers with mental health concerns



Top 2 concerns of callers to distress and crisis lines

1. Mental Health

40%

2. Interpersonal Relationships

29%

% of callers with a diagnosed mental illness

28%

% of callers who are in treatment for a mental health issue

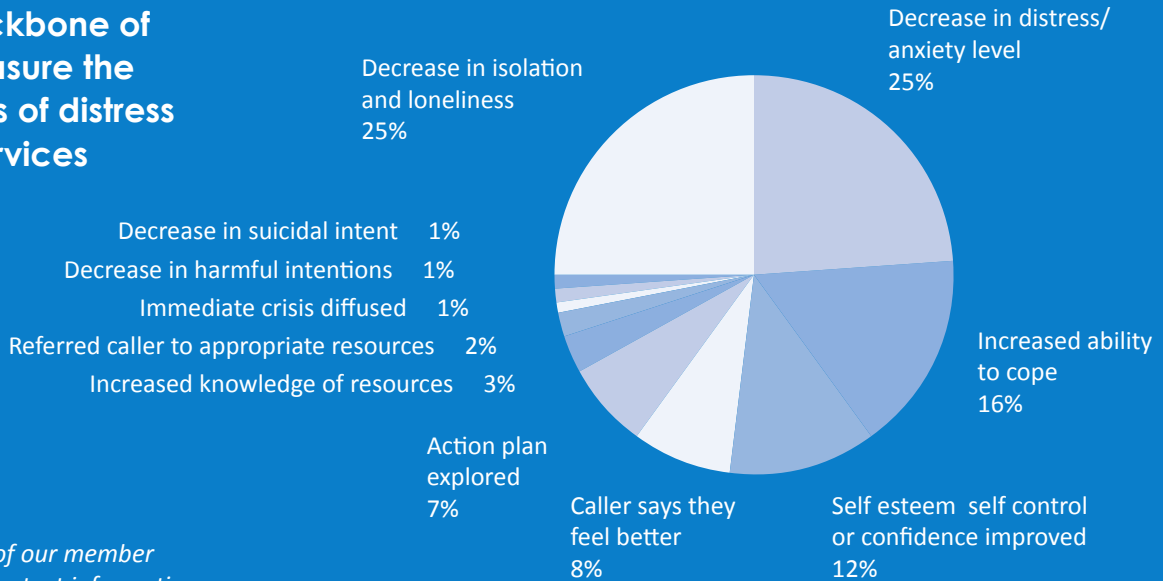
26%

Schizophrenia/Psychotic Disorder	24,281
Worried	20,102
Fearful	16,614
Mood disorders	16,255
Other disorder(s)	15,010
Depressed	14,360
Paranoid	11,463
Anxiety/Panic Disorder Phobias	10,069
Hyperactive	5,688
Sleep disorder or trouble sleeping	5,224
Self Injury	5,130
Personality disorder	4,187
Stressed	3,582
Post Traumatic Stress Disorder	2,008
Eating disorders	1,360
Flat Affect/Numb	1,301
Anxious	953
Dissociative disorder	798
ADD/ADHD Childhood Disorder	678
Delirium/Dementia	510
Overwhelmed	458
Paranoia	175
Impulse control	125



160,331 of the total call volume included a mentioned of a mental health concern

Positive outcomes are important and form the backbone of how we measure the effectiveness of distress and crisis services



A complete listing of our member centres and their contact information can be found on our website at dcontario.org

**30 Duke Street West, Suite 1016
Kitchener, ON N2H 3W5**

Phone | 416.486.2242

Fax | 519.342.0970

Email | info@dcontario.org

Web | dcontario.org