



DEPARTMENT OF MENTAL HEALTH

hope. recovery. wellbeing.

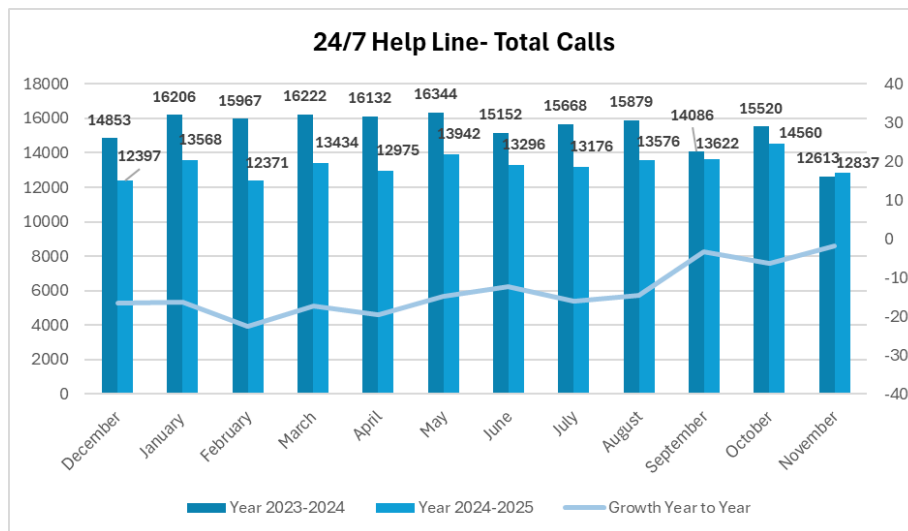
LISA H. WONG, Psy.D.
Director

Curley L. Bonds, M.D.
Chief Medical Officer

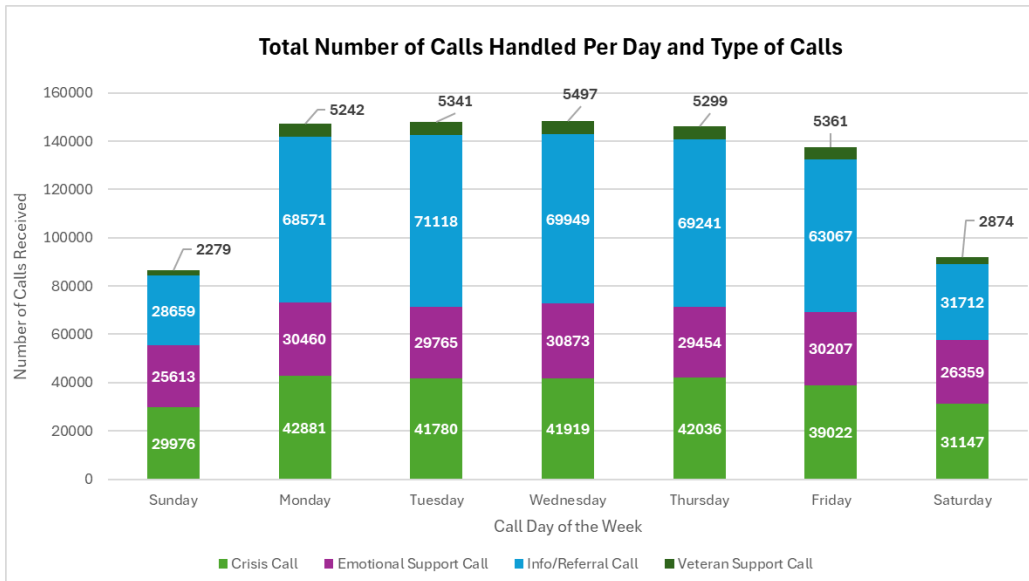
Connie D. Draxler, M.P.A.
Acting Chief Deputy Director

Department of Mental Health Director's Update – January 8, 2026 24/7 Help Line Analytics (ACCESS Center Metrics) Reporting through November 2025

The Department of Mental Health (DMH) collects and monitors the key metrics below which are used to inform processes and develop quality improvements. Key metrics include total number of calls, calls per day and timeliness of answering calls.



24/7 Help Line-Total Calls			
Month	Year		Growth Year to Year
	2023-2024	2024-2025	
December	14853	12397	-16.54
January	16206	13568	-16.28
February	15967	12371	-22.52
March	16222	13434	-17.19
April	16132	12975	-19.57
May	16344	13942	-14.7
June	15152	13296	-12.25
July	15668	13176	-15.91
August	15879	13576	-14.5
September	14086	13622	-3.29
October	15520	14560	-6.19
November	12613	12837	-1.78

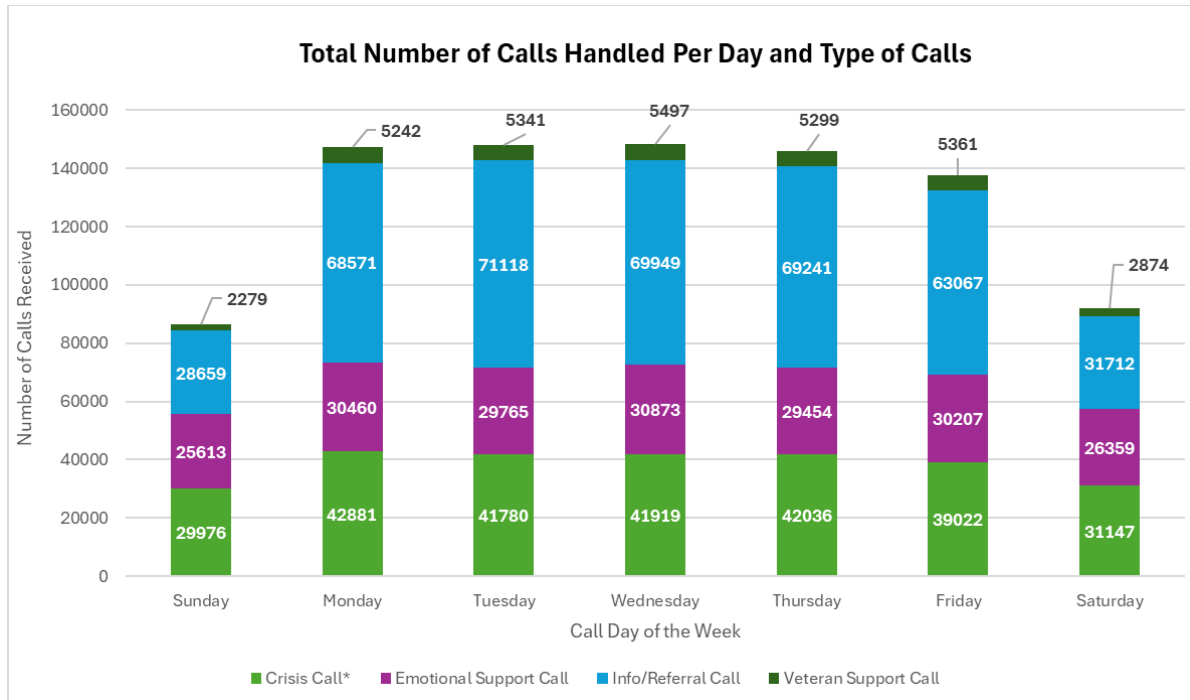


Total Number of Calls Handled Per Day and Type of Call				
	Crisis Call	Emotional Support Call	Info/Referral Call	Veteran Support Call
Sunday	29976	25613	28659	2279
Monday	42881	30460	68571	5242
Tuesday	41780	29765	71118	5341
Wednesday	41919	30873	69949	5497
Thursday	42036	29454	69241	5299
Friday	39022	30207	63067	5361
Saturday	31147	26359	31712	2874

Types of Calls	Percentage of Calls Answered Within 1 Minute by Skill Set (November 2025)	Average Call by Duration by Skill Set
Crisis Calls	83%	6 minutes
Emotional Support Line	n/a	8.2 minutes
Information Calls	84%	4.5 minutes
Referral Calls	85%	n/a*
Veteran Calls	n/a	6 minutes

Benchmark: 80% of calls are answered within 1 minute

*Referral Calls durations are aggregated with Information Calls.



*"Crisis Calls" include DMH and Substance Abuse Service Hotline (SASH) calls

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If there are any questions, please contact Debbie Innes-Gomberg, DMH Deputy Director digomberg@dmh.lacounty.gov.