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Substance Abuse Prevention and Control Director’s Update - January 8, 2026 -

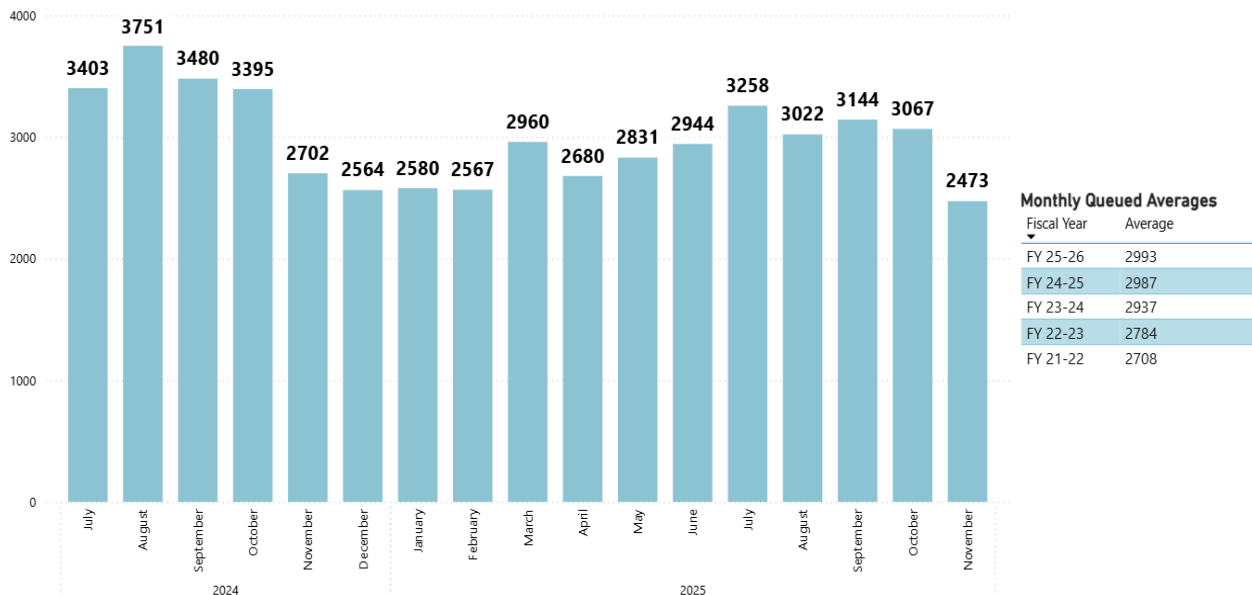
The Los Angeles County Department of Public Health’s Bureau of Substance Abuse Prevention and Control (DPH-SAPC) launched its Substance Abuse Service Helpline (SASH) in July 2017. Since July 2024, DPH-SAPC & DMH have integrated their respective call centers for people seeking mental health and substance services. The primary aim of this MH and SUD Helpline is to connect callers to needed services.

Key SASH metrics include:

1. Call Volume: Number of All Calls Received.

The Number of inbound calls queued to be answered by an agent.

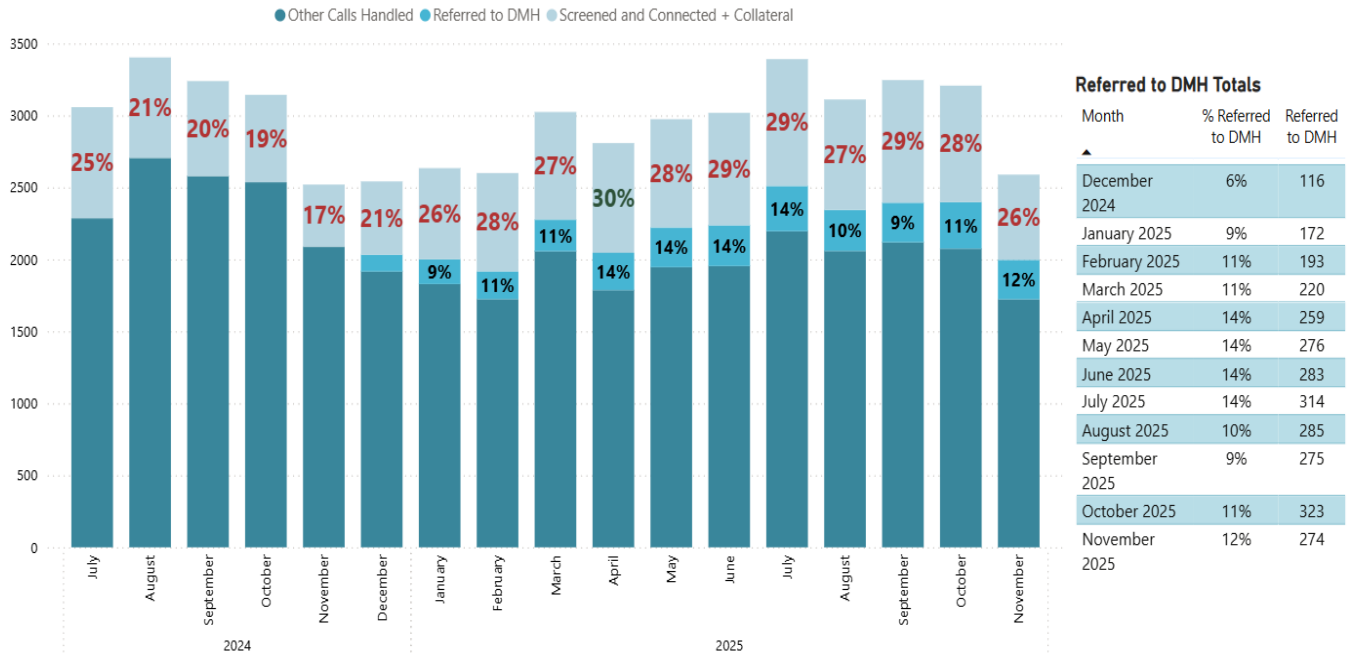
Key Takeaway: The number of SUD calls into the SASH has increased year-by-year.



2. Connection Rate: Percent of SASH Calls Screened & Connected to Care Among All Calls Received.

The connection rate refers to the percentage of calls that were screened and successfully connected out of all calls answered or handled. DPH-SAPC’s target connection rate is greater than 30%.

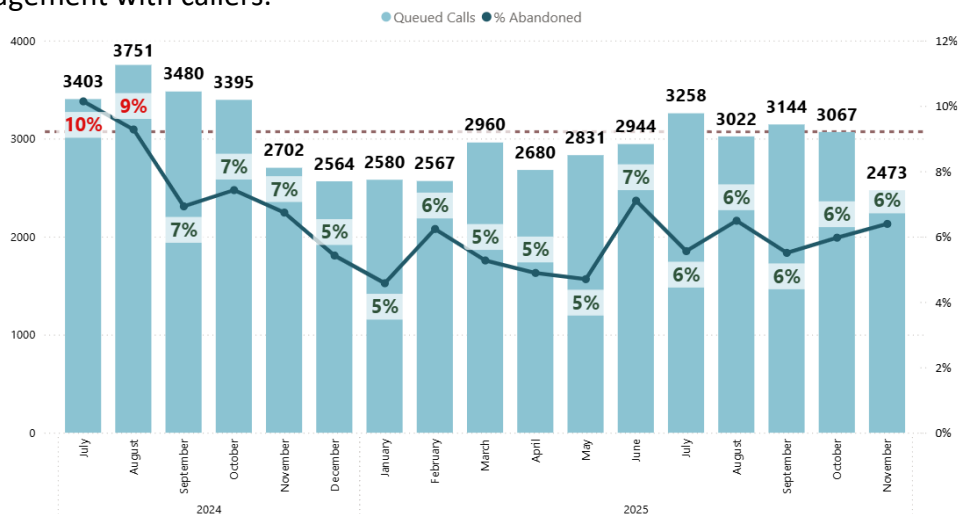
Key Takeaway: There is room for demand-side improvement for SUD connection rates – many callers aren’t yet ready for treatment and are simply calling for info.



3. Abandonment Rate: Percent of SASH Calls Missed Among All Calls Received.

The abandonment rate is defined as the total number of calls that were not answered divided by the total number of calls received. DPH-SAPC’s target abandonment rate is less than 5%.

Key Takeaway: Abandonment is trending down, which signifies improved call center engagement with callers.



4. Service Level: Percentage of Calls Answered Within Service Level Threshold Among All Calls Received

The State-mandated service level threshold is 60 seconds, and the target service level rate is greater than 80%. DPH-SAPC’s target speed to answer a call is less than 60 seconds.

Key Takeaway: SASH consistently meets the state required 60-second service level threshold.

