

Crisis Call Center: Profile

Mission Statement:

The Crisis Call Center provides prevention, intervention, referral, advocacy and education services to the community, and supports those individuals in crisis by helping them make constructive choices.

History

- Started in 1966 at the University of Nevada, Reno
- One of the longest continuously operating crisis centers in the country
- Now, an independent, not-for-profit organization, while continuing to maintain a close working relationship with the university

Annual Budget

\$686,000

Number of Staff

- Eleven full-time and eight part-time
- Four paid Crisis Interventionists for graveyard shifts
- 70 Crisis Line Volunteers
- 25 Sexual Assault Support Services Volunteer Advocates

Programs and Services

- Suicide Prevention Hotline of Nevada
- 24-hour Crisis Intervention & Prevention Hotline
- After-hours Child Abuse and Neglect Reporting
- After-hours Elder Abuse and Neglect Reporting
- The Senior Connection
- Youth Outreach/Suicide Prevention/Date Rape Prevention/Bullying, Sexual Harassment and Sexual Violence Prevention
- Sexual Assault Support Services
- Information and Referral
- "First Call for Help" online and hardbound Resource Directory
- Respite and Parenting support

24-Hour Crisis Lines

Between July 1, 2002 and June 30, 2003:

- Volunteers talked with over 21,000 callers in crisis
- One-third of our callers were experiencing potentially life-threatening crises
- 2,177 calls were suicide related
- 947 calls involved child abuse and/or neglect
- 539 were calls about domestic violence
- 1,704 were calls related to addiction issues
- 3,066 callers were in need of food, shelter, or other basic necessities
- Referrals were made for over one-third of all callers
- 39 new volunteers successfully completed the 56-hour training for crisis line volunteers

The Senior Connection

During 2002 - 2003 Fiscal Year we:

- Received 2,453 calls from seniors on the Crisis Lines
- Provided support and assistance to 127 senior caregivers who were under age 51
- Received 90 calls concerning potential elder abuse or neglect, 18 of which resulted in reports being forwarded to Elder Protective Services
- Participated in 6 senior health fairs and had direct face-to-face contact with a total of 1860 seniors, senior caregivers, and service providers

Sexual Assault Support Services (SASS)

Between July 1, 2002 and June 30, 2003:

- SASS advocates provided immediate face-to-face services for more than 200 victims of sexual assault
- Crisis line volunteers talked with more than 200 sexual assault victims
- We conducted educational outreach presentations for 15 community groups
- Worked with Washoe County Sheriff's Office to present information on Club Drugs to 286 parents
- The program staff conducted professional training for law enforcement, medical personnel and other direct victim service providers

Outreach and Education

Between July 1, 2002 and June 30, 2003:

- We talked with over 5,000 middle and high school students about suicide, date rape prevention and bullying, sexual harassment and sexual violence
- Center staff made approximately 30 community awareness presentations
- Participated in 13 Community information and/or Health Fairs