

# CRISIS CALL CENTER PROFILE REPORT

FY 2004- 2005

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THE CRISIS CALL CENTER PROVIDES  
INTERVENTION, PREVENTION, AND  
EDUCATION SERVICES TO THE COMMUNITY  
AND THOSE INDIVIDUALS IN CRISIS BY  
HELPING THEM IDENTIFY CHOICES AND  
OFFERING SUPPORT.



*The Chinese Symbol for Crisis Represents Danger and Opportunity*

# PROFILE REPORT FY 04-05

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## **SERVICE PHILOSOPHY**

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Years of experience support the premise underlying telephone hotlines, that the opportunity to talk through a crisis can greatly diminish the risk of self-destructive behavior or harm to others. Our services are focused on the prevention of destructive and violent behaviors by offering clients the opportunity to learn and grow in the midst of personal crisis. Clients receive life-saving crisis intervention, emotional support, problem resolution strategies, and information about resources in the community. The Crisis Call Center plays an integral role in the community, as the first point of contact for individuals in need of help.

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## **HISTORY**

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THE CENTER BEGAN IN 1966 AT THE UNIVERSITY OF NEVADA, RENO. IT IS ONE OF THE LONGEST CONTINUOUSLY OPERATING CRISES CENTERS IN THE COUNTRY. IT IS NOW AN INDEPENDENT, NOT-FOR-PROFIT ORGANIZATION, WHICH STILL MAINTAINS CLOSE LINKS TO THE UNIVERSITY. HISTORICALLY, THE CENTER HAS SERVED PRIMARILY NORTHERN NEVADA AND NEIGHBORING CALIFORNIA COUNTIES. SINCE JANUARY 2000, THE CENTER'S SUICIDE PREVENTION HOTLINE SERVICES EXPANDED THROUGH THE ACTIVATION OF AN ADDITIONAL STATEWIDE TOLL FREE LINE ADVERTISED PREDOMINANTLY IN RURAL AND SOUTHERN NEVADA.

## PROGRAMS AND SERVICES

- 24 Hour Crisis Lines
- Suicide Prevention
- Crisis Intervention
- Statewide Suicide Prevention Hotline of Nevada
- Child Abuse and Neglect Reporting
- Respite and Parenting Support
- Elder Abuse and Neglect Reporting
- The Senior Connection
- Youth Outreach on Suicide Prevention, Bullying, Sexual Harassment and Sexual Violence.
- Sexual Assault Support Group (SASS)
- Information and Referral
- On-line and hard copy Northern Nevada Community Resource Directory
- Survivors of Suicide Loss Support Services (SOSL)
- Designated hotline for Washoe County Senior Services
- Designated Substance Abuse Helpline for Join Together Northern Nevada, Coalition to Prevent Substance Abuse
- Runaway and Homeless Youth Hotline
- Safe Haven

*"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it is the only thing that ever has."- Margaret Mead*

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## 24 HOUR CRISIS LINES-SUICIDE PREVENTION-CRISIS INTERVENTION

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Clients will experience enhanced knowledge, self-sufficiency, and well being through our 24-hour crisis intervention, support and referral services that decrease incidents of violence.

### **From July 1, 2004 – June 30, 2005**

Volunteers and staff talked with approximately 22,340 callers in crisis:

- ⇒ Women represented the highest percentage of callers [67%]
- ⇒ The majority of callers were between 31 and 50 years of age [52%]  
11,540
- ⇒ We received 432 calls from youth (under 18 years)
- ⇒ 52% of calls were within Washoe County, 16% within Clark County.
- ⇒ 11% within the Rural Counties, 4% were from out of state (identified by caller), 2 % from California, 2% from Utah and 16% were from an unknown location
- ⇒ 43% of our calls [9,653] involved potentially life-threatening crises.
- ⇒ 1,833 calls were suicide related.
- ⇒ 1,528 calls involved child or elder abuse and/or neglect
- ⇒ 645 were calls about domestic violence
- ⇒ 3,452 calls were about basic needs.
- ⇒ 2,596 calls concerned substance abuse.
- ⇒ Referrals were made for over 80% of all callers
- ⇒ 2,559 were disabled callers
- ⇒ 47 new volunteers successfully completed the 55-hour training for crisis line operators in the last fiscal year.
- ⇒ The average length of each call was 24 minutes
- ⇒ There was a 90% positive call resolution rating for all calls

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## SENIOR CONNECTION - HISPANIC SERVICES

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Washoe County Senior Services and Crisis Call Center continue to collaborate on a direct call roll-over telephone service for seniors who phone Washoe Senior Services after business hours. Seniors have automatic access to crisis lines assistance to obtain intervention, prevention, information and referrals for follow-up services. Because of this collaborative effort, someone is available to seniors 24 hours a day, 7 days a week. With the resources available to Washoe Senior Services, appropriate follow-up is always provided on calls referred by the Crisis Center. In the coming fiscal year we will be collaborating with Washoe Senior Services using our program name "Senior Connection" for the informational kiosks that will be installed throughout the community. Crisis Call Center information and services will be included in the kiosk information listing.

### **From July 1, 2004 to June 30, 2005:**

- ⇒ The Center received 3,585 calls from seniors
- ⇒ We provided education on elder abuse, depression, and suicide to 3,272 individuals via group presentations and participation in senior fairs.
- ⇒ The Staff consulted and collaborated regionally to promote and address senior issues in our community.

### **Hispanic Services:**

The Center employs two full time Bilingual Program Assistants, Michael Laredo and Alma Razo, who are available during regular business hours, and share responsibility for full time, after-hours backup, with 3 Crisis Line volunteers. The efforts of these five individuals make it possible for the Crisis Call Center to have crisis intervention services available to Spanish-speaking callers 24 hours/day, 7 days/week.

### **From July 1, 2004 to June 30, 2005:**

- ⇒ 7.44% of the calls were from Hispanic callers (1,662)

**Community Outreach:** *Cinco de Mayo Fair – informational booth, La Michoacana – informational – brochures, Nevada Hispanic Services – informational - brochures, Miquel Ribeira Family Resource Center – informational - brochures, Moana Apartments – informational - brochures, Ahora Newspaper – interview – two articles, La Michoacan – informational - brochures, Nevada Hispanic Services – informational – resulting in participation in Nevada Hispanic Heritage Day – September 12, 2004*

*Although the world is full of suffering, it is also full of the overcoming of it....Helen Keller*

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### SEXUAL ASSAULT SUPPORT SERVICES (SASS)

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The Sexual Assault Support Services Program provides face-to-face support and advocacy for individuals who have been sexually assaulted. Follow-up intervention to assist sexual assault victims through the legal process also is available. This service is offered 24 hours a day, 365 days a year. Additional services to assist sexual assault victims include a self-help support group, transportation, short-term lodging and emergency security measures such as repair or replacement of locks.

#### **From July 1, 2004 to June 30, 2005:**

- ⇒ Crisis Line Volunteers talked with 337 sexual assault victims
- ⇒ SASS Volunteers provided face to face advocacy for 202 victims
- ⇒ We conducted Sexual Assault Education/Training 176 community groups
- ⇒ Provided 39 group support meetings for sexual assault survivors.

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### OUTREACH AND EDUCATION

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Outreach activities include scheduling and performing youth suicide prevention presentations, to participate in other youth-oriented community activities, and to educate youth about warning signs, coping strategies, and available resources in the community (including our 24-hour crisis line service, which specializes in suicide prevention and intervention). Teens will have increased knowledge and ability to make informed decisions as a result of our youth outreach efforts, which provide information on suicide prevention and our crisis line services.

#### **From July 1, 2004 to June 30, 2005:**

- ⇒ We talked with over 9,024 intermediate, middle and high school students about suicide and sexual assault prevention.
- ⇒ Center staff made approximately 366 community awareness presentations.
- ⇒ Professional training was provided to 234 teachers and counselors, 12,172 parents and attendees at community groups and presentations.
- ⇒ We distributed over 14,002 pieces of informational and educational materials through school presentations.

*Today is a wonderful day to change the world.....Anonymous*

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### **SURVIVORS OF SUICIDE LOSS (SOSL) SUPPORT GROUP**

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The Survivors of Suicide Loss Support Group is an individual/family self-help group that provides a safe and comforting environment for individuals to work through the grieving process. The group provides a sense of belonging and affiliation, and gives group members the opportunity to share their experiences. Meetings are held every Monday from 6:00 to 8:00 p.m. Meetings are free of charge.

#### **From July 1, 2004 to June 30, 2005:**

- ⇒ Provided 86 support group meetings, and regular accessibility to the group facilitator for individual help and support.
- ⇒ Distributed newsletters to 200 members each month.
- ⇒ Annual Candlelight Vigil - a tribute to loved ones lost to suicide.
- ⇒ 85 survivors also contacted the crisis lines for additional support.

*We may not be able to make the sun shine for you, but we can hold the umbrella.*

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### **COMMUNITY RESOURCE DIRECTORY**

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Maintain accurate and up-to-date information for the online listing of community resources and the upcoming hardbound directory by verifying information with other agencies/programs. Volunteers will further be trained about up-to-date resources and the usage of our sources for referral information.

New Resource Directories:	YTD - 164
Resource Directory (updated) inserts:	YTD - 290

Center staff regularly maintains the online directory listings of local community resources (United Way's "Community Link"), at: <http://uwayreno.community.org/>

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**BOARD OF DIRECTORS**

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The Board of Directors shall elect the directors and they shall serve for a term of three (3) years with the option of one (1) year additional terms.

BETTY BARKER, M. ED., PRESIDENT	EVELYN GRUPE, PESIDENT ELECT
KAY GROSULAK, TREASURER	DULA GOSS, SECRETARY
WILLIAM EVANS, PH. D.	GARY BARTLETT
BARBARA DRAKE	GARY KARSTEN
KAREEN PRENTICE	GAIL PALCHIKOFF
JEANNE WALPOLE	PENELOPE MOEZZI-HAAS
EGAN WALKER	PATRICIA M. BEST, C.D.M.S.
JILL B. JONES, PH D, LCSW - LEAVE OF ABSENCE	
JOAN WINKLER - LEAVE OF ABSENCE	
JANICE COPPLE - LEAVE OF ABSENCE	

MONTHLY BOARD MEETINGS ARE TYPICALLY HELD ON THE LAST TUESDAY OF EACH MONTH AT 5:30 P.M. AT THE SEXUAL ASSAULT SUPPORT SERVICES (SASS) FACILITY, LOCATED AT 1065 EVANS AVENUE, RENO, NEVADA 89512.

**CHIEF ADMINISTRATIVE PERSONNEL**

KATHY JACOBS, EXECUTIVE DIRECTOR
LINDA SEPTIEN, DEPUTY DIRECTOR
SUSAN RIPSOM, OFFICE MANAGER
KIM GARRETT, SASS COORDINATOR
DEBBIE GANT, CRISIS LINE COORDINATOR
DAELA GIBSON, OUTREACH COORDINATOR

Staff:	Number:
Full-time	11
Contract staff	02
SASS Advocates	32
Crisis Line Volunteers	55

***Agency Accreditation Status:***

*American Association of Suicidology  
Bureau of Alcohol and Drug Abuse  
United Way of Northern Nevada and the Sierra  
Partner Agency*

***Funding Sources:***

*Federal, State & Local Government Grants  
Private Foundations  
Individual and Corporate Donations  
Fundraising Events  
Fees for services performed for other agencies*

***Clients are never charged***

***Current Collaborations:***

*Nevada Division of Aging Services/  
Elder Protective Services  
Washoe County Child Protective Services  
Washoe County Senior Services  
Children's Cabinet: RHYME (Runaway Services)  
Join Together Northern Nevada  
Washoe County Sexual Assault Response Team  
United Way of Northern Nevada and the Sierra  
Nevada Hispanic Services  
Northern Nevada Center for Independent Living  
Volunteer Organizations Active in Disaster  
(Statewide)  
Washoe County School District  
Nevada Division of Mental Health and  
Developmental  
Services (Statewide Suicide Prevention  
Hotline)  
Assistance League of Reno-Sparks  
Junior League of Reno  
Statewide 211 Steering Committee  
Hispanic Chamber of Commerce  
Senior Coalition  
Nevada Coalition Against Sexual Violence*

