

CRISIS CALL CENTER

2008-2009

NEW HORIZONS





TOP ROW: KATHY JACOBS, FIRST LADY DAWN GIBBONS. BOTTOM ROW: ALLISON EDWARDS, LINDA SEPTIEN. GOVERNOR'S MANSION 2008

Kathy Jacobs - Executive Director

AS WITH OTHER AGENCIES AND BUSINESSES THROUGHOUT OUR COMMUNITY AND OUR COUNTRY, THE ECONOMY IS IN THE FOREFRONT OF OUR MINDS. THE UNCERTAINTY OF WHAT LIES AHEAD IS A LINGERING QUESTION ON EVERYONE'S MIND. I am saddened by what I see and hear daily, on both a personal and professional level. We all know someone who has been affected by today's economy. Whether it comes from losing a job, losing a home, or just struggling to make ends meet and put food on the table, we all know someone who needs help. What impacts our co-workers, friends and family also touches us as individuals. As with many agencies trying to help those in need, Crisis Call Center hears about the struggles faced by residents throughout our state everyday. These stories are especially difficult for the staff and volunteers who respond to the 24-hour Crisis Lines and Nevada 211. Unfortunately, we often-

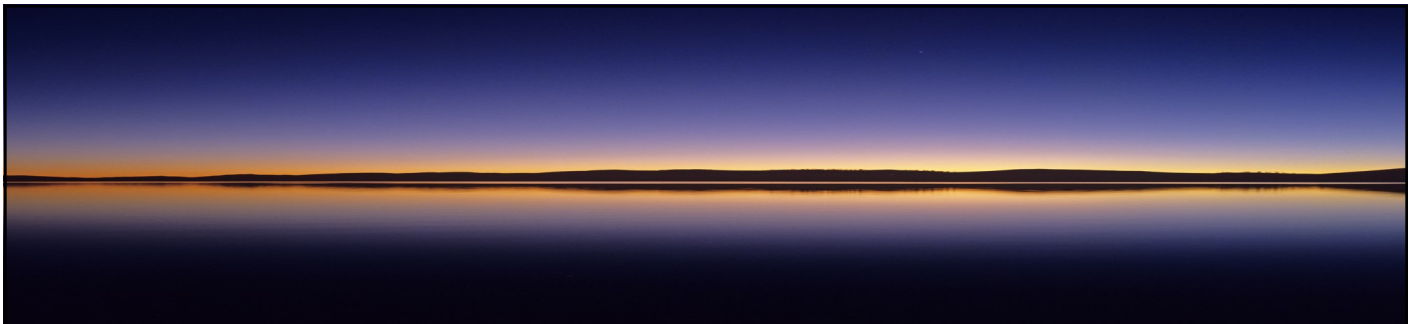
times have no resources available for people in need of basic needs such as rent and utility assistance. This is and continues to be, a difficult time. For many years, I have had the following quote on my desk. I read it often and believe it should be shared whenever possible. Therefore, I will share it with you now . . .

I ASKED FOR STRENGTH... AND GOD GAVE ME DIFFICULTIES TO MAKE ME STRONG. I ASKED FOR WISDOM... AND GOD GAVE ME PROBLEMS TO SOLVE. I ASKED FOR PROSPERITY... AND GOD GAVE ME BRAIN AND BRAWN TO WORK. I ASKED FOR COURAGE... AND GOD GAVE ME DANGER TO OVERCOME. I ASKED FOR LOVE... AND GOD GAVE ME TROUBLED PEOPLE TO HELP. I ASKED FOR FAVORS... AND GOD GAVE ME OPPORTUNITIES. I RECEIVED NOTHING I WANTED... I RECEIVED EVERYTHING I NEEDED!

Through all of the uncertainties, we have seen many positive things happening. Crisis Call Center has experienced a rise in the number of calls related to volunteering. We have had individuals who are out of work come to us as volunteers so they can make a positive difference. I have witnessed a number of people taking on new attitudes, realizing that sometimes we just have to be thankful for what we have. For the most part, I think people seem to be kinder and more thoughtful. I hear the words "please" and "thank you" more often, and while I have been told that I have a Pollyanna attitude, I believe I see more smiles from strangers on the street. I believe that we have to look for the positives, and when we find them, we need to share them with others.

This is a great time to make a positive difference in someone's life. Hold a door open for someone, remember to say thank you, smile at a stranger on the street. A small bit of kindness goes a long way!

"THIS IS A GREAT TIME TO MAKE A POSITIVE DIFFERENCE IN SOMEONE'S LIFE."





Traci Dory, President - Board of Directors - 2008-2009

New Horizons

Our country experienced huge economic upheaval and on some level, a crisis of faith in the world as we knew it. Throughout this upheaval, the Crisis Call Center was a beacon of light for people who had lost their way. The country's economic problems brought more people to the Center requesting assistance, resources, and services. Suicide, crisis, and 211 calls increased. And with each call every day all year, the volunteers and staff got people through it with care, concern and empathy.

During my tenure as president, I had the privilege of working with an enthusiastic Board of Directors who brought their different backgrounds and life experiences to the table every month to discuss ways to improve and sustain the Center. Every board member volunteers their time to help the Center continue to provide the best community support they can.

Throughout the entire year, staff and volunteers at the Center were constantly working together and with the Board to identify the services needed by this new lack of faith as well as how to identify the needs of the new "customers" that were flooding the lines requesting our services.

I am especially happy to see the center develop a project utilizing new technology to maintain a connection with our youth and assist them in their moments of crisis. Introducing our adolescent population to the Center's services will grow a new basis of support for the Center's voice in the future. When the traditional resources have not answered the needs of all youth, the Center began working on innovative ways to reach out to Nevada's youth and brought in new partners to work on these goals.

Even though at times it felt the world around us might crumble, the staff and volunteers at the Center were

always upbeat and positive about the work they were doing. My tenure as president was made easy by their tireless efforts and strong work ethics. They were always looking at those "new horizons" and ways to improve and increase services. As a provider of victim services in Nevada, working with the Center's board, staff and volunteers renews my faith in a world that is experiencing tremendous upheaval.

Thank you to the Board of Directors, staff and volunteers of the Crisis Call Center for all that you do every day to give people who have lost their faith a beacon in a new horizon!! You all made being board president a pleasure.



**TRACI DORY,
PRESIDENT - BOARD
OF DIRECTORS
2008-2009**

"OUR COUNTRY
EXPERIENCED
HUGE ECONOMIC
UPHEAVAL AND ON
SOME LEVEL, A
CRISIS OF FAITH IN
THE WORLD AS WE
KNOW IT"

Board of Directors 2008-2009

Betty Barker, MFT
Board Member

Gary Bartlett
Board Member

Patricia Best, CDMS
Board Member

Carole Bucher
Board Member

Vicki Chicago-Marsh
Board Member

Traci Dory
President

Barbara Drake, MSW
Board Member

William Evans, Ph. D.
Board Member

Kimberly Goetz
President Elect

Evelyn Grupe,
Secretary

Lynne L. Hartung
Board Member

Penelope Moezzi-Haas
Imm. Past President

David Nikoley
Board Member

Alice Ortiz
Board Member

Bruce Rice
Treasurer

Egan Walker, Esq.
Board Member

Jeanne Walpole
Board Member





Sexual Assault Support Services 2008-2009 by Ben Felix, Coordinator



**HOLLY QUICK
MEMORIAL DEDICATION
MAY 2009**

FISCAL YEAR 08 - 09 FOR THE SEXUAL ASSAULT SUPPORT SERVICES PROGRAM WAS CERTAINLY TRANSFORMATIVE AND EVOLUTIONARY.

Throughout the year SASS program advocates and staff responded to, and provided assistance, to 175 reported cases of sexual assault, and crisis line volunteers assisted 1,194 individuals impacted by abuse and violence. These numbers illustrate a 16% decrease in reported cases over the previous years; and a 17% increase in the number of

callers to the crisis lines for assistance. Needless to say that our work continues apace with our outreach and awareness campaigns in our community. Throughout the year, Shelly Reynolds the Outreach Specialist has done wonderful work providing outreach presentations to schools and the community.

Most noteworthy transformations this year was the long awaited inaugural Grand Opening of the Jim Pagels CARES/SART facility on September 11, 2008. As we've just completed our first year anni-

versary recently, we marvel at the transformations that have occurred in our systems protocols in providing quality service and adequate comfort to those in need. Thus far, by the questionnaire response we've received from assault survivors – we're doing just fine, and everyone is quite pleased by our new state-of-the-art facility. Our support group services



JIM PAGELS CARES/SART FACILITY.

continue to provide service to adolescent victims and adult support group survivors with a majority of those participants viewing their recovery in a positive light, expressing hope for themselves and their future.

In January 2009, the deadline for the state's compliance to the Congressional Violence against Women Act (VAWA) of 2005 went into effect. Under this Act a victim of sexual assault need not report the crime to law enforcement as a requirement in order to obtain a free forensic examination for purposes of evidence collec-

tion, prior to receiving care. It is the belief from the congress that by diminishing many of the barriers that keep victims in silent retreat, that they might decide to come forward once they begin receiving care and advocacy to make better informed decisions about processes, but still have valuable time-sensitive legal evidence preserved. By the end of this

Fiscal year, the SART Program had performed 5 such anonymous blind cases, and within a few weeks-to a month, 3 victims decided to move forward and report to law enforcement about their assaults. Had these victims decided to wait

until they were ready to report, valuable evidence might otherwise have been lost.

On this same topic, the SASS Program staff has been quite busy providing informational briefings to Law enforcement and collateral agencies about the new protocols and jurisdictional responsibilities. In the lead up to the January deadline and thereafter, the program staff has educated just over 300 individuals connected to police, REMSA, Emergency Dispatch, Hospital ER staff and clinics.

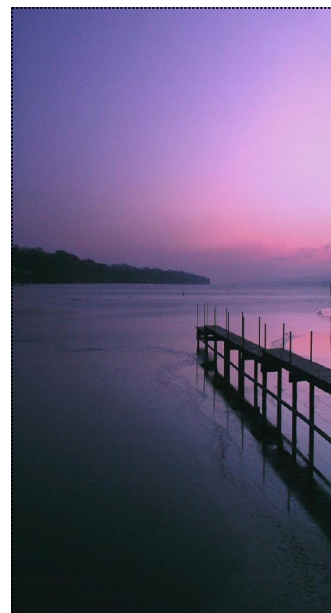
“ HAD THESE
VICTIMS DECIDED
TO WAIT UNTIL THEY
WERE READY TO
REPORT, VALUABLE
EVIDENCE MIGHT
OTHERWISE HAVE
BEEN LOST.”



Nevada 211 - 2008 - Statistical Reports

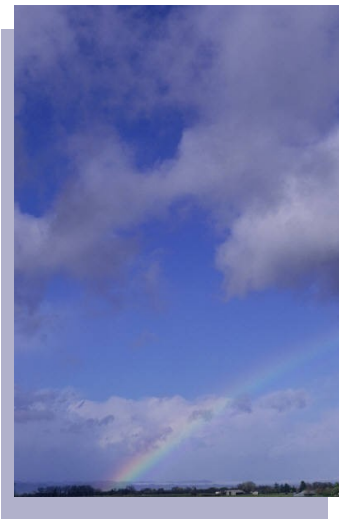
211 Combined Call Center Report - Year 2008

68,088	Total Calls
12,403	Basic Needs (clothing, housing)
7,129	Rental Assistance
6,307	Food
4,895	Medical
2,658	Shelter
2,578	Employment
2,048	Legal Services
1,688	Senior Services
1,491	Counseling
1,218	Transportation
865	Dental
709	Education
557	Weatherization/home repair
450	Substance Abuse
1,383	Legal Documentation
23,372	Disability
1,053	Homeless





Crisis Call Lines - 2008 - 2009



“ WE CAN’T
NECESSARILY SOLVE
THEIR PROBLEMS BUT,
WE CAN BE THERE TO
LISTEN, CARE AND
MAYBE OFFER AN
UNTRIED RESOURCE.”

New horizons for the Crisis Lines began with becoming a Regional Center for the National Suicide Prevention Lifeline. Now in addition to taking the calls from our previously assigned jurisdiction of the entire State of Nevada and Northern California east of the Sierras, we are now the Regional Back-up Center for Arizona, California and Hawaii. Calls not answered in those states roll to our crisis lines. Our calls have increased exponentially, both in seriousness and volume.

With state budgets being cut, resources are shrinking and at the same time the need is hitting an all-time high. The Center is learning that a sign of the current economic crisis is the hopelessness verbalized by those people who have lost jobs, can’t pay their utilities, have lost their health insurance, and have lost or are losing their homes. Because people are feeling helpless, they are increasingly expressing thoughts of suicide as their only solution. The domestic financial issues directly affect the increasing number of crisis

calls we receive regarding substance abuse, child abuse, elder abuse, domestic violence and homelessness. By increasing the services we collaboratively provide for the Division of Aging, Child Protective Services and the domestic violence shelter Safe Embrace, we are trying to cope with the upsurge of calls.

Because so many people are in such fragile situations we have implemented a substantially enhanced program of follow-up with our callers. We can’t necessarily solve their problems but, we can be there to listen, care and maybe offer an untried resource. Most callers feel grateful that someone cares enough to call them back, sometimes multiple times to check on their well being.

New horizons for our Crisis Lines Coordinator and Head Trainer, they became certified ASIST trainers. ASIST is an internationally accepted suicide prevention model that will eventually be utilized by all crisis centers in the Lifeline network.

All crisis lines staff and many of the current volunteers have been trained in using this model and we will continue to train until all our current volunteers and staff has completed a session. We have also expanded our volunteer training sessions from 60 hours to 72 hours to incorporate assist training into our program. Some of the improvements in this model versus our past model are: continuing to talk with a suicidal person in their pain and allowing them the time to talk about their reasons for choosing death and while listening (a very effective tool) helping the caller find their reasons for living; the positive language of the model; and a comprehensive but simplified tool for reviewing risk or assessing the lethality of the situation.

The crisis lines staff and volunteers are very committed to helping people during this difficult time by being here for them 24 hours a day, 7 days a week and offering what comfort and resources we have available.

**SOSL FACILITATOR AND
HEAD TRAINER. -
JANETT MASSOLO**



“ BECAUSE PEOPLE ARE
FEELING HELPLESS, THEY
ARE INCREASINGLY
EXPRESSING THOUGHTS OF
SUICIDE AS THEIR ONLY
SOLUTION.”

**BY DEBBIE GANT-REED
CRISIS LINES -
COORDINATOR**





The Year in Statistics - 2008-2009

Crisis Call Center - Annual Program Statistics

July 1, 2008 through June 30, 2009

	Total # of Calls	Suicide	Plan	Prior Attempts	Lethality Risk Assess- ment High	Emergency Rescue Initiated	Suicide About Another	Call Survivor of Suicide Loss
TOTAL # OF CALLS	26,849	3,542	843	793	253	113	1,473	270
Crisis Lines 1 & 2	16,656							
Substance Abuse Helpline	371							
Lifeline	7,399							
Statewide Lines 1 & 2	871							
1-800-Suicide	1,240							
Business	306							
Positive Call Resolution Rate	99%							
Call Issues								
Child Abuse	2,570		Basic Needs				2,576	
Elder Abuse	396		Senior Issues				646	
Addiction	2,576		Violence				1,876	
Referrals	6,587		Caller with Disability				2,400	
Youth Outreach	18,371		Males				9,873	
Outreach Event Attendance	22,009		Females				16,672	
Distributed Materials	11,217		Unidentified				304	

From: Crystal Reports breakdown of Crisis calls



CRISIS CALL CENTER

PO Box 8016
Reno, NV 89507

Phone: 775-784-8085
Fax: 775-784-8083
E-mail: crisiscallcenter.org

WWW.Crisiscenter.org



**"OFF WE GO "
AGAIN**