



WASHOE REGIONAL BEHAVIORAL HEALTH POLICY BOARD

February 13, 2023; 3:00 pm

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How 988 Works in the Call Center Hub

- ▶ 988 calls go to a call center based on caller or texter's area code
 - ▶ Mostly Cell phones are used - which aren't changed when someone relocates
 - ▶ Anyone call 988 from a NV area code will come to us, whether they are in NV currently or not.
 - ▶ Someone in crisis in NV may be from out of state, so their 988 call will go to the call center that responds to their area code
- ▶ We are still answering these 988 calls and working with different counties and Law Enforcement PSAPs with no increased funding
- ▶ We are also still using antiquated technology and platforms that do not speak or allow us to easily pull data that is now needed/required by 988.

State 988 Data

Crisis Support Services of Nevada (CSSNV)									
Reporting Period: July 2022-December 2022									
Indicator	Jul	Aug	Sept	Q1	Oct	Nov	Dec	Q2	Notes/Limitations
Offered NV Calls	2309	2311	2359	6979	2396	2209	2455	7060	Offered calls from Lifeline Local Calls with a Nevada location. (unable to narrow down just to Washoe County for this metric).
Answered NV Calls	1789	1885	1780	5454	1812	1765	1739	5316	Answered calls from Lifeline Local Calls with a Nevada location. (unable to narrow down just to Washoe County for this metric).
Answer Rate NV Calls	77.48%	81.57%	75.46%	78.17%	75.59%	79.90%	70.84%	75.44%	Answer Rate from Lifeline Local Calls with a Nevada location. (unable to narrow down just to Washoe County for this metric).
Average Speed To Answer NV (Seconds)	22	17	15	18	16	15	18	16	Overall Lifeline Local line average speed of answer for all call coming in on Lifeline local (unable to narrow down just to Washoe County for this metric).

State 988 Data

All Local Lifeline Calls (NV)				
County	July	August	September	Total
Carson City County	35	27	31	93
Churchill County	6	3	3	12
Clark County	985	1098	949	3032
Douglas County	23	25	31	79
Elko County	16	14	21	51
Esmeralda County	4	8	0	12
Eureka County	0	0	0	0
Humboldt County	3	8	8	19
Lander County	4	7	6	17
Lincoln County	2	0	2	4
Lyon County	18	14	10	42
Mineral County	1	0	1	2
Nye County	16	15	16	47
Pershing County	1	2	0	3
Storey County	0	0	1	1
Washoe County	289	294	274	857
White Pine County	5	4	8	17
Outside Nevada	81	97	129	307
Unknown	300	269	233	802
Grand Total	1789	1885	1723	5397

State 988 Data

All Local Lifeline Calls (NV)				
County	October	November	December	Total
Carson City County	36	27	45	108
Churchill County	2	2	2	6
Clark County	977	975	952	2904
Douglas County	23	20	22	65
Elko County	14	25	25	64
Esmeralda County	1	0	3	4
Eureka County	0	1	0	1
Humboldt County	8	6	4	18
Lander County	6	2	7	15
Lincoln County	3	0	0	3
Lyon County	8	10	15	33
Mineral County	2	1	1	4
Nye County	21	13	12	46
Pershing County	0	0	1	1
Storey County	0	0	0	0
Washoe County	267	267	260	794
White Pine County	2	5	2	9
Outside Nevada	126	136	99	361
Unknown	316	275	289	880
Grand Total	1812	1765	1739	5316

Washoe County Data

Number Of Washoe County Answered Calls		300	310	286	896	294	311	311	916	Total Washoe County Reports taken.
Reason For Call	Abuse/Victimization	21	21	14	56	9	17	18	44	This includes the caller's primary presenting concern as well as other presenting concerns that may come up during the call (callers can present multiple presenting concerns on each call).
	Bullying	5	2	1	8	4	2	3	9	
	Covid-19	0	3	1	4	0	0	0	0	
	Family/Other Relationship	87	93	83	263	87	77	77	241	
	Financial/Basic Needs	21	20	13	54	16	22	14	52	
	Homicide	1	0	0	1	0	1	0	1	
	Job Loss	6	3	0	9	1	4	3	8	
	Legal	3	2	1	6	2	2	0	4	
	Medical	21	20	9	50	30	22	18	70	
	Mental Health	153	152	143	448	156	146	148	450	
	Other Primary Concern	73	75	57	205	82	105	102	289	
	Recent Psychiatric Hospitalization	2	6	1	9	1	4	4	9	
	Self-harm	9	5	10	24	11	4	5	20	
	Sexuality/LGBTQ	2	2	3	7	2	0	2	4	
	Substance Misuse	17	20	22	59	20	19	22	61	
Suicide	72	94	65	231	72	60	65	197		
VA/Active Military	8	6	5	19	3	5	0	8		
Issues per call	1.67	1.69	1.5	4.86	1.69	1.58	1.55	4.82		
Calls Transferred From 911		61	71	47	179	45	33	55	133	Includes calls that came in on LE dispatch line that also have one of the following limiters selected: LE Reno, LE Sparks, LE Washoe County.
Number of Calls by Age	Age 0-6	0	0	1	1	0	0	0	0	Age ranges for Lifeline Local Washoe County Calls.
	Age 7-12	6	3	2	11	2	2	2	6	
	Age 13-17	17	12	12	41	13	13	9	35	
	Age 18-24	39	33	34	106	34	30	23	87	
	Age 25-40	55	76	61	192	62	97	103	262	
	Age 41-59	57	28	35	120	51	57	76	184	
	Age 60-65	17	10	15	42	16	17	21	54	
	Age 66-70	17	16	11	44	18	19	4	41	
	Age 71-80	15	30	16	61	14	8	5	27	
	Age 81-90	1	1	0	2	0	4	9	13	
Age 91+	1	0	0	1	0	0	0	0		
Age Unknown	75	101	99	275	84	64	59	207		

Contact

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