



Partner Agency Data Report

This data reporting template is designed to assist in the implementation of the Washoe County Behavioral Health Crisis Response System as laid out in the 2022-2023 Washoe Crisis Response System Strategy and Implementation Plan.

These data are reported by the contributing agencies. Caution should be used when interpreting these data due to the limitations noted.

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).	
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	Age ranges for Lifeline Local Washoe County Calls.	
	Age 7-12	6	3	2	11	2	2	6		
	Age 13-17	17	12	12	41	13	13	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	
Ethnicity of Callers	American Indian/Alaskan Native	1	1	1	3	0	0	0	0	Ethnicity for Lifeline Local Washoe County Calls.
	Asian	1	0	1	2	0	0	0	0	
	Black/African American	2	0	1	3	5	0	2	7	
	Hispanic/Latino	6	0	6	12	5	11	24	40	
	Multiple race	0	0	0	0	1	0	0	1	
	Native Hawaiian/Other Pacific Islander	0	0	0	0	1	0	0	1	
	Other race	5	0	0	5	0	0	0	0	
	White non-Latino	26	9	9	44	9	40	23	72	
	Unknown	259	300	268	827	273	260	262	795	
Number of Callers Experiencing Homelessness		7	13	5	25	3	8	9	20	Homelessness for Lifeline Local Washoe County Calls.
Was there a Dispatch needed	Dispatch not needed due to risk being reduced	11	11	5	27	12	14	9	35	Dispatches for Lifeline Local Washoe County Calls.
	Dispatch not needed (Not High Risk)	280	283	270	833	277	281	293	851	
	Yes, Dispatch needed but Dispatcher refused to dispatch	0	1	2	3	0	0	0	0	
	Yes, Dispatch needed but not enough info to dispatch	5	7	3	15	0	6	4	10	
	Yes, Call was Dispatched on	4	8	6	18	5	10	5	20	
Of the Dispatches that were made, what was the reason for the dispatch	Suicide involving Caller	4	8	6	18	5	7	4	16	Reasons for dispatch when Yes, call was dispatched on is selected pertaining to Lifeline Local Washoe County Calls.
	Suicide involving 3rd party	0	0	0	0	0	1	0	1	
	Homicide involving caller	0	0	0	0	0	0	0	0	
	Homicide involving 3rd party	0	0	0	0	0	0	0	0	
	Other Type Of Dispatch	0	0	0	0	0	2	1	3	