Joe Lombardo
Governor

Dr. Victor Wakefield
Superintendent of Public Instruction

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June 17, 2026

Roger Wilkerson
Director
Legislative Counsel Bureau
401 S. Carson Street
Carson City, NV 89701

Dear Director Wilkerson,

Please find enclosed the Nevada Department of Education's (NDE's) report on the implementation of SafeVoice Nevada for transmittal to the Joint Interim Standing Committee on Education in accordance with NRS 388.1455(5)(c).

This report on the SafeVoice program includes the following:

1. Introduction
2. Required data including SafeVoice tips and Handle with Care (HWC) notifications for partial Fiscal Year (FY) 2025-26 (June 1, 2025 - June 1, 2026)
3. Narrative summary of statistics
4. Trainings throughout 2025-26
5. Accomplishments and continued efforts

If you have further questions on the implementation of SafeVoice, please do not hesitate to contact me via phone at 725-249-8850 or email at lanesha.battle@doe.nv.gov.

Sincerely,

LaNesha D. Battle

LaNesha Battle
Director, Office for a Safe and Respectful Learning Environment
Nevada Department of Education

Attachment: Annual SafeVoice Report for Legislative Counsel Bureau FY 2025-2026

cc: Dr. Victor Wakefield, Superintendent, Office of the Superintendent of Public Instruction
Christy McGill, Deputy Superintendent, Educator Effectiveness and Family Engagement

Nevada Department of Education

Office for a Safe and Respectful Learning Environment in Partnership with the

Nevada Department of Public Safety

Annual SafeVoice Report for Legislative Counsel Bureau FY 2025-2026

1. Introduction

SafeVoice is a statewide 24-hour live anonymous reporting and response system focused on school safety and student well-being that relies on key relationships with the Nevada Department of Public Safety (DPS), local/school law enforcement, designated school teams, and behavioral health response professionals, and is a statutory responsibility of the Nevada Department of Education (NDE).

Established through Senate Bill 212 in 2017 and codified in the Nevada Revised Statutes (NRS), SafeVoice was created with the purpose of safeguarding student wellness, preventing violence, and ultimately saving lives.

The SafeVoice program, administered by the Nevada Department of Education (NDE) in partnership with the Nevada Department of Public Safety (DPS), is designed for students, parents, and school personnel to report concerns related to safety and well-being. The program serves as a vital tool in identifying, addressing, and responding to potential threats to individuals or the school community.

Tips that indicate the need for immediate intervention are sent directly to law enforcement for emergency response. Tips that are not emergencies are directly sent to school teams for appropriate response.

The effectiveness of SafeVoice relies on collaboration among mental and behavioral health professionals, school and district administrators, and other community partners. Every school is required to establish a SafeVoice Multidisciplinary Team (MDT), which consists of at least three staff members, including a school administrator and a member of the school's mental health team. This collaborative approach helps ensure that safety concerns are addressed promptly and appropriately both within schools and in the community.

Since its inception, SafeVoice has evolved to meet the growing and changing safety needs of Nevada's students and families. It remains flexible and responsive, continually adapting to address emerging challenges in school safety.

The program is managed by the NDE's Office for a Safe and Respectful Learning Environment (OSRLE), which oversees operational and financial responsibilities. In addition, trained communication specialists from the DPS Division of Investigation provide continuous monitoring and response to submitted tips, operating 24 hours a day, 7 days a week, throughout the year.

In 2019, Nevada further strengthened its support for student well-being through the implementation of the Handle With Care (HWC) initiative. This legislation requires law enforcement agencies to notify schools when a school-aged child has experienced a potentially traumatic event that could impact their success and well-being in school. Law enforcement agencies throughout Nevada, with the exception of those in Washoe County, submit these notifications through the SafeVoice platform. These notifications allow schools to provide timely support, interventions, and resources to students who may need additional assistance.

2. Required Data

In accordance with Section 5(c) of NRS 388.1455, the Director of the Office for a Safe and Respectful Learning Environment (OSRLE) is required to submit an annual report summarizing SafeVoice data from the preceding 12 months to the Director of the Legislative Counsel Bureau (LCB). This report must be submitted no later than July 1 of each year.

3. SafeVoice Tip Processing

Upon receipt of a tip, communication specialists from the Nevada Department of Public Safety (DPS) gather as much detailed information as possible from the reporting party. This information is critical

for determining the appropriate response and ensuring timely intervention. Each tip is processed according to the content and urgency of the report, based on the following criteria:

- Event Type Classification: Tips are categorized according to the most serious or concerning issue identified. This classification ensures the SafeVoice team can direct appropriate follow-up, response, or investigation.
- Multiple Event Types: Some tips may involve multiple issues and therefore require coordination across different areas of follow-up or investigation.
- Priority Level Assignment: Each tip is assigned to a priority level based on the information provided through the narrative and dialogue.
    - Priority 1: Critical - Tips/reports that are considered critical in nature involve an immediate or imminent threat or violence, self-harm or criminal acts.
    - Priority 2: High - Tips/reports that are considered urgent in nature; however, the potential harm is not imminent.
    - Priority 3: Medium - Tip/report where the reported behavior is consistent with regular peer to peer interaction where neither students nor the school has been harmed.
    - Priority 4: Low - Tips/reports received that have no public safety or criminal nature.

4. SafeVoice Tip Audits

All SafeVoice communication specialists are required to conduct audits of the tips and Handle with Care (HWC) notifications received between the start of their previous shift and the current one. These audits serve several purposes:

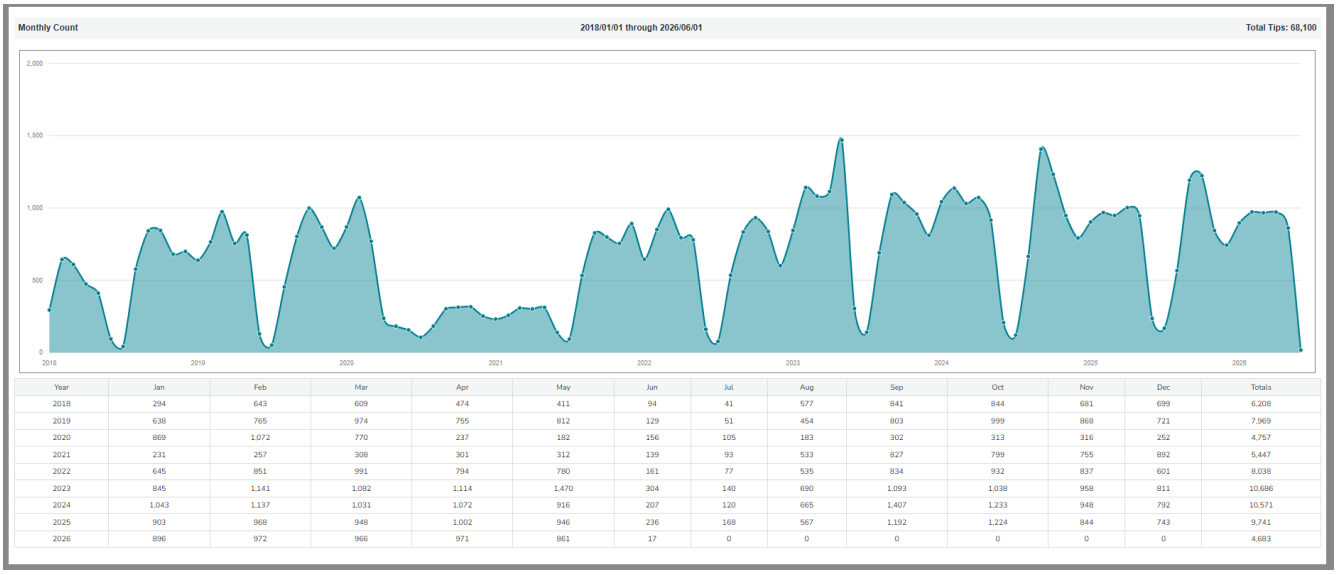
- Ensuring that all tips and notifications are processed in accordance with established protocols.
- Identifying any discrepancies, errors, or deviations from standard procedures.
- Increasing familiarity with incoming tips and notifications to better inform future responses.
- Supporting continuous improvement through training opportunities and procedural refinements.
- Assisting in the accurate completion of mandatory reporting requirements.

This auditing process is essential for maintaining the integrity and effectiveness of the SafeVoice system.

5. SafeVoice Tip Data

The data presented in this report reflects activity from **January 1, 2018,** up to **June 1, 2026, with the total tips of 68,100.**

Frequency of SafeVoice



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
2018	294	643	609	474	411	94	41	577	841	844	681	699	6,208
2019	638	765	974	755	812	129	51	454	803	999	868	721	7,969
2020	869	1,072	770	237	182	156	105	183	302	313	316	252	4,757
2021	231	257	308	301	312	139	93	533	827	799	755	892	5,447
2022	645	851	991	794	780	161	77	535	834	932	837	601	8,038
2023	845	1,141	1,082	1,114	1,470	304	140	690	1,093	1,038	958	811	10,686
2024	1,043	1,137	1,031	1,072	916	207	120	665	1,407	1,233	948	792	10,571
2025	903	968	948	1,002	946	236	168	567	1,192	1,224	844	743	9,741
2026	896	972	966	971	861	17	0	0	0	0	0	0	4,683

(January 1, 2018 - June 1, 2026)

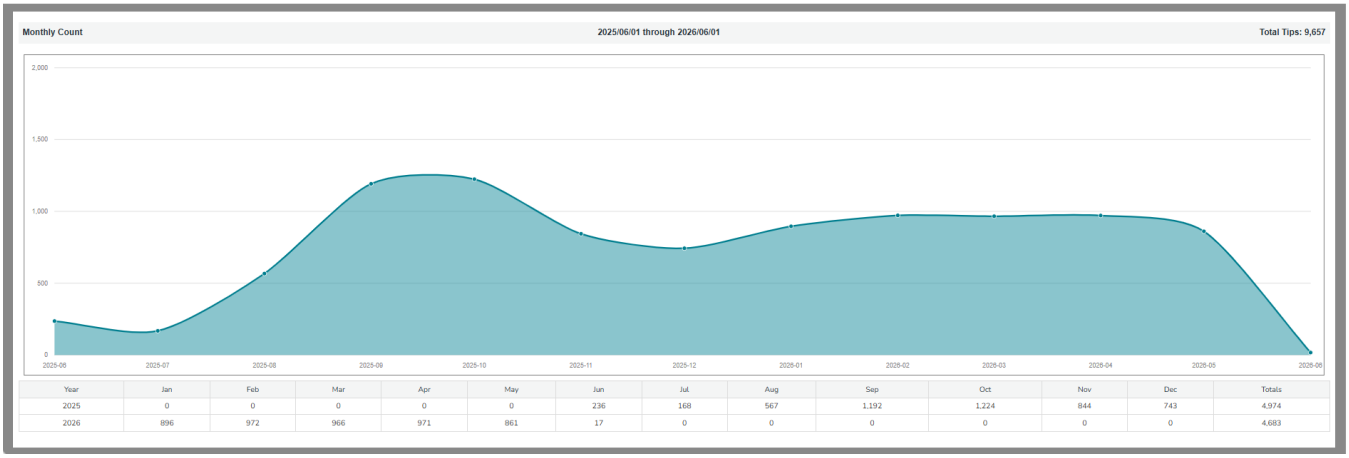
The data shows a strong long-term increase in tip reporting from 2018 through a peak in 2023–2024, followed by a slight decline in 2025 and stable activity so far in 2026. Reports grew from 6,208 in 2018 to over 10,600 in both 2023 and 2024, indicating increased use and awareness of the reporting system.

A major disruption occurred in 2020, when total reports dropped significantly due to COVID-19 school closures, but reporting rebounded steadily in 2021 and exceeded pre-pandemic levels by 2022.

The data also shows a consistent seasonal pattern: reporting is highest during the school year (especially February–May and September–November) and drops sharply during summer months (June–August), when students are not in school.

Overall, the trend suggests sustained high engagement with the system in recent years, strong influence of the academic calendar on reporting activity, and a stabilizing pattern since 2023 at elevated levels compared to pre-2020 years.

SafeVoice Tips Data from June 2025 to June 2026



Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
2025	0	0	0	0	0	236	168	567	1,192	1,224	844	743	4,974
2026	896	972	966	971	861	17	0	0	0	0	0	0	4,683

From June 1, 2025, to June 1, 2026, there were 9,657 tips, compared to 10,139 tips during the same period the previous year. This represents a 4.75% decrease from the previous year. While there is a slight decline in total volume, overall reporting levels remain relatively stable, indicating continued strong utilization of the system with only a modest reduction in activity compared to the prior year.

SafeVoice Volume by Day of the Week (June 1, 2024 – June 1, 2025)

Day	In-House	PC Web Browser	Mobile Web Browser	Mobile App	Call Center	Totals
Sunday	51	256	266	49	0	**622**
Monday	173	661	588	95	3	**1520**
Tuesday	183	670	667	109	0	**1629**
Wednesday	213	707	713	116	1	**1750**
Thursday	251	696	868	143	1	**1959**
Friday	180	599	677	109	0	**1565**
Saturday	67	197	320	41	1	**626**
Totals	**1118**	**3786**	**4099**	**662**	**6**	**9671**

A total of 9,671 reports/interactions were received during the week. The majority were submitted through web-based platforms, with Mobile Web Browser (4,099; 42%) and PC Web Browser (3,786; 39%) accounting for more than 81% of all reports. In-House reporting represented 1,118 reports (12%), while the Mobile App accounted for 662 reports (7%). The Call Center was rarely utilized, receiving only 6 contacts.

Reporting activity was highest during the workweek, peaking on Thursday (1,959 reports), and lowest on the weekend, with Saturday (626) and Sunday (622) showing significantly lower volumes. Overall, the data indicates a strong reliance on digital reporting methods and increased engagement during weekdays.

SafeVoice Tips by Event Type (June 1, 2025 – June 1, 2026)

Event Type	Count
School/Employee Complaint	1645
HandleWithCare	1054
Threat To Student	879
Suicide Threats	841
Assault/Battery	603
Bullying	581
Planned School Attack/Threat to School	346
Child Abuse/Neglect	308
Drug Abuse/Drug Distribution	305
Cyberbullying	252
Self-Harm	231
Smoking/Tobacco/Vaping	227
Inappropriate Staff-Student Communication/Actions	207
Suspicious Person/Activity	190
Adult to Child Bullying	186
Sexual Misconduct	180
Sexual Assault	174

Event Type	Count
School Policy Violation/Inappropriate Behavior	173
Discrimination	133
Unsafe Driving/Traffic Issues	123
Bus/Transportation Complaint	122
Alcohol Abuse/Alcohol Distribution	102
Guns	93
Depression	78
Found/Lost Property	56
Threat To Staff	54
Fighting	52
Sexting	48
Theft	45
Health/Hygiene Concerns	45
Ditching/Truancy	45
Anxiety	45
Event Type Not Listed	38
Runaway/Missing/Endangered Child	37
Domestic/Dating Violence	31
Knives/Weapons	26
Destruction of School Property/Graffiti/Vandalism	20
Planned Parties	15
Eating Disorder	14
Anger Issues	13
Weapons	11
Test Tip	7
Gangs	7
Explosives/Bomb Threats	4
Sextortion	3
Kidnapping/Human Trafficking	2
Harassment	2
Unknown	18
Total	9671

"School Employee Complaint" remains the most frequently reported tip initial event type for both last year and this year, with a total of 1,354 and 1,645 reports respectively. This category encompasses the majority of overall school-related complaints, not limited to issues involving a specific staff member.

HWC Notifications to P3 Platform (June 1, 2024 – June 1, 2025/June 1, 2025 -June 1, 2026)

Year	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2025-2026	66	49	92	113	90	60	91	113	82	119	89	77	3	1,054
2024-2025	35	26	78	94	80	70	83	72	94	79	84	83	0	878

HWC notifications are reported on the SafeVoice P3 system except for the majority of Washoe County School District who report their HWC alerts on a separate platform.

As of June 1, 2024, to date, there have been 5,100 HWC notifications received via the P3 platform. Between June 1, 2025, and June 1, 2026, there have been 1,054 HWC notifications reported to the P3 platform. This represents a 20% increase in the number of HWC reports from the previous year's total of 878.

WCSD HWC notifications for June 1, 2025- June 1, 2026, have a total of 136. The majority of Washoe County School District (WCSD) HWC notifications are reported on a separate system. Per NRS 388.14538, the use of a similar program for HWC notifications can be used if the P3 Platform is not the choice of the district. Upon request, WCSD provides their HWC data to NDE.

SafeVoice Awareness Report (June 1, 2025 – June 1, 2026)

How did you hear about our program?	Count
Facebook	0
Twitter	0
At School	21
Internet	10
TV	0
Radio	0
Newspaper	0
Flyer	0
Word of Mouth	5
Public Service Announcement	0
Sign/Billboard	0
Instagram	1
Flyer/Poster	3
Public Bus Advert.	0
Movie Theater Advert.	0
Law enforcement	3
Kiosk	0
Unknown	9,614
Total	**9,657**

If feasible, each tipster is asked how they heard of the SafeVoice program. Unknown means information was not obtained from tipster.

6. **DPS and NDE SafeVoice Training – 2025-2026**

SafeVoice and HandleWithCare (HWC) training continued to be a priority throughout Nevada during the 2024–25 school year. The Nevada Department of Education (NDE) and the Nevada Department of Public Safety (DPS) remained committed to increasing awareness and utilization of the SafeVoice program through comprehensive outreach and training initiatives. Training was delivered both in person and virtually to maximize accessibility and reach school staff, law enforcement personnel, and community partners across the state.

Training opportunities were offered to all Nevada school districts, the State Public Charter School Authority (SPCSA), and participating private schools. These efforts focused on increasing

awareness of SafeVoice reporting procedures, promoting a culture of school safety, strengthening multidisciplinary collaboration, and ensuring that educators and law enforcement personnel are equipped to respond effectively to student safety concerns. Through continued outreach, education, and stakeholder engagement, NDE and DPS reinforced the importance of SafeVoice as a critical tool for prevention, early intervention, and school safety statewide.

DPS and NDE SafeVoice Training/Outreach (June 1, 2025 – June 1, 2026)

Date	Title	Attendees
8/26/25	Bullying and SafeVoice Awareness Session -Walker River Paiute Tribal Community	62
8/27/25	SafeVoice updates/training -Virtual SPCSA	75
8/27/25	SafeVoice Education and Resources Family Engagement Night - Las Vegas, Gragson ES	200 +
9/04/25	SafeVoice Must Know Facts! Virtual-School MDT	130
10/03/25	SafeVoice Resource Event- Diaz ES, Las Vegas	200 +
10/25/25	SafeVoice Resource Event – Sandy Miller ES, Las Vegas	200+
10/28/25	SafeVoice Resource Event – Clark County FEC, Las Vegas	60
11/20/25	Bullying and SafeVoice Training, National School Safety Conference, Las Vegas	200+
1/28/26	SafeVoice Resource Event – Park ES, Las Vegas	100+
2/23/25	SafeVoice Training – DPS Academy, Carson City	20
3/26/26	SafeVoice/HWC Information/materials sharing – CCSD (NDE)	40
3/25/26	Seminar for Potential Personnel	5
3/27/26	SafeVoice DPS Academy Training	15
3/31/26	SafeVoice/HWC information/materials sharing – Walker River Paiute Tribe (NDE/DPS)	30
4/01/25	SafeVoice Seminar for Potential Team Members, DPS Carson City	6
4/5/26	SafeVoice/HWC information/materials sharing – Nye County (NDE)	40
4/11/26	Bullying and SafeVoice Training, and Parents' Rights Student Safety and Mental Health Summit, Las Vegas	15
4/11/26	Bullying and SafeVoice Resource Fair, Supporting Mental Health at Home, Las Vegas	100+
4/30/26	SafeVoice/HWC Information sharing – Vaughn MS, Reno	50+
5/01/26	SafeVoice/HWC Information sharing – NPHY Resource Fair, Las Vegas	200+
5/05/26	SafeVoice/HWC Information sharing – Lyfe at the Marina, Sparks	50+
5/07/26	SafeVoice/HWC Information sharing – Vaughn MS, Reno	48

7. Accomplishments and Continued Efforts

- SafeVoice and the BJA STOP Grant

  In 2022, the Nevada Department of Education (NDE), in partnership with Navigate360 and WestEd, was awarded a STOP Grant from the U.S. Bureau of Justice Assistance. This funding supported the delivery of Behavioral Threat Assessment and Suicide Awareness and Prevention training to participating schools and districts.

  Following the completion of the training, participating sites were granted access to the Behavioral Threat Assessment Management (BTAM) and Suicide Awareness and Prevention Case Management Software, which is integrated with the SafeVoice platform. This software supports multidisciplinary teams (MDTs) in navigating reports of threats to self or others received through SafeVoice.

The grant expired on September 30, 2025, with five school districts and 10 charter schools participated in the grant initiative. These schools and districts may continue to utilize the case management system and access training materials beyond the grant period, through June 30, 2026.

- The Columbia Screener

  The Columbia Screener, also known as the Columbia Suicide Severity Rating Scale (C-SSRS), has become an important partner in supporting the SafeVoice program's response to suicide-related concerns and threats. By incorporating an evidence-based screening tool, SafeVoice strengthens its ability to assess the level of risk associated with incoming tips involving suicidal ideation, threats, or self-harm concerns. The use of the Columbia Screener provides a structured approach to identifying warning signs, helping ensure that concerns are evaluated consistently and that appropriate interventions and support resources can be coordinated in a timely manner to promote student safety and well-being.

  The following Columbia Screener resources are being included in the disposition tab for tips related to suicide threats to assist schools in responding to and addressing these concerns appropriately. These resources are intended to support schools by providing guidance, screening tools, and intervention-related information to help inform response efforts and promote student safety and well-being:

  - Suicide Prevention Postvention Toolkit for Administrators
  - C-SSRS Brochure for Education
  - Community Card Teachers 2025
  - C-SSRS Screener for Child

- Funding Source for SafeVoice P3 Platform

  Currently, the SafeVoice program in Nevada is primarily funded through the SafeVoice Program Account, which is established within the State General Fund. This account is managed by the Director of the Office for a Safe and Respectful Learning Environment at the Nevada Department of Education. The funds in this account are used exclusively to implement and operate the SafeVoice program, which provides a confidential reporting system for students to report threats to safety or well-being through Navigate 360 P3 Platform.

- Bullying Training Materials Funding

  The increase in the allocation for bullying prevention materials from $5,278.00 to $29,478.00 strengthened the Department's capacity to expand and enhance SafeVoice awareness and bullying prevention efforts throughout Nevada. The additional funding supported the development, procurement, and distribution of educational and outreach materials designed to increase awareness of bullying prevention strategies and SafeVoice reporting resources among students, families, educators, and school communities.

  This enhancement allowed the Department to broaden its reach across Nevada school districts, including charter and private schools, ensuring greater access to prevention resources and promoting a more consistent statewide approach to school safety and student well-being. By increasing the availability of these materials, the Department was better positioned to reinforce prevention messaging, encourage the reporting of safety concerns, and foster school environments that supported respectful, safe, and inclusive learning communities.

- Mobile Crisis Response Teams (MCRT)

  During 2025-26 school year, MCRT staff continue to serve as essential members of Multidisciplinary Teams (MDTs) across Nevada. They remain available to support responses to life safety tips and are included in all communications regarding life safety dispositions. To ensure consistent awareness of available support, the following language is included in MDT communications:

  "Upon investigating or following up with this tip, if it is determined that the state MCRT may assist in your response, they are available and can be reached at your local contact number:

    - Southern Nevada (Las Vegas area, 24/7): 702-486-7865
    - Northern Nevada (Reno area, Monday–Friday 7 AM–8 PM; Saturday–Sunday 9 AM–8 PM): 775-688-1670
    - Rural Nevada (24/7): 702-486-7865"

- Multi-Tiered Systems of Support (MTSS)

  Multi-Tiered Systems of Support (MTSS) is a framework that builds systems for strong, effective, and sustainable implementation of evidence-based practices to ensure Nevada's students receive the most impactful services, practices, and resources. Schools provide various supports to students at differing levels of intensity to include those needed for success beyond school walls, including developmental, academic, behavioral, social, and emotional skills. Through a tiered approach, MTSS allows schools to use data and early intervention strategies to recognize students who may be experiencing challenges such as bullying, mental health concerns, social isolation, or other safety-related issues that are often reported through SafeVoice.

  MTSS helps states and districts organize initiatives and resources aligned with academic standards and behavioral expectations to help students achieve success. Throughout the 25-26 school year, the Nevada MTSS Project (administratively housed at the University of Nevada) continued to provide training, technical assistance, and evaluation on for implementing and maintaining MTSS. Schools and districts furthered their knowledge through a combination of intensive in-person training, and coaching support delivered by Nevada MTSS.

  Schools across the state continue to strive for implementation with fidelity as they see marked improvements in metrics such as academics, attendance, incidence of school violence, bullying and harassment corresponding with increased mental health services, aligned behavioral expectations, and improved access to a range of supports. In accordance with the requirements of the federal Every Student Succeeds Act (ESSA), the Nevada Legislature passed Assembly Bill 275 (2017) which formed the Nevada Integrated Student Supports (NISS). NISS is an equitable integrated (MTSS).

  Through a tiered approach, MTSS allows schools to use data and early intervention strategies to recognize students who may be experiencing challenges such as bullying, mental health concerns, social isolation, or other safety-related issues that are often reported through SafeVoice.

  Together, MTSS and SafeVoice create a proactive and coordinated approach to school safety by promoting early intervention, connecting students with appropriate support and resources, and fostering a positive school climate where students feel safe, supported, and heard.

- SafeVoice Collaboration Team (SVCT)

  The SafeVoice Collaboration Team (SVCT) continues to meet on a weekly basis during the 2025–2026 school year to support a comprehensive range of school safety initiatives, programs, and coordinated response efforts. These meetings serve as a structured forum for interagency collaboration, review emerging trends, address school safety concerns, and strengthen statewide prevention and response strategies. As part of this ongoing work, the SVCT also conducts confidential internal reviews of selected SafeVoice tips that require additional assessment or follow-up, ensuring appropriate escalation and continuity of care. Participation from partner agencies further enhances cross-system coordination and strengthens the overall effectiveness of Nevada's school safety framework.

  The Department of Public Safety (DPS) and OSRLE continue to collaborate in supporting Nevada school districts through the distribution of SafeVoice informational materials upon request. Ongoing outreach and coordination efforts also include periodic informational sessions with Multidisciplinary Teams (MDTs) across public school districts, charter schools, and private schools. These sessions are designed to provide program updates, reinforce SafeVoice awareness initiatives, and address questions or concerns, further strengthening statewide consistency in school safety practices and communication.

8. SafeVoice Program Challenges

a. Staffing Challenges and Workforce Retention

The SafeVoice program continues to experience significant staffing and operational challenges in maintaining a 24/7/365 crisis communications center. Current staffing levels remain below authorized capacity, with key vacancies including the Program Manager position and several Communications Call Taker roles. As a result, the program relies heavily on overtime and supervisory coverage to ensure uninterrupted statewide response, particularly during weekends, holidays, and emergency conditions.

SafeVoice Communications Call Takers manage high-stress, trauma-informed work involving suicide ideation, violence, abuse, bullying, and other student safety crises. The emotional intensity of these responsibilities, combined with continuous operations and exposure to secondary trauma, contributes to burnout and retention challenges. Supervisory staff also balance operational coverage with training, onboarding, and coordination duties, limiting capacity for recruitment and retention efforts.

Recruitment and retention challenges are further impacted by limited applicant availability for overnight shifts, insufficient shift differentials, lengthy state hiring timelines, and compensation levels that may not fully reflect the complexity and critical nature of the work. In addition, turnover and background check failures contribute to prolonged vacancies and increased reliance on overtime.

- Recommendations

  To address these challenges, potential strategies include reviewing classification and compensation structures, enhancing shift differentials, and strengthening internal career advancement pathways. Additional recommendations include streamlining hiring processes, improving targeted recruitment efforts, expanding administrative support, and increasing employee wellness resources to reduce burnout.

  Overall, sustained staffing shortages underscore the need for continued evaluation of workforce structure, compensation alignment, and operational supports to ensure SafeVoice can maintain reliable, effective, and timely crisis response services for Nevada

students and school communities.

b. The Importance of Trauma-Informed Training for SafeVoice Communication Specialists

SafeVoice Communication Specialists are regularly responsible for responding to high-acuity crisis tips involving suicide ideation, abuse, violence, bullying, and other traumatic situations. In addition to managing the operational demands of these calls, staff must also engage directly with tipsters who may be in distress, emotionally overwhelmed, or experiencing trauma in real time. This requires a high level of skill in trauma-informed communication to ensure both emotional stabilization and the collection of accurate, time-sensitive information necessary for an effective safety response.

While general crisis response procedures exist, there is currently limited structured, ongoing training led by a licensed clinician specializing in trauma-informed care. The absence of a dedicated clinical trainer reduces opportunities for staff to receive consistent, evidence-based instruction on secondary traumatic stress, vicarious trauma, and trauma-informed engagement techniques with tipsters. This gap can result in variability in practice, increased emotional strain on staff, and reduced consistency in caller support and information gathering.

A significant barrier to implementing this training is the lack of dedicated funding to support a qualified clinician to develop and deliver ongoing trauma-informed instruction. Without sustainable financial resources, SafeVoice is unable to consistently engage a clinical expert to provide specialized training, coaching, and oversight. Over time, this limitation contributes to increased risk of staff burnout, compassion fatigue, and turnover, as well as potential impacts on the quality and consistency of crisis response services.

- Recommendation

  To address the current funding gap, it is recommended that SafeVoice explore legislative funding requests, grant opportunities, and interagency partnerships to support the creation of a sustainable clinician-supported training model. This investment should be framed as both a workforce retention strategy and a critical quality improvement measure for statewide student safety services.

  Additionally, integrating clinician-led training into the core operational structure will reduce variability in practice, improve staff confidence and performance, and strengthen the overall effectiveness and consistency of SafeVoice crisis response services.

  Establishing a clinician-supported, trauma-informed training framework is essential to ensuring SafeVoice Communication Specialists are adequately prepared to manage both the emotional demands of crisis response and the complex needs of distressed tipsters.

c. Addressing Critical Capacity and Response Challenges Through the Need for a Southern Nevada SafeVoice Operations Center

SafeVoice operates as a statewide crisis communication system serving all Nevada students, families, and school personnel through a centralized operations model. While this structure supports statewide consistency, it also presents operational strain due to Nevada's geographic size and the high concentration of student population and incident volume in Southern Nevada.

Southern Nevada generates a substantial proportion of SafeVoice tips, particularly involving urgent and life safety concerns. This concentration of demand places increased pressure on centralized staffing resources, contributing to challenges in managing peak call volumes, maintaining consistent response times, and sustaining adequate coverage during nights,

weekends, holidays, and emergency events. These pressures are further intensified by ongoing staffing shortages and reliance on overtime to maintain 24/7 operational coverage.

In addition, the absence of a dedicated Southern Nevada operations presence can limit real-time coordination with local school districts, law enforcement, and Mobile Crisis Response Teams. While virtual coordination is in place, the lack of a regional hub may reduce efficiency in communication, delay certain response workflows, and limit opportunities for consistent in-person collaboration and training with key Southern Nevada partners.

As operational demands continue to grow, the current centralized model may not fully support optimal regional responsiveness, workforce sustainability, or surge capacity for Nevada's largest population center.

- Recommendation

  Establish a Southern Nevada Regional Operations Center: Create a dedicated satellite facility in the Las Vegas area to manage regional call volume, improve response efficiency, and provide redundancy for statewide operations during high-demand periods or emergencies.

  Secure Dedicated Legislative Funding: Obtain state-level funding to support capital costs (facility development, equipment, and secure communications infrastructure) as well as ongoing operational costs, including staffing, training, and technology maintenance.