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Nicolas Anthony
Director, Legislative Counsel Bureau (LCB)
401 S. Carson Street
Carson City, NV 89701

Dear Director Anthony:

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) 2023-24 (June 1, 2023 - June 1, 2024)
3. Narrative summary of statistics
4. Trainings throughout 2023-24
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 775.687.9134 or email at kevin.higley@doe.nv.gov.

Sincerely,

A handwritten signature in black ink, appearing to be "Kevin M. Higley".

Dr. Kevin M. Higley, Ph.D.
Director, Office for Safe and Respectful Learning Environment
Nevada Department of Education

cc: Jhone Ebert, Superintendent of Public Instruction, Nevada Department of Education
Christy McGill, Deputy Superintendent, Educator Effectiveness and Family Engagement
Division, Nevada Department of Education



NEVADA
Department of
Education



Nevada Department of
Public Safety
Dedication Pride Service

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 2023-2024



1. Introduction

The SafeVoice program, led by the NDE in partnership with the Nevada Department of Public Safety (DPS), is an anonymous reporting system used by students, parents, and school staff throughout Nevada to report threats to the safety or well-being of themselves or others.

SafeVoice was established in Senate Bill 212 in 2017 and codified in the Nevada Revised Statute (NRS) to protect student wellness, prevent violence, and save lives.

Mental and behavioral health professionals, as well as district and school administrators are integrated into the SafeVoice program. This collaboration ensures the safety and security of our student population where they reside. Each school is required to have a SafeVoice multidisciplinary team (MDT), which must consist of a minimum of three school staff who must include an administrator and a member of the school's mental health team. Since its implementation, SafeVoice has significantly evolved to meet emerging challenges and continues to adapt to best meet the safety needs of Nevada's students and families.

SafeVoice is administratively managed by NDE's Office for a Safe and Respectful Learning Environment (OSRLE) with a dedicated team of individuals who oversee the finances and operations of the program. In addition, professional communication specialists within the Department of Public Safety's (DPS) Division of Investigation operate and respond to SafeVoice tips 24-hours a day, 7 days a week, 365 days a year.

In 2019, Nevada legislation created Handle with Care (HWC). HWC requires law enforcement to submit notifications when school-age children have been exposed to a potentially traumatic event which could interfere with their ability to succeed in school. All law enforcement, except those in Washoe County, report their notifications to the SafeVoice platform. The HWC notification ensures resources are available to assist the affected student(s) in their ability to succeed at school.

2. Required Data

Section 5(c) of [NRS 388.1455](#), mandates the Director of the OSRLE must submit to the Director of the LCB a report summary of SafeVoice data and information from the preceding 12 months. The report is due on or before July 1 of each year.

SafeVoice Tip Processing

When a tip is received by SafeVoice, DPS communication specialists attempt to gather as much information from the tipster regarding the reported event as possible. This information assists in

determining the necessary and appropriate response to the tip. Each tip processed is based on the information that is provided by the tipster via narrative and dialogue as follows:

- a. An event type is chosen in alignment with the most egregious or concerning event shared by the tipster, which ensures the SafeVoice team can best assist in the follow- up/response/investigation.
- b. Some tips will have multiple event types and may require multiple types of follow- ups/responses/investigations.
- c. Based on the information received in the narrative and dialogue, the tip will be classified with a priority level. Priority levels identify the appropriate response. Priority 1 requires law enforcement involvement; Priority 1 and 2 tips also require ensuring school administration verification that they received the tip.

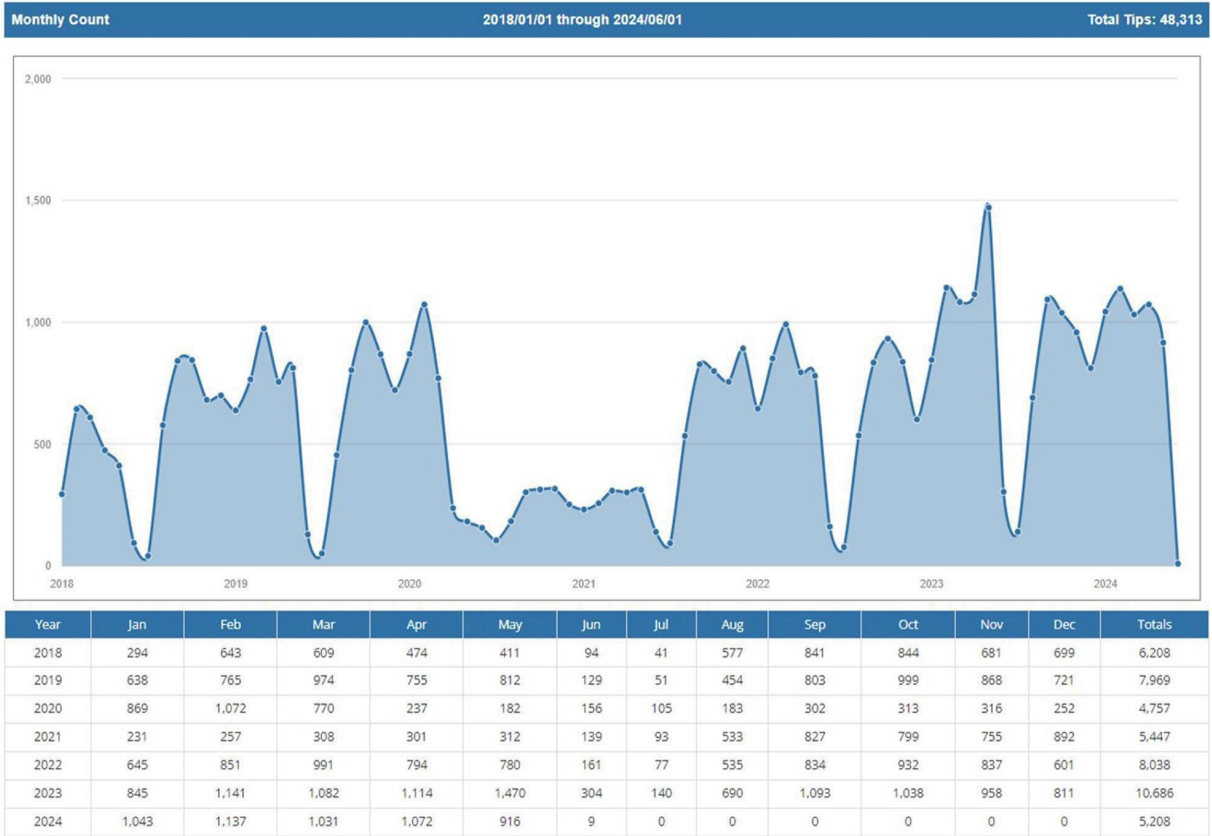
SafeVoice Tip Audits

All SafeVoice Communication Specialists are required to complete an audit of all SafeVoice tips and HWC notifications received, from the beginning of their last shift to the current shift. The purpose of this tip/notification audit is to ensure proper processing and identify if a tip/notification was processed incorrectly and/or differently than procedure and/or had any mistakes. Audits not only assist in ensuring the SafeVoice tips/HWC notifications are correctly processed, but also allow the Communication Specialists to become familiar with the tips and notifications for future reference. The audits also assist as a learning tool in identifying opportunities for training, enhancement of procedures, enhancement to better assist in follow-up for recipients, and to help complete required reports.

SafeVoice Tip Data

All data provided in this report are available through June 1, 2024, to provide NDE with time to compile the necessary information for transmittal to LCB. Just as this year's report includes data from June 2023, the next annual report will include data for June 2024.

Frequency of SafeVoice (January 1, 2018 - June 1, 2024)



Between June 1, 2023, and June 1, 2024, there were a total of 10,254 tips reported to SafeVoice Nevada across all districts, charter schools, and participating private schools (P3 HWC notifications included). This represents a 6% increase in the number of tips from the previous year's total of 9,672.

SafeVoice Tips by Event Type
(June 1, 2023 – June 1, 2024)

Event Type	Count
School/Employee Complaint	1318
Threat To Student	1226
Handle with Care	995
Suicide Threats	841
Bullying	769
Assault/Battery	718
Drug Abuse/Drug Distribution	470
Cyberbullying	358
Smoking/Tobacco/Vaping	299
Sexual Misconduct	273
Suspicious Person/Activity	251
Child Abuse/Neglect	248
Self-Harm	227
Planned School Attack/Threat to School	226
School Policy Violation/Inappropriate Behavior	223
Discrimination	188
Adult to Child Bullying	164
Sexual Assault	158
Inappropriate Staff-Student Communication/Actions	139
Alcohol Abuse/Alcohol Distribution	113
Depression	93
Guns	90
Fighting	86
Unsafe Driving/Traffic Issues	77
Health/Hygiene Concerns	74
Sexting	69
Bus/Transportation Complaint	62
Anxiety	62
Theft	60
Ditching/Truancy	45
Found/Lost Property	41
Runaway/Missing/Endangered Child	36
Harassment	36
Threat To Staff	31
Domestic/Dating Violence	29

Anger Issues	29
Destruction of School Property/Graffiti/Vandalism	23
Explosives/Bomb Threats	19
Knives/Weapons	18
Planned Parties	14
Weapons	12
Eating Disorder	12
Gangs	10
Event Type Not Listed	9
Test Tip	3
Kidnapping/Human Trafficking	1
Training Materials- SafeVoice	0
Training Materials- Handle with Care	0
Training Materials for LEA- SafeVoice/Handle with Care	0
Response to Survey	0
Prank/inappropriate use	0
Unknown	9
Total	10254

Event tips reflect school safety concerns but evolve based on any new issues and/or the needs of those reporting. For example, Health/Hygiene concerns were created because of tips reported during the COVID-19 Pandemic.

SafeVoice Volume by Day of the Week
(June 1, 2023 – June 1, 2024)

Day	In-House	PC	Mobile	Mobile	Call Center	Totals
		Web Browser	Web Browser	App		
Sunday	49	265	320	89	0	723
Monday	168	626	676	147	0	1617
Tuesday	201	663	749	191	1	1805
Wednesday	203	703	819	235	0	1960
Thursday	222	694	806	186	1	1909
Friday	197	578	663	151	0	1589
Saturday	59	213	289	90	0	651
Totals	1099	3742	4322	1089	2	10254

SafeVoice Volume by Time of Day
(June 1, 2023 – June 1, 2024)

Hour	In-House	PC	Mobile	Mobile	Call Center	Totals
		Web Browser	Web Browser	App		
12:00 AM	13	78	93	22	0	206
1:00 AM	5	78	47	16	0	146
2:00 AM	1	53	35	5	0	94
3:00 AM	2	31	25	2	0	60
4:00 AM	1	41	13	2	0	57
5:00 AM	3	43	23	9	0	78
6:00 AM	8	66	57	12	0	143
7:00 AM	22	101	123	18	1	265
8:00 AM	48	193	190	41	0	472
9:00 AM	73	259	236	49	0	617
10:00 AM	57	302	244	65	0	668
11:00 AM	73	283	262	68	0	686
12:00 PM	75	316	270	74	0	735
1:00 PM	74	287	265	56	0	682
2:00 PM	93	284	253	67	0	697
3:00 PM	100	218	314	83	0	715
4:00 PM	105	214	316	84	0	719
5:00 PM	96	149	261	77	0	583
6:00 PM	68	138	219	61	0	486
7:00 PM	48	118	227	66	0	459
8:00 PM	47	127	247	59	0	480
9:00 PM	33	110	248	45	0	436
10:00 PM	31	124	206	65	0	426
11:00 PM	23	129	148	43	1	344
Totals	1099	3742	4322	1089	2	10254

HWC Notifications to P3 Platform
(June 1, 2022 – June 1, 2024)

Year	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
2022-2023	21	20	49	69	37	37	39	75	90	112	122	57	12	740
2023-2024	43	38	89	107	69	72	82	98	103	114	101	78	1	995

HWC notifications are reported on the SafeVoice/P3 system except for the majority of Washoe County who report their HWC alerts on a separate platform. This chart only reflects the HWC notifications reported using the SafeVoice/P3 platform.

SafeVoice Awareness Report
(June 1, 2023 – June 1, 2024)

How did you hear about our program?	Count
Facebook	1
Twitter	0
At School	143
Internet	22
TV	0
Radio	0
Newspaper	0
Flyer	1
Word of Mouth	25
Public Service Announcement	1
Sign/Billboard	2
Instagram	0
Flyer/Poster	7
Public Bus Advert.	0
Movie Theater Advert.	0
Law enforcement	1
Kiosk	0
Unknown	10039
Total	10242

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

3. Narrative Summary of Statistics

- a. School Employee Complaint is the most frequent tip event type from both last year and this year’s reporting periods with a total number of 1129 and 1319 respectively, which includes overall school complaint not regarding a specific staff member. The numbers represent an increase of 17%.
- b. HWC reporting officially began January 1, 2020, and as of June 1, 2023, there have been 2,174 HWC notifications received on the P3 platform. Between June 1, 2023, and June 1, 2024, there have been 995 HWC notifications reported to the P3 platform. This represents a 29% increase in the number of HWC reporting from the previous year’s total of 740.
- c. WCSD HWC notifications for June 1, 2023- June 1, 2024, has a total of 23. This is the same number as the reporting period last year.
 - i. 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.

4. DPS and NDE SafeVoice Training – 2023-2024

SafeVoice/HWC training was made a priority throughout the State for both school staff and law enforcement during the 2023-24 school year. Training sessions occurred both in-person and virtually to best accommodate the audience and to reach as many staff as possible. Training was offered and provided to Nevada’s school districts, the State Public Charter School Authority (SPCSA) and participating private schools.

DPS and NDE SafeVoice Training
(January 1, 2023 – May 30, 2024)

Date	Title	Attendees
1/10/2023	(SV/HWC) DPS Academy	18 students
1/17/2023	P3/Navigate 360	program operational meeting
1/25/2023	(SV/HWC) Carson City DA office and Alternative Sentencing	25 sworn/ non-sworn
3/10/2023	(SV/HWC) Carson City County Commissioners Leadership Class	32 students
3/15/2023	(SV/HWC) DOJ Stop Meeting	unknown # of students
4/11/2023	(SV/HWC) Lyon County SO	17 sworn/non-sworn

4/17/2023	(SV/HWC) DA office	4 participants
5/1/2023	(SV)- Bullying and Suicide discussion	6 participants
5/10/2023	(SV)- Bullying and Suicide discussion	6 participants
5/11/2023	(SV/HWC) The Meadows School Upper School Team	unknown # of students
5/22/2023	(SV)- Bullying and Suicide presentation	unknown # of student
5/23/2023	(SV) Discussion with UNR	3 participants
6/1/2023	(SV/HWC) CCSD School	8 participants
6/18/2023	(SV/HWC) Lyon County SO office	11 sworn/non-sworn
6/21/2023	(SV) Statewide School Safety Task Force	unknown # of students
6/28/2023	(SV/HWC) NHP	13 sworn
7/27/2023	(SV/HWC) Lovelock Colony PD	2 participants
9/12/2023	(SV/HWC) Lyon County Sheriff's Department	10-12 sworn/non-sworn
10/11/2023	(SV/HWC) NDE	2 participants
11/16/23	SV/HWC SPCSA School Safety Committee Meeting	approx. 30-50 participants
11/16/2023	(SV/HWC) Lyon County SO	8-10 sworn
1/24/2024	(SV/HWC) DPS Academy	8 students
1/24/2024	(SV/HWC) WCSO/ RPD/ SPD	9 sworn/no sworn
2/4/2024	(SV/HWC) Nevada Safety Task Force	approx. 35 participants
2/6/2024	(SV) Carson City SO	8 sworn
3/4/2024	(SV/HWC) Nevada Safety Task Force	approx. 35 participants
4/1/2024	(SV/HWC) Nevada Safety Task Force	approx. 40 participants
5/9/2024	(SV/HWC) Carson City Chamber of Commerce Leadership Institute and its Leadership Advisory Committee	22 students
5/30/2024	(SV/HWC) DPS Academy	16 students

SafeVoice Developments and Accomplishments

SafeVoice and the BJA STOP Grant

NDE, in partnership with Navigate360 and WestEd, was awarded a 2022 U.S. Bureau of Justice Assistance STOP Grant. The funding provided behavioral threat assessment and suicide awareness and prevention training to participating schools/districts. After the training was complete, the schools had access to Behavioral Threat Assessment Management (BTAM) & Suicide Awareness and Prevention Case Management Software connected to SafeVoice. The software walked the SafeVoice MDT through a threat-to-self or others reported to the SafeVoice platform. Schools/districts could continue their participation in the case management/access to training materials after the completion of the grant. Four districts and six charter schools participated in the grant.

Change in Funding Source for SafeVoice P3 Platform

The initial funding for the development and implementation of SafeVoice came in conjunction with a research grant from the National Institute of Justice (NIJ) to Pacific Institute for Research and Evaluation (PIRE). PIRE is a non-profit organization with expertise in public health, behavioral health, and criminal justice research and evaluation, including the intersections between public health, behavioral health, and law enforcement. As the prime grantee for the NIJ research study, PIRE oversaw all aspects of the grant, communicated regularly with NDE and DPS, and was responsible for conducting a study of SafeVoice implementation and outcomes. The existing contract with PIRE was set to expire on June 30, 2024. However, an approved contract amendment extended the contract to September 30, 2024.

Mobile Crisis Response Teams (MCRT)

In May 2020, NDE took steps to enhance collaboration with state partners – the Department of Health and Human Services (DHHS), Division of Child and Family Services (DCFS), and Division of Public and Behavioral Health (DPBH) Mobile Crisis Teams – through an MOU. The purpose of the MOU was to establish how the MCRT would support SafeVoice during the pandemic by helping to stabilize students in the home environment instead of utilizing emergency rooms. MCRT staff continue to be added as MDT members and are available for life safety tip involvement, as needed. This statement is added to all life safety disposition conversations for MDT members to know of the readiness of MCRT support: *“Upon investigating/following up with this tip, should it be determined that the state MCRT can assist in your response, they are available and able to be reached at your local contact number: [number provided].”*

Through a collaboration between the DPS, the NDE and the Pacific Institute for Research and Evaluation (PIRE), a survey instrument was developed to seek feedback from school MDT members regarding the SafeVoice/HWC program. In part, the survey solicits feedback from MDT members regarding misuse/misapplication of the system and perceived benefits vs resources expended on these kinds of tips. The survey is expected to be sent to MDT members in the coming weeks. PIRE also has plans to disseminate a separate survey for law enforcement agencies across the state to seek feedback about their understanding of and use of the SafeVoice/HWC program.

DPS and OSRLE continue to provide SafeVoice materials to school districts per request. SafeVoice information sessions were conducted periodically with MDTs to provide updates and answer clarifying questions.

HWC/Trauma Response

HWC enables law enforcement officers and law enforcement agency staff to alert schools when a student has been exposed to a traumatic occurrence such as domestic violence, death of a household member, or abuse or neglect. As the HWC program expanded throughout Nevada, the need for trauma-sensitive interventions became apparent. In early 2021, NDE initiated efforts to support students identified through HWC and who may have experienced trauma and might qualify for services under the [Trauma Recovery Program](#), which is funded through a \$5 million five-year federal grant. To make it easier for school staff to refer eligible students, the following is included in the disposition with each HWC notification to the MDT: *“This is a HWC notification which means a student, or students, may have experienced a traumatic event. If you feel the student may benefit from trauma- specific interventions, beyond what you can provide at the school, please be aware the Nevada Department of Education has grant funds to support therapeutic services for eligible students through the Trauma Recovery Program. Please contact Candace Bortolin @ cbortolin@doe.nv.gov for more information.”* On-going: Since the inclusion of the message in 2022 on HWC notifications, many school personnel have contacted the office to learn more about the Trauma Recovery Project and how to connect eligible students to therapeutic services.

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 support at differing levels of intensity to include that needed for success beyond school walls, including developmental, academic, behavioral, social, and emotional skills. Equitable and

integrated MTSS helps states and districts organize resources aligned with academic standards and behavioral expectations to help students achieve success. Throughout the 2023-24 school year, the University of Nevada, Reno (UNR) Technical Assistance Center and NDE continued to provide training on strategies for implementing and maintaining MTSS. Schools and districts furthered their knowledge through a combination of intensive in-person training, virtual training, and consistent coaching support delivered by the MTSS team. Schools across the state continue to strive for implementation with fidelity as they see marked improvements in metrics such as academics and attendance 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).

OSRLE School Safety Team (OSST)

OSST is an MDT/multi-agency team which continues to meet weekly in 2023-24 to discuss various school safety issues/programs/ideas. Every other week, the OSST does a confidential internal review of any SafeVoice tips which need attention. The OSRLE staff serve as on-call for SafeVoice emergency tips. The staff volunteers in a rotating schedule to be available after hours/weekends/holidays and in the summer in the event school personnel are not accessible when a life safety tip needs immediate intervention.