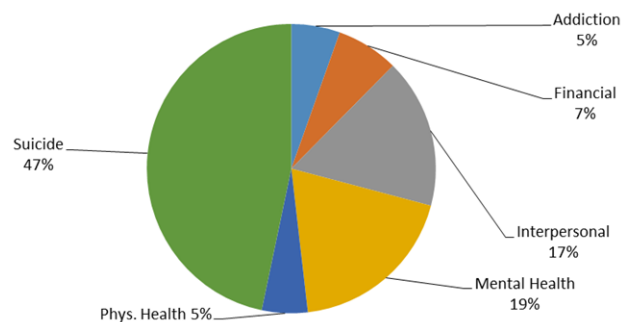


Report for January- March 2016

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus (Formerly Mountain States Group) begins 2016 by implementing crisis text response and securing substantial sustainable funding. Below is a summary of the main accomplishments from January-March 2016:

Idaho Suicide Prevention Hotline		
Call Statistics		
January 1 to March 31, 2016		
	1st Quarter 2016	2015
Total Calls Received	1,279	4,866
Military Members / Families	166	617
Rescue Calls (approximate)	31	141
Follow Up Actions Completed	94	733
Percentage of Calls W/ Follow Up Actions	7%	15%
Caller Age:		
10 - 14	37	139
15 - 19	99	462
20 - 24	107	414
25 - 34	164	633
35 - 44	120	422
45 - 54	126	487
55 - 64	149	656
65 - 74	40	122
75 - 84	2	20
85+	0	4
Didn't Report	435	1507
Total Calls Received	1,279	4,866

1st Quarter 2016 Caller Issues



Idaho Suicide Prevention Hotline

Calls by County

January 1 to March 31, 2016

County	1st Quarter	Q1 2015
Ada	303	298
Adams	1	9
Bannock	44	57
Bear Lake	1	2
Benewah	1	7
Bingham	18	5
Blaine	20	9
Boise	3	5
Bonner	11	34
Bonneville	52	61
Boundary	3	1
Butte	0	0
Camas	0	0
Canyon	117	90
Caribou	0	2
Cassia	6	10
Clearwater	2	3
Clark	2	0
Custer	1	3
Elmore	2	5
Franklin	5	5
Fremont	28	3
Gem	7	17

County	1st Quarter	Q1 2015
Gooding	4	2
Idaho	3	2
Jefferson	2	2
Jerome	4	5
Kootenai	39	205
Latah	31	8
Lemhi	1	0
Lewis	1	2
Lincoln	1	0
Madison	5	8
Minidoka	6	7
Nez Perce	29	28
Oneida	0	1
Owyhee	2	4
Payette	2	3
Power	2	3
Shoshone	12	16
Teton	3	3
Twin Falls	37	83
Valley	0	8
Washington	9	8
Caller Refused / Unable to Collect Data	407	116
* Other	52	8
Total Calls Received	1,279	1,148

Calls received by out of state callers with 208 area code cell phone numbers are handled like calls from Idaho until the initial crisis is resolved; then the phone worker performs a “warm transfer” connecting the caller to their nearest Crisis Center if appropriate or provides referrals.

Performance Metrics

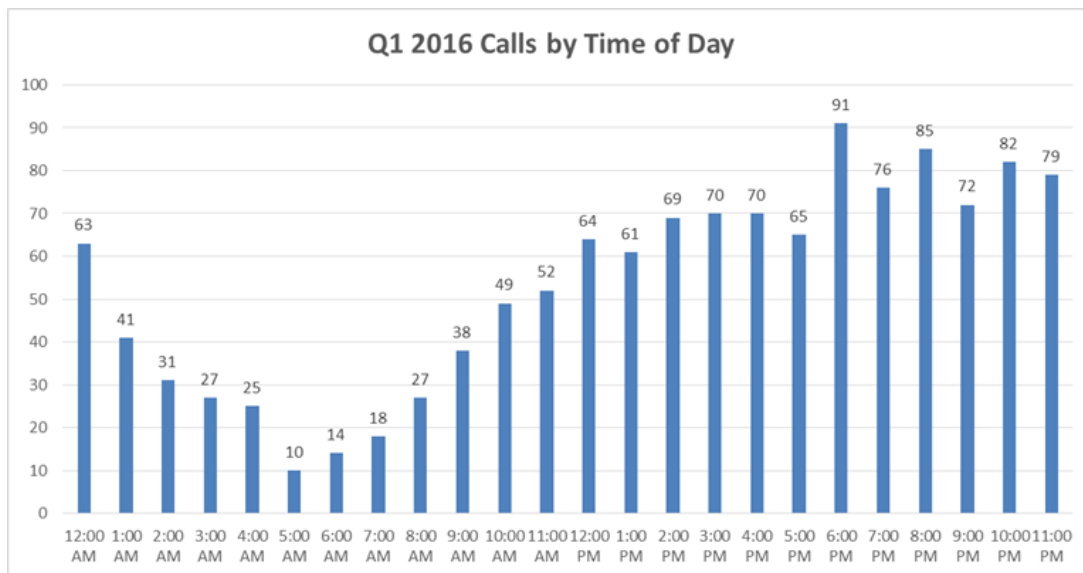
Based on National Suicide Prevention Lifeline (NSPL) data the hotline's capture rate for calls in Q1 2016 was 88%. The other 12 percent of calls that came in while our responders were helping callers were answered by other centers in the NSPL network- so no call ever goes unanswered!

Caller Reactions*	1st Q	2nd Q	3rd Q	4th Q	2016
Appreciates service	861				
No perceived difference	0				
Perceived improvement	328				

*Based on available data gathered by Responders.

Disposition*	1st Q	2 nd Q	3rd Q	4th Q	2016
911 Dispatched	31				31
Rescue Call	31				31
Caller agreed to go to the hospital	21				21
Created Safety Plan with Caller	177				177
Made contact with person-at-risk	0				0
Created Safety Plan with 3rd party caller	57				57
Support + Referral	215				215
Support only	462				462
Information/Referral	104				104

*Based on available data gathered by Responders.



Staff

The hotline operates with 6.4 FTE's, and an Americorps volunteer acting as Outreach Coordinator. In keeping with our commitment to ongoing professional development of both volunteers and staff, we hired 3 well- qualified Backup Supervisors from our existing pool of volunteers this quarter. We welcomed our first fund development intern this quarter for a total of 4 interns currently. We continue to seek qualified clinicians as back up phone room supervisors, and interns from counseling or social work, psychology or related programs. ISPH offers high quality, relevant training and experience and networking opportunities.

Volunteers & Training

Our next Phone Responder Training begins April 23, 2016! All persons interested in volunteering for ISPH should contact Volunteer Coordinator Nina Leary at 208-258-6992.

ISPH on boarded its latest class of Volunteer Phone Responders in February and currently has 70+ active volunteers on the phones. Most of our overnight phone coverage continues to be provided by paid supervisory staff as we recruit and train more responders.

This quarter volunteers contributed a total of 3,715 hours to ISPH- conducting outreach and helping train new volunteers, for an approximate in-kind value of \$64,000. ISPH has trained 170+ volunteers since launch. Our recently expanded curriculum of 50+ hours includes a full day of communication skills and the 2-day Applied Suicide Intervention Skills Training (ASIST). All volunteer phone shifts are supervised by a master's level clinician or equivalent.

Facilities

ISPH continues to operate its crisis phone room, conduct smaller-scale volunteer trainings, and distribute outreach materials from its offices provided by the Lion's Club Sight and Hearing Foundation, for an in-kind value this quarter of \$2,700. Thanks to a generous grant from the J.K and Kathryn Albertson Foundation, ISPH is researching upgraded phone and data systems to provide increased capacity and stability as we continue to increase the quality of our service delivery.

Crisis Text & Chat Response

ISPH activated our new crisis text number 208-398-HELP and introduced it into a handful of High Schools in North and Eastern Idaho. We currently respond to texts Monday- Friday from 3pm to midnight. This incremental rollout will allow us to assess the volume of texts coming in and adjust our staffing levels accordingly. We always offer help seekers the option of calling the hotline or accessing the national Crisis Text Line as well at 741-741.

Hotline Data Capacity

ISPH Phone Responders ask but do not require, that callers provide non-identifying demographic information to help ISPH assess its' statewide reach and impact and identify trends in call volume. ISPH is currently revamping its proprietary database to be more readily searchable and updatable but continues to access the 211 Idaho database to provide Idahoans with current resources statewide. If you are a provider, contact George Austin gaustin@jannus.org to have your listing added to our database.

Outreach

Hotline staff and volunteers provided training, presentations, and outreach to many organizations this quarter, ISPH now has a video PSA which is airing on KTVB. We seek committed, personable individuals statewide who support the mission of ISPH to join our Ambassador Corps and help raise awareness of this vital program. Please contact Rebecca Maxwell at 258-6994, email outreach@jannus.org or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>

Staff and volunteers have distributed 5,000 wallet cards and several hundred posters, stickers and magnets throughout the state this quarter and provided outreach at 5 community events over 8 days.

Outreach materials/ Hotline presentations are available upon request by emailing Outreach Coordinator Rebecca Maxwell rmaxwell@jannus.org and including "request for Hotline outreach materials" in the subject line, visiting www.idahosuicideprevention.org/outreach or calling 258-6994.

ISPH staff conducts ongoing outreach to, and dialogue with, representatives from education, law enforcement and other first responders, the medical community, outpatient treatment providers, and advocacy organizations to ensure continuous collaboration and improved service provision. To arrange for a presentation call Rebecca Maxwell at 208-258-6994 or email outreach@jannus.org

Sustainable Funding

ISPH has been operating for over 3 years, thanks to generous support from the partners listed below and myriad individual supporters. We are honored to announce that an appropriations bill (House bill 566) was signed by Governor Otter during the recent legislative session providing 60 percent of the Hotline's budget annually from state funding. In addition, ISPH will receive \$120,000 from the Millennium Fund (Senate bill 1410) and \$90,000 from the Idaho Division of Veteran's Services (House bill 552) in fiscal year 2016-2017.

• Idaho Department of Health and Welfare	• St. Luke's Health System
• Idaho Division of Veteran's Services	• United Way of Treasure Valley

• J.A. and Kathryn Albertson Foundation	• Various Chapters of United Way
• Lions Sight and Hearing Foundation	• Treasure Valley Association of Health Underwriters
• Saint Alphonsus Health System	• United Way of Southeast Idaho
• Speedy Foundation	• Redside Foundation

Sustainability for ISPH continues to depend upon robust public/ private partnerships. Hotline operations require a diverse and varied mix of partner and funder investment in this vital statewide service. The hotline’s budget for FY 15-16 is \$455,000. Staffing and budget plans for year 4 include an increasingly robust mix of paid and volunteer supervisory staff and efforts to recruit volunteer phone workers for early morning shifts, and expanded, assertive exploration of grant opportunities.

Online donations can be made at www.idahosuicideprevention.org/donate

The ISPH Advisory Board conducts monthly conference calls to discuss strategic program goals related to outreach, operations and fundraising. The next in-person meeting is scheduled for November 2016. ISPH continues to seek Advisory Board representation from Southeastern Idaho and members with fund development expertise.

Plans for the Next Quarter

Top goals for the Hotline’s next quarter of operation are: training our 12th Volunteer Phone Responder class, expanding our crisis text response outreach, selecting upgraded phone and data products broadening our advisory board membership, continuing to increase our and outreach and volunteer recruitment efforts, expanding our Volunteer Outreach Ambassador program, and continuing to seek a broad base of sustainable funding.

Contact Information

John Reusser, Executive Director
208.258.6991
jreusser@jannus.org

Nina Leary, Volunteer Coordinator
208.258.6992
nleary@jannus.org

Karan Tucker, Executive Director, Jannus
1607 West Jefferson Street
Boise, ID 83702
208.336.5533 Ext 252
ktucker@jannus.org