



# Idaho Suicide Prevention Hotline 2<sup>nd</sup> Quarter 2017 Report

## Report for April - June 2017

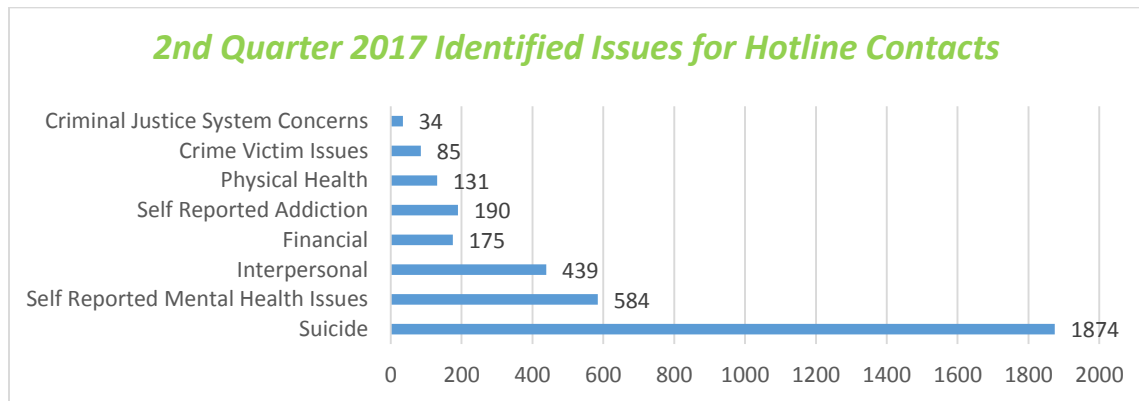
The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, ends the second quarter of 2017 with significantly higher contact volume than last year. We had a successful 2<sup>nd</sup> annual golf fundraiser, improvements to our space, began implementing a targeted rural outreach grant, and are poised to launch crisis chat response this summer. Our main contact numbers remain: The National Suicide Prevention Lifeline 800-273-8255 or local voice and text number 208-398-HELP. Below is a summary of the main accomplishments from April –June 2017:

Contact Statistics January 1 to June 30, 2017		
	1 <sup>st</sup> Quarter 2017	2 <sup>nd</sup> Quarter 2017
<b>Total Calls Received</b>	1,870	2,213
SMS Texting Interventions	164	147
<b>Total Inbound Contacts</b>	<b>2,034</b>	<b>2,360</b>
<b>First time (non-repeat) Contacts</b>	1,379	1,704
Military Member / Families Contacts	285	208
Rescue Calls	35	39
Follow Up Actions Completed	172	158
Percentage of Contacts W/ follow up Actions	3%	2%
<b>Caller Age:</b>		
10 – 14	109	72
15 – 19	136	197
20 – 24	108	144
25 – 34	132	163
35 – 44	106	201
45 – 54	227	181
55 – 64	255	255
65 – 74	44	44
75 – 84	1	1
85 +	0	1
Did not Collect	916	1,101

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### Issues Addressed During Contacts for April - June 2017

Individuals often address multiple issues during their calls or texts with the hotline, the following is a listing of the number of individuals who brought these topics up during contacts with ISPH:



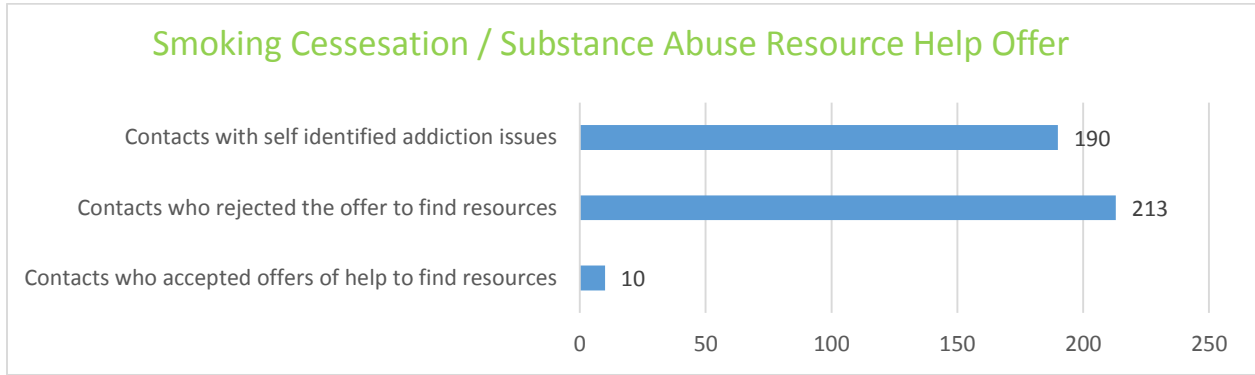
### Contacts by County

<b>Ada</b>	438	508	<b>Jefferson</b>	3	5
<b>Adams</b>	1	1	<b>Jerome</b>	9	17
<b>Bannock</b>	49	66	<b>Kootenai</b>	43	97
<b>Bear Lake</b>	1	0	<b>Latah</b>	50	41
<b>Benewah</b>	0	1	<b>Lemhi</b>	1	3
<b>Bingham</b>	13	23	<b>Lewis</b>	2	2
<b>Blaine</b>	7	11	<b>Lincoln</b>	0	6
<b>Boise</b>	2	2	<b>Madison</b>	7	28
<b>Bonner</b>	23	100	<b>Minidoka</b>	3	8
<b>Bonneville</b>	88	70	<b>Nez Perce</b>	25	25
<b>Boundary</b>	0	1	<b>Oneida</b>	0	0
<b>Butte</b>	0	2	<b>Owyhee</b>	1	3
<b>Camas</b>	0	1	<b>Payette</b>	14	7
<b>Canyon</b>	208	193	<b>Power</b>	0	2
<b>Caribou</b>	1	2	<b>Shoshone</b>	7	16
<b>Cassia</b>	5	11	<b>Teton</b>	2	7
<b>Clearwater</b>	3	0	<b>Twin Falls</b>	61	48
<b>Custer</b>	3	0	<b>Valley</b>	3	6
<b>Elmore</b>	4	6	<b>Washington</b>	4	4
<b>Franklin</b>	3	1	<b>Caller Refused or Responder Unable to Collect</b>	702	793
<b>Fremont</b>	2	3	<b>Outside Idaho*</b>	253	228
<b>Gem</b>	10	8	<b>Total Contacts</b>	<b>2,065</b>	<b>2,360</b>
<b>Gooding</b>	5	2			
<b>Idaho</b>	9	2			

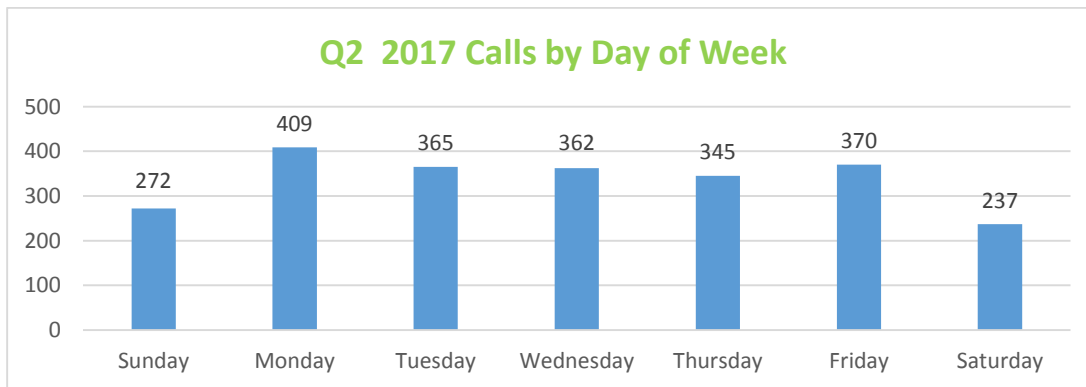
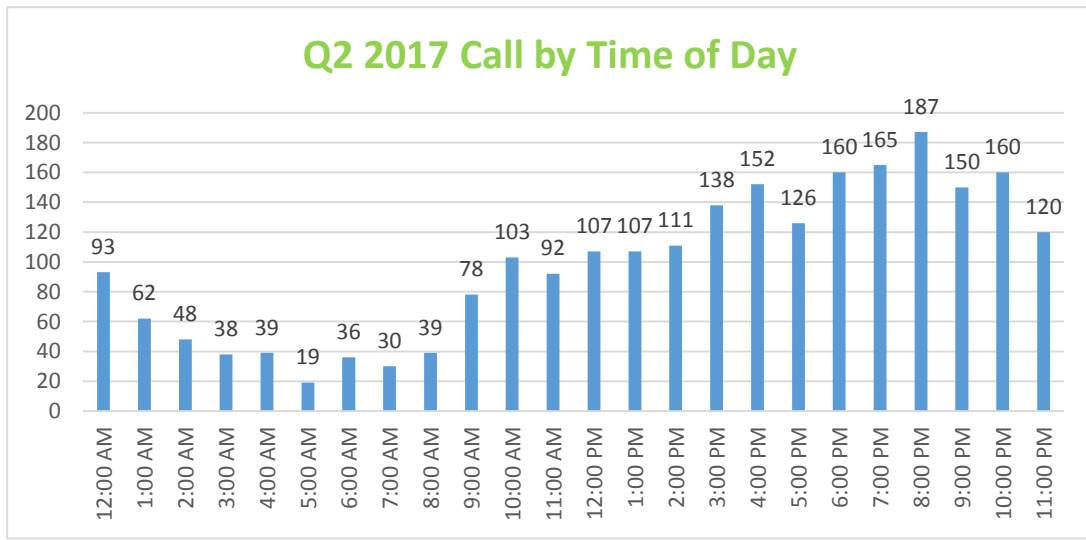
*\*Calls to the hotline come in either through our local number or a national 800 numbers which routes all phone numbers that use a 208 area code regardless of physical location of the caller. Calls received from our 800 number by out of state callers with 208 area code cell phone are handled like calls from Idaho until the initial crisis is resolved; then the phone worker may perform a "warm transfer" connecting the caller to their nearest Crisis Center if appropriate or provides referrals.*

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## Substance Abuse and Tobacco Cessation Support Offers for April - June 2017



## Call / Contact Volume for April - June 2017





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## Performance Metrics

Based on National Suicide Prevention Lifeline (NSPL) data and the Hotline’s call reports, our capture rate for calls in Q2 2017 was 82%. The other 18 percent of calls came in while our responders were helping other callers. Those 18% of calls were routed to other centers in the NSPL network so no call ever goes unanswered!

Caller Reactions *	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	2017
Appreciates service	1251	1449			2,700
Perceived improvement	329	340			669
Unable to Determine	312	311			623

\*Totals based on available data gathered by Responders

Disposition *	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	2017
911 Dispatched - Rescue / Welfare Check at caller's request or with consent	19	16			35
911 Dispatched - Rescue/Welfare Check without caller's knowledge and/or consent	16	23			39
Caller agreed to go to the hospital	8	6			14
Created Safety Plan with Caller	314	367			681
Created Safety Plan with 3 <sup>rd</sup> Party Caller	70	92			162
Made Contact with Person at Risk	6	7			13
Information / Referral	114	112			226
Support + Referral	195	240			435
Support Only	822	859			1,681

\*Based on available data gathered by Responders

## Staff

The hotline operates with 9.31 FTE’s. Additionally, we welcomed 5 new practicum students from Boise State University to our Spring training class who will begin their formal placements this Fall. We continue to seek qualified clinicians as back up phone room supervisors, and interns/ practicum students from counseling, social work, psychology or related programs. ISPH offers high quality, relevant training and experience, continuing education, supervision, networking and professional development opportunities to all of our staff. Licensed staff have the opportunity to supervise practicum students. All hotline staff take crisis calls at times, and all participate in the ongoing training and support of our volunteers.



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### *Volunteers & Training*

**Fall training begins Tuesday October 3<sup>rd</sup>!** ISPH is recruiting our Fall class through late September. For application information, call Sharon Lightning at 208-813-3070 or go to [www.idahosuicideprevention.org/volunteer](http://www.idahosuicideprevention.org/volunteer). ISPH currently has 70 + active volunteers on the phones. Our overnight phone coverage continues to be provided by paid supervisory staff.

ISPH is conducting 3 additional 2-day ASIST workshops this summer for community members: July 22<sup>nd</sup> & 23<sup>rd</sup>, and August 17<sup>th</sup> & 18<sup>th</sup> in Boise; and September 16<sup>th</sup> and 17<sup>th</sup> in Couer d'Alene. Contact Sharon Lightning for more information or to register.

Spring Phone Responder Training wrapped up May 27, with 20 volunteers completing and starting on the phones in mid-June. This quarter volunteers contributed a total of 3,932 hours to ISPH- staffing the phones, conducting outreach, and helping train new volunteers, for an approximate in-kind value of \$75,495. Our curriculum of 50+ hours includes a stand-alone crisis intervention class, and the 2-day Applied Suicide Intervention Skills Training (ASIST). All volunteer phone shifts are overseen by a paid Crisis Phone Room Supervisor: a master's level clinician or staff person with equivalent experience. We have enhanced our volunteer support structure by adding a drop-in group for volunteers one night per month, taking place in a new 'Zen Space' in an unused part of our building.

### *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 \$2,400. Volunteers painted our entry hallways this quarter, and French doors were installed as the first step in converting an unused portion of our space into a Zen/ decompression space for our volunteers as part of our ongoing commitment to support them in this emotionally challenging work. We will also use this space for smaller scale trainings and our monthly volunteer support group. Our Program Assistant Sharon is bringing several final elements together to complete our infrastructure upgrades begun last year.

### *Crisis Text, Local Voice Number & Launch of Crisis Chat*

We currently respond to incoming crisis texts from 3pm to midnight, Monday- Friday. We always offer help seekers the option of calling the hotline or accessing the national Crisis Text Line as well at 741-741 outside of our regular text response hours. Our local voice number functionality allows callers who live in Idaho but kept their out of state cell phones to reach our crisis phone room. Unlike the Lifeline number, all voice calls to 398-HELP are managed in-house. If all Responders are handling calls, then callers will have the option to call the Lifeline number or leave a voicemail and we'll call back as soon as a Responder is available. We have begun a soft launch of crisis chat- there is chat portal up on our website, and our volunteers and staff are practicing to become familiar with the system. We expect to announce a formal launch this Fall, with regular hours advertised at that time.



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## 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 has begun revamping its resource & referral database to be more readily searchable and updatable. The foundation of this project involves replacing our former data set with the most recent copy of the 211 Idaho database, then culling it down to those resources most relevant to our callers' needs. If you are a provider, contact George Austin [gaustin@jannus.org](mailto:gaustin@jannus.org) to have your listing added to our database.

## Outreach

ISPH received a grant from the Idaho Women's Charitable Foundation this Spring to conduct targeted outreach and education to Adams, Elmore and Washington counties throughout this year. In addition to a billboard in each county, we will bring gatekeepers from these counties to our 2-day ASIST workshops in Boise, and send a trainer to deliver SafeTalk, a 4-hour training based on ASIST, to each county. To learn more about this program or get involved, email Andrew Sheffield at [asheffield@jannus.org](mailto:asheffield@jannus.org). Hotline staff and volunteers provide outreach to community organizations whenever possible. The state Suicide Prevention Program is set to run statewide public awareness television spots which include the hotline contact number. We seek committed, personable individuals statewide who support the mission of ISPH to join our Ambassador Corps to help raise awareness of this vital program. To get involved email [outreach@jannus.org](mailto:outreach@jannus.org) or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>

The hotline Director was a keynote speaker at the VA Mental health summit, and delivered an ethics training at the Inland Northwest Suicide Conference this quarter.

Staff and volunteers mail/ distribute thousands of wallet & rack cards, posters, stickers and magnets throughout the state each quarter and provide outreach at multiple community events. Outreach materials/ Hotline presentations are available upon request by emailing our Outreach Coordinator at [outreach@jannus.org](mailto:outreach@jannus.org) and including "request for Hotline outreach materials" in the subject line, visiting [www.idahosuicideprevention.org/outreach](http://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 email [outreach@jannus.org](mailto:outreach@jannus.org).

## Sustainable Funding

ISPH has been operating for almost 5 years, thanks to generous support from the partners listed below and myriad individual supporters. We continue to build our donor database, aggressively seek new grant opportunities and have annual golf and semicolon tattoo fundraising events. Our 2<sup>nd</sup> annual golf fundraiser was held in June, doubling participation and revenue over last year; and our 3<sup>rd</sup> annual tattoo event will take place September 13 at Resurrected Tattoo in Boise.

- Idaho Department of Health and Welfare
- Idaho Division of Veteran's Services
- J.A. and Kathryn Albertson Foundation
- Idaho Public Utilities Commission
- United Way of Treasure Valley
- Various Chapters of United Way Statewide



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|--------------------------------------|--|
| • Lions Sight and Hearing Foundation | • Treasure Valley Association of Health Underwriters |
| • Saint Alphonsus Health System      | • Inland NW Community Foundation                     |
| • Speedy Foundation                  | • Idaho Women’s Charitable Foundation                |

Online donations to the hotline can be made at [www.idahosuicideprevention.org/donate](http://www.idahosuicideprevention.org/donate)

The ISPH Advisory Board conducts regular conference calls to discuss strategic program goals related to outreach, operations and fundraising. The next in-person board meeting will take place November 2017. 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 16<sup>th</sup> Volunteer Phone Responder class, formally launching crisis text response, broadening our advisory board membership, updating our strategic plan to align with the efforts of the newly formed statewide Suicide Prevention Program, and mounting a successful year end giving campaign.

### *Contact Information*

John Reusser, Executive Director  
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