



Idaho Suicide Prevention Hotline 2nd Quarter 2018 Report

Report for April - June 2018

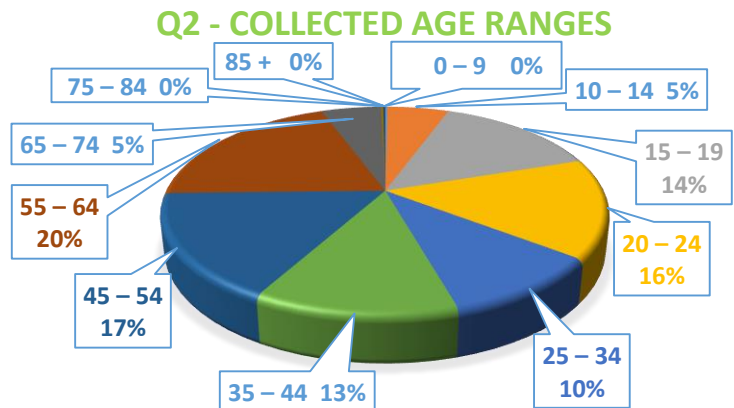
The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, has served Idahoans since 2012 as Idaho’s first statewide nationally accredited suicide hotline. Anyone can reach us via the National Suicide Prevention Lifeline 800-273-TALK (8255) or our local voice and text number 208-398-HELP (4357) as well as via our online chat portal: <https://www.idahosuicideprevention.org/chat/>

Below is a summary of our main accomplishments from April-June 2018:

Hotline Contact - April 1 to June 30, 2018			
	Q1	Q2	YTD
Total Calls Received	2,777	2,969	5,746
Total SMS Texting & Online Chat Interventions	177	191	368
Total Inbound Crisis Contacts	2,954	3,160	6,114
Follow Up Calls Initiated	135	267	402
Follow Up Text Conversations Initiated	22	17	39
Total Outbound Crisis Contact:	157	284	441
Total initial calls and follow ups:	3,111	3,444	6,555

Contact demographics. Our Responders request demographic information from callers, to track utilization and better help specific populations who may be at higher risk for suicide. All caller information is provided voluntarily, and not all hotline contacts lend themselves to this sort of data collection. The following is a reporting of the demographics of persons contacting ISPH. Some persons access hotline services multiple times during a quarterly reporting period, so their demographics may be counted multiple times. Below are demographic highlights for April – June 2018:

Contact Age – Q2 Collected for 53% of Contacts			
	Q1	Q2	YTD
0 – 9	0	3	3
10 – 14	69	90	159
15 – 19	247	240	487
20 – 24	417	260	677
25 – 34	147	171	318
35 – 44	236	210	446
45 – 54	207	277	484
55 – 64	142	331	473
65 – 74	86	88	174
75 – 84	4	3	7
85 +	0	3	3



Demographics Collected for April -June 2018, continued

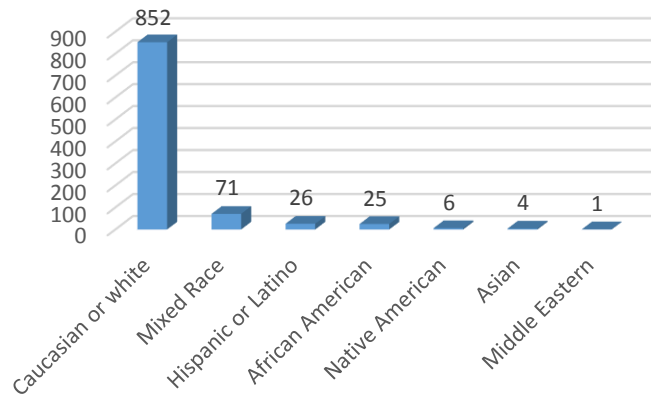
Q2 - COLLECTED GENDER



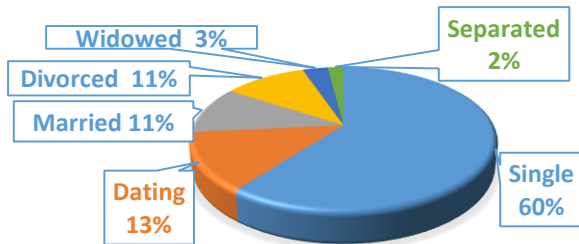
Self-Identified Gender – Q2 Collected for 56% of Contacts			
	Q1	Q2	YTD
Male	753	788	1,541
Female	712	979	1,691
Intersex	1	2	3

Ethnicity –Q2 Collected for 31% of Contacts			
	Q1	Q2	YTD
Caucasian or white	863	852	1,715
Mixed Race	89	71	160
African American	22	25	47
Hispanic or Latino	18	26	44
Middle Eastern	9	1	10
Asian	8	4	12
Native American	6	6	12
Other	6	0	6

Q2 - COLLECTED ETHNICITY

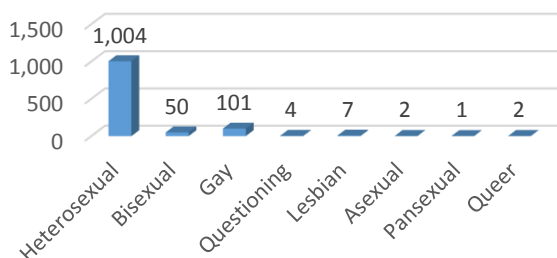


Q2 - COLLECTED MARITAL STATUS



Marital Status – Q2 Collected for 46% of Contacts			
	Q1	Q2	YTD
Single	776	873	1,649
Dating	266	189	455
Married	154	155	309
Divorced	139	153	292
Widowed	33	47	80
Separated	20	29	49

Q2 - Collected Sexual Orientation

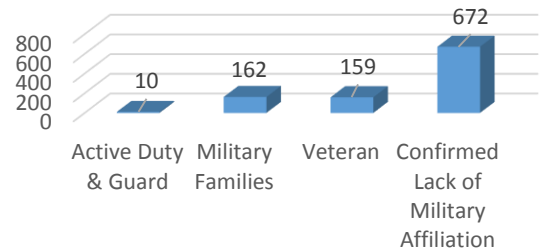


Sexual Orientation – Q2 Collected for 37% of Contacts			
	Q1	Q2	YTD
Heterosexual	829	1,004	1,833
Bisexual	194	50	244
Gay	64	101	165
Questioning	8	4	12
Lesbian	5	7	12
Asexual	3	2	5
Pansexual	2	1	3
Queer	0	2	2

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Military Status – Q2 Collected for 32% of Contacts			
	Q1	Q2	YTD
Active Duty & Guard	13	10	23
Military Families	141	162	303
Veteran	126	159	285
Confirmed Lack of Military Affiliation	624	672	1,296

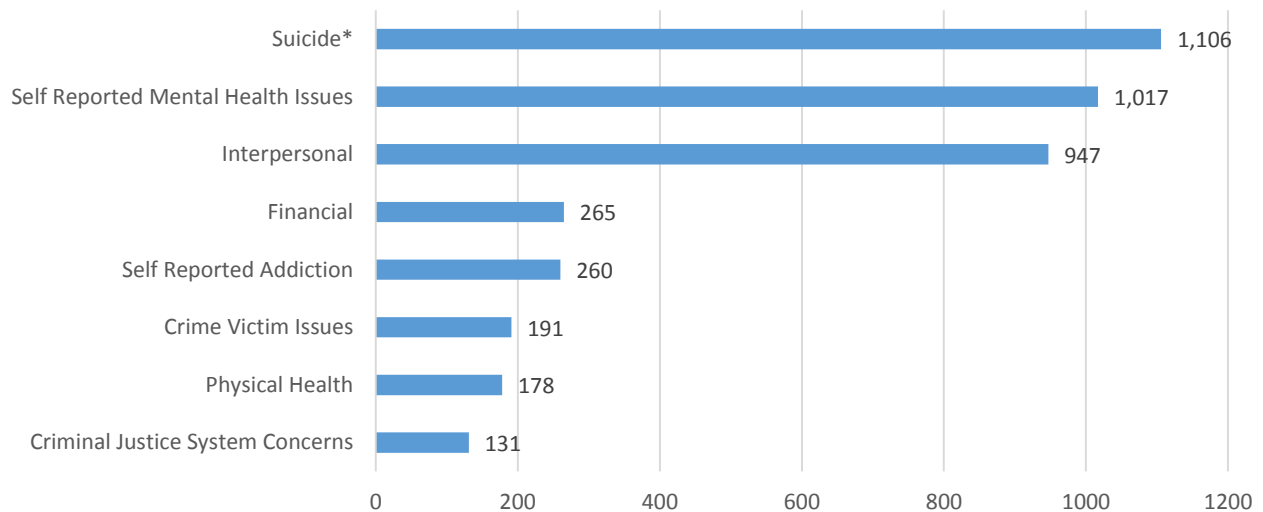
Q2 - Collected Military Status



Issues Addressed During Contacts for April -June 2018

Individuals often address multiple issues during their contacts (calls, texts or chats) with the hotline. The following reports the number of individuals who reported these categories of issues during their contacts with ISPH:

2nd Quarter 2018 Identified Issues for Callers



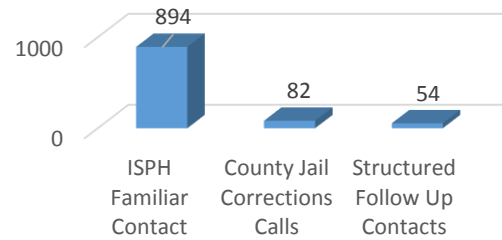
*As part of our commitment to preventing suicide, and per Lifeline network protocols, we endeavor to ask every caller about suicide. The actual number of contacts where suicide was discussed during Q2 2018 was 2,463. Those individuals assessed to be "Not Suicidal" or for whom we could not determine a connection to suicide, were removed from this total.

Community Partnerships Contacts for January - June 2018

The hotline works with multiple community partners to identify and support persons in emotional crisis or with elevated risk for suicide. We track these contacts, and have guidelines for our Responders to help persons identified as “Familiar Callers” who use our service on a more regular basis and benefit from ongoing support. Additionally, ISPH has established partnerships allowing patients who are discharged from certain Emergency Departments and Community Crisis Centers, but don’t meet criteria for more acute care from these providers, to receive structured follow-up calls from ISPH. We also provide free telephone access to the hotline for Ada County jail inmates, and after-hours crisis phone response for other mental health providers. Below are stats on familiar callers, structured follow ups, and jail calls for 2018:

Community Partnerships and Familiar Contacts			
	Q1	Q2	YTD
ISPH Familiar Contacts	882	894	1,776
County Jail Correction Calls	217	82	299
Individuals with Structured Follow-up Contacts	16	54	70

Q2 - Community Partnerships and Familiar Contacts

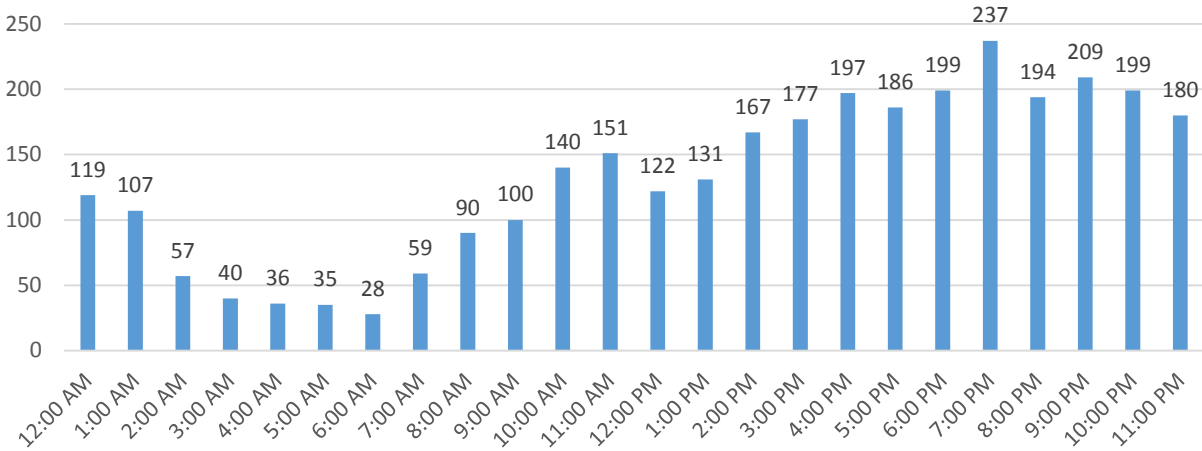


Contacts by County January - March 2018

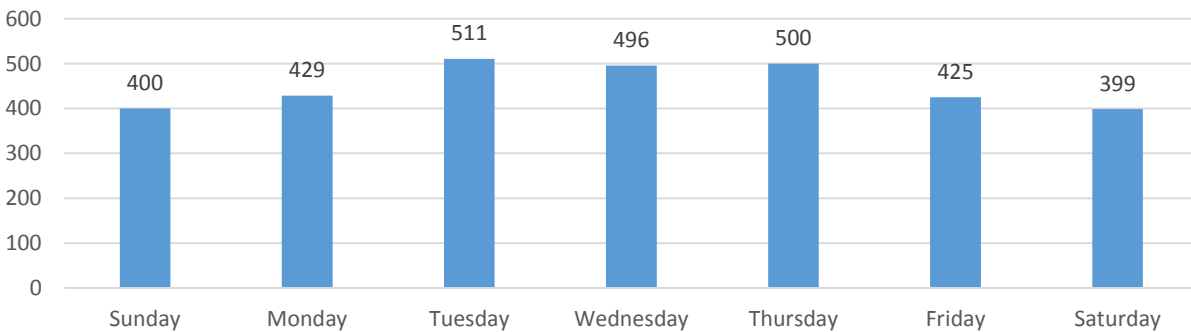
	Q1	Q2	YTD
Ada	879	613	1,492
Adams	4	0	4
Bannock	58	40	98
Bear Lake	0	0	0
Benewah	2	4	6
Bingham	93	38	131
Blaine	10	8	18
Boise	3	1	4
Bonner	12	29	41
Bonneville	74	51	125
Boundary	3	3	6
Butte	1	0	1
Camas	0	0	0
Canyon	188	179	367
Caribou	2	1	3
Cassia	24	9	33
Clark	0	0	0
Clearwater	1	2	3
Custer	2	0	2
Elmore	13	13	26
Franklin	1	1	2
Fremont	7	4	11
Gem	11	4	15
Gooding	4	24	28
Idaho	3	1	4
Jefferson	4	5	9
Jerome	6	10	16
Kootenai	55	84	139
Latah	44	40	84
Lemhi	3	0	3
Lewis	1	0	1
Lincoln	0	0	0
Madison	17	17	34
Minidoka	5	1	6
Nez Perce	19	18	37
Oneida	0	0	0
Owyhee	1	0	1
Payette	5	13	18
Power	4	2	6
Shoshone	12	23	35
Teton	2	2	4
Twin Falls	40	37	77
Valley	6	2	8
Washington	2	2	4
Non-specified Idaho or Responder Unable to Collect	966	1,041	2,007
Outside Idaho	367	838	1,205
Total Contacts	2,954	3,160	6,114

Call / Contact Volume for April - June 2018

Q2 2018 Contacts by Time of Day

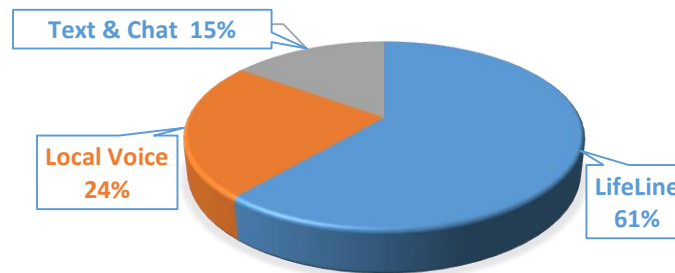


Q2 2018 Contacts by Day of Week



ISPH tracks the number of calls/contacts received from the National Suicide Prevention Lifeline (NSPL) 800-273-8255, from our combined local voice/ crisis text number 208-398-4357, and from our chat portal. The following chart depicts how individuals reached ISPH in the 2nd Quarter of 2018:

Q2 2018 Method of Contact





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Call / Contact Outcomes for April - June 2018

Caller Reactions *	Q1	Q2	YTD
Appreciates service	1,931	2,055	3,986
Perceived improvement	393	446	839
Unable to Determine	362	324	686

*Totals based on data gathered by Responders who can select multiple reactions within one call report

Disposition *	Q1	Q2	YTD
911 Dispatched - Rescue / Welfare Check at caller's request and/or with consent	18	16	34
911 Dispatched - Rescue/Welfare Check without caller's knowledge and/or consent	28	20	48
Caller agreed to go to the hospital	14	20	34
Caller agreed to go to or accepted referral to local Crisis Center	124	152	276
Created Safety Plan with Caller	728	761	1,489
Created Safety Plan with 3 rd Party Caller	177	211	388
Made Contact with Person at Risk	4	10	14
Information / Referral	98	148	246
Support + Referral	206	348	554
Support Only	988	1,043	2,031

*Based on available data gathered by Responders; not all contact types require that a disposition be entered and not all outcomes are always entered.

Staff

The hotline operates with 9.31 FTE's. A new full-time position was added in 2016- that of Program Assistant, tasked with providing logistical and administrative support to the Volunteer Coordinator, Director, Phone Room Supervisors and Volunteer Phone Responders. We have an AmeriCorps volunteer acting as Outreach Coordinator, hired from our pool of long-time Volunteer Responders. Additionally, 3 new MSW practicum students from Boise State and Northwest Nazarene Universities will begin their placements in September. 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 and networking opportunities.



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Volunteers & Training

Our 17th Responder Training concluded on April 28, 2018! The next full training for hotline volunteers begins September 27, 2018. For information on volunteering, or to apply, go to www.idahosuicideprevention.org/volunteer. ISPH currently has over 80 active volunteers working with the hotline. Our overnight phone coverage is provided by paid supervisory staff.

During our Spring volunteer responder training we conducted 2 Applied Suicide Intervention Skills Training (ASIST), workshops, training several community members and professionals from law enforcement, mental health and advocacy organizations alongside volunteers.

In collaboration with AFSP and SPAN Idaho, ISPH co-hosted a 2-day safeTalk T4T (training for trainers), certifying 9 new safeTalk trainers for Idaho. safeTalk is a half-day suicide gatekeeper training from the creators of ASIST. Our new safeTalk trainers will greatly increase gatekeeper training capacity for our state, and ISPH plans to greatly expand community trainings in 2018.

This quarter 79 volunteers contributed a total of 3,980 hours staffing the hotline, and 31 volunteers contributed 118 hours tabling at 10 events, for an approximate in-kind value of \$78,681. To date ISPH has trained over 270 phone room responders.

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. Thanks to generous grants from the J.K and Kathryn Albertson Foundation and the Idaho Public Utilities Commission in 2016, ISPH we more than doubled our capacity to serve Idahoans in crisis.

Crisis Text & Local Voice Number

ISPH formally launched our new local voice/ crisis text number 208-398-HELP (4357) at the end of 2016. We currently respond to incoming crisis texts to 208-398-4357 and online chats from our website: <https://www.idahosuicideprevention.org/chat/> from 3pm to midnight, Monday- Friday or as staffing allows. We always offer online 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/Chat response hours.

Hotline Data Capacity

ISPH Phone Responders ask callers to voluntarily provide non-identifying demographic information to help us assess our statewide reach and impact, and identify trends in call volume. We continually update our resource & referral database to be more readily searchable and current. If you are a provider of services in Idaho and interested in being included in our resource database, contact George Austin gaustin@jannus.org.



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Outreach

Hotline staff and volunteers provide outreach to community organizations whenever possible. Click here for links to suicide prevention public service announcements created by Idaho's new state Suicide Prevention Program:

<https://healthandwelfare.idaho.gov/Families/SuicidePreventionProgram/tabid/486/Default.aspx>

To support ongoing ISPH outreach efforts, email outreach@jannus.org or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>

Staff and volunteers distribute tens of thousands of wallet cards, posters, stickers and magnets throughout the state each quarter and provide outreach at multiple community events. Outreach materials and/or hotline tabling presentations can be requested by emailing our Outreach Coordinator at outreach@jannus.org and including "request for Hotline outreach materials/tabling" in the subject line, visiting www.idahosuicideprevention.org/outreach or calling 208-258-6994.

Sustainable Funding

ISPH has been operating for nearly 6 years, thanks to generous support from the partners listed below and myriad individual supporters. An appropriations bill (House Bill 566) was signed by Governor Otter during the 2016 legislative session providing approximately 60% of the Hotline's budget annually from state funding. Individual giving to ISPH has increased substantially over the same quarter last year, and we've increased fundraising events from 2 to 4 for 2018.

- | | |
|--|--|
| • Idaho Department of Health and Welfare | • Idaho Public Utilities Commission |
| • Idaho Division of Veteran's Services | • United Way of Treasure Valley |
| • J.A. and Kathryn Albertson Foundation | • Citi Cards |
| • Lions Sight and Hearing Foundation | • Treasure Valley Association of Health Underwriters |
| • Saint Alphonsus Health System | • United Way of Southeast Idaho |
| • Speedy Foundation | • Jeeves Ads |

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 operating budget for FY 18-19 is \$661,939. Staffing and budget plans include a robust mix of paid and volunteer staff, efforts to recruit volunteer phone responders for early morning shifts, increasing grant opportunities, and fundraising events.

Online donations to the hotline can be made at www.idahosuicideprevention.org/donate. The ISPH Advisory Board conducts conference calls to discuss strategic program goals related to outreach, operations and fundraising. ISPH continues to seek Advisory Board representation from Southeastern Idaho and members with fund development expertise.



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Plans for the Next Quarter

Top goals for the Hotline's next quarter of operation are: recruiting for our 18th Volunteer Phone Responder class, continuing outreach statewide, expanding community partnerships, including working with a coalition of agencies serving the homeless in Ada County to conduct screening surveys and schedule appointments to facilitate linkage with housing resources, launching a community trainings initiative, and updating our strategic plan to align with the efforts of the newly formed State Suicide Prevention Program and updated statewide suicide prevention plan.

Contact Information

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