



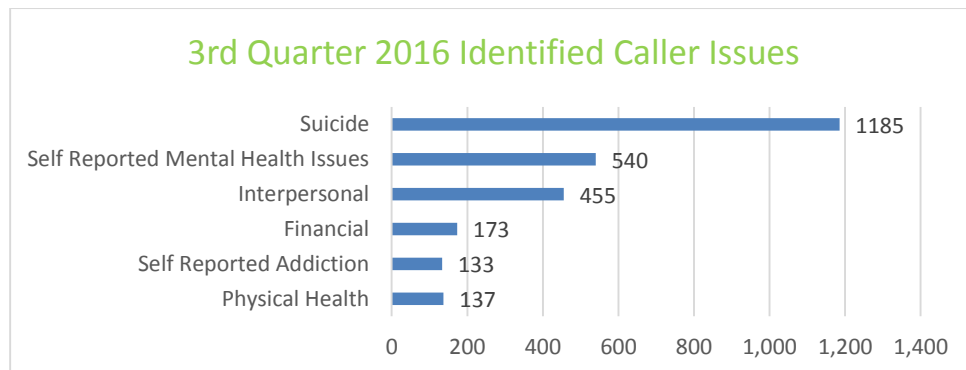
# Idaho Suicide Prevention Hotline Report 3<sup>rd</sup> Quarter 2016

## Report for July-September 2016

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, utilizing funds from the JA & Kathryn Albertsons Foundation has transitioned to our new phone and data system and added local voice call capability to our recently launched text number 208-398-HELP. We began a full fall training class in September. Below is a summary of the main accomplishments from July-September 2016:

| Call Statistics April 1 to June 30, 2016 |                         |                              |                              |                         |                   |
|--|-------------------------|------------------------------|------------------------------|-------------------------|-------------------|
|  | 1 <sup>st</sup> Quarter | 2 <sup>nd</sup> Quarter      | 3 <sup>rd</sup> Quarter      | 4 <sup>th</sup> Quarter | YTD Contacts 2016 |
| <b>Total Calls Received</b>              | <b>1,279</b>            | <b>1,569</b> (1575 contacts) | <b>1,376</b> (1389 contacts) |                         | <b>4,224</b>      |
| (SMS Texting Interventions)              | 0                       | 6                            | 13                           |                         | 19                |
| <b>First time (non-repeat) Callers</b>   | 927                     | 1,059                        | 991                          |                         | 2,977 (70%)       |
| Military Member / Families               | 166                     | 281                          | 233                          |                         | 680               |
| Rescue Calls                             | 31                      | 23                           | 26                           |                         | 80                |
| Follow Up Actions Completed              | 94                      | 158                          | 153                          |                         | 405               |
| Percentage of Calls W/ follow up Actions | 7%                      | 10%                          | 11%                          |                         | 10%               |
| <b>Caller Age:</b>                       |                         |                              |                              |                         |                   |
| 10 – 14                                  | 37                      | 40                           | 27                           |                         | 104               |
| 15 – 19                                  | 99                      | 150                          | 122                          |                         | 371               |
| 20 – 24                                  | 107                     | 132                          | 115                          |                         | 354               |
| 25 – 34                                  | 164                     | 122                          | 98                           |                         | 384               |
| 35 – 44                                  | 120                     | 117                          | 101                          |                         | 338               |
| 45 – 54                                  | 126                     | 172                          | 160                          |                         | 458               |
| 55 – 64                                  | 149                     | 235                          | 191                          |                         | 575               |
| 65 – 74                                  | 40                      | 45                           | 47                           |                         | 132               |
| 75 – 84                                  | 2                       | 4                            | 6                            |                         | 12                |
| 85 +                                     | 0                       | 0                            | 0                            |                         | 0                 |
| Did not Collect                          | 435                     | 558                          | 522                          |                         | 1,515             |

## Caller Issues for July-September 2016





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## Issues Addressed During Contacts

Individuals often address multiple issues during their calls or texts with the hotline, but overall the percentage of our callers who addressed each of these documented issues during their contacts with ISPH are:

| Issues Addressed During Contacts - January 1 to September 30, 2016 |                         |                         |                         |                         |          |
|--|-------------------------|-------------------------|-------------------------|-------------------------|----------|
|  | 1 <sup>st</sup> Quarter | 2 <sup>nd</sup> Quarter | 3 <sup>rd</sup> Quarter | 4 <sup>th</sup> Quarter | YTD 2016 |
| Suicide  | 90%                     | 87%                     | 85%                     |                         | 87%      |
| Self-Reported Mental Health Issues                                 | 37%                     | 34%                     | 39%                     |                         | 36%      |
| Interpersonal  | 32%                     | 34%                     | 33%                     |                         | 33%      |
| Financial  | 14%                     | 11%                     | 12%                     |                         | 12%      |
| Self-Reported Addiction  | 10%                     | 10%                     | 10%                     |                         | 10%      |
| Physical Health  | 10%                     | 9%                      | 9%                      |                         | 9%       |

## Contacts by County

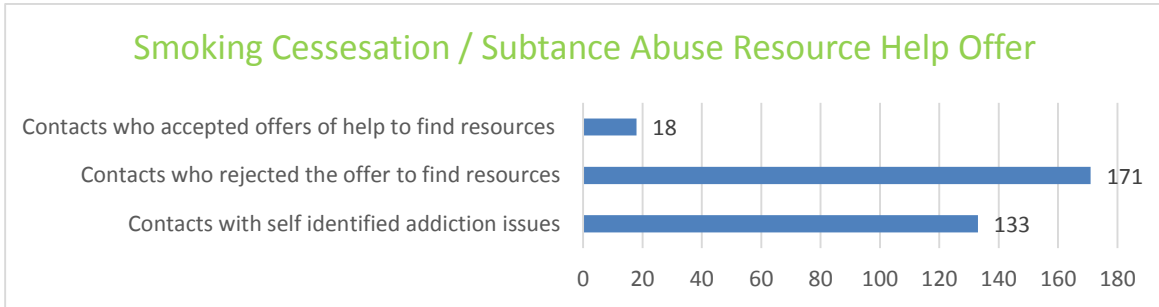
|            | 1 <sup>st</sup> Q | 2 <sup>nd</sup> Q | 3 <sup>rd</sup> Q | YTD 2016 |
|------------|-------------------|-------------------|-------------------|----------|
| Ada        | 303               | 351               | 305               | 959      |
| Adams      | 1                 | 5                 | 1                 | 7        |
| Bannock    | 44                | 82                | 63                | 189      |
| Bear Lake  | 1                 | 1                 | 0                 | 2        |
| Benewah    | 1                 | 4                 | 1                 | 6        |
| Bingham    | 18                | 10                | 15                | 43       |
| Blaine     | 20                | 15                | 9                 | 44       |
| Boise      | 3                 | 2                 | 3                 | 8        |
| Bonner     | 11                | 45                | 30                | 86       |
| Bonneville | 52                | 31                | 33                | 116      |
| Boundary   | 3                 | 1                 | 0                 | 4        |
| Butte      | 0                 | 10                | 0                 | 10       |
| Camas      | 0                 | 1                 | 0                 | 1        |
| Canyon     | 117               | 166               | 125               | 408      |
| Caribou    | 0                 | 1                 | 0                 | 1        |
| Cassia     | 6                 | 5                 | 4                 | 15       |
| Clearwater | 2                 | 0                 | 0                 | 2        |
| Clark      | 2                 | 0                 | 0                 | 2        |
| Custer     | 1                 | 3                 | 1                 | 5        |
| Elmore     | 2                 | 13                | 14                | 29       |
| Franklin   | 5                 | 4                 | 3                 | 12       |
| Fremont    | 28                | 12                | 16                | 56       |
| Gem        | 0                 | 17                | 10                | 27       |

|                                  | 1 <sup>st</sup> Q | 2 <sup>nd</sup> Q | 3 <sup>rd</sup> Q | YTD 2016 |
|----------------------------------|-------------------|-------------------|-------------------|----------|
| Gooding                          | 4                 | 4                 | 14                | 22       |
| Idaho                            | 3                 | 3                 | 1                 | 7        |
| Jefferson                        | 2                 | 3                 | 4                 | 9        |
| Jerome                           | 4                 | 3                 | 14                | 21       |
| Kootenai                         | 39                | 74                | 34                | 147      |
| Latah                            | 31                | 23                | 60                | 114      |
| Lemhi                            | 1                 | 2                 | 1                 | 4        |
| Lewis                            | 1                 | 0                 | 3                 | 4        |
| Lincoln                          | 1                 | 0                 | 2                 | 3        |
| Madison                          | 5                 | 8                 | 5                 | 18       |
| Minidoka                         | 6                 | 8                 | 5                 | 19       |
| Nez Perce                        | 29                | 42                | 40                | 111      |
| Oneida                           | 0                 | 1                 | 0                 | 1        |
| Owyhee                           | 2                 | 7                 | 0                 | 9        |
| Payette                          | 2                 | 4                 | 6                 | 12       |
| Power                            | 2                 | 1                 | 0                 | 3        |
| Shoshone                         | 12                | 5                 | 5                 | 22       |
| Teton                            | 3                 | 0                 | 1                 | 4        |
| Twin Falls                       | 37                | 61                | 54                | 152      |
| Washington                       | 9                 | 2                 | 0                 | 11       |
| Caller Refused unable to Collect | 384               | 484               | 426               | 1,294    |
| Other*                           | 82                | 61                | 81                | 224      |
| YTD Totals                       | 1,279             | 1,575             | 1,389             | 4,243    |

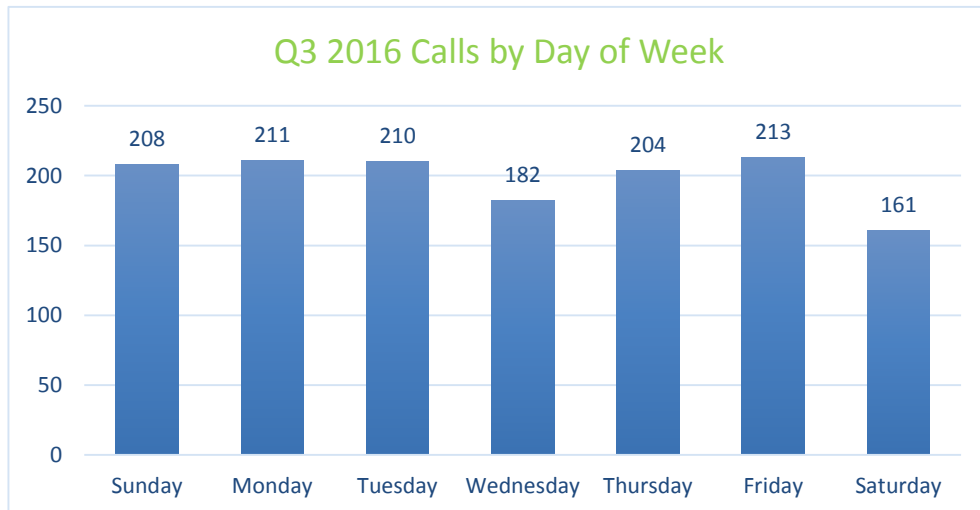
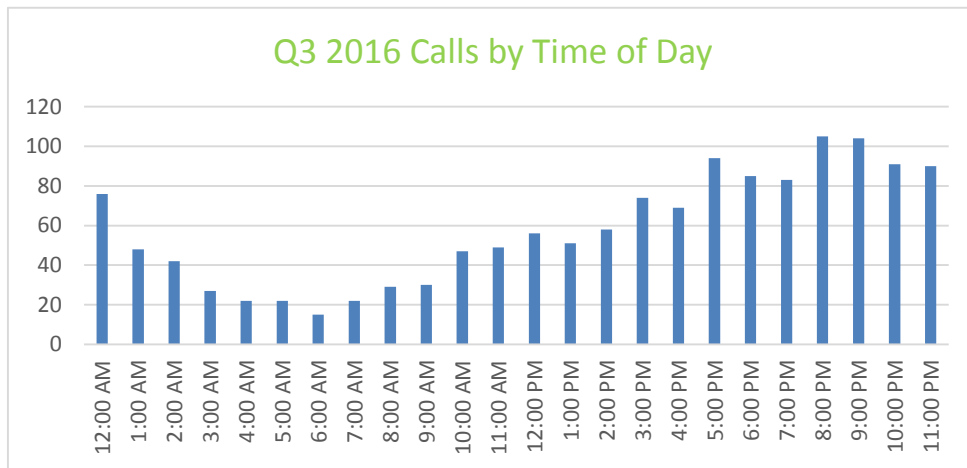
*\*Calls received by out of state callers with 208 area code cell phone numbers are handled like calls from Idaho until the initial crisis is resolved; then the phone worker performs a "warm transfer" connecting the caller to their nearest Crisis Center if appropriate or provides referrals.*

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## Substance Abuse and Tobacco Cessation Support Offers for July-September 2016



## Call / Contact Volume July – September 2016





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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 Q3 2016 was 84%. The other 16 percent of calls came in while our responders were helping other callers. Those 16% of calls were routed to other centers in the NSPL network so no call to 1-800-273-TALK 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 | 2016  |
|-----------------------|-------------------|-------------------|-------------------|-------------------|-------|
| Appreciates service   | 861               | 995               | 872               |                   | 2,728 |
| Perceived improvement | 328               | 330               | 232               |                   | 890   |
| Unable to Determine   | 167               | 328               | 241               |                   | 736   |

\*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 | 2016  |
|---|-------------------|-------------------|-------------------|-------------------|-------|
| 911 Dispatched - Rescue / Welfare Check at caller's request or with consent     | 14                | 6                 | 14                |                   | 34    |
| 911 Dispatched - Rescue/Welfare Check without caller's knowledge and/or consent | 17                | 17                | 12                |                   | 46    |
| Caller agreed to go to the hospital   | 21                | 12                | 8                 |                   | 41    |
| Created Safety Plan with Caller   | 178               | 241               | 281               |                   | 700   |
| Created Safety Plan with 3 <sup>rd</sup> Party Caller                           | 57                | 48                | 64                |                   | 169   |
| Made Contact with Person at Risk  | 0                 | 3                 | 2                 |                   | 5     |
| Information / Referral  | 104               | 109               | 89                |                   | 302   |
| Support + Referral  | 214               | 207               | 151               |                   | 572   |
| Support Only  | 462               | 622               | 469               |                   | 1,553 |

\*Based on available data gathered by Responders

## Staff

The hotline operates with 7.4 FTE’s. A new full-time position was added this quarter, that of Program Assistant, tasked with providing logistical and administrative support to the Volunteer Coordinator, Director, Phone Room Supervisors and Volunteer Phone Responders. We hired a new full-time AmeriCorps volunteer acting as Outreach Coordinator from our pool of long-time Volunteer Responders. Additionally, we welcomed 3 new practicum students from Boise State University. 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 Fall Phone Responder Training began September 24, 2016! 28 individuals are going through the training and new responders will start taking calls by the end of October 2016.*** ISPH on boarded its last class of Volunteer Phone Responders in May and currently has 50+ 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 3,038 hours to ISPH- staffing the phones, conducting outreach, and helping train new volunteers, for an approximate in-kind value of \$58,330. ISPH has trained 180+ volunteers since launch. Our recently updated and expanded curriculum of 50+ hours includes a stand-alone crisis intervention class, and the 2-day Applied Suicide Intervention Skills Training (ASIST). All of our regular Phone Room Supervisory staff participated in revamping our training this quarter and all trainers. All volunteer phone shifts are overseen by a paid Crisis Phone Room Supervisor, by a master's level clinician or staff with equivalent experience.

## **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 generous grants from the J.K and Kathryn Albertson Foundation and the Idaho Public Utilities Commission, ISPH purchased and installed updated phone and data systems, and is adding additional & updated responder stations to provide increased call and data quality, capacity, stability for volunteers and staff as we continue to increase the quality of our service delivery.

## **Crisis Text & Local Voice Number**

ISPH has activated our new crisis text number 208-398-HELP and during this quarter accelerated our distribution of promotional materials to schools across the state. 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. With the advent of our new phone system we have also activated this same number to receive voice calls 24/7. This new "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.

## **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.



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## Outreach

Hotline staff and volunteers provide outreach to community organizations whenever possible. 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 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/>

Staff and volunteers have distributed thousands of wallet, rack cards, posters, stickers and magnets throughout the state this quarter and provided 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 4 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 received \$120,000 from the Millennium Fund (Senate Bill 1410), \$90,000 from the Idaho Division of Veteran’s Services (House Bill 552) and \$44,900 from the Idaho Public Utilities Commission in fiscal year 2016-2017.

- |  |  |
|--|--|
| • 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  | • 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 operating budget for FY 16-17 is \$563,203; with an additional \$107,112 budgeted for one-time expenditures for the abovementioned Responder station / phone system / data/ infrastructure upgrades. Staffing and budget plans for year 5 include an increasingly robust mix of paid and volunteer supervisory staff and efforts to recruit volunteer Responders for early morning shifts, and expanded, assertive exploration of grant opportunities. The Hotline had a Semicolon Tattoo Fundraiser Event at Resurrection Tattoo studio during Suicide Prevention Week.



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Online donations to the hotline can be made at [www.idahosuicideprevention.org/donate](http://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: onboarding our 13<sup>th</sup> Volunteer Phone Responder class, continuing our crisis text response outreach statewide, smoothly integrating our newly installed local voice number and phone & data products, 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*

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