



# Idaho Suicide Prevention Hotline 3<sup>rd</sup> Quarter 2018 Report

## Report for July-September 2018

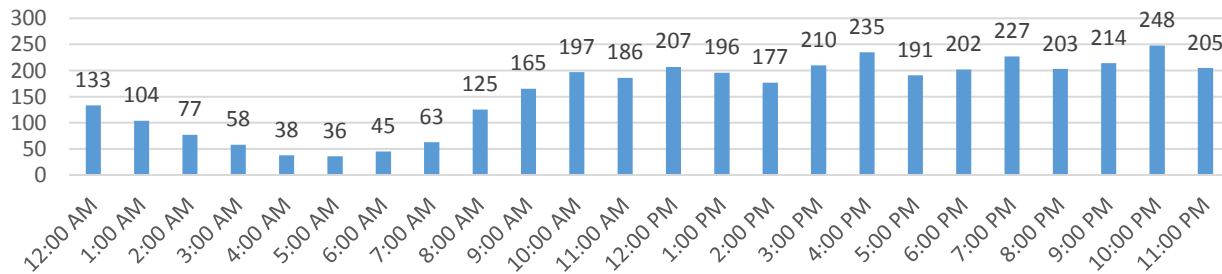
The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, prepares to enter its 6<sup>th</sup> year as Idaho’s first statewide nationally accredited suicide hotline. Anyone can reach us via the National Suicide Prevention Lifeline 800-273-TALK (8255) or our local voice and text number 208-398-HELP (4357) as well as via our online chat portal: <https://www.idahosuicideprevention.org/chat/>

Below is a summary of our main accomplishments from July-September 2018:

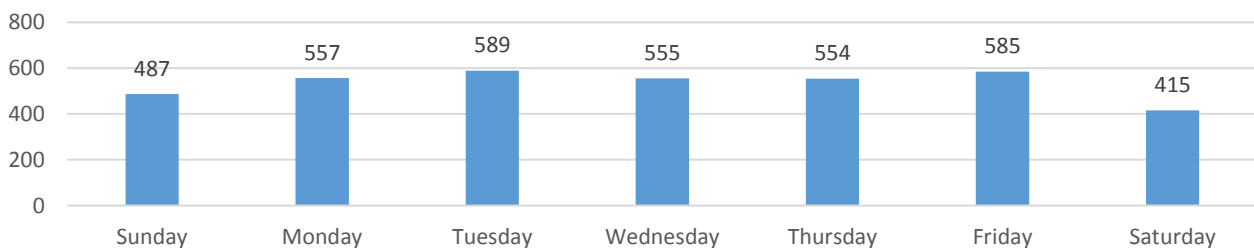
Hotline Contact - July 1 to September 30, 2018				
	Q1	Q2	Q3	YTD
Total Calls Received	2,777	2,969	3,355	9,101
Total SMS Texting & Online Chat Interventions	177	191	195	563
Other support lines			192	192
<b>Total Inbound Crisis Contacts</b>	<b>2,954</b>	<b>3,160</b>	<b>3,742</b>	<b>9,856</b>
Follow Up Calls Initiated	135	267	238	640
Follow Up Text Conversations Initiated	22	17	16	55
<b>Total Outbound Crisis Contact:</b>	<b>157</b>	<b>284</b>	<b>254</b>	<b>695</b>
<b>Total initial calls and follow ups:</b>	<b>3,111</b>	<b>3,444</b>	<b>3,996</b>	<b>10,551</b>

## Call / Contact Volume for July - September 2018

### Q3 2018 Contacts by Time of Day



### Q3 2018 Contacts by Day of Week



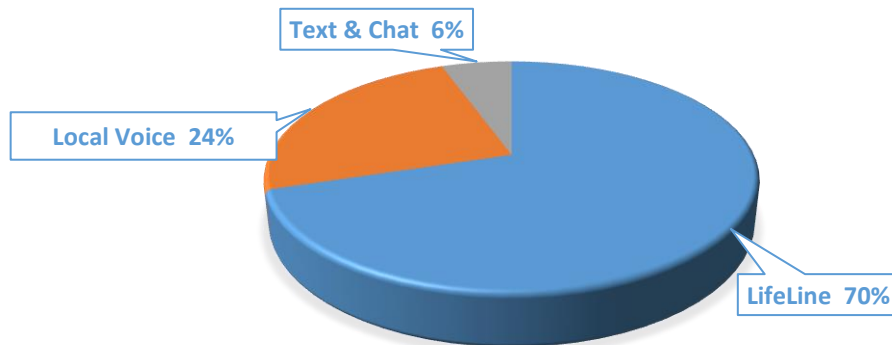
## Contacts by County July - September 2018

	Q1	Q2	Q3	YTD
Ada	879	613	795	2,287
Adams	4	0	1	5
Bannock	58	40	64	162
Bear Lake	0	0	0	0
Benewah	2	4	2	8
Bingham	93	38	218	349
Blaine	10	8	11	29
Boise	3	1	2	6
Bonner	12	29	15	56
Bonneville	74	51	49	174
Boundary	3	3	1	7
Butte	1	0	2	3
Camas	0	0	0	0
Canyon	188	179	446	813
Caribou	2	1	2	5
Cassia	24	9	2	35
Clark	0	0	0	0
Clearwater	1	2	2	5
Custer	2	0	0	2
Elmore	13	13	17	43
Franklin	1	1	2	4
Fremont	7	4	0	11
Gem	11	4	8	23
Gooding	4	24	24	52
Idaho	3	1	5	9

	Q1	Q2	Q3	YTD
Jefferson	4	5	5	14
Jerome	6	10	10	26
Kootenai	55	84	50	189
Latah	44	40	26	110
Lemhi	3	0	2	5
Lewis	1	0	0	1
Lincoln	0	0	1	1
Madison	17	17	8	42
Minidoka	5	1	1	7
Nez Perce	19	18	23	60
Oneida	0	0	0	0
Owyhee	1	0	3	4
Payette	5	13	6	24
Power	4	2	1	7
Shoshone	12	23	19	54
Teton	2	2	2	6
Twin Falls	40	37	24	101
Valley	6	2	5	13
Washington	2	2	0	4
Non-specified Idaho or Responder Unable to Collect	966	1,041	476	2,483
Outside Idaho	367	838	1,412	2,617
<b>Total Contacts</b>	<b>2,954</b>	<b>3,160</b>	<b>3,742</b>	<b>9,856</b>

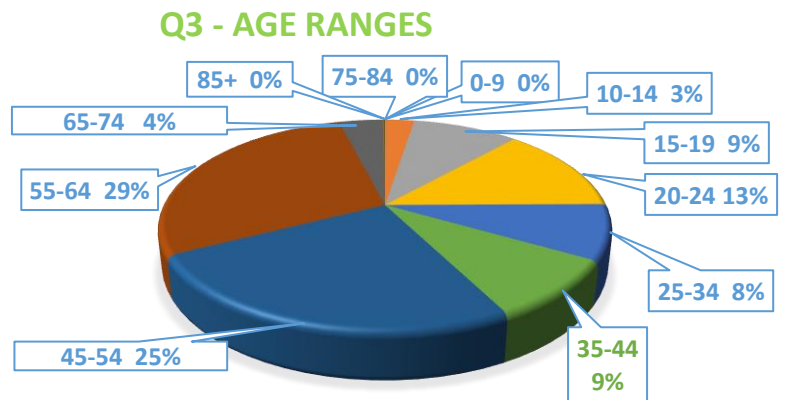
ISPH tracks the number of calls/contacts received from the National Suicide Prevention Lifeline (NSPL) 800-273-8255, from our combined local voice/ crisis text number 208-398-4357, and from our chat portal. The following chart depicts how individuals reached ISPH in the 3<sup>rd</sup> Quarter of 2018:

### Q3 - METHOD OF CONTACT

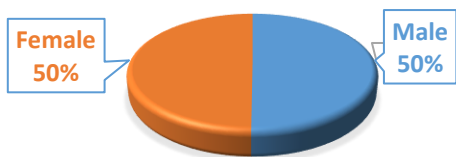


**Contact demographics.** Our Responders collect demographic information from callers, to track utilization and better help specific populations who may be at higher risk for suicide. All caller information is provided voluntarily, and not all hotline contacts lend themselves to this sort of data collection. 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 highlights for July – September 2018:

Contact Age – Q3 Collected for 56% of Contacts				
	Q1	Q2	Q3	YTD
0 – 9	0	3	1	4
10 – 14	69	90	52	211
15 – 19	247	240	191	678
20 – 24	417	260	274	951
25 – 34	147	171	176	494
35 – 44	236	210	190	636
45 – 54	207	277	524	1,008
55 – 64	142	331	594	1,067
65 – 74	86	88	79	253
75 – 84	4	3	3	10
85 +	0	3	1	4



### Q3 - GENDER\*

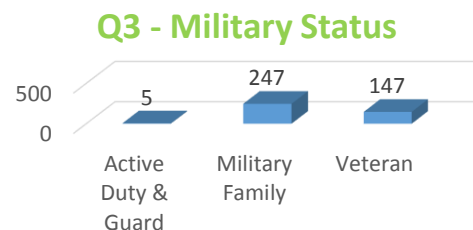


Identified Gender – Q3 Collected for 70% of Contacts				
	Q1	Q2	Q3	YTD
Male	753	788	1,307	2,848
Female	712	979	1,299	2,990
Intersex	1	2	2	4

- As a population known to be at elevated risk for suicide, ISPH collects information on hotline contacts who identify as transgender (separate from their identified gender). In the first quarter we had 67 contacts, in the second quarter we had 73 contacts, and in the third quarter we had 55 contacts with transgender individuals for an YTD total of 195 contacts.

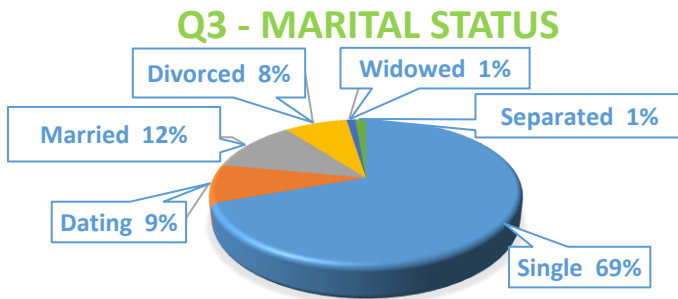
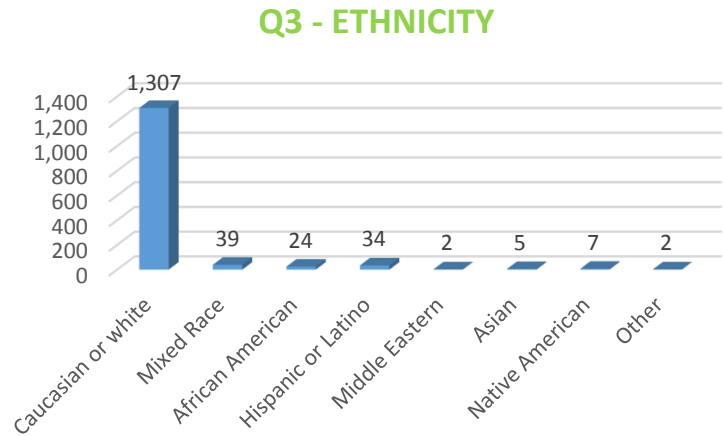
### Military calls made up approximately 9.57% of ISPH call volume

Military Status – Q3 Collected from 39% of Contacts				
	Q1	Q2	Q3	YTD
Active Duty & Guard	13	10	5	28
Military Family	141	162	247	550
Veteran	126	159	147	432

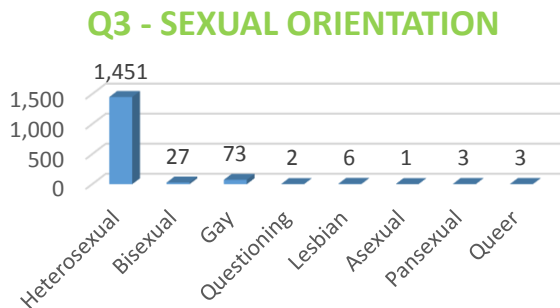


## Demographics Collected for July -September 2018, continued

Ethnicity –Q3 Collected for 38% of Contacts				
	Q1	Q2	Q3	YTD
Caucasian or white	863	852	<b>1,307</b>	3,022
Mixed Race	89	71	<b>39</b>	199
African American	22	25	<b>24</b>	71
Hispanic or Latino	18	26	<b>34</b>	78
Middle Eastern	9	1	<b>2</b>	12
Asian	8	4	<b>5</b>	17
Native American	6	6	<b>7</b>	19
Other	6	0	<b>2</b>	8



Marital Status – Q3 Collected for 52% of Contacts				
	Q1	Q2	Q3	YTD
Single	776	873	<b>1,340</b>	2,989
Dating	266	189	<b>164</b>	619
Married	154	155	<b>224</b>	533
Divorced	139	153	<b>153</b>	445
Widowed	33	47	<b>21</b>	101
Separated	20	29	<b>26</b>	75

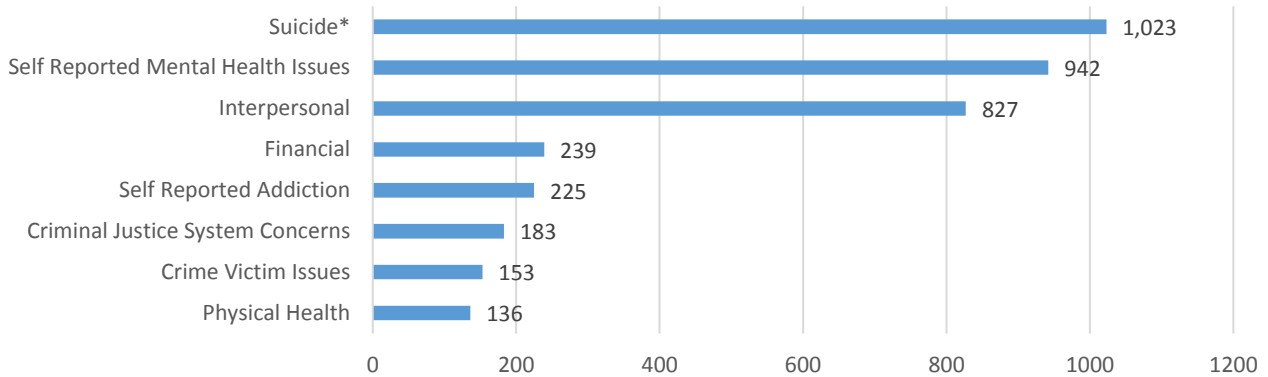


Sexual Orientation – Q3 Collected for 42% of Contacts				
	Q1	Q2	Q3	YTD
Heterosexual	829	1,004	<b>1,451</b>	3,284
Bisexual	194	50	<b>27</b>	271
Gay	64	101	<b>73</b>	238
Questioning	8	4	<b>2</b>	14
Lesbian	5	7	<b>6</b>	18
Asexual	3	2	<b>1</b>	6
Pansexual	2	1	<b>3</b>	6
Queer	0	2	<b>3</b>	5

## Issues Addressed During Contacts for July - September 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:

### 3rd Quarter 2018 - Identified Issues for Contacts



\*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 asked or addressed during Q3 2018 was 2,939. Those individuals assessed to be “Not Suicidal” or for whom we could not determine a connection to suicide, were removed from this total.

## Call / Contact Outcomes for July - September 2018

Caller Reactions *	Q1	Q2	Q3	YTD
Appreciates service	1,931	2,055	<b>2,384</b>	6,370
Perceived improvement	393	446	<b>581</b>	1,420
Unable to Determine	362	324	<b>406</b>	1,092

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

Disposition *	Q1	Q2	Q3	YTD
911 Dispatched - Rescue / Welfare Check at caller’s request and/or with consent	18	16	<b>20</b>	54
911 Dispatched - Rescue/Welfare Check without caller’s knowledge and/or consent	28	20	<b>36</b>	84
Caller agreed to go to the hospital	14	20	<b>16</b>	50
Caller agreed to go to or accepted referral to local Crisis Center	124	152	<b>212</b>	488
Created Safety Plan with Caller	728	761	<b>791</b>	2,280
Created Safety Plan with 3 <sup>rd</sup> Party Caller	177	211	<b>230</b>	618
Made Contact with Person at Risk	4	10	<b>9</b>	23
Information / Referral	98	148	<b>173</b>	419
Support + Referral	206	348	<b>354</b>	908
Support Only	988	1,043	<b>1,353</b>	3,384

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

## Community Partnerships Contacts for July - September 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, to receive structured follow-up calls from ISPH.

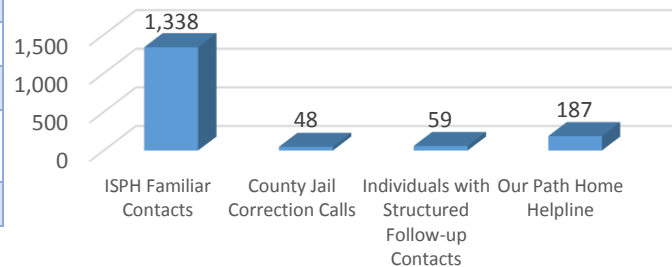
We also provide free access hotline for Ada County Jail inmates, and serve as an after-hours crisis phone response for other mental health providers.

During this quarter, our hotline responders have also begun serving as backup/overflow responders for the “Our Path Home (OPH) Homeless Helpline.” This hotline screens individuals and families in Ada County experiencing a housing crisis for assistance from a trained housing advocate or refers them to appropriate agencies to help.

Below are stats on familiar callers, structured follow ups, other hotlines and jail calls for 2018:

Community Partnerships and Familiar Contacts				
	Q1	Q2	Q3	YTD
ISPH Familiar Contacts	882	894	<b>1,338</b>	<b>3,114</b>
County Jail Correction Calls	217	82	<b>48</b>	<b>347</b>
Individuals with Structured Follow-up Contacts	16	54	<b>59</b>	<b>129</b>
Our Path Home Helpline	0	0	<b>187</b>	<b>187</b>

Q3 - Community Partnerships and Familiar Contacts





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## Volunteers & Training

**The next full training for hotline volunteers begins January 2019.**

Our 18th Responder Training began September 27, 2018. For information on volunteering, or to apply, go to [www.idahosuicideprevention.org/volunteer](http://www.idahosuicideprevention.org/volunteer). ISPH currently has about 70 active volunteers working with the hotline.

During responder training cycles we offer *two* of our 2-day Applied Suicide Intervention Skills Training (ASIST), workshops, with several training spots available for community members and professionals from law enforcement, mental health and advocacy organizations alongside volunteers taking the full 5 week training.

In collaboration with The American Foundation for Suicide Prevention and the Suicide Prevention Action Network, ISPH co-hosted a 2-day safeTalk T4T (training for trainers), certifying 8 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 launch a new Community Trainings Program in the coming months.

This quarter 76 volunteers contributed a total of 3,240 hours staffing the hotline, and 39 volunteers contributed 180 hours representing the Hotline at 5 events, for an approximate in-kind value of \$65,663. To date ISPH has trained over 270 phone room responders.

## Outreach

Hotline staff and volunteers provide outreach to community organizations whenever possible. We have created a new outreach-specific volunteer program- for more information or to apply, email [outreach@jannus.org](mailto:outreach@jannus.org) or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>

To request outreach materials and/or hotline tabling or presentations, email our Outreach Coordinator at [outreach@jannus.org](mailto:outreach@jannus.org) and include "request for Hotline outreach materials/tabling" in the subject line, visit [www.idahosuicideprevention.org/outreach](http://www.idahosuicideprevention.org/outreach) or call 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. 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 | • St. Luke's Employees                               |
| • 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                      |
| • Jeker Family Trust                     | • Jeeves Ads   |



## Idaho Suicide Prevention Hotline 3<sup>rd</sup> Quarter 2018 Report

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 19-20 is \$788,939. Staffing and budget plans include a robust mix of paid and volunteer staff, efforts to recruit volunteer phone responders for evening & weekend shifts, increasing grant opportunities, and fundraising events. We are currently recruiting to fill a part-time fund development position to help ensure the long-term sustainability of these critical services. Online donations to the hotline can be made at:

[www.idahosuicideprevention.org/donate](http://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.

### ***Plans for the Next Quarter***

Top goals for the Hotline's next quarter of operation are: recruiting for our Winter Volunteer Phone Responder class, expanding community partnerships, launching a new Community Trainings Program, and hosting a 6<sup>th</sup> anniversary film fundraiser: <https://www.idahosuicideprevention.org/s-word/>

### ***Contact Information***

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