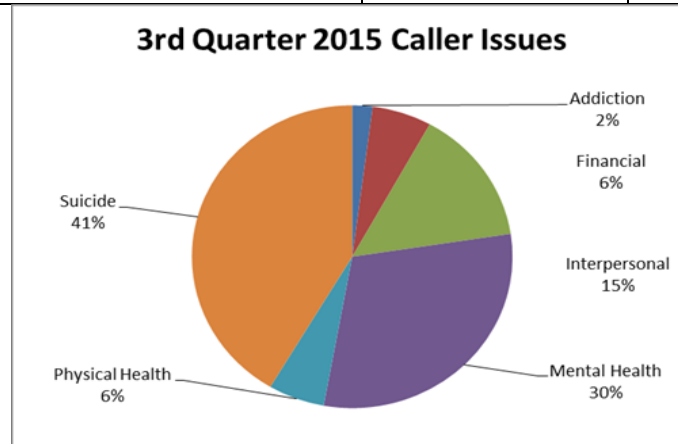


Report for July- September 2015

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus (Formerly Mountain States Group) continues 2015 with its third full quarter of 24/7 phone response, highest ever quarterly call volume, and on-boarded it's largest ever phone responder class graduating from training. Below is a summary of the main accomplishments and activities that occurred from July-September 2015:

Idaho Suicide Prevention Hotline Call Statistics January 1 to September 30, 2015		
	3rd Quarter	2015
Total Calls Received	1378	3648
Military Members / Families	126	489
Rescue Calls (approximate)	24	87
Follow Up Activities Completed	160	527
Percentage of Calls Receiving Follow Up Activities	7%	10%
Caller Age:		
10 - 14	23	104
15 - 19	115	353
20 - 24	103	297
25 - 34	190	460
35 - 44	175	320
45 - 54	126	332
55 - 64	176	556
65 - 74	27	83
75 - 84	6	17
85+	1	4
Didn't Report	436	1122
Total Calls Received	1378	3648



**Idaho Suicide Prevention Hotline
Calls by County
January 1 to September 30, 2015**

County	3rd Quarter	2015
Ada	284	921
Adams		15
Bannock	59	184
Bear Lake		4
Benewah		17
Bingham	18	40
Blaine	15	48
Boise	9	23
Bonner	25	98
Bonneville	39	161
Boundary	5	9
Butte		
Camas		
Canyon	180	415
Caribou	1	5
Cassia	61	82
Clearwater		7
Clark		
Custer	2	6
Elmore	14	52
Franklin	4	5
Fremont	33	37
Gem	5	36

County	3rd Quarter	2015
Gooding	4	10
Idaho	1	24
Jefferson	4	7
Jerome	8	24
Kootenai	61	348
Latah	8	33
Lemhi	2	20
Lewis	1	4
Lincoln		1
Madison	4	18
Minidoka	3	17
Nez Perce	41	101
Oneida	1	2
Owyhee	4	22
Payette	4	13
Power	1	8
Shoshone	4	25
Teton	1	1
Twin Falls	39	173
Valley	2	15
Washington		1
Caller Refused / Unable to Collect Data	382	420
* Other	49	216
Total Calls Received	1378	3668

* Calls received by out of state callers with 208 area code cell phone numbers

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.

Caller Reactions	Total	1st Q	2nd Q	3rd Q	2015 so far
Appreciates service	2202	703	638	800	2141
Dissatisfied	86	20	33	32	85
No perceived difference	995	266	319	384	969
Perceived improvement	802	235	264	284	783

Call Disposition	Total	1st Q	2nd Q	3rd Q	2015 so far
1) 911 Dispatched	88	36	27	24	87
2) Caller agreed to go to the hospital	33	10	12	11	33
3) Created Safety Plan with Caller	232	78	71	77	226
4) Made contact with person-at-risk	9	3	4	2	9
5) Created Safety Plan with 3rd party caller	98	40	31	24	95
6) Support + Referral	663	207	219	222	648
7) Support only	1656	481	466	664	1611
8) Information/Referral	324	92	110	113	315
9) No service provided	387	111	129	138	378

Staff

The hotline operates with 6.25 FTE's, a new Americorps volunteer acting as Outreach Coordinator and 3 interns that began this September. We continue to seek qualified clinicians interested in giving back to the community to volunteer their time 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 January 31, 2016! All persons interested in volunteering for ISPH should contact Volunteer Coordinator Nina Leary at 208-258-6992.

ISPH on boarded its largest ever class of 22 Volunteer Phone Responders in June and currently has 65 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 3385.8 hours on the phones for an approximate in-kind value of \$58,506. ISPH has trained 140+ volunteers since launch. Our recently expanded curriculum of 45+ 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.

Crisis Text & Chat Response

ISPH brought Molly Brack from Contact USA (our accrediting body) to Boise to train hotline staff in this specialized form of crisis response on July 15. ISPH plans to incrementally implement crisis text and chat response in the Fall of 2015 and has acquired a dedicated crisis text number 208-398-HELP which will be activated at that time.

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. Please direct requests for statistics related to caller demographics, to jreusser@jannus.org with "request for Hotline statistics" in the subject line. If your agency receives an email from noreply@icarol.com on behalf of the Hotline it is not junk mail but a request from ISPH volunteers to either confirm or update listing info. 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, including outreach letters and materials to every hospital in the state outside of the Treasure Valley. ISPH now has a video PSA 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 Tanya Barnes at 258-6994 or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>

Staff and volunteers have distributed over 10,000 wallet cards and other outreach materials throughout the state this quarter.

- Outreach materials/ Hotline presentations are available upon request by emailing tbarnes@jannus.org and including "request for Hotline outreach materials" in the subject line, visiting www.idahosuicideprevention.org/outreach or calling 258-6994.
- A video PSA (thanks to the City of Meridian) is available for free distribution and outreach http://www.youtube.com/watch?v=_lICtJelcY4
- We have revamped our website! It is cleaner, simpler, more informative and user- friendly www.idahosuicideprevention.org.
- Stylish Hotline logo/ phone number t-shirts and hoodies are available to donors! Visit us at the ISPH website or Facebook page: www.facebook.com/idahosuicideprevention.



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 *anywhere* in the state, call Tanya Barnes at 258-6994.

Sustainable Funding

ISPH has been operating for almost 3 years, thanks to generous support from the following donors.

• 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	

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 \$454,000. Staffing and budget plans for year 3 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. ISPH got its first modest fee for service contract this quarter with The Idaho Lives Project and held 2 successful fundraisers in September for National Suicide Awareness week, raising almost \$6,000 over 2 days.

The ISPH Advisory Board met in person in September and 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 10th volunteer Phone Responder class, beginning crisis text & chat response, 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

Tanya Barnes, Outreach Coordinator
208-258-6994
tbarnes@jannus.org

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