

Idaho Suicide Prevention Hotline 4th Quarter / Final 2017 Report



Report for January - December 2017

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, began its 6th year of continuous service after celebrating the fifth anniversary of our launch in November. We ended 2017 with over 60% more contacts than were recorded for 2016. We had multiple successful outreach events, completed improvements to our space, continued implementing a targeted rural outreach grant, and formally launched crisis chat service www.idahosuicideprevention.org/chat/. Our main contact numbers remain: The National Suicide Prevention Lifeline 800-273-8255, or our combined voice/ text number 208-398-4357. Below is a summary of our main accomplishments from October – December 2017:

Contact Statistics January 1 to December 31, 2017					
	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	2017 Total
Total Calls Received	1,868	2,213	2,170	2,727	8,978
SMS Texting or Online Chat Interventions	164	147	84	158	553
Total Inbound Contacts	2,032	2,360	2,254	2,885	9,531

First time (non-repeat) Contacts	1,336	1,663	1,651	2,082	6,732
Military Member / Families Contacts	290	210	186	175	861
Rescue Calls	35	41	40	45	161
Follow Up Actions Completed	172	150	186	154	662
Percentage of Contacts W/ follow up Actions	3%	2%	3%	2%	2%

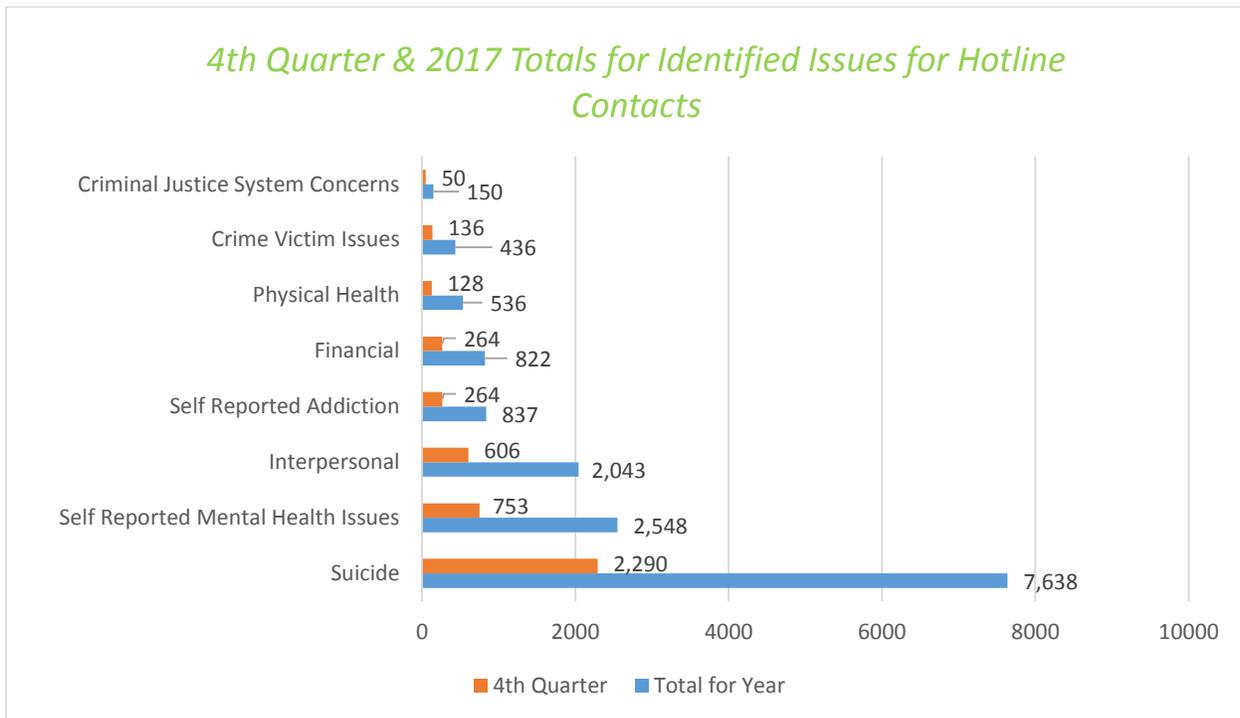
Caller's Age					
10 – 14	109	72	40	67	288
15 – 19	136	198	214	191	739
20 – 24	112	147	150	182	591
25 – 34	135	168	147	160	610
35 – 44	106	200	250	496	1,052
45 – 54	230	185	149	174	738
55 – 64	261	255	169	134	819
65 – 74	44	44	27	25	140
75 – 84	1	1	4	5	11
85 +	0	1	1	0	2
Did not Collect	898	1,089	1,103	1,451	4,541

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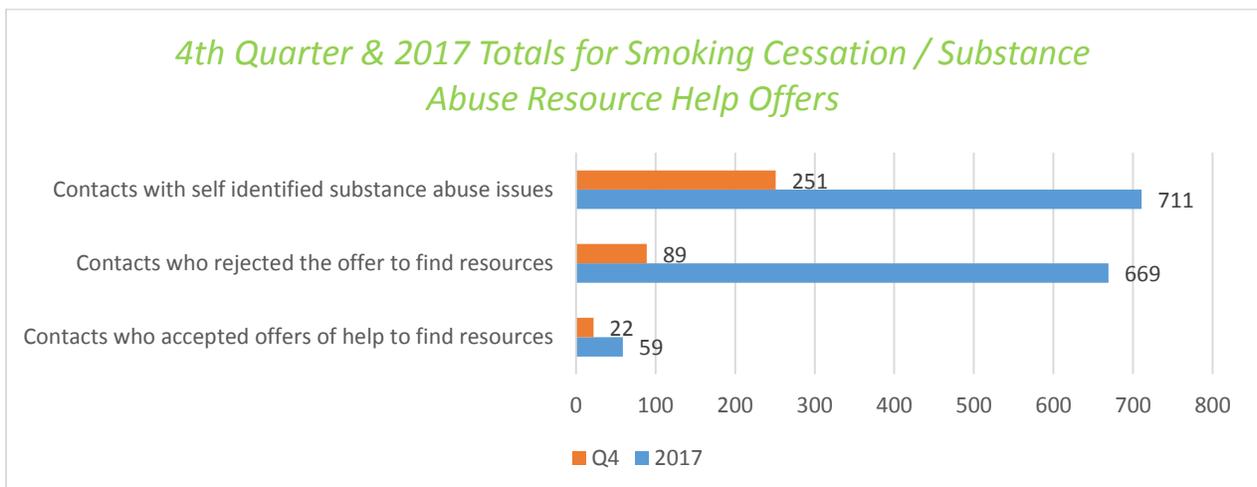


Issues Addressed During Hotline Contacts

Individuals often address multiple issues during their contact with the hotline. The following is a listing of the number of individuals who brought specific issues up during contacts with ISPH:



Substance Abuse & Tobacco Cessation Support Offers



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Contacts by County

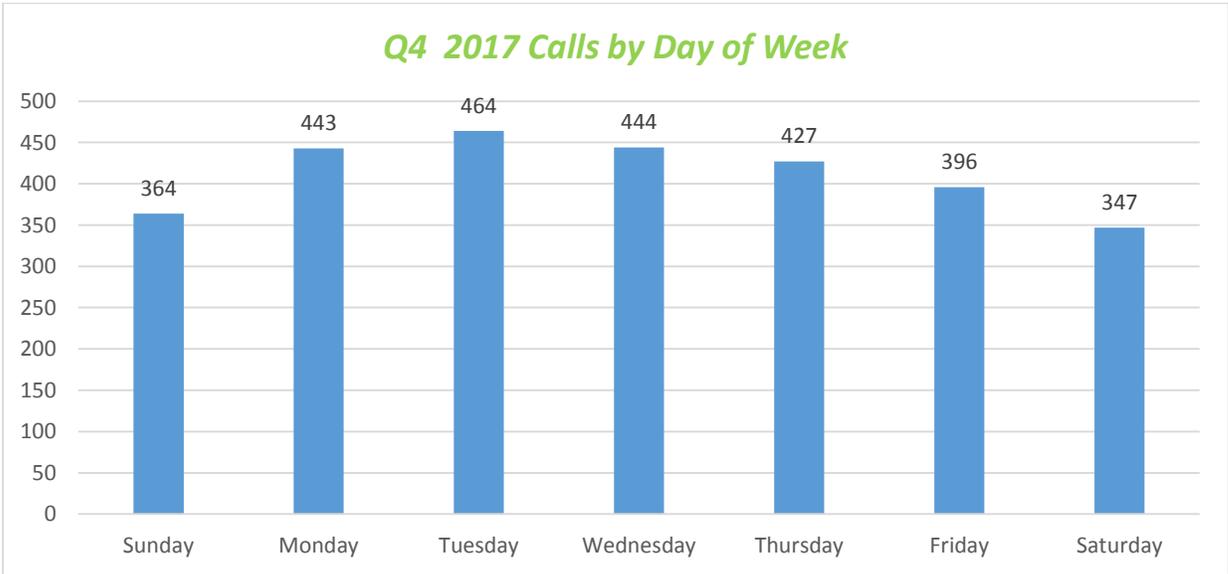
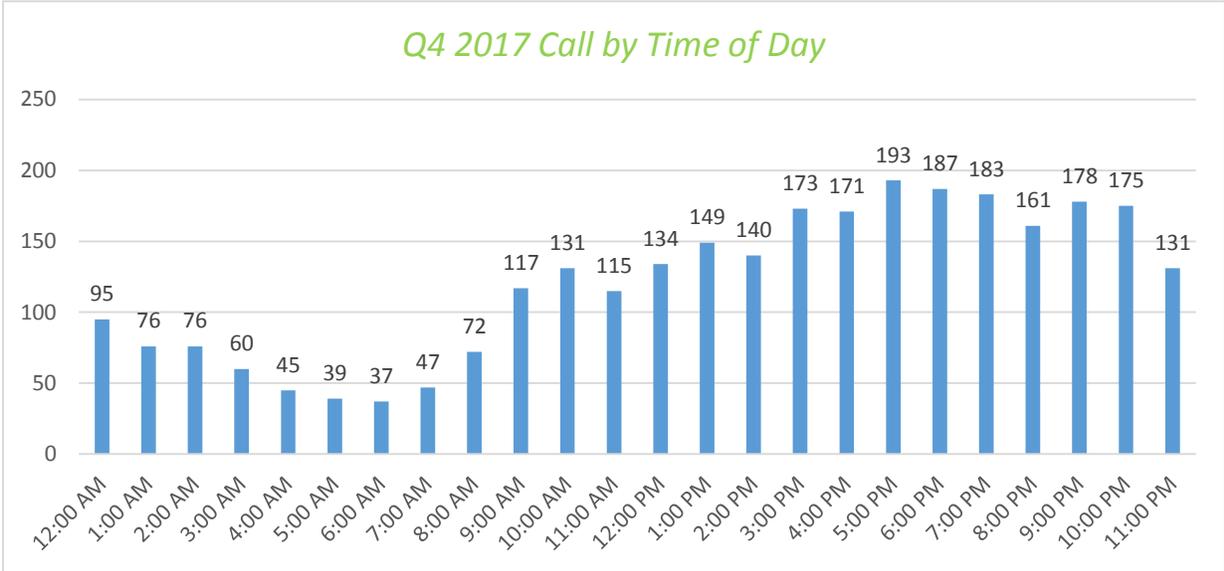
	Q1	Q2	Q3	Q4	YTD		Q1	Q2	Q3	Q4	YTD
Ada	445	518	451	545	1959	Jerome	9	17	10	12	48
Adams	1	1	2	1	5	Kootenai	43	100	50	56	249
Bannock	55	69	95	78	297	Latah	50	41	21	37	149
Bear Lake	1	0	0	0	1	Lemhi	1	3	2	0	6
Benewah	0	1	0	0	1	Lewis	2	2	0	2	6
Bingham	13	23	79	263	378	Lincoln	0	6	0	1	7
Blaine	7	11	14	9	41	Madison	7	28	49	10	94
Boise	2	2	4	3	11	Minidoka	3	8	1	2	14
Bonner	23	100	14	13	150	Nez Perce	25	25	22	20	92
Bonneville	88	70	85	53	296	Oneida	0	0	1	1	2
Boundary	0	1	2	2	5	Owyhee	1	3	5	3	12
Butte	0	2	0	1	3	Payette	14	7	9	8	38
Camas	0	1	1	0	2	Power	0	2	2	6	10
Canyon	205	193	165	167	730	Shoshone	7	16	13	15	51
Caribou	1	2	0	2	5	Teton	2	7	4	1	14
Cassia	5	11	5	9	30	Twin Falls	61	48	35	32	176
Clark	0	0	1	0	1	Valley	3	6	6	5	20
Clearwater	3	0	1	10	14	Washington	4	4	6	6	20
Custer	3	0	3	0	6	Caller Refused or Responder Unable to Collect	652	783	880	1,198	3,515
Elmore	4	6	6	11	27	Outside Idaho*	260	222	178	270	930
Franklin	3	1	5	4	13	Total Contacts	2,032	2,360	2,254	2,885	9,531
Fremont	2	3	6	6	17						
Gem	10	8	16	5	39						
Gooding	5	2	2	9	18						
Idaho	9	2	0	3	14						
Jefferson	3	5	3	6	17						

**Calls to the hotline come in through our local number, or a national 800 number 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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Call / Contact Volume for October – December 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 Lifeline calls in Q4 2017 was 82%. The other 18% of calls came in while our responders were helping other callers. Those calls were routed to other centers in the NSPL network, so no Lifeline call ever goes unanswered!

Caller Reactions *	1 st Q	2 nd Q	3 rd Q	4 th Q	2017
Appreciates service	1251	1449	1378	1,786	5,864
Perceived improvement	329	340	319	303	1,291
Unable to Determine	312	311	272	391	1,286

*Totals based on available data gathered by Responders

Disposition *	1 st Q	2 nd Q	3 rd Q	4 th Q	2017
911 Dispatched - Rescue / Welfare Check at caller's request or with consent	19	16	13	16	64
911 Dispatched - Rescue/Welfare Check without caller's knowledge and/or consent	16	23	26	28	93
Caller agreed to go to the hospital	8	6	17	17	48
Created Safety Plan with Caller	314	367	359	625	1,665
Created Safety Plan with 3 rd Party Caller	70	92	92	133	387
Made Contact with Person at Risk	6	7	1	0	14
Information / Referral	114	112	105	99	430
Support + Referral	195	240	255	206	896
Support Only	822	859	804	1,020	3,505

*Based on available data gathered by Responders

Staff

The hotline operates with 9.31 FTE's. 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. Our long-time Volunteer Coordinator Nina Leary transitioned from ISPH in December. Our new Volunteer Coordinator, Alex McNish, begins work on January 29. ISPH currently has 6 practicum students from the BSU School of Social Work.

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Volunteers & Training

Spring Responder Training begins Tuesday April 3rd! ISPH is currently recruiting for our Spring 2018 class through late March. For application information, call Sharon Lightning at 208-813-3070 or go to www.idahosuicideprevention.org/volunteer. ISPH currently has 100+ active volunteers on the phones. Our overnight phone coverage continues to be provided by paid supervisory staff. In the 4th Quarter of 2017, 105 volunteers contributed a total of 3,870 hours to ISPH, for an in-kind value of \$74,304. For all of 2017, volunteers contributed a total of 14,891 hours, for a total in-kind value of \$285,907.

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. We completed our infrastructure upgrades in the 4th quarter, and have 6 active phone responder stations in our main phone room, with the capacity to flex up to a total of 10 stations if needed. Additionally we have increased internet & network bandwidth, contributing to overall improvement in call quality.

Crisis Text, Local Voice Number & Launch of Crisis Chat

After a test period, ISPH formally launched crisis chat response on November 27th. Help seekers can access our crisis chat portal Monday-Friday from 3 PM- Midnight Mountain time at www.idahosuicideprevention.org/chat/. Outside those hours, help seekers are directed to call the hotline or to access the National Suicide Prevention Lifeline's crisis chat service.

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 directly. Unlike the Lifeline number, all voice calls to 208-398-HELP (4357) are managed in-house. If all Responders are handling calls, then callers 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 is constantly improving its resource & referral database to be more comprehensive, readily searchable and updatable. If you are a provider, contact George Austin gaustin@jannus.org to have your listing added to our database.

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Outreach

Thanks to a grant from the Idaho Women’s Charitable Foundation, ISPH is conducting targeted outreach and education to Adams, Elmore and Washington counties through May of 2018. In addition to a billboard in each county, gatekeepers from these counties attend our 2-day ASIST workshops in Boise while our trainer brings 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. Hotline staff and volunteers provide outreach to community organizations whenever possible. We seek committed, personable individuals statewide who support the mission of ISPH to join our Ambassador Corps in helping raise awareness of this vital program. To get involved email outreach@jannus.org.

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 Outreach Coordinator Meg Roberts at outreach@jannus.org including “request for Hotline outreach materials” in the subject line, visiting www.idahosuicideprevention.org/outreach or calling 208-258-6994.

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.

Sustainable Funding

ISPH has been operating for over 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 2nd annual golf fundraiser was held in June at Purple Sage golf course in Caldwell, doubling participation and revenue over 2016; and our 3rd annual Semicolon Tattoo event took place September 13 at Resurrected Tattoo in Boise, nearly doubling revenue over 2016. Our 2017 year end appeal revenues more than tripled over 2016.

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| • Idaho Department of Health and Welfare | • Redside Foundation |
| • Idaho Division of Veteran’s Services | • United Way of Treasure Valley |
| • J.A. and Kathryn Albertson Foundation | • Various Chapters of United Way Statewide |
| • Lions Club 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 |

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Online donations to the hotline can be made at www.idahosuicideprevention.org/donate.

The ISPH Advisory Board conducts regular 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 Q1 of 2018

Top goals for the Hotline's next quarter of operation are: Preparing and recruiting for our Spring Volunteer Responder training class, forming strategic partnerships with additional entities in the medical and first responder communities, and implementing an updated sustainable funding plan that is currently in development.

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