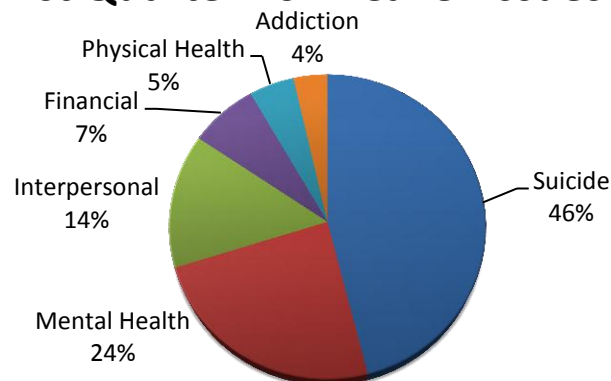


Report for January through March 2014

The Idaho Suicide Prevention Hotline (ISPH) entered its second year of continuous operations during this quarter, adding more late evening shifts for current operating hours of Monday-Friday 9am-1 am, training its 4th volunteer cohort and implementing recommendations from its successful national accreditation site evaluation. Below is a summary of the main accomplishments and activities that occurred during January- March 2014:

Idaho Suicide Prevention Hotline		
Call Statistics		
January 1 to March 31, 2014 with 2013 Annual Results		
	1st Quarter	2013
Total Calls Received	511	999
Military Members Served	134	120
Rescue Calls (approximate)	7	64
Follow Up Activities Completed	284	907
Percentage of Calls Receiving Follow Up Activities	39%	49%
Caller Age:		
10 - 14	23	29
15 - 19	50	111
20 - 24	26	57
25 - 34	34	116
35 - 44	26	84
45 - 54	62	165
55 - 64	108	75
65 - 74	19	25
75 - 84	3	6
85+	1	2
Didn't Report	159	329
Total Calls Received	511	999

1st Quarter 2014 Caller Issues



Idaho Suicide Prevention Hotline
Calls by County
January 1 to March 31, 2014 with 2013 Annual Results

County	1st Quarter	2013
Ada	136	275
Adams	4	4
Bannock	21	45
Benewah	1	1
Bingham	7	13
Blaine		7
Boise	4	5
Bonner	12	17
Bonneville	15	48
Boundary		3
Butte	5	1
Camas		2
Canyon	47	107
Caribou		5
Cassia	3	20
Clearwater	5	2
Custer	2	5
Duchesne		3
Elmore	6	7
Franklin	2	
Gem	1	5
Gooding	3	1
Idaho	2	4
Jefferson	1	1
Jerome	6	8
Kootenai	96	63

County	1st Quarter	2013
Latah	11	7
Lemhi	2	2
Lewis	1	1
Lincoln		2
Madison	6	2
Minidoka	2	3
Nez Perce	6	16
Owyhee	4	2
Payette	1	6
Power		3
Shoshone	5	7
Teton		2
Twin Falls	16	35
Valley	3	2
Washington	2	2
County Unknown:		
Idaho		1
Caller Refused / Unable to Collect Data	58	215
* Other	15	39
Total Calls Received	511	999

* 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.

Staff

ISPH continues to operate with 3.5 FTE’s of staff-one full time and 4 part-time positions, and an Americorps volunteer acting as Outreach Coordinator. Currently two trained volunteers with clinical skills and prior crisis line experience also help supervise the crisis phone room during their weekly shifts. ISPH seeks qualified clinicians interested in giving back to the community to volunteer a few hours per month of their time as phone room supervisors.

Volunteers & Training

Our next Phone Responder Training begins April 26! All persons interested in volunteering for ISPH should contact Nina Leary at 208-258-6992.

All Hotline calls are answered by trained Volunteer Phone Responders. This quarter they contributed a total of 2,214 hours to the Hotline for an in-kind value of \$42,509 (for 2013, 8,910 hours, valued at \$206,505). ISPH has trained 71 volunteers since launch with 51 volunteers currently active, a volunteer retention rate of 72%. ISPH has expanded its training curriculum to 34 + hours, increasing special topics, communications and role play elements in accordance with national accreditation through Contac USA that ISPH achieved this year. ISPH now has four staff certified as ASIST (Applied Suicide Intervention Skills Training) trainers, allowing for all ASIST training to be conducted in-house. To operate 24 hours per day/7 days per week, the Hotline will need at least 70 volunteer Phone Responders. All shifts will require on-site supervision ideally by a master's level clinician or equivalent. ISPH has begun recruiting a separate cohort of non-phone worker volunteers as Hotline Ambassadors and to assist with administrative and support tasks and conduct hotline outreach throughout the state.

Facilities

ISPH continues to operate its crisis phone room, conduct volunteer trainings and distribute marketing materials from its rent-free offices provided by the Lion's Club Sight and Hearing Foundation, for an in-kind value this quarter of \$6,000 (for 2013, \$24,000. ISPH completed its planned phone room upgrade project in February, installing 4 distinct Responder stations in its existing space, improving acoustics during increasingly busy shifts and expanding capacity for higher call volume and eventual round the clock response.

Hotline Data Capacity

ISPH Phone Responders gather multiple dimensions of demographic info from each caller. Requests for statistics related to caller demographics should be directed to ireusser@mtnstatesgroup.org with "request for Hotline statistics" in the subject line. The extensive ISPH resource database is continually updated by volunteers; 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.

Outreach

Hotline staff met with several community organizations this quarter and distributed over 20,000 + tri-fold wallet cards and several hundred bilingual marketing kits containing wallet cards, posters, rack cards, magnets and stickers throughout the state since launch.

- Outreach materials/ Hotline presentations are available upon request by emailing npounds@mtnstatesgroup.org and including "request for Hotline marketing materials" in the subject line.
- A video PSA (thanks to the City of Meridian) is available for free distribution and outreach <http://www.youtube.com/watch?v=llCtJelcY4>

- Stylish Hotline logo/ phone number t-shirts are available for sale via the ISPH website: www.idahosuicideprevention.org and the ISPH 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.

Sustainable Funding

ISPH has been in operation for 1+ year, 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	• Various Individual and Corporate Donors
• Saint Alphonsus Health System	• Wells Fargo
• Speedy Foundation	

Sustainability for ISPH depends upon sustained and robust public/ private partnerships. Hotline operations continue to require a diverse and varied mix of partner and funder investment in this vital service. Staffing and budget plans for year 2 include a mix of paid and volunteer supervisory staff and overnight phone workers to increase levels of staffing as we achieve 24/7 phone response with adequate coverage by the end of 2014.

The ISPH Advisory Board consisting of Kathie Garrett, Catherine Perusse, Lora Whalen, Peter Wollheim, Ann Kirkwood, Mary Pierce, and Karan Tucker had its third meeting, by conference call, in February 2014 to discuss strategic program goals related to operational compliance, hours expansion, outreach, and sustainable funding strategies to be pursued.

Plans for the Next Quarter

Top goals for the Hotline’s next quarter of operation are: training our fifth volunteer cohort, adding weekend day shifts, continuing to develop and pursue sustainable funding strategies, broadening advisory board membership and increasing the breadth and penetration of our marketing and outreach efforts.

Contact Information

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