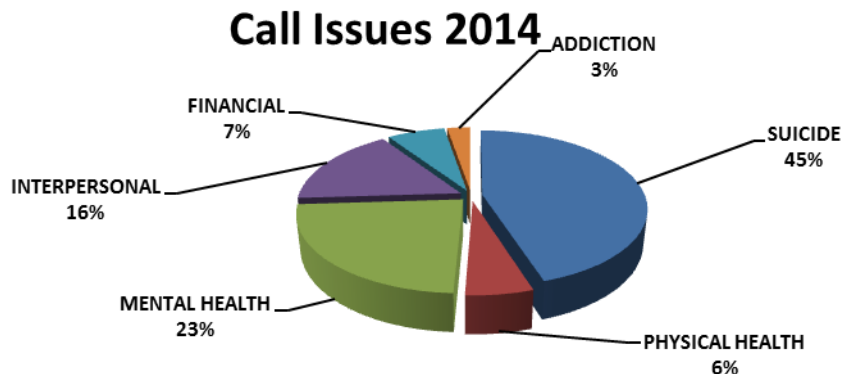


## Report for October through December 2014

The Idaho Suicide Prevention Hotline (ISPH), a program of Mountain States Group, Inc. begins its third year of operations: Celebrating its 2 year anniversary, achieving 24/7 phone response and nearly tripling call volume from the previous year. Below is a summary of the main accomplishments and activities that occurred during October-December 2014:

Idaho Suicide Prevention Hotline		
Call Statistics		
October 1 to December 31, 2014		
	4th Quarter	Year to Date
Total Calls Received	1001	2869
Military Members / Families	222	660
Rescue Calls (approximate)	47	147
<b>Caller Age:</b>		
10 - 14	20	94
15 - 19	101	311
20 - 24	95	238
25 - 34	132	307
35 - 44	62	160
45 - 54	111	285
55 - 64	199	565
65 - 74	18	84
75 - 84	6	21
85+	0	5
Didn't Report	257	799
<b>Total Calls Received</b>	<b>1001</b>	<b>2869</b>



**Idaho Suicide Prevention Hotline**  
**Calls by County**  
**October 1 to December 31, 2014**

County	4th Quarter	Year to Date	County	4th Quarter	Year to Date
Ada	303	810	Idaho	0	5
Adams	2	11	Jefferson	4	5
Bannock	39	138	Jerome	17	49
Bear Lake	3	6	Kootenai	171	477
Benewah	12	22	Latah	28	78
Bingham	12	32	Lemhi	0	3
Blaine	10	23	Lewis	1	3
Boise	8	34	Madison	8	25
Bonner	25	50	Minidoka	3	11
Bonneville	50	138	Nez Perce	20	39
Boundary	1	1	Owyhee	4	11
Butte	0	6	Payette	8	20
Canyon	86	287	Power	8	17
Caribou	1	3	Shoshone	7	18
Cassia	9	20	Teton	1	4
Clearwater	1	8	Twin Falls	43	100
Custer	0	4	Valley	7	12
Elmore	5	19	Washington	2	10
Franklin	2	17	Unknown	1	1
Fremont	0	2	Caller Refused/ Unable to Collect Data	60	232
Gem	8	14	*Other	26	90
Gooding	5	14	<b>Total Calls Received</b>	<b>1001</b>	<b>2869</b>
*Calls from out of state callers with 208 area coded 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**

The hotline operates with 7.18 FTE's, an Americorps volunteer acting as Outreach Coordinator who has begun her second year with the hotline, and an MSW intern. ISPH continues to seek qualified clinicians interested in giving back to the community to volunteer their time as phone room supervisors, and interns from counseling or social work programs.

### **Volunteers & Training**

**Our next Phone Responder Training begins January 31, 2015! All persons interested in volunteering for ISPH should contact Nina Leary at 208-258-6992.** Most hotline calls between 9 am and 1 am are answered by trained Volunteer Phone Responders. This quarter volunteers contributed a total of 2,576 hours, an approximate in-kind value of \$48,990 (for 2014, 9836 hours, valued at approximately \$179,053). ISPH has trained 100+ volunteers since launch with 50+ volunteers currently active. Our recently expanded curriculum of 40+ hours includes a full day of communication skills and the 2-day Applied Suicide Intervention Skills Training (ASIST). To operate 24 hours per day/7 days per week with a minimum of 2 volunteer responders per shift, the Hotline will need approximately 84 volunteer Phone Responders. All shifts have onsite supervision by a master's level clinician or equivalent. Our initial overnight phone coverage is provided by paid supervisory staff as we continue to recruit and train more responders.

### **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 \$3,800 (for 2014, \$23,800).

### **Crisis Text Response**

ISPH joined a pilot project this quarter called TextToday- we have added text response functionality to our existing icarol call management software and staff are learning and practicing simulated text response in a "sandbox" with other centers nationwide and within our own center, at no risk and free of charge to ISPH in preparation to implement this response capacity later in 2015.

### **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 [jreusser@mtnstatesgroup.org](mailto:jreusser@mtnstatesgroup.org) with "request for Hotline statistics" in the subject line. The extensive ISPH resource database is updated via phone and email by volunteers; if your agency receives an email from [noreply@icarol.com](mailto: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 Outreach coordinator Nancy Pounds ([npounds@mtnstatesgroup.org](mailto:npounds@mtnstatesgroup.org)) to have your listing added to our database.

## Outreach

- Hotline staff provided training and presentations, tabling representation to many organizations this quarter, including the Idaho Tax Commission, Terry Reilly Health Services, Region 3 Behavioral Health, Northwest Perianesthesia Nurses Association Fall Conference, Nampa Police Department’s Crisis Intervention Training (CIT) and the BSU Health Fair.
- The Hotline Director made a second trip to North Idaho and met with several partners and stakeholders, including Lewis & Clark State College, U of I and United Way of Lewiston and Kootenai County.
- ISPH will hold its first formal training for Hotline Outreach Ambassadors in January 2015.

Staff have distributed over 50,000 wallet cards and several hundred outreach kits containing the cards, stickers, magnets and other materials throughout the state. Hotline number QR codes have been added to all new outreach materials.

- Outreach materials/ Hotline presentations are available upon request by emailing [npounds@mtnstatesgroup.org](mailto:npounds@mtnstatesgroup.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
- A video PSA (thanks to the City of Meridian) is available for free distribution and outreach <http://www.youtube.com/watch?v=llCtJelcY4>
- We have revamped our website! It is cleaner, simpler, more informative and user- friendly [www.idahosuicideprevention.org](http://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](http://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, call Nancy Pounds at 258-6994.

## Sustainable Funding

ISPH has been in operation for 2+ 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	• Various Individual and Corporate Donors
• Saint Alphonsus Health System	• Wells Fargo
• Speedy Foundation	• United Way of Southeast Idaho

ISPH implemented a new donor management software program, Bloomerang this quarter, and conducted our first formal year end funding appeal via email and snail mail.

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. 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 overnight shifts and expanded, assertive exploration of grant opportunities.

The ISPH Advisory Board consisting of Kathie Garrett, Catherine Perusse, Lora Whalen, Peter Wollheim, Ann Kirkwood, Mary Pierce, and Karan Tucker had its sixth meeting, in October 2014 to discuss strategic program goals related to operational/ accreditation compliance, hours expansion, outreach, and sustainable funding strategies to be pursued. ISPH is seeking 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 8<sup>th</sup> volunteer Phone Responder cohort, continuing to develop capacity for crisis text response to be implemented later in 2015, broadening our advisory board membership, continuing to increase our marketing and outreach efforts, implementing follow up calls to discharged emergency department patients in partnership with the St Alphonsus Boise Regional medical center, formally implementing our Volunteer Outreach Ambassador program, and continuing to seek a broad base of sustainable funding.

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