



Idaho Suicide Prevention Hotline 1st Quarter 2017 Report

Report for January - March 2017

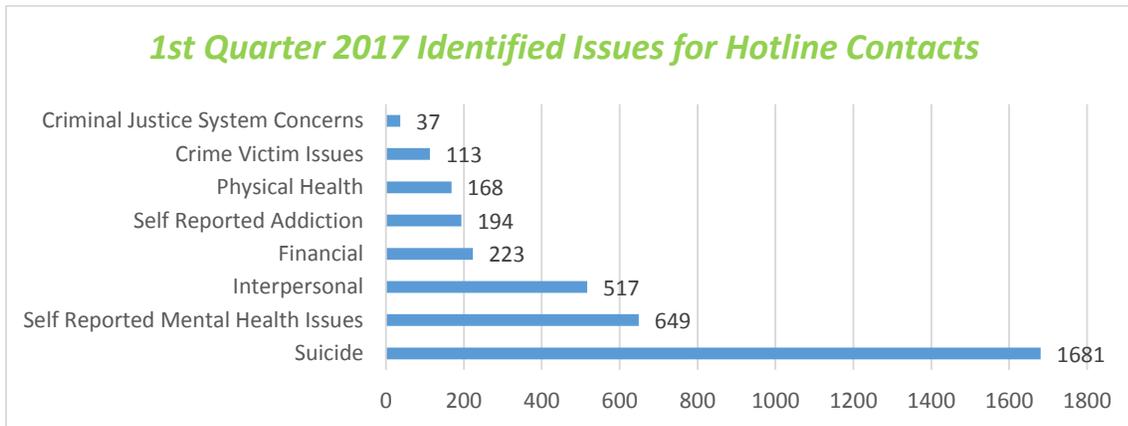
The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, has served Idahoans since November 2012. Our volume of crisis contacts has increased 30% over the past 5 months and continues to grow. People seeking help can reach us through the National Suicide Prevention Lifeline number 800-273-TALK (8255) or our local voice and text number 208-398-HELP (4357). Below is a summary of our main accomplishments from January-March 2017:

Contact Statistics January 1 to March 31, 2017	
1 st Quarter 2017	
Total Calls Received	1,870
Total SMS Texting Interventions	164
Total Inbound Contacts	2,034
First time (non-repeat) Contacts	1,379
Military Member / Families Contacts	285
Rescue Calls	35
Follow Up Actions Completed	172
Percentage of Contacts W/ follow up Actions	3%
Contact Age:	
10 – 14	109
15 – 19	136
20 – 24	108
25 – 34	132
35 – 44	106
45 – 54	227
55 – 64	255
65 – 74	44
75 – 84	1
85 +	0
Did not Collect	916

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Issues Addressed During Contacts for January -March 2017

Individuals often address multiple issues during their calls or texts with the hotline. The following reports of the number of individuals bringing up these issues during their contacts with ISPH:



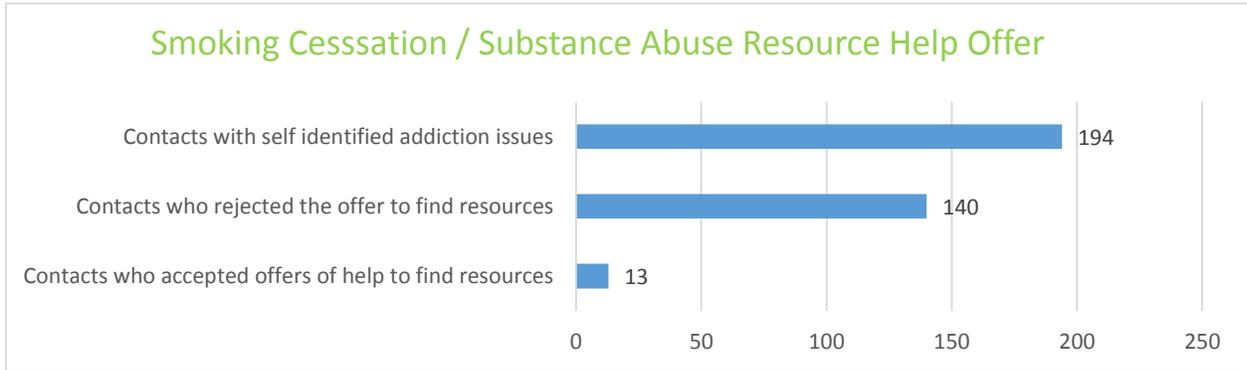
Contacts by County Q1 2017

Ada	438	Jefferson	3
Adams	1	Jerome	9
Bannock	49	Kootenai	43
Bear Lake	1	Latah	50
Benewah	0	Lemhi	1
Bingham	13	Lewis	2
Blaine	7	Lincoln	0
Boise	2	Madison	7
Bonner	23	Minidoka	3
Bonneville	88	Nez Perce	25
Boundary	0	Oneida	0
Butte	0	Owyhee	1
Camas	0	Payette	14
Canyon	208	Power	0
Caribou	1	Shoshone	7
Cassia	5	Teton	2
Clearwater	3	Twin Falls	61
Custer	3	Valley	3
Elmore	4	Washington	4
Franklin	3	Caller Refused or Responder Unable to Collect	702
Fremont	2	Outside Idaho*	253
Gem	10	Total Contacts	2,065
Gooding	5		
Idaho	9		

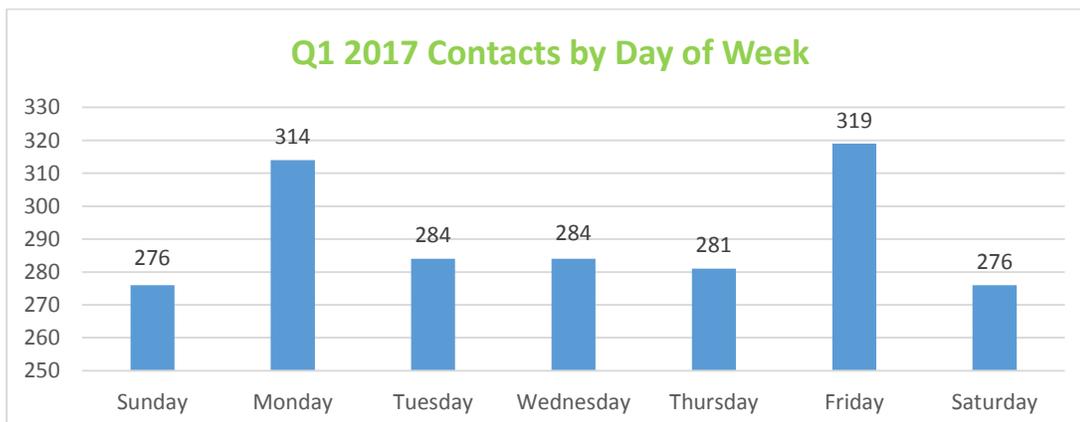
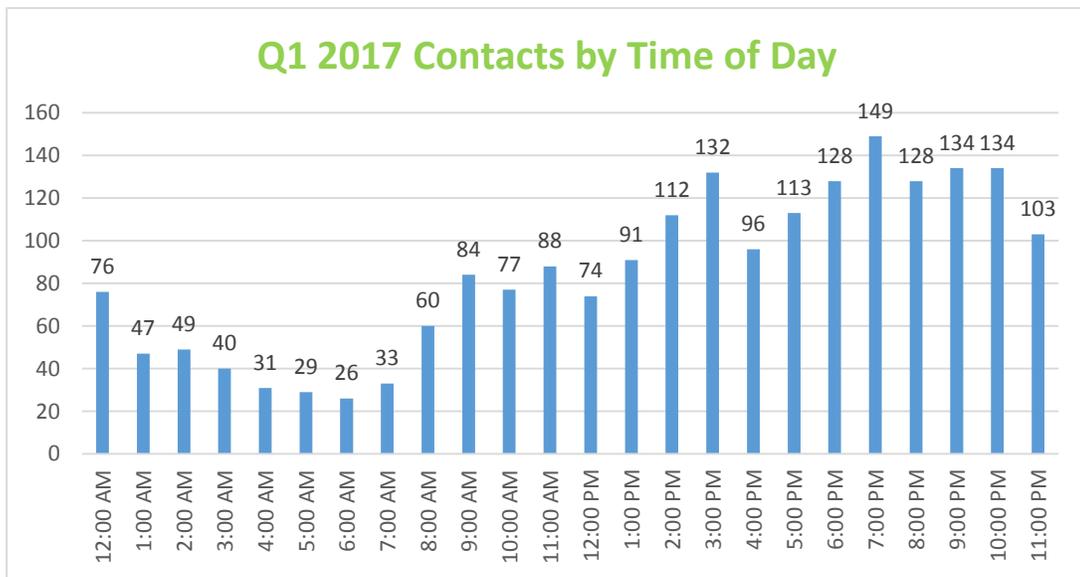
**Calls to the hotline come in either through our local 208 number or the national Lifeline 800 number which routes 208 area code calls to us regardless of physical location of the caller. Calls received from out of state callers are handled like calls from Idaho until the initial crisis is resolved; then the phone worker may perform a "warm transfer" connecting the caller to their nearest Crisis Center if appropriate, or provide referrals.*

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Substance Abuse and Tobacco Cessation Support Offers for January - March 2017



Call / Contact Volume for January - March 2017





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Performance Metrics

ISPH tracks information on the number of calls that are routed to our facility from both the National Suicide Prevention Lifeline (NSPL) and from our combined local voice/ text number. Our combined capture rate for all calls in Q1 2017 was 90%.

Calls that come in through the Lifeline Network while our responders are busy helping other callers route to other centers in the Lifeline Network. Callers ringing to our local number while responders are helping other callers hear a message informing them that our responders are currently busy and are offered the options to: Call the 800 number for immediate help, to try calling back, or to leave a message, and our responders will return their call as soon as one is available.

Contact Reactions *	
Appreciates service	1251
Perceived improvement	329
Unable to Determine	312

*Totals based on data gathered by Responders who can select multiple reactions on the same call report

Disposition *	
911 Dispatched - Rescue / Welfare Check at contact's request or with consent	19
911 Dispatched - Rescue/Welfare Check without contact's knowledge and/or consent	16
Caller agreed to go to the hospital	8
Created Safety Plan with Contact	314
Created Safety Plan with 3 rd Party Contact	70
Made Contact with Person at Risk	6
Information / Referral	114
Support + Referral	195
Support Only	822

*Based on available data gathered by Responders, not all contact types require a disposition be entered.



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Staff

The hotline operates with 9.31 FTE's. A new full-time position was added last year- that of Program Assistant, tasked with providing logistical and administrative support to the Volunteer Coordinator, Director, Phone Room Supervisors and Volunteer Phone Responders. We have an AmeriCorps volunteer acting as Outreach Coordinator, hired from our pool of long-time Volunteer Responders. Additionally, our 3 practicum students from Boise State University will wrap up their placements in April. 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 and networking opportunities.

Volunteers & Training

Our Spring Phone Responder Training begins May 2, 2017! ISPH is currently recruiting our Spring class throughout April. For the Spring training schedule and application information, call Sharon Lightning at 208-813-3070 or go to www.idahosuicideprevention.org/volunteer. ISPH currently has 80+ active volunteers on the phones. Our overnight phone coverage continues to be provided by paid supervisory staff.

This quarter ISPH secured new higher quality training facilities, improved our online application form and process, implemented a new volunteer self-care program, and added a Simulated Phone Room training module to better prepare volunteers for their first calls. 15 volunteers successfully completed our 50+ hour training program. 82 volunteers contributed a total of 3,389 hours staffing the phones this quarter, for an approximate in-kind value of approximately \$65,000. ISPH has trained 195+ volunteers since launch. All volunteer phone shifts are overseen by a paid Crisis Phone Room Supervisor, a master's level clinician or staff with equivalent experience. Supervisors silently monitor calls & crisis texts, coaching, supporting volunteers during their calls/texts, and debriefing with them afterward.

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. Thanks to generous grants from the J.K and Kathryn Albertson Foundation and the Idaho Public Utilities Commission in 2016, ISPH is completing the purchase and installation of additional & updated responder stations to provide increased capacity for volunteers, staff and interns as we continue to increase the quality of our service delivery.

Crisis Text & Local Voice Number

ISPH formally launched our new local voice/ crisis text number 208-398-HELP (4357) last year. 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. With the advent of our new phone system we have also activated this same number to receive voice calls 24/7. This new "local voice" number functionality allows callers who live in Idaho but kept their out of state cell phones to reach our crisis phone room. Unlike the Lifeline number, all voice calls to 398-HELP are managed in-house.



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If all Responders are handling calls, then callers will 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 all callers provide non-identifying demographic information to help ISPH assess its statewide reach and impact, and identify trends in call volume. ISPH is always editing its resource & referral database to be more readily searchable and current. The majority of our referrals were imported from a recent copy of the 211 Idaho database. If you are a provider of services in Idaho and interested in being included or excluded from our resource database, contact George Austin gaustin@jannus.org to have your listing added to or removed from our database.

Outreach

Hotline staff and volunteers provide outreach to community organizations whenever possible. ISPH now has a video PSA which is airing on KTVB. We seek committed, personable individuals statewide who support the mission of ISPH to join our Ambassador Corps to help raise awareness of this vital program. To get involved email outreach@jannus.org or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>

Staff and volunteers have distributed thousands of wallet, rack cards, posters, stickers and magnets throughout the state this quarter and provided outreach at multiple community events.

Outreach materials/ Hotline tabling presentations can be requested by emailing our Outreach Coordinator at outreach@jannus.org and including "request for Hotline outreach materials/tabling" in the subject line, visiting www.idahosuicideprevention.org/outreach or calling 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 request a presentation or tabling presence, email outreach@jannus.org.

Sustainable Funding

ISPH has been operating for over 4 years, thanks to generous support from the partners listed below and myriad individual supporters. An appropriations bill (House Bill 566) was signed by Governor Otter during the 2016 legislative session providing 60 percent of the Hotline's budget annually from state funding. Last year, ISPH received \$120,000 from the Millennium Fund (Senate bill 1410), \$90,000 from the Idaho Division of Veteran's Services (House Bill 552) and \$44,900 from the Idaho Public Utilities Commission. Individual giving to ISPH has increased substantially over the same quarter last year, and we've increased fundraising events from 2 to 4 for 2017.



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- Idaho Department of Health and Welfare
- Idaho Division of Veteran’s Services
- J.A. and Kathryn Albertson Foundation
- Lions Sight and Hearing Foundation
- Saint Alphonsus Health System
- Speedy Foundation
- Idaho Public Utilities Commission
- United Way of Treasure Valley
- Various Chapters of United Way
- Treasure Valley Association of Health Underwriters
- United Way of Southeast Idaho
- Jeeves Ads

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 16-17 is \$563,203. Staffing and budget plans for 2017 include an increasingly robust mix of paid and volunteer staff, efforts to recruit volunteer phone Responders for early morning shifts, increasing grant opportunities, and fundraising events.

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. The next in-person meeting is scheduled for November 2017. 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: onboarding our 15th Volunteer Phone Responder class, continuing our local voice & crisis text response outreach statewide, smoothly integrating our newly installed local voice number and phone & data products, broadening advisory board membership, creating a hotline volunteer phone worker board and mentorship program, creation of a “Zen/ self-care space” for volunteers and staff with donated supplies, soft launch of online crisis chat, and updating our strategic plan to align with the efforts of the newly formed State Suicide Prevention Program.

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