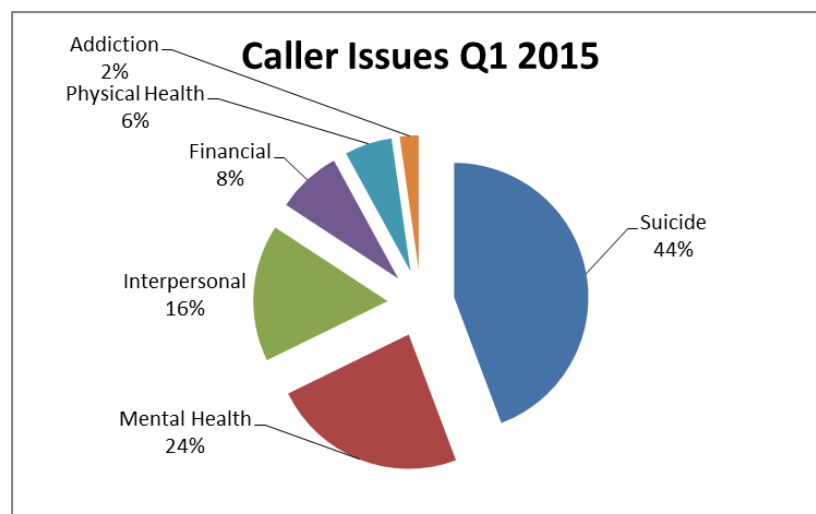


## Report for January-March 2015

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus (Formerly Mountain States Group) begins 2015 with its first full quarter of 24/7 phone response, highest ever quarterly call volume, and largest responder class training. Below is a summary of the main accomplishments and activities that occurred from January- March 2015:

| Idaho Suicide Prevention Hotline                   |             |             |
|--|-------------|-------------|
| Call Statistics                                    |             |             |
| January 1 to March 31, 2015                        |             |             |
|  | 1st Quarter | 2015        |
| Total Calls Received                               | 1123        | 1123        |
| Military Members / Families                        | 242         | 242         |
| Rescue Calls (approximate)                         | 39          | 39          |
| Follow Up Activities Completed                     | 203         | 203         |
| Percentage of Calls Receiving Follow Up Activities | 13%         | 13%         |
| <b>Caller Age:</b>                                 |             |             |
| 10 - 14  | 56          | 56          |
| 15 - 19  | 100         | 100         |
| 20 - 24  | 116         | 116         |
| 25 - 34  | 122         | 122         |
| 35 - 44  | 68          | 68          |
| 45 - 54  | 111         | 111         |
| 55 - 64  | 236         | 236         |
| 65 - 74  | 24          | 24          |
| 75 - 84  | 3           | 3           |
| 85+  | 3           | 3           |
| Didn't Report                                      | 284         | 284         |
| <b>Total Calls Received</b>                        | <b>1123</b> | <b>1123</b> |



**Idaho Suicide Prevention Hotline**  
**Calls by County**  
January 1 to March 31, 2015

| County     | 1st Quarter | 2015 | County                                  | 1st Quarter | 2015 |
|------------|-------------|------|---|-------------|------|
| Ada        | 300         | 300  | Gooding                                 | 2           | 2    |
| Adams      | 9           | 9    | Idaho                                   | 2           | 2    |
| Bannock    | 57          | 57   | Jefferson                               | 2           | 2    |
| Bear Lake  | 2           | 2    | Jerome                                  | 5           | 5    |
| Benewah    | 7           | 7    | Kootenai                                | 201         | 201  |
| Bingham    | 5           | 5    | Latah                                   | 8           | 8    |
| Blaine     | 9           | 9    | Lemhi                                   |             |      |
| Boise      | 23          | 23   | Lewis                                   | 2           | 2    |
| Bonner     | 33          | 33   | Lincoln                                 |             |      |
| Bonneville | 65          | 65   | Madison                                 | 8           | 8    |
| Boundary   | 1           | 1    | Minidoka                                | 7           | 7    |
| Butte      |             |      | Nez Perce                               | 28          | 28   |
| Camas      |             |      | Oneida                                  | 1           | 1    |
| Canyon     | 88          | 88   | Owyhee                                  | 4           | 4    |
| Caribou    | 2           | 2    | Payette                                 | 3           | 3    |
| Cassia     | 10          | 10   | Power                                   | 3           | 3    |
| Clearwater | 3           | 3    | Shoshone                                | 16          | 16   |
| Clark      |             |      | Teton                                   |             |      |
| Custer     | 2           | 2    | Twin Falls                              | 82          | 82   |
| Elmore     | 5           | 5    | Valley                                  | 8           | 8    |
| Franklin   |             |      | Washington                              | 1           | 1    |
| Fremont    | 2           | 2    | Caller Refused / Unable to Collect Data | 8           | 8    |
| Gem        | 17          | 17   | * Other                                 | 112         | 112  |

\* 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**

The hotline operates with 7.18 FTE's, an Americorps volunteer acting as Outreach Coordinator in her second year with the hotline, and an MSW intern. 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, or related programs, and offer high quality, relevant training and experience.

### **Volunteers & Training**

***Our next Phone Responder Training begins April 25, 2015! All persons interested in volunteering for ISPH should contact Nina Leary at 208-258-6992.***

ISPH graduated its largest ever class of 20 Volunteer Phone Responders in February. Previously Hotline calls received between 9 am and 1 am were answered by trained Volunteer Phone Responders. Three 5am to 9am volunteer shifts were added this quarter as we work toward our goal of volunteers answering all calls at least 20+ hours per day, 7 days a week. (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 3,074 hours, for an approximate in-kind value of \$453,116 (for 2014, 9,836 hours, valued at approximately \$179, 053). ISPH has trained 120+ volunteers since launch with 60+ volunteers currently active. 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 shifts have onsite supervision 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 Response**

ISPH has applied for grant funding this quarter to implement crisis text response in 2015; with plans to bring Molly Brack from Contact USA (our accrediting body) to Boise to train hotline staff in this specialized form of crisis response as well as the larger community.

### **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. 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 and volunteers provided training, presentations, and outreach to many organizations this quarter, including the Idaho Chiefs of Police Association conference, Treasure Valley Veterans meeting at Boise Police Department, CIT Training for Boise Police Department, the Annual Caregiver’s Conference at Boise State University, and to staff at Idaho Correctional Alternative Placement Program (CAPP).
- ISPH has held 2 Ambassador trainings for individuals wishing to represent the hotline at community events and speaking engagements, with plans to expand these trainings to East and North Idaho. 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.

Staff and volunteers have distributed over 3,500 wallet cards and other outreach materials throughout the state this quarter. 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     | • Treasure Valley Association of Health Underwriters |
| • Saint Alphonsus Health System          | • Wells Fargo  |
| • Speedy Foundation                      | • United Way of Southeast Idaho                      |

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 met in March via conference call to discuss strategic program goals related to sustainable funding strategies to be pursued. We are proud to welcome new advisory members recruited this quarter: Senator Marv Hagedorn, Col Mary Kelly (retired), and Mel Leviton. 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 9<sup>th</sup> volunteer Phone Responder class, continuing to develop capacity for crisis text response to be implemented later in 2015, broadening our advisory board membership, continuing to increase our and outreach and volunteer recruitment efforts, implementing follow up calls to discharged emergency department patients in partnership with the Saint Alphonsus Boise Regional Medical Center, expanding our Volunteer Outreach Ambassador program, and continuing to seek a broad base of sustainable funding.

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