



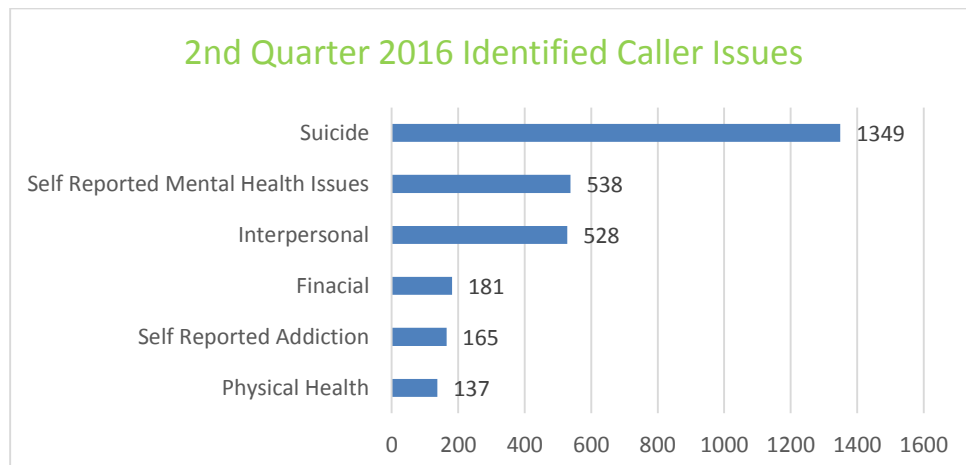
# Idaho Suicide Prevention Hotline Report 2<sup>nd</sup> Quarter 2016

## Report for April-June 2016

This quarter the Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, graduated our spring training class, learned of new funding from the Idaho Public Utilities Commission, and finalized selection of new phone & data systems. Below is a summary of the main accomplishments from April- June 2016:

Call Statistics April 1 to June 30, 2016					
	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter	YTD Contacts 2016
<b>Total Calls Received</b>	<b>1,279</b>	<b>1,569</b> (1575 contacts)			<b>2,854</b>
(SMS Texting Interventions)	0	6			6
Military Member / Families	166	281			447
Rescue Calls	31	23			54
Follow Up Actions Completed	94	158			252
Percentage of Calls W/ follow up Actions	7%	10%			8%
<b>Caller Age:</b>					
10 – 14	37	40			77
15 – 19	99	150			249
20 – 24	107	132			239
25 – 34	164	122			286
35 – 44	120	117			237
45 – 54	126	172			298
55 – 64	149	235			384
65 – 74	40	45			85
75 – 84	2	4			6
85 +	0	0			0
Did not Collect	435	558			993

## Caller Issues for April-June 2016





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Suicidal Risk Assessment *	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	2016
High Risk	60	63			123
Medium Risk	159	162			321
Low Risk	264	315			579
Not Suicidal	91	203			294
Unable to Determine	31	34			65

\*When possible and appropriate, responders complete a suicide assessment to help gauge the caller's current suicide risk. This assessment is based on information collected during callers' contacts with ISPH.

## Contacts by County - April 1 to June 30, 2016

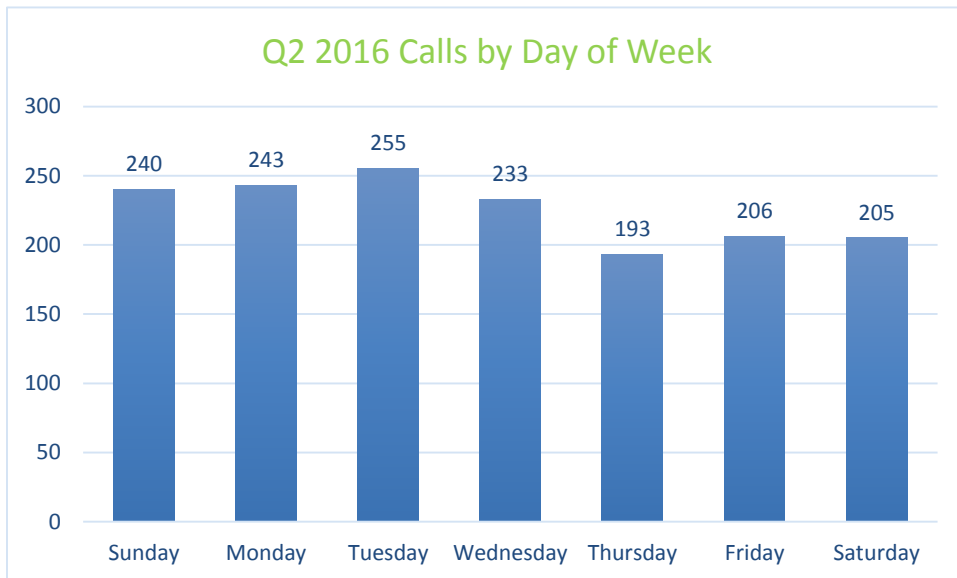
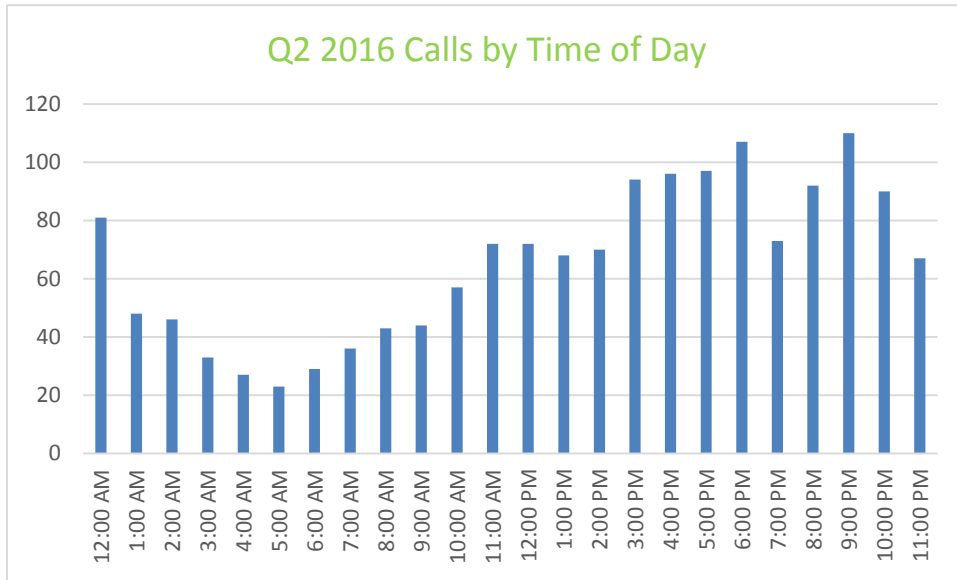
	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	YTD 2016
Ada	303	351	654
Adams	1	5	6
Bannock	44	82	126
Bear Lake	1	1	2
Benewah	1	4	5
Bingham	18	10	28
Blaine	20	15	35
Boise	3	2	5
Bonner	11	45	56
Bonneville	52	31	83
Boundary	3	1	4
Butte	0	10	10
Camas	0	1	1
Canyon	117	166	283
Caribou	0	1	1
Cassia	6	5	11
Clearwater	2	0	2
Clark	2	0	2
Custer	1	3	4
Elmore	2	13	15
Franklin	5	4	9
Fremont	28	12	40
Gem	0	17	17

	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	YTD 2016
Gooding	4	4	8
Idaho	3	3	6
Jefferson	2	3	5
Jerome	4	3	7
Kootenai	39	74	113
Latah	31	23	54
Lemhi	1	2	3
Lewis	1	0	1
Lincoln	1	0	1
Madison	5	8	13
Minidoka	6	8	14
Nez Perce	29	42	71
Oneida	0	1	1
Owyhee	2	7	9
Payette	2	4	6
Power	2	1	3
Shoshone	12	5	17
Teton	3	0	3
Twin Falls	37	61	98
Washington	9	2	11
Caller Refused unable to Collect	384	484	868
Other*	82	61	143

\*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.

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## Call / Contact Volume April – June 2016





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## Performance Metrics

Based on National Suicide Prevention Lifeline (NSPL) data and the Hotline's call reports the hotline's capture rate for calls in Q2 2016 was 90%. The other 10 percent of calls that came in while our responders were helping callers were answered by other centers in the NSPL network- so no call ever goes unanswered!

Caller Reactions *	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	2016
Appreciates service	861	995			1856
Perceived improvement	328	330			658
Unable to Determine	167	330			497

\*Based on available data gathered by Responders

Disposition *	1 <sup>st</sup> Q	2 <sup>nd</sup> Q	3 <sup>rd</sup> Q	4 <sup>th</sup> Q	2016
911 Dispatched - Rescue / Welfare Check at caller's request or with consent	14	6			20
911 Dispatched - Rescue/Welfare Check without caller's knowledge and/or consent	17	17			34
Caller agreed to go to the hospital	21	12			33
Created Safety Plan with Caller	178	241			419
Created Safety Plan with 3 <sup>rd</sup> Party Caller	57	48			105
Made Contact with Person at Risk	0	3			3
Information / Referral	104	109			213
Support + Referral	214	207			421
Support Only	462	622			1084

\*Based on available data gathered by Responders



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## Staff

The hotline operates with 6.4 FTE's, and will onboard a new full-time AmeriCorps volunteer acting as Outreach Coordinator on September 1. In keeping with our commitment to ongoing professional development of both volunteers and staff, we hired a well-qualified Overnight Supervisor from our existing pool of volunteers this quarter, and bid farewell to 4 practicum students who completed their academic year with us. 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 and networking opportunities.

## Volunteers & Training

***Our next Phone Responder Training begins September 24, 2016! All persons interested in volunteering for ISPH should contact Volunteer Coordinator Nina Leary at 208-258-6992 or go to <http://www.idahosuicideprevention.org/phone-responder/> to apply.***

ISPH on boarded its latest class of Volunteer Phone Responders in May and currently has 60+ active volunteers on the phones. 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 3,522 hours to ISPH- on the phones, conducting outreach, and helping train new volunteers, for an approximate in-kind value of \$60,772. ISPH has trained 180+ volunteers since launch. Our recently expanded curriculum of 50+ hours includes a full day of communication skills and the 2-day Applied Suicide Intervention Skills Training (ASIST). All volunteer phone shifts are supervised 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. Thanks to generous grants from the J.K and Kathryn Albertson Foundation and the Idaho Public Utilities Commission, ISPH is purchasing updated phone, data and controlled access systems, and is adding additional & updated responder stations to provide increased capacity, stability and security for volunteers and staff as we continue to increase the quality of our service delivery.

## Crisis Text & Chat Response

ISPH has activated our new crisis text number 208-398-HELP and during this quarter provided promotional materials to schools across Idaho that are involved in the Idaho Lives Project. We currently respond to crisis texts daily, from 3pm to midnight. Because our volunteer numbers are at their lowest in the summer months, we will continue to measure our crisis text volume once the academic year begins to allow us to adjust our staffing levels accordingly as we onboard our Fall training class. We always offer help seekers the option of calling the hotline or accessing the national Crisis Text Line as well at 741-741 when we aren't staffed for a text response, or outside the hours of 3 to midnight.



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## 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 currently revamping its proprietary database to be more readily searchable and updatable but continues to access the 211 Idaho database to provide Idahoans with current resources statewide. If you are a provider, contact George Austin [gaustin@jannus.org](mailto:gaustin@jannus.org) to have your listing added to our database. We have also begun, in accordance with our new Millennium Fund grant, asking callers if they are interested in substance abuse or tobacco cessation resources, and will begin reporting that data next quarter.

## 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](mailto:outreach@jannus.org) or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>

Staff and volunteers have distributed over 10,000 wallet & rack cards and several hundred posters, stickers and magnets throughout the state this quarter and provided outreach at multiple community events. Outreach materials/ Hotline presentations are available upon request by emailing Outreach Coordinator at [outreach@jannus.org](mailto:outreach@jannus.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.

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](mailto:outreach@jannus.org)

## Sustainable Funding

ISPH has been operating for over almost 4 years, thanks to generous support from the partners listed below and myriad individual supporters. We are honored to announce that an appropriations bill (House bill 566) was signed by Governor Otter during the recent legislative session providing 60 percent of the Hotline’s budget annually from state funding. In addition, ISPH will receive \$120,000 from the Millennium Fund (Senate bill 1410) and \$90,000 from the Idaho Division of Veteran’s Services (House bill 552) and \$44,900 from the Idaho Public Utilities Commission in fiscal year 2016-2017.

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|--|--|
| • Idaho Department of Health and Welfare | • Idaho Public Utilities Commission                  |
| • 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          | • United Way of Southeast Idaho                      |
| • Speedy Foundation                      | • Redside Foundation                                 |



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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 budget for FY 15-16 is \$455,000. Staffing and budget plans for year 4 include an increasingly robust mix of paid and volunteer supervisory staff and efforts to recruit volunteer phone workers for early morning shifts, and expanded, assertive exploration of grant opportunities. The hotline will have a Semicolon Tattoo Fundraiser Event at Resurrection Tattoo studio during Suicide Prevention Week, on Wednesday September 7 from noon to 9 pm.

Online donations to the hotline can be made at [www.idahosuicideprevention.org/donate](http://www.idahosuicideprevention.org/donate)

The ISPH Advisory Board conducts monthly conference calls to discuss strategic program goals related to outreach, operations and fundraising. The next in-person meeting is scheduled for November 2016. 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: training our 13<sup>th</sup> Volunteer Phone Responder class, expanding our crisis text response outreach statewide, installing new and upgraded responder stations and upgraded phone & data products, broadening our advisory board membership, continuing to increase our outreach and volunteer recruitment efforts, expanding our Volunteer Outreach Ambassador program, and continuing to seek a broad base of sustainable funding.

### *Contact Information*

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