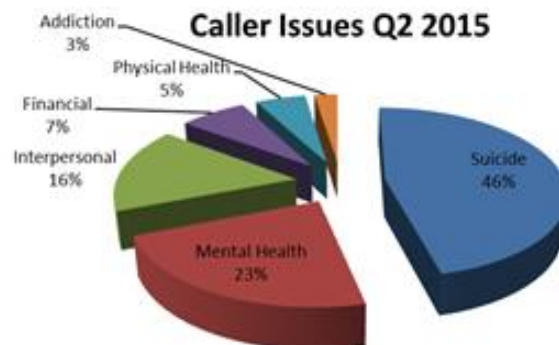


Hotline Report for April-June 2015

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

Idaho Suicide Prevention Hotline Call Statistics April 1 to June 30, 2015		
	2nd Quarter	2015
Total Calls Received	1146	2269
Military Members / Families	127	363
Rescue Calls (approximate)	24	63
Follow Up Activities Completed	214	373
Percentage of Calls Receiving Follow Up Activities	13%	12%
Caller Age:		
10 - 14	27	81
15 - 19	144	238
20 - 24	82	195
25 - 34	152	269
35 - 44	87	145
45 - 54	102	206
55 - 64	142	380
65 - 74	35	56
75 - 84	9	11
85+	0	3
Didn't Report	366	685
Total Calls Received	1146	2269



Idaho Suicide Prevention Hotline
Calls by County
April 1 to June 30, 2015

County	2nd Quarter	2015
Ada	339	636
Adams	6	15
Bannock	68	125
Bear Lake	2	4
Benewah	10	17
Bingham	17	22
Blaine	22	31
Boise	9	14
Bonner	39	73
Bonneville	63	124
Boundary	3	4
Butte		
Camas		
Canyon	145	235
Caribou	2	4
Cassia	11	21
Clearwater	4	7
Clark		
Custer	2	4
Elmore	33	38
Franklin	1	1
Fremont		2
Gem	14	31

County	2nd Quarter	2015
Gooding	4	6
Idaho	1	3
Jefferson	1	3
Jerome	11	16
Kootenai	81	286
Latah	17	25
Lemhi	18	18
Lewis	1	3
Lincoln	1	1
Madison	6	14
Minidoka	7	14
Nez Perce	32	60
Oneida		
Owyhee	14	19
Payette	6	9
Power	4	7
Shoshone	6	22
Teton		
Twin Falls	53	136
Valley	5	13
Washington		1
Caller Refused / Unable to Collect Data	32	38
* Other	56	167
Total Calls Received	1146	2269

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 6.17 FTE's, an Americorps volunteer acting as Outreach Coordinator about to enter her 3rd year with the hotline, and has 3 interns set to begin this Fall. We continue to seek qualified clinicians interested in giving back to the community to volunteer their time as backup phone room supervisors, and also seek interns from counseling, social work, psychology or related programs. ISPH offers high quality, relevant training and experience and excellent networking opportunities.

Volunteers & Training

Our next Phone Responder Training begins October 3, 2015! All persons interested in volunteering for ISPH should contact Volunteer Coordinator Nina Leary at 208-258-6992.

ISPH graduated its largest ever class of 22 Volunteer Phone Responders in May and currently has 65 active volunteers on the phones. Three 5am to 9am phone shifts are staffed by volunteers 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 3,421 hours, for an approximate in-kind value of \$59,062. ISPH has trained 140+ volunteers since launch. 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 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.

Crisis Text & Chat Response

ISPH plans to incrementally implement crisis text and chat response in the Fall of 2015 and will bring Molly Brack from Contact USA (our accrediting body) to Boise to train hotline staff in this specialized form of crisis response on July 15.

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. Please direct requests for statistics related to caller demographics, to ireusser@jannus.org with "request for Hotline statistics" in the subject line. 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. If you are a provider,



contact Outreach coordinator Nancy Pounds (npounds@jannus.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 CIT training, NNU, health fairs, art walks and Boise Pridefest. ISPH 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 2,000 wallet cards and other outreach materials throughout the state this quarter.

- Outreach materials/ Hotline presentations are available upon request by emailing npounds@jannus.org and including “request for Hotline outreach materials” in the subject line, visiting 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= lIcTJelcY4>
- We have revamped our website! It is cleaner, simpler, more informative and user-friendly 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.

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 *anywhere* in the state, 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.

Advisory Board

The ISPH Advisory Board conducts monthly conference calls to discuss strategic program goals related to outreach, operations and fundraising. The next in-person Board meeting is scheduled for September. 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 10th volunteer Phone Responder class, initial implementation of crisis text & chat response, revamping our resource database, broadening advisory board membership, continuing to increase outreach and volunteer recruitment efforts, continuing to provide 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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