



Idaho Suicide Prevention Hotline 3rd Quarter 2017 Report

Report for July - Sept 2017

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, ended the third quarter of 2017 surpassing 2016’s total contact volume of 5,973 calls and texts. ISPH participated in multiple fundraising and outreach events for suicide awareness month, continued improvements to our space, further implemented a targeted rural outreach grant, and began a soft launch of crisis chat response with plans for a formal launch after our Fall volunteer training. Our main contact numbers remain: The National Suicide Prevention Lifeline 800-273-8255, or local voice and text number 208-398-HELP. Below is a summary of the main accomplishments from July –September 2017:

Contact Statistics January 1 to September 30, 2017					
	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	YTD Contact 2017
Total Calls Received	1,868	2,213	2,170		6,251
SMS Texting or Online Chat Interventions	164	147	84		395
Total Inbound Contacts	2,032	2,360	2,254		6,646

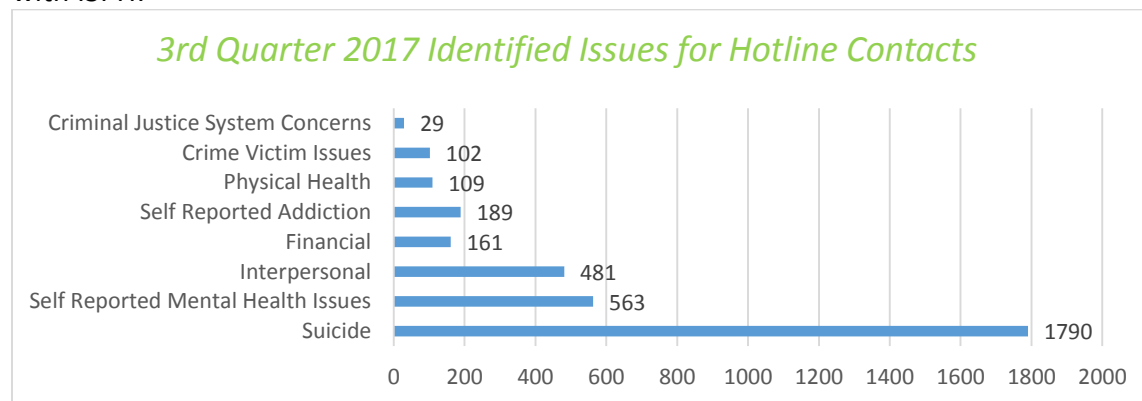
First time (non-repeat) Contacts	1,337	1,683	1,658		4,678
Military Member / Families Contacts	290	211	188		688
Rescue Calls	35	39	39		113
Follow Up Actions Completed	172	150	186		508
Percentage of Contacts W/ follow up Actions	3%	2%	3%		

Caller’s Age					
10 – 14	109	72	40		221
15 – 19	136	198	214		548
20 – 24	112	147	150		409
25 – 34	135	163	145		443
35 – 44	106	201	250		557
45 – 54	230	185	148		563
55 – 64	261	255	169		685
65 – 74	44	44	27		115
75 – 84	1	1	4		6
85 +	0	1	1		2
Did not Collect	898	1,093	1,106		3,097

Idaho Suicide Prevention Hotline 3rd Quarter 2017 Report

Issues Addressed During Contacts for July -September 2017

Individuals often address multiple issues during their calls or texts with the hotline. The following is a listing of the number of individuals who brought these topics up during contacts with ISPH:



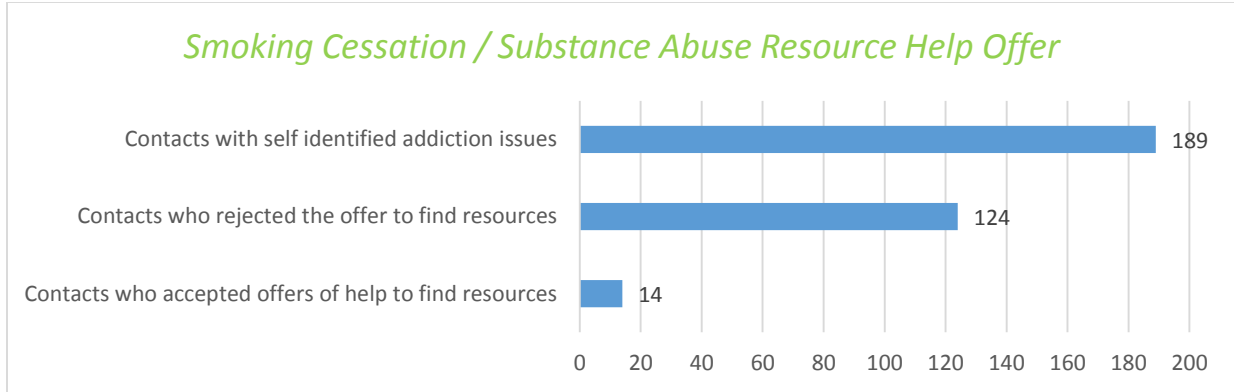
Contacts by County

	Q1	Q2	Q3	YTD
Ada	438	508	450	1,396
Adams	1	1	2	4
Bannock	49	66	95	210
Bear Lake	1	0	0	1
Benewah	0	1	0	1
Bingham	13	23	79	115
Blaine	7	11	14	32
Boise	2	2	4	8
Bonner	23	100	15	138
Bonneville	88	70	84	242
Boundary	0	1	2	3
Butte	0	2	0	2
Camas	0	1	1	2
Canyon	208	193	163	564
Caribou	1	2	0	3
Cassia	5	11	5	21
Clark	0	0	1	1
Clearwater	3	0	1	4
Custer	3	0	3	6
Elmore	4	6	6	16
Franklin	3	1	5	9
Fremont	2	3	6	11
Gem	10	8	16	34
Gooding	5	2	2	9
Idaho	9	2	0	11
Jefferson	3	5	3	11
Jerome	9	17	10	36
Kootenai	43	97	49	189
Latah	50	41	21	112
Lemhi	1	3	2	6
Lewis	2	2	0	4
Lincoln	0	6	0	6
Madison	7	28	49	84
Minidoka	3	8	1	12
Nez Perce	25	25	22	72
Oneida	0	0	1	1
Owyhee	1	3	5	9
Payette	14	7	9	30
Power	0	2	2	4
Shoshone	7	16	13	36
Teton	2	7	4	13
Twin Falls	61	48	35	144
Valley	3	6	6	15
Washington	4	4	6	14
Caller Refused or Responder Unable to Collect	702	793	890	2,352
Outside Idaho*	253	228	172	653
Total Contacts	2,065	2,360	2,254	6,646

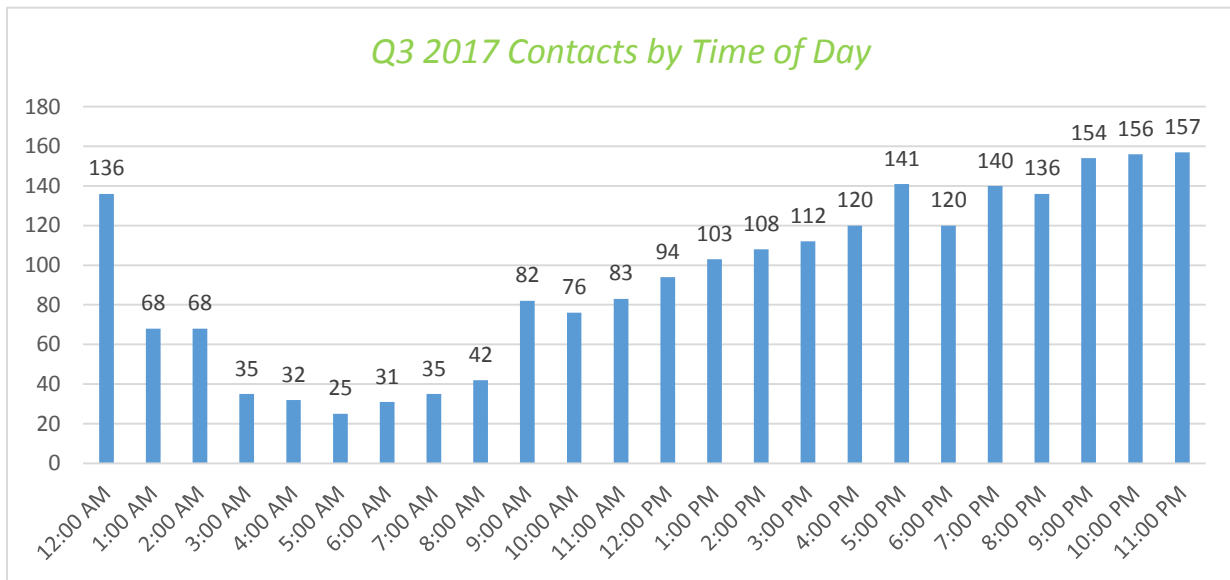
*Calls to the hotline come in either through our local number or a national 800 numbers which routes all phone numbers that use a 208 area code regardless of physical location of the caller. Calls received from our 800 number by out of state callers with 208 area code cell phone are handled like calls 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 provides referrals.

Idaho Suicide Prevention Hotline 3rd Quarter 2017 Report

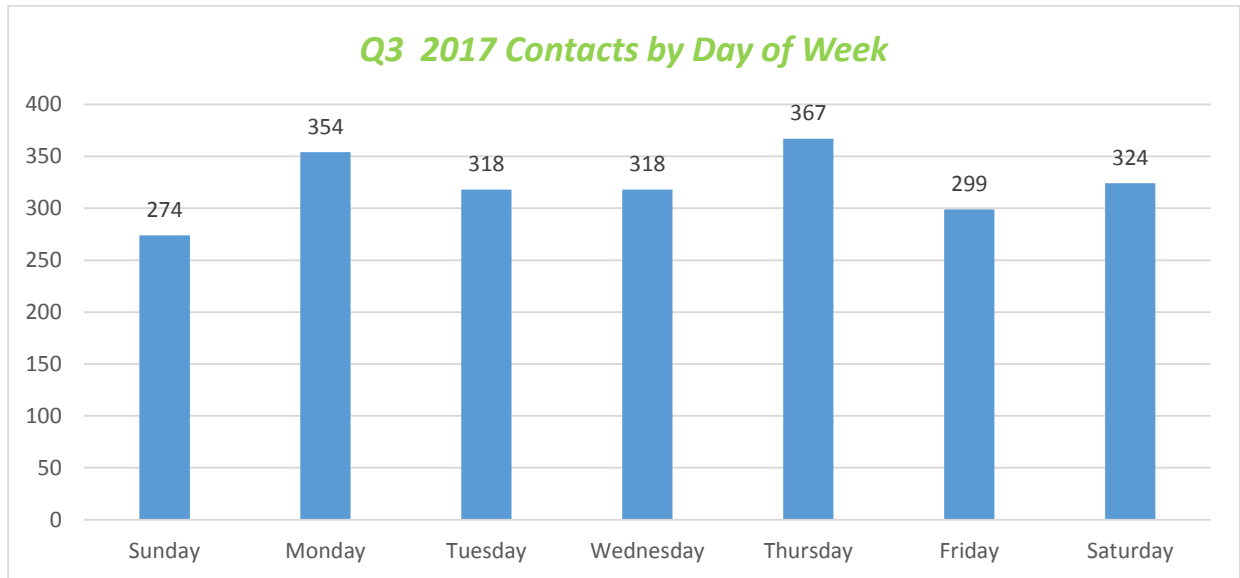
Substance Abuse and Tobacco Cessation Support Offers for July -September 2017



Call / Contact Volume for July – September 2017



Idaho Suicide Prevention Hotline 3rd Quarter 2017 Report



Performance Metrics

Based on National Suicide Prevention Lifeline (NSPL) data and the Hotline's call reports, our capture rate for calls in Q3 2017 was 82%. The other 18 percent of calls came in while our responders were helping other callers. Those 18% of calls were routed to other centers in the NSPL network so no call ever goes unanswered!

Caller Reactions *	1 st Q	2 nd Q	3 rd Q	4 th Q	2017
Appreciates service	1251	1449	1378		4,078
Perceived improvement	329	340	319		998
Unable to Determine	312	311	272		895

*Totals based on available data gathered by Responders

Disposition *	1 st Q	2 nd Q	3 rd Q	4 th Q	2017
911 Dispatched - Rescue / Welfare Check at caller's request or with consent	19	16	13		48
911 Dispatched - Rescue/Welfare Check without caller's knowledge and/or consent	16	23	26		65
Caller agreed to go to the hospital	8	6	17		31
Created Safety Plan with Caller	314	367	359		1040
Created Safety Plan with 3 rd Party Caller	70	92	92		254
Made Contact with Person at Risk	6	7	1		14
Information / Referral	114	112	105		331
Support + Referral	195	240	255		690
Support Only	822	859	804		2,485

*Totals based on available data gathered by Responders



Idaho Suicide Prevention Hotline 3rd Quarter 2017 Report

Staff

The hotline operates with 10.48 FTE's. Additionally, 5 practicum students from the Boise State University School of Social Work began their formal placements with us this Fall. 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, supervision, networking and professional development opportunities to all of our staff. Licensed staff have the opportunity to supervise practicum students. All hotline staff take crisis calls at times, and most participate in the ongoing training and support of our volunteers.

Volunteers & Training

With funds from an Idaho Women's Charitable Foundation Grant, ISPH is conducting free Safe Talk half-day suicide prevention workshops in Adams, Elmore and Washington Counties over the next 6 months. Safe TALK is a half-day alertness training that prepares anyone 15 or older, regardless of prior experience or training, to become a suicide-alert helper. For more information or to register for a class, contact Andrew Sheffield asheffield@jannus.org. For more information on Safe Talk, go to <https://www.livingworks.net/programs/safetalk/>.

This quarter 83 volunteers contributed a total of 3,700 hours to ISPH- staffing the phones, conducting outreach, and helping train new volunteers, for an approximate in-kind value of \$71,040. Fall 2017 volunteer training began Tuesday, October 3rd with 28 participants. This is our 16th Responder class since launch. These volunteers will begin responding to crisis calls, texts and chats beginning in November. For information on volunteering, call Sharon Lightning at 208-813-3070 or go to www.idahosuicideprevention.org/volunteer.

ISPH currently has 80+ active volunteers. Our overnight phone coverage continues to be provided by paid supervisory staff. ISPH will now conduct 2 larger volunteer trainings per year instead of 3 smaller trainings. Spring 2018 Training begins on Tuesday April 3rd, and Fall 2018 training begins on Tuesday October 2nd. Our training program of 50+ hours includes listening to live calls, skills practices, and crisis- related topics including communication skills, mental health, grief & loss, addictive behavior, etc., and includes a 2-day Applied Suicide Intervention Skills Training (ASIST) workshop. All volunteer phone shifts are overseen by a paid Crisis Phone Room Supervisor: a master's level clinician or staff person with equivalent experience. We have enhanced our volunteer support structure by adding a drop-in group for volunteers one night per month, taking place in a new 'Zen Space' in an unused part of our building. All ISPH volunteers have access to individual counseling sessions via the Jannus EAP program.

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,

Idaho Suicide Prevention Hotline 3rd Quarter 2017 Report

for an in-kind value this quarter of \$2,400. Our planned Zen/ decompression space for our volunteers is now completed and we have begun using this space for smaller scale trainings, and our monthly volunteer support group. In the past year we have completed infrastructure upgrades with J. A. and Albertson Foundation and Public Utilities Commission funds received in 2016. Our additional phone stations have been installed, for a current total of 6 active Crisis Responder stations in our main phone room. ISPH has the capacity, in case of disaster or emergency, to immediately activate 10 total Crisis Responder stations within the larger space of our center.

Acoustical upgrades include: wall panels and insulated ceiling tiles for the entire phone room. We added a wall monitor to the computer system in our phone room, displaying phone queue status. This setup also provides reliable remote entry, and allows staff and volunteers to view security camera feeds outside our building. The system has the ability to notify the police at the touch of a button. As we are a “24/7” operation, our volunteers and staff benefit from greater peace of mind with this added security in place.

We added a new wall monitor with wireless connectivity, and a conferencing phone to our meeting room, greatly enhancing the utility of this room for staff activities, smaller trainings, and volunteer recruitment and orientation events. It is integral to our new ‘simulated phone room training’.

Crisis Text, Local Voice Number & Launch of Crisis Chat

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. Our local voice number functionality allows callers who live in Idaho but kept their out of state cell phones to reach our crisis phone room directly. Unlike the Lifeline number, all voice calls to 398-HELP are managed in-house. 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. We have begun a soft launch of crisis chat- there is chat portal up on our website, and our volunteers and staff are practicing to become familiar with the system. We will formally launch crisis chat this Fall, with regular hours announced at that time.

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. If you are a provider, contact George Austin gaustin@jannus.org to have your listing added to our database.

Outreach

ISPH welcomed a new Outreach Coordinator in September, Meg Roberts. Meg, an ISPH Volunteer Responder since the Winter of 2017, brings a wealth of knowledge and experience to the position. ISPH placed billboards in Adams, Washington and Elmore counties during the last quarter. Hotline staff and volunteers provide outreach to community organizations whenever possible. The state Suicide Prevention Program began their “Rock Your Role” statewide public awareness campaign consisting of 4 television spots which include the hotline contact number, running a total of 2,040 times, in the 3 week period from September 25th-October 16th. For more information go to:



Idaho Suicide Prevention Hotline 3rd Quarter 2017 Report

<http://www.empoweridaho.org/suicide-prevention/>

The Hotline Director, along with long-term Volunteer Jennie Rylee, were featured speakers at September's City Club forum. To hear the archived forum, go to:

<http://boisestatepublicradio.org/post/city-club-boise-suicide-prevention-idaho#stream/0>

Staff and volunteers distribute thousands of wallet & rack cards, posters, stickers and magnets throughout the state each quarter and provide outreach and presentations at multiple community events. Request materials /outreach presence by emailing our Outreach Coordinator at outreach@jannus.org and including "request for Hotline outreach materials" in the subject line, visiting www.idahosuicideprevention.org/outreach or calling 208-258-6994.

Sustainable Funding

ISPH will celebrate it's 5 year anniversary this year, thanks to generous support from the partners listed below and myriad individual supporters. We continue to build our donor database, aggressively seek new grant opportunities, fee for service contracts, and have annual music, golf, film and semicolon tattoo fundraising events. Our 3rd annual tattoo event took place September 13th at Resurrected Tattoo in Boise, and our 2nd film event was held on September 21st at the Flicks in Boise.

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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 Statewide |
| • Lions Sight and Hearing Foundation | • Treasure Valley Association of Health Underwriters |
| • Saint Alphonsus Health System | • Inland NW Community Foundation |
| • Speedy Foundation | • Idaho Women's Charitable Foundation |

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 board meeting will take place in January 2018. 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: On boarding our 16th training class, formally launching crisis chat response, broadening our advisory board membership, updating our outreach plan to align with that of the statewide Suicide Prevention Program, solidifying multiple strategic partnerships, and mounting a successful year end giving campaign.

Contact Information

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Idaho Suicide Prevention Hotline 3rd Quarter 2017 Report

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