



Idaho Suicide Prevention Hotline 4th Quarter / Final 2016 Report

Report for October - December 2016

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, celebrated 4 years of continuous service in November, transitioned to our new phone and data system, and added local voice call capability to our new text number 208-398-HELP. We have begun recruiting for our Winter Class which begins in January. Below is a summary of the main accomplishments from October-December 2016, including final stats for 2016.

Call Statistics January 1 to December 31, 2016					
	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	YTD Contacts 2016
Total Contacts	1,279	1,575	1,389	1,730	5,973
Calls	1,279	1,569	1,376	1,682	5,906
(SMS Texting Interventions)	0	6	13	48	67
1 st Time (non-repeat) Contacts	72%	67%	68%	70%	69%
Military Member / Families	166	281	233	272	952
Rescue Calls	31	23	26	27	107
Follow Up Actions Completed	94	158	153	146	551
Percentage of Contacts W/ follow up Actions	7%	10%	11%	8%	9%
Caller Age:					
10 – 14	37	40	27	32	136
15 – 19	99	152	123	137	511
20 – 24	108	131	115	114	468
25 – 34	164	122	99	104	489
35 – 44	120	117	104	117	458
45 – 54	128	172	163	211	674
55 – 64	147	231	188	204	770
65 – 74	41	50	50	59	200
75 – 84	2	3	6	0	11
85 +	0	0	0	3	3
Did not Collect	433	557	514	749	2,253

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Issues Addressed During Contacts

Individuals often address multiple issues during their calls or texts with the hotline, but overall the percentage of our callers who addressed each of these documented issues during their contacts with ISPH are:

Issues Addressed During Contacts - October -December 2016					
	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	YTD 2016
Suicide	50%*	42%*	44%*	37%	43%
Self-Reported Mental Health Issues	37%	34%	39%	33%	36%
Interpersonal	32%	34%	33%	28%	31%
Financial	14%	11%	12%	13%	13%
Self-Reported Addiction	10%	10%	10%	9%	10%
Physical Health	10%	9%	9%	9%	9%

*these numbers were adjusted from those previously reported after a reporting formula error was discovered

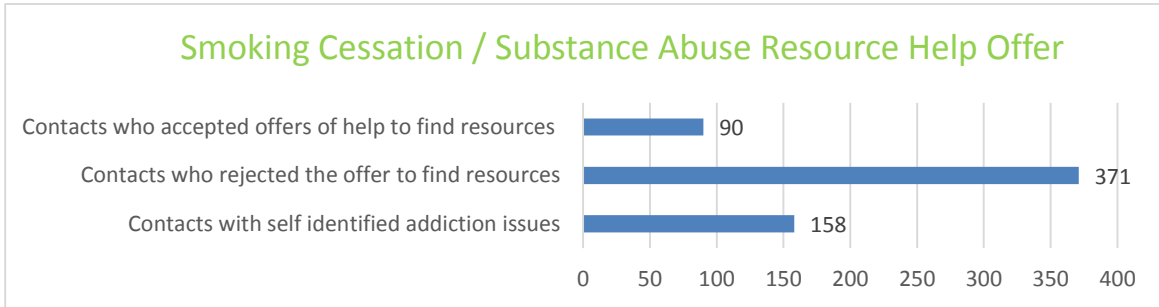
Contacts by County

	1 st Q	2 nd Q	3 rd Q	4 th Q	2016
Ada	303	351	305	366	1325
Adams	1	5	1	0	7
Bannock	44	82	63	85	274
Bear Lake	1	1	0	0	2
Benewah	1	4	1	5	11
Bingham	18	10	15	13	56
Blaine	20	15	9	5	49
Boise	3	2	3	0	8
Bonner	11	45	30	19	105
Bonneville	52	31	33	78	194
Boundary	3	1	0	3	7
Butte	0	10	0	0	10
Camas	0	1	0	0	1
Canyon	117	166	125	167	575
Caribou	0	1	0	0	1
Cassia	6	5	4	13	28
Clearwater	2	0	0	1	3
Custer	1	3	1	0	5
Elmore	2	13	14	8	37
Franklin	5	4	3	0	12
Fremont	28	12	16	4	60
Gem	0	17	10	6	33
Gooding	4	4	14	13	35
Idaho	3	3	1	1	8
Jefferson	2	3	4	1	10
Jerome	4	3	14	21	42
Kootenai	39	74	34	94	241
Latah	31	23	60	30	144
Lemhi	1	2	1	3	7
Lewis	1	0	3	2	6
Lincoln	1	0	2	0	3
Madison	5	8	5	6	24
Minidoka	6	8	5	1	20
Nez Perce	29	42	40	24	135
Oneida	0	1	0	0	1
Owyhee	2	7	0	0	9
Payette	2	4	6	8	20
Power	2	1	0	6	9
Shoshone	12	5	5	3	25
Teton	3	0	1	1	5
Twin Falls	37	61	54	45	197
Valley	0	0	4	2	6
Washington	9	2	0	2	13
Caller Refused or Responder Unable to Collect	384	484	426	559	1,834
Other*	82	61	81	135	359
YTD Totals	1,279	1,575	1,389	1,730	5,973

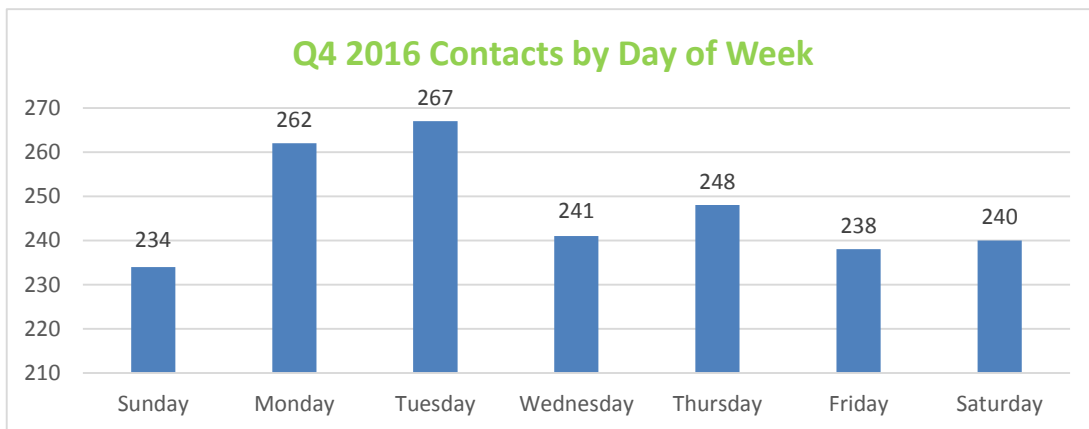
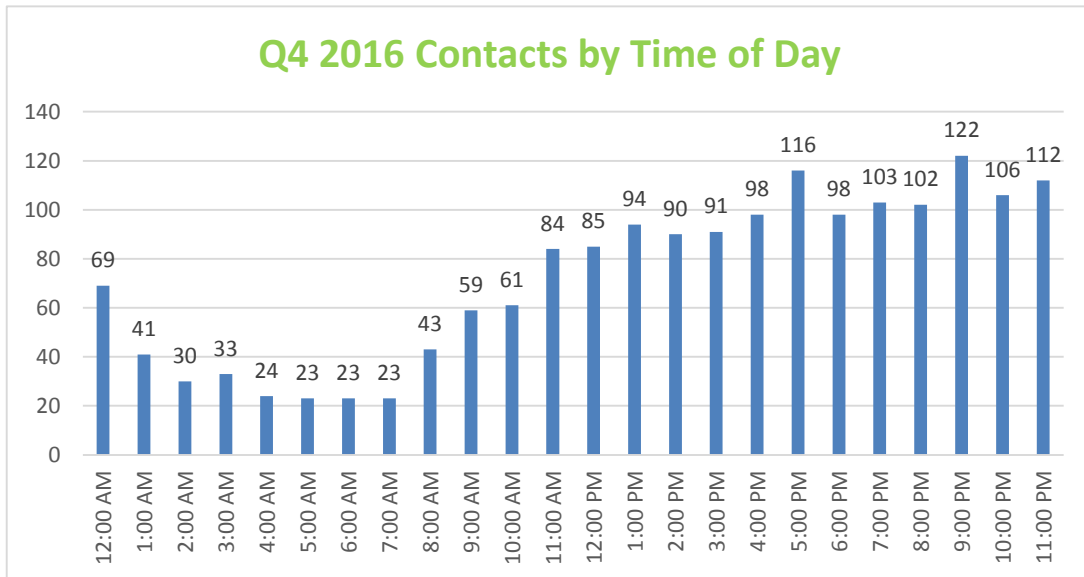
*Calls to the hotline now come in either through national 800 numbers which are routed via area code or via a local 208 area code phone number. Calls received from our 800 number by out of state callers with 208 area code cell phone numbers are handled like calls from Idaho until the initial crisis is 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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Substance Abuse and Tobacco Cessation Support Offers for October -December 2016



Contact Volume for October -December 2016





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Performance Metrics

Based on National Suicide Prevention Lifeline (NSPL) data and the Hotline’s call reports, our capture rate for calls in Q4 2016 was 81%. The other 19 percent of calls came in while our responders were helping other callers. Those 19% of calls were routed to other centers in the NSPL network so no call Lifeline call ever goes unanswered!

Contact Reactions *	1 st Q	2 nd Q	3 rd Q	4 th Q	2016
Appreciates service	861	995	872	1052	3,780
Perceived improvement	328	330	232	264	1,154
Unable to Determine	167	328	241	277	1,013

*Totals based on available data gathered by Responders

Disposition *	1 st Q	2 nd Q	3 rd Q	4 th Q	2016
911 Dispatched - Rescue / Welfare Check at contact's request or with consent	14	6	14	12	46
911 Dispatched - Rescue/Welfare Check without contact's knowledge and/or consent	17	17	12	15	61
Contact agreed to go to the hospital	21	12	8	19	60
Created Safety Plan with Contact	178	241	281	284	984
Created Safety Plan with 3 rd Party Contact	57	48	64	63	232
Made Contact with Person at Risk	0	3	2	3	8
Information / Referral	104	109	89	116	418
Support + Referral	214	207	151	172	744
Support Only	462	622	469	638	2,191

*Based on available data gathered by Responders

Staff

The hotline operates with 7.88 FTE’s. A new full-time position was added this summer, that of Program Assistant, tasked with providing logistical and administrative support to the Volunteer Coordinator, Director, Phone Room Supervisors and Volunteer Phone Responders. We currently have 3 practicum students from the Boise State University School of social work. 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.



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Volunteers & Training

Our Winter Phone Responder Training begins January 31st, 2017! ISPH on-boarded its fall class of Volunteer Phone Responders in late October and currently has 69+ 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 approximately 3,416 hours to ISPH- staffing the phones, conducting outreach, and helping train new volunteers, for an approximate in-kind value of \$65,587. For 2016, volunteers contributed 13,483 hours with an approximate in-kind value of \$258,873. ISPH has trained 200+ volunteers since launch. Our recently expanded curriculum of 50+ hours includes a stand-alone crisis intervention class, and the 2-day Applied Suicide Intervention Skills Training (ASIST). We plan to add Simulated Phone Room Training module for our upcoming winter training class. All volunteer phone shifts are overseen by a paid Crisis Phone Room Supervisor: A Master's level clinician or staff with equivalent experience. We are proud to announce that we will begin offering our 2 day ASIST workshop to the public in 2017- stay tuned for dates and specifics!

Volunteer program related goals for the Hotline's next quarter are: onboarding our 14th Volunteer Phone Responder class in March 2017; integrating a Self-Care (Compassion Fatigue) program with our current and new volunteers; securing a new and improved training location; offering a fillable *and* savable volunteer application form on our website; harnessing and developing our volunteers' additional skills and experience through the formation of a Volunteer Advisory Board- whose members attend new volunteer orientation and screening sessions; and forming a mentorship program for new volunteers.

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; for 2016: \$10,500. Thanks to generous grants from the J.K & Kathryn Albertson Foundation and the Idaho Public Utilities Commission, ISPH continues to purchase and install additional & updated responder stations to provide increased call taking capacity for volunteers and staff as we continue to increase the quality of our service delivery.

Crisis Text & Local Voice Number 208-398 HELP (4357)

ISPH has activated our new crisis text number 208-398-HELP (4357) and have begun featuring it prominently in promotional materials to schools and other recipients throughout Idaho. We currently respond to incoming crisis texts from 3pm to midnight, Monday- Friday. We always offer those seeking help the option of calling our voice lines or texting the national Crisis Text Line (741-741) outside of our regular text response hours. This 398-HELP number also receives voice calls 24/7. This allows callers who live in Idaho and have out of state cell phones to reach our Idaho Hotline. 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.



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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 revamping its resource & referral database to be more readily searchable and updatable. The foundation of this project involves replacing our former data set with the most recent copy of the 211 Idaho database, then culling it down to those resources most relevant to our callers' needs. If you are a provider, contact George Austin gaustin@jannus.org to have your listing added to 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 and radio spots airing in the Treasure Valley, and during the holiday season in N. Idaho. 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 presentations are available upon request 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.

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

Sustainable Funding

ISPH has been operating for over 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 received \$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 | |

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 just over \$560,000. Staffing and budget plans for year 5 include



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an increasingly robust mix of paid and volunteer supervisory staff and efforts to recruit volunteer phone Responders for early morning shifts, and expanded, assertive exploration of grant opportunities.

Online donations to the hotline can be made at www.idahosuicideprevention.org/donate

The ISPH Advisory Board conducts monthly conference calls to discuss strategic program goals related to outreach, operations and fundraising. The most recent in-person meeting occurred in 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: onboarding our 14th Volunteer Phone Responder class, continuing our crisis text response outreach statewide, continuing to integrate this new crisis text service along with our new local voice number and phone & data products; broadening our advisory board membership, updating our strategic plan to align with the efforts of the newly formed statewide Suicide Prevention Program, and planning multiple fundraisers for the coming year.

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