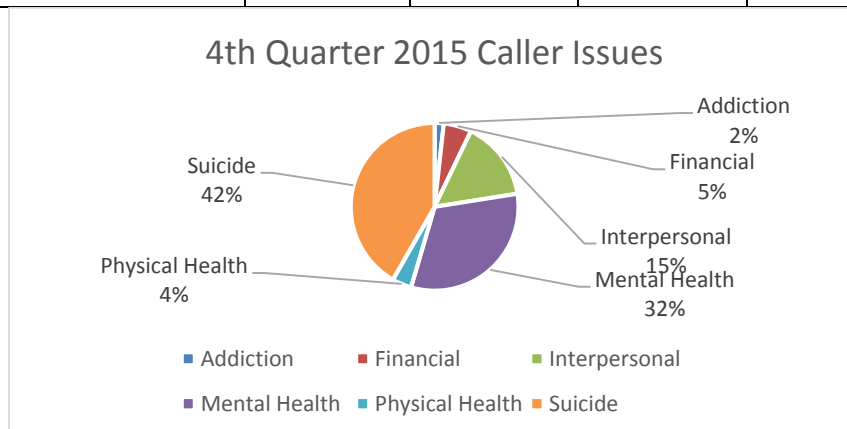


Report for October- December 2015

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus (Formerly Mountain States Group) finishes 2015, its first full year of 24/7 phone response, nearly doubling call volume from 2014. Below is a summary of the main accomplishments from October- December 2015:

Idaho Suicide Prevention Hotline Call Statistics January 1 to December 31, 2015					
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	2015
Total Calls Received	1124	1146	1378	1218	4866
Military Members / Families	236	127	126	128	617
Rescue Calls (approximate)	39	24	24	54	141
Follow Up Activities Completed	203	214	160	156	733
Percentage of Calls Receiving Follow Up Activities	13%	13%	7%	13%	15%
Caller Age:					
10 - 14	54	27	23	35	139
15 - 19	94	144	114	110	462
20 - 24	113	84	106	111	414
25 - 34	117	159	194	163	633
35 - 44	58	87	179	98	422
45 - 54	104	101	121	161	487
55 - 64	241	143	176	96	656
65 - 74	22	35	33	32	122
75 - 84	2	9	6	3	20
85+	3	0	1	0	4
Didn't Report	316	357	425	409	1507
Total Calls Received	1124	1146	1378	1218	4866



Idaho Suicide Prevention Hotline
Calls by County
 October 1 to December 31, 2015

County	4th Quarter	2015
Ada	279	1203
Adams	4	19
Bannock	37	222
Bear Lake		4
Benewah	1	18
Bingham	6	46
Blaine	31	85
Boise	5	28
Bonner	21	117
Bonneville	33	194
Boundary	1	10
Butte	1	1
Camas		
Canyon	129	547
Caribou		5
Cassia	2	84
Clearwater	5	12
Clark		
Custer		6
Elmore	3	55
Franklin		5
Fremont	1	38
Gem	5	41

County	4th Quarter	2015
Gooding	3	13
Idaho	1	5
Jefferson	4	11
Jerome	4	28
Kootenai	46	394
Latah	37	70
Lemhi	2	22
Lewis	1	5
Lincoln		1
Madison	5	23
Minidoka	4	21
Nez Perce	11	112
Oneida		2
Owyhee	2	22
Payette	4	17
Power		8
Shoshone	7	32
Teton	2	3
Twin Falls	30	197
Valley	1	16
Washington	3	4
Caller Refused / Unable to Collect Data	433	848
* Other	54	272
Total Calls Received	1218	4866

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.

Performance Metrics

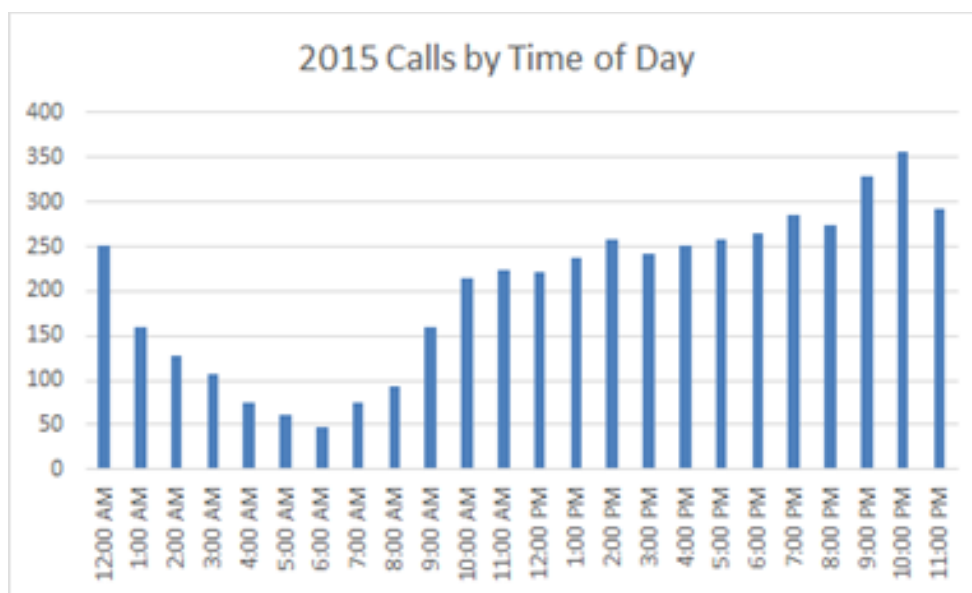
The hotline’s capture rate for calls in 2015 was 86%. The other 14% of calls that came in while our responders are busy helping callers were answered by other centers in the National Suicide Prevention Lifeline Network- so no call ever goes unanswered!

Caller Reactions*	1 st Q	2 nd Q	3 rd Q	4 th Q	2015
Appreciates service	703	639	800	740	2882
Caller Complaint/Concern re: Previous Call – ISPH**				3	3
Caller Complaint/Concern re: Previous Call - Other Center**				4	4
Dissatisfied	20	33	32	29	114
Perceived improvement	235	264	284	253	1036

*Totals reflect call data we are able to capture

**New metric captured from 4th Q 2015 and onward

Disposition	1 st Q	2 nd Q	3 rd Q	4 th Q	2015
1) 911 Dispatched	36	27	24	22	109
10) Rescue Call	4	14	9	16	43
2) Caller agreed to go to the hospital	10	12	11	16	49
3) Created Safety Plan with Caller	78	71	77	104	330
4) Made contact with person-at-risk	3	4	2	0	9
5) Created Safety Plan with 3rd party caller	40	31	24	29	124
6) Support + Referral	207	219	222	217	865
7) Support only	481	466	664	499	2110
8) Information/Referral	92	110	113	120	435



Staff

The hotline operates with 6.25 FTE's, a new Americorps volunteer acting as Outreach Coordinator and 3 interns that began this September. 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, psychology or related programs. ISPH offers high quality, relevant training and experience and networking opportunities.

Volunteers & Training

Our next Phone Responder Training begins January 26, 2016! All persons interested in volunteering for ISPH should contact Volunteer Coordinator Nina Leary at 208-258-6992.

ISPH on boarded its largest ever class of 28 Volunteer Phone Responders in October and currently has 70+ 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 3613 hours to ISPH - conducting outreach and helping train new volunteers, for an approximate in-kind value of \$62,400 for 2015, Approximately \$233,000. ISPH has trained 160+ 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/\$10,800 for 2015.

Crisis Text & Chat Response

ISPH brought Molly Brack from Contact USA (our accrediting body) to Boise to train hotline staff in this specialized form of crisis response in July 15. ISPH has acquired a dedicated crisis text number 208-398-HELP and pending activation of this number we will incrementally implement this service.

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. Please direct requests for statistics related to caller demographics, to <jreusser@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 George Austin at <gaustin@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, ISPH now has a video PSA airing on KTVB. 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. Please contact Rebecca Maxwell at 258-6994 or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>

Staff and volunteers have distributed over 5,000 wallet cards and other outreach materials throughout the state this quarter.

- Outreach materials/Hotline presentations are available upon request by emailing tbarnes@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=IICtJelcY4>
- 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 Rebecca Maxwell at 258-6994 or email <rmaxwell@jannus.org>.

Sustainable Funding

ISPH has been operating for almost 3 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	• 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 budget for FY 15-16 is \$455,000. 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 early morning shifts, and expanded, assertive exploration of grant opportunities. ISPH received a generous gift of \$300,000 from the JA & Kathryn Albertson Foundation in December which will fund an upgraded phone system/ pay the hotline phone bill for 5 years, fund additional responder stations and modest .5 FTE increase in staffing. Online donations can be made at www.idahosuicideprevention.org/donate

The ISPH Advisory Board met in person in September and 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 11th volunteer Phone Responder class, beginning crisis text & chat response, broadening our advisory board membership, continuing to increase our and outreach and volunteer recruitment efforts, expanding our Volunteer Outreach Ambassador program, and continuing to seek a broad base of sustainable funding.

Contact Information

John Reusser, Executive Director
208.258.6991
jreusser@jannus.org

Nina Leary, Volunteer Coordinator
208.258.6992
nleary@jannus.org

Rebecca Maxwell, Outreach Coordinator
208-258-6994
rmaxwell@jannus.org

Karan Tucker, Executive Director
Jannus
1607 West Jefferson Street
Boise, ID 83702
208.336.5533 Ext 252
ktucker@jannus.org