

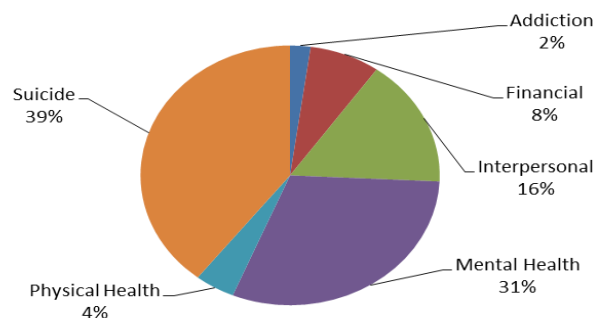
Report for April through June 2014

The Idaho Suicide Prevention Hotline (ISPH), a program of Mountain States Group, Inc. continues its second year of continuous operations: Securing additional funding, adding Saturday shifts for current operating hours of Monday- Saturday 9am-1 am, training its 5th volunteer cohort and conducting in-person outreach to N. Idaho. Below is a summary of the main accomplishments and activities that occurred during April- June 2014:

Idaho Suicide Prevention Hotline		
Call Statistics		
January 1 to June 30, 2014		
	2nd Quarter	Year to Date
Total Calls Received	623	1134
Military Members / Families	162	296
Rescue Calls (approximate)	35	70*
Follow Up Activities Completed	399	683
Percentage of Calls Receiving Follow Up Activities	43%	42%
Caller Age:		
10 - 14	24	47
15 - 19	66	116
20 - 24	69	95
25 - 34	56	90
35 - 44	29	55
45 - 54	47	109
55 - 64	127	235
65 - 74	21	40
75 - 84	2	5
85+	2	5
Didn't Report	180	337
Total Calls Received	623	1134

*1st Quarter amount corrected from previous report

2nd Quarter 2014 Caller Issues



Idaho Suicide Prevention Hotline
Calls by County
January 1 to June 30, 2014

County	2nd Quarter	Year to Date
Ada	156	292
Adams	2	6
Bannock	41	62
Benewah	4	5
Bingham	9	16
Blaine	1	1
Boise	7	10
Bonner	6	18
Bonneville	31	47
Butte		5
Canyon	74	121
Cassia	4	7
Clearwater	1	6
Custer	2	4
Elmore	2	8
Franklin	4	6
Fremont	1	1
Gem	2	3
Gooding	2	5
Idaho		2
Jefferson		1
Jerome	12	18

County	2nd Quarter	Year to Date
Kootenai	116	212
Latah	24	35
Lemhi	1	3
Lewis		1
Madison	6	12
Minidoka	3	5
Nez Perce	5	11
Owyhee		4
Payette	6	7
Power	3	3
Shoshone	4	9
Teton	2	2
Twin Falls	15	31
Valley		3
Washington	3	5
Caller Refused / Unable to Collect Data	48	106
* Other	26	41
Total Calls Received	623	1134

* Calls received by out of state callers with 208 area code cell phone numbers

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 4.4 FTE’s and an Americorps volunteer acting as Outreach Coordinator. ISPH seeks qualified clinicians interested in giving back to the community to volunteer a few hours per month of their time as phone room supervisors.

Volunteers & Training

Our next Phone Responder Training begins August 2nd ! All persons interested in volunteering for ISPH should contact Nina Leary at 208-258-6992.

All Hotline calls are answered by trained Volunteer Phone Responders. This quarter they contributed a total of 2,346 hours to the Hotline for an in-kind value of \$44,620 (for 2014, 4,560 hours, valued at \$87,129). ISPH has trained 87 volunteers since launch with 56 volunteers currently active, a volunteer retention rate of 64%. ISPH recently has expanded its training curriculum from 34 to 42 hours. With four staff certified as ASIST (Applied Suicide Intervention Skills Training) trainers, all ASIST training is conducted in-house. To operate 24 hours per day/7 days per week, the Hotline will need at least 70 volunteer Phone Responders. All shifts will require access to supervision, ideally by a master's level clinician or equivalent. ISPH is also recruiting a separate cohort of non-phone worker volunteers as Hotline Ambassadors to assist with administrative and support tasks and conduct outreach statewide.

Facilities

ISPH continues to operate its crisis phone room, conduct volunteer trainings and distribute marketing materials from its rent-free offices provided by the Lion's Club Sight and Hearing Foundation, for an in-kind value this quarter of \$6,000 (for 2014, \$12,000). ISPH seeks donations of small to medium-size desks and miscellaneous office furniture as we make room for an MSW intern from Boise State University who joins the hotline this Fall.

Hotline Data Capacity

ISPH Phone Responders gather multiple dimensions of demographic info from each caller. Requests for statistics related to caller demographics should be directed to jreusser@mtnstatesgroup.org with "request for Hotline statistics" in the subject line. The extensive ISPH resource database is updated via phone and email by volunteers; 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 to have your listing added to our database.

Outreach

Hotline staff meet with many organizations each quarter, and have distributed over 30,000 wallet cards and several hundred outreach kits containing the cards, stickers, magnets and other materials throughout the state. Hotline number QR codes are being added to new materials beginning next quarter.

- Outreach materials/ Hotline presentations are available upon request by emailing npounds@mtnstatesgroup.org and including "request for Hotline outreach materials" in the subject line.
- A video PSA (thanks to the City of Meridian) is available for free distribution and outreach <http://www.youtube.com/watch?v=IICtJelcY4>
- Stylish Hotline logo/ phone number t-shirts are available to donors via the ISPH website: www.idahosuicideprevention.org and the ISPH 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. This quarter the director traveled to N. Idaho, forming closer connections with hospitals, educators, and outpatient providers, with plans for a follow-up trip in September.

Sustainable Funding

ISPH has been in operation for 1+ year, 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	• Various Individual and Corporate Donors
• Saint Alphonsus Health System	• Wells Fargo
• Speedy Foundation	

Sustainability for ISPH depends upon continued robust public/ private partnerships. Hotline operations continue to require a diverse and varied mix of partner and funder investment in this vital service. Staffing and budget plans for year 2 include a mix of paid and volunteer supervisory staff and paid and overnight phone workers to increase levels of staffing as we achieve 24/7 phone response with robust coverage by the end of 2014. ISPH is grateful for a \$50,000 grant from the United Way of Treasure Valley this quarter as approved by their Health Vision Council.

The ISPH Advisory Board consisting of Kathie Garrett, Catherine Perusse, Lora Whalen, Peter Wollheim, Ann Kirkwood, Mary Pierce, and Karan Tucker had its fourth meeting, in April 2014 to discuss strategic program goals related to operational compliance, hours expansion, outreach, and sustainable funding strategies to be pursued.

Plans for the Next Quarter

Top goals for the Hotline’s next quarter of operation are: training our 6th & 7th volunteer cohorts, adding Sundays 9am to 1 am, revamping the ISPH web presence to implement more online fundraising strategies, broadening advisory board membership and increasing the breadth and penetration of our marketing and outreach efforts.

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