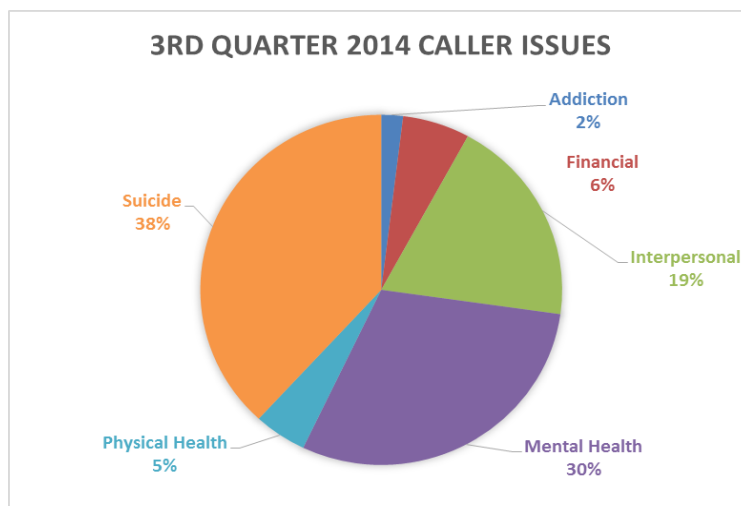


## Report for July through September 2014

The Idaho Suicide Prevention Hotline (ISPH), a program of Mountain States Group, Inc. continues its second year of operations: Revamping our web presence, adding Friday and Saturday overnight shifts to current operating hours of Monday- Saturday 9am-1 am, training its 6th volunteer cohort and establishing more robust in-person outreach in Northern and Southeastern Idaho. Below is a summary of the main accomplishments and activities that occurred during July-September 2014:

Idaho Suicide Prevention Hotline		
<b>Call Statistics</b>		
January 1 to September 30, 2014		
	3rd Quarter	Year to Date
Total Calls Received	734	1867
Military Members / Families	140	468
Rescue Calls (approximate)	30	100
<b>Caller Age:</b>		
10 - 14	26	76
15 - 19	87	215
20 - 24	53	155
25 - 34	85	195
35 - 44	37	111
45 - 54	70	185
55 - 64	123	383
65 - 74	21	62
75 - 84	10	16
85+	0	5
Didn't Report	222	464
<b>Total Calls Received</b>	<b>734</b>	<b>1867</b>
*1st Quarter amount corrected from previous report		



Idaho Suicide Prevention Hotline						
Calls by County						
January 1 to September 30, 2014						
County	3rd Quarter	Year to Date		County	3rd Quarter	Year to Date
Ada	216	506		Idaho	3	5
Adams	3	9		Jefferson	0	1
Bannock	36	98		Jerome	13	31
Bear Lake	3	3		Kootenai	94	306
Benewah	3	8		Latah	15	50
Bingham	4	20		Lemhi	0	3
Blaine	12	13		Lewis	1	2
Boise	16	26		Madison	4	16
Bonner	10	28		Minidoka	3	8
Bonneville	42	89		Nez Perce	8	19
Butte	1	6		Owyhee	3	7
Canyon	80	201		Payette	5	12
Caribou	2	2		Power	6	9
Cassia	4	11		Shoshone	2	11
Clearwater	1	7		Teton	1	3
Custer	0	4		Twin Falls	27	58
Elmore	6	14		Valley	2	5
Franklin	9	15		Washington	3	8
Fremont	1	2		Caller Refused / Unable to Collect Data	66	172
Gem	3	6		* Other	22	64
Gooding	4	9		<b>Total Calls Received</b>	<b>734</b>	<b>1867</b>

\* 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, an Americorps volunteer acting as Outreach Coordinator who has begun her second year with the hotline, and we welcomed a new MSW intern in September. ISPH continues to seek qualified clinicians interested in giving back to the community to volunteer their time as phone room supervisors, and interns from counseling or social work programs.

### Volunteers & Training

**Our next Phone Responder Training begins January 31, 2015! All persons interested in volunteering for ISPH should contact Nina Leary at 208-258-6992.**

Most hotline calls are answered by trained Volunteer Phone Responders. This quarter they contributed a total of 3,100 hours, an approximate in-kind value of \$58,960 (for 2014, 7660 hours, valued at approximately \$145,690 ). ISPH has trained 93 volunteers since launch with 45

volunteers currently active and 10 currently training to start on the phones in November. Our recently expanded curriculum of 40 hours begins with a full day of communication skills and continues to include the 2-day Applied Suicide Intervention Skills Training (ASIST). To operate 24 hours per day/7 days per week with a minimum of 2 volunteer responders per shift, the Hotline will need approximately 84 volunteer Phone Responders. All shifts require onsite supervision by a master's level clinician or equivalent. Our initial overnight phone coverage will be provided by supervisory staff as we continue to recruit and train more responders.

### **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 \$6,000 (for 2014, \$18,000). Secure remote access with a door buzzer, intercom and video monitoring from the supervisor desk was added this quarter in preparation for overnight operations, and an additional workspace for our new intern was added adjacent to the phone room.

### **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 [ireusser@mtnstatesgroup.org](mailto:ireusser@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](mailto: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@mtnstatesgroup.org](mailto:npounds@mtnstatesgroup.org)) to have your listing added to our database.

### **Outreach**

Hotline staff meet with many organizations each quarter, and have distributed over 40,000 wallet cards and several hundred outreach kits containing the cards, stickers, magnets and other materials throughout the state. Hotline number QR codes have been added to all new outreach materials.

- Outreach materials/ Hotline presentations are available upon request by emailing [npounds@mtnstatesgroup.org](mailto:npounds@mtnstatesgroup.org) and including "request for Hotline outreach materials" in the subject line or calling 208-258-6994.
- A video PSA (thanks to the City of Meridian) is available for free distribution and outreach <http://www.youtube.com/watch?v=llCtJelcY4>
- We have revamped our website! It is cleaner, simpler, more informative and user- friendly [www.idahosuicideprevention.org](http://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](http://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 hotline sent tradeshow quality display kits to our SPAN Idaho partners in North and Southeast Idaho, who are using them for outreach at community events.

### ***Sustainable Funding***

ISPH has been in operation for nearly 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	• Various Individual and Corporate Donors
• Saint Alphonsus Health System	• Wells Fargo
• 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. Staffing and budget plans for year 2 include a mix of paid and volunteer supervisory staff and overnight phone workers to increase levels of staffing as we achieve 24/7 phone response with adequate coverage by the end of 2014.

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

### ***Plans for the Next Quarter***

Top goals for the Hotline’s next quarter of operation are: training our 7<sup>th</sup> volunteer Phone Responder cohort, adding Sunday days and Sunday-Thursday overnights to achieve 24/7 phone response, broadening advisory board membership, continuing to increase our marketing and outreach efforts, implementing Bloomerang donor management software, solidifying our Volunteer Ambassador program and celebrating our 2 year anniversary of continuous operations.

### ***Contact Information***

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