



Idaho Suicide Prevention Hotline 2nd Quarter 2019 Report

Report for April - June 2019

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, Inc., has served Idahoans since November 2012 as Idaho's statewide, nationally accredited crisis line. People can reach us through the National Suicide Prevention Lifeline number 800-273-TALK (8255), our local voice and text number 208-398-HELP (4357), or our online chat portal:

<https://www.idahosuicideprevention.org/chat/>

Below is a summary of our work & data from April - June 2019

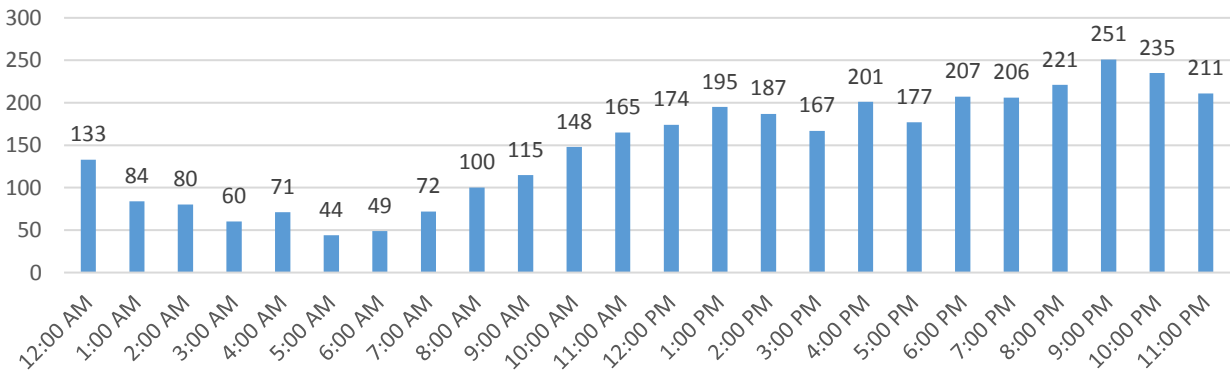
	1 st Quarter	2 nd Quarter	YTD
Total Calls Received	3,286	3,415	6,701
SMS Texting or Online Chat Interventions	188	138	326
Total Inbound Crisis Contacts	3,474	3,553	7,027
Follow Up Calls Initiated	226*	308	534
Follow Up Text Conversations Initiated	15	15	30
Total Outbound Crisis Contact Activities**:	341	538	879

**Historic data from prior quarters is updated to reflect the current state of our digital contact record database and may vary slightly from past reporting*

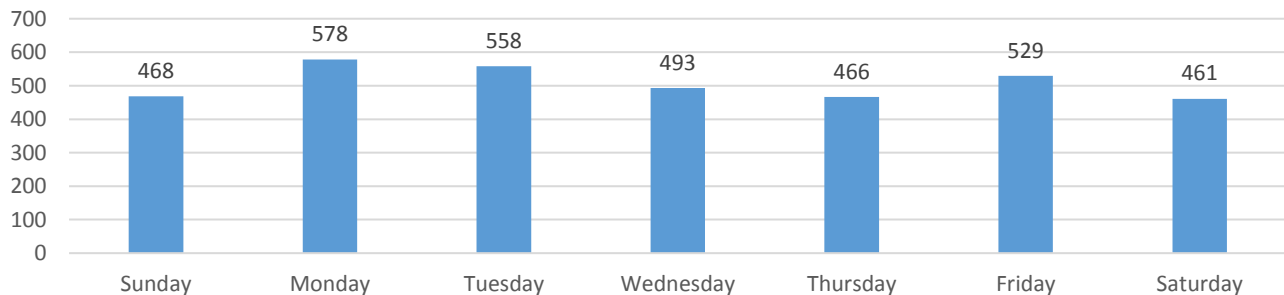
***Outbound Crisis Contact Activities include initiated contacts, contact attempts and completed follow up interactions.*

Call / Crisis contact Volume for April - June 2019

Q2 2019 - Inbound Contacts by Time of Day



Q2 2019 - Inbound Contacts by Day of Week



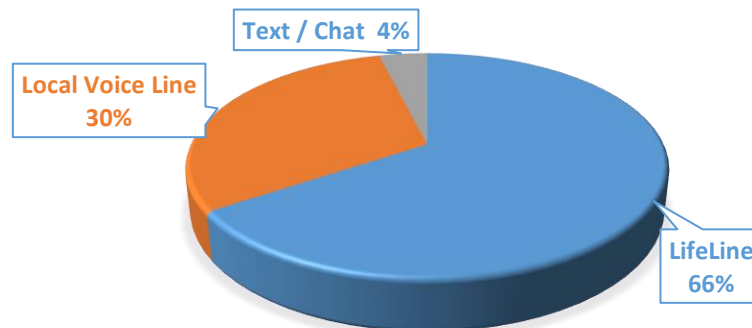
Contacts by County April - June 2019

	Q1	Q2	YTD
Ada	576	616	1,192
Adams	1	1	2
Bannock	36	46	82
Bear Lake	0	3	3
Benewah	0	2	2
Bingham	212	239	451
Blaine	6	2	8
Boise	2	2	4
Bonner	11	14	25
Bonneville	66	50	116
Boundary	1	1	2
Butte	0	0	0
Camas	0	0	0
Canyon	170	134	304
Caribou	0	2	2
Cassia	2	6	8
Clark	0	0	0
Clearwater	2	2	4
Custer	0	0	0
Elmore	8	6	14
Franklin	8	3	11
Fremont	0	2	2
Gem	7	2	9
Gooding	24	13	37
Idaho	3	18	21

	Q1	Q2	YTD
Jefferson	2	0	2
Jerome	42	17	59
Kootenai	53	83	136
Latah	43	11	54
Lemhi	1	2	3
Lewis	1	0	1
Lincoln	0	1	1
Madison	9	15	24
Minidoka	2	2	4
Nez Perce	16	17	33
Oneida	0	1	1
Owyhee	0	5	5
Payette	4	3	7
Power	3	0	3
Shoshone	1	1	2
Teton	1	2	3
Twin Falls	21	30	51
Valley	3	1	4
Washington	1	3	4
Non-specified Idaho or Responder Unable to Collect	1,470	1,610	3,080
Outside Idaho	666	585	1,251
Total Contacts	3,474	3,553	7,027

ISPH tracks the number of calls/contacts received from the National Suicide Prevention Lifeline (NSPL) 800-273-8255, from our combined local voice/ crisis text number 208-398-4357, and from our crisis chat portal. The following chart depicts how individuals reached ISPH in the 2nd Quarter of 2019:

Q2 2019 - Method of Contact

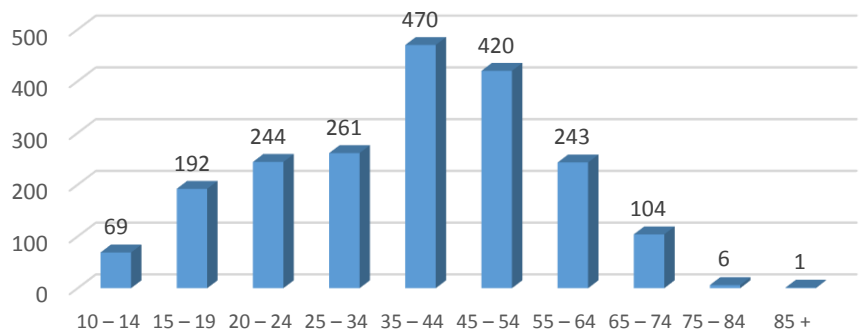


Contact demographics

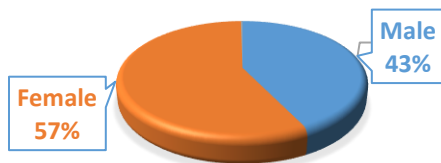
Our trained crisis responders request demographic information from callers, to track service utilization statewide and support populations at higher risk for suicide. This information is provided voluntarily, and not all hotline contacts lend themselves to demographic data collection. Some callers contact the hotline multiple times per quarter, so their demographics may be counted multiple times. Below are highlights for April - June 2019:

Contact Age – Q2 Collected for 57% of Contacts	
10 – 14	69
15 – 19	192
20 – 24	244
25 – 34	261
35 – 44	470
45 – 54	420
55 – 64	243
65 – 74	104
75 – 84	6
85 +	1

Q2 2019 - Age Range



Q2 2019 - Gender*



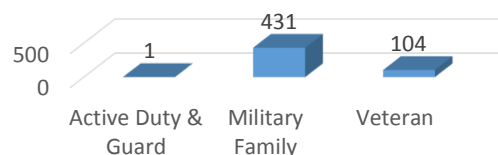
Identified Gender – Q2 Collected for 72% of Contacts	
Male	1,121
Female	1,492
Non Binary or Other	7

* As a group recognized as at a high risk for suicide, ISPH collects information on hotline contacts who identify as transgender (separate from their identified gender). In the second quarter we had 25 contacts identify as transgender and 2 who disclosed they were Unsure or Questioning their gender identity.

In Q2, Military contacts made up approximately 15% of overall call volume

Military Status – Q2 Collected from 36% of Contacts	
Active Duty & Guard	1
Military Family	431
Veteran	104

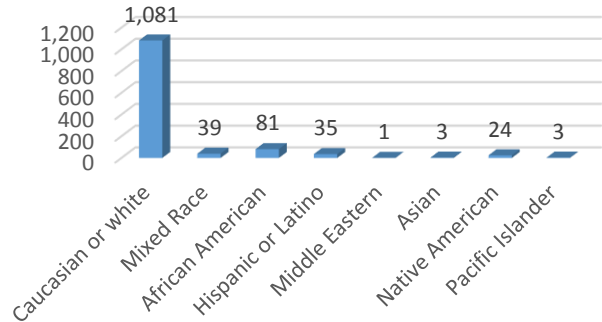
Q2 2019 - Military Status



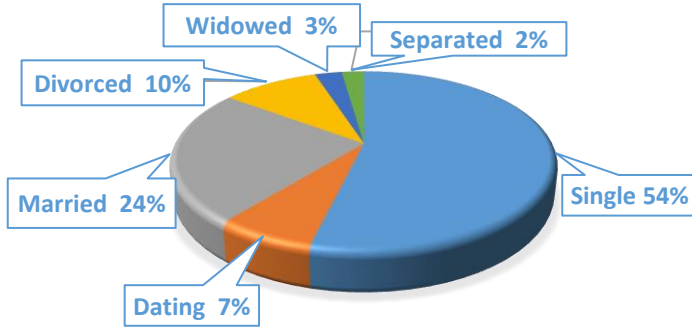
Demographics Collected for April – June 2019, continued

Ethnicity – Q2 Collected for 36% of Contacts	
Caucasian or white	1,081
Mixed Race	39
African American	81
Hispanic or Latino	35
Middle Eastern	1
Asian	3
Native American	24
Pacific Islander	3

Q2 2019 - Ethnicity



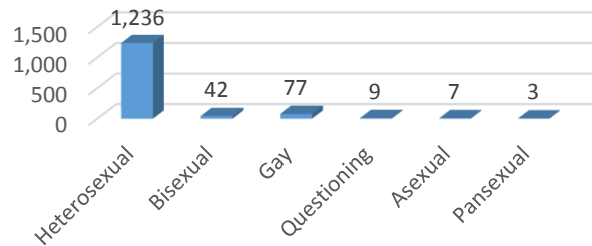
Q2 2019 - Marital status



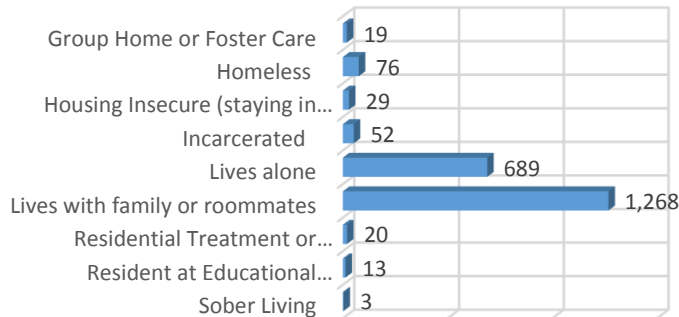
Marital Status – Q2 Collected for 52% of Contacts	
Single	1,000
Dating	132
Married	451
Divorced	183
Widowed	51
Separated	42

Sexual Orientation – Q2 Collected for 39% of Contacts	
Heterosexual	1,236
Bisexual	42
Gay	77
Questioning	9
Asexual	7
Pansexual	3

Q2 2019 - SEXUAL ORIENTATION



Q2 2019 - Living

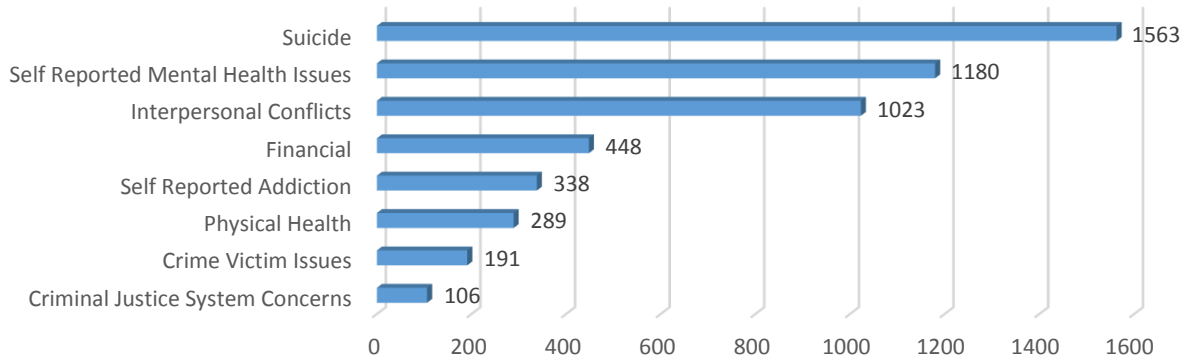


Living Situation – Q2 Collected for 61% of Contacts	
Group Home or Foster Care	19
Homeless	76
Housing Insecure (staying in hotels/motels or other temporarily living situations but not shelters or non-residential buildings)	29
Incarcerated	52
Lives alone	689
Lives with family or roommates	1,268
Residential Treatment or Hospital Care	20
Resident at Educational Setting (dorm living)	13
Sober Living	3

Issues Addressed During Contacts for April - June 2019

Individuals often address multiple issues during their contacts (calls, texts or chats) with us. The following reports the number of individuals who reported these categories of issues during their contacts with ISPH:

Q2 2019 - Identified Issues for Contacts



*As part of our commitment to preventing suicide, and per National Suicide Prevention Lifeline network protocols, we endeavor to ask every caller about suicide. The actual number of contacts where suicide was asked or addressed during Q2 2019 was 2,520. Those individuals assessed to be “Not Suicidal During Contact” or for whom we could not determine a connection to suicide, were removed from the totals for this chart.

Call / Contact Outcomes for April - June 2019

Caller Reactions*	
Appreciates service	2,320
Perceived improvement	433

*Responders are not able to collect reaction outcomes for all contacts - the above reflects contact satisfaction for those for whom it was collected. Over 98% of all contact reaction outcomes collected by responders are positive.

Disposition *	
911 Dispatched - Rescue / Welfare Check at caller’s request and/or with consent	36
911 Dispatched - Rescue/Welfare Check without caller’s knowledge and/or consent	60
Caller agreed to go to the hospital	15
Caller agreed to go to or accepted referral to local Crisis Center	272
Created Safety Plan with Caller	1,048
Created Safety Plan with 3 rd Party Caller	217
Made Contact with Person at Risk	7
Information / Referral	141
Support + Referral	322
Emotional Support	1,061

*Based on available data gathered by Responders; not all contacts require a disposition be entered, calls can have multiple dispositions, and not all outcomes are always entered.



Idaho Suicide Prevention Hotline 2nd Quarter 2019 Report

Community Partnership Contacts for April – June 2019

The hotline works with community partners to support persons in crisis or with elevated risk for suicide. We track these contacts, and also have guidelines for our responders to help persons identified as “Familiar Callers” who use our service on a more regular basis and benefit from ongoing support.

ISPH has established partnerships with multiple Emergency Departments and Community Crisis Centers which allow their patients to receive structured follow-up calls from ISPH post-discharge.

We also provide free hotline access for inmates at select Idaho County Jails, and provide after-hours crisis phone response for other mental health providers.

Below is information on familiar callers, structured follow ups, and jail calls for Q2 2019:

Community Partnerships and Familiar Contacts	
ISPH Familiar Contacts	1,182
County Jail Correction Calls	59
Individuals with Structured Follow-up Contacts	166
Other Agency Agreement Contacts	29

Volunteers & Training

Our next Responder training for volunteers begins September 14th, 2019. The application deadline for Fall training is September 8th.

We completed our 20th Responder training in June. For information on volunteering, or to apply, go to www.idahosuicideprevention.org/volunteer. ISPH currently has 81 active volunteers working on the hotline.

During responder training cycles we offer *two* of our 2-day Applied Suicide Intervention Skills Training (ASIST) workshops, with training spots available for community members and professionals from law enforcement, mental health and advocacy organizations who learn alongside volunteers taking the full 5-week training.

This quarter 91 volunteers contributed a total of 3,825 hours staffing the hotline, and representing ISPH at community events, for an approximate in-kind value of \$74,500. To date ISPH has trained over 343 phone room responders.

This quarter, we continued our pilot *Community Trainings Program*. Our two ASIST workshops for volunteer responders included over 12 community members. Safe Talk trainings were presented in Boise, and a custom Suicide Talk was presented to LDS church members throughout the Boise area. To enquire about hotline training availability in your community, contact slightning@jannus.org. To learn more about these 3 types of trainings, go to <https://www.livingworks.net/programs/>.



Idaho Suicide Prevention Hotline 2nd Quarter 2019 Report

Outreach

Hotline staff and volunteers provide outreach to community organizations whenever possible. This quarter we distributed over 17,000 pieces of outreach material (cards, stickers, posters, magnets) statewide. We tabled at multiple community events including the God and Country and Boise Pride Festivals. We also screened the documentary film *Angst* at Boise State University. We continue to recruit for our outreach-ambassador volunteer program, training current Responders and interested community members to table at outreach events- for more information or to apply, email outreach@jannus.org or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>.

To request outreach materials and/or hotline tabling or presentations, email our Outreach Coordinator at outreach@jannus.org and include “request for Hotline outreach materials/tabling” in the subject line, visit www.idahosuicideprevention.org/outreach or call 208-258-6994.

Sustainability

ISPH has been operating for almost 7 years, thanks to generous support from the partners listed below and from our myriad individual supporters. This May, during Idaho Gives Day, our community members provided ISPH with a 300% increase in donations over the same day in 2018. This helped us to raise over \$7,000 in just one day. Individual giving to ISPH has doubled over last year, and we have increased our fundraising events from 2 to 4 for 2019.

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| • Idaho Department of Health and Welfare | • St. Luke’s Health System |
| • Idaho Division of Veteran’s Services | • United Way of Treasure Valley |
| • Papa John’s Pizza | • T-Mobile |
| • Envision (formerly Lions Sight and Hearing Foundation) | • Treasure Valley Association of Health Underwriters |
| • Saint Alphonsus Health System | • United Way of Southeast Idaho |
| • Micron Foundation | • Jeeves Ads |

Robust public/ private partnerships are critical for our sustainability. ISPH operations involve a diverse mix of partner and funder investment in this vital statewide service. Staffing and budget plans include a mix of paid staff and volunteers, recruitment of volunteer phone responders for evening & weekend shifts, pursuing more donor development and grant opportunities, and larger fundraising events. Online donations to the hotline can be made at: www.idahosuicideprevention.org/donate.

Plans for the Next Quarter

Top goals for the third quarter of 2019 include completing our Fall Volunteer Responder class, expanding discharge follow up call services to more Community Crisis Centers, Emergency Departments, and initiating discharge follow ups with Saint Alphonsus’ inpatient psychiatric unit. We are also expanding our jail call program to the Blaine County Jail. We will continue our Community Trainings Pilot Program, with ASIST and SuicideTalk workshops at the Micron Boise campus, and offering trainings both inside and outside the Treasure Valley.



Idaho Suicide Prevention Hotline 2nd Quarter 2019 Report

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