



# Idaho Suicide Prevention Hotline Q4 / 2018 Year End Report

## Report for October-December 2018

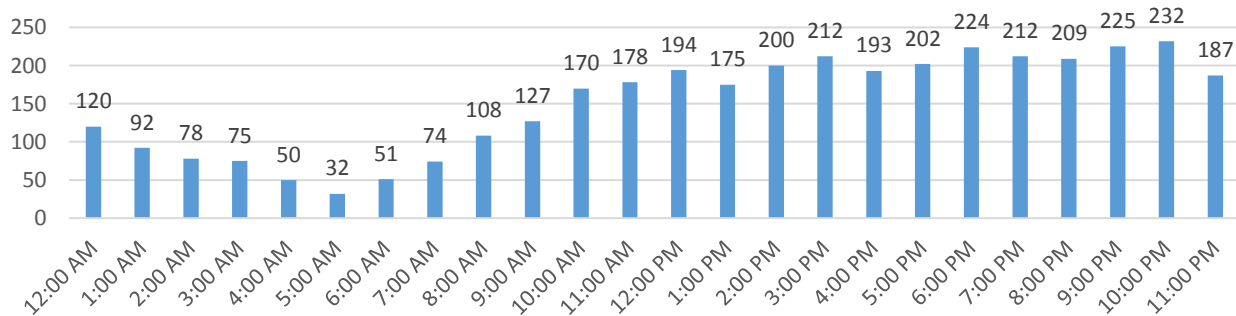
The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, enters its 7<sup>th</sup> year as Idaho's first and only statewide nationally accredited crisis hotline. Anyone can reach us via the National Suicide Prevention Lifeline 800-273-TALK (8255), our local voice and text number 208-398-HELP (4357) or our online chat portal: <https://www.idahosuicideprevention.org/chat/>

Below is a summary of our work & data from October - December 2018; including year-end totals.

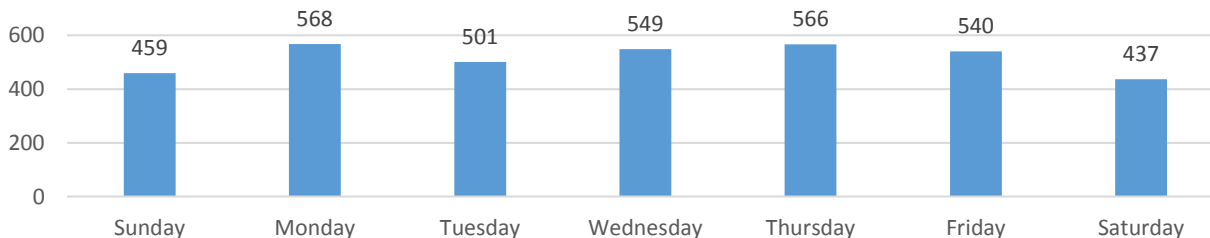
Hotline Contacts - October 1 to December 31, 2018					
	Q1	Q2	Q3	Q4	YTD
Total Calls Received	2,777	2,969	3,355	3,414	12,515
Total SMS Texting & Online Chat Interventions	177	191	195	169	732
Other support lines		1	192	37	230
<b>Total Inbound Crisis Contacts</b>	<b>2,954</b>	<b>3,161</b>	<b>3,742</b>	<b>3,620</b>	<b>13,477</b>
Follow Up Calls Initiated	135	267	238	357	997
Follow Up Text Conversations Initiated	22	17	16	21	76
<b>Total Outbound Crisis Contact:</b>	<b>157</b>	<b>284</b>	<b>254</b>	<b>378</b>	<b>1,073</b>
<b>Total initial calls and follow ups:</b>	<b>3,111</b>	<b>3,445</b>	<b>3,996</b>	<b>3,998</b>	<b>14,550</b>

## Call / Contact Volume for October - December 2018

### Q4 2018 Contacts by Time of Day



### Q4 2018 Contacts by Day of Week

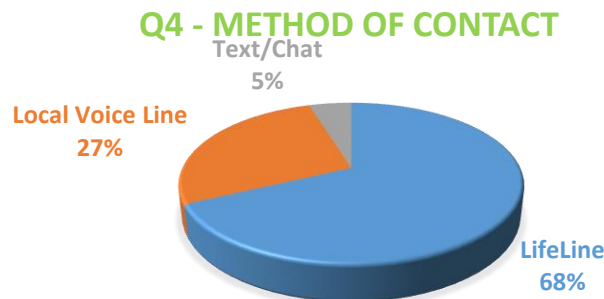


## Contacts by County October - December 2018

	Q1	Q2	Q3	Q4	YTD
Ada	881	621	810	<b>585</b>	2,897
Adams	4	0	1	<b>0</b>	5
Bannock	58	40	64	<b>55</b>	217
Bear Lake	0	0	0	<b>1</b>	1
Benewah	2	4	2	<b>0</b>	8
Bingham	93	38	218	<b>206</b>	555
Blaine	10	8	12	<b>8</b>	38
Boise	3	1	2	<b>2</b>	8
Bonner	12	33	21	<b>11</b>	77
Bonneville	74	51	49	<b>53</b>	227
Boundary	3	3	1	<b>1</b>	8
Butte	1	0	2	<b>0</b>	3
Camas	0	0	0	<b>3</b>	3
Canyon	188	181	446	<b>269</b>	1,084
Caribou	2	1	2	<b>0</b>	5
Cassia	24	9	2	<b>7</b>	42
Clark	0	0	0	<b>0</b>	0
Clearwater	1	2	2	<b>2</b>	7
Custer	2	0	0	<b>1</b>	3
Elmore	13	12	17	<b>10</b>	52
Franklin	1	1	2	<b>1</b>	5
Fremont	7	4	0	<b>0</b>	11
Gem	11	4	8	<b>5</b>	28
Gooding	4	24	24	<b>27</b>	79
Idaho	3	1	5	<b>1</b>	10

	Q1	Q2	Q3	Q4	YTD
Jefferson	4	5	5	<b>4</b>	18
Jerome	6	10	10	<b>11</b>	37
Kootenai	55	85	50	<b>38</b>	228
Latah	44	40	26	<b>44</b>	154
Lemhi	3	0	2	<b>1</b>	6
Lewis	1	0	0	<b>0</b>	1
Lincoln	0	0	1	<b>0</b>	1
Madison	17	17	8	<b>15</b>	57
Minidoka	5	1	1	<b>1</b>	8
Nez Perce	19	18	23	<b>9</b>	69
Oneida	0	0	0	<b>3</b>	3
Owyhee	2	1	3	<b>1</b>	7
Payette	5	13	6	<b>3</b>	27
Power	4	2	1	<b>3</b>	10
Shoshone	12	23	19	<b>3</b>	57
Teton	2	2	2	<b>2</b>	8
Twin Falls	40	37	24	<b>38</b>	139
Valley	6	2	5	<b>2</b>	15
Washington	2	2	0	<b>1</b>	5
Non-specified Idaho or Responder Unable to Collect	963	1,027	1,553	<b>1,610</b>	5,153
Outside Idaho	367	838	313	<b>583</b>	2,101
<b>Total Contacts</b>	<b>2,954</b>	<b>3,161</b>	<b>3,742</b>	<b>3,620</b>	<b>13,477</b>

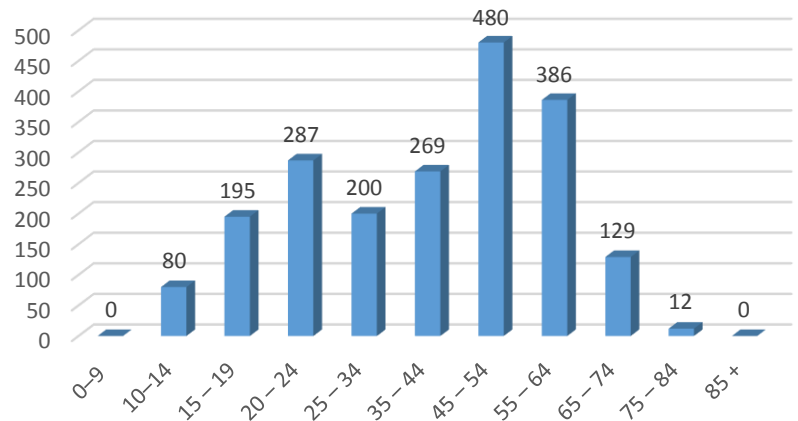
ISPH tracks the number of calls/contacts received from the National Suicide Prevention Lifeline (NSPL) 800-273-8255, from our combined local voice/ crisis text number 208-398-4357, and from our chat portal. The following chart depicts how individuals reached ISPH in the 4<sup>th</sup> Quarter of 2018:



**Contact demographics.** Our 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. The following is a reporting of the demographics of persons contacting ISPH. Some callers contact the hotline multiple times per quarter, so their demographics may be counted multiple times. Below are highlights for October-December 2018:

Contact Age – Q4 Collected for 56% of Contacts					
	Q1	Q2	Q3	<b>Q4</b>	YTD
0 – 9	0	3	1	<b>0</b>	4
10 – 14	72	90	52	<b>80</b>	294
15 – 19	249	243	194	<b>195</b>	881
20 – 24	434	259	282	<b>287</b>	1,262
25 – 34	157	175	178	<b>200</b>	710
35 – 44	245	215	190	<b>269</b>	919
45 – 54	216	279	536	<b>480</b>	1,511
55 – 64	146	334	596	<b>386</b>	1,462
65 – 74	90	90	88	<b>129</b>	397
75 – 84	4	5	3	<b>12</b>	24
85 +	0	3	1	<b>0</b>	4

**Q4 - AGE - RANGE**



**Q4 - GENDER\***



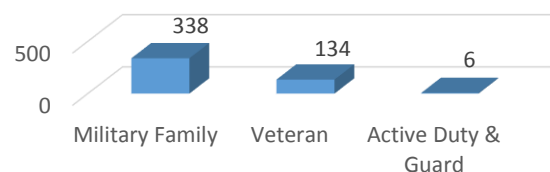
Identified Gender – Q4 Collected for 73% of Contacts					
	Q1	Q2	Q3	<b>Q4</b>	YTD
<b>Male</b>	782	791	1,322	<b>1,190</b>	4,085
<b>Female</b>	753	993	1,307	<b>1,441</b>	4,494
<b>Intersex</b>	2	1	2	<b>2</b>	7

- ISPH collects information on hotline contacts who identify as transgender (separate from their identified gender). In the first quarter we had 14 contacts, in the second quarter we had 16 contacts, in the third quarter we had 13 contacts, and in the 4<sup>th</sup> quarter we had 30 individuals identify as transgender for an YTD total of 73 contacts.

**In Q4, Military contacts made up approximately 13.2% of overall ISPH call volume**

Military Status – Q4 Collected from 36% of Contacts					
	Q1	Q2	Q3	<b>Q4</b>	YTD
Active Duty & Guard	13	10	5	<b>6</b>	34
Military Family	143	175	248	<b>338</b>	904
Veteran	126	158	147	<b>134</b>	565

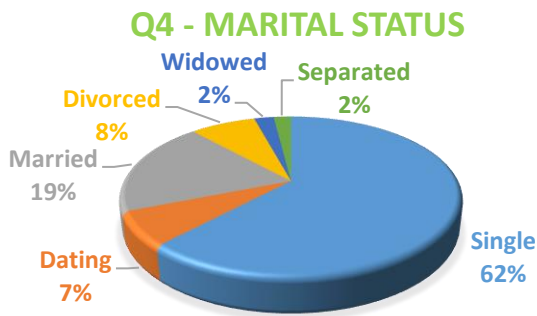
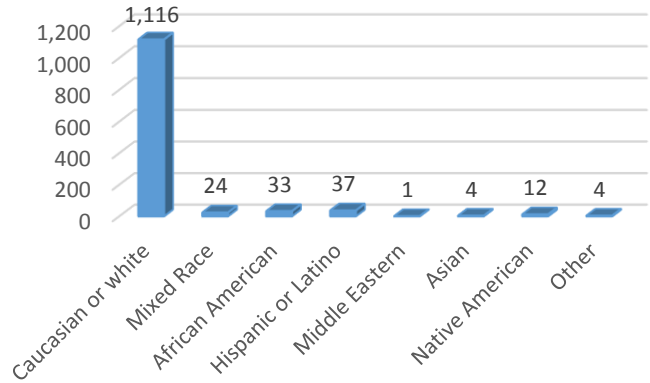
**Q4 - Military Status**



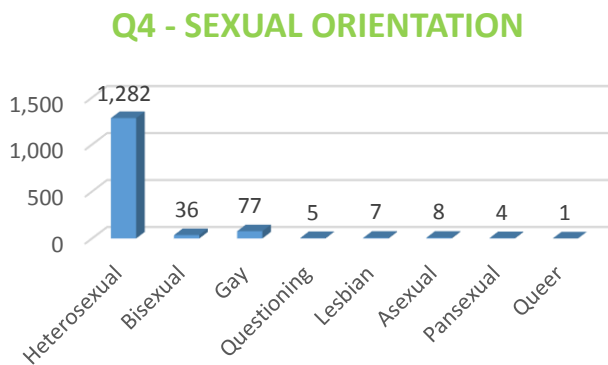
## Demographics Collected for October-December 2018, continued

Ethnicity – Q4 Collected for 34% of Contacts					
	Q1	Q2	Q3	<b>Q4</b>	YTD
Caucasian or white	864	867	1,321	<b>1,116</b>	4,168
Mixed Race	89	71	39	<b>24</b>	223
African American	22	25	24	<b>33</b>	104
Hispanic or Latino	18	29	39	<b>37</b>	123
Middle Eastern	9	1	2	<b>1</b>	13
Asian	8	3	5	<b>4</b>	20
Native American	6	6	7	<b>12</b>	31
Other	6	0	2	<b>4</b>	12

### Q4 - ETHNICITY



Marital Status – Q4 Collected for 52% of Contacts					
	Q1	Q2	Q3	<b>Q4</b>	YTD
Single	804	895	1,375	<b>1,157</b>	4,231
Dating	280	191	159	<b>129</b>	759
Married	158	155	223	<b>359</b>	895
Divorced	140	152	153	<b>141</b>	586
Widowed	37	50	32	<b>42</b>	161
Separated	21	29	26	<b>37</b>	113



Sexual Orientation – Q4 Collected for 39% of Contacts					
	Q1	Q2	Q3	<b>Q4</b>	YTD
Heterosexual	844	1,008	1,458	<b>1,282</b>	4,592
Bisexual	208	49	27	<b>36</b>	320
Gay	64	100	72	<b>77</b>	313
Questioning	8	4	2	<b>5</b>	19
Lesbian	5	7	6	<b>7</b>	25
Asexual	3	6	9	<b>8</b>	28
Pansexual	2	1	3	<b>4</b>	10
Queer	0	2	3	<b>1</b>	6

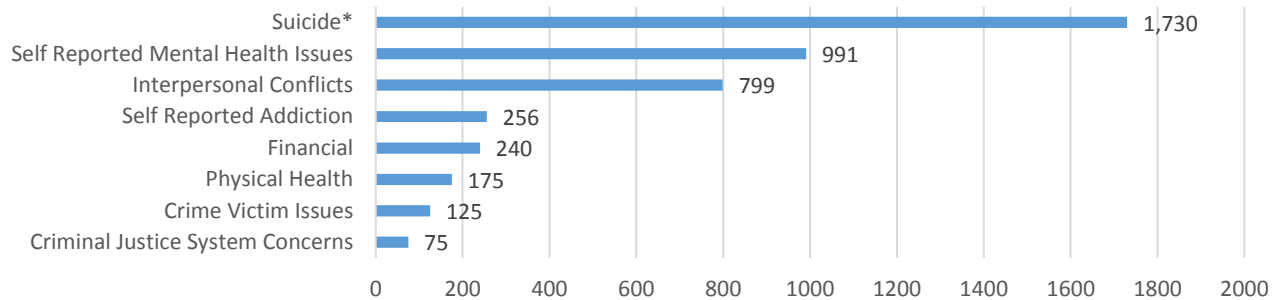
## Issues Addressed During Contacts for October-December 2018



# Idaho Suicide Prevention Hotline Q4 / 2018 Year End Report

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

## 4th Quarter 2018 - Identified Issues for Contacts



\*As part of our commitment to preventing suicide, and per Lifeline network protocols, we endeavor to ask every caller about suicide. The actual number of contacts where suicide was asked or addressed during Q4 2018 was 2,851. Those individuals assessed to be “Not Suicidal” or for whom we could not determine a connection to suicide, were removed from this total.

## Call / Contact Outcomes for October - December 2018

Caller Reactions*	Q1	Q2	Q3	Q4	YTD
Appreciates service	1,931	2,056	2,387	<b>2,376</b>	8,750
Perceived improvement	393	447	581	<b>558</b>	1,979

\*Responders are not able to collect reaction outcomes for all contacts- the above reflects contact satisfaction for those whom it was collected. 99% of all contact reaction outcomes collected by responders are positive.

Disposition *	Q1	Q2	Q3	Q4	YTD
911 Dispatched - Rescue / Welfare Check at caller’s request and/or with consent	18	16	20	28	82
911 Dispatched - Rescue/Welfare Check without caller’s knowledge and/or consent	28	20	36	36	120
Caller agreed to go to the hospital	14	20	16	19	69
Caller agreed to go to or accepted referral to local Crisis Center	124	152	212	428	916
Created Safety Plan with Caller	728	761	791	868	3,148
Created Safety Plan with 3 <sup>rd</sup> Party Caller	177	211	230	256	874
Made Contact with Person at Risk	4	10	9	8	31
Information / Referral	98	148	173	105	524
Support + Referral	206	348	354	309	1,217
Support Only	988	1,043	1,353	1,292	4,676

\*Based on available data gathered by Responders; not all contacts require that a disposition be entered, and not all outcomes are always entered.

## Community Partnerships Contacts for October-December 2018



# Idaho Suicide Prevention Hotline Q4 / 2018 Year End Report

The hotline works with community partners to support persons in crisis or with elevated risk for suicide. We track these contacts, and 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.

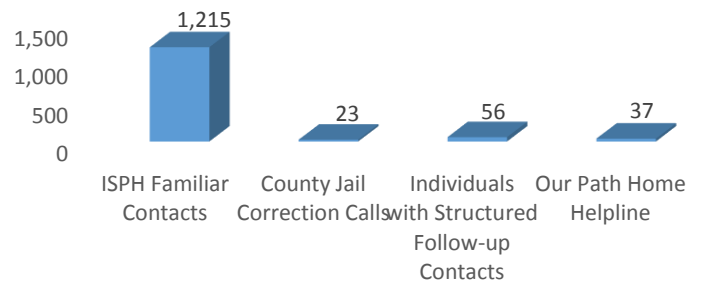
ISPH has established partnerships with certain Emergency Departments and Community Crisis Centers allowing for their patients to receive structured follow-up calls from ISPH after they discharge, including a new Emergency Department follow-up call partnership with St. Luke’s this quarter. We also provide free hotline access for Ada County Jail inmates, and provide after-hours crisis phone response for other mental health providers.

During this quarter, our hotline responders began serving as backup/overflow responders for the “Our Path Home (OPH) Homeless Helpline” by pre-screening individuals and families in Ada County experiencing housing crises. Hotline responders link them to assistance from a trained housing advocate or refer them to appropriate agencies for help.

Below is information on familiar callers, structured follow ups, other hotlines and jail calls for 2018:

Community Partnerships and Familiar Contacts					
	Q1	Q2	Q3	Q4	YTD
ISPH Familiar Contacts	882	894	1,338	<b>1,215</b>	4,329
County Jail Correction Calls	217	82	48	<b>23</b>	370
Individuals with Structured Follow-up Contacts	16	54	59	<b>56</b>	185
Our Path Home Helpline	0	1	187	<b>37</b>	225

**Q4 - Community Partnerships and Familiar Contacts**



## Volunteers & Training

**The next full training for hotline volunteers begins January 17, 2019.**

We completed our 18th Responder Training in November, 2018. For information on volunteering, or to apply, go to [www.idahosuicideprevention.org/volunteer](http://www.idahosuicideprevention.org/volunteer). ISPH currently has about 75 active volunteers working with the hotline.

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

This quarter 91 volunteers contributed a total of 3,735 hours staffing the hotline, and 21 volunteers contributed 84 hours representing the Hotline at 3 events, for an approximate in-kind value of \$73,291. To date ISPH has trained over 297 phone room responders.

This quarter the hotline launched a pilot Community Trainings Program, delivering a 2-day



# Idaho Suicide Prevention Hotline Q4 / 2018 Year End Report

ASIST workshop to Idaho Falls in November, and delivering 3.5 hour Safe Talk, and 1.5 hour Suicide Talk trainings to the Boise area and trainings to over 300 LDS church members. To enquire about hotline training availability in your community, contact [slightning@jannus.org](mailto:slightning@jannus.org). To learn more about these 3 types of trainings, go to <https://www.livingworks.net/programs/>.

## **Outreach**

Hotline staff and volunteers provide outreach to community organizations whenever possible. This quarter we launched our inaugural outreach-ambassador volunteer program, training existing and non-volunteer responders to table at our outreach events- for more information or to apply, email [outreach@jannus.org](mailto: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](mailto:outreach@jannus.org) and include "request for Hotline outreach materials/tabling" in the subject line, visit [www.idahosuicideprevention.org/outreach](http://www.idahosuicideprevention.org/outreach) or call 208-258-6994.

## **Sustainable Funding**

ISPH has been operating for over 6 years, thanks to generous support from the partners listed below and myriad individual supporters. Individual giving to ISPH doubled over last year, and we increased our fundraising events from 2 to 4 for the year 2018.

- |  |  |
|--|--|
| • Idaho Department of Health and Welfare | • St. Luke's Employees                               |
| • Idaho Division of Veteran's Services   | • United Way of Treasure Valley                      |
| • J.A. and Kathryn Albertson Foundation  | • Citi Cards   |
| • Lions Sight and Hearing Foundation     | • Treasure Valley Association of Health Underwriters |
| • Saint Alphonsus Health System          | • United Way of Southeast Idaho                      |
| • Jeker Family Trust                     | • Jeeves Ads   |

Robust public/ private partnerships are critical for our sustainability. Hotline operations require and benefit from a diverse and varied mix of partner and funder investment in this vital statewide service. Staffing and budget plans include a robust mix of paid and volunteer staff, recruitment of volunteer phone responders for evening & weekend shifts, pursuing more grant opportunities, and larger fundraising events. This quarter ISPH presented our most successful film event to date and hired our first-ever Fund Development Director, Wendy Young, to a half-time position, to improve hotline sustainability. Online donations to the hotline can be made at: [www.idahosuicideprevention.org/donate](http://www.idahosuicideprevention.org/donate).



# Idaho Suicide Prevention Hotline Q4 / 2018 Year End Report

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

Top goals for the first quarter of 2019 include completing our Winter Volunteer Phone Responder class, expanding discharge follow up call services to the Idaho Falls Crisis center and the St. Alphonsus Nampa Emergency Department, as well as expanding of our jail call program to the Canyon County Jail and Idaho Department of Corrections facilities. We also plan to expand our Community Trainings pilot Program to deliver more trainings to community members both inside and outside the Treasure Valley, and to faith communities.

## ***Contact Information***

John Reusser, Director, Idaho Suicide Prevention Hotline  
208.258.6991  
[jreusser@jannus.org](mailto:jreusser@jannus.org)

Wendy Young, Fund Development Director  
208.813.3071  
[wyoung@jannus.org](mailto:wyoung@jannus.org)

George Austin, Clinical Team Lead  
208.258.6995  
[gaustin@jannus.org](mailto:gaustin@jannus.org)

Alex McNish, Volunteer Coordinator  
208.258.6992  
[amcnish@jannus.org](mailto:amcnish@jannus.org)

Sharon Lightning, Program Assistant  
208.813.2070  
[slightning@jannus.org](mailto:slightning@jannus.org)

Karan Tucker, Executive Director, Jannus  
1607 West Jefferson Street  
Boise, ID 83702  
208.336.5533 Ext 252  
[ktucker@jannus.org](mailto:ktucker@jannus.org)