



Idaho Suicide Prevention Hotline 1st Quarter 2019 Report

Report for January - March 2019

The Idaho Suicide Prevention Hotline (ISPH), a program of Jannus, 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:

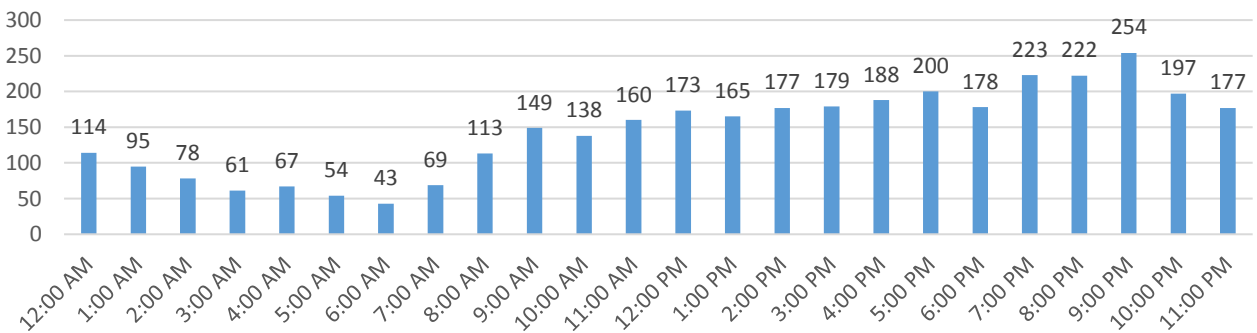
<https://www.idahosuicideprevention.org/chat/>

Below is a summary of our work & data from January - March 2019

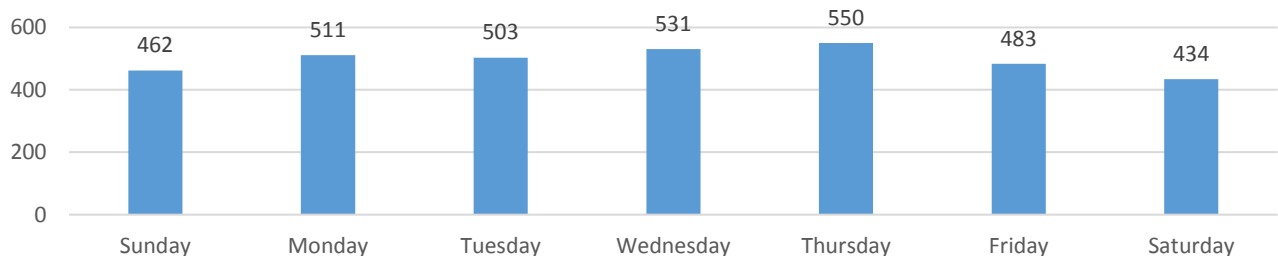
1 st Quarter	
Total Calls Received	3,286
SMS Texting or Online Chat Interventions	188
Total Inbound Crisis Contacts	3,474
Follow Up Calls Initiated	237
Follow Up Text Conversations Initiated	16
Total Outbound Crisis Contact Attempts:	344
Percent of Contacts with Follow Up Activities:	2%

Call / Crisis contact Volume for January - March 2019

Q1 2019 Contacts by Time of Day



Q1 2019 Contacts by Day of Week





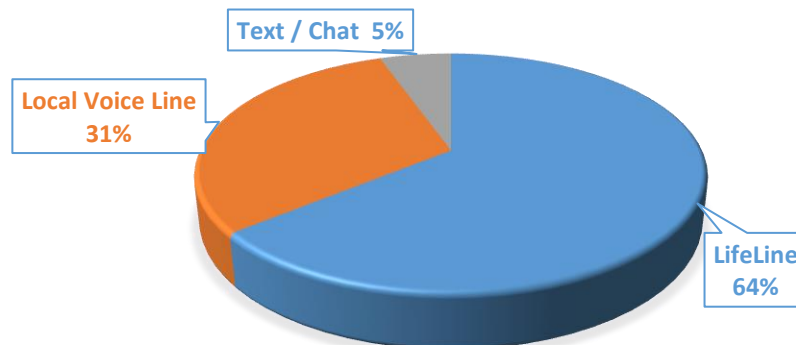
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Contacts by County January - March 2019

	Q1		Q1
Ada	565	Jefferson	2
Adams	1	Jerome	21
Bannock	36	Kootenai	53
Bear Lake	0	Latah	43
Benewah	0	Lemhi	1
Bingham	208	Lewis	1
Blaine	6	Lincoln	0
Boise	2	Madison	9
Bonner	11	Minidoka	2
Bonneville	69	Nez Perce	16
Boundary	1	Oneida	0
Butte	0	Owyhee	1
Camas	0	Payette	4
Canyon	170	Power	3
Caribou	0	Shoshone	1
Cassia	2	Teton	1
Clark	0	Twin Falls	25
Clearwater	2	Valley	6
Custer	2	Washington	2
Elmore	8	Non-specified Idaho or Responder Unable to Collect	1,494
Franklin	8	Outside Idaho	664
Fremont	0	Total Contacts	3,474
Gem	7		
Gooding	24		
Idaho	3		

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 1st Quarter of 2019:

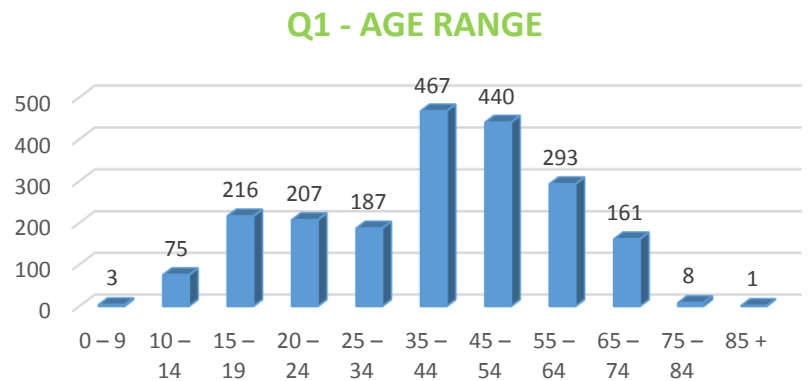
Q1 - METHOD OF CONTACT



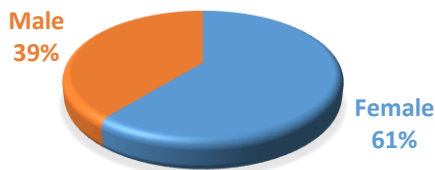
Contact demographics

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 January - March 2019:

Contact Age – Q1 Collected for 59% of Contacts	
0 – 9	3
10 – 14	75
15 – 19	216
20 – 24	207
25 – 34	187
35 – 44	467
45 – 54	440
55 – 64	293
65 – 74	161
75 – 84	8
85 +	1



Q1 - GENDER *

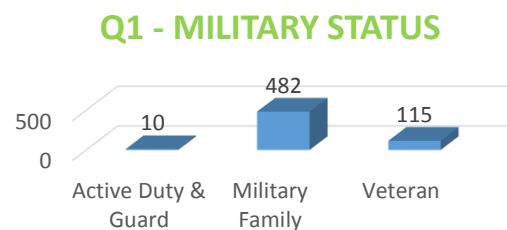


Identified Gender – Q1 Collected for 72% of Contacts	
Male	984
Female	1,531
Non Binary or Other	3

* ISPH collects information on hotline contacts who identify as transgender (separate from their identified gender). In the first quarter we had 18 contacts identify as transgender and 4 who were Unsure or Questioning.

In Q1, Military contacts made up approximately 17.5% of overall ISPH call volume

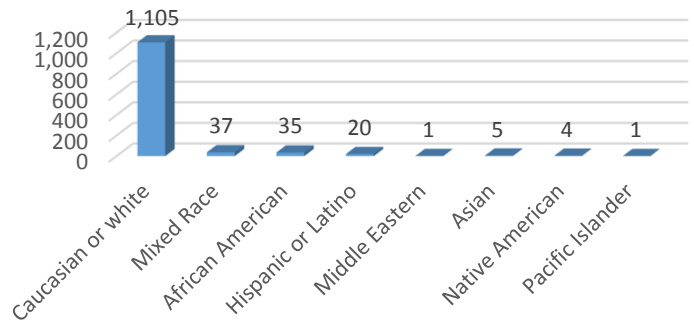
Military Status – Q1 Collected from 37% of Contacts	
Active Duty & Guard	10
Military Family	482
Veteran	115



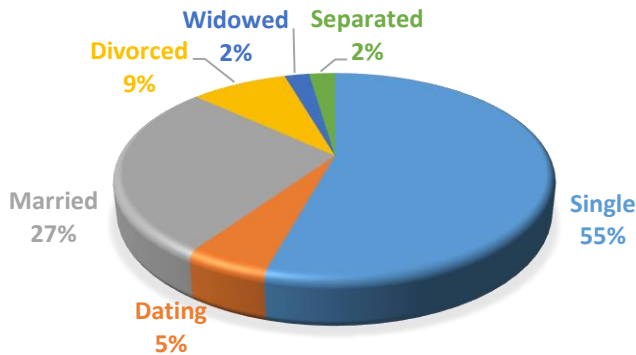
Demographics Collected for January – March 2019, continued

Ethnicity – Q1 Collected for 35% of Contacts	
Caucasian or white	1,105
Mixed Race	37
African American	35
Hispanic or Latino	20
Middle Eastern	1
Asian	5
Native American	4
Pacific Islander	1

Q1 - ETHNICITY

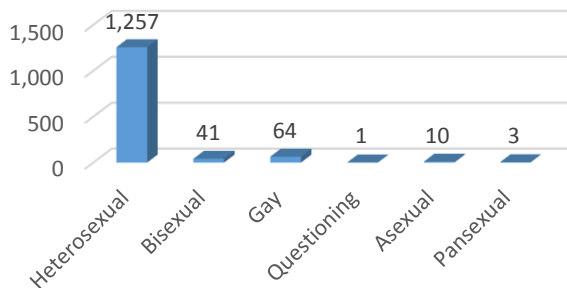


Q1 - MARITAL STATUS



Marital Status – Q1 Collected for 52% of Contacts	
Single	989
Dating	96
Married	497
Divorced	157
Widowed	40
Separated	42

Q1 - SEXUAL ORIENTATION

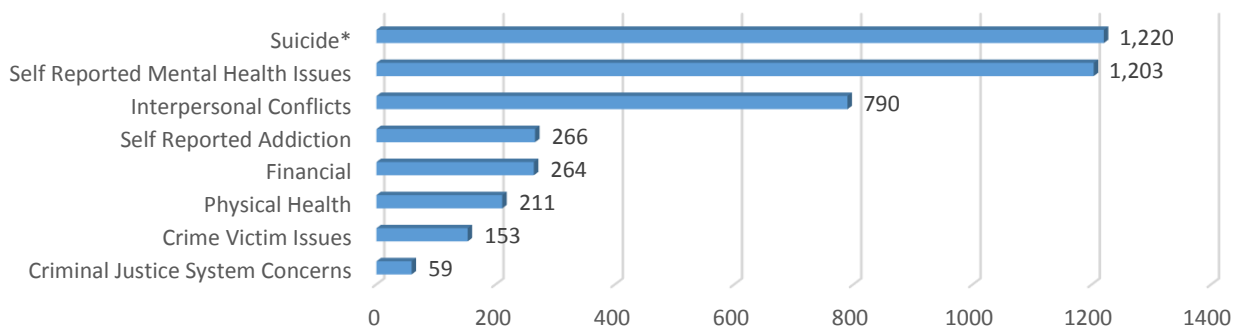


Sexual Orientation – Q1 Collected for 39% of Contacts	
Heterosexual	1,257
Bisexual	41
Gay	64
Questioning	1
Asexual	10
Pansexual	3

Issues Addressed During Contacts for January - March 2019

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:

Q1 - 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 Q1 2019 was 2,458. 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 January - March 2019

Caller Reactions*	
Appreciates service	2,356
Perceived improvement	453

*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 *	
911 Dispatched - Rescue / Welfare Check at caller’s request and/or with consent	27
911 Dispatched - Rescue/Welfare Check without caller’s knowledge and/or consent	34
Caller agreed to go to the hospital	11
Caller agreed to go to or accepted referral to local Crisis Center	169
Created Safety Plan with Caller	934
Created Safety Plan with 3 rd Party Caller	224
Made Contact with Person at Risk	8
Information / Referral	122
Support + Referral	299
Emotional Support	1,292

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



Idaho Suicide Prevention Hotline 1st Quarter 2019 Report

Community Partnership Contacts for January – March 2019

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 multiple Emergency Departments and Community Crisis Centers allowing for their patients to receive structured follow-up calls from ISPH after they 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 2019:

Community Partnerships and Familiar Contacts	
ISPH Familiar Contacts	1,205
County Jail Correction Calls	35
Individuals with Structured Follow-up Contacts	59
Other Agency Agreement Contacts	17

Volunteers & Training

The Responder training for hotline volunteers begins May 2, 2019. The application deadline for spring training is April 22.

We completed our 19th Responder training in February. For information on volunteering, or to apply, go to www.idahosuicideprevention.org/volunteer. ISPH currently has 77 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 the volunteers taking the full 5 week training.

This quarter 87 volunteers contributed a total of 3,825 hours staffing the hotline, and representing ISPH at a community event, for an approximate in-kind value of \$73,500. To date ISPH has trained over 325 phone room responders.

This quarter we continue to implement our pilot *Community Trainings Program*, delivering 2-day ASIST workshops, 3.5 hour Safe Talk, and 1.5 hour Suicide Talk trainings. This quarter a 2-day ASIST workshop was presented in Idaho Falls, two Safe Talk trainings were presented in Boise, and a custom Suicide Talk was presented to over 400 LDS church members in 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 1st Quarter 2019 Report

Outreach

Hotline staff and volunteers provide outreach to community organizations whenever possible. This quarter we distributed over 22,000 pieces of outreach material (cards, stickers, posters, magnets) statewide, and tabled at 4 community events.

We continue to recruit for our 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 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.

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.

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| • Idaho Department of Health and Welfare | • St. Luke’s Employees |
| • Idaho Division of Veteran’s Services | • United Way of Treasure Valley |
| • Papa John’s Pizza | • 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. Online donations to the hotline can be made at: www.idahosuicideprevention.org/donate.

Plans for the Next Quarter

Top goals for the second quarter of 2019 include completing our Spring Volunteer Phone Responder class, expanding discharge follow up call services to the new Canyon County and Pocatello Crisis Centers, as well as expanding of our jail call program to the Canyon and Bannock County Jails. We will continue our Community Trainings pilot Program, delivering more trainings to community members both inside and outside the Treasure Valley, and to more faith communities.



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