



# Idaho Suicide Prevention Hotline 3rd Quarter 2019 Report

## Report for July - September 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 July - September 2019

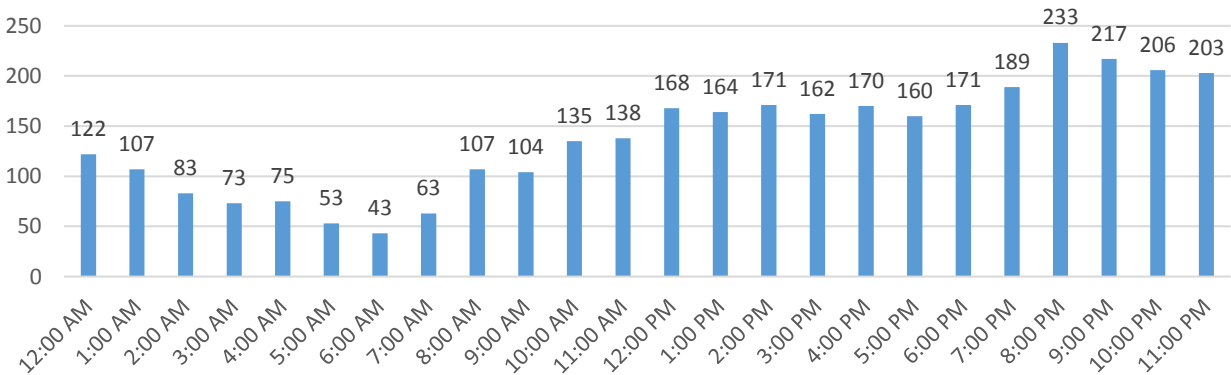
	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	YTD
<b>Total Calls Received</b>	3,286	3,415	3,106	9,807
SMS Texting or Online Chat Interventions	188	138	211	537
<b>Total Inbound Crisis Contacts</b>	<b>3,474</b>	<b>3,553</b>	<b>3,317</b>	<b>10,344</b>
Follow Up Calls Initiated	226	310*	361	897
Follow Up Text Conversations Initiated	15	15	23	53
<b>Total Outbound Crisis Contact Activities**:</b>	<b>341</b>	<b>531</b>	<b>580</b>	<b>1,452</b>

*\*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.*

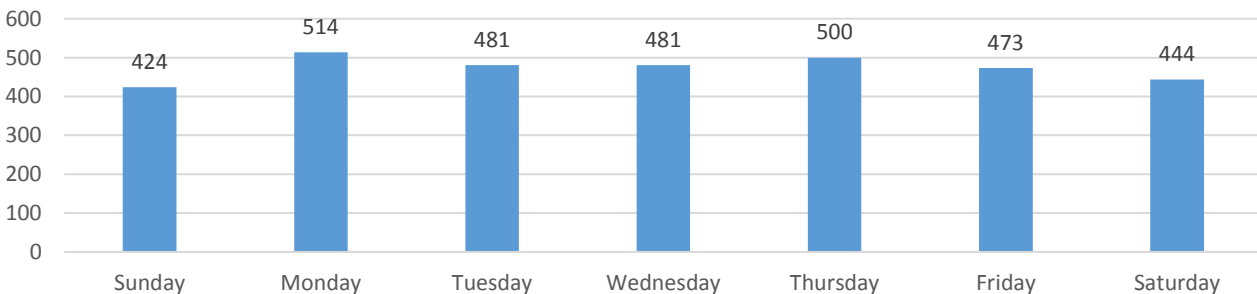
*\*\*Outbound Crisis Contact Activities include initiated contacts, contact attempts and completed follow up interactions.*

## Call / Crisis contact Volume for July - September 2019

### Q3 2019 - Inbound Contact by Time of Day

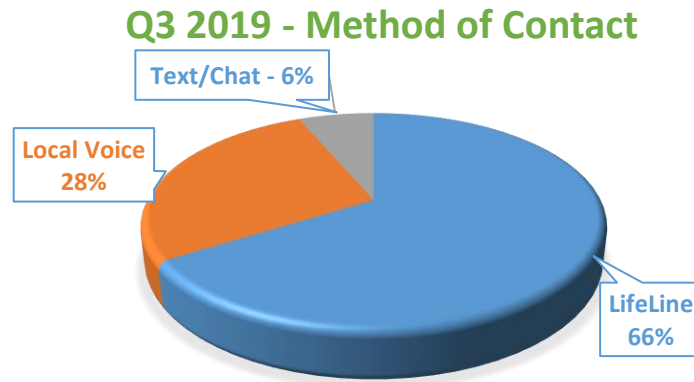


### Q3 2019 - Inbound Contacts by Day of Week



## Call / Crisis contact Volume - Continued

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 3rd Quarter of 2019:



## Contacts by County July - September 2019

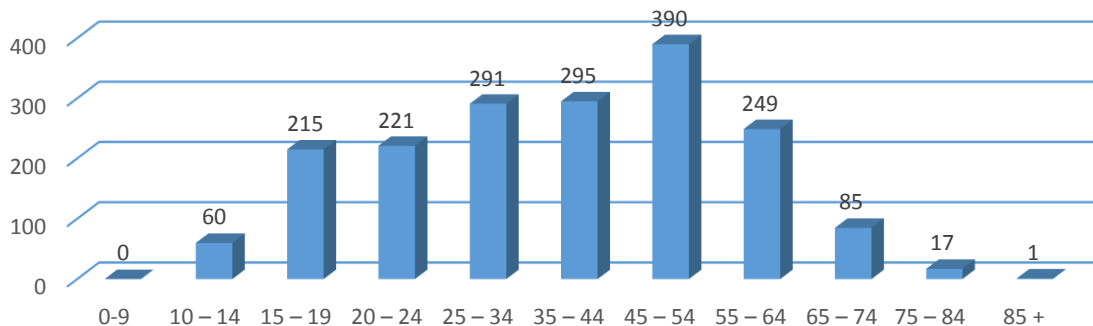
	Q1	Q2	Q3	YTD		Q1	Q2	Q3	YTD
Ada	576	616	619	1,811	Jefferson	2	0	10	12
Adams	1	1	1	3	Jerome	43	18	11	72
Bannock	36	46	58	140	Kootenai	53	83	47	183
Bear Lake	0	3	0	3	Latah	43	11	23	77
Benewah	0	2	1	3	Lemhi	1	2	1	4
Bingham	212	239	158	609	Lewis	1	0	1	2
Blaine	6	2	4	12	Lincoln	0	1	2	3
Boise	2	2	0	4	Madison	9	19	13	41
Bonner	11	14	14	39	Minidoka	2	2	2	6
Bonneville	66	51	44	161	Nez Perce	16	17	17	50
Boundary	1	1	1	3	Oneida	0	1	0	1
Butte	0	0	4	4	Owyhee	0	5	4	9
Camas	0	0	0	0*	Payette	4	3	3	10
Canyon	176	134	123	433	Power	3	0	1	4
Caribou	0	2	2	4	Shoshone	1	1	3	5
Cassia	2	6	5	13	Teton	1	2	0	3
Clark	0	0	0	0	Twin Falls	21	30	45	96
Clearwater	2	2	1	5	Valley	3	1	2	6
Custer	0	0	0	0*	Washington	1	3	7	11
Elmore	8	6	4	18	Non-specified	1,471	1,601	1,540	4,612
Franklin	8	3	1	12	Idaho or				
Fremont	0	2	0	2	Responder Unable				
Gem	7	2	7	16	to Collect				
Gooding	24	13	19	56	Outside Idaho	658	588	514	1,760
Idaho	3	18	5	26	<b>Total Contacts</b>	<b>3,474</b>	<b>3,553</b>	<b>3,317</b>	<b>10,344</b>

*\*We invite stakeholders to consider that low or no contacts (2 counties with no contact) is likely because of the need for additional outreach and education in those areas. We invite input and support for continued outreach statewide!*

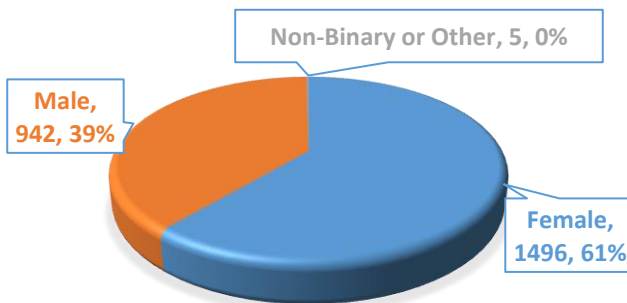
## Contact demographics

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 July - September 2019:

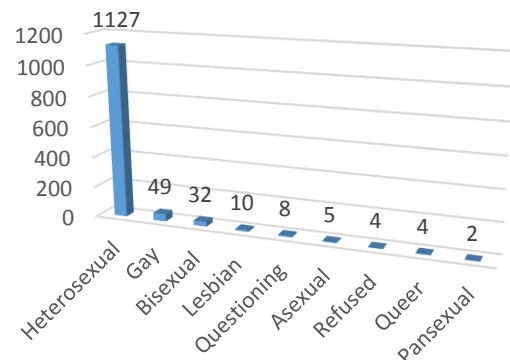
### Q3 2019 - Age Ranges Collected for 55% of Contacts



### Q3 2019 - Gender\* Collected for 74% of Contacts



### Q3 2019 - Sexual Orientation Collected for 37% of Contacts



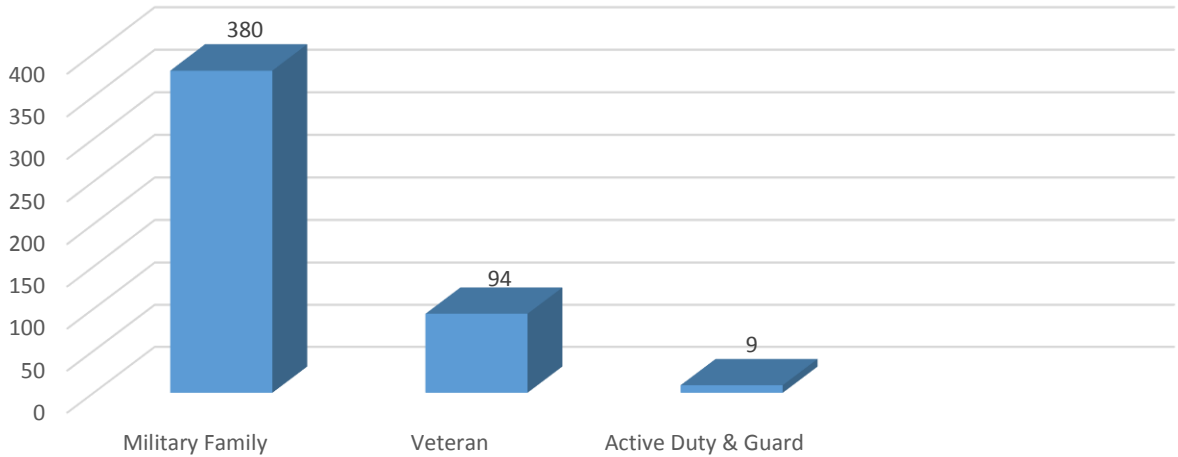
\* As a group recognized as being at a high risk for suicide, ISPH also collects information on hotline contacts who identify as transgender (separate from their identified gender).

In the third quarter we had 25 contacts identify as transgender and 2 who disclosed they were Unsure or Questioning their gender identity.

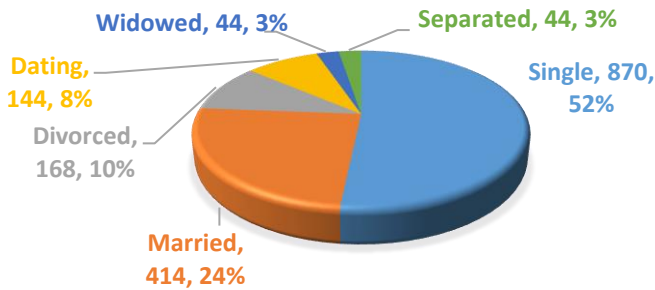
We also collect self-disclosed information on individuals who identify as having 'non-conventional' sexual identities as they are statistically at elevated risk of higher self-threatening behaviors, independent of other risk factors.

*In Q3, Military contacts made up approximately 15% of overall call volume*

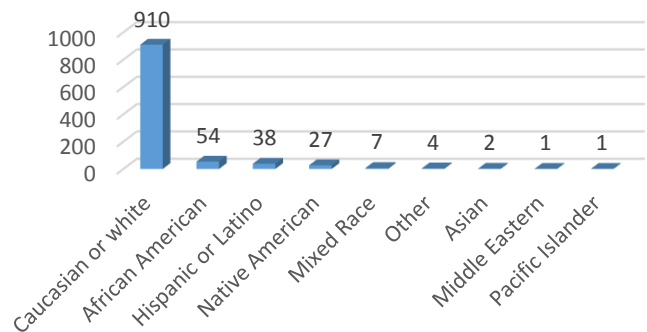
## Q3 2019 - Military Status of Contacts



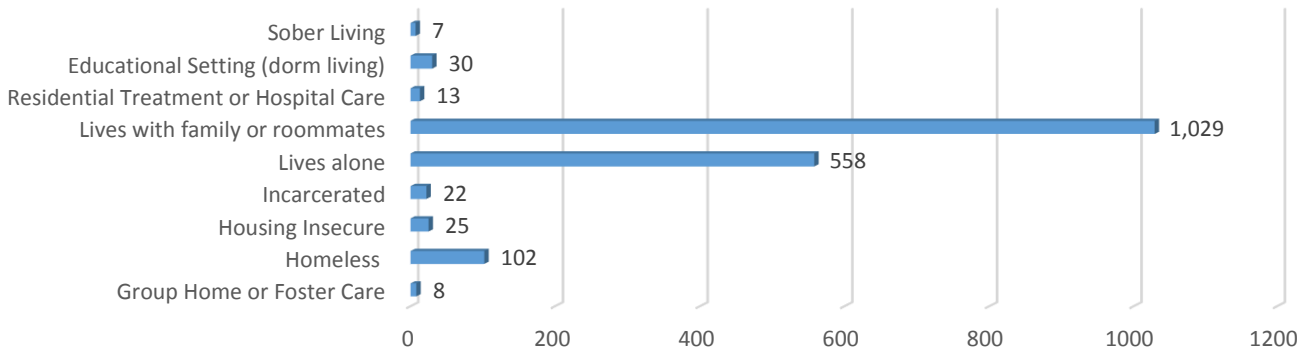
## Q3 2019 - Marital Status Collected for 65% of Contacts



## Q3 2019 - Ethnicity Collected for 32% of Contacts



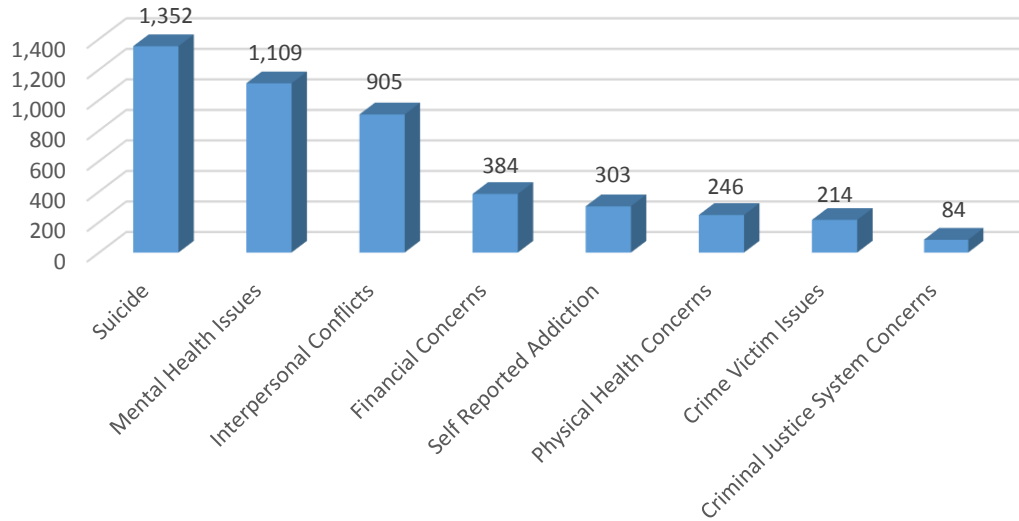
## Q3 2019 - Living Situation Collected for 58% of Contacts



## Issues Addressed During Contacts for July - September 2019

Individuals often address multiple issues during their contacts with us. The following reports the number of individuals who discussed issues within these categories during their contacts with ISPH:

### Q3 2019 - Identified Issues of 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 Q3 2019 was 2,2614. 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 July - September 2019

Caller Reactions*	
Appreciates service	2,255
Perceived improvement	505
Call to specifically share a compliment about a past interaction or responder	14

\*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	26
911 Dispatched - Rescue/Welfare Check without caller's knowledge and/or consent	58
Caller agreed to go to the hospital	10
Caller agreed to go to or accepted referral to local Crisis Center	291
Created Safety Plan with Caller	968
Created Safety Plan with 3 <sup>rd</sup> Party Caller	254
Made Contact with Person Identified as being at Risk	4
Support + Information / Referral	425
Support	1,073

\*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 3rd Quarter 2019 Report

## ***Community Partnership Contacts for July – September 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 Q3 2019:

Community Partnerships and Familiar Contacts	
ISPH Familiar Contacts	1,031
County Jail Correction Calls	28
Individuals with Structured Follow-up Contacts	133
Other Agency Agreement Contacts	8

## ***Volunteers & Training***

***Our next Responder training for volunteers will be announced before the end of 2019.***

We started our 21<sup>st</sup> Responder training in September. For information on volunteering, or to apply, go to [www.idahosuicideprevention.org/volunteer](http://www.idahosuicideprevention.org/volunteer). ISPH currently had 85 active volunteers working on the hotline as of the end of the 3<sup>rd</sup> Quarter.

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 90 volunteers contributed a total of 3,875 hours staffing the hotline, and 39 volunteers representing ISPH at community events for a total of 121 hours, for an approximate in-kind value of \$76,452. To date ISPH has trained over 343 phone room responders.

This quarter, we continued our pilot *Community Trainings Program*. Partnering with Micron, we presented six suicideTALK trainings with over 150 attendees, and one Community ASIST (Applied Suicide Intervention Skills Traing) for 12 participants. We also had 4 other community members joining in our ASIST workshops for our Fall Volunteer trainings session. Safe Talk trainings were presented in Boise, and a custom Suicide Talk was presented to over 500 LDS church members in Idaho. 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/>.



# Idaho Suicide Prevention Hotline 3rd Quarter 2019 Report

## Outreach

Hotline staff and volunteers provide outreach to community organizations whenever possible. In September alone we distributed over 10,000 pieces of outreach material (cards, stickers, posters, magnets) statewide. We tabled at multiple community events including the the Western Idaho State Fair and Hyde Park Street Fair. This quarter there were 2 fundraising concerts (Built to Spill, Musicians Against Self Harm) as well as our 5th annual Semicolon Tattoo Event. We also had a presence at this year's NAMI walk. 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](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.

## Sustainability

ISPH has been operating for almost 7 years, thanks to generous support from the partners listed below and from our myriad individual supporters. The Idaho Suicide Prevention Hotline was able to raise over \$70,000 this quarter from donations, events, and fundraisers. We want to thank everyone in our community who supported the multiple events including the Built to Spill concert, Elmer's Restaurant in Idaho Falls, M. H. Associates Allstate, Resurrected Tattoo & Piercing, Musicians Against Self Harm, Southwest Mountain Bike association, T-mobile, Micron, and Strength2Thrive Walk-a-Thon which raised over \$31,000. We could not do this work without the great support we receive from the community.

- |  |  |
|--|--|
| • 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 rely a mix of paid staff and volunteers, recruitment of volunteer phone responders for busy 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](http://www.idahosuicideprevention.org/donate).



# Idaho Suicide Prevention Hotline 3rd Quarter 2019 Report

## *Plans for the Next Quarter*

Top goals for the fourth quarter of 2019 include onboarding our Fall Volunteer Responder class, expanding discharge follow up call services to more Community Crisis Centers and Emergency Departments, launching a partnership to provide hotline access to IDOC inmates and screening a film on mental health, Lift The Mask, on December 10<sup>th</sup> at the St Alphonse Boise Campus. We will continue our Community Trainings Pilot Program, with capacity to deliver ASIST and safeTalk workshops both inside and outside the Treasure Valley.

ISPH has been named as a Research Partner in conjunction with St. Luke's Health System to measure the effectiveness of safety planning + structured follow up support from ISPH as compared to safety planning alone for persons who have considered suicide, at specific St. Luke's emergency departments and primary care clinics in Idaho. This quarter we are preparing for the beginning of formal grant activities in 2020. For more information go to <https://www.pcori.org/research-results/2019/sparc-trial-comparing-safety-planning-plus-structured-follow-suicide>.

## *Contact Information*

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