

# Idaho Suicide Prevention Hotline 1<sup>st</sup> Quarter 2018 Report

## Report for January - March 2018

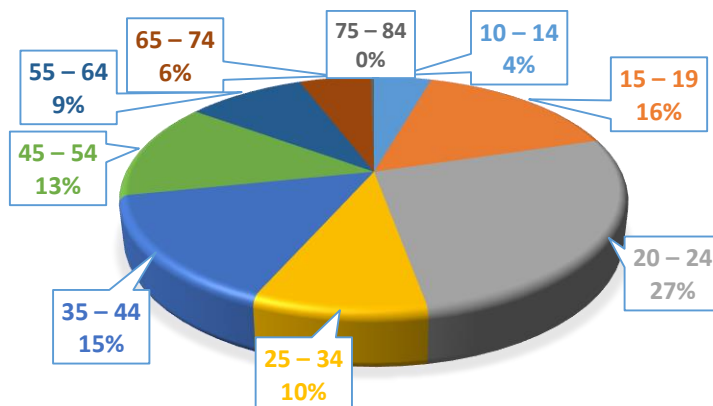
**The Idaho Suicide Prevention Hotline (ISPH)**, a program of Jannus, has served Idahoans since November 2012 as Idaho’s first statewide, nationally accredited suicide hotline. People can reach us through the National Suicide Prevention Lifeline number 800-273-TALK (8255), our local voice and text number 208-398-HELP (4357) or our online chat portal: <https://www.idahosuicideprevention.org/chat/>

Below is a summary of our main accomplishments from January-March 2018:

Hotline Contacts - January 1 to March 31, 2018	
1 <sup>st</sup> Quarter 2018	
Total Calls Received	2,777
Total SMS Texting & Online Chat Interventions	177
<b>Total Inbound Crisis Contacts</b>	<b>2,954</b>
Follow Up Calls Initiated	135
Follow Up Text Conversations Initiated	22
<b>Total Outbound Crisis Contact:</b>	<b>157</b>
<b>Total initial calls and follow ups:</b>	<b>3,111</b>

**Contact demographics.** Our Responders ask callers for demographic information, to track utilization and collect data about populations who might be at higher risk. Disclosure is voluntarily, and not all contacts lend themselves data collection. Some people use our services multiple time during a reporting period, so their demographics may be counted multiple times. Below is some of the information collected from January – March 2018:

Contact Age – Collected for 53% of Contacts	
10 – 14	69
15 – 19	247
20 – 24	417
25 – 34	147
35 – 44	236
45 – 54	207
55 – 64	142
65 – 74	86
75 – 84	4
85 +	0
Did not Collect	1,399

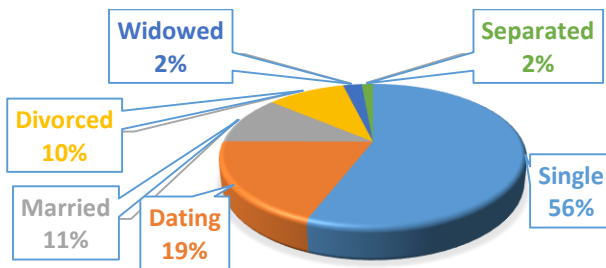
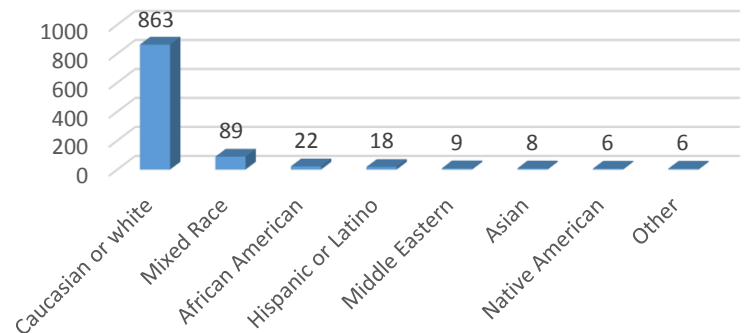


Self-Identified Gender – Collected for 50% of Contacts	
Male	753
Female	712
Intersex	1
Did not Collect	1,488

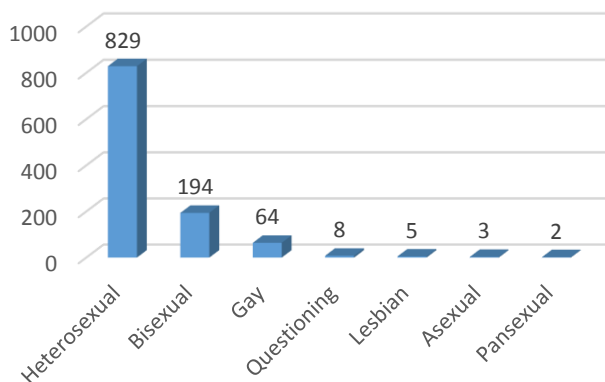
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## Demographics Collected During Contacts – continued for January -March 2018

Ethnicity – Collected for 33% of Contacts	
Caucasian or white	863
Mixed Race	89
African American	22
Hispanic or Latino	18
Middle Eastern	9
Asian	8
Native American	6
Other	6
Did not Collect	1,933

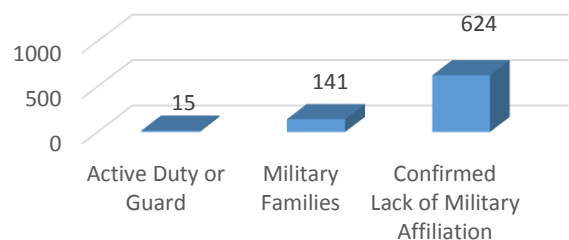


Marital Status – Collected for 47% of Contacts	
Single	776
Dating	266
Married	154
Divorced	139
Widowed	33
Separated	20
Did not Collect	1,566



Sexual Orientation – Collected for 37% of Contacts	
Heterosexual	829
Bisexual	194
Gay	64
Questioning	8
Lesbian	5
Asexual	3
Pansexual	2
Refused or Did not Collect	1,849

Military Status – Collected for 26% of Contacts	
Military Families	141
Active Duty or Guard	15
Confirmed-Lack Of Military Affiliation	624

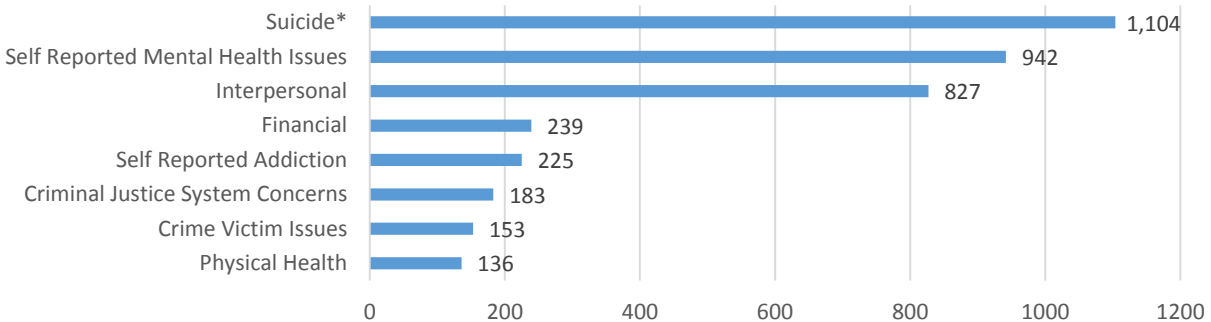


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## Issues Addressed During Contacts for January -March 2018

Individuals often address multiple issues during their contacts with the hotline. The following reports the number of individuals who presented with specific issues during their contacts with ISPH.

### 1st Quarter 2018 Identified Issues for Contact



\*Our safety assessment process includes initiating conversation about suicide during most contacts. The actual number of contacts where suicide was *discussed* during Q1 2018 was 2,396. Those contacts for whom we could not determine a specific connection to suicide, or those that were specifically assessed as “Not Suicidal” were removed from the total for the above issues graph.

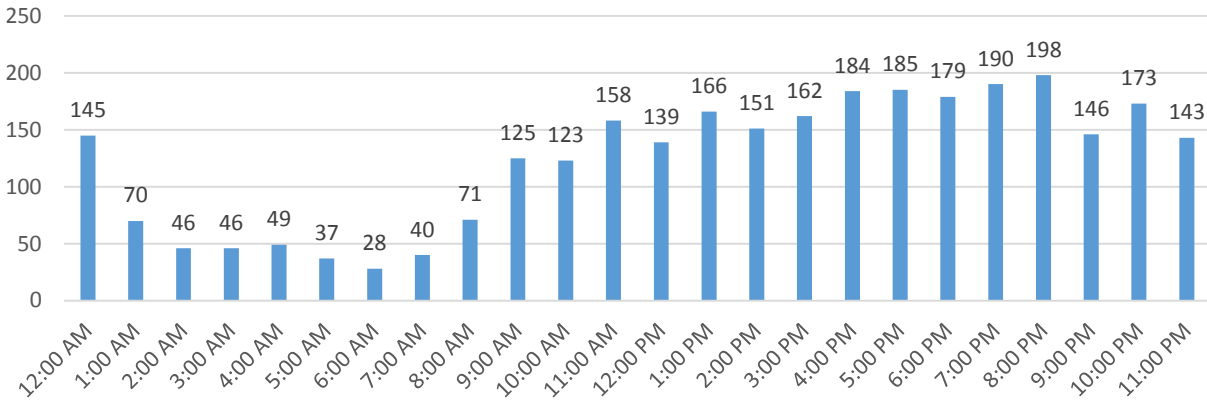
### Inbound contacts by County January - March 2018

<b>Ada</b>	878	<b>Jefferson</b>	4
<b>Adams</b>	2	<b>Jerome</b>	6
<b>Bannock</b>	58	<b>Kootenai</b>	55
<b>Bear Lake</b>	0	<b>Latah</b>	44
<b>Benewah</b>	2	<b>Lemhi</b>	3
<b>Bingham</b>	13	<b>Lewis</b>	1
<b>Blaine</b>	10	<b>Lincoln</b>	0
<b>Boise</b>	3	<b>Madison</b>	17
<b>Bonner</b>	12	<b>Minidoka</b>	5
<b>Bonneville</b>	74	<b>Nez Perce</b>	17
<b>Boundary</b>	3	<b>Oneida</b>	0
<b>Butte</b>	1	<b>Owyhee</b>	1
<b>Camas</b>	0	<b>Payette</b>	5
<b>Canyon</b>	188	<b>Power</b>	4
<b>Caribou</b>	2	<b>Shoshone</b>	12
<b>Cassia</b>	24	<b>Teton</b>	2
<b>Clark</b>	0	<b>Twin Falls</b>	40
<b>Clearwater</b>	1	<b>Valley</b>	6
<b>Custer</b>	2	<b>Washington</b>	2
<b>Elmore</b>	10	<b>Non-specified Idaho or Responder Unable to Collect</b>	1,058
<b>Franklin</b>	1	<b>Outside Idaho</b>	363
<b>Fremont</b>	7		
<b>Gem</b>	11	<b>Total Contacts</b>	<b>2,954</b>
<b>Gooding</b>	4		
<b>Idaho</b>	3		

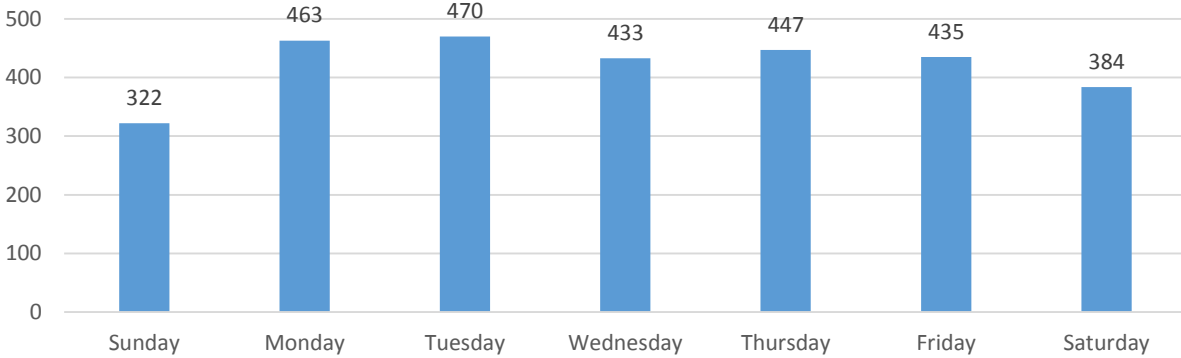
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## Call / Contact Volume for January - March 2018

### Q1 2018 Contacts by Time of Day

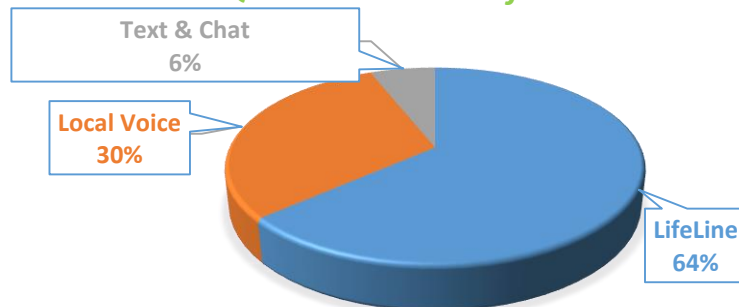


### Q1 2018 Contacts by Day of Week



ISPH tracks information on the number of calls that are routed to our facility from callers with phones that have Idaho area codes through the National Suicide Prevention Lifeline (NSPL) 800-273-8255 and from our combined local voice/ text number 208-398-4357. Below is a chart showing how individuals contacted ISPH in the 1<sup>st</sup> Quarter of 2018:

### Q1 2018 Method of Contact





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## Call / Contact Outcome for January - March 2018

Contact Reactions *	
Appreciates service	1,931
Perceived improvement	393
Unable to Determine	362

\*Totals based on data gathered by Responders who can select multiple reactions on the same call report

Disposition *	
911 Dispatched - Rescue / Welfare Check at contact's request or with consent	18
911 Dispatched - Rescue/Welfare Check without contact's knowledge and/or consent	28
Caller agreed to go to the hospital	14
Caller agreed to go to or accepted referral to local Crisis Center	125
Created Safety Plan with Contact	728
Created Safety Plan with 3 <sup>rd</sup> Party Contact	177
Made Contact with Person at Risk	4
Information / Referral	98
Support + Referral	205
Support Only	988

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



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## *Community Partnerships:*

The hotline is assertively seeking partnerships with the first responder, medical, mental health, crisis services, suicide prevention, and higher education communities! We are proud of our longstanding, and more recent, community partnerships:

- Aura Counseling, Children’s Home Society, St.Alphonsus Boise Behavioral Health Outpatient Clinic: After hours phone support.
- Crisis Intervention Team (CIT) Collaborative, Ada County Jail, Region 4 Mobile Crisis Unit, Multiple Police Departments: Improving hotline access and service continuity; promoting community and cross- training collaboration, with a focus on serving citizens with severe and persistent mental health issues and those at high risk for suicide.
- Idaho Department of Corrections: Training partnership with East Boise Community Reintegration Center.
- St Alphonsus Boise Emergency Department, Pathways Community Crisis Center: ISPH provides a series of structured follow up phone calls or texts to discharged patients who opt-in as a referral for this service.
- Boise State University, Northwest Nazarene University, Western New Mexico University: ISPH provides Student Internship (“practicum field”) placements for students in social work programs.
- Americorps Program: ISPH has hosted a full-time Health Advocate position since 2014.
- American Foundation for Suicide Prevention, Suicide Prevention Action Network, Idaho Suicide Prevention Coalition: Each organization provides outreach, as well as community training partnership and support to ISPH.
- United Way: Operations, outreach, training and volunteer recruitment support.
- Charitable Assistance To Community’s Homeless (CATCH) program: ISPH will provide Initial telephone intake support. (Pending)

## *Staff*

The hotline currently operates with 8.2 FTE’s. Staff positions include a Director, Program Assistant, Volunteer Coordinator, Clinical Team Lead and Phone Room Supervisors. We have an AmeriCorps Health Advocate as Outreach Coordinator. Five of our seven practicum students will complete their placements in April. We continue to seek qualified clinicians as back up phone room supervisors, and interns/ practicum students from counseling, social work, psychology or related programs. ISPH offers high quality, relevant training and experience, continuing education and networking opportunities.



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## **Volunteers & Training**

***The next full volunteer training will begin on September 27th.***

Our Spring Phone Responder training began March 15 and concludes on April 28.

For information on volunteering, or to complete an application, go to

[www.idahosuicideprevention.org/volunteer](http://www.idahosuicideprevention.org/volunteer). ISPH currently has over 80 active volunteers working on the hotline. Upon completion of Spring Training we expect to have over 100 active volunteers on the line. Our overnight phone coverage continues to be provided by paid supervisory staff.

This Spring ISPH delivered two Applied Suicide Intervention Skills Training (ASIST) workshops in conjunction with our Volunteer Training class. We are excited to offer two ASIST workshops in all future volunteer training cycles, with space available for non-volunteer community members for a modest fee. These 2-day workshops teach volunteers and community members how to recognize and help persons at risk for suicide, and provide 14.5 CEU's for certain professional licenses. The next 2 ASIST workshops will take place September 27-28 & October 6-7.

This quarter 79 volunteers contributed a total of 3,980 hours staffing the hotline, for an approximate in-kind value of \$76,400. ISPH has trained over 250 volunteers since launch.

All volunteer Responder shifts are overseen onsite by a paid Crisis Phone Room Supervisor- a master's level clinician or staff with equivalent experience in crisis services. Supervisors direct activities in our crisis phone room, monitoring crisis calls, texts and chats to guide and coach volunteers, and debrief with them afterward, ensuring excellent provision of services and support for our volunteers.

## **Facilities/ Capacity**

ISPH operates its crisis phone room, conducts smaller-scale trainings, and distributes outreach materials from its offices provided by the Lion's Club, for an in-kind value this quarter of \$2,400. Thanks to generous grants from the J.K and Kathryn Albertson Foundation and the Idaho Public Utilities Commission in 2016, ISPH now has 7 active Responder stations with the ability to quickly activate 4 additional workstations to respond to a national or regional crisis situation.

## **Crisis Text & Chat**

ISPH formally launched our local voice/ crisis text number 208-398-HELP (4357) at the end of 2016, and chat in November 2017. We respond to crisis texts, and online chats from 3pm to midnight, Monday- Friday or as staffing allows. We always offer text or online help seekers the option of calling the hotline or accessing the national Crisis Text Line as well at 741-741 outside of our regular text/chat response hours.

## **Hotline Resource Referral Database**

The majority of our referrals were imported from a recent copy of the 211 Idaho database. If you are a provider of services in Idaho and interested in being either included, or excluded from our resource list, contact George Austin [gaustin@jannus.org](mailto:gaustin@jannus.org) to have your listing added to or removed from this database.



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## Outreach

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.

To get involved email [outreach@jannus.org](mailto:outreach@jannus.org) or go to <http://www.idahosuicideprevention.org/hotline-ambassador/>.

Staff and volunteers distributed thousands of wallet, rack cards, posters, stickers and magnets throughout the state this quarter and provided outreach at multiple community events. Outreach materials/ tabling presentations can be requested by emailing our Outreach Coordinator at [outreach@jannus.org](mailto:outreach@jannus.org) and including “request for Hotline outreach materials/ tabling” in the subject line, visiting [www.idahosuicideprevention.org/outreach](http://www.idahosuicideprevention.org/outreach) or calling 208-258-6994.

## Sustainable Funding

ISPH has been operating for over 5 years, thanks to generous support from the partners listed below, fundraisers, and myriad individual supporters.

The hotline is truly a “public-private partnership.” Governor Otter signed an appropriations bill (House Bill 566) during the 2016 legislative session, providing for a portion of the Hotline’s budget annually from state funding. Individual giving to ISPH increased significantly from 2016 to 2017, and we’ve increased our overall fundraising activities in 2018.

- |  |  |
|--|--|
| • Idaho Department of Health and Welfare | • Idaho Public Utilities Commission                  |
| • 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     | • Treasure Valley Association of Health Underwriters |
| • Saint Alphonsus Health System          | • United Way of Southeast Idaho                      |
| • Speedy Foundation                      | • Redside 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. The Hotline’s operating budget for FY 2018 is \$661,939. Staffing and budget plans include a robust mix of paid and volunteer staff, efforts to recruit volunteer phone Responders for early morning shifts, increasing pursuit of grant opportunities, and fundraising events.

Online donations to the hotline can be made at [www.idahosuicideprevention.org/donate](http://www.idahosuicideprevention.org/donate). The ISPH Advisory Board conducts regular conference calls to discuss strategic program goals related to outreach, operations and fundraising. ISPH continues to seek Advisory Board representation from Southeastern Idaho and members with fund development expertise.





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## *Plans for the Next Quarter*

Top goals for the Hotline's next quarter of operation include: onboarding our 17<sup>th</sup> Volunteer Phone Responder class, continuing our crisis text and chat response outreach efforts, establishing more innovative community partnerships statewide, broadening advisory board membership, and updating the hotline's strategic plan in conjunction with the State Suicide Prevention Program, to align with an updated overall statewide suicide prevention plan.

## *Contact Information*

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