

Organization: The Crisis Hotline

Project Title: Capacity Building and Community Outreach

Grant Amount: \$25,000.00

1. Objectives & Outcomes- The Crisis Hotline identified 5 major goals/objectives consistent with its mission:

- a. Continue to provide 24-hour support for our hotline and meet that growing demand of calls received.
 - i. Monthly calls 2018- average 50
 - ii. Monthly calls 2019-average 70
 - iii. Implementation of VoIP (New phone/call handling) February 2019 to ensure “No call missed” and multi-level back-up system for handling calls.
- b. Hotline Volunteer Training
 - i. New nationally certified training program implemented May 2019.
 - ii. Contact USA Certification application submitted May 2019 (6 month/1yr. process)
- c. Maximize community outreach & expansion
 - i. Expanded outreach to The Community School & Silver Creek Alternative School-based on needs assessment.
 - ii. Expanded outreach at local grocery stores and community events, ie Wicked Spud Family Night.
- d. Expand/Enhance “My Life Matters” Program
 - i. More presentations were made and included (2) professional providers at each presentation
 - ii. Integration of National “Know the 5 Signs” in presentation as Segway to the upper-class training requested of The Crisis Hotline for 2019/2020 School Year.
- e. Collaboration with Community Partners
 - i. The Crisis Hotline is “at the table” consistently in 2019 as a contributing partner developing message around suicide prevention/awareness.
 - ii. With new phone system, The Crisis Hotline brings “real time” numbers on calls handled; this information is an empowering perspective on the need for crisis intervention at many levels, i.e. gender issues, mental illness, drug issues, etc.
 - iii. In 2019/2020, Crisis Hotline proposes a new i-Carol computer application to disseminate data gathered from hotline calls

2. Impact:

As Idaho remains between 6th or 7th in the nation for death by suicide for individuals between the ages of 14-35, having a local hotline that is staffed with trained volunteers 24/7 days a week is an appropriate safety measure to help ensure that intervention is available at every crisis

along the path leading up to suicide or other preventable dangerous situations. We have seen a 25% increase in calls just since late 2017 and with the new phone system and enhanced training, the Crisis Hotline is more effectively meeting the growing need of callers. A common statement we hear on the hotline, after speaking with a caller for approximately 20 minutes is, "...thank you so much for being there for me and just listening. Can I call you back?" Those words light up the volunteer's hearts and fuels us for the next call and helps us to know we are fulfilling our Mission.

3. See attached
4. Budget:

Expenses

Salary & Benefits

Media Outreach *

*Some expenditures were allocated to promote training and outreach. We needed to print new training and marketing materials used in training and outreach as well the "My Life Matters" Program.