

# Your Life Iowa

## ANNUAL REPORT

# SFY 2018

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Your Life Iowa (YLI) is the integrated hub/system for free and confidential help and information for alcohol, drugs, gambling and suicide.

24/7/365 resources include a telephone helpline, mobile-friendly internet-based communications (e.g., online chat), texting and social media (@YourLifeIowa).

Information, resources and help is just a click, chat, text or call away:

**Call: 855.581.8111**

**Text: 855.895.8398**

**YourLifeIowa.org**

Your Life Iowa services are provided by Foundation 2, an Iowa based nonprofit human service agency offering suicide prevention and crisis intervention programs to people of all ages. Foundation 2 has provided crisis counseling by phone since 1970. We had 41,015 contacts with clients in the last fiscal year.

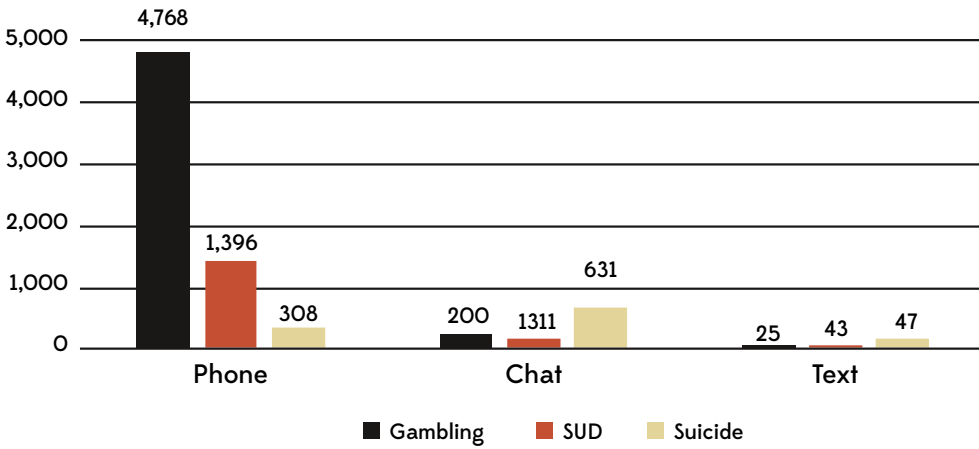
Foundation 2 is accredited by the American Association of Suicidology for Crisis Intervention Service, Mobile Outreach and Online Emotional Support (chat and text support services) and has maintained accreditation for 29 years. Foundation 2 is also accredited by Chapter 24 through the State of Iowa, ensuring our services adhere to quality standards in crisis response services.

Your Life Iowa is a project of the Iowa Department of Public Health.



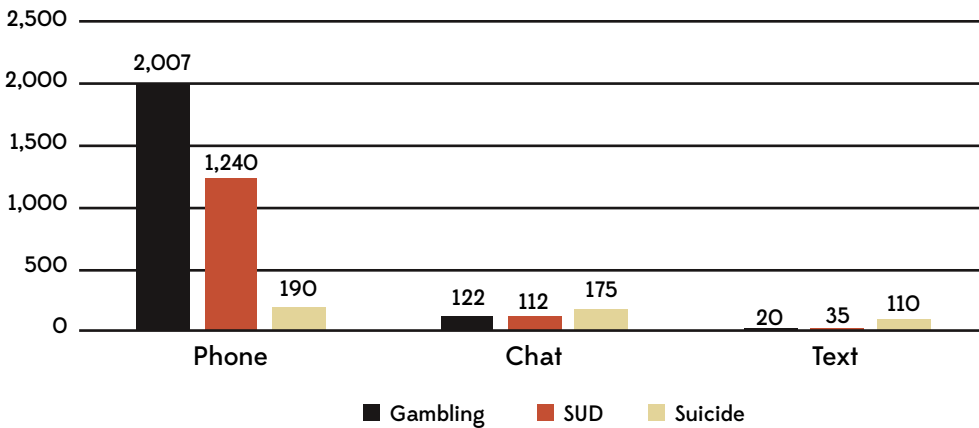
# CONTACTS

## All phone, chat or text contacts with YLI staff

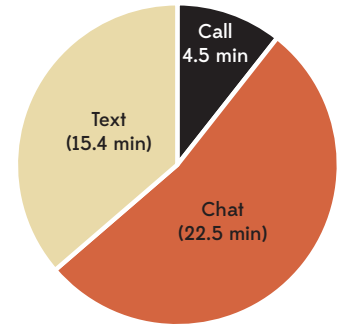


I called Your Life Iowa concerned about my son and his risk of substance abuse disorder and suicide. Your Life Iowa staff not only provided me with the information I needed to support my son, they supported me as well.

## All Iowa Contacts



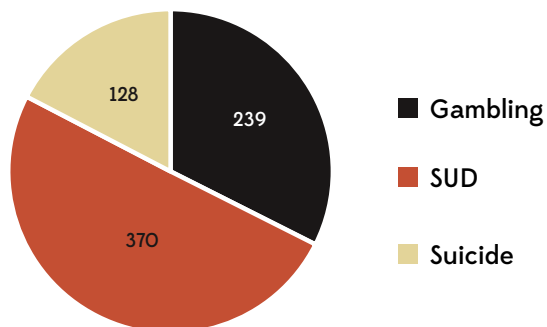
## Contact - Avg. Length



# REFERRAL INFORMATION

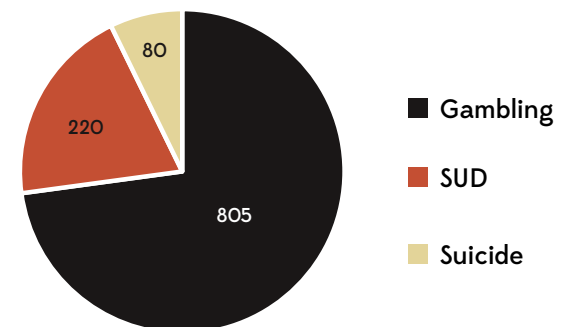
Over the last year, Your Life Iowa made 737 referrals to Iowa providers for problem gambling, Substance Use Disorder (SUD) and suicide.

## Referral to Iowa Providers



Over the last year, Your Life Iowa provided resources and information to 1,105 people.

## Resources and Information Provided

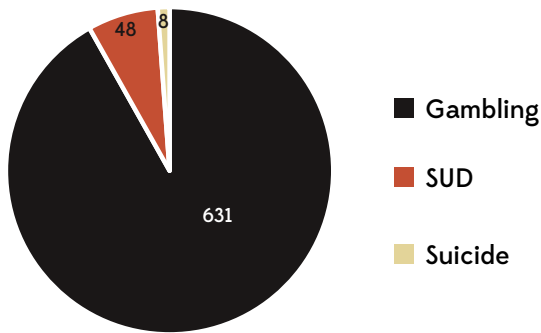


# EDUCATION, EVALUATION & CRISIS SUPPORT

The education, evaluation and crisis support data is for all Your Life Iowa contacts.

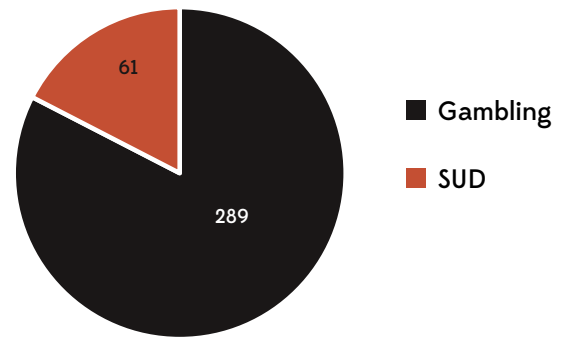
## Education Topics

Over the last year, Your Life Iowa provided education to 687 contacts through the crisis hotline, chat and text support.



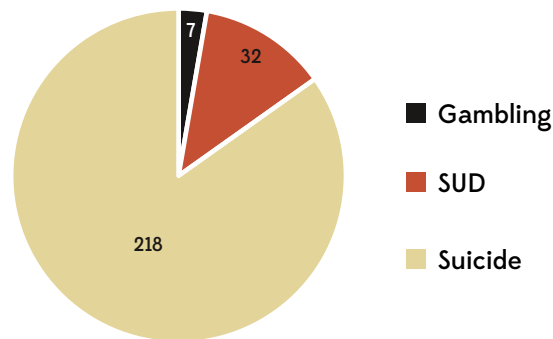
## Evaluation Topics

Over the last year, Your Life Iowa provided evaluation information to 350 people through the crisis hotline, chat and text support.



## Crisis Support

Over the last year, Your Life Iowa provided crisis support to 257 people through the crisis hotline, chat and text support.



## OTHER DATA OF INTEREST

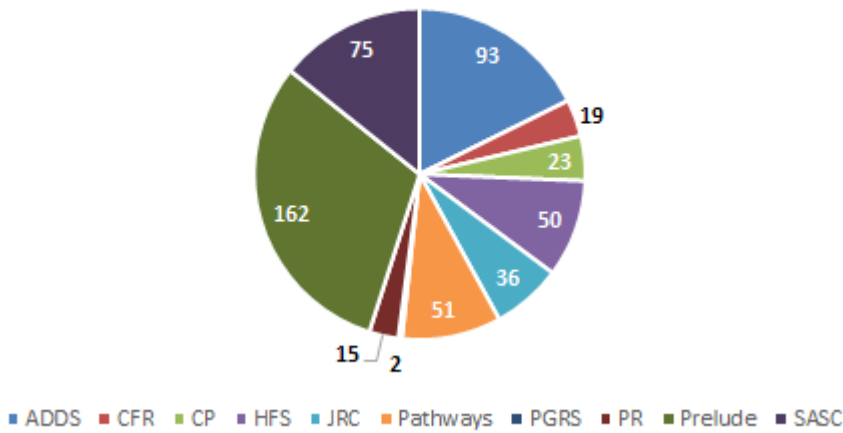
- Your Life Iowa assisted 395 Iowans with self-exclusion from casinos.
- Your Life Iowa connected 284 people to support groups.
- Your Life Iowa connected 279 contacts to law enforcement.

# PROBLEM GAMBLING REFERRALS

When someone calls Your Life Iowa in need of support for problem gambling, YLI staff provide information and referral information, and the option to be connected 24/7 via a warm hand-off (conference call) with the nearest gambling treatment referral center.

“Your Life Iowa helped me to self-exclude from my local casino. I had trouble doing this on my own because it required a special form for a tribal casino. I appreciate the research YLI staff did to help me.”

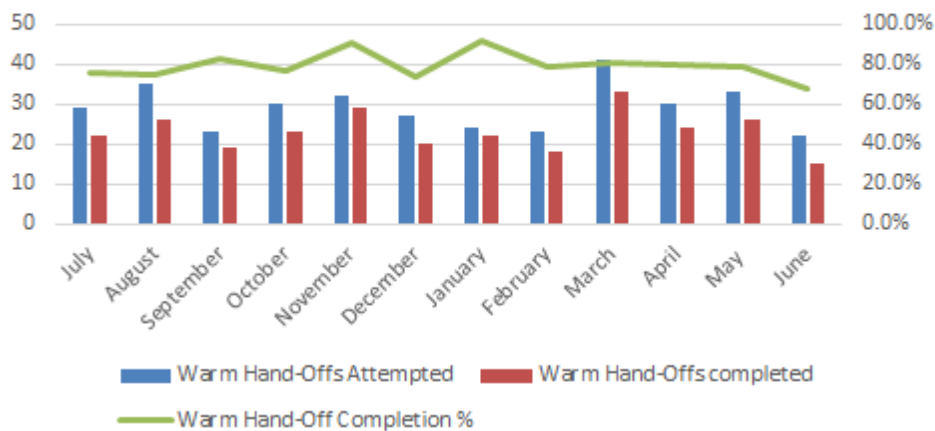
## Your Life Iowa - Gambling Referrals (526)



\*Gambling Referral Centers in this chart include Alcohol and Drug Dependency Service of Southeast Iowa (ADDs), Community and Family Resources (CFR), Compass Pointe (CP), Heartland Family Services (HFS), Jackson Recovery Centers (JRC), Pathways, Problem Gambling and Recovery Services (PRGS), Prairie Ridge (PR), Prelude and Substance Abuse Services Center (SASC).

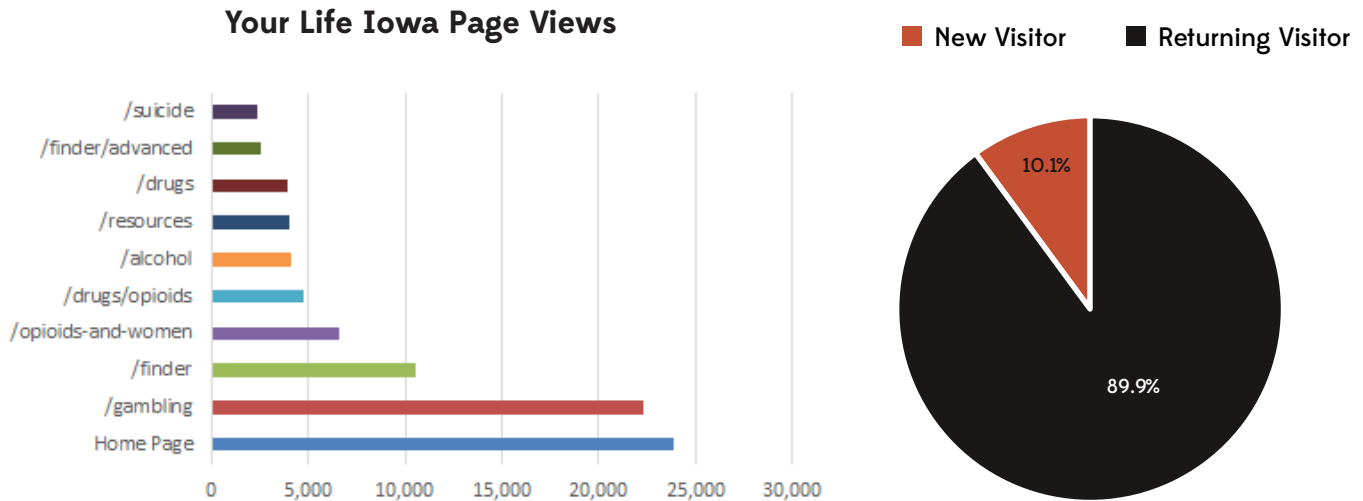
Below shows the number of warm hand-offs attempted and those completed during SFY 2018. For Problem Gambling, callers have the option to be transferred directly to staff at a gambling treatment center that best meets their needs.

## Your Life Iowa - Gambling Warm Hand Offs



# WEBSITE - YourLifeIowa.org

The Your Life Iowa website launched on October 23, 2017, and by June 30, 2018, had 58,777 sessions resulting in over 127,116 page views.



## YOUR LIFE IOWA STORY



Crisis center staff received a call from a 22-year-old on the Your Life Iowa phone line. The caller expressed feeling very depressed and suicidal. She was admitted for an inpatient hospital stay for mental health in September, and her friends and family expressed frustration with her frequent hospitalizations. The caller described several mental health diagnoses including depression, anxiety and a personality disorder. She lost her mother to suicide two years ago. The caller did not currently have a doctor and described a long wait to see her new doctor.

The caller expressed serious thoughts of suicide including investigation of several methods by which to end her life and recent self-harm as a means to cope with her feelings. After speaking with our staff the caller decided that she did need to go to the hospital for assistance. She agreed to have Your Life Iowa staff call her back to check on her and a follow-up plan was created. YLI staff followed up with the caller at the agreed upon date and time. During the follow-up call, the client expressed appreciation for the continued support. Although she did not need additional assistance at this time, crisis center staff reminded her that phone, chat and text support is always available if she needs to talk.