988 Broad State Metrics for KS: 2021-11-01 - 2022-11-30

Calls

	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
Routed	1,404	1,431	1,291	1,307	1,404	1,448	1,767	1,565	2,203	2,258	1,963	1,697	1,603
Received	1,404	1,431	1,291	1,307	1,404	1,448	1,767	1,565	2,073	2,131	1,885	1,697	1,603
Answered In-State	1,146	1,180	1,060	1,097	1,151	1,006	1,241	1,244	1,748	1,812	1,686	1,495	1,418
In-State Answer Rate	82%	82%	82%	84%	82%	69%	70%	79%	84%	85%	89%	88%	88%
Abandoned In-State	111	100	104	127	163	168	242	216	201	206	157	175	144
In-State Abandon Rate	8%	7%	8%	10%	12%	12%	14%	14%	10%	10%	8%	10%	9%
Flowout to Backup	147	151	127	83	90	274	284	105	124	113	42	27	41
Rollover Rate to Backup of Calls	10.5%	10.6%	9.8%	6.4%	6.4%	18.9%	16.1%	6.7%	6.0%	5.3%	2.2%	1.6%	2.6%
Average Speed to Answer	00:16	00:17	00:18	00:21	00:22	00:24	00:29	00:24	00:23	00:23	00:23	00:19	00:19

Table title: KPIs for Calls in KS

Chat and Text

KPIs for Texts in KS	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
State Demand	211	129	114	90	70	70	66	86	266	391	443	467	572
Received	0	0	0	0	0	0	0	32	130	240	322	299	374
Answered In-State	0	0	0	0	0	0	0	17	65	107	112	113	127
In-State Answer Rate	NA	NA	NA	NA	NA	NA	NA	53%	50%	45%	35%	38%	34%
Abandoned In-State	0	0	0	0	0	0	0	0	0	0	0	0	0
In-State Abandon Rate	NA	NA	NA	NA	NA	NA	NA	0%	0%	0%	0%	0%	0%
Flowout to Backup	0	0	0	0	0	0	0	15	65	133	210	186	247
Average Speed to Answer	NA	NA	NA	NA	NA	NA	NA	00:28	04:33	06:25	08:02	17:21	12:37

KPIs for Chats in KS	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
State Demand	130	84	110	80	163	261	281	414	399	352	418	420	463
Received	0	0	0	0	0	0	0	253	365	299	398	353	404
Answered In-State	0	0	0	0	0	0	0	163	193	142	141	124	133
In-State Answer Rate	NA	NA	NA	NA	NA	NA	NA	64%	53%	47%	35%	35%	33%
Abandoned In-State	0	0	0	0	0	0	0	0	0	2	0	2	0
In-State Abandon Rate	NA	NA	NA	NA	NA	NA	NA	0%	0%	1%	0%	1%	0%
Flowout to Backup	0	0	0	0	0	0	0	90	172	155	257	227	271
Average Speed to Answer	NA	NA	NA	NA	NA	NA	NA	00:30	02:31	07:03	07:06	07:13	08:51

See final page for glossary of terms presented in this report.

Call Demand

This is table shows the number of routed calls for each network from callers in the state - this is considered the network-level demand for callers in the state. Please see the glossary for information about the networks.

Network	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
KS Lifeline Calls Routed by Network													
NSPL	1,404	1,431	1,291	1,307	1,404	1,448	1,767	1,565	2,203	2,258	1,963	1,697	1,603
Spanish	24	21	23	27	36	24	29	22	54	48	18	63	12
VA	437	661	513	461	483	452	685	595	589	604	663	573	603
Total	1,865	2,113	1,827	1,795	1,923	1,924	2,481	2,182	2,846	2,910	2,644	2,333	2,218

Center Information

Center Hours of Operation

Below is the most *current* information that the Lifeline has received regarding Hours of Operation for each local, NPSL center. For historical Hours of Operation, or if there are any questions regarding these hours, first reach out directly to the centers before contacting the Lifeline.

Daily Hours of Operation for Local Centers in KS								
Center	Network	Mon	Tue	Wed	Thu	Fri	Sat	Sun
COMCARE of Sedgwick County	NSPL	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00
HealthSource Integrated Solutions	NSPL	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00
Johnson County Crisis Line	NSPL	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00
Kansas Suicide Prevention HQ	NSPL	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00

NSPL Center Coverage Areas

Note that **Coverage** means the geographic area (which can be designated by county, area code, and/or zip code) served and the hours of operation during which a crisis center answers calls.

- **Primary** indicates a center providing primary coverage to a certain geographic area will be the *first center* to which calls from that area are routed to.
- **Backup** indicates that if the center providing primary coverage for a certain area does not answer the call within Lifeline's specified time threshold, the call is then routed to a center providing backup coverage for that area. This is different from National-Backup coverage, which is not covered in this report.

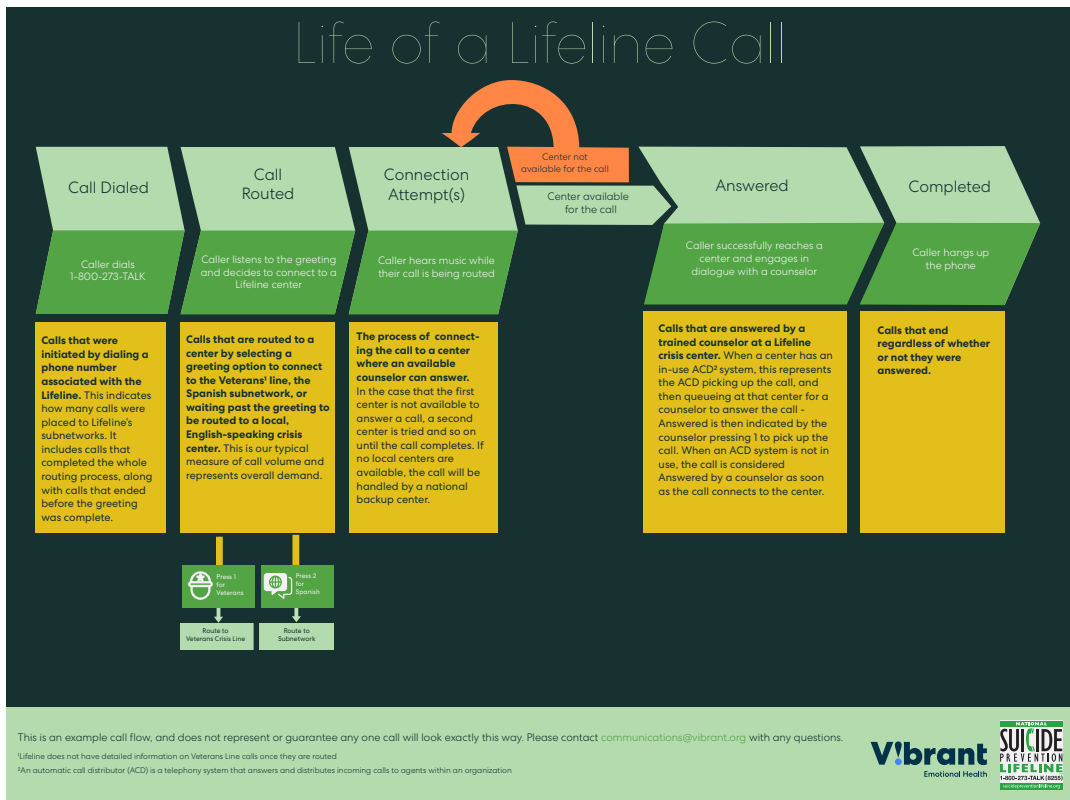| KS Local NSPL Centers Coverage Areas			
Center	Backup State Code	Primary FIPS County Code	Primary State Code
COMCARE of Sedgwick County		Sedgwick	
HealthSource Integrated Solutions	KS		
Johnson County Crisis Line		Johnson	
Kansas Suicide Prevention HQ			KS

Center-Level In-State Call Metrics

Figure 1: Call Routing Infographic

Minor discrepancies in offered/answered volume or answer rate can occur as a natural result of working with different phone systems - namely Lifeline's network-wide tracking and each center's unique system. Lifeline's system sees the whole life of a call (see Life of a Lifeline Call Infographic for details), while center systems track calls upon their arrival to the center. Centers with an Automated Call Distribution (ACD) system may see slightly larger discrepancies - please report discrepancies larger than 150 calls accounting for 5% of answer rate on the Report Inquiry Form[1].

Given these two perspectives, network (where one call touches multiple centers, as in above statewide metrics) and center level (where each call is part of a larger journey on the network), numbers presented at the center level will necessarily be inconsistent with those presented at the network/statewide level. As such, please refrain from aggregating the numbers in this report to compare with other state- or nation-wide numbers.

Also - please note that all metrics are calculated using the time (in EST) that a caller *dialed* the Lifeline, to stay in alignment with all other 988 reporting. Centers should take special care to pull their reports in EST to more closely approximate these reports, and recognize this as another potential source of discrepancy between reporting systems.

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[1]https://forms.gle/vLA3PZPQKd1TcCLg7

COMCARE of Sedgwick County (Wichita, KS) (KS316000) NSPL Call Metrics

	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
Offered	249	271	236	209	223	222	284	272	411	339	350	320	326
Answered	208	231	203	175	177	186	203	216	352	285	294	255	291
Answer Rate	84%	85%	86%	84%	79%	84%	71%	79%	86%	84%	84%	80%	89%
ASA	00:16	00:17	00:18	00:18	00:18	00:18	00:19	00:17	00:17	00:17	00:16	00:13	00:12

Kansas Suicide Prevention HQ (Lawrence, KS) (KS490000) NSPL Call Metrics

	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
Offered	1,048	1,087	969	960	1,056	904	1,244	1,121	1,575	1,692	1,401	1,238	1,106
Answered	830	870	765	796	854	721	907	899	1,298	1,394	1,185	1,049	957
Answer Rate	79%	80%	79%	83%	81%	80%	73%	80%	82%	82%	85%	85%	87%
ASA	00:15	00:16	00:17	00:17	00:16	00:18	00:23	00:17	00:18	00:18	00:15	00:15	00:16

HealthSource Integrated Solutions (Topeka, KS) (KS785000) NSPL Call Metrics

	Aug 2022	Sep 2022	Oct 2022	Nov 2022
Offered	7	115	65	101
Answered	4	55	23	39
Answer Rate	57%	48%	35%	39%
ASA	00:27	00:30	00:28	00:31

Johnson County Crisis Line (Mission, KS) (KS913000) NSPL Call Metrics

	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
Offered	121	93	98	123	102	94	133	123	114	157	173	187	150
Answered	105	78	89	108	88	76	104	97	98	129	152	168	132
Answer Rate	87%	84%	91%	88%	86%	81%	78%	79%	86%	82%	88%	90%	88%
ASA	00:04	00:05	00:05	00:05	00:05	00:06	00:05	00:05	00:04	00:04	00:04	00:06	00:05

Glossary

Please note that all metrics are calculated using the time (in EST) that a caller dialed the Lifeline

State Calls:

- **Routed**: Number of calls that listen to the IVR greeting to then be routed to a center. This metric is used for network-wide and historic reporting.
  - Prior to September 22, 2022, the term Routed included all calls routed to a center after the greeting, including calls that abandoned within 15 seconds of the first routing attempt. Due to a system update that improved Vibrant's ability to better see when calls abandon en route to the first center, as of September 22, 2022 the term Routed includes all calls routed to a center, excluding calls that likely abandoned before reaching the center.

- **Received**: Number of calls that were sent to a center after listening to the IVR greeting.
  - As of September 22, 2022, the "Received" adjustment for calls has been discontinued because improved accuracy in tracking the routing process eliminated the need for the adjustment. The field is included for historical comparison. Starting on September 22, 2022, values in "Received" are equal to those shown as "Routed" above.
- **Answered In-State**: Number of "Received" calls answered by a state or territory's center(s).
- **In-State Answer Rate**: All "Answered In-State" calls divided by all calls "Received" to the state.
- **Abandoned In-State**: Number of "Received" calls that disconnect prior to being engaged by a counselor at a state or territory's center(s). Disconnection may happen for a number of reasons, including but not limited to: the person reaching out changes their mind about seeking care at that moment; the person no longer feels they have privacy or safety in their environment; or there is a random technical service interruption, which may occur due to internet instability, carrier glitches, etc.
- **Flowout to Backup**: Number of "Received" calls not "Answered In-State" nor "Abandoned In-State".
- **Rollover Rate to Backup**: Number of "Flowout to Backup" calls divided by total number of "Received" calls.
- **In-State Abandon Rate**: All "Abandoned In-State" calls divided by all "Received" calls.
- **Average Speed of Answer (ASA) In-State**: Out of all "Answered In-State" calls, the average time a contact takes to be answered after listening to the automated greeting. As "ASA's" are by nature an "average," the experience of those contacting the Lifeline at different centers in different states or times of day may experience variations in individual wait times.

Chats/Texts

- **State Demand**: For text, number of texts initiated from the state. For chat, we only receive a chatter's location once the chat is answered, so this is the number of answered chats that are ultimately answered either in-state or by a backup center.
- **Received**: Number of contacts that enter the state's queue. This is NA whenever the state does not have state routing initiated.
- **Answered In-State**: Number of contacts answered from the state's queue. This is NA whenever the state does not have state routing initiated.
- **In-State Answer Rate**: All contacts "Answered In-State" divided by all contacts "Received". This is NA whenever the state does not have state routing initiated.
- **Abandoned In-State**: Number of contacts that abandon while in the state queue. This is NA whenever the state does not have state routing initiated.
- **In-State Abandon Rate**: All contacts "Abandoned In-State" divided by all contacts "Received". This is NA whenever the state does not have state routing initiated.
- **Average Speed to Answer**: Out of all "Answered In-State" contacts, the average time a contact takes to be answered after listening to the automated greeting. As "ASA's" are by nature an "average," the experience of those contacting the 988 Lifeline at different centers in different states or times of day may experience variations in individual wait times.

Center-Level Metrics

- **Offered**: Number of calls that Vibrant offers to the center.
  - From July 1, 2022 to September 22, 2022, this excluded calls that abandon within 15 seconds of the first routing attempt. Due to a system update that improved Vibrant's ability to better see when calls abandon en route to the first center, as of September 22, 2022 the term Offered includes all calls routed to a center, excluding calls that likely abandoned before reaching the center.
- **Answered**: Number of calls that Vibrant sees the center answering.
  - Note that prior to July 2022, Answered was calculated using Center Performance Metrics to approximate center performance at ACD centers.