

An abstract graphic on the left side of the slide, featuring a dense cluster of small, semi-transparent circles in shades of yellow, orange, red, pink, and blue. These circles are interconnected by thin, light-colored lines, creating a complex, web-like structure that resembles a network or data visualization. The overall shape of the graphic is roughly triangular, pointing towards the top left.

# Douglas County Crisis Line & Mobile Response Team

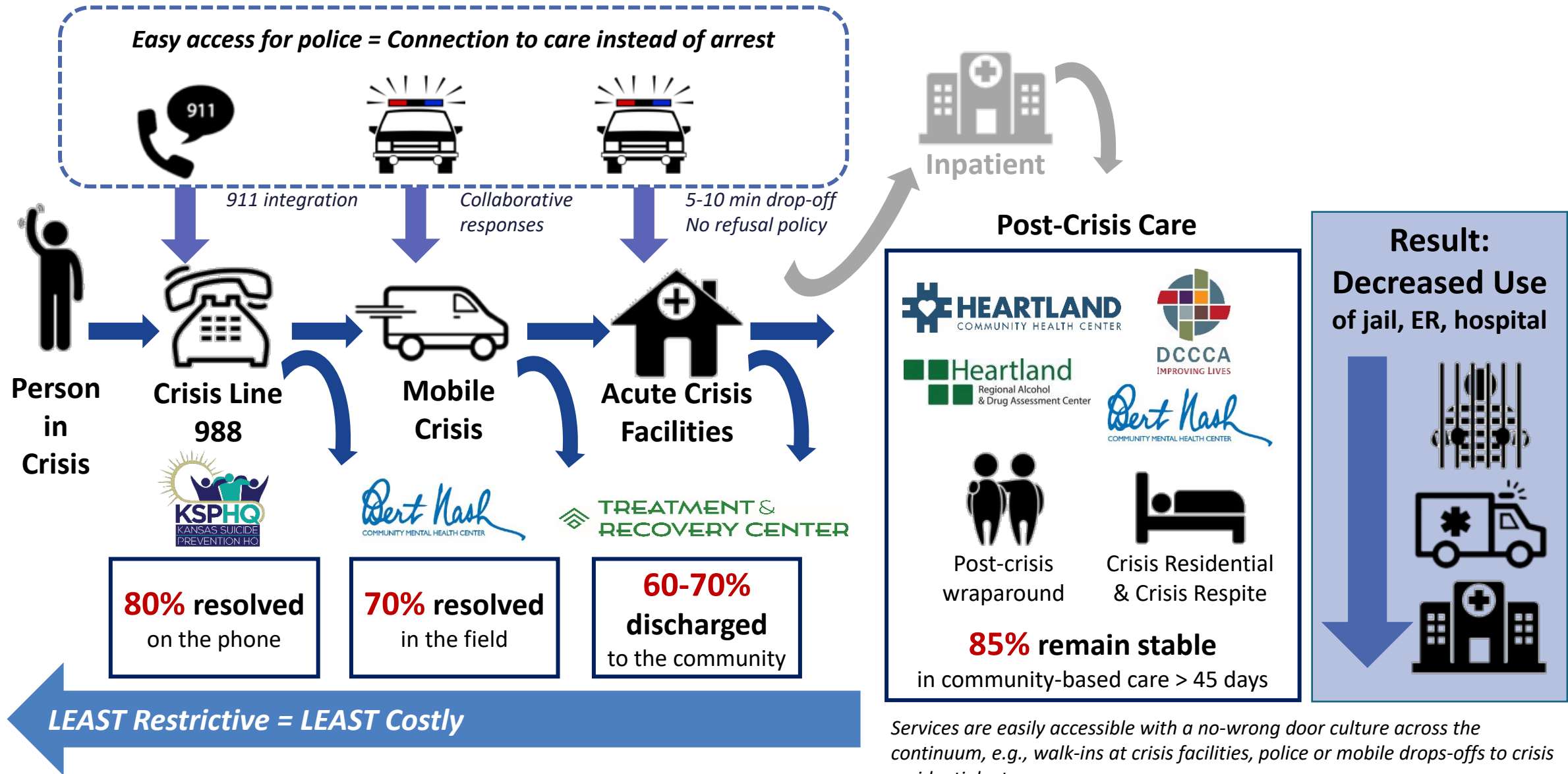
Data Review 9/1/2022-3/31/2023

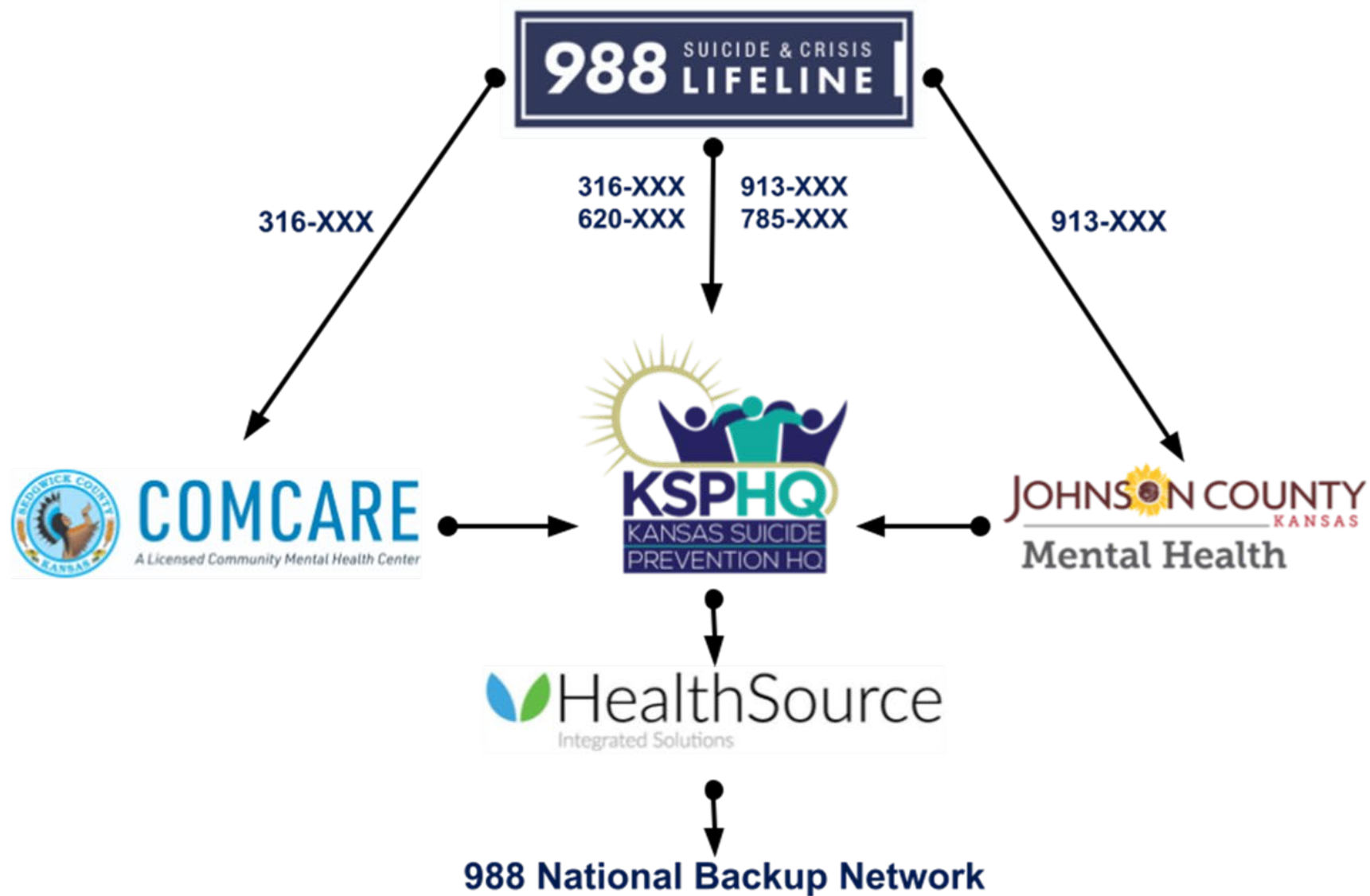
Presented by:

Jared Auten, KSPHQ Crisis Line Director &

Edie Harrison, BNC Mobile Response Program Manager

# Providing care *in the least restrictive (and least costly) setting*





# 988 SUICIDE & CRISIS LIFELINE

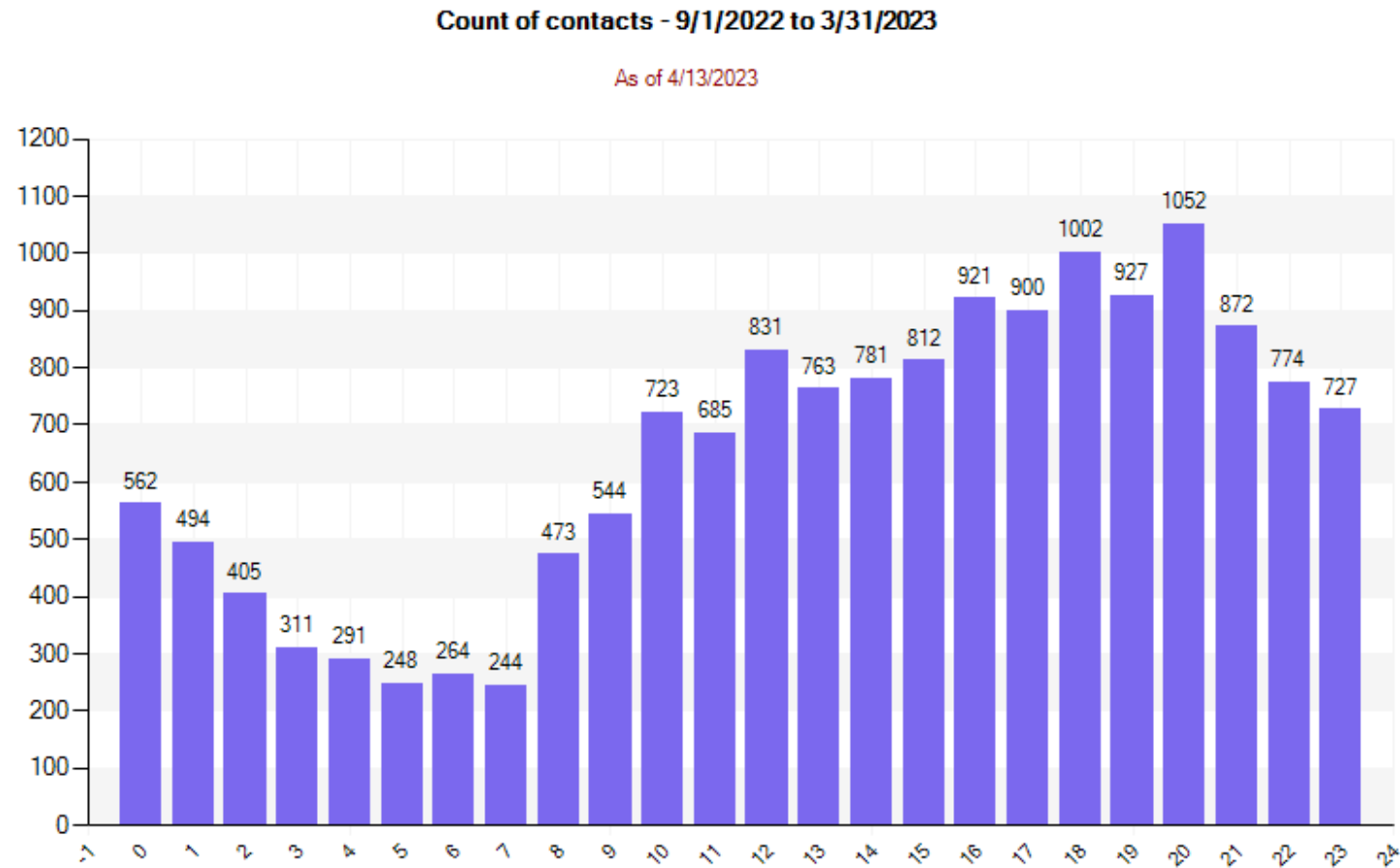
KPIs for Calls in KS

	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023
Routed	1,448	1,767	1,565	2,203	2,258	1,963	1,697	1,603	1,745	1,861	1,702	1,805	1,842
Received	1,448	1,767	1,565	2,073	2,131	1,885	1,697	1,603	1,745	1,861	1,702	1,805	1,842
Answered In-State	1,006	1,241	1,244	1,748	1,812	1,686	1,495	1,418	1,593	1,692	1,591	1,619	1,688
In-State Answer Rate	69%	70%	79%	84%	85%	89%	88%	88%	91%	91%	93%	90%	92%
Abandoned In-State	168	242	216	201	206	157	175	144	138	145	96	163	134
In-State Abandon Rate	12%	14%	14%	10%	10%	8%	10%	9%	8%	8%	6%	9%	7%
Flowout to Backup	274	284	105	124	113	42	27	41	14	24	15	23	20
Rollover Rate to Backup of Calls	18.9%	16.1%	6.7%	6.0%	5.3%	2.2%	1.6%	2.6%	0.8%	1.3%	0.9%	1.3%	1.1%
Average Speed to Answer	00:24	00:29	00:24	00:23	00:23	00:23	00:19	00:19	00:20	00:19	00:18	00:21	00:22

## KSPHQ KPIs

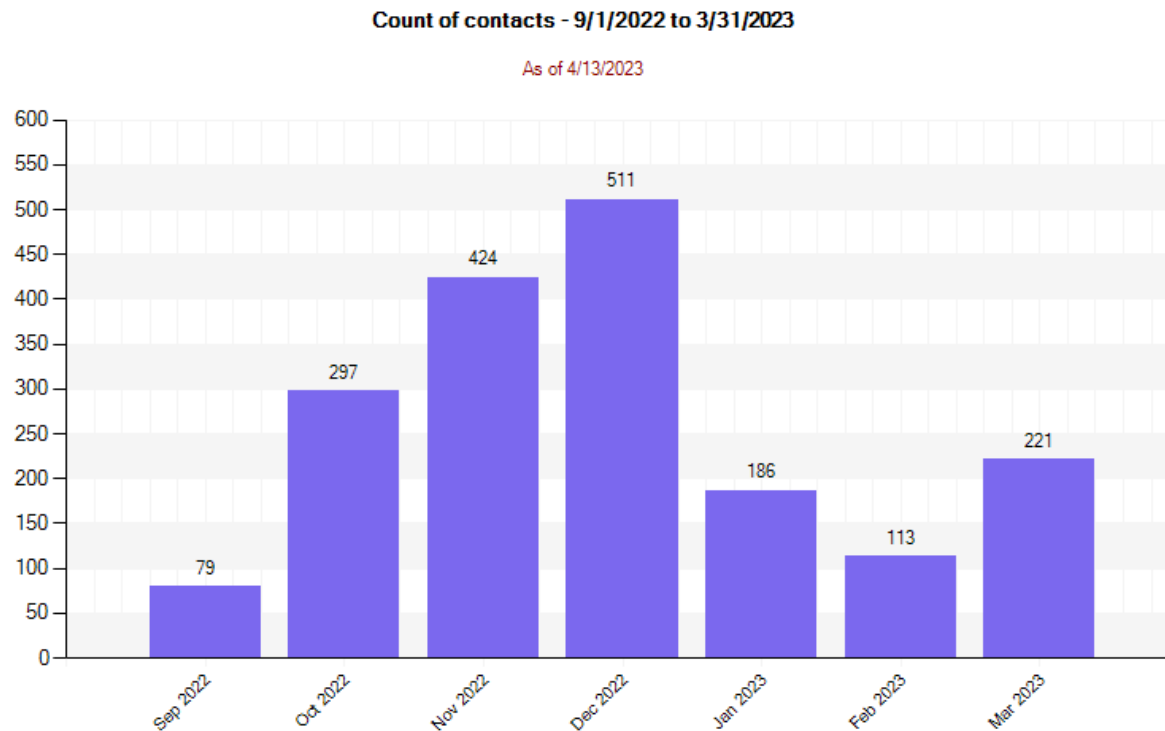
- March offered: 1,426
- March answered: 1,282
- March answer rate: 90%
- March average speed answer 00:15
- Generally, volumes are highest 6pm-2am

# 988 & Douglas County Crisis Line Calls- Time of Day



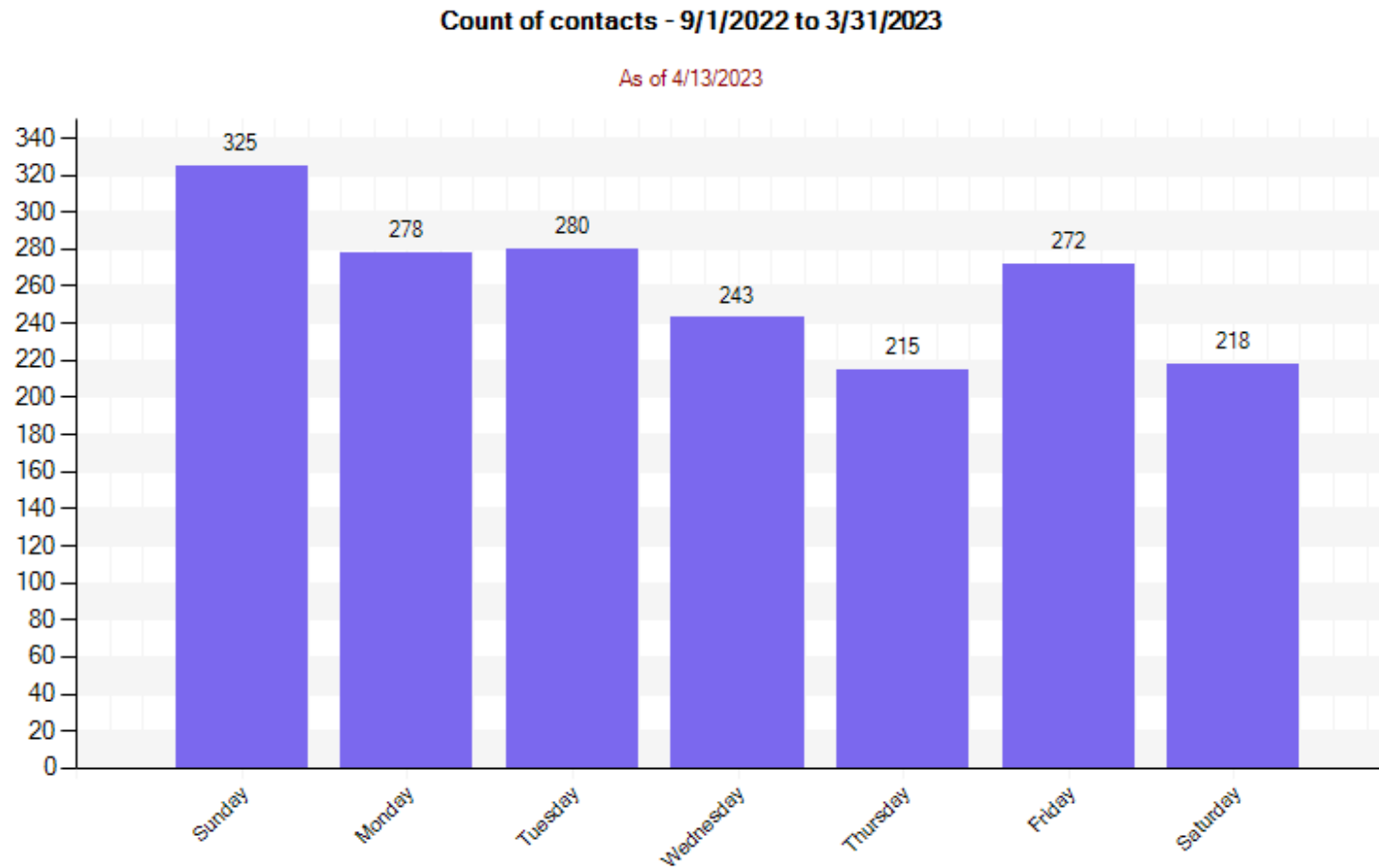
- Peak call volume is 8pm
- Peak does not align with peak use of MRT

# Douglas County Crisis Calls- Month of Year



- All DgCo calls are those that are classified as DgCo by phone number received or location information gathered from caller
- The spikes from October to December are due to repeat calls from single individuals
- Calls coming in on 988 account for 13% of the total DgCo call volume
- The remaining 87% come in on two primary local lines of service 785-841-2345 and the Public Safety Line

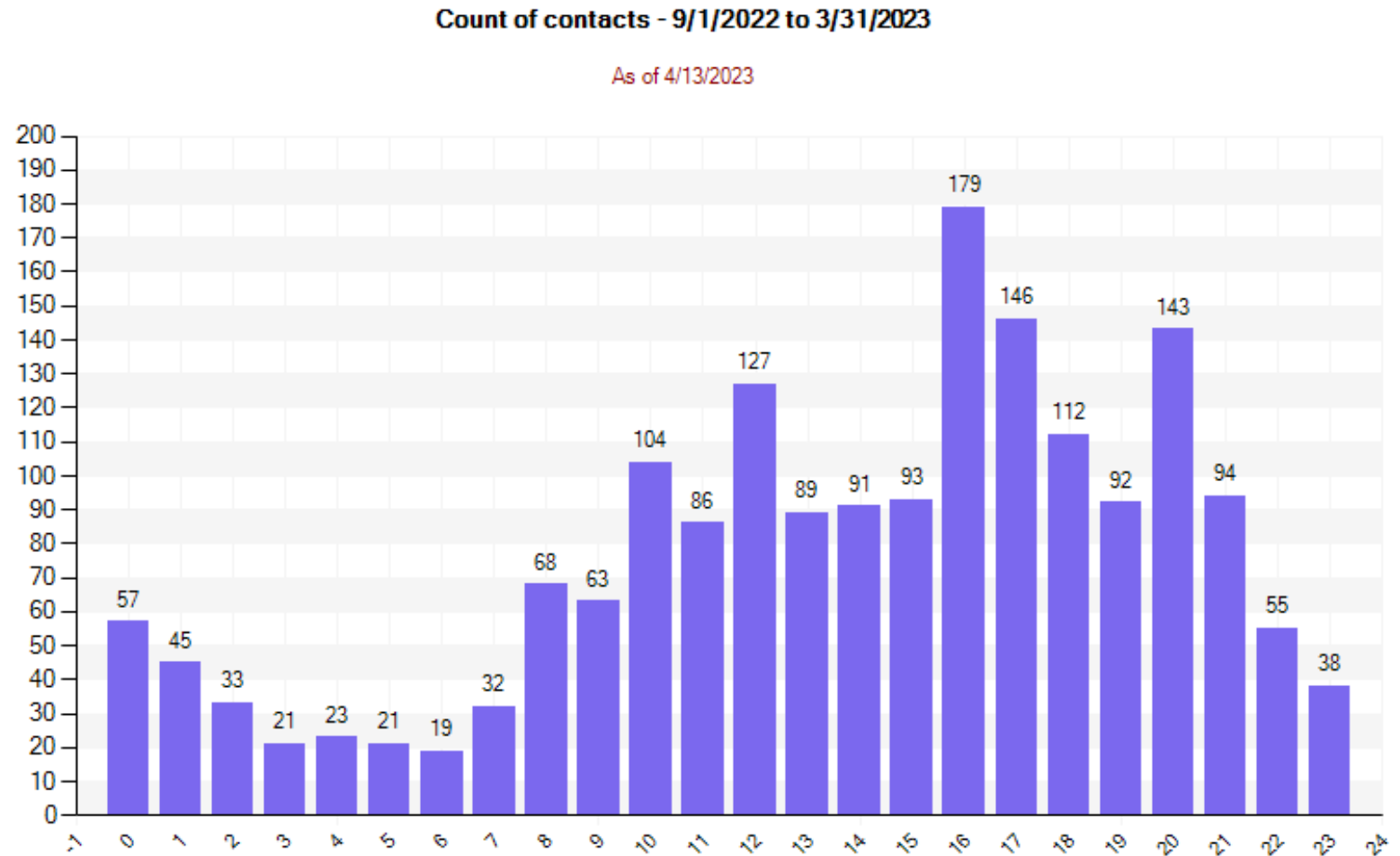
# Douglas County Calls- Day of Week



- The greatest number of calls on Sunday
- Little variation the during the rest of the week

# Douglas County Crisis Calls- Time of Day

- All DgCo calls are those that are classified as DgCo by phone number received or location indicated by caller
- 988 calls account for 13% of total call volume
- Remaining 87% arrive via 785-841-2345 and Public Safety Line
- Peaks around 4pm and 8pm





# Crisis Line Utilization

## Top Primary Presenting Concerns

Mental Health  
(43%)

Suicide (12%)

Family/Other  
relationship  
Issues

Anxiety

Abuse/  
Victimization

Financial/  
Basic Needs

## Top Secondary Presenting Concerns

Mental Health  
(24%)

Family/Other  
Relationship  
Issues (25%)

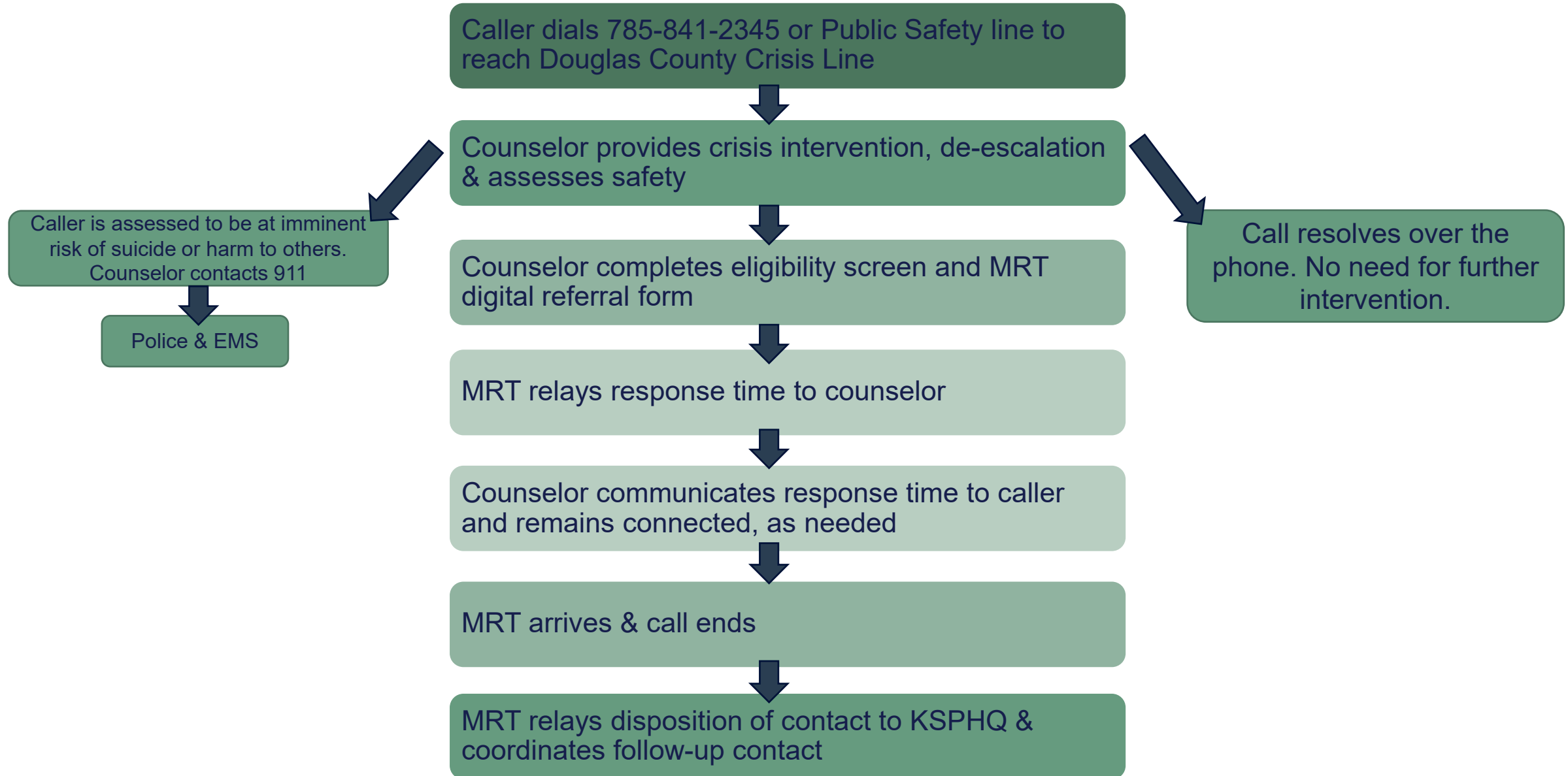
Financial/  
Basic Needs

Medical Issues

Anxiety

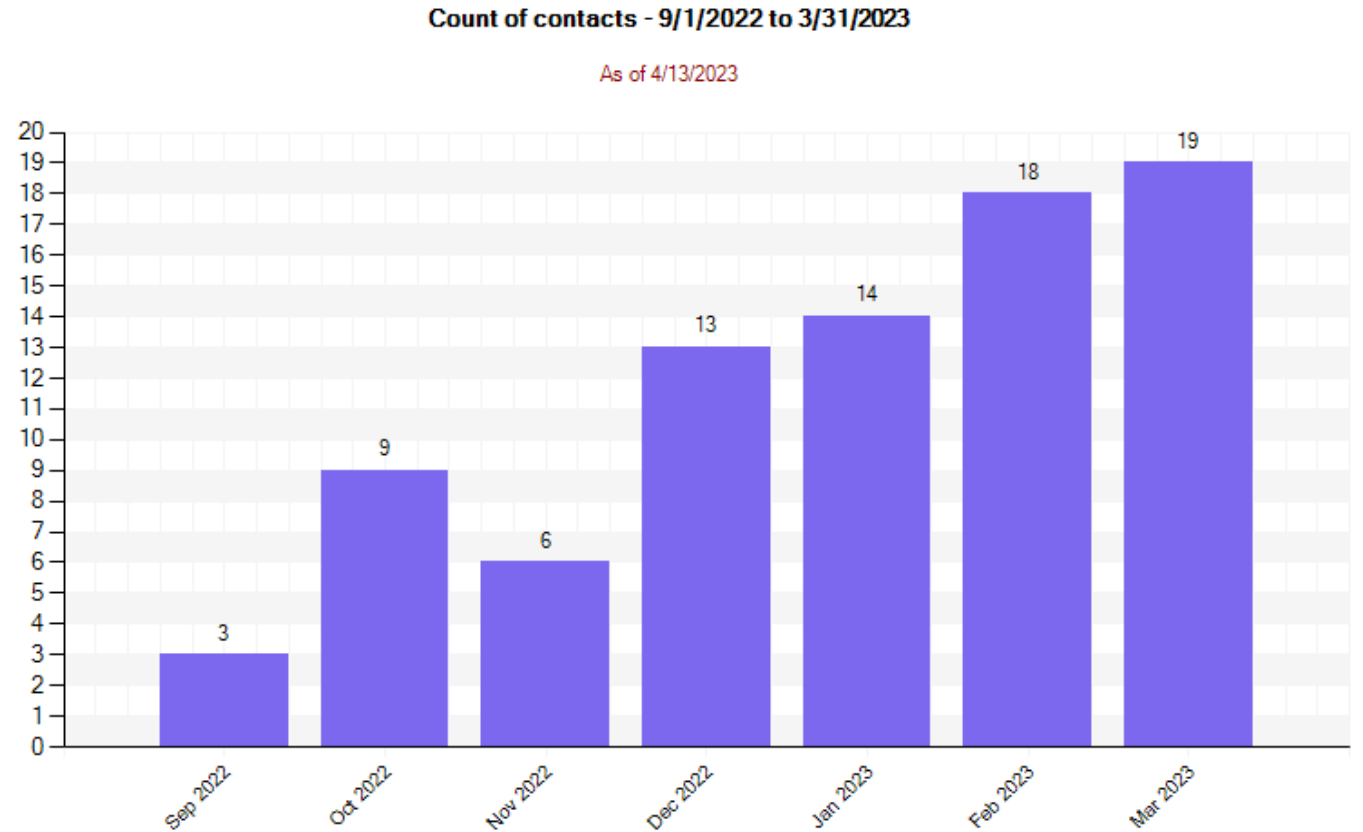
Grief & Loss

# Mobile Response Workflow



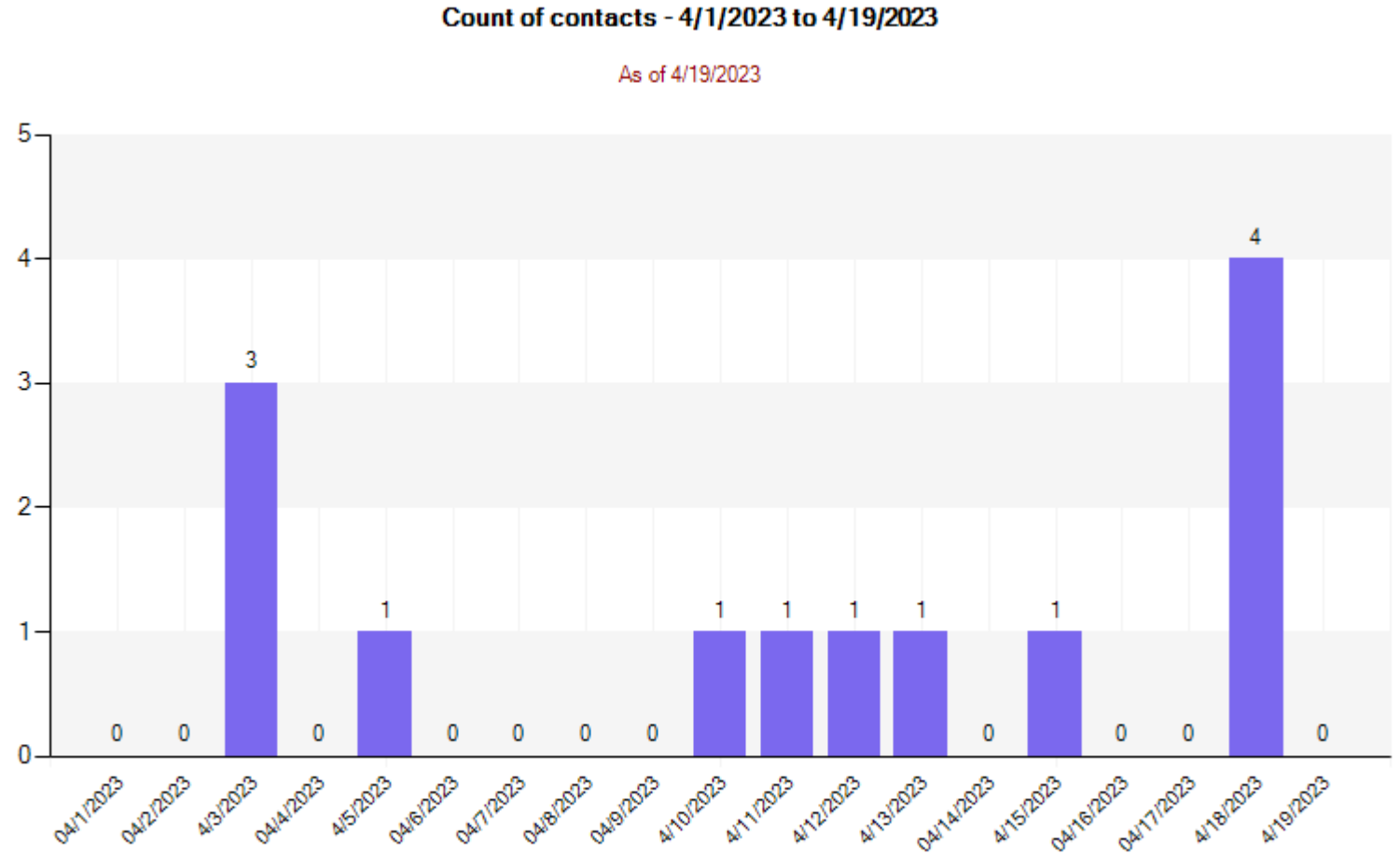
# Mobile Response Team (MRT) Referrals

- 9/11/22- 3/31/2023, there have been approximately 82 MRT referrals facilitated by KSPHQ
- Public Safety referrals= ~36%
- Other referral sources include Lawrence Community Shelter, schools, substance use agencies, and mental health agencies
- Current hours of operation are 8am-2am (as of 4/17)



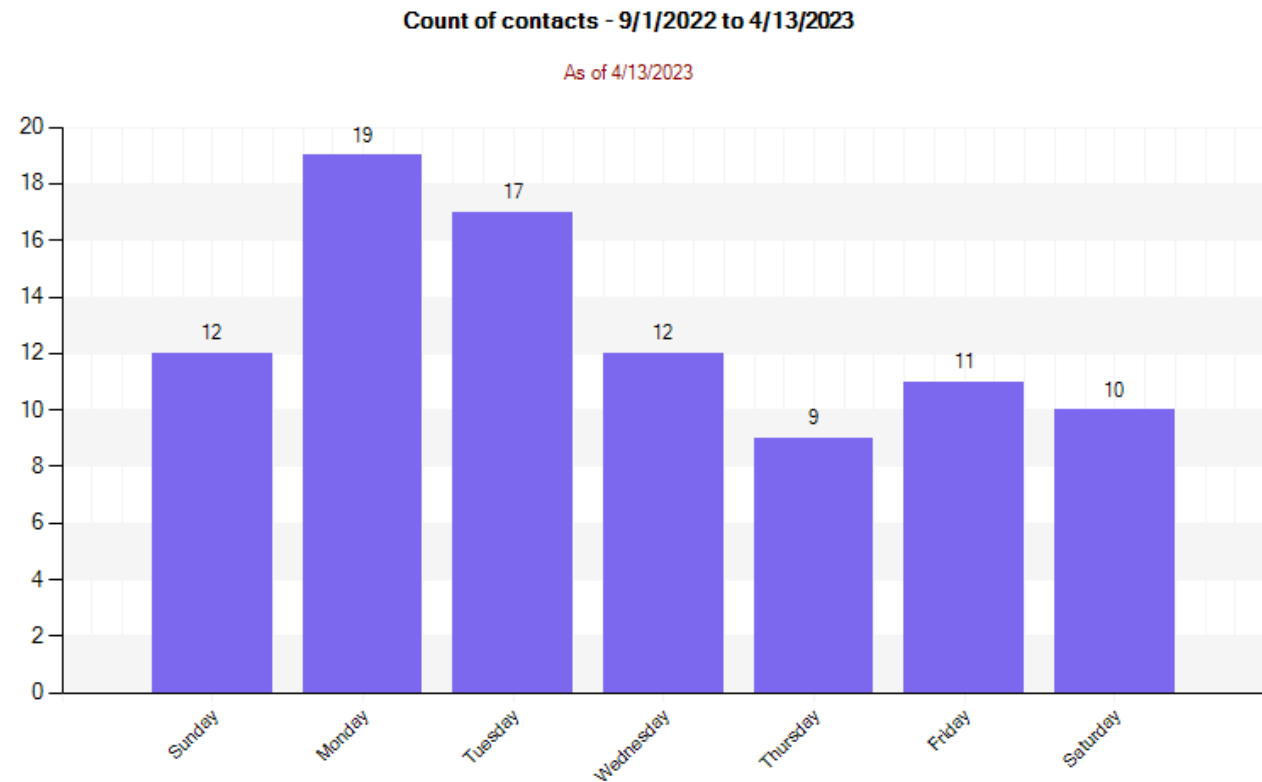
# April 1<sup>st</sup>-19<sup>th</sup> MRT Referrals (Count 13)

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# MRT Referrals- Day of Week

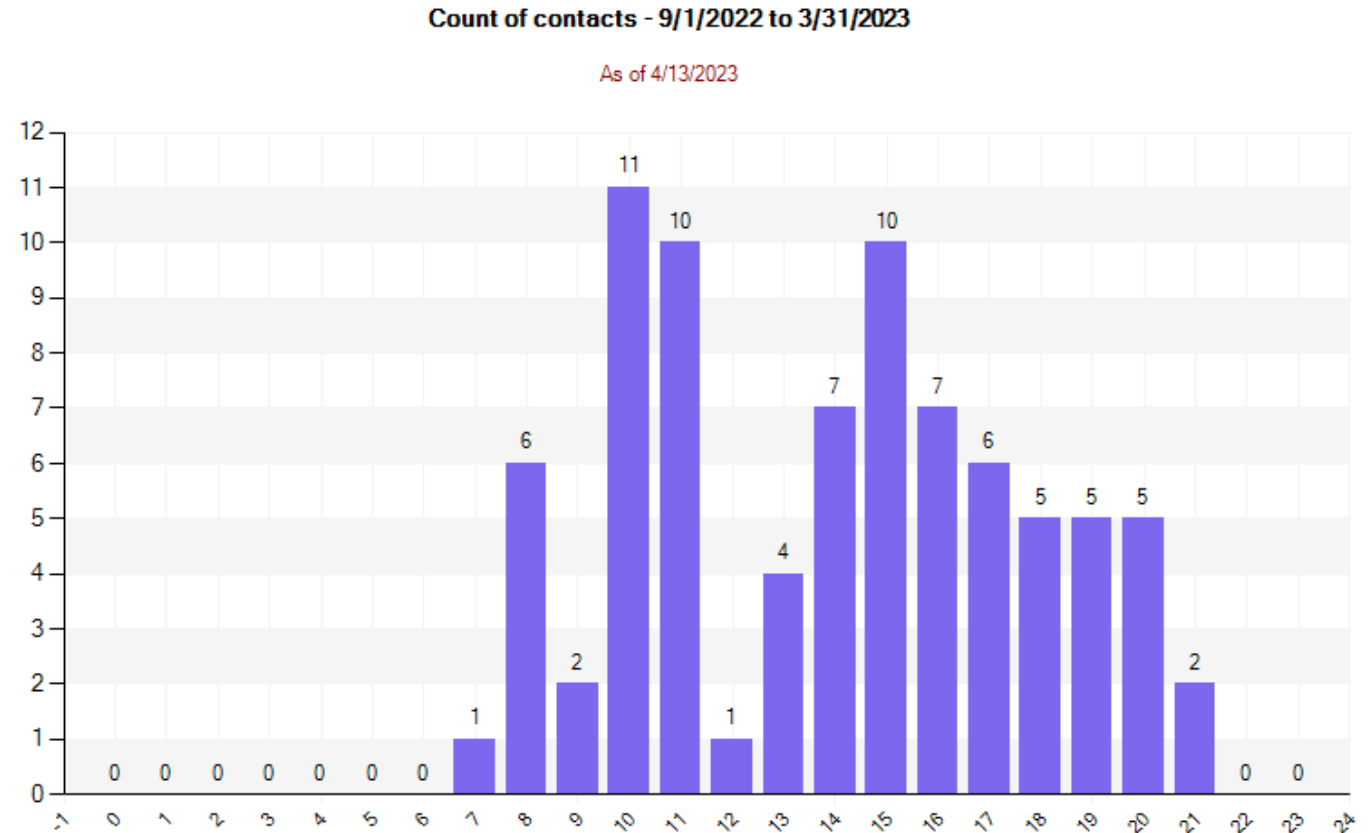
- MRT referrals tend to be highest during the beginning of the week
- Monday is most utilized day followed by Tuesday



# MRT Referral- Time of Day

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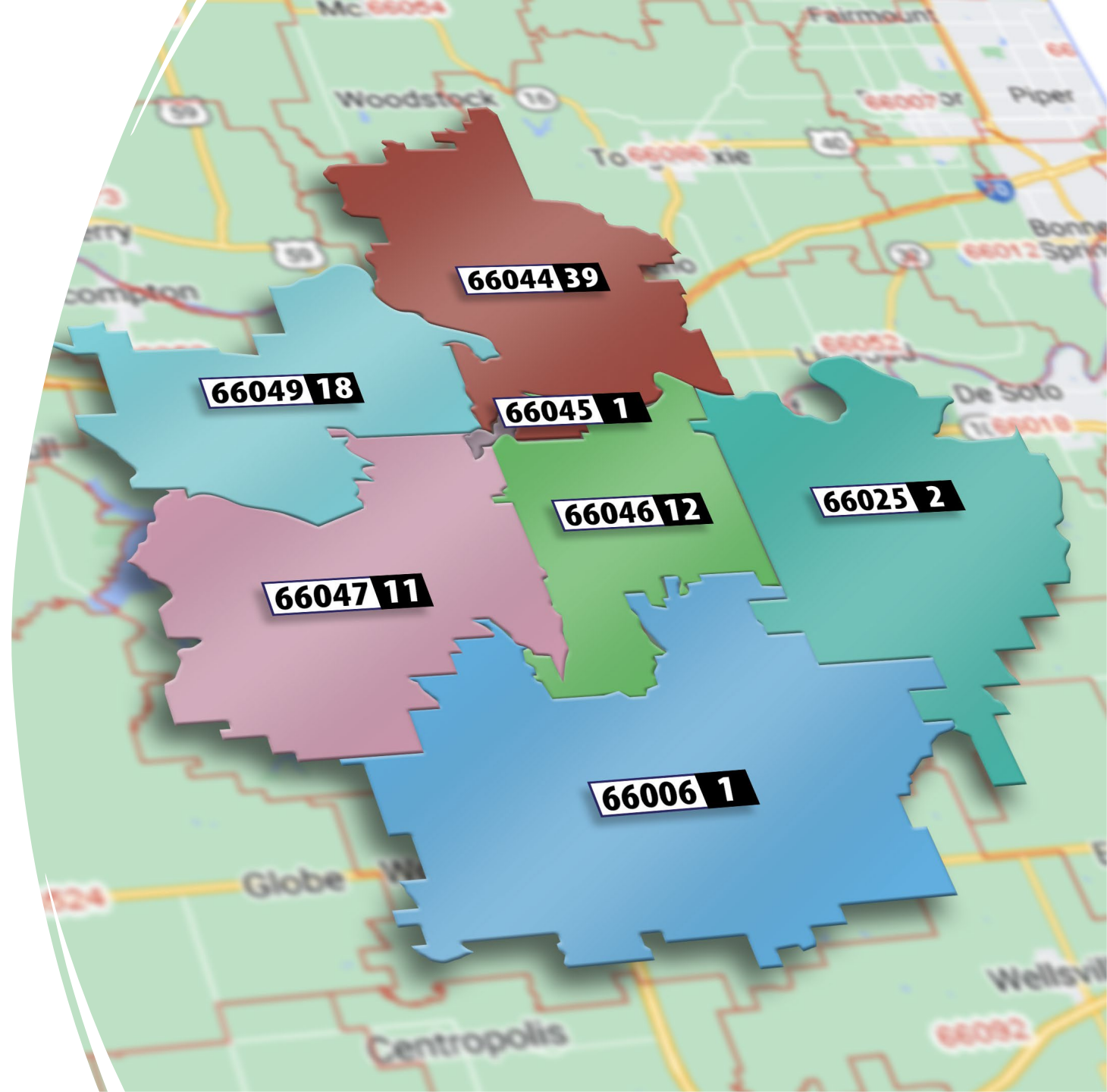
- The greatest number of referrals come in around 10am
- All hours of operation utilized during initial phase (8am-10pm)
- MRT expanded hours to 8am-2am on 4/17



# MRT Dashboard Stats

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- Demographics
  - Gender
    - 56% Female
    - 44% Male
  - Race
    - Identify as white 78%
    - Identify as black 16%
    - Identify as native 4%
    - Identify as other 12%
  - Age
    - Average = 34yo



# MRT Dashboard Stats Continued

86% of referrals have been resolved in the community (~14% require a higher-level of care)

No referrals to-date have resulted in involuntary hospitalization

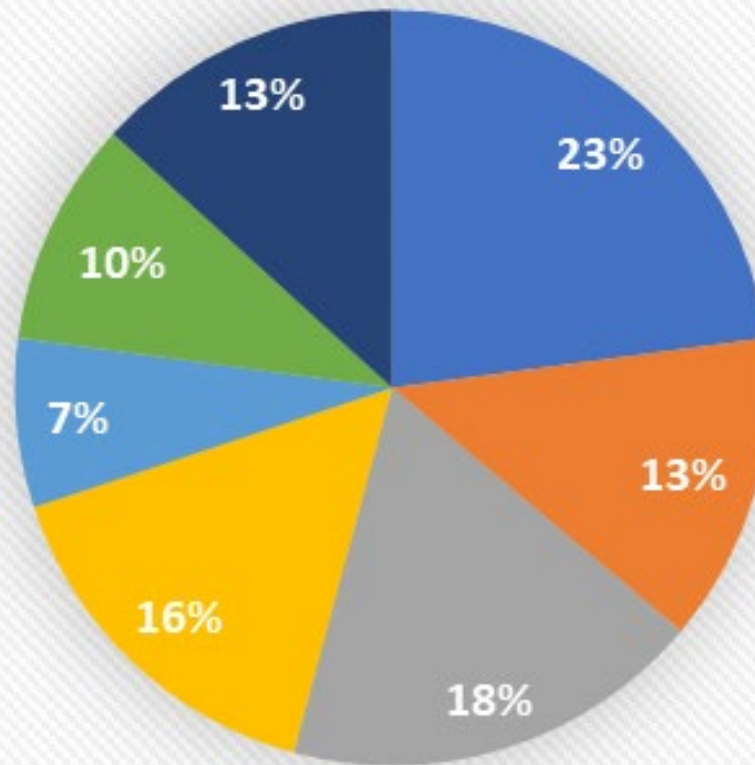
Response time has been under 1 hour in all cases

Average response time = 12 minutes

Average length of encounter = 1 hour and 27 minutes



## Age of MRT Referrals



■ 20 & below ■ 21-30 ■ 31-40 ■ 41-50 ■ 51-60 ■ 61+ ■ unknown

# Program Updates

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- New service delivery standards for Public Safety referrals
  - Dedicated public safety line
  - Shorter referral form completed in 3-5 min
- 911 Call Diversion is scheduled for late May
  - MOU between KSPHQ and ECC has been approved by BOCC
  - Policies have been approved and training is in development
  - We anticipate MRT referrals to increase 2-3x the current monthly volume
- Expansion of MRT hours on 4/17- 8am to 2am
- MRT will transition to 24/7- tentative target in June

# Program Updates Continued

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- KSPHQ has 7 Call Specialist Supervisors supported by county funding (2 openings)
  - Supervisors coordinate care for MRT referrals and assist call specialists
- Bert Nash hired Blaire Hines, Program Supervisor, MRT
- Completed Briefings for all Douglas County Fire Medical
- TRC collaborations are on-going
- LMH Health implements suicide safer pathway to care across clinics- 4/24
  - Referral and warm handoff to Douglas County Crisis Line integrated into workflow

# Challenges

- Continued need for public education as crisis continuum elements come on-line
- Information sharing and technology integrations across systems and electronic health records
- Increasing MRT operations to 24/7
- Integrating peer support specialists into MRT response
- Integrations with public safety response and protocols