# 988 Broad State Metrics for KS: 2022-10-01 - 2023-10-31

## Calls

*Note - The following metrics are for the performance of the state or territory's local center performance, and excludes calls routed to or serviced by additional subnetworks that these center(s) may support.* **See final page for a full glossary of terms presented in this report.**

| KPIs for Calls in KS | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | Apr 2023 | May 2023 | Jun 2023 | Jul 2023 | Aug 2023 | Sep 2023 | Oct 2023 |
| Routed | 1,697 | 1,603 | 1,745 | 1,861 | 1,702 | 1,805 | 1,842 | 2,087 | 1,863 | 2,040 | 1,867 | 1,953 | 2,148 |
| Received | 1,697 | 1,603 | 1,745 | 1,861 | 1,702 | 1,805 | 1,842 | 2,087 | 1,863 | 2,040 | 1,867 | 1,953 | 2,148 |
| Answered In-State | 1,495 | 1,418 | 1,593 | 1,692 | 1,591 | 1,619 | 1,688 | 1,917 | 1,723 | 1,850 | 1,659 | 1,720 | 1,931 |
| In-State Answer Rate | 88% | 88% | 91% | 91% | 93% | 90% | 92% | 92% | 92% | 91% | 89% | 88% | 90% |
| Abandoned In-State | 175 | 144 | 138 | 145 | 96 | 163 | 134 | 148 | 125 | 160 | 189 | 204 | 188 |
| In-State Abandon Rate | 10% | 9% | 8% | 8% | 6% | 9% | 7% | 7% | 7% | 8% | 10% | 10% | 9% |
| Flowout to Backup | 27 | 41 | 14 | 24 | 15 | 23 | 20 | 22 | 15 | 30 | 19 | 29 | 29 |
| Rollover Rate to Backup of Calls | 1.6% | 2.6% | 0.8% | 1.3% | 0.9% | 1.3% | 1.1% | 1.1% | 0.8% | 1.5% | 1.0% | 1.5% | 1.4% |
| Average Speed to Answer | 00:19 | 00:19 | 00:20 | 00:19 | 00:18 | 00:21 | 00:22 | 00:20 | 00:21 | 00:20 | 00:21 | 00:22 | 00:22 |

## Chat and Text

| KPIs for Texts in KS | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | Apr 2023 | May 2023 | Jun 2023 | Jul 2023 | Aug 2023 | Sep 2023 | Oct 2023 |
| State Demand | 467 | 573 | 517 | 529 | 541 | 656 | 650 | 649 | 640 | 712 | 767 | 831 | 858 |
| Received | 299 | 374 | 317 | 389 | 376 | 445 | 415 | 451 | 465 | 518 | 485 | 664 | 614 |
| Answered In-State | 113 | 127 | 96 | 146 | 158 | 218 | 253 | 264 | 279 | 258 | 251 | 229 | 266 |
| In-State Answer Rate | 38% | 34% | 30% | 38% | 42% | 49% | 61% | 59% | 60% | 50% | 52% | 34% | 43% |
| Abandoned In-State | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 3 | 1 | 2 | 0 |
| In-State Abandon Rate | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 1% | 0% | 0% | 0% |
| Flowout to Backup | 186 | 247 | 221 | 242 | 217 | 226 | 163 | 187 | 185 | 257 | 233 | 433 | 348 |
| Average Speed to Answer | 00:20 | 00:27 | 00:12 | 00:12 | 00:16 | 00:24 | 00:21 | 00:14 | 00:19 | 00:17 | 00:31 | 00:25 | 00:28 |

| KPIs for Chats in KS | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | Apr 2023 | May 2023 | Jun 2023 | Jul 2023 | Aug 2023 | Sep 2023 | Oct 2023 |
| State Demand | 420 | 463 | 437 | 364 | 425 | 441 | 514 | 377 | 367 | 416 | 438 | 446 | 371 |
| Received | 353 | 404 | 405 | 410 | 367 | 472 | 412 | 372 | 334 | 302 | 314 | 434 | 301 |
| Answered In-State | 124 | 133 | 140 | 158 | 170 | 214 | 253 | 222 | 181 | 141 | 139 | 136 | 128 |
| In-State Answer Rate | 35% | 33% | 35% | 39% | 46% | 45% | 61% | 60% | 54% | 47% | 44% | 31% | 43% |
| Abandoned In-State | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 3 |
| In-State Abandon Rate | 1% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 1% |
| Flowout to Backup | 227 | 271 | 264 | 252 | 196 | 258 | 159 | 150 | 153 | 160 | 174 | 298 | 170 |
| Average Speed to Answer | 00:05 | 00:05 | 00:05 | 00:05 | 00:05 | 00:04 | 00:03 | 00:04 | 00:05 | 00:05 | 00:18 | 00:09 | 00:10 |

## 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.*

**Note** *- in this table, "NSPL" is inclusive of calls that concluded in the local network, as well as the National-Backup subnetwork.*

| KS Lifeline Calls Routed by Network | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Network | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | Apr 2023 | May 2023 | Jun 2023 | Jul 2023 | Aug 2023 | Sep 2023 | Oct 2023 |
| LGBTQ* | NA | NA | NA | NA | NA | NA | NA | NA | NA | 362 | 171 | 171 | 157 |
| NSPL | 1,697 | 1,603 | 1,745 | 1,861 | 1,702 | 1,805 | 1,842 | 2,087 | 1,863 | 2,040 | 1,867 | 1,953 | 2,148 |
| Spanish | 63 | 12 | 32 | 14 | 35 | 44 | 72 | 17 | 77 | 71 | 35 | 30 | 31 |
| VA | 573 | 603 | 577 | 689 | 644 | 759 | 716 | 753 | 690 | 610 | 658 | 671 | 654 |
| Total | 2,333 | 2,218 | 2,354 | 2,564 | 2,381 | 2,608 | 2,630 | 2,857 | 2,630 | 3,083 | 2,731 | 2,825 | 2,990 |

* The LGBTQI+ Youth Subnetwork launched July 3, 2023.

# 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.

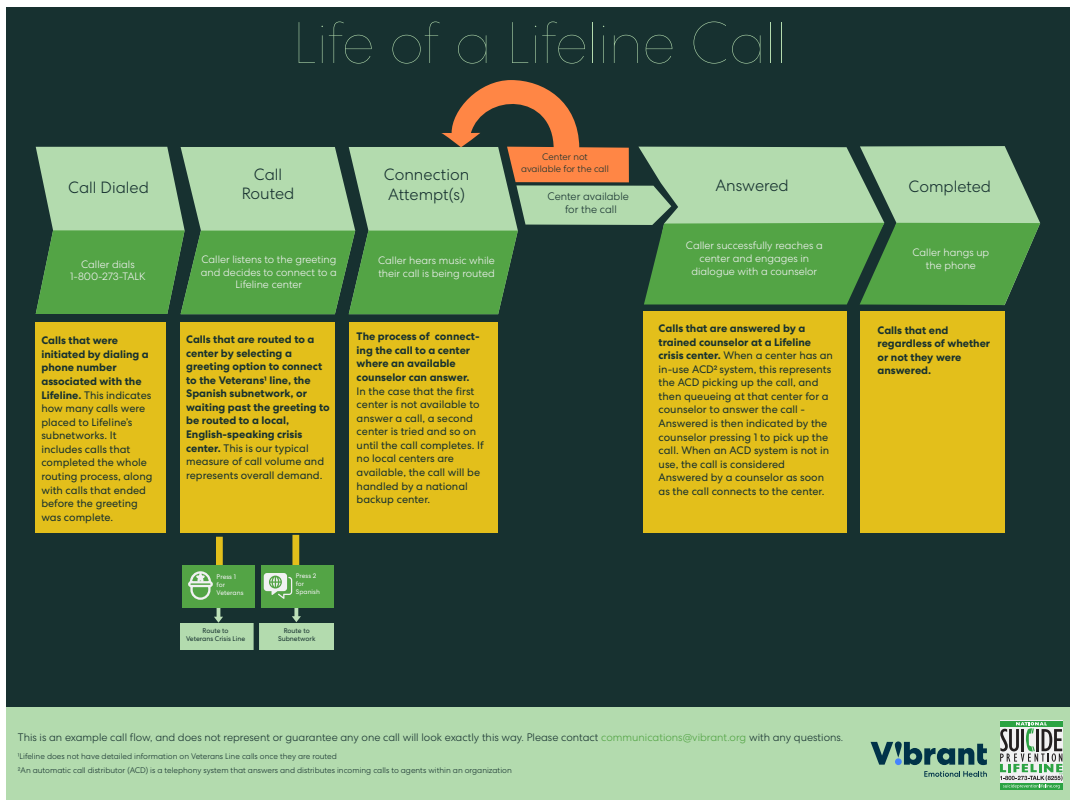| KS Local NSPL Centers Coverage Areas | | | |
|---|---|---|---|
| Center | Backup State Code | Primary FIPS County Code | Primary State Code |
| COMCARE of Sedgwick County | | Sedgwick | |
| HealthSource Integrated Solutions | KS | | |
| Johnson County Crisis Line | | Johnson | |
| Kansas Suicide Prevention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

|  | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | Apr 2023 | May 2023 | Jun 2023 | Jul 2023 | Aug 2023 | Sep 2023 | Oct 2023 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Offered | 320 | 326 | 321 | 263 | 243 | 308 | 298 | 339 | 298 | 302 | 237 | 317 | 275 |
| Answered | 255 | 291 | 281 | 234 | 220 | 254 | 253 | 278 | 256 | 258 | 198 | 263 | 220 |
| Answer Rate | 80% | 89% | 88% | 89% | 91% | 82% | 85% | 82% | 86% | 85% | 84% | 83% | 80% |
| ASA | 00:13 | 00:12 | 00:13 | 00:14 | 00:13 | 00:17 | 00:16 | 00:17 | 00:16 | 00:16 | 00:15 | 00:18 | 00:16 |

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

|  | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | Apr 2023 | May 2023 | Jun 2023 | Jul 2023 | Aug 2023 | Sep 2023 | Oct 2023 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Offered | 1,238 | 1,106 | 1,266 | 1,452 | 1,349 | 1,340 | 1,426 | 1,616 | 1,454 | 1,498 | 1,480 | 1,478 | 1,692 |
| Answered | 1,049 | 957 | 1,114 | 1,273 | 1,234 | 1,195 | 1,282 | 1,463 | 1,316 | 1,332 | 1,267 | 1,248 | 1,451 |
| Answer Rate | 85% | 87% | 88% | 88% | 91% | 89% | 90% | 91% | 91% | 89% | 86% | 84% | 86% |
| ASA | 00:15 | 00:16 | 00:16 | 00:15 | 00:15 | 00:14 | 00:15 | 00:15 | 00:14 | 00:15 | 00:15 | 00:16 | 00:16 |

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

|  | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | Apr 2023 | May 2023 | Jun 2023 | Jul 2023 | Aug 2023 | Sep 2023 | Oct 2023 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Offered | 65 | 101 | 58 | 73 | 40 | 48 | 59 | 60 | 55 | 127 | 77 | 96 | 115 |
| Answered | 23 | 39 | 37 | 37 | 21 | 23 | 38 | 33 | 32 | 72 | 46 | 50 | 68 |
| Answer Rate | 35% | 39% | 64% | 51% | 52% | 48% | 64% | 55% | 58% | 57% | 60% | 52% | 59% |
| ASA | 00:28 | 00:31 | 00:31 | 00:24 | 00:33 | 00:23 | 00:25 | 00:23 | 00:30 | 00:33 | 00:28 | 00:37 | 00:29 |

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

|  | Oct 2022 | Nov 2022 | Dec 2022 | Jan 2023 | Feb 2023 | Mar 2023 | Apr 2023 | May 2023 | Jun 2023 | Jul 2023 | Aug 2023 | Sep 2023 | Oct 2023 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Offered | 187 | 150 | 181 | 165 | 128 | 200 | 136 | 160 | 138 | 207 | 165 | 178 | 210 |
| Answered | 168 | 132 | 162 | 148 | 117 | 155 | 121 | 144 | 119 | 189 | 148 | 160 | 192 |
| Answer Rate | 90% | 88% | 90% | 90% | 91% | 78% | 89% | 90% | 86% | 91% | 90% | 90% | 91% |
| ASA | 00:06 | 00:05 | 00:06 | 00:06 | 00:06 | 00:05 | 00:06 | 00:07 | 00:06 | 00:05 | 00:07 | 00:06 | 00:06 |

# 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 initial greeting to then be routed to a center. This metric is used for network-wide and historic reporting, and includes *all calls sent to a center*, regardless of the time the caller abandoned.
- **Received**: Number of calls that listen to the initial greeting to then be routed to a center. This metric is used for network-wide and historic reporting, and includes *all calls sent to a center*, regardless of the time the caller abandoned.
  – As of September 22, 2022, "Received" is equivalent to "Routed" due to improved accuracy in tracking the routing process. The field remains for historical comparison.
- **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**: The number of contacts initiated from the state/territory. For text, the contact's state is based on the contact's exchange (first 6 digits of their phone number). For chat, state is based on the contact's IP address.
- **Received**: Number of contacts that enter the state/territory's queue. For text, the contact's state is based on the contact's exchange (first 6 digits of their phone number). For chat, state is based on the zip code entered in the contact's pre-chat survey. The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts.
- **Answered In-State**: Number of contacts answered from the state/territory's queue. The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts.
- **In-State Answer Rate**: All contacts "Answered In-State" divided by all contacts "Received". The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts.
- **Abandoned In-State**: Number of "Received" contacts that disconnect prior to being engaged by a counselor at a state/territory's center(s). The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts. 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.
- **In-State Abandon Rate**: All contacts "Abandoned In-State" divided by all contacts "Received". The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts.
- **Flowout to Backup:** Number of "Received" contacts not "Answered In-State" nor "Abandoned In-State".
- **Average Speed to Answer**: Out of all "Answered In-State" contacts, the average time a contact takes to be answered after being offered to the state/territory's queue. 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.
  – With the exception of July 1, 2022 to September 22, 2022, the term Offered includes *all calls routed to a center*, regardless of what time they abandoned at 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.
- **Answer Rate**: All "Answered" calls divided by all "Offered" calls for center-level metrics, as defined above.
- **ASA** (Average Speed to Answer): For centers, this is the average time to answer a call, for all answered calls at the center. The time to answer a call is calculated from the moment a call is offered to the center, until Vibrant receives the answered signal from the center. 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.