

COMCARE 988 Program

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COMCARE Community Crisis Center believes
healing, growth, and recovery are possible.

We are committed to advocacy, safety, and connection
by providing **equitable, inclusive, person-centered
care** while ensuring access to crucial mental health
services whenever and wherever needed.

***We are dedicated to offering hope while reducing the
stigma of mental illness.***



COMCARE
A Certified Community Behavioral Health Clinic

Continuum of Crisis Services

- 24/7 Crisis Hotline
- 24/7 Walk-in Crisis Intervention
- 23-Hour Adult Outpatient Crisis Observation Unit
- Children's Crisis Bed (Wichita Children's Home)
- Adult Crisis Stabilization Unit
- Transitional Residential Services
- Mobile Crisis Services
- Integrated Care Teams
- 911 Embedded Services
- Sedgwick County Offender Assessment Program
- High Utilization Transition Team Case Management
- Sobering/Detox Services (SACK)
- Family Support (NAMI)
- Inpatient Services at Via Christi



Emergency Services

- The 988 Suicide & Crisis Lifeline is a direct connection to compassionate, accessible care and support for anyone experiencing mental health-related distress – whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. This provides free and confidential emotional support and crisis counseling to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.
- Mobile dispatch services
- Welfare checks
- Care coordination with hospitals



Operations

- CISCO Finesse
- Automatic Call Distribution (ACD)
- Local line has back-up options in order to prevent missed calls
- In progress:
 - Compliance with new Network Agreement
 - Chat/Text Onboarding
 - LCCT Needs Assessment
 - ICH Accreditation
 - Utilization of Vibrant's Unified Platform



Staffing

Position	Full Time	Part Time	Minimum Qualifications
Crisis Response Specialist Integrated Care Specialist III (CRS ICS III)	14/16	11/17	<ul style="list-style-type: none"> Bachelor's degree in helping field 1 year of experience substituted for 1 year of education
Team Leads	3/3	N/A	<ul style="list-style-type: none"> Bachelor's degree in helping field 1 year of experience substituted for 1 year of education 1 year of supervisory experience
Supervisor	1/1	N/A	<ul style="list-style-type: none"> Master's degree 1 year of supervisory experience
Manager	1/1	N/A	<ul style="list-style-type: none"> Master's degree or higher 1-2 years of supervisory experience
Pending Chat/Text CRS ICS III	0/4	0/1	<ul style="list-style-type: none"> Pending contract
Other Related Staffing (All FT)	Clinician	ICS	
911 Embedded ICS III	N/A	2/2	
Integrated Care Team (ICT)	4/5	2/4	
Mobile Crisis Unit (MCU)	6/8	7/8	



Crisis Line Training

- **Lifeline**

- All current crisis counselors are required to complete and pass mandatory assigned Lifeline trainings within 3 months of start date with a passing score of 80%.
 - Fundamentals of Crisis Counseling
 - Essential Skills in Crisis Counseling
 - Assessing Safety and Suicide Risk
 - Imminent Risk of Suicide

- **Simulated Roleplay**

- CRS complete a minimum of two simulated roleplays with a passing score of 80% (direct caller, third party caller, or veteran caller).
- Stanley Brown Safety Planning Intervention Training
- Minimum of 10 hours shadowing calls with headset splitter
- 15 additional trainings related to Sedgwick County and COMCARE, including *Introduction to Motivational Interviewing* and *Coordination of Care*
- Monthly CCBHC trainings



911 Embedded Integrated Care Specialist

- Two embedded ICS call takers currently working within 911 dispatch
- Allows for direct warm handoff of 911 calls to CRS staff in the same room
- Provides support and mental health perspective for 911 dispatchers
- Has ability to listen in and drop-in on 911 calls if mental health concerns are identified



Mobile Crisis Response

- An emergent service with the goal of responding within one hour, dependent on staff availability
- Responding team consists of a QMHP/ICS, QMHP/Peer Support, or ICS/ICS
- Person served is at imminent risk to self or others directly related to their mental health symptoms
- Call 988 or the Crisis Line at the COMCARE Crisis Center



Lifeline Data

2023 Totals

Offered 988 Calls	3487
Answered 988 Calls	2920 (83.7%)
% of calls resulting in MCR	.5%
% of calls resulting in LEO/EMS	4%
% other referrals (not crisis)	15%
Total Calls (Local + 988)	44,109

Jan-June 2024	Offered	Answered	Answer Rate	Average Volume %	Referred to MCR
Local Line	21,173	18,553	87.6%	92%	363
988	1,861	1,683	90.4%	8%	5
Vibrant 988	1,864	1,565	83.9%		
Total (Local + 988)	23,034	20,236	87.9%		
Total (Local + Vibrant)	23,037	20,118	87.3%		



MCU Data

2023	MCR	Avg Response Time (minutes)
January	45	842.88
February	47	510.3
March	46	38.4
April	73	29.4
May	86	34.14
June	75	38.7
July	78	34.2
August	79	26.04
September	81	30.64
October	83	27.78
November	68	43.32
December	71	34.68
Total	832	140.8733

2024	MCR	Avg Response Time (minutes)
January	58	44.16
February	39	34.98
March	69	29.4
April	57	31.17
May	75	26.88
June	67	26.82
Total	365	32.235



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of Sedgwick County
Wichita, Kansas

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