

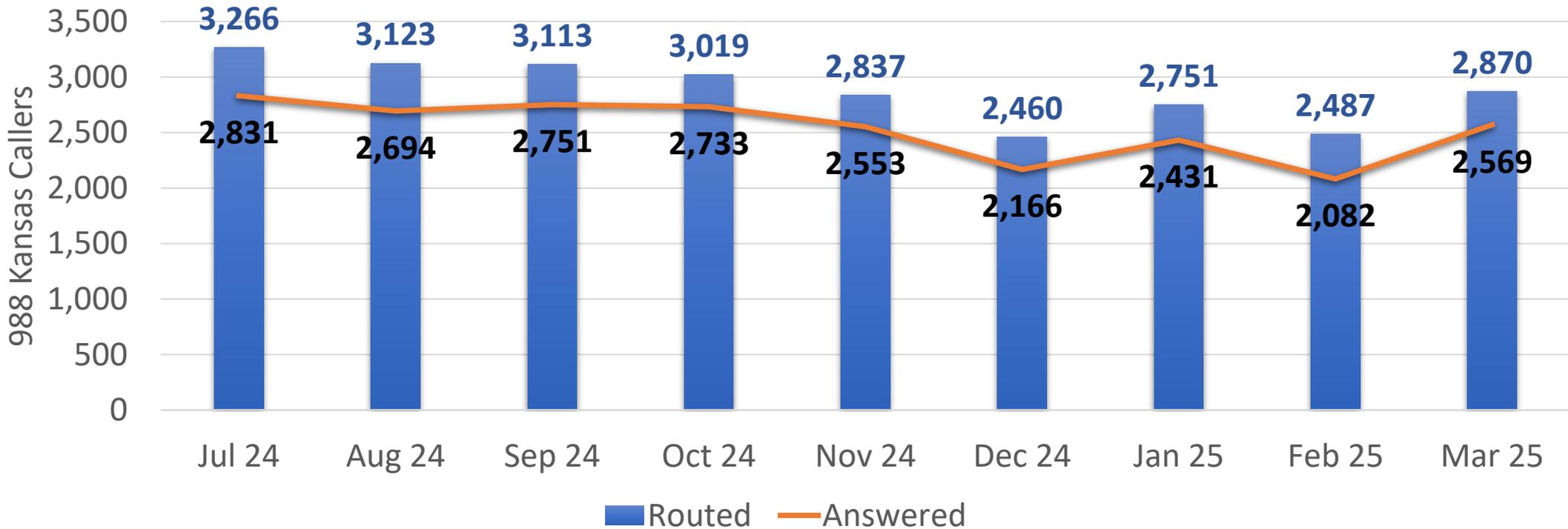
988 Operations: Centers' Overview

HeadQuarters Kansas, Johnson County Mental Health Center, Wyandot BHN, COMCARE of Sedgwick County, HealthSource Integrated Solutions

988 | SUICIDE & CRISIS
LIFELINE

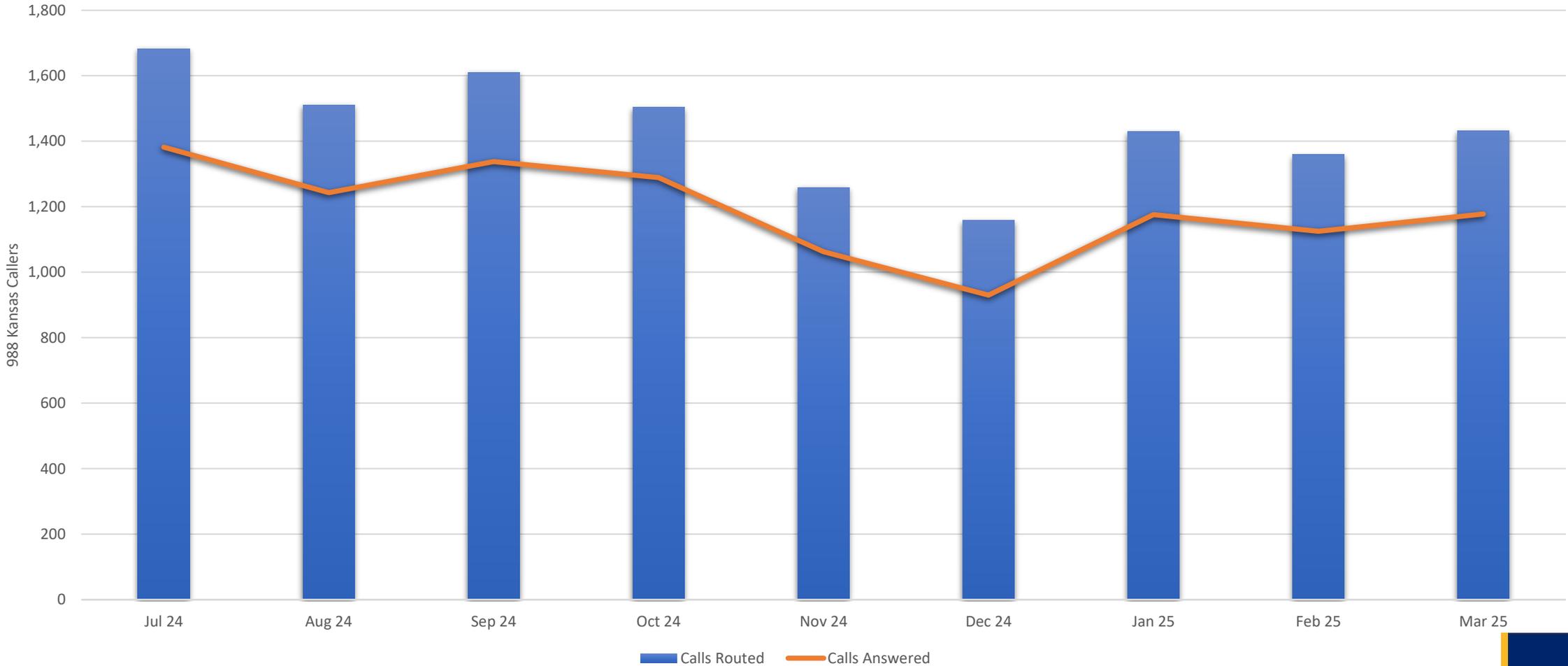
Calls Routed vs Answered: Statewide

Kansas Statewide
988 Calls Routed vs Calls Answered
(SFY25) July 24 - March 25



Calls Routed vs Answered: HeadQuarters KS

HeadQuarters KS
988 Calls Routed vs Calls Answered
July 24 - March 25



988 | SUICIDE & CRISIS
LIFELINE



Because it takes *all* of us to care for *each* of us

Presented By Karli Williams, LMSW
Director of Quality Assurance and Compliance

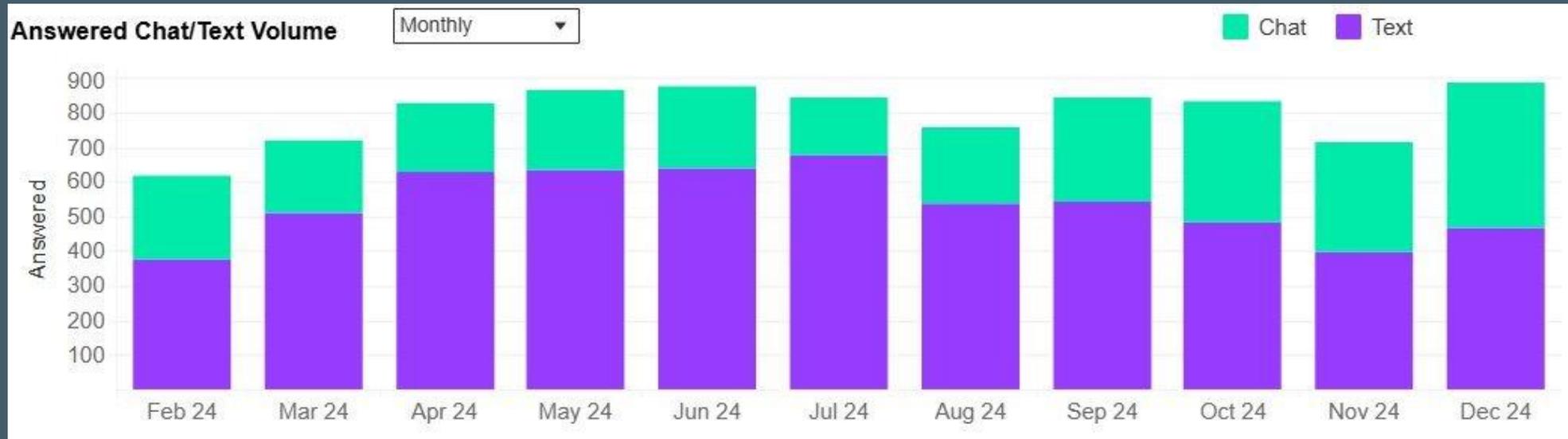
HeadQuarters Kansas provides vital services in moments of need to support safety, reduce suicide and build resilience across Kansas.

Our Mission

Headquarters Kansas provides accessible suicide prevention education and 24/7 crisis services. We build collaborations to help Kansans connect with mental health resources and build resilient communities.

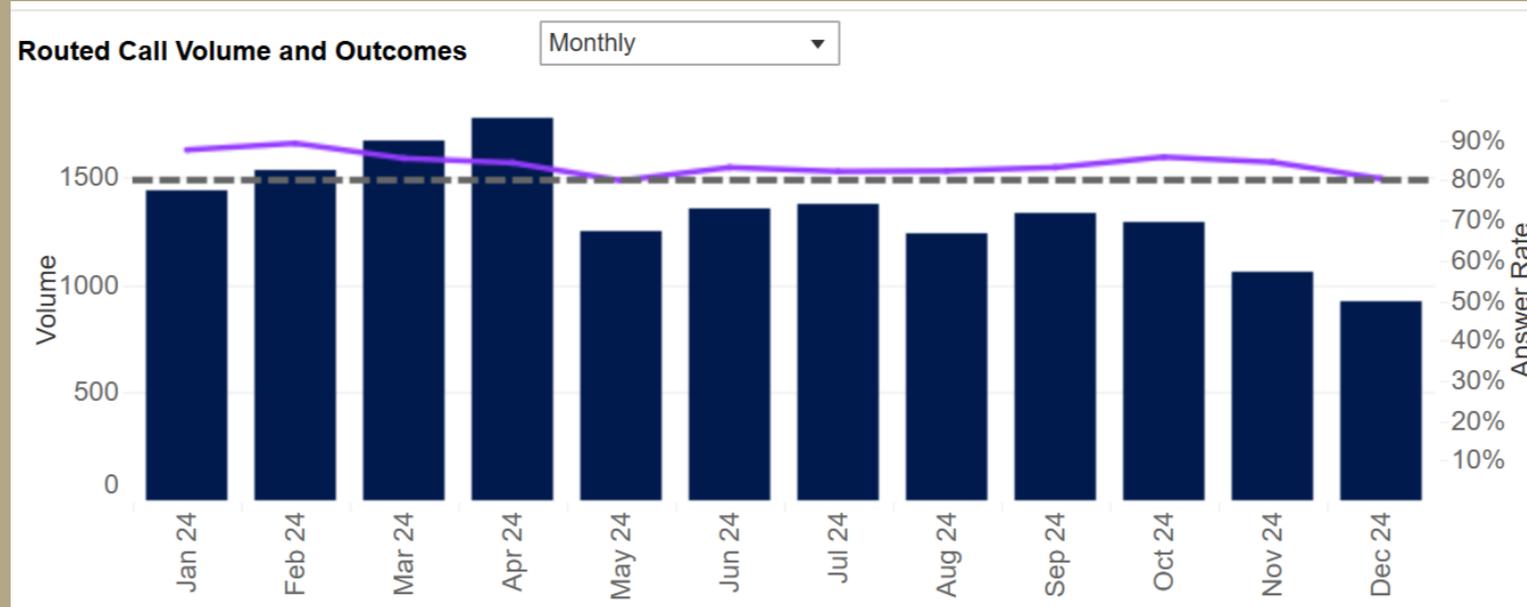
Our Vision

Fostering communities where Kansans feel empowered to seek crisis prevention services for hopeful, healthy lives.



HQKS answered 8,759 Chat and texts in 2024

We are actively working towards, and are close to 24/7 staffing



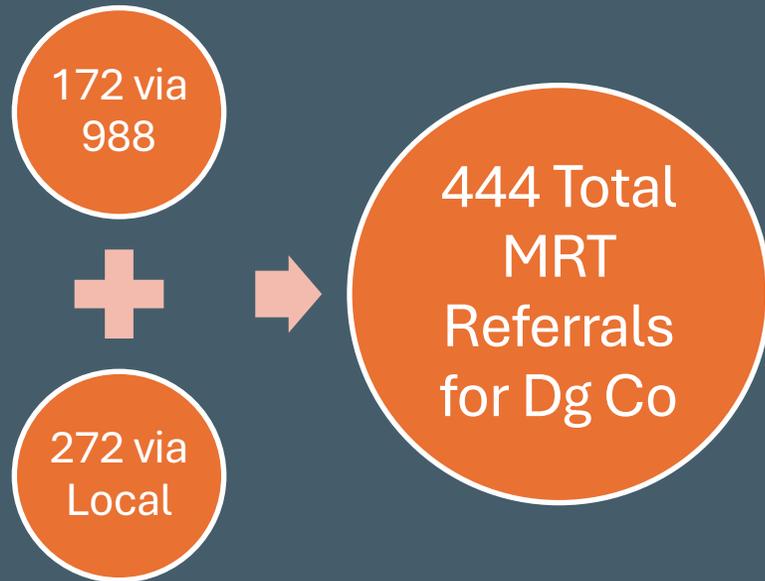
HQKS provided 24/7 primary coverage for 988 crisis calls for 102 of 105 counties

Answered 14,841 Calls
Maintained 84% Average Answer Rate

Average answer speed 18 seconds

We are taking active measures to address answer rate and speed

Pivoting to more traditional staffing model will help with both programs



HeadQuarters Kansas operates a local crisis line in addition to partnering with Bert Nash Community Mental Health Center to answer for both their crisis line and to triage calls for their Treatment and Recovery Center.

HQKS answered nearly 10,000 calls on the collective local lines in 2024 and remains an important part of the local crisis continuum.

We look forward to growing how we support statewide efforts as the CCBHC model is solidified across Kansas.

Overview of Staff Updates 2024

Hired in-house
accounting and HR
support

Contracted with tenured
KU professor/ LCSW for
Clinical Direction

Created a new QA and
Compliance Program
comprised of former staff
and volunteers with
collective 20 years
experience at HQKS

Created plan to
transition from all
volunteer and intern
staffing to traditional
hiring model

Trained the first group of
non-volunteer direct
hires

Projected to add several
more Licensed staff at
various support levels in
coming months

Overall staff feedback is
that things feel
significantly more stable
than this time last year

Staff retention and return
is currently at high
levels; Relationships
with KU and Baker
indicate return of interns
by fall

HQKS currently offers follow ups to all contacts who are under the age of 18, those who have experienced active suicidal or homicidal ideation in the last 24 hours, third-party contacts, and those who are connected with emergency services. It is not always easy to maintain the quantity or timeliness that this leads to, due to staffing or call volume. We anticipate this to be remedied as we rapidly add counseling staff.

As HQKS increases our number of licensed staff, our ability to follow up more in-depth coordination of care will also grow.

Marketing and Outreach

\$15,000 for community engagement and public awareness opportunities for 988

Attended 75 Tabling events and engaged with a conservative estimation of 7000 people

Provided 29 unique 988 presentations to various groups reaching over 800 people

Hosted our annual 988 Breakfast of Hope on 9/9/24 with over 100 community members in attendance

Attended 30+ community events throughout the state including but not limited to; events include awareness walks, prevention events, community parades, chamber of commerce events, and the state fair, ads/directory listings across various platforms

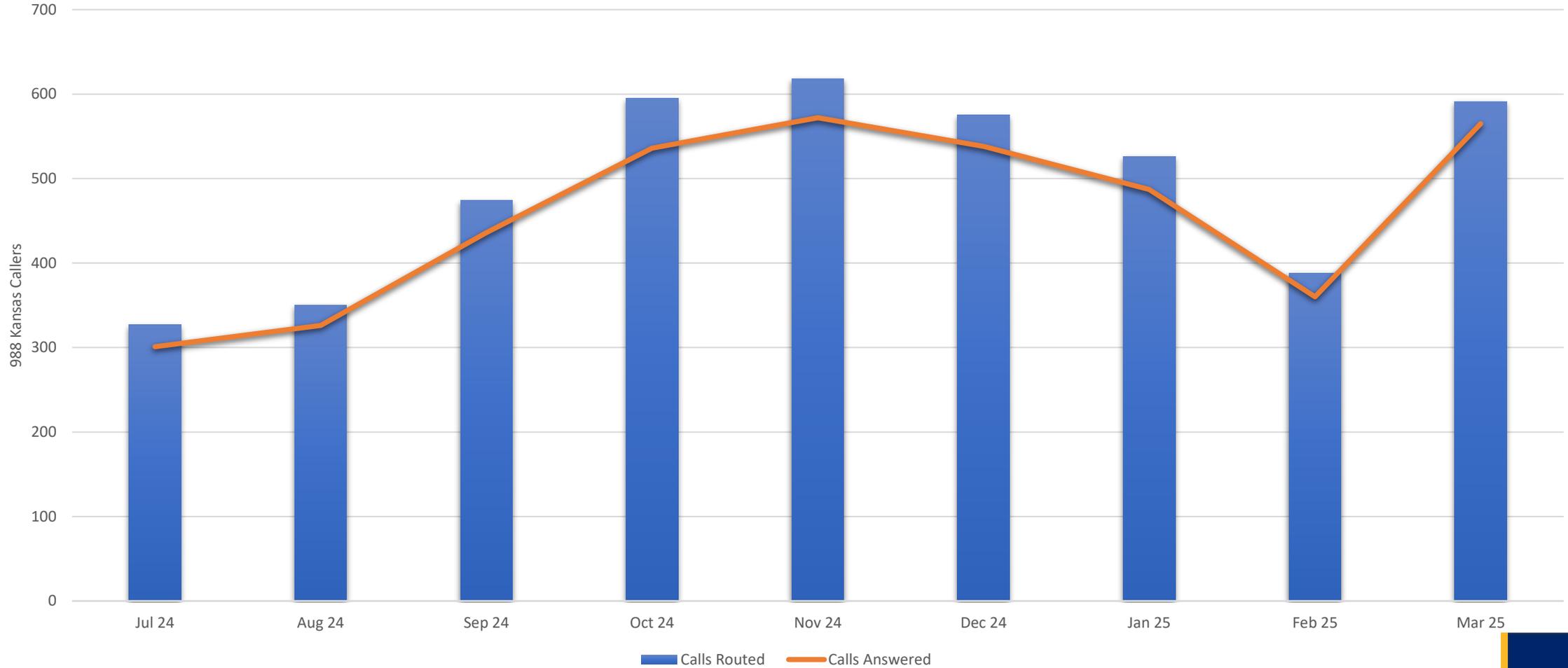
HQKS is 89% complete with the Vibrant Network Agreement

The biggest barrier to completion has been the amount of staff turnover that has occurred since its adoption

With an increasingly solidified leadership team, we look forward to finishing these requirements and have already found success and procedural support since its implementation.

Calls Routed vs Answered: Johnson County

Johnson County
988 Calls Routed vs Calls Answered
July 24 - March 25



Johnson County Mental Health Center and **988**

Renee Van Meter, LSCSW, LCAC
Deputy Division Director of Emergency Services

renee.vanmeter@jocogov.org



Mental Health

JCMHC Crisis Line

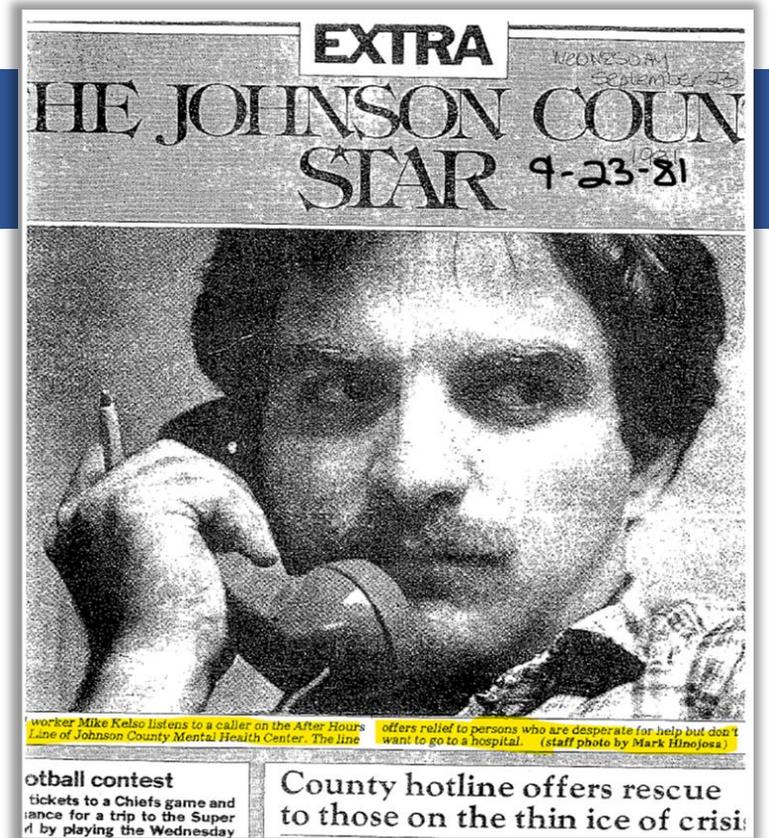
1980's

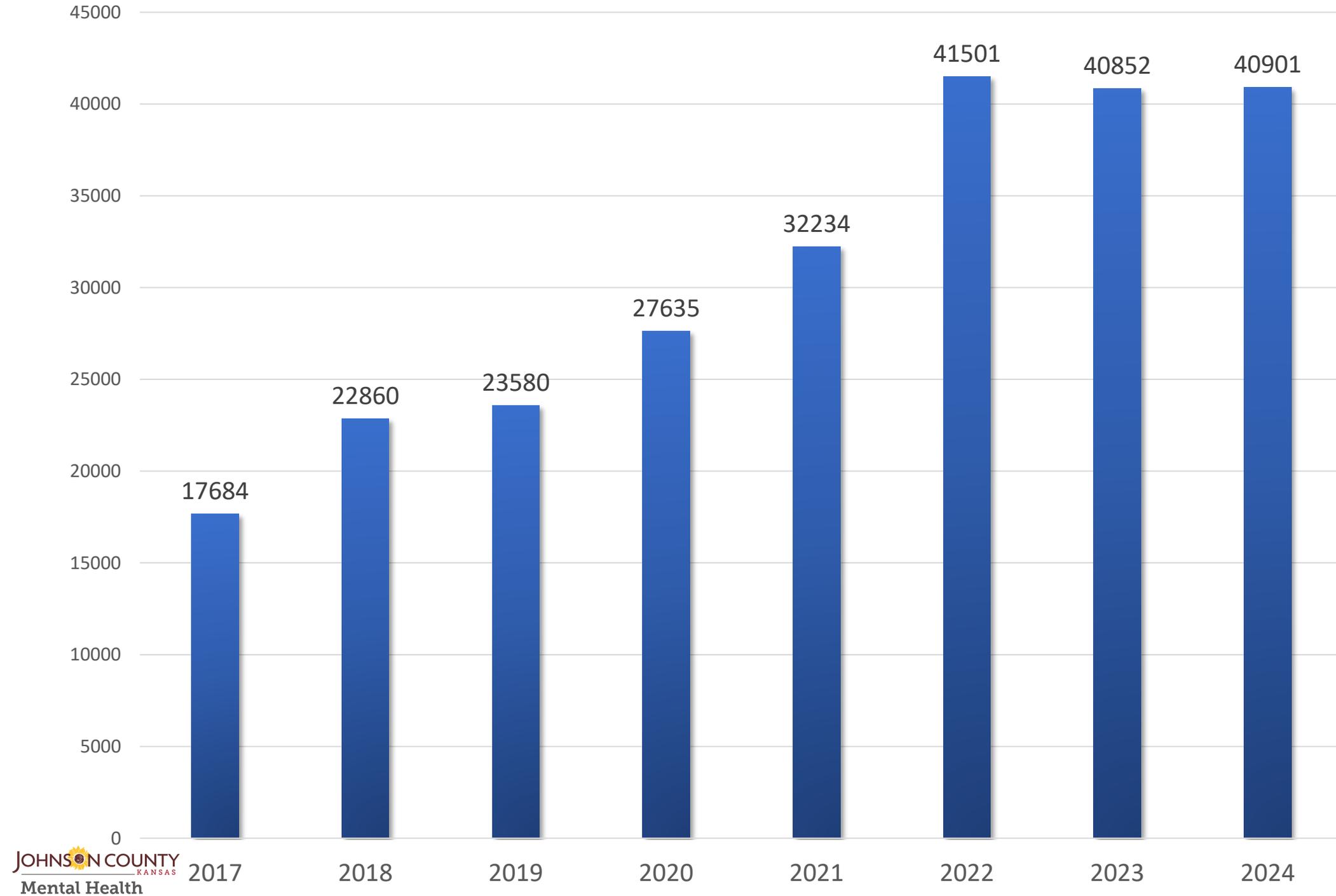
JCMHC offers a 24/7 crisis line to support the community

2021

Joined Lifeline Network

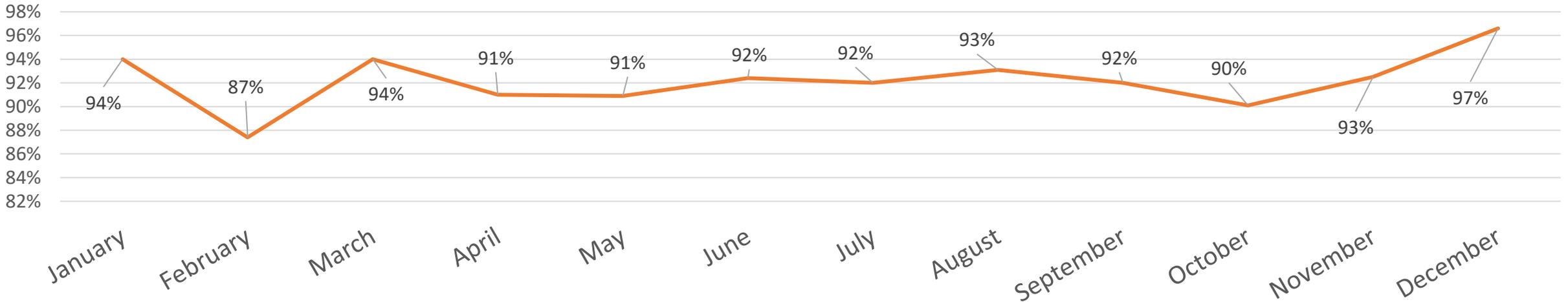
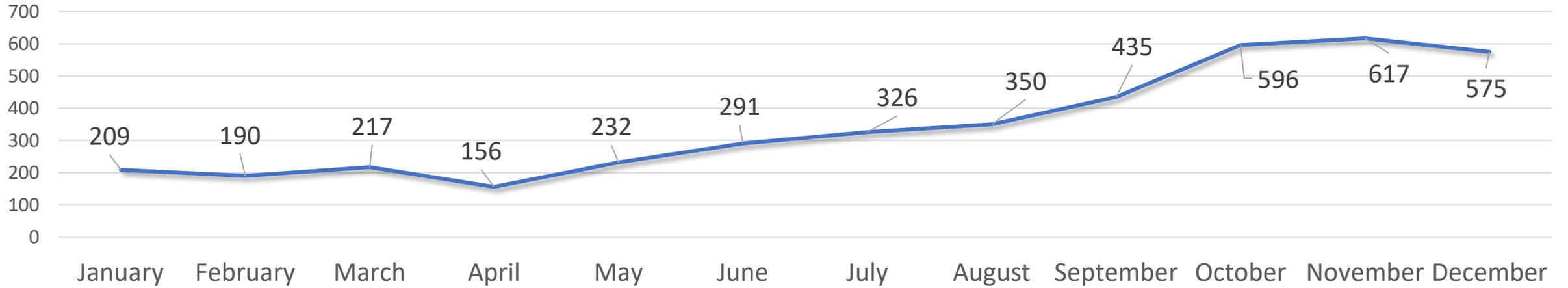
- Local number is well known and well used by community members
- All Call Center staff are trained for and answer both the local and 988 lines
 - Documentation is the same
 - Interventions and resources are interchangeable
- Still early to determine the future of the local line





VOLUME

988 Georouting 2024



JCMHC Staffing

Answer Rate is Great...

- **7a-11p:** 3-4 Call Takers
- **11p-7a:** 2-3 Call Takers
- ❖ No current data on answer rate for local line
 - ❖ Still pay answering service for missed calls
- Significant gap in:
 - personnel oversight
 - 1:1 check-ins
 - real time feedback, ongoing training
 - quality assurance
- Recent reallocation of 3 internal FTE positions
- 3 additional Call Taker positions needed to maintain
- Chat/Text requires 4 additional staff or loss of other contracts

**Real people.
Real conversations.
Real support.**

 *Call* **988**

JOHNSON COUNTY
KANSAS
Mental Health



 **JOHNSON COUNTY**
KANSAS
Mental Health

**We all need
someone
to talk to
sometimes.**

Call  **988**

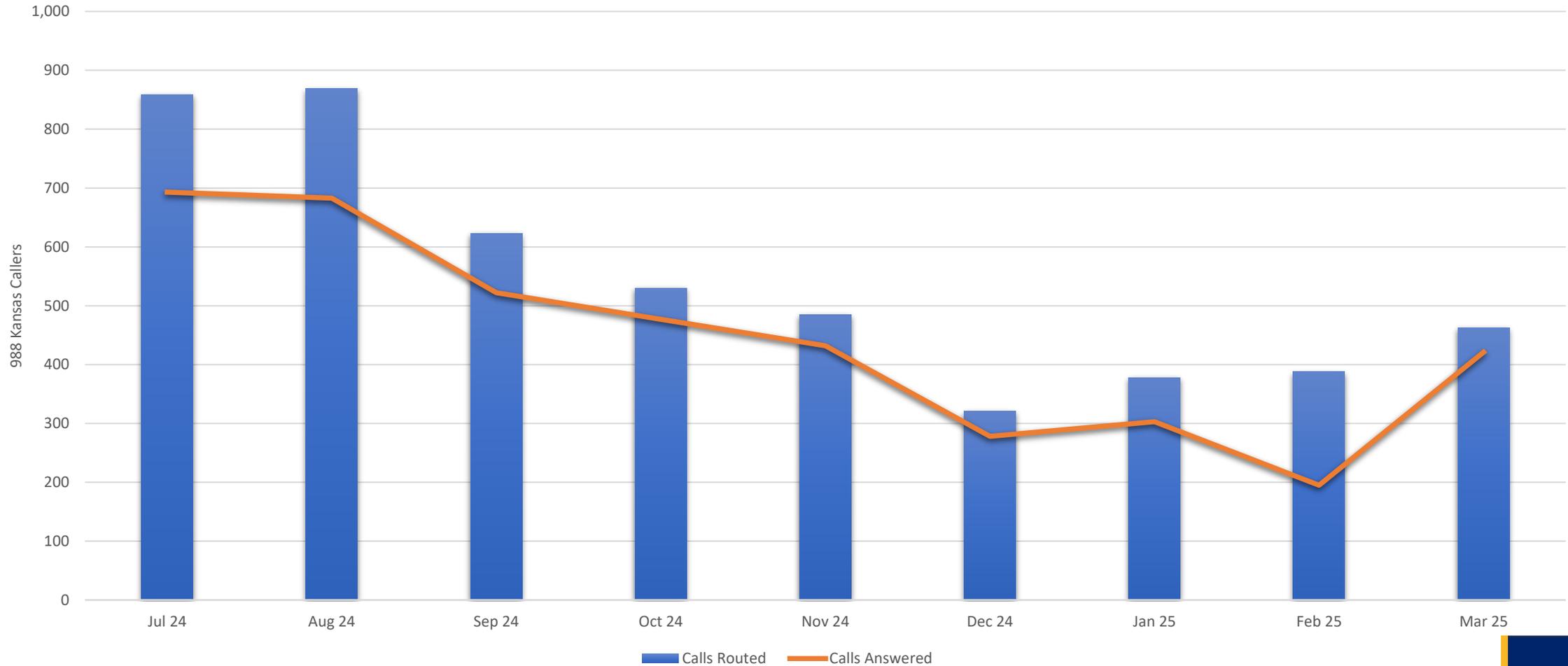
  

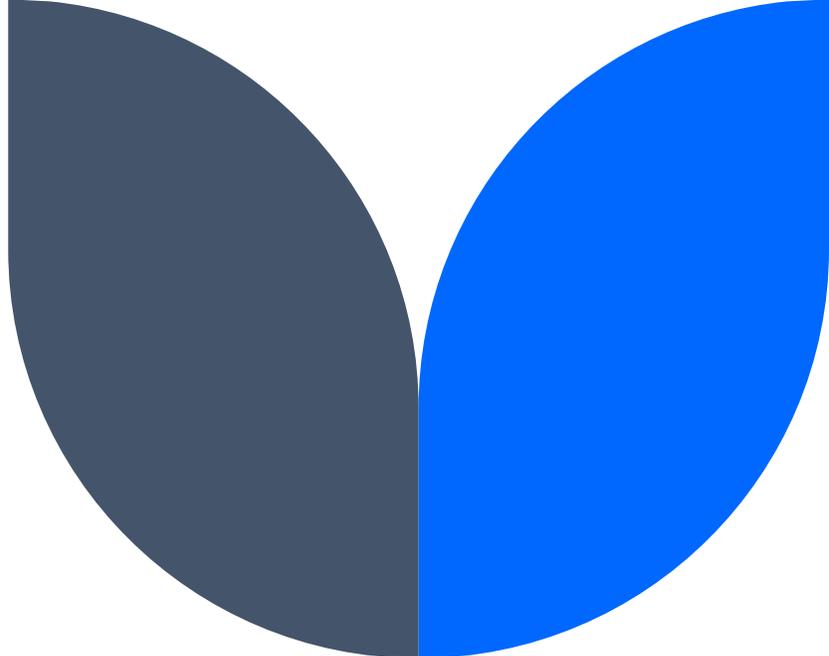
Network Agreement

- Have been unable to keep up with/meet some of the Network Agreement policies
- Follow-Up:
 - All callers, local and 988, are offered follow-up if indicated
 - No capacity to expand this currently
 - Delay in getting mechanisms in place to track data
 - Ideally have enough follow-up for a dedicated team
- Will begin ICH accreditation this year

Calls Routed vs Answered: Wyandot

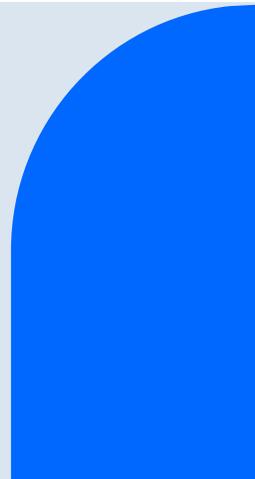
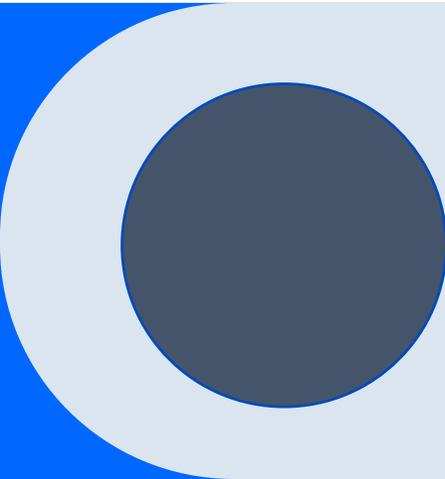
Wyandot BHN
988 Calls Routed vs Calls Answered
July 24 - March 25





Wyandot BHN 988

Executive Director: Colene Medrano, LMSW
Director: Paula Wright, LSCSW
Manager: Michelle Watson, LSCSW



**The power of
connection:
Let's talk about it!**



988 Who we are:

Wyandot went live as a 988 Call Center in May 2024:

We are CARF accredited

Hours of operation: 24/7/365

12-FT employees

2-PT employees

We have a mix of licensed staff, Case Management level staff and several peer support staff that make up the awesome team of Wyandot BHN 988 Call Center.



Center Metrics Dashboard

File created on: 4/8/2025 6:55:27 PM



Center Voice Metrics

Understand the volume of calls handled by centers, center-level outcomes and adherence to Network Agreement.

Wyandot Center for Community Behavioral Healthcare

Services Supported: Local..

Coverage:..

- Sun 12:00 AM - 11:59 PM
- Mon 12:00 AM - 11:59 PM
- Tue 12:00 AM - 11:59 PM
- Wed 12:00 AM - 11:59 PM
- Thu 12:00 AM - 11:59 PM
- Fri 12:00 AM - 11:59 PM
- Sat 12:00 AM - 11:59 PM

Filters

Center

Wyandot Center for Community Be..

Service

988 Lifeline Local

Date Range

Select a preset date range OR use the "Selected Date Range" option to customize the start and end dates.

Selected Date Range

Start Date
5/7/2024

End Date
4/3/2025

Timezone

Eastern

Termination Number

All

View In-state Exceptions?

All

Center Volume and Handling

The current date range selection includes records from 5/7/2024 through 4/3/2025.

[View State-Level Metrics](#)

6,487 Routed to Center	5,264 Answered by Center	81.1% Center Answer Rate	598 Abandoned at Center	625 Flowout from Center	19.7 sec Avg. Speed to Answer	18.1 min Avg. Talk Time
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Routed Call Volume and Outcomes

Monthly



Center Volume and Performance

Outcomes

Outside of Network Agr..

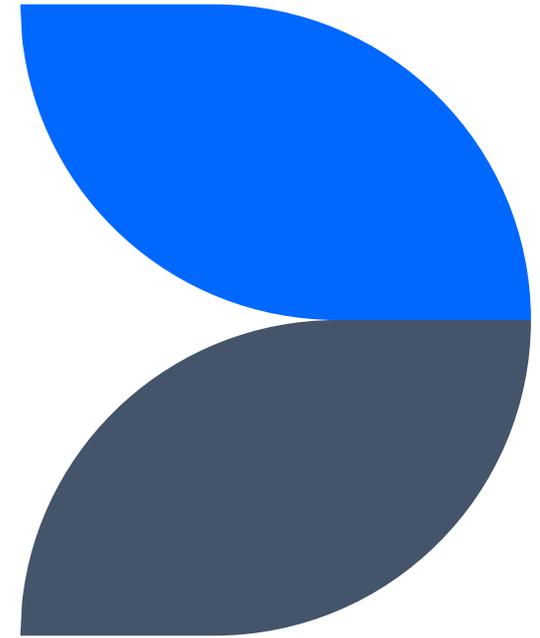
[View QI Dashboard](#)

[View Workforce Dashboard](#)

	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25
Routed	667	852	857	871	621	529	485	321	379	388	463	54
Answered	536	675	691	684	521	476	432	278	304	195	421	51
Flowout Rate	13%	13%	13%	10%	9%	4%	4%	7%	8%	16%	4%	2%
Abandon Rate	7%	8%	7%	11%	7%	6%	7%	6%	12%	34%	5%	4%
Answer Rate	80%	79%	81%	79%	84%	90%	89%	87%	80%	50%	91%	94%
Avg. Speed to Answer	16.1	16.9	18.1	21.2	19.3	21.6	22.1	21.0	21.7	25.7	19.7	22.8

Follow-up

Wyandot BHN is currently in the process of purchasing mobile crisis dispatch software that includes both call center and MCR follow-up application. This will allow 988 and MCR to schedule follow-ups and track them in a more proficient way. Behavioral Health Link (BHL) is currently working on our proposal to move forward with the purchase. Launch date should be June 1st.



Crisis line vs. 988

Wyandot BHN has historically outsourced its crisis calls to a third-party vendor. The crisis line is currently being answer by HealthSource Integrated Solutions (HIS). When Wyandot launched the new 988 call center it was also with the intent to bring our crisis line in house. We are pleased to announce this will take place on June 1, 2025. I am not sure how it will impact us, but we are prepared with a staffing plan and can add resources if needed to maintain 90% call accuracy.

Marketing and Outreach

WE'RE HERE TO HELP!

988
Someone to Call

Mobile Crisis
Someone to Respond

RSI
A Safe Place for Help

To talk with someone now or request a mobile crisis, please dial 988 and ask to speak with 988 for Wyandotte County, or dial (913)788-4200 to be connected to the WBHN crisis line

 **Wyandotte**
Center



We are currently handing these flyers out in the Wyandotte Co. area. We have outreached our community partners and local hospitals. We have visited local stores and other venues in the area to place posters and flyers. We have attended 10+ speaking engagements around the KC Metro area to promote 988 and Mobile Crisis Response. The Wyandotte BHN Communications Dept. has used social media as a platform to promote the use of 988 and those announcements are done weekly.



SOMEONE TO CALL
DIAL: 988

SOMEONE TO RESPOND
MOBILE CRISIS

A SAFE PLACE FOR HELP
RSI

TO TALK WITH SOMEONE NOW OR REQUEST A MOBILE CRISIS, PLEASE DIAL 988 AND ASK TO SPEAK WITH 988 FOR WYANDOTTE COUNTY, OR DIAL (913) 788-4200 TO BE CONNECTED TO THE WBHN CRISIS LINE

 **Wyandotte**
Center

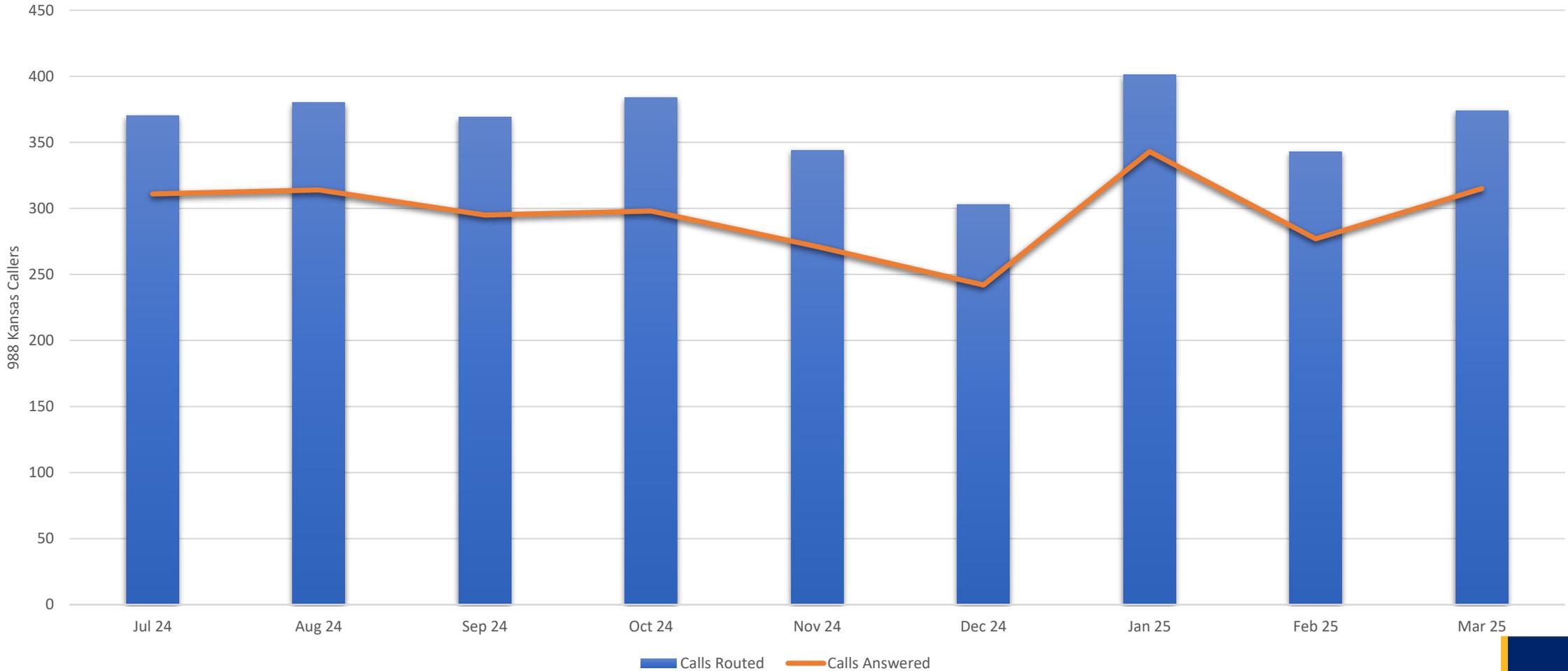


Network Agreement:

1. We are still uploading items to VX.
2. This process has taken longer than expected due to staffing changes twice since opening.
3. QA-QI has been done monthly with the help of our new Manager who has a wealth of experience with VX.
4. All of the additional policies and agreements have impacted different areas of operations within Wyandot BHN as we had to utilize additional resources to get these all complete.

Calls Routed vs Answered: ComCare

ComCare
988 Calls Routed vs Calls Answered
July 24 - March 25



COMCARE

Crisis Line and 988 Program

COMCARE Executive Director
Joan Tammany
joan.tammany@sedgwick.gov

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

Local Crisis Line and 988 Data

2024 Totals	Offered	Answered	Answer Rate	Average Volume	Referred to MCR
Local Line	40,740	35,429	88%	92%	834
988	3,977	3,506	90%	8%	28
Vibrant 988*	4,003	3,287	82%		
Total (Local + 988)	44,717	38,935	88%		862
2025 Totals (Jan and Feb)	Offered	Answered	Answer Rate	Average Volume	Referred to MCR
Local Line	7,167	6,242	87%	91%	139
988	742	651	88%	9%	14
Vibrant 988*	744	620	83%		
Total (Local + 988)	7,909	6,893	87%		153

*Vibrant showed an average of -6% in data discrepancy for 2024.



Staffing

Position	Full Time	Part Time	Minimum Qualifications
Crisis Response Specialist Integrated Care Specialist III (CRS ICS III)	16/19	9/18	<ul style="list-style-type: none"> • Bachelor's degree in helping field • 1 year of experience substituted for 1 year of education • All are being cross trained in chat and text
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
Other Related Staffing (All FT)	Clinician	ICS	
911 Embedded ICS III	N/A	2/2	There is one manager who oversees all these positions, as well as one ICT supervisor and one Mobile supervisor.
Integrated Care Team (ICT)	4/5	3/4	
Mobile Crisis Unit (MCU)	6/8	7/8	

To meet the 90% answer rate, our two main priorities are:

- Fill open positions
- Cross train other staff in the center, not just in responding to calls, but providing additional support and guidance at the leadership level.



Follow-Up Process

- We complete follow-ups for local and 988 calls, walk-in patients, mobile referrals, and scheduled welfare calls for internal and external partners.
- Patients who report SI or HI within the last 24 hours, or as determined by call taker, receive a minimum of two welfare calls.
- For each individual request, CRS will attempt to call the patient three times, with a minimum of fifteen minutes between each attempt.
- If the Patient is unable to be reached, we have procedures to determine whether MCR or 911 need dispatched, scheduling additional welfare calls, and/or staffing with a supervisor.
- Barriers:
 - Our staff complete many referral types, but due to technology limitations, we are only able to track outcomes of those referred internally for follow-up or referred for mobile crisis services.



Current and Future Projects

- Network Agreement Compliance was finalized in January 2025.
 - We are actively working on adding the ability to record calls to meet Vibrant's quality monitoring standards.
 - We are reviewing about 1% of 988 calls with an average score of 92%.
- Chat and Text Services
 - Migration to the Unified Platform will be completed on April 15,2025.
 - All supervisors and call takers have begun training in the Unified Platform.
 - We will start LCCT once we feel staff are adequately trained on the new platform.
 - In the beginning, we will provide LCCT services between 8am-10pm daily. We plan to meet 24/7 staffing of LCCT by the end of 2025.
 - Currently in process with ICH Accreditation.
- Marketing
 - 988 information has been added to our internal and external websites, and many different COMCARE service pamphlets that are used during community presentations and outreach. We celebrated 988 day in 2024 through internal communication and social media. Staff create positive messages on our facility's windows which continues to include 988 messaging.



Managing Local and 988 Lines

- COMCARE Crisis Center views both lines as necessary to our mission to ensure access to crucial mental health services whenever and wherever needed.
- The local line helps us maintain strong relationships with community partners. They, like many of our patients, know if they call the local line, they will only get COMARE Crisis staff.
- We have updated our procedures to align with the Network Agreement for all calls, not just 988. This reduces burden on frontline staff and supervisors from having to navigate separate procedures.
- In 2024, we had 4,084 988 calls. Of those, 1,799 were one-time callers. Crisis views 988 as a helpful way to connect to people who are not familiar with (or located near) mental health services.
- The biggest challenge is collecting and tracking the data in helpful ways. There is always a discrepancy between us and Vibrant. 988 accounts for about 10% of our call volume, so Vibrant/988 data is only showing about 10% of our story.



COMCARE

of Sedgwick County

Wichita, Kansas

SEDGWICKCOUNTY.ORG

COMCARE Executive Director
Joan Tammany

joan.tammany@sedgwick.gov

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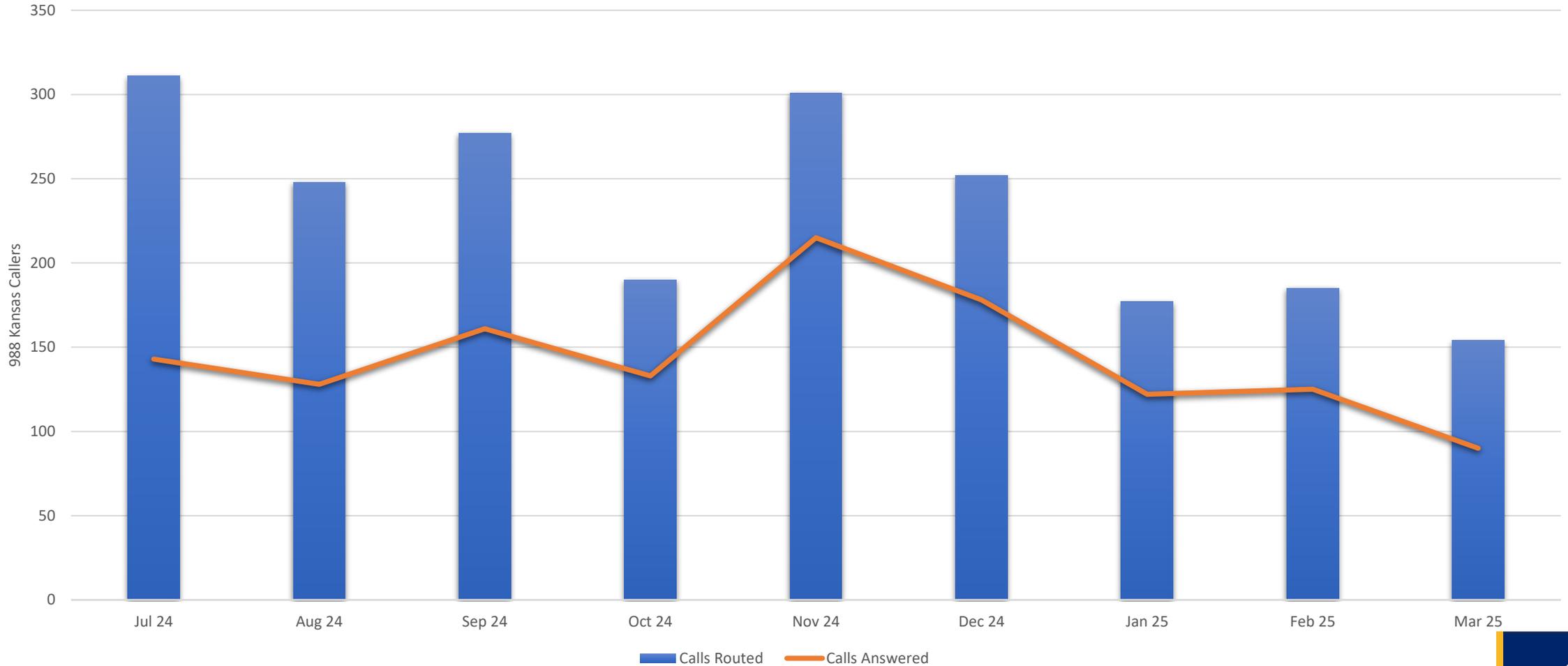


COMCARE

A Certified Community Behavioral Health Clinic

Calls Routed vs Answered: HealthSource

HealthSource
988 Calls Routed vs Calls Answered
July 24 - March 25





HealthSource

Integrated Solutions



Crisis
Response
Center:
988
Operations

Crisis Response Center Operations

We are a...

- Local crisis line operator for 23 of 26 Kansas CCBHCs
- 988 Lifeline network member answering calls, chats, & texts
- Provider of care coordination services and televideo behavioral healthcare

Our Workforce is 100% remote and 90% live in Kansas



Crisis Response Center Staffing Model

Position	Full Time	Part Time	Minimum Qualifications
Crisis Support Specialist	21	2	<ul style="list-style-type: none"> Bachelor's in human services or equivalent experience 2 years experience providing human services Strong technology and customer service skills
Crisis Communications Program Manager	3	N/A	<ul style="list-style-type: none"> Master's degree in human services field 3 years experience in crisis intervention Management & supervision experience
Director of Crisis Communications	1	N/A	<ul style="list-style-type: none"> Master's degree in human services field 5 years experience in crisis intervention & contact center management Strong technical, clinical, and management skills
Training Coordinator	1	N/A	<ul style="list-style-type: none"> Bachelor's degree in human services field 3 years experience in crisis intervention Contact center and training facilitation experience
Quality Assurance Manager	1	N/A	<ul style="list-style-type: none"> Master's degree in human services field 5 years experience in crisis intervention Strong clinical and interpersonal skills



Contact Volumes

2024 Totals	Received	Answered	Answer Rate
Local Crisis Lines	35,248	29,196	83%
988 Call	2,454	1,623	66%
*988 Chat & Text	216	216	N/A
Care Coordination Line	24,219	22,396	93%
TOTAL	62,137	53,431	86%

*HealthSource joined the 988 Lifeline Crisis Chat & Text network in November 2024. Answer rate data is not available at the center level due to routing configurations.

As an agency dedicated to supporting local CCBHCs and as a 988 Lifeline in-state back up contact center, HealthSource meets critical needs for **24/7 crisis care** across Kansas, operating as an **integrated partner** along the crisis care continuum.



In-State Back Up Center Flowout Daily Average (1/1/2025-3/31/2025)

Flowout Daily Average

HealthSource Integrated Solutions KS785000

	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM	Flowout Daily Avg >= 1
Sun	0	0	0	0	1	0	0	0	0	0			0	0	0		0	1	0	0	0	2	1	0	True
Mon	0	0	0	0	0	1	0	0		0	0	1	0	0	0	1	1	1	0	0	0	1	0	2	True
Tue	0	0	0	0		1	0	0	0		0	0	0	0	0	1		0	1	0	1	0	0	0	True
Wed	0	0	0	0	0	0	0	1	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0	False
Thu	1	0	0	0	0	0	0		0	0	0	0	1	0	0	1	0	0	1	0	1	1	1	1	True
Fri	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	2	0	1	1	0	0	True
Sat	0	0	0	0	0	0		1	0	0		0	0	0	0		0	0	1	0	1	1	0	0	True

Current CRC 24/7 Staffing Plan

Shift Start Time	Shift End Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00am	6:00pm	3	3	3	6	3	3	3
8:00am	4:00pm	0	0	0	0	0	1	1
12:00pm	10:00pm	2	2	2	4	2	2	2
3:00pm	1:00am	1	1	1	3	2	2	2
9:00pm	2:00am	1	1	1	0	0	0	0
10:00pm	8:00am	3	3	6	3	3	3	3

- Crisis Support Specialists (CSS) work 10-hour shifts
- Staffing plans informed by historical contact volume trends
- Since July 2024, HealthSource has added 15 CSS positions

- Looking ahead:
 - We aim to provide stability to the 988 Kansas network by establishing a robust and adaptable staffing plan
 - 24/7 988 chat & text coverage

Proposed CRC 24/7 Staffing Plan 4/1/2025

Shift Start Time	Shift End Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8:00am	6:00pm	3	3	3	6	3	3	3
8:00am	4:00pm	0	0	0	0	0	1	1
10:00am	8:00pm	1	1	1	2	1	1	1
12:00pm	10:00pm	2	2	2	4	2	2	2
3:00pm	1:00am	2	2	2	4	2	2	2
9:00pm	2:00am	1	1	1	0	0	0	0
5:00pm	3:00am	1	1	1	2	1	1	1
10:00pm	8:00am	3	3	6	3	3	3	3

988 Lifeline Crisis Chat & Text

988 Lifeline Chat & Text 24/7 Staffing Plan

Shift Start Time	Shift End Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2:00am	8:00am	1	1	1	1	1	1	1
8:00am	12:00pm	1	1	1	1	1	1	1
10:00am	2:00pm	1	1	1	1	1	1	1
2:00pm	6:00pm	1	1	1	1	1	1	1
6:00pm	10:00pm	2	2	2	2	2	2	2
9:00pm	1:00am	2	2	2	2	2	2	2
10:00pm	2:00am	2	2	2	2	2	2	2

- Launched in November 2024
- Accreditation with ICH slated for June 2025
- 24/7 coverage planned for and in implementation phase
- Cross training staff across all modalities
- ReflexAI platform for role-play training



Reflections & Aspirations

LOOKING BACK

Completed 988 Network Agreement
Added 15 FT crisis support specialists since July 2024
Added 5 support & leadership positions
Joined 988 Lifeline Crisis Chat & Text Network
Enhanced partnerships with CCBHCs for more integrate care and improved communication

LOOKING AHEAD

ICH Accreditation for Org., Helpline, and OES
Adding 2 CSS + 2 follow-up specialists to expand follow-up care
Contact Record Management System
Increase # of chat/texts handled & maintain 24/7 coverage
Continuing integration with local Mobile Crisis Response teams





HealthSource

Integrated Solutions



Thank you
Questions?

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