

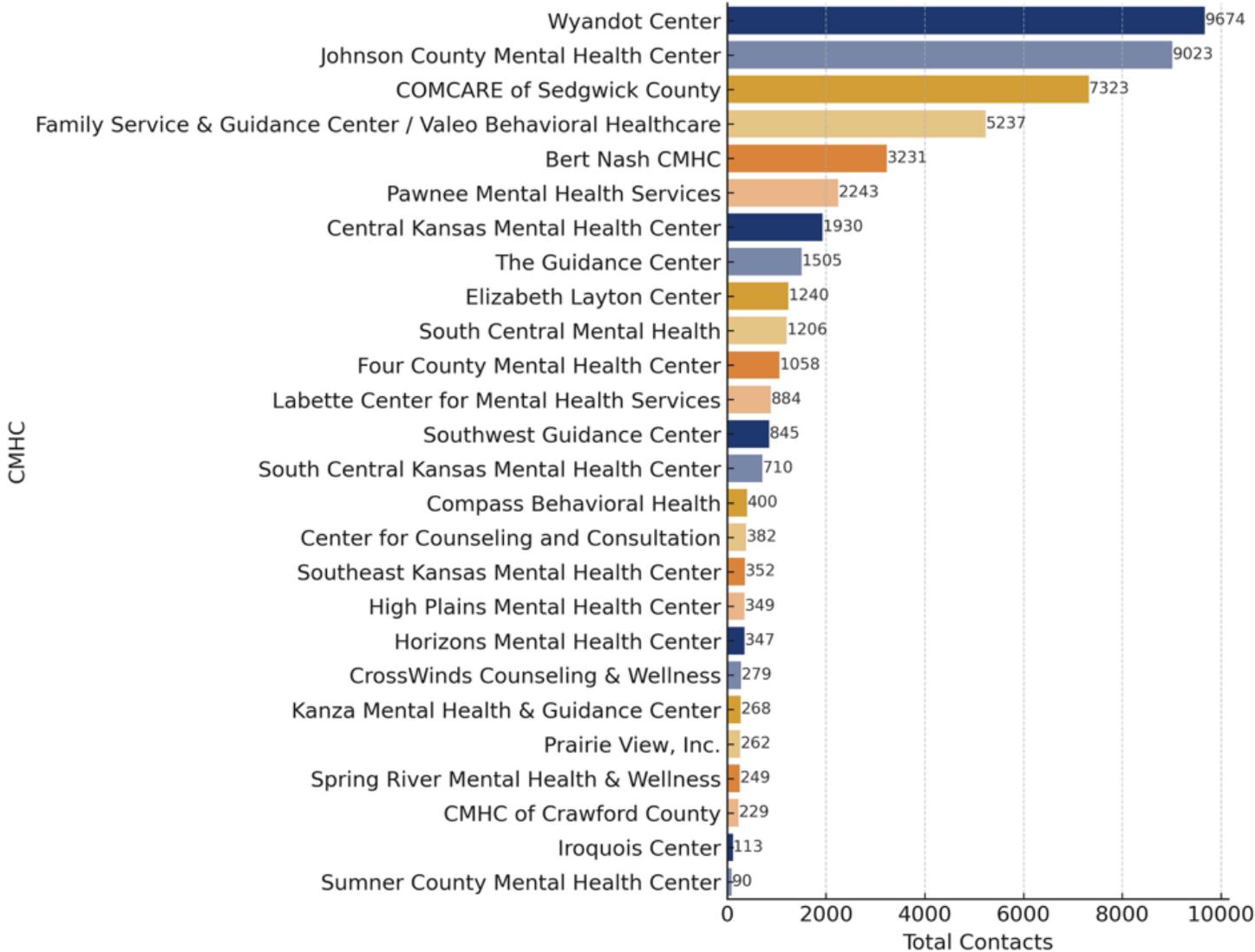
# 988 to CMHC Utilization Metrics

Metrics for Connecting Crisis Statewide



# Total of All 988 Contacts Sorted Into CMHC Service Area

Total 988 Contacts by CMHC (June 2024 - June 2025)



From June 24 – June 25, Kansas 988 Centers answered 49,429 calls, chats and texts\*.

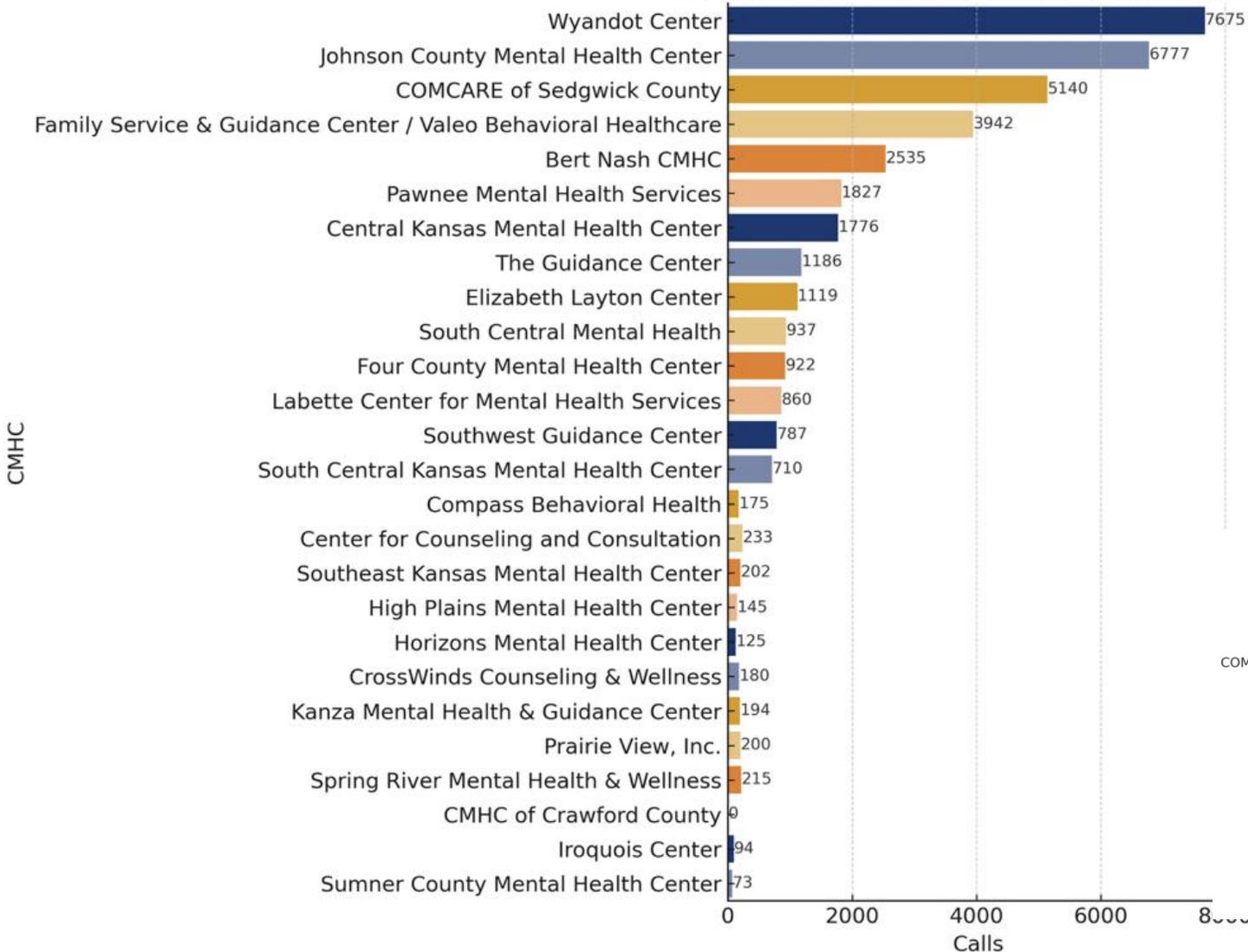
Those contacts were sorted by county of origin and combined into CMHC service areas.

The goal of this breakdown is to show correlation between potential Mobile Crisis Response Team deployment from 988 utilization.

*\*Data reported in this presentation is based upon Vibrant Emotional Health’s County Metrics availability. These numbers do not represent a complete total of 988 contacts answered due to their data suppression on any county that experienced at least 1 but less than 10 contacts.*

# 988 Calls Sorted Into CMHC Service Area

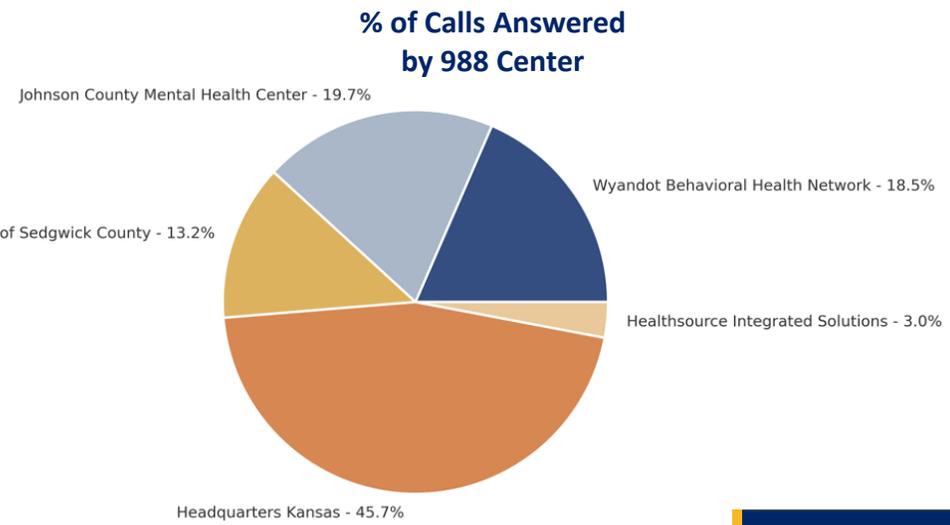
988 Calls by CMHC (June 2024 - June 2025)



From June 24 – June 25, Kansas 988 Centers answered **38,029** calls\*.

The 3 CMHCs with the highest call volume are answered primarily by their respective 988 call center, with Headquarters Kansas and Healthsource Integrated Solutions as the back-ups.

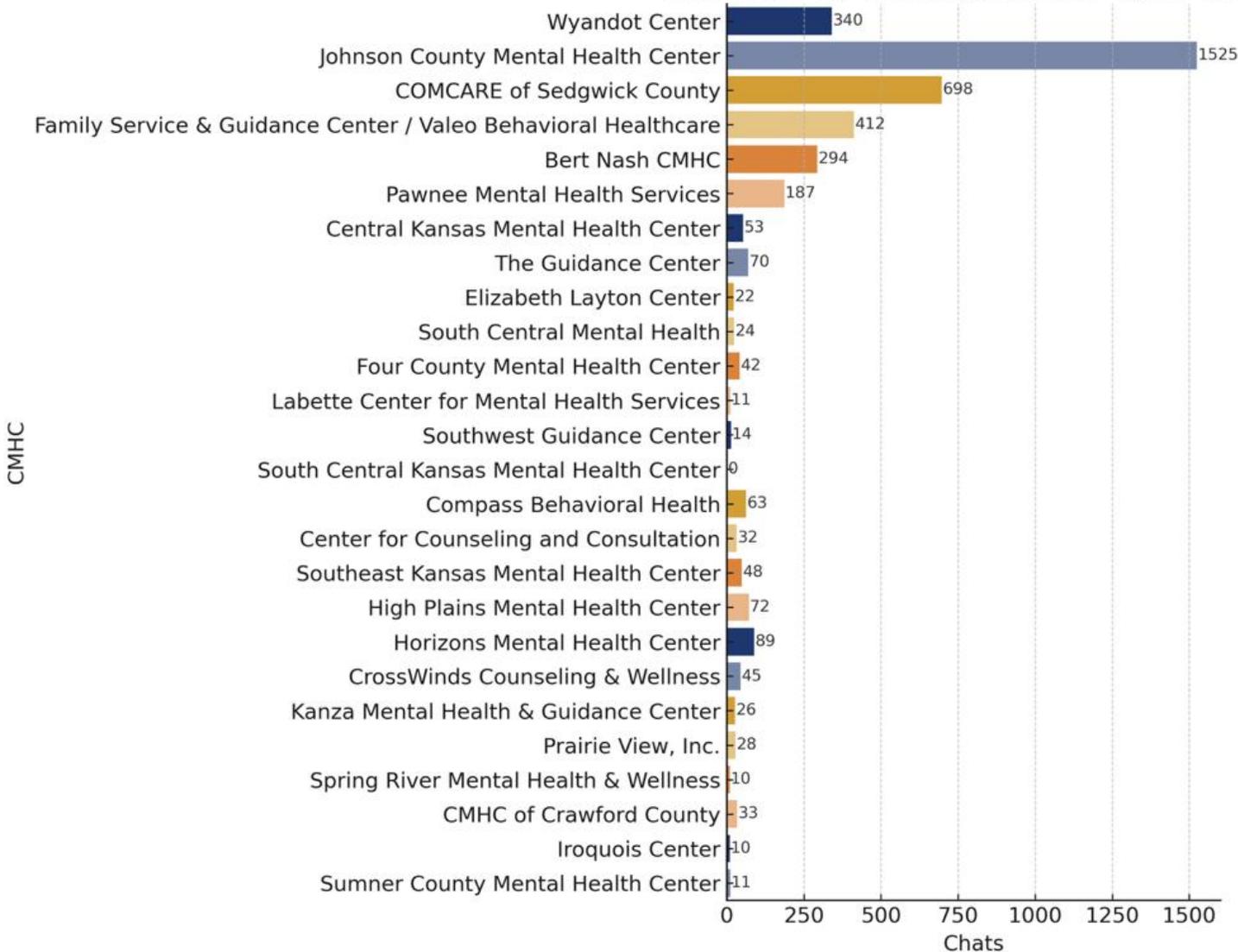
The other 23/24 CMHCs are answered by Headquarters Kansas, primarily, with Healthsource Integrated Solutions as the back-up.



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# 988 Chats Sorted Into CMHC Service Area

988 Chats by CMHC (June 2024 - June 2025)

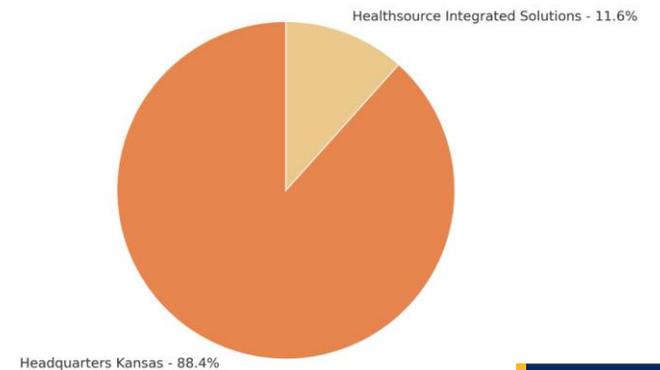


From June 24 – June 25, Kansas 988 Centers answered **4,159 chats\***.

Digital (text and chat) contacts are answered differently than call contacts, nationally, for 988. Digital contacts are not geo-routed. 988 Specialists answer for the entire state as they queue, not based on service area or primary/back-up center.

As of June 2025, Headquarters and Healthsource were the two centers answering digital contacts for Kansas. However, in July 25, Comcare started answering digital contacts as well.

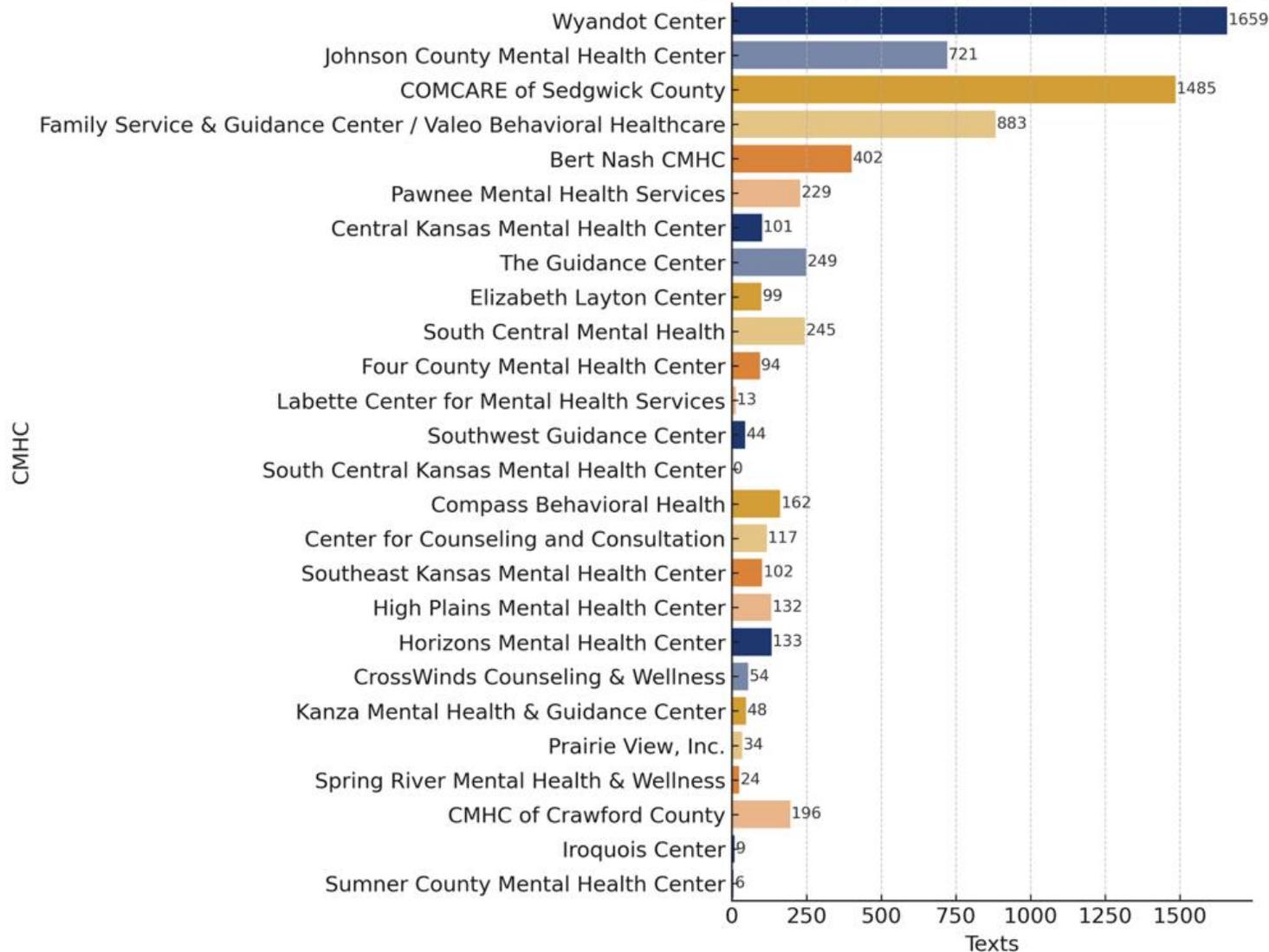
% of Chats Answered by 988 Center



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# 988 Texts Sorted Into CMHC Service Area

988 Texts by CMHC (June 2024 - June 2025)

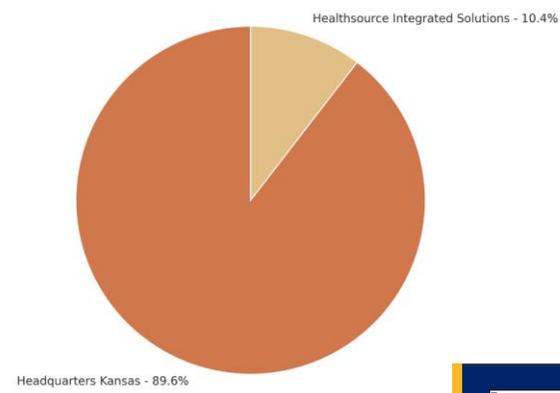


From June 24 – June 25, Kansas 988 Centers answered 7,700 texts\*.

Digital (text and chat) contacts are answered differently than call contacts, nationally, for 988. Digital contacts are not geo-routed. 988 Specialists answer for the entire state as they queue, not based on service area or primary/back-up center.

As of June 2025, Headquarters and Healthsource were the two centers answering digital contacts for Kansas. However, in July 25, Comcare started answering digital contacts as well.

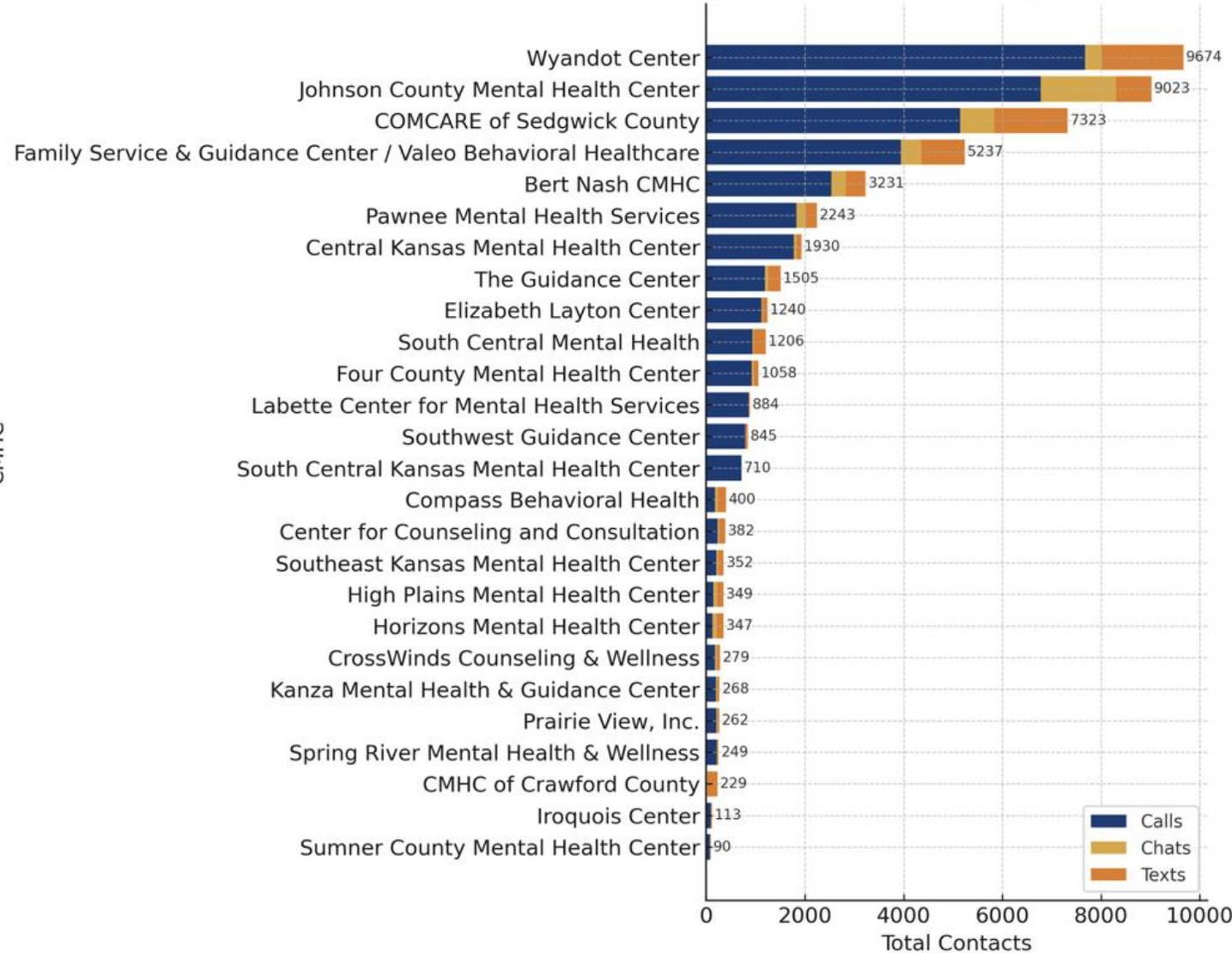
% of Texts Answered by 988 Center



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# 988 to CMHC Utilization Metrics

988 Contacts by CMHC and Contact Type (June 2024)



## Summary

The highest volume of Calls are clustered in high-population areas. The 3 highest volume CMHCs are integrated with their respective 988 Center. The remaining 23/24 CMHCs are not integrated with Headquarters Kansas.

*- Headquarters and Healthsource are currently making Mobile Crisis Response referrals/deployments statewide for calls with no integration with any of the 26/27 CMHCs.*

The highest volumes for Chats and Texts do not follow the same trend as Calls as far as CMHC service areas. Digital contacts are also not geo-routed like calls- all 3 988 Centers that answer digital contacts answer statewide, regardless of location or primary/back-up status for the county the contact originated in.

*- Headquarters, Healthsource and Comcare are currently making Mobile Crisis Response referrals/deployments, statewide, with no integration for all 26/27 CMHCs.*

**Out of the 49,429 988 contacts made from June 24 – June 25, 29,837 (60%+) were placed to a center that did not have integration with Mobile Crisis Response.**

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# Technology Connection

## Review of Connecting Crisis Statewide



# Behavioral Health Link (BHL)

## Platform:

First Year	On-going
UNK	UNK

- GPS enabled dispatch
- Call Center Hub
- Real-time Bed registry
- Aligned with 988 service requirements
- BHL facilitated response to 350k people in 2024
- High focus on integration



# Chorus

## Platform:

First Year	On-going
UNK	UNK

- Younger company. MO-Connect piloted by Missouri using their system
  - Monavigator.org (softlaunched)
  - 7 regional call centers and 5 pilot MCT
- Statewide Crisis Dispatch
- “Ride alongs” with all levels of crisis to make sure that software meets needs
- Real-time mobile crisis dispatch and tracking
- State-wide bed capacity tracking

# Carelon Crisis

## Platform:

First Year	On-going
\$4-6 million	UNK

- Standard Technical
- Customization to account for Crisis Safety Platform to Electronic Health Record (EHR) and Telephone system integration
- Administrative for success for change management, training, project support across all 26 CMHCs/CCBHCs and 5 call centers
- Real-time mobile crisis dispatch
- State-wide bed capacity tracking
- Closed loop electronic referrals

## Platform

First Year Total	Recurring Fees
\$ 1,250,000	\$ 500,000

- Mobile Dispatch Module (real-time) Actual Cost could vary by 20% based on detailed scoping and finalized SOW
- Referrals to CMHCs and Community Based Orgs
- Data Platform integrations
  - 988 Call Center
  - EHRs
  - CareRouter
- Statewide Dashboard of Crisis Activity and Tracking of Mobile Crisis
- Project management, Setup, Implementation, and Training

# Who Our Centers Currently Work With

## Johnson County

- Trek Medic Beacon for Mobile Crisis
  - ~40 users, 988 MCRT, relevant leaders
  - ~\$500/month

## Wyandot BHN

- BHL

## COMCARE

- Netsmart

# Price Depends on...

- # of Facilities
- # of Users
- Customization
- # of Integrations
- Across the entire Crisis System?
- Most are willing to work within an established budget
- Process: Discovery → Demo → Integrations and Customizations