

988 Coordinating Council Annual Report 2023



A report to the House Committee on Energy, Utilities and Telecommunications and the Senate standing Committee on Utilities.

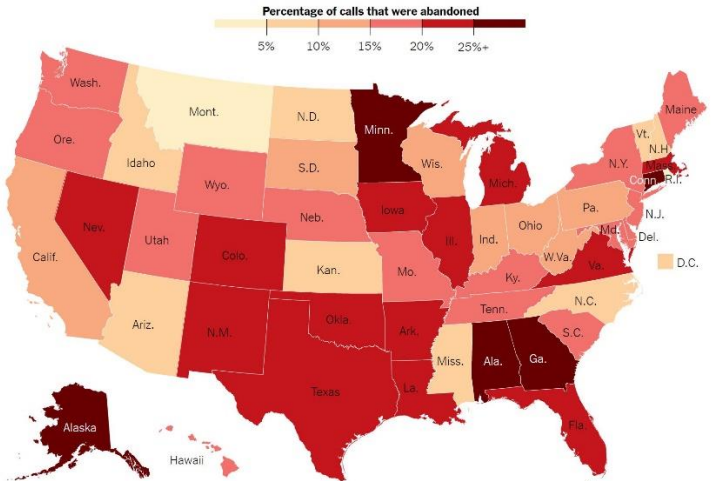
Executive Summary

The 988 Suicide and Crisis Lifeline is a federally funded resource available to all Americans in crisis. In Kansas, the 988 contact centers are independently operated and receive additional state funding and oversight from the Kansas Department of Aging and Disability Services (KDADS) and the 988 Coordinating Council. 988 call, chat, and text services are available to anyone in the state who is experiencing a mental health crisis, including thoughts of suicide.

According to data from Vibrant, the 988 contact centers in Kansas received a total of 19,602 calls from Kansas residents from Dec 1st, 2021 to Nov 30th, 2022. 988 was launched nationally on July 16th, 2022. Since the launch in July, Kansas has maintained an in-state call answer rate of 85-89% on a monthly basis. Growth in call volume since 988 has increased, for the month of November the increase was 14% over last November.

Trained counselors at the 988 contact centers provide support and resources to Kansans in crisis, including referrals to local mental health services and resources for follow-up care. In cases of extreme risk, counselors can also coordinate with local crisis response to ensure the safety of the caller.

The 988 Suicide and Crisis Lifeline has proven to be an invaluable resource for Kansas residents in crisis, and its continued funding and support is essential to ensure that all residents have access to the help they need. The map below shows how this state funding investment has helped improve caller abandonment rates in Kansas compared to neighboring states.



Note: Excludes U.S. territories and calls routed to Veterans Crisis Line and Spanish-language line. - Source: Vibrant Emotional Health - By Taylor Johnston

Launching the 988

After signing SB-19, a bipartisan bill to fund the statewide suicide prevention hotline 988 earlier this year, Governor Laura Kelly announced her appointments to the 988 Coordinating Council this fall.

The Legislative Coordinating Council has appointed **Representative Brenda Landwehr** and **Senator Pat Petty** to serve as voting members of the 988 Coordinating Council.

In total the 17-member council seats consist of 11 voting members and 6 non-voting members

The Council will advise the Kansas Department for Aging and Disability Services (KDADS) on the utilization of funding for the 988 Suicide & Crisis Lifeline and 988-related services like mobile crisis and crisis stabilization.

The initial meeting of the 988 Coordinating Council was held on Dec. 20th, 2022.



Coordinating Council

Governor's 988 Coordinating Council Appointees (*non-voting members in italics*)

- **Sheriff Gene Ward, Sheriff of Seward County, Liberal**
- **Andy Brown, Commissioner of Behavioral Health Services for the Kansas Department for Aging and Disability Services Lawrence**
- *Zack Odell, Chief Executive Officer at S&T Communications, Colby*
- *James "Paul" Davis, Director of Emergency Services for Johnson County, Gardner*
- **Colin Thomasset, Chief Executive Officer at Wheat State Healthcare, Topeka**
- **Molly Perkins, Case Manager with Johnson County Government Mental Health, Olathe**
- *Patrick Fucik, National Director of State Government Affairs for T-Mobile, Overland Park*
- **Nicolas Wood, Associate Director of InterHab, Topeka**
- **Monica Kurz, VP of External Programming, Kansas Suicide Prevention HQ, Shawnee**
- **Dr. Russell Klumpp, Major/Bureau Chief, Topeka Police Department, Berryton**
- **Kenneth Nelson, GIS Section Manager at Kansas Geological Survey, Lawrence**



The Kansas 988 Network

988 phone calls are routed by Vibrant at the national level using the caller's area-code to a near-by, local crisis call center or to a specialty call center if options 1, 2 or 3 are entered by the caller at the initial prompt. Callers can press 1 for veteran and military service members, 2 for Spanish speaking callers, or 3 for LGBTQ callers.

Calls routed to Kansas are currently answered by three 988 contact centers which are COMCARE of Sedgwick County, Johnson County Mental Health Center, and Kansas Suicide Prevention HQ which answers calls, chats, and texts statewide in Douglas County. HealthSource Integrated Solutions in Shawnee County serves as a statewide backup center in case calls from the other center roll-over.

All 988 contact centers strive to provide quality services aligned to best-practice, clinical recommendations approved by the Substance Abuse and Mental Health Services Administration (SAMHSA). 988 contact centers also are required to maintain national accreditation through one or more accrediting bodies, which evaluates the quality of their organizational policies, training programs and service delivery.

The Kansas 988 network uses a combination of volunteers and staff to meet the call volume and other key performance indicators (KPI) related to call center metrics. These KPI are tracked and measured by Vibrant at the national level and reported to KDADS and the contact centers on a monthly basis. KDADS in return provides these KPI reports to the 988 Coordinating Council to help inform the council's decisions.

KDADS is currently working with Vibrant and Wyandot, Inc. CMHC to add a fourth local 988 contact center in Wyandotte County.

988 Fund Budget Overview

Currently the 988 Suicide Prevention and Crisis Hotline Fund is established to receive transfers from the SGF on annual basis to restore the fund balance to \$10 Million. State law dictates the use of these funds is restricted for 988 services, mobile crisis services including those for I/DD individuals, crisis stabilization services, 1 FTE position at KDADS for State Suicide Prevention Coordinator, and 988 Coordinating Council expenses.

In the gap between the launch of 988 on July 16th 2022 and the formation of the 988 Coordinating Council, KDADS has utilized the 988 Fund to support the 988 contact centers using a formula based on Vibrant’s projected increase in call volume and the percentage of the Kansas population covered by each of the contact centers. In the next 6 months, the 988 Coordinating Council will develop its own SFY 24 budget recommendations and formula for 988 contact center funding levels.

The following budget allocations have been made to each of the 988 contact centers for SFY 23:

KSPHQ (Statewide) \$3,720,000

COMCARE (Sedgewick Co.) \$1,080,000

JCMHC (Johnson Co.) \$1,200,000

Total 988 Contact Center SFY 23 Allocations \$6,000,000

For SFY 23, KDADS only has 5 months’ worth of 988 contact center expenses to report currently, and not all expenses for SFY 23 have been invoiced. Additionally, as this is the council’s first annual report to the standing committees any requests for additional detail or information will

How has JCMHC prepared for 988?

Johnson County Mental Health Center has had a local crisis line for over three decades. In 2021, JCMHC joined the NSPL network to prepare for 988.

Through new state funding for the transition to 988, JCMHC has created a dedicated 988/Crisis Line Team of 10 crisis call specialists and 2 licensed clinicians.

JCMHC was the first 988 contact center to achieve a 90% answer rate since July.

be provided by KDADS and updates to the report's format can be made for future years.

988 Fund Center Expenses YTD SFY 23

988 Fund by Contact Center	KSPHQ	COMCARE	JCMHC	Subtotals
Personnel	\$ 623,341.69	\$120,034.29	\$ -	\$ 743,375.98
Fringe Benefits	\$ 194,508.57	\$ 40,635.75	\$ -	\$ 235,144.32
Travel	\$ 9,408.78	\$ 173.78	\$ -	\$ 9,582.56
Equipment	\$ 71,500.00	\$ 3,230.40	\$ -	\$ 74,730.40
Supplies	\$ 192,126.32	\$ -	\$ -	\$ 192,126.32
Contractual	\$ 124,210.53	\$ 21.75	\$ -	\$ 124,232.28
Other	\$ 6,125.00	\$ -	\$ -	\$ 6,125.00
Indirect Costs	\$ 155,000.00	\$ -	\$ -	\$ 155,000.00
Total Expenses YTD	\$1,376,220.89	\$164,095.97	\$ -	\$1,540,316.86

