

## September/October 2022 Reporting Clarification

### What changed?

- Our routing provider, Intrado, switched over to an improved system on September 22, 2022. This provides a better view of the call routing process, the ability to better see when calls either abandon en route, or successfully reach a center upon first routing. This will assist with better understanding abandonment rate and trends, and align more closely with the centers' experience.
- Despite our best efforts to coordinate with Intrado, there was an unforeseen adjustment in the changeover that, while resolved on October 4th, made a notable impact on reporting during this window.

### What changes will impact reporting in the short term?

- **Pull back time change** - Pull back time (the amount of time a center has to answer a 988 Lifeline call before it is routed to another center) was unintentionally reduced during the period 9/22-10/4. This resulted in fewer calls being serviced at the local centers and more calls being serviced at backup centers. Some in-state answer rates for the month of September and October did decrease, due to local centers having less time to answer calls, although further analysis found this to have minimal impact for most states

### What changes will impact reporting in the long term?

- **Routed and Offered definition changes** - Intrado's system change means greater visibility into which calls a center receives. Vibrant, in alignment with SAMHSA guidance, had previously introduced a 15-second adjustment (termed "Received"), which accounted for calls that likely abandoned en route to a center. The latest system change renders this adjustment unnecessary, as the term "Routed" will now account for calls that likely abandoned prior to being en route to a center.
  - o Centers will continue to see "Offered" metrics, but this definition will be updated to reflect these changes as well. When reviewing reports, please refer to the attached glossary for current definitions.
- **Lower overall routed volume** - Because we can better see when calls are not delivered to a center, the number of calls considered "Routed" has decreased. Therefore, the total number of calls that states and territories are responsible for answering is lower - which, if total answered volume stays constant, would improve the in-state answer rates. Note that while this impacts the state/territory's in-state answer rates, it should not impact the center's experience of call volume.

When will these changes go into effect?

- These changes started on September 22, 2022, and reporting from that date forward will align with these updated definitions. Note that the pullback time change was corrected as of October 4, 2022.

Was every drop in overall in-state answer rate due to the system changes described above?

- We saw downward trends in many in-state answer rates in October. The routing definition change resulted in a lower overall routed volume across the network; if total answered volume had stayed constant, this would have resulted in improved in-state answer rates across the network. However, we are still seeing decreased in-state performance, which is due to a decrease in in-state answered volume month over month.
- Many factors can impact in-state answered volume, such as routing changes, center capacity and natural disasters. Each of these challenges has tangibly affected various centers over the past couple of months. Center Engagement Managers are available to discuss how to best support centers through these difficulties. Vibrant is also launching a Workforce Management Team that will empower centers with greater staff planning analysis and resources.
- For centers, states and territories with notable changes in in-state answer rate, Center Engagement Managers will be in contact with context regarding particular challenges experienced during the month of October.
- We are currently in the process of hiring our last Center Engagement Manager. If you are a center, state or territory that does not have an assigned Center Engagement Manager, please email [988state-territory-inquiries@vibrant.org](mailto:988state-territory-inquiries@vibrant.org) with any questions or concerns.

If you have specific questions regarding the system update or changes in performance, please complete this [question form](#). We will be reviewing the responses and compiling a FAQ to be addressed in the webinar.