

988 Broad State Metrics for KS: 2022-06-01 - 2023-06-30

Calls

KPIs for Calls in KS													
	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Routed	1,565	2,203	2,258	1,963	1,697	1,603	1,745	1,861	1,702	1,805	1,842	2,087	1,863
Received	1,565	2,073	2,131	1,885	1,697	1,603	1,745	1,861	1,702	1,805	1,842	2,087	1,863
Answered In-State	1,244	1,748	1,812	1,686	1,495	1,418	1,593	1,692	1,591	1,619	1,688	1,917	1,723
In-State Answer Rate	79%	84%	85%	89%	88%	88%	91%	91%	93%	90%	92%	92%	92%
Abandoned In-State	216	201	206	157	175	144	138	145	96	163	134	148	125
In-State Abandon Rate	14%	10%	10%	8%	10%	9%	8%	8%	6%	9%	7%	7%	7%
Flowout to Backup	105	124	113	42	27	41	14	24	15	23	20	22	15
Rollover Rate to Backup of Calls	6.7%	6.0%	5.3%	2.2%	1.6%	2.6%	0.8%	1.3%	0.9%	1.3%	1.1%	1.1%	0.8%
Average Speed to Answer	00:24	00:23	00:23	00:23	00:19	00:19	00:20	00:19	00:18	00:21	00:22	00:20	00:21

Vibrant Emotional Health (“Vibrant”), as the Administrator of the National Suicide Prevention Lifeline (“Lifeline”) under a Cooperative Agreement with the US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (“SAMHSA”), maintains this data to enhance public access to the Lifeline’s information. This is a service that is continually under development. While we try to keep the information timely and accurate, we make no guarantees. We will make an effort to correct errors brought to our attention. Users should be aware that information being presented may not reflect official positions of Vibrant, the Lifeline, or SAMHSA. With respect to documents available from this report, neither Vibrant, the United States Government, nor any of their employees assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information disclosed, or represents that its use would not infringe privately owned rights. The data on this report may contain hypertext pointers to information created and maintained by other public and private organizations. Please be aware that we do not control or guarantee the accuracy, relevance, timeliness, or completeness of this outside information. Further, the inclusion of pointers to particular items in hypertext is not intended to reflect their importance, nor is it intended to endorse any views expressed or products or services offered by the author of the reference or the organization operating the server on which the reference is maintained. Historical data may not exactly correspond with prior reporting, standardization of definitions and systems may have lead to such differences.

Chat and Text

KPIs for Texts in KS													
	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
State Demand	86	266	391	443	467	573	517	529	541	656	650	649	640
Received	32	130	240	322	299	374	317	389	376	445	415	451	465
Answered In-State	17	65	107	112	113	127	96	146	158	218	253	264	279
In-State Answer Rate	53%	50%	45%	35%	38%	34%	30%	38%	42%	49%	61%	59%	60%
Abandoned In-State	0	0	0	0	0	0	0	1	1	1	0	0	1
In-State Abandon Rate	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Flowout to Backup	15	65	133	210	186	247	221	242	217	226	163	187	185
Average Speed to Answer	00:11	00:10	00:08	00:11	00:20	00:27	00:12	00:12	00:16	00:24	00:21	00:14	00:19

KPIs for Chats in KS													
	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
State Demand	414	399	352	418	420	463	437	364	425	441	514	377	367
Received	253	365	299	398	353	404	405	410	367	472	412	372	334
Answered In-State	163	193	142	141	124	133	140	158	170	214	253	222	181
In-State Answer Rate	64%	53%	47%	35%	35%	33%	35%	39%	46%	45%	61%	60%	54%
Abandoned In-State	0	0	2	0	2	0	1	0	1	0	0	0	0
In-State Abandon Rate	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Flowout to Backup	90	172	155	257	227	271	264	252	196	258	159	150	153
Average Speed to Answer	00:04	00:05	00:05	00:04	00:05	00:05	00:05	00:05	00:05	00:04	00:03	00:04	00:05

See final page for glossary of terms presented in this report.

Call Demand

This table shows the number of routed calls for each network from callers in the state - this is considered the network-level demand for callers in the state. Please see the glossary for information about the networks.

KS Lifeline Calls Routed by Network													
Network	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
NSPL	1,565	2,203	2,258	1,963	1,697	1,603	1,745	1,861	1,702	1,805	1,842	2,087	1,863
Spanish	22	54	48	18	63	12	32	14	35	44	72	17	77
VA	595	589	604	663	573	603	577	689	644	759	716	753	690
Total	2,182	2,846	2,910	2,644	2,333	2,218	2,354	2,564	2,381	2,608	2,630	2,857	2,630



Center Information

Center Hours of Operation

Below is the most *current* information that the Lifeline has received regarding Hours of Operation for each local, NPSL center. For historical Hours of Operation, or if there are any questions regarding these hours, first reach out directly to the centers before contacting the Lifeline.

Daily Hours of Operation for Local Centers in KS								
Center	Network	Mon	Tue	Wed	Thu	Fri	Sat	Sun
COMCARE of Sedgwick County	NSPL	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00
HealthSource Integrated Solutions	NSPL	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00
Johnson County Crisis Line	NSPL	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00
Kansas Suicide Prevention HQ	NSPL	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00	00:00 - 24:00

NSPL Center Coverage Areas

Note that **Coverage** means the geographic area (which can be designated by county, area code, and/or zip code) served and the hours of operation during which a crisis center answers calls.

- **Primary** indicates a center providing primary coverage to a certain geographic area will be the *first center* to which calls from that area are routed to.
- **Backup** indicates that if the center providing primary coverage for a certain area does not answer the call within Lifeline’s specified time threshold, the call is then routed to a center providing backup coverage for that area. This is different from National-Backup coverage, which is not covered in this report.

KS Local NSPL Centers Coverage Areas		
Center	Primary FIPS County Code	Primary State Code
COMCARE of Sedgwick County	Sedgwick	
Johnson County Crisis Line	Johnson	
Kansas Suicide Preven- tion HQ		KS

Center-Level In-State Call Metrics

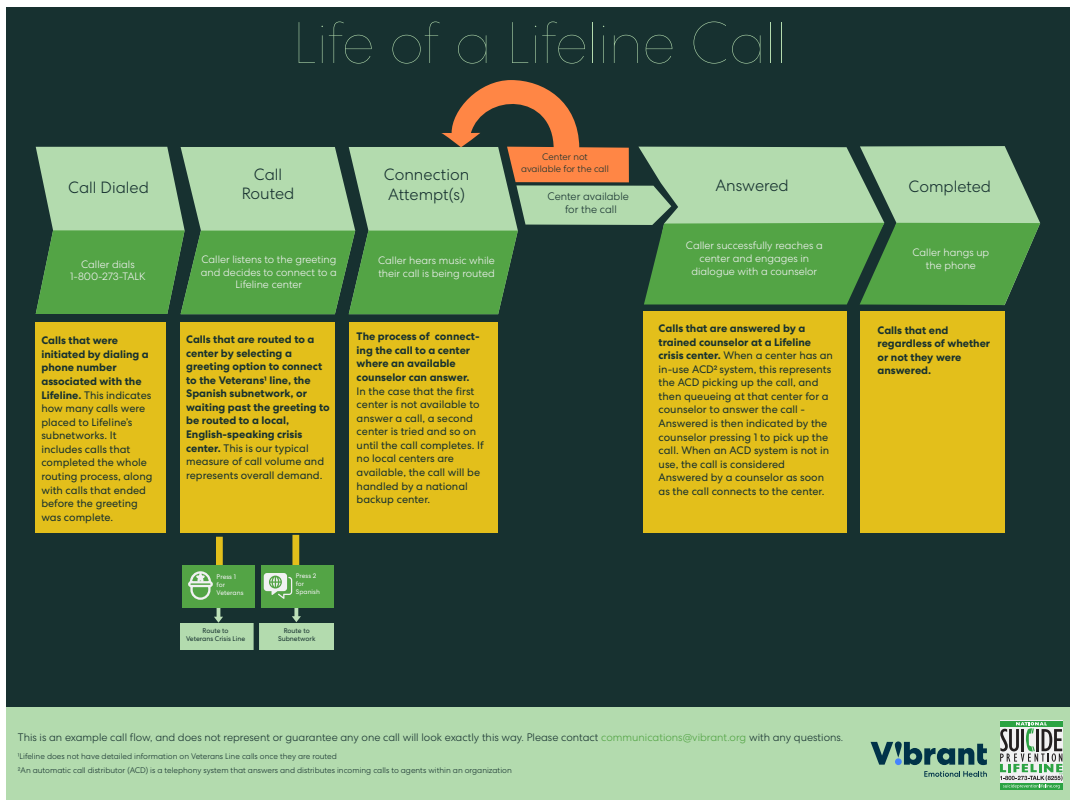


Figure 1: Call Routing Infographic

Minor discrepancies in offered/answered volume or answer rate can occur as a natural result of working with different phone systems - namely Lifeline's network-wide tracking and each center's unique system. Lifeline's system sees the whole life of a call (see Life of a Lifeline Call Infographic for details), while center systems track calls upon their arrival to the center. Centers with an Automated Call Distribution (ACD) system may see slightly larger discrepancies - please report discrepancies larger than 150 calls accounting for 5% of answer rate on the Report Inquiry Form¹.

Given these two perspectives, network (where one call touches multiple centers, as in above statewide metrics) and center level (where each call is part of a larger journey on the network), numbers presented at the center level will necessarily be inconsistent with those presented at the network/statewide level. As such, please refrain from aggregating the numbers in this report to compare with other state- or nation-wide numbers.

Also - please note that all metrics are calculated using the time (in EST) that a caller *dial*ed the Lifeline, to stay in alignment with all other 988 reporting. Centers should take special care to pull their reports in EST to more closely approximate these reports, and recognize this as another potential source of discrepancy between reporting systems.

¹<https://forms.gle/vLA3PZPQKd1TcCLg7>

COMCARE of Sedgwick County (Wichita, KS) (KS316000) NSPL Call Metrics													
	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Offered	272	411	339	350	320	326	321	263	243	308	298	339	298
Answered	216	352	285	294	255	291	281	234	220	254	253	278	256
Answer Rate	79%	86%	84%	84%	80%	89%	88%	89%	91%	82%	85%	82%	86%
ASA	00:17	00:17	00:17	00:16	00:13	00:12	00:13	00:14	00:13	00:17	00:16	00:17	00:16

Kansas Suicide Prevention HQ (Lawrence, KS) (KS490000) NSPL Call Metrics													
	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Offered	1,121	1,575	1,692	1,401	1,238	1,106	1,266	1,452	1,349	1,340	1,426	1,616	1,454
Answered	899	1,298	1,394	1,185	1,049	957	1,114	1,273	1,234	1,195	1,282	1,463	1,316
Answer Rate	80%	82%	82%	85%	85%	87%	88%	88%	91%	89%	90%	91%	91%
ASA	00:17	00:18	00:18	00:15	00:15	00:16	00:16	00:15	00:15	00:14	00:15	00:15	00:14

HealthSource Integrated Solutions (Topeka, KS) (KS785000) NSPL Call Metrics												
	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	
Offered	7	115	65	101	58	73	40	48	59	60	55	
Answered	4	55	23	39	37	37	21	23	38	33	32	
Answer Rate	57%	48%	35%	39%	64%	51%	52%	48%	64%	55%	58%	
ASA	00:27	00:30	00:28	00:31	00:31	00:24	00:33	00:23	00:25	00:23	00:30	

Johnson County Crisis Line (Mission, KS) (KS913000) NSPL Call Metrics													
	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023
Offered	123	114	157	173	187	150	181	165	128	200	136	160	138
Answered	97	98	129	152	168	132	162	148	117	155	121	144	119
Answer Rate	79%	86%	82%	88%	90%	88%	90%	90%	91%	78%	89%	90%	86%
ASA	00:05	00:04	00:04	00:04	00:06	00:05	00:06	00:06	00:06	00:05	00:06	00:07	00:06

Glossary

Please note that all metrics are calculated using the time (in EST) that a caller dialed the Lifeline

State Calls:

- **Routed:** Number of calls that listen to the IVR greeting to then be routed to a center. This metric is used for network-wide and historic reporting.
 - Prior to September 22, 2022, the term Routed included all calls routed to a center after the greeting, including calls that abandoned within 15 seconds of the first routing attempt. Due to a system update that improved Vibrant's ability to better see when calls abandon en route to the first center, as of September 22, 2022 the term Routed includes all calls routed to a center, excluding calls that likely abandoned before reaching the center.
- **Received:** Number of calls that were sent to a center after listening to the IVR greeting.
 - As of September 22, 2022, the "Received" adjustment for calls has been discontinued because improved accuracy in tracking the routing process eliminated the need for the adjustment. The field is included for historical comparison. Starting on September 22, 2022, values in "Received" are equal to those shown as "Routed" above.
- **Answered In-State:** Number of "Received" calls answered by a state or territory's center(s).
- **In-State Answer Rate:** All "Answered In-State" calls divided by all calls "Received" to the state.
- **Abandoned In-State:** Number of "Received" calls that disconnect prior to being engaged by a counselor at a state or territory's center(s). Disconnection may happen for a number of reasons, including but not limited to: the person reaching out changes their mind about seeking care at that moment; the person no longer feels they have privacy or safety in their environment; or there is a random technical service interruption, which may occur due to internet instability, carrier glitches, etc.
- **Flowout to Backup:** Number of "Received" calls not "Answered In-State" nor "Abandoned In-State".
- **Rollover Rate to Backup:** Number of "Flowout to Backup" calls divided by total number of "Received" calls.
- **In-State Abandon Rate:** All "Abandoned In-State" calls divided by all "Received" calls.
- **Average Speed of Answer (ASA) In-State:** Out of all "Answered In-State" calls, the average time a contact takes to be answered after listening to the automated greeting. As "ASA's" are by nature an "average," the experience of those contacting the Lifeline at different centers in different states or times of day may experience variations in individual wait times.

Chats/Texts

- **State Demand:** The number of contacts initiated from the state. For text, the contact's state is based on the contact's exchange (first 6 digits of their phone number). For chat, state is based on the contact's IP address.
- **Received:** Number of contacts that enter the state's queue. This is NA whenever the state does not have state routing initiated.
- **Answered In-State:** Number of contacts answered from the state's queue. This is NA whenever the state does not have state routing initiated.
- **In-State Answer Rate:** All contacts "Answered In-State" divided by all contacts "Received". This is NA whenever the state does not have state routing initiated.
- **Abandoned In-State:** Number of contacts that abandon while in the state queue. This is NA whenever the state does not have state routing initiated.
- **In-State Abandon Rate:** All contacts "Abandoned In-State" divided by all contacts "Received". This is NA whenever the state does not have state routing initiated.
- **Average Speed to Answer:** Out of all "Answered In-State" contacts, the average time a contact takes to be answered after listening to the automated greeting. As "ASA's" are by nature an "average," the experience of those contacting the 988 Lifeline at different centers in different states or times of day may experience variations in individual wait times.

Center-Level Metrics

- **Offered:** Number of calls that Vibrant offers to the center.
 - From July 1, 2022 to September 22, 2022, this excluded calls that abandon within 15 seconds of the first routing attempt. Due to a system update that improved Vibrant's ability to better see when calls abandon en route to the first center, as of September 22, 2022 the term Offered includes all calls routed to a center, excluding calls that likely abandoned before reaching the center.
- **Answered:** Number of calls that Vibrant sees the center answering.
 - Note that prior to July 2022, Answered was calculated using Center Performance Metrics to approximate center performance at ACD centers.