



KANSAS HEALTH INSTITUTE

One Year Later: A Closer Look at the 988 Lifeline in Kansas

September 07, 2023



Who We Are



- Nonprofit, nonpartisan educational organization based in Topeka.
- Established in 1995 with a multi-year grant by the Kansas Health Foundation.
- Committed to convening meaningful conversations around tough topics related to health.



Hello!

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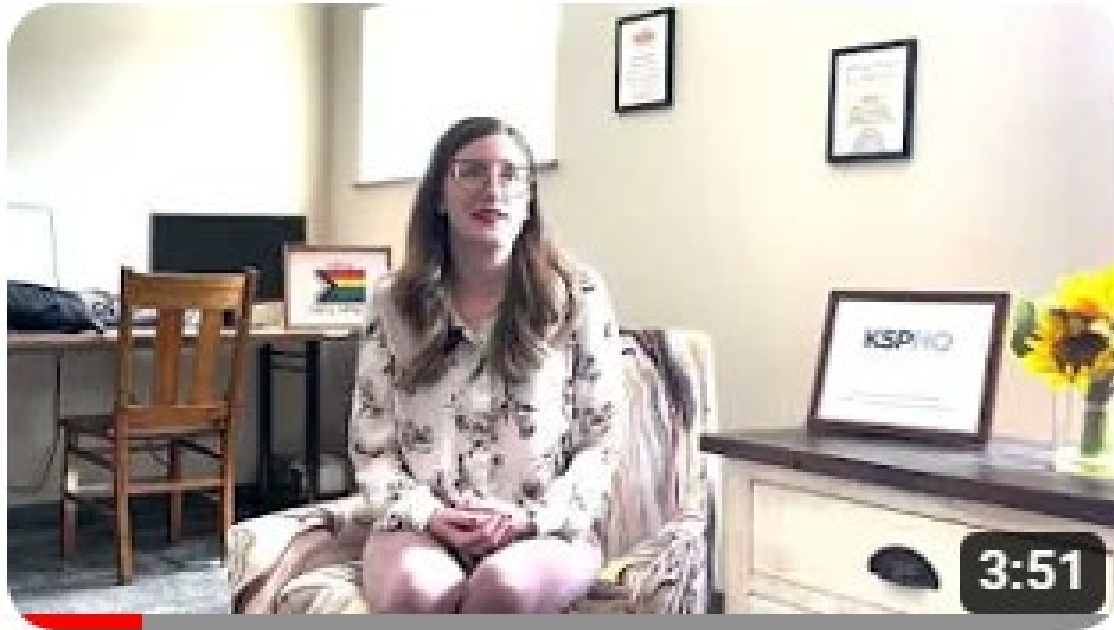
Why is 988 Important?



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988 Video



View video at:

<https://www.youtube.com/watch?v=8dbsek9KQWg>

About the 988 Suicide and Crisis
Lifeline



Why is 988 important?

About 988

Offers 24/7 access to trained counselors who can help people experiencing:

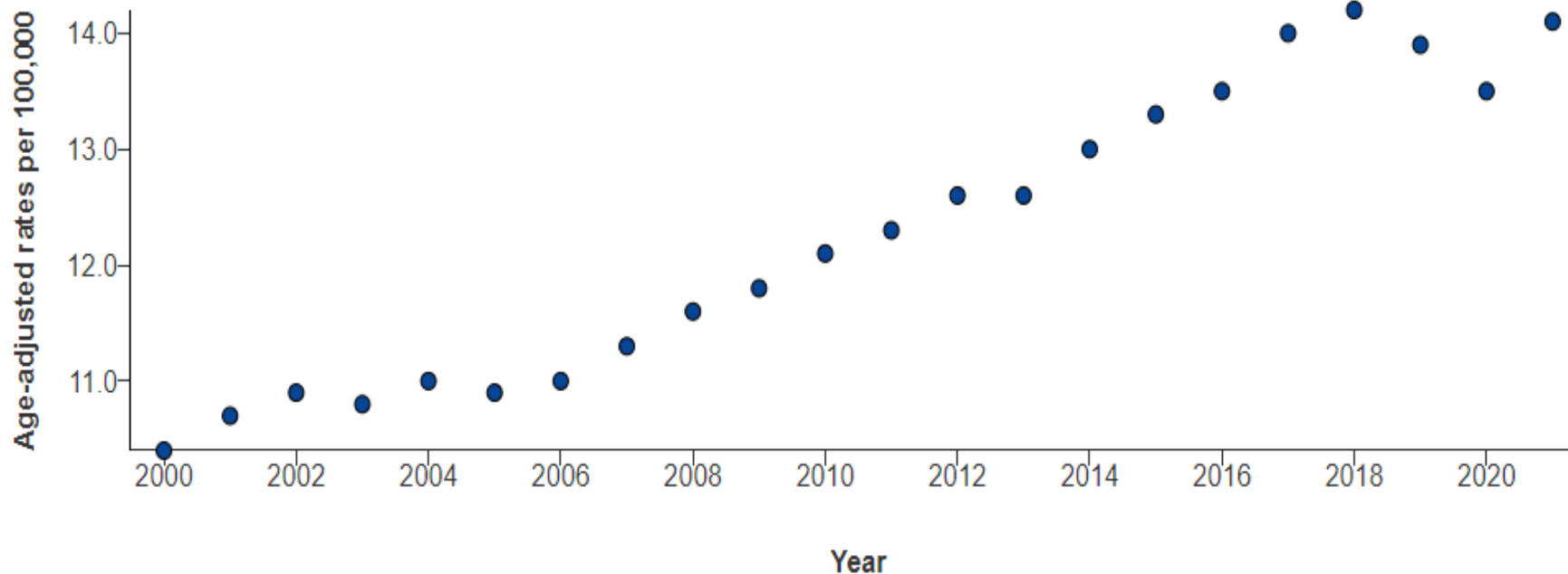
- Thoughts of suicide
- Mental health or substance use crisis
- Emotional distress
- Other



Why is 988 important?

National Trend in Suicide Rates, 2000-2021

Suicide rates increased 37% between 2000-2018 and decreased 5% between 2018-2020. However, rates nearly returned to their peak in 2021.



In 2021:

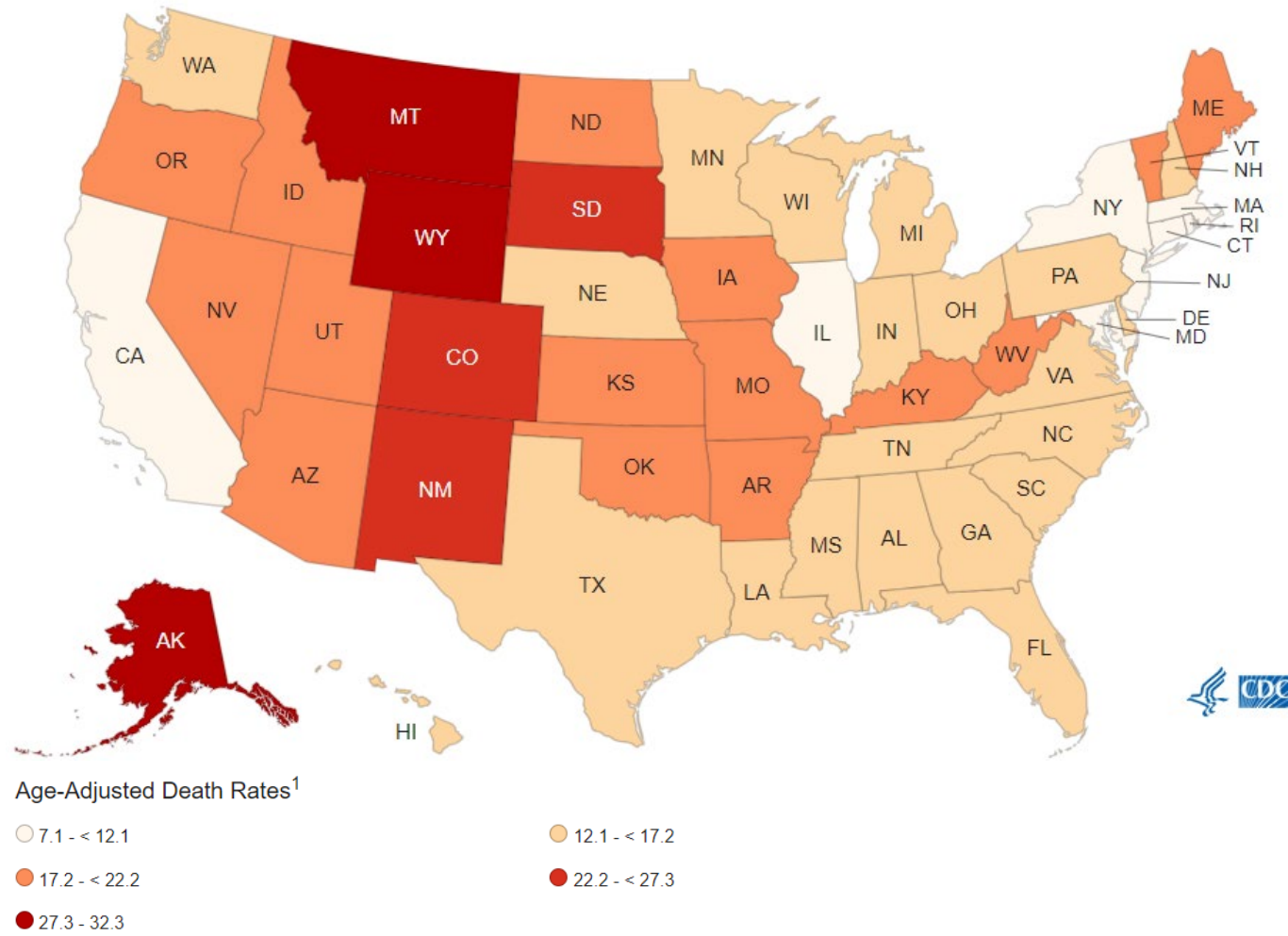
One death by suicide about every 11 minutes

Nearly 900,000 youth age 12-17 and 1.7 million adults attempted suicide

Retrieved from: [Facts About Suicide](#) | [Suicide Data & Statistics](#) | CDC
[Need for 988](#) | [SAMHSA](#)



Suicide Rates by State, 2021



Ranks (age-adjusted rate per 100,000 population)

1. New Jersey (7.1)
20. Nebraska (15.0)
30. Iowa (17.5)
32. Missouri (18.7)
- 33. Kansas (19.4)**
40. Arkansas (20.6)
44. Oklahoma (22.1)
45. Colorado (22.8)
50. Wyoming (32.3)

Retrieved from: [Facts About Suicide | Suicide Rates by State | CDC](#)
[Suicide Rates in Kansas, 2020-2021 | KDHE](#)



Why is 988 important?

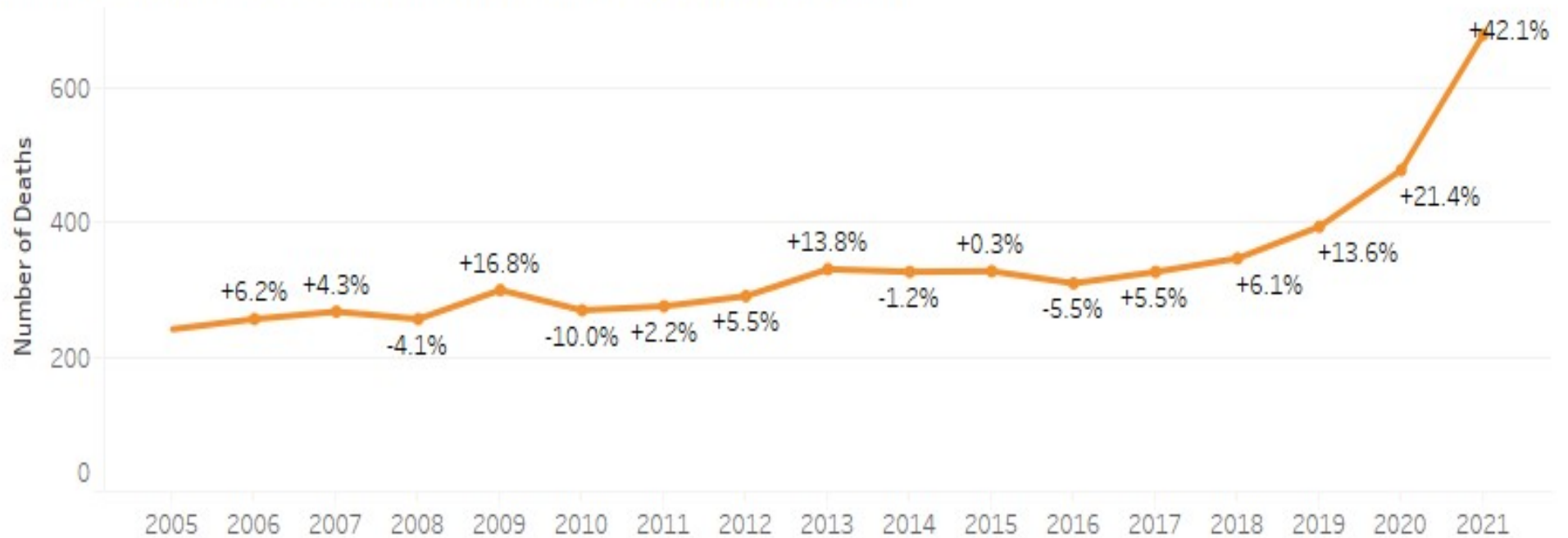
Overdose Deaths in Kansas

The median age in 2021 for overdose deaths was 40.

Kansas residents age 35-44 have a higher rate of overdose deaths than any other age group.

Kansas Overdose Data Dashboard: Statewide Deaths

Kansas All Drug Overdose Death Totals and Percent Change by Year, 2005-2021



Retrieved from: [Overdose Dashboard | KDHE](#)
[DEA](#)
[988 Suicide & Crisis Lifeline Tracker | NAMI](#)



988 Data in Kansas

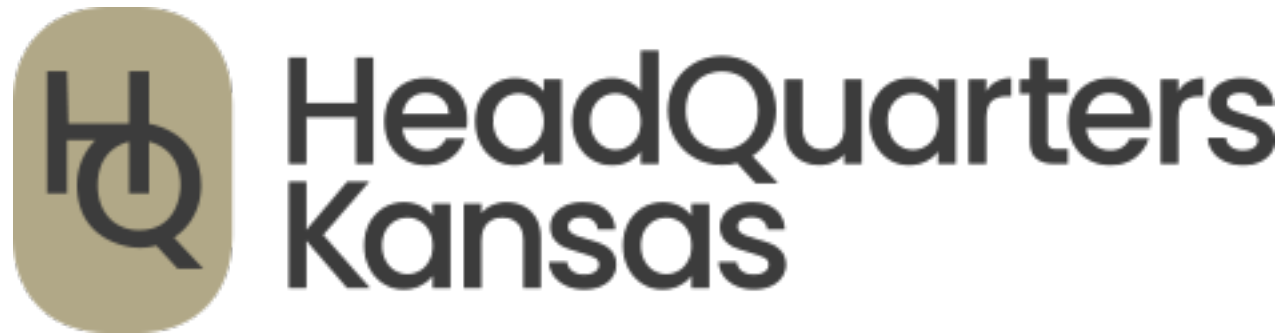


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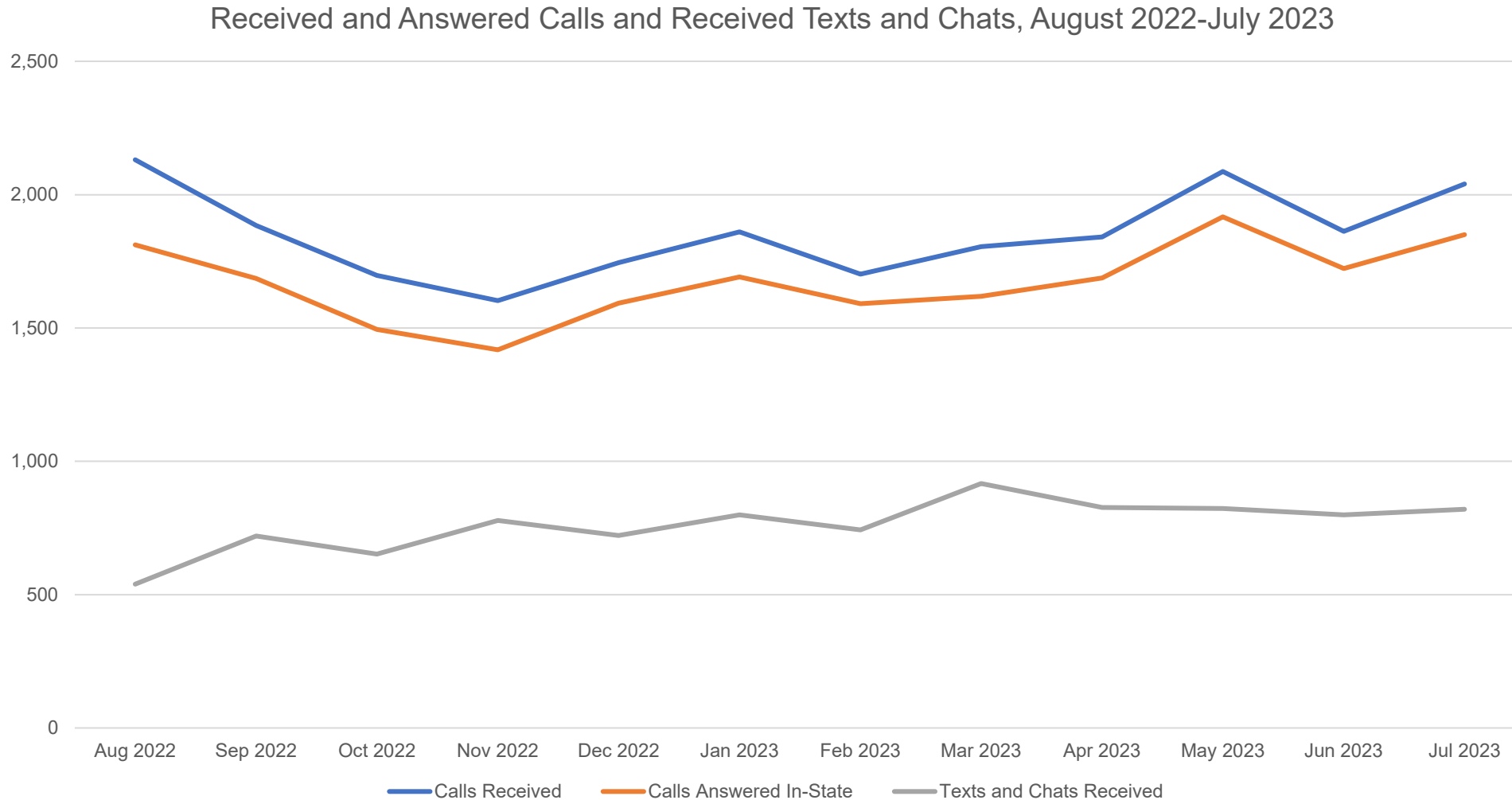
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The Kansas 988 Network

Centers



Received and Answered Calls and Received Texts and Chats, August 2022-July 2023



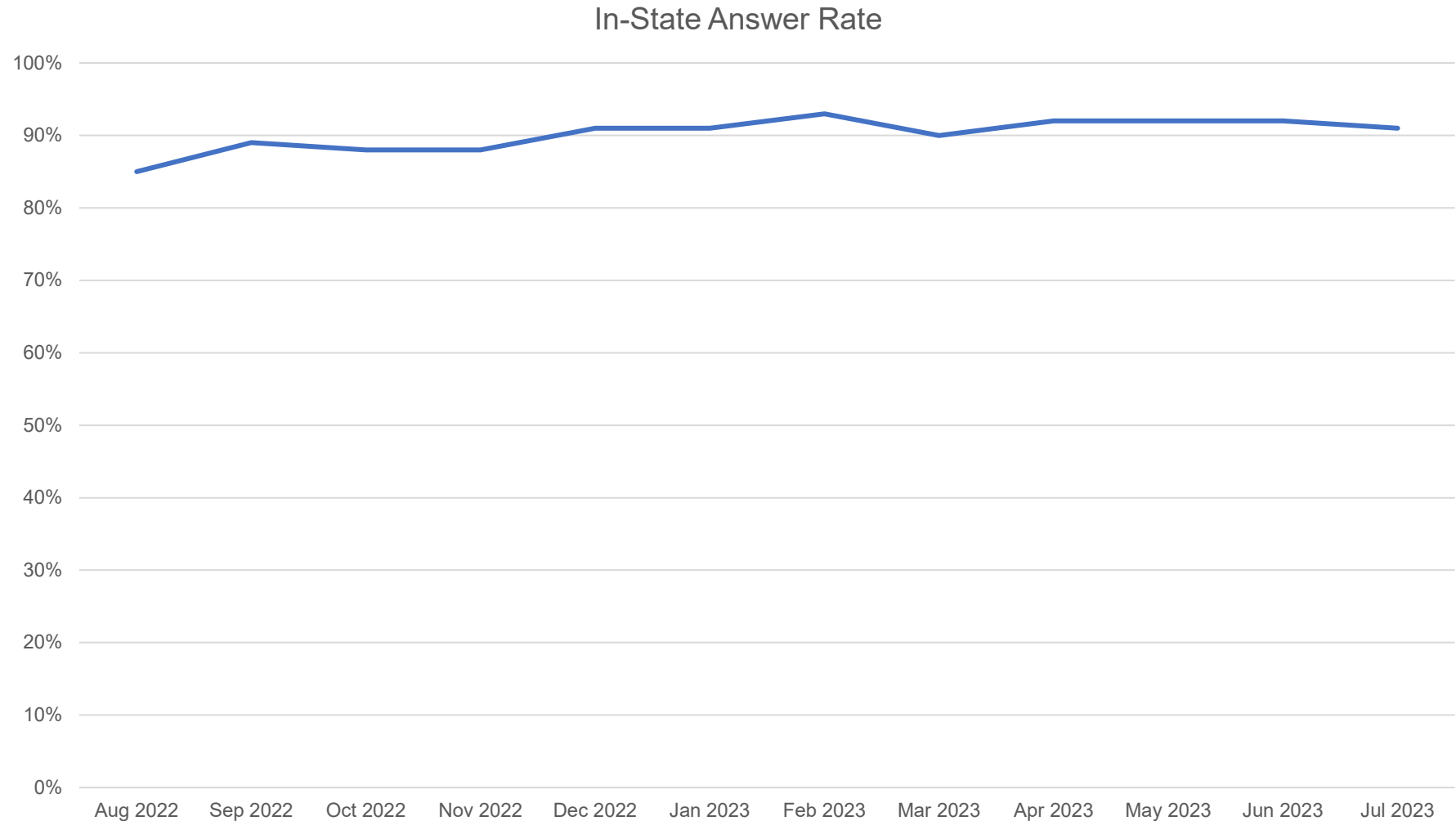
An average of 1,674 calls were received each month.

An average of 762 texts and chats were received each month.



In-State Answer Rate, August 2022-July 2023

The goal in Kansas is to maintain at least a 90 percent in-state answer rate.

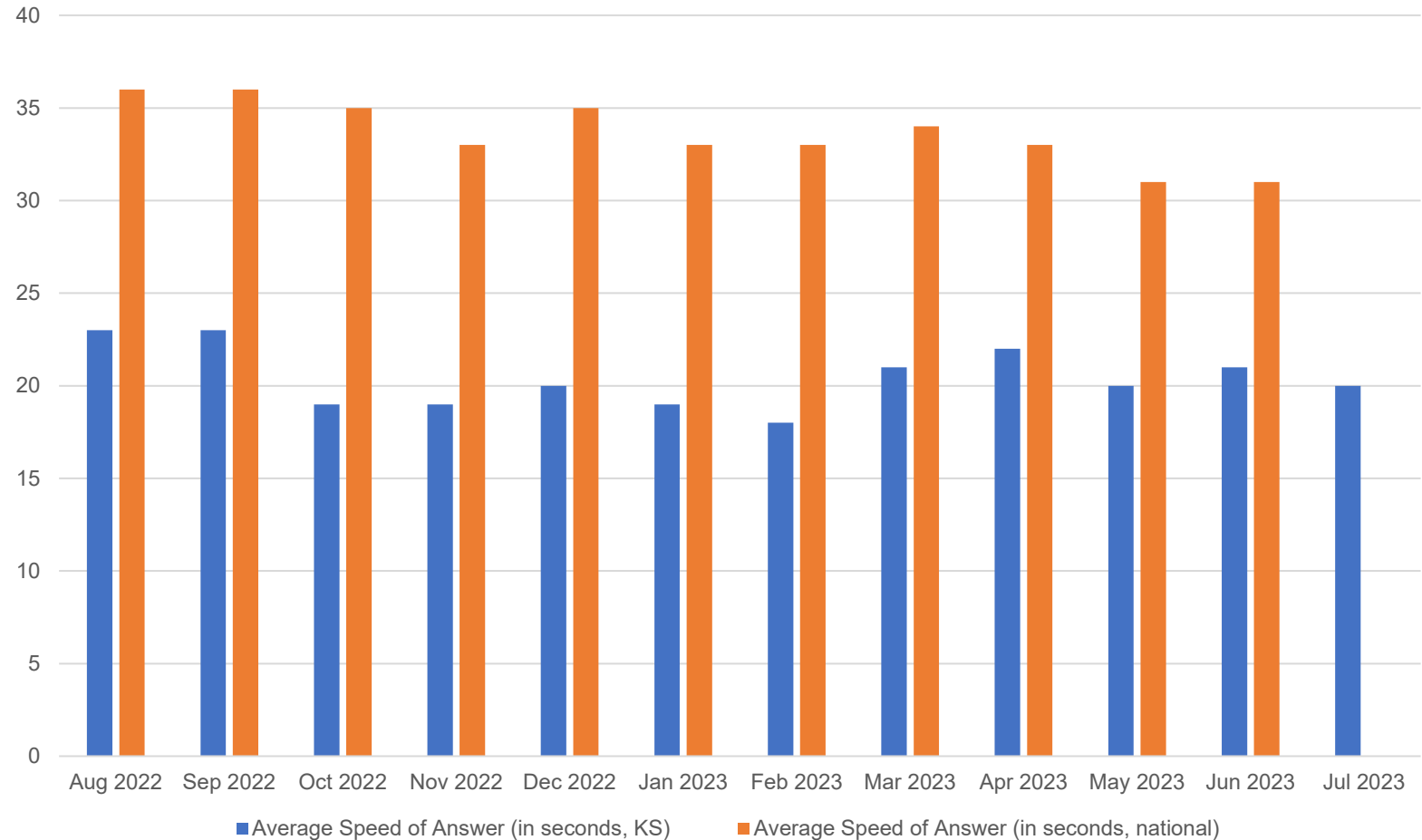


Average Speed of Answer, August 2022-July 2023 (Kansas versus National)

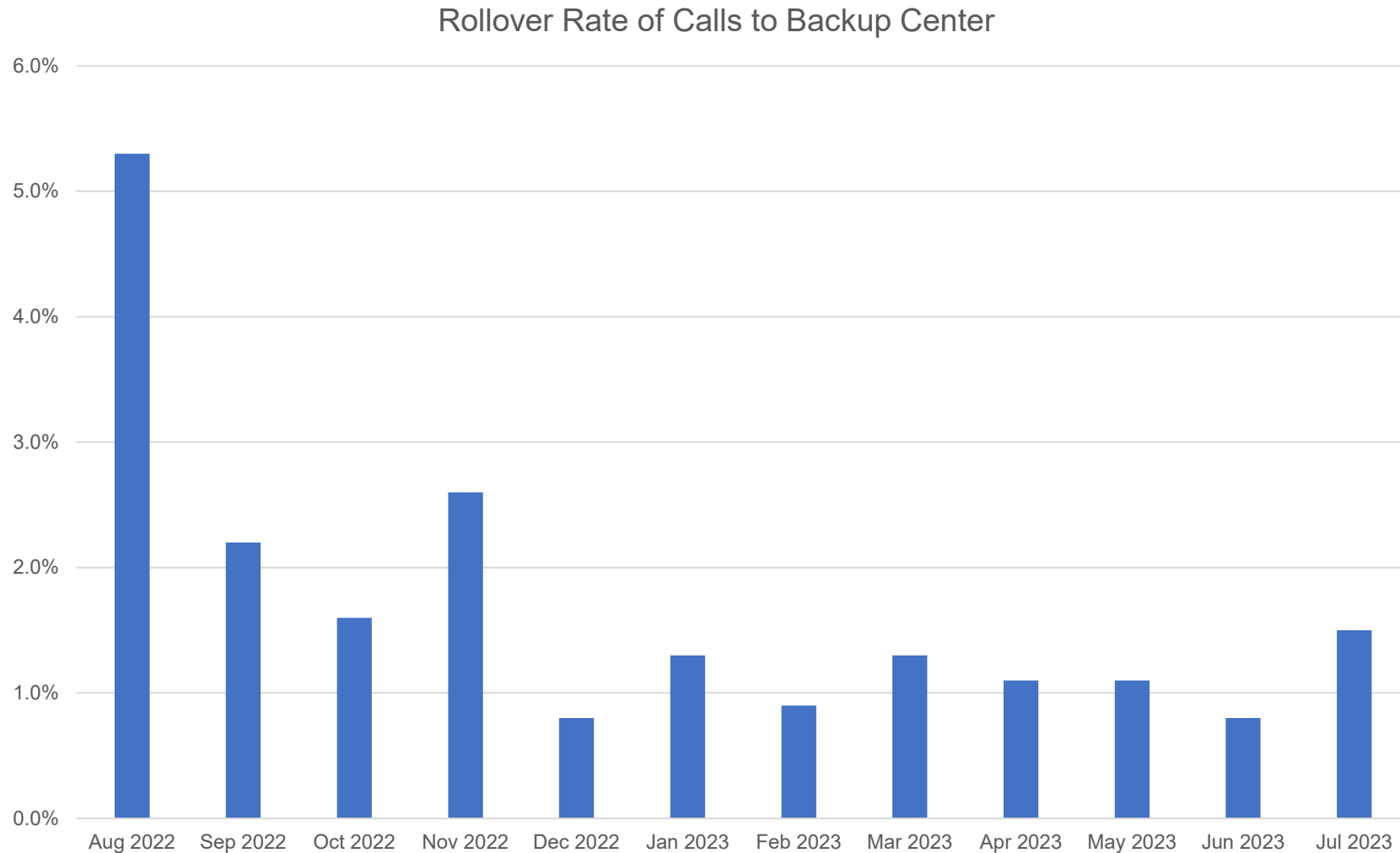
Average Speed of Answer (in seconds)

The average speed of answer is the average time a contact takes to be answered after listening to the automated greeting.

Kansas has remained at or below approximately 20 seconds for 7 out of 12 months, while nationally, ASA has not dropped below 30 seconds.



Rollover Rate of Calls to Backup Center, August 2022-July 2023



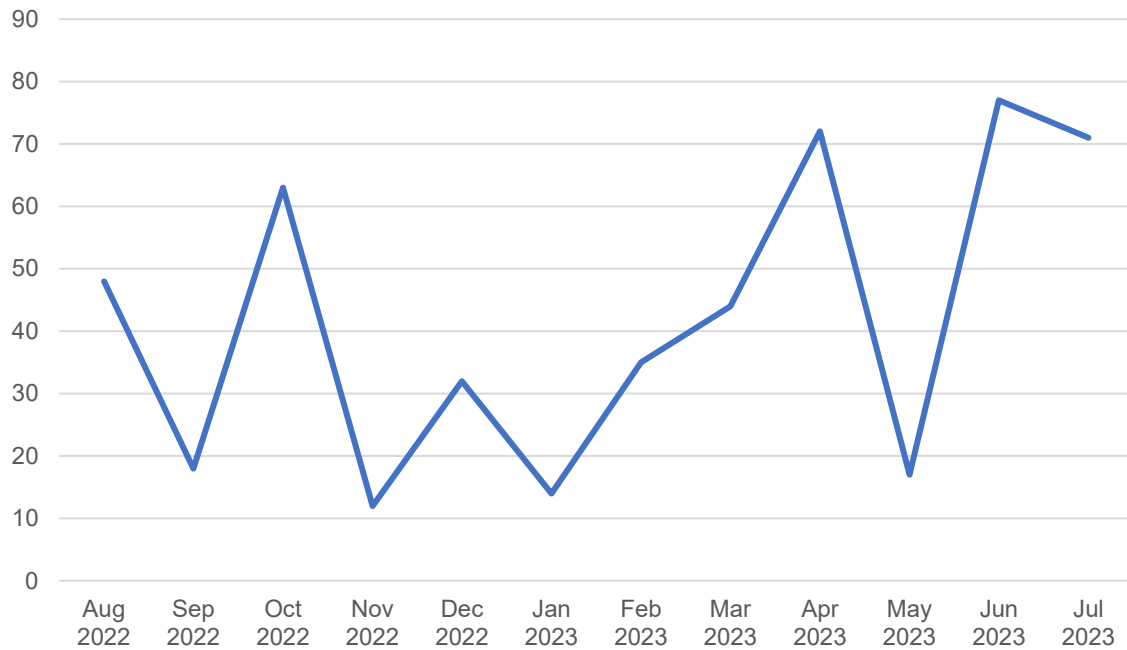
The rollover rate is the rate of calls that are not answered or abandoned in-state and move to the backup center.

The rollover rate decreased almost 72 percent from August 2022 to July 2023.

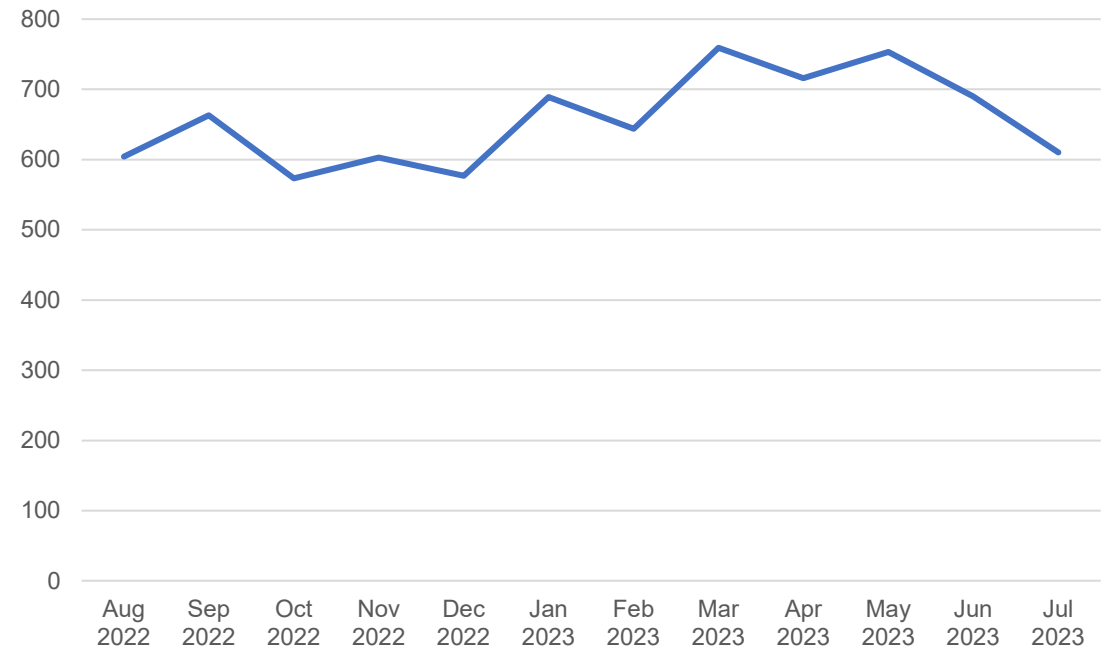


Spanish and VA Network, August 2022-July 2023

Spanish Network Calls



VA Network Calls



Panel Discussion: 988 Suicide and Crisis Lifeline – Year 1 Impacts



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988 Suicide and Crisis Lifeline – Year 1 Impacts



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THANK YOU!

Any Questions?



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