



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

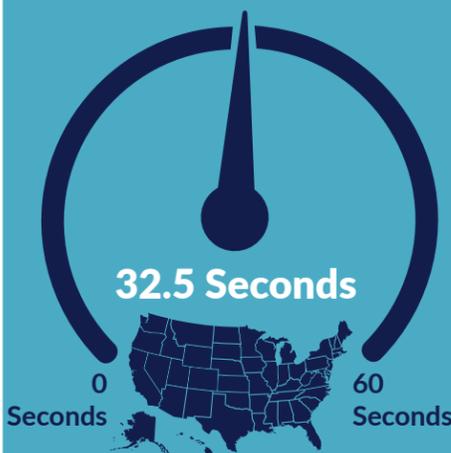
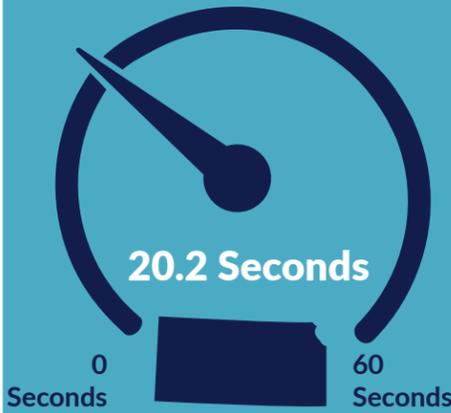
The 988 Suicide and Crisis Lifeline, formerly known as the National Suicide Prevention Lifeline, is a resource that connects people in crisis with a local center that provides free and confidential emotional mental health support and resources. The new three-digit number has been active since July 16, 2022, and is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and administered by Vibrant Emotional Health (Vibrant). The Kansas 988 Network consists of three main centers (Kansas Suicide Prevention HQ, Johnson County Crisis Line, and COMCARE of Sedgwick County) with backup provided by HealthSource Integrated Solutions.

Number of 988 Calls Received and Answered in State, August 2022-July 2023

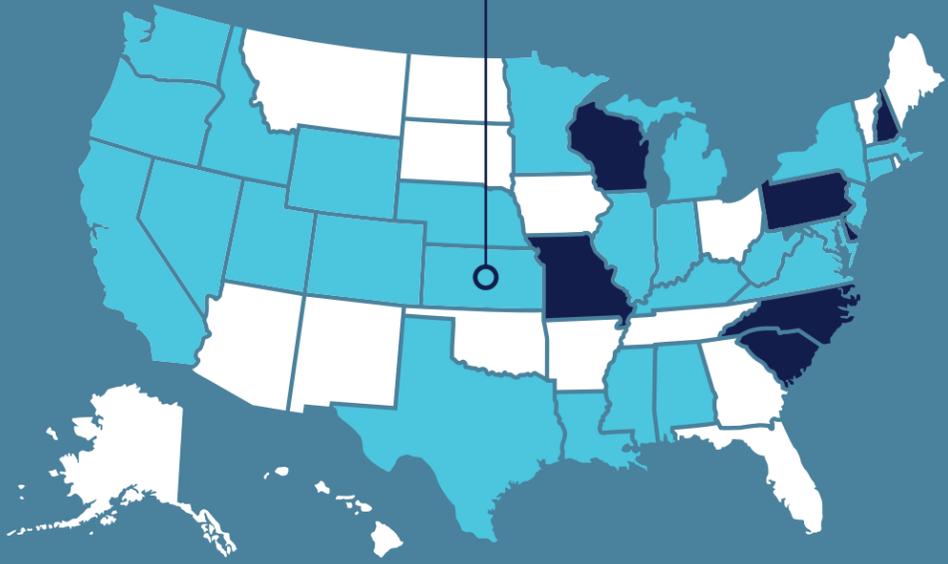


The total number of calls answered in Kansas over a twelve-month period (August 2022 to July 2023) was 20,084, making the average number of calls per month answered in Kansas 1,674.

For the first six months of 2023, the average speed to answer calls in Kansas was approximately 20 seconds, which is 12 seconds faster than the national average.

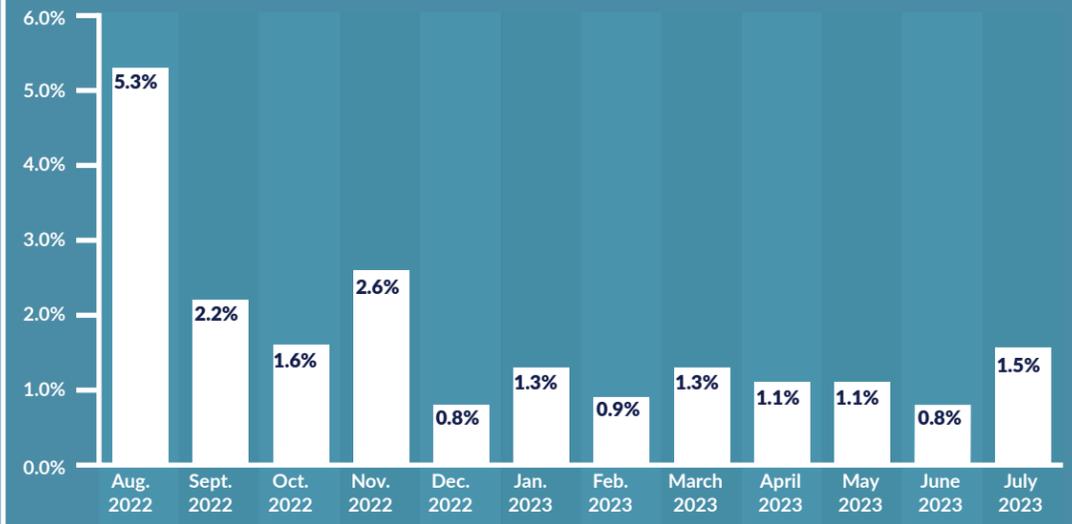


As of June 2023, 33 states have passed or have pending legislation related to 988



Kansas passed Senate Bill 19 in the 2022 session, implementing the 988 Lifeline with oversight from the Kansas Department for Aging and Disability Services (KDADS). SB 19 allows for \$10 million in state general funds to cover 988 costs each year through 2026 and established a 988 Coordinating Council to guide 988 implementation and delivery and make recommendations for improvement.

Rate of Rollover Calls, August 2022-July 2023



The rate of rollover calls to the backup answering center saw a 71.7 percent decrease from August 2022 to July 2023.

# 90.3%

Kansas has maintained above a 90 percent in-state answer rate since December 2022, with an average in-state answer rate of 90.3 percent for a twelve-month period (August 2022 to July 2023).

# 52.1%

Texts and chats to 988 saw approximately a 52.1 percent increase in volume from August 2022 to July 2023, most likely due to the increased hours for services at the centers.

# 762

An average of 762 texts and chats were received monthly during the twelve months.



Source: Kansas Health Institute analysis of data from Vibrant Emotional Health 988 Broad State Metrics Report and legislation-related data from National Alliance on Mental Illness and National Academy for State Health Policy.