

988 Broad State Metrics for KS: 2022-08-01 - 2023-08-31

Calls

Note - The following metrics are for the performance of the state or territory's local center performance, and excludes calls routed to or serviced by additional subnetworks that these center(s) may support. **See final page for a full glossary of terms presented in this report.**

KPIs for Calls in KS													
	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Routed	2,258	1,963	1,697	1,603	1,745	1,861	1,702	1,805	1,842	2,087	1,863	2,040	1,867
Received	2,131	1,885	1,697	1,603	1,745	1,861	1,702	1,805	1,842	2,087	1,863	2,040	1,867
Answered In-State	1,812	1,686	1,495	1,418	1,593	1,692	1,591	1,619	1,688	1,917	1,723	1,850	1,659
In-State Answer Rate	85%	89%	88%	88%	91%	91%	93%	90%	92%	92%	92%	91%	89%
Abandoned In-State	206	157	175	144	138	145	96	163	134	148	125	160	189
In-State Abandon Rate	10%	8%	10%	9%	8%	8%	6%	9%	7%	7%	7%	8%	10%
Flowout to Backup	113	42	27	41	14	24	15	23	20	22	15	30	19
Rollover Rate to Backup of Calls	5.3%	2.2%	1.6%	2.6%	0.8%	1.3%	0.9%	1.3%	1.1%	1.1%	0.8%	1.5%	1.0%
Average Speed to Answer	00:23	00:23	00:19	00:19	00:20	00:19	00:18	00:21	00:22	00:20	00:21	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													
	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
State Demand	391	443	467	573	517	529	541	656	650	649	640	712	767
Received	240	322	299	374	317	389	376	445	415	451	465	518	485
Answered In-State	107	112	113	127	96	146	158	218	253	264	279	258	251
In-State Answer Rate	45%	35%	38%	34%	30%	38%	42%	49%	61%	59%	60%	50%	52%
Abandoned In-State	0	0	0	0	0	1	1	1	0	0	1	3	1
In-State Abandon Rate	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%
Flowout to Backup	133	210	186	247	221	242	217	226	163	187	185	257	233
Average Speed to Answer	00:08	00:11	00:20	00:27	00:12	00:12	00:16	00:24	00:21	00:14	00:19	00:17	00:31

KPIs for Chats in KS													
	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
State Demand	352	418	420	463	437	364	425	441	514	377	367	416	438
Received	299	398	353	404	405	410	367	472	412	372	334	302	314
Answered In-State	142	141	124	133	140	158	170	214	253	222	181	141	139
In-State Answer Rate	47%	35%	35%	33%	35%	39%	46%	45%	61%	60%	54%	47%	44%
Abandoned In-State	2	0	2	0	1	0	1	0	0	0	0	1	1
In-State Abandon Rate	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Flowout to Backup	155	257	227	271	264	252	196	258	159	150	153	160	174
Average Speed to Answer	00:05	00:04	00:05	00:05	00:05	00:05	00:05	00:04	00:03	00:04	00:05	00:05	00:18



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.

Note - in this table, "NSPL" is inclusive of calls that concluded in the local network, as well as the National-Backup subnetwork.

KS Lifeline Calls Routed by Network													
Network	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
LGBTQ*	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	362	171
NSPL	2,258	1,963	1,697	1,603	1,745	1,861	1,702	1,805	1,842	2,087	1,863	2,040	1,867
Spanish	48	18	63	12	32	14	35	44	72	17	77	71	35
VA	604	663	573	603	577	689	644	759	716	753	690	610	658
Total	2,910	2,644	2,333	2,218	2,354	2,564	2,381	2,608	2,630	2,857	2,630	3,083	2,731

* The LGBTQI+ Youth Subnetwork launched July 3, 2023.



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	Backup State Code	Primary FIPS County Code	Primary State Code
COMCARE of Sedgwick County		Sedgwick	
HealthSourceKS Integrated Solutions			
Johnson County Crisis Line		Johnson	
Kansas Suicide Prevention HQ			KS

Center-Level In-State Call Metrics

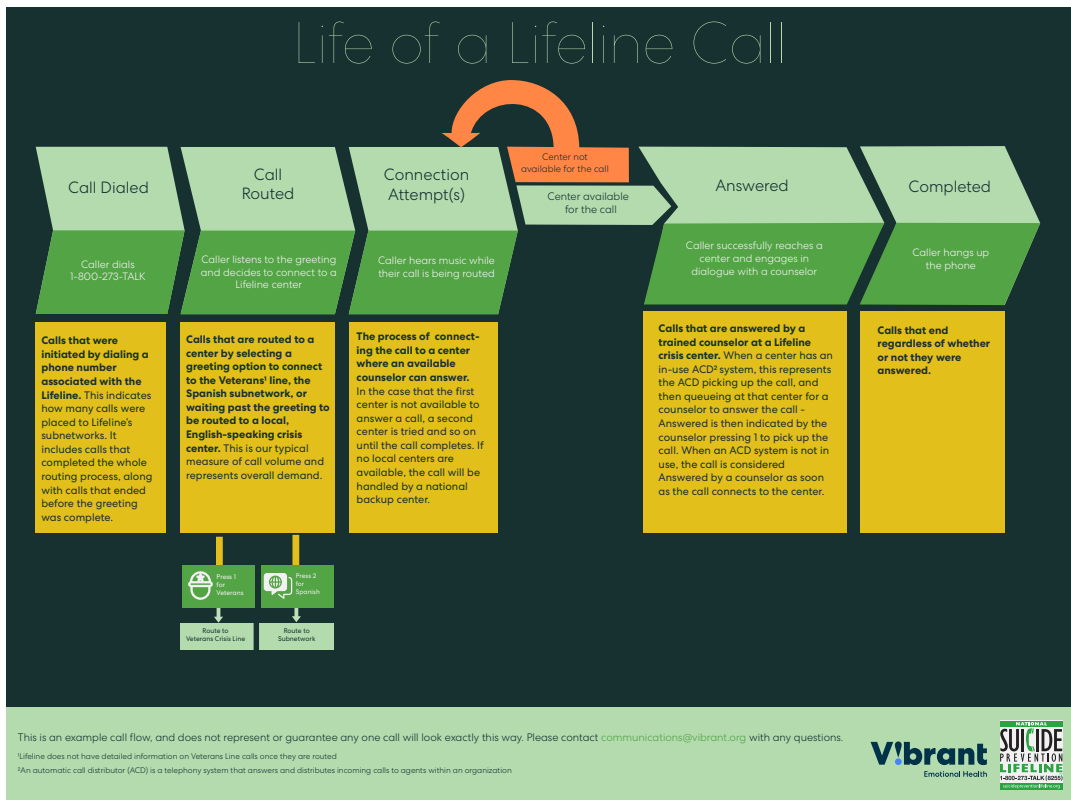


Figure 1: Call Routing Infographic

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													
	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023
Offered	339	350	320	326	321	263	243	308	298	339	298	302	237
Answered	285	294	255	291	281	234	220	254	253	278	256	258	198
Answer Rate	84%	84%	80%	89%	88%	89%	91%	82%	85%	82%	86%	85%	84%
ASA	00:17	00:16	00:13	00:12	00:13	00:14	00:13	00:17	00:16	00:17	00:16	00:16	00:15

Kansas Suicide Prevention HQ (Lawrence, KS) (KS490000) 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	Jul 2023	Aug 2023
Offered	1,692	1,401	1,238	1,106	1,266	1,452	1,349	1,340	1,426	1,616	1,454	1,498	1,480
Answered	1,394	1,185	1,049	957	1,114	1,273	1,234	1,195	1,282	1,463	1,316	1,332	1,267
Answer Rate	82%	85%	85%	87%	88%	88%	91%	89%	90%	91%	91%	89%	86%
ASA	00:18	00:15	00:15	00:16	00:16	00:15	00:15	00:14	00:15	00:15	00:14	00:15	00:15

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	Jul 2023	Aug 2023
Offered	7	115	65	101	58	73	40	48	59	60	55	127	77
Answered	4	55	23	39	37	37	21	23	38	33	32	72	46
Answer Rate	57%	48%	35%	39%	64%	51%	52%	48%	64%	55%	58%	57%	60%
ASA	00:27	00:30	00:28	00:31	00:31	00:24	00:33	00:23	00:25	00:23	00:30	00:33	00:28

Johnson County Crisis Line (Mission, KS) (KS913000) 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	Jul 2023	Aug 2023
Offered	157	173	187	150	181	165	128	200	136	160	138	207	165
Answered	129	152	168	132	162	148	117	155	121	144	119	189	148
Answer Rate	82%	88%	90%	88%	90%	90%	91%	78%	89%	90%	86%	91%	90%
ASA	00:04	00:04	00:06	00:05	00:06	00:06	00:06	00:05	00:06	00:07	00:06	00:05	00:07

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 initial greeting to then be routed to a center. This metric is used for network-wide and historic reporting, and includes *all calls sent to a center*, regardless of the time the caller abandoned.
- **Received:** Number of calls that listen to the initial greeting to then be routed to a center. This metric is used for network-wide and historic reporting, and includes *all calls sent to a center*, regardless of the time the caller abandoned.
 - As of September 22, 2022, “Received” is equivalent to “Routed” due to improved accuracy in tracking the routing process. The field remains for historical comparison.
- **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/territory. 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/territory’s queue. 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 zip code entered in the contact’s pre-chat survey. The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts.
- **Answered In-State:** Number of contacts answered from the state/territory’s queue. The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts.
- **In-State Answer Rate:** All contacts “Answered In-State” divided by all contacts “Received”. The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts.
- **Abandoned In-State:** Number of “Received” contacts that disconnect prior to being engaged by a counselor at a state/territory’s center(s). The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts. 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.
- **In-State Abandon Rate:** All contacts “Abandoned In-State” divided by all contacts “Received”. The values will be populated whenever routing to a 988 crisis center is established to respond to in-state chats and texts.
- **Flowout to Backup:** Number of “Received” contacts not “Answered In-State” nor “Abandoned In-State”.
- **Average Speed to Answer:** Out of all “Answered In-State” contacts, the average time a contact takes to be answered after being offered to the state/territory’s queue. 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.
 - With the exception of July 1, 2022 to September 22, 2022, the term Offered includes *all calls routed to a center*, regardless of what time they abandoned at 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.
- **Answer Rate:** All “Answered” calls divided by all “Offered” calls for center-level metrics, as defined above.
- **ASA (Average Speed to Answer):** For centers, this is the average time to answer a call, for all answered calls at the center. The time to answer a call is calculated from the moment a call is offered to the center, until Vibrant receives the answered signal from the center. 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.