988 Broad State Metrics for KS: 2023-03-01 - 2024-03-31

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												
	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
Routed	1,805	1,842	2,087	1,863	2,040	1,867	1,953	2,148	2,022	2,284	2,105	2,163	2,534
Received	1,805	1,842	2,087	1,863	2,040	1,867	1,953	2,148	2,022	2,284	2,105	2,163	2,534
Answered In-State	1,619	1,688	1,917	1,723	1,850	1,659	1,720	1,931	1,793	2,064	1,900	1,961	2,231
In-State Answer Rate	90%	92%	92%	92%	91%	89%	88%	90%	89%	90%	90%	91%	88%
Abandoned In-State	163	134	148	125	160	189	204	188	201	194	183	179	236
In-State Abandon Rate	9%	7%	7%	7%	8%	10%	10%	9%	10%	8%	9%	8%	9%
Flowout to Backup	23	20	22	15	30	19	29	29	28	26	22	23	67
Rollover Rate to Backup of Calls	1.3%	1.1%	1.1%	0.8%	1.5%	1.0%	1.5%	1.4%	1.4%	1.1%	1.0%	1.1%	2.6%
Average Speed to Answer	00:21	00:22	00:20	00:21	00:20	00:21	00:22	00:22	00:20	00:21	00:20	00:19	00:20

Chat and Text

KPIs for Texts in KS												
	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
State Demand	656	650	649	640	712	767	831	858	940	883	882	788	710
Received	445	415	451	465	518	485	664	614	647	643	678	547	730
Answered In-State	218	253	264	279	258	251	229	266	277	265	347	377	508
In-State Answer Rate	49%	61%	59%	60%	50%	52%	34%	43%	43%	41%	51%	69%	70%
Abandoned In-State	1	0	0	1	3	1	2	0	0	0	0	0	1
In-State Abandon Rate	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Flowout to Backup	226	163	187	185	257	233	433	348	370	378	331	170	221
Average Speed to Answer	00:24	00:21	00:14	00:19	00:17	00:31	00:25	00:28	00:31	00:26	00:21	00:20	00:21

KPIs for Chats in KS												
	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
State Demand	441	514	377	367	416	438	446	371	361	376	403	447	370
Received	472	412	372	334	302	314	434	301	324	309	330	339	320
Answered In-State	214	253	222	181	141	139	136	128	143	107	176	237	210
In-State Answer Rate	45%	61%	60%	54%	47%	44%	31%	43%	44%	35%	53%	70%	66%
Abandoned In-State	0	0	0	0	1	1	0	3	14	6	6	8	9
In-State Abandon Rate	0%	0%	0%	0%	0%	0%	0%	1%	4%	2%	2%	2%	3%
Flowout to Backup	258	159	150	153	160	174	298	170	167	196	148	94	101
Average Speed to Answer	00:04	00:03	00:04	00:05	00:05	00:18	00:09	00:10	00:09	00:11	00:06	00:07	00:05

Call Demand

This is 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	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
LGBTQ*	NA	NA	NA	NA	362	171	171	157	180	165	144	174	367
NSPL	1,805	1,842	2,087	1,863	2,040	1,867	1,953	2,148	2,022	2,284	2,105	2,163	2,534
Spanish	44	72	17	77	71	35	30	37	42	65	35	53	57
VA	759	716	753	690	610	658	671	654	605	625	591	647	609
Total	2,608	2,630	2,857	2,630	3,083	2,731	2,825	2,996	2,849	3,139	2,875	3,037	3,567

* 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 -
HeadQuarters Kansas	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 -

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.

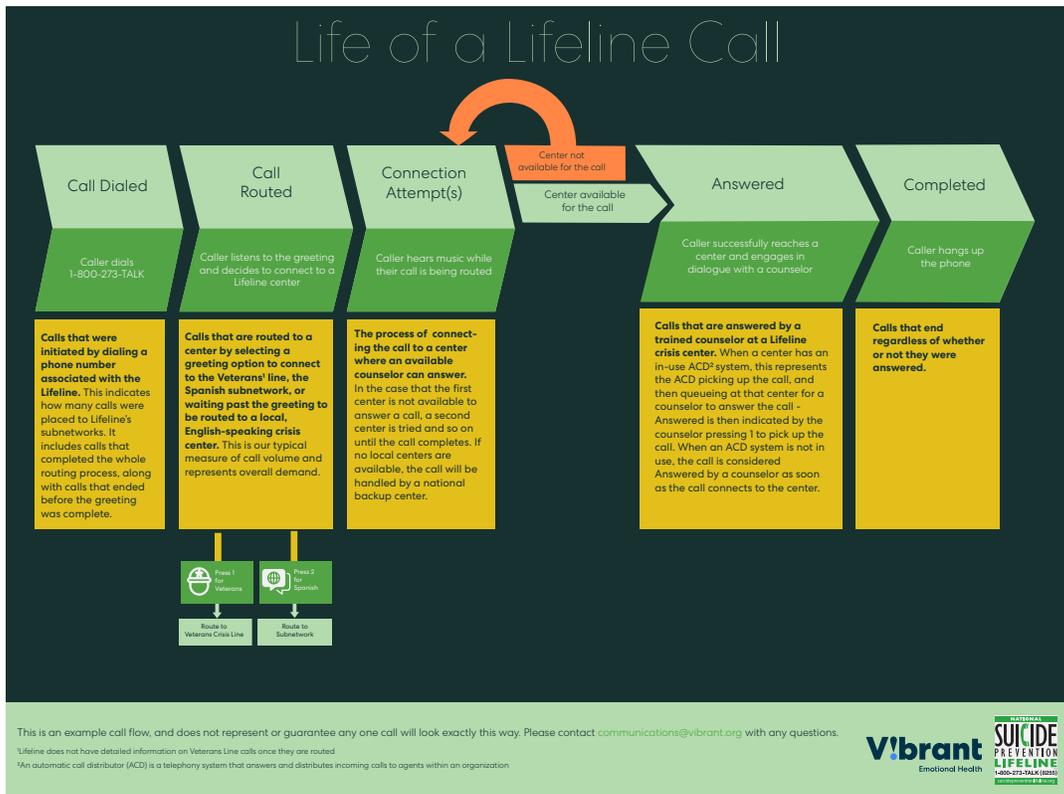| KS Local NSPL Centers Coverage Areas			
Center	Backup State Code	Primary FIPS County Code	Primary State Code
COMCARE of Sedgwick County		Sedgwick	
HeadQuarters Kansas			KS
HealthSource Integrated Solutions	KS		
Johnson County Crisis Line		Johnson	

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 Form[1].

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 *dialed* 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.

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[1]https://forms.gle/vLA3PZPQKd1TcCLg7

COMCARE of Sedgwick County (Wichita, KS) (KS316000) NSPL Call Metrics

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
Offered	308	298	339	298	302	237	317	275	280	327	275	269	312
Answered	254	253	278	256	258	198	263	220	226	260	220	231	266
Answer Rate	82%	85%	82%	86%	85%	84%	83%	80%	81%	80%	80%	86%	85%
ASA	00:17	00:16	00:17	00:16	00:16	00:15	00:18	00:16	00:18	00:17	00:17	00:17	00:16

HeadQuarters Kansas (Lawrence, KS) (KS490000) NSPL Call Metrics

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
Offered	1,340	1,426	1,616	1,454	1,498	1,480	1,478	1,692	1,580	1,760	1,646	1,712	1,949
Answered	1,195	1,282	1,463	1,316	1,332	1,267	1,248	1,451	1,347	1,536	1,440	1,524	1,667
Answer Rate	89%	90%	91%	91%	89%	86%	84%	86%	85%	87%	87%	89%	86%
ASA	00:14	00:15	00:15	00:14	00:15	00:15	00:16	00:16	00:15	00:15	00:16	00:16	00:16

HealthSource Integrated Solutions (Topeka, KS) (KS785000) NSPL Call Metrics

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
Offered	48	59	60	55	127	77	96	115	108	100	68	64	175
Answered	23	38	33	32	72	46	50	68	61	66	45	40	95
Answer Rate	48%	64%	55%	58%	57%	60%	52%	59%	56%	66%	66%	62%	54%
ASA	00:23	00:25	00:23	00:30	00:33	00:28	00:37	00:29	00:27	00:23	00:26	00:22	00:30

Johnson County Crisis Line (Mission, KS) (KS913000) NSPL Call Metrics

	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024
Offered	200	136	160	138	207	165	178	210	169	221	209	190	217
Answered	155	121	144	119	189	148	160	192	159	202	196	166	204
Answer Rate	78%	89%	90%	86%	91%	90%	90%	91%	94%	91%	94%	87%	94%
ASA	00:05	00:06	00:07	00:06	00:05	00:07	00:06	00:06	00:06	00:05	00:05	00:05	00:05

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.