

988 Broad State Metrics for KS: 2023-08-01 - 2024-08-31

Call Metrics

Note - The following call 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.

Metrics for Calls in KS													
	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
Routed	1,867	1,949	2,141	2,021	2,280	2,097	2,157	2,531	2,598	2,813	3,149	3,269	3,136
Answered In-State	1,659	1,718	1,924	1,792	2,064	1,900	1,961	2,231	2,281	2,384	2,708	2,810	2,681
In-State Answer Rate	89%	88%	90%	89%	91%	91%	91%	88%	88%	85%	86%	86%	85%
Abandoned In-State	189	202	188	201	194	183	179	236	252	303	311	319	350
In-State Abandon Rate	10%	10%	9%	10%	9%	9%	8%	9%	10%	11%	10%	10%	11%
Flowout to Backup	19	29	29	28	22	14	17	64	65	126	130	140	105
Flowout to Backup Rate	1.0%	1.5%	1.4%	1.4%	1.0%	0.7%	0.8%	2.5%	2.5%	4.5%	4.1%	4.3%	3.3%
Average Speed to Answer	00:21	00:22	00:22	00:20	00:21	00:20	00:19	00:20	00:21	00:23	00:22	00:23	00:23

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 Metrics

Note - The following chat/text metrics reflect the performance of the state or territory's local (statewide) queue. Individual chat/text platforms will not see contacts that flow out of statewide queues and into the National-Backup subnetwork, therefore statewide queue metrics are only visible within Vibrant's reporting system, and are reflected in reports such as this one.

Metrics for Chats in KS													
	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
Routed	314	434	301	324	309	330	339	320	303	356	436	368	479
Answered In-State	139	136	128	143	107	176	237	210	202	231	237	166	222
In-State Answer Rate	44%	31%	43%	44%	35%	53%	70%	66%	67%	65%	54%	45%	46%
Abandoned In-State	1	0	3	14	6	6	8	9	9	8	14	11	23
In-State Abandon Rate	0%	0%	1%	4%	2%	2%	2%	3%	3%	2%	3%	3%	5%
Flowout to Backup	174	298	170	167	196	148	94	101	92	117	185	191	234
Average Speed to Answer	00:18	00:09	00:10	00:09	00:11	00:06	00:07	00:05	00:05	00:05	00:04	00:07	00:07

Metrics for Texts in KS													
	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
Routed	485	664	614	647	643	678	547	730	996	907	1,302	1,317	1,029
Answered In-State	251	229	266	277	265	347	377	508	632	630	635	676	535
In-State Answer Rate	52%	34%	43%	43%	41%	51%	69%	70%	63%	69%	49%	51%	52%
Abandoned In-State	1	2	0	0	0	0	0	1	5	4	10	17	16
In-State Abandon Rate	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	1%	2%
Flowout to Backup	233	433	348	370	378	331	170	221	359	273	657	624	478
Average Speed to Answer	00:31	00:25	00:28	00:31	00:26	00:21	00:20	00:21	00:20	00:17	00:18	00:19	00:21

Volume by Subnetwork

These tables show the volume of contacts routed to each subnetwork.

Note - “Local & NBU” is inclusive of contacts that concluded in the local and National-Backup subnetworks.

Call Volume by Subnetwork

KS 988 Call Volume Routed to Subnetworks													
Network	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
LGBTQ*	171	169	157	177	163	144	173	366	335	282	359	419	395
Local & NBU	1,867	1,949	2,141	2,021	2,280	2,097	2,157	2,531	2,598	2,814	3,167	3,372	3,214
Spanish	35	30	34	41	65	34	52	57	58	73	108	40	68
VA	658	671	654	605	625	591	647	609	471	602	645	591	803
Total	2,731	2,819	2,986	2,844	3,133	2,866	3,029	3,563	3,462	3,771	4,279	4,422	4,480

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

Chat Volume by Subnetwork

KS 988 Chat Volume Routed to Subnetworks													
Network	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
LGBTQ*	46	58	45	25	39	38	73	49	63	55	59	44	48
Local & NBU	392	386	320	336	337	359	373	316	318	369	463	429	518
Spanish	0	2	6	0	0	6	1	5	5	3	0	3	3
Total	438	446	371	361	376	403	447	370	386	427	522	476	569

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

Text Volume by Subnetwork

KS 988 Text Volume Routed to Subnetworks													
Network	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
LGBTQ*	111	152	139	204	143	137	167	138	83	79	90	95	57
Local & NBU	654	677	716	732	735	738	609	729	1,062	1,008	1,433	1,537	1,157
Spanish	2	2	3	4	5	7	12	4	7	5	6	7	5
Total	767	831	858	940	883	882	788	871	1,152	1,092	1,529	1,639	1,219

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



Center Information

Center Hours of Operation - Calls Only

Below is the most *current* information that the Lifeline has received regarding Hours of Operation for each center that provides local coverage in the State, District, or Territory. 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 -
Wyandot Center for Community Behavioral Healthcare	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 -

Center Coverage Areas - Calls Only

Coverage Area is a geographic region designated by county, area code, and/or zip code. The centers listed below provide local coverage in these areas.

- **Primary** indicates that the center will be the first to receive calls from a designated geographic area.
- If the center providing primary coverage for a designated geographic area is unable to answer a call, **Backup** indicates that the center will be next to receive calls from that geographic area.
 - Note - “Backup” here is different from “National-Backup”, which is not outlined in this report.

KS Local NSPL Centers Coverage Areas		
Center	Backup State Code	Primary FIPS County Code
COMCARE of Sedgwick County		Sedgwick
HeadQuarters Kansas		Allen, Anderson, Atchison, Barber, Barton, Bourbon, Brown, Butler, Chase, Chautauqua, Cherokee, Cheyenne, Clark, Clay, Cloud, Coffey, Comanche, Cowley, Crawford, Decatur, Dickinson, Doniphan, Douglas, Edwards, Elk, Ellis, Ellsworth, Finney, Ford, Franklin, Geary, Gove, Graham, Grant, Gray, Greeley, Greenwood, Hamilton, Harper, Harvey, Haskell, Hodgeman, Jackson, Jefferson, Jewell, Kearny, Kingman, Kiowa, Labette, Lane, Leavenworth, Lincoln, Linn, Logan, Lyon, Marion, Marshall, Mcpherson, Meade, Miami, Mitchell, Montgomery, Morris, Morton, Nemaha, Neosho, Ness, Norton, Osage, Osborne, Ottawa, Pawnee, Phillips, Pottawatomie, Pratt, Rawlins, Reno, Republic, Rice, Riley, Rooks, Rush, Russell, Saline, Scott, Seward, Shawnee, Sheridan, Sherman, Smith, Stafford, Stanton, Stevens, Sumner, Thomas, Trego, Wabaunsee, Wallace, Washington, Wichita, Wilson, Woodson
HealthSourceKS Inte- grated Solutions	KS	



(continued)

Center	Backup State Code	Primary FIPS County Code
Johnson County Crisis Line		Johnson
Wyandot Center for Com- munity Behav- ioral Health- care		Wyandotte

Center-Level Call Metrics

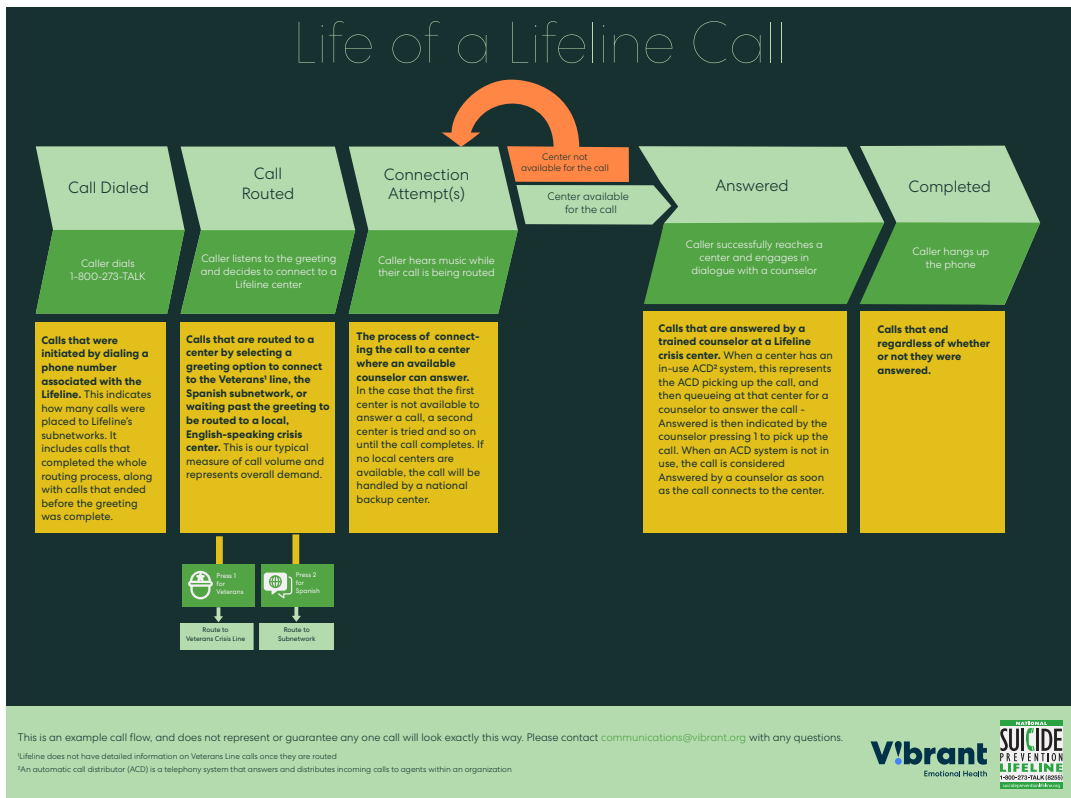


Figure 1: Call Routing Infographic

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 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
Offered	237	317	273	280	327	275	269	312	361	324	323	371	380
Answered	198	263	218	226	260	220	231	266	301	279	268	312	314
Answer Rate	84%	83%	80%	81%	80%	80%	86%	85%	83%	86%	83%	84%	83%
ASA	00:15	00:18	00:16	00:18	00:17	00:17	00:17	00:16	00:17	00:17	00:16	00:15	00:15

HeadQuarters Kansas (Lawrence, KS) (KS490000) NSPL Call Metrics													
	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
Offered	1,480	1,474	1,688	1,579	1,760	1,646	1,712	1,949	2,096	1,555	1,632	1,665	1,500
Answered	1,267	1,246	1,447	1,346	1,536	1,440	1,524	1,667	1,767	1,240	1,359	1,369	1,236
Answer Rate	86%	85%	86%	85%	87%	87%	89%	86%	84%	80%	83%	82%	82%
ASA	00:15	00:16	00:16	00:15	00:15	00:16	00:16	00:16	00:16	00:16	00:16	00:17	00:17

HealthSource Integrated Solutions (Topeka, KS) (KS785000) NSPL Call Metrics													
	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
Offered	77	96	115	108	100	68	64	175	162	273	283	307	247
Answered	46	50	68	61	66	45	40	95	71	123	141	141	127
Answer Rate	60%	52%	59%	56%	66%	66%	62%	54%	44%	45%	50%	46%	51%
ASA	00:28	00:37	00:29	00:27	00:23	00:26	00:22	00:30	00:29	00:28	00:28	00:29	00:26

Johnson County Crisis Line (Mission, KS) (KS913000) NSPL Call Metrics													
	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024
Offered	165	178	209	169	221	209	190	217	156	232	291	326	350
Answered	148	160	191	159	202	196	166	204	142	211	269	300	326
Answer Rate	90%	90%	91%	94%	91%	94%	87%	94%	91%	91%	92%	92%	93%
ASA	00:07	00:06	00:06	00:06	00:05	00:05	00:05	00:05	00:05	00:04	00:05	00:04	00:04

Wyandot Center for Community Behavioral Healthcare (Kansas City, KS) (KS913123) NSPL Call Metrics				
	May 2024	Jun 2024	Jul 2024	Aug 2024
Offered	663	848	854	867
Answered	533	671	688	680
Answer Rate	80%	79%	81%	78%
ASA	00:14	00:14	00:15	00:18

Glossary

State-level metrics are inclusive only of Contacts (Calls, Chats & Texts) that came from the state or territory, as defined by modality. Please note that all metrics are calculated using the time (in EST) that a caller dialed the Lifeline.

Calls Metrics:

- **Routed:** Calls coming from the State, District, or Territory, in which the helpseeker completes the IVR Greeting with “Press 0” or stays on the line.
 - Note - This metric includes *all calls sent to a center*, regardless of the time the caller abandoned. For calls, the helpseeker’s state is based on their “exchange” (first 6 digits of their phone number).
- **Answered In-State:** “Routed” calls that were answered by a local center contracted by the State, District, or Territory.
- **In-State Answer Rate:** “Answered In-State” calls divided by “Routed” calls.
- **Abandoned In-State:** “Routed” calls that disconnect prior to being engaged by a crisis counselor at a local center contracted by the State, District, or Territory.
 - Note - 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:** “Abandoned In-State” calls divided by “Routed” calls.
- **Flowout to Backup:** “Routed” calls not “Answered In-State” nor “Abandoned In-State”.
- **Flowout to Backup Rate:** Number of “Flowout to Backup” calls divided by “Routed” calls.
- **Average Speed to Answer (ASA):** Of “Answered In-State” calls, the average time from when a call completes the IVR Greeting to when a call is answered by a local center contracted by the State, District, or Territory.
 - Note - As “ASA’s” are by nature an “average,” helpseekers contacting the Lifeline at different centers or times of day may experience variations in individual wait times.

Chat and Text Metrics:

- **Routed:** Contacts that enter the state/territory’s local (statewide) queue.
 - Note - For text, the helpseeker’s state is based on their “exchange” (first 6 digits of their phone number). For chat, the helpseeker’s state is based on the zip code entered in the contact’s pre-chat survey.
- **Answered In-State:** “Routed” contacts answered by the state/territory’s local (statewide) queue.
- **In-State Answer Rate:** “Answered In-State” contacts divided by “Routed” contacts.
- **Abandoned In-State:** “Routed” contacts that disconnect prior to being engaged by a crisis counselor in a state/territory’s local (statewide) queue.
 - Note - 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:** “Abandoned In-State” contacts divided by “Routed” contacts.
- **Flowout to Backup:** Number of “Routed” contacts not “Answered In-State” nor “Abandoned In-State”.
- **Average Speed to Answer (ASA):** Of “Answered In-State” contacts, the average time from when a contact completes the pre-chat survey to when a contact is answered by a crisis counselor in the state/territory’s local (statewide) queue.
 - Note - As “ASA’s” are by nature an “average,” helpseekers contacting the Lifeline at different centers or times of day may experience variations in individual wait times.

Note - Where there is no state/territory local (statewide) queue, these values will be 0.

Center-Level Call Metrics:

Center-level metrics are inclusive of all calls that were offered to a center.

- **Offered:** Number of calls that Vibrant offers to the center.
- **Answered:** Number of calls that Vibrant sees the center answering.
- **Answer Rate:** “Answered” calls divided by “Offered” calls.
- **ASA (Average Speed to Answer):** Of “Answered” calls, the average time from when a call is offered to a local center contracted by the State, District, or Territory, and answered by a crisis counselor.
 - Note - As “ASA’s” are by nature an “average,” helpseekers contacting the Lifeline at different centers or times of day may experience variations in individual wait times.