

# 988

## SUICIDE & CRISIS LIFELINE

# Two Years Later: Expanding the Lifeline in Kansas

The 988 Suicide and Crisis Lifeline has answered over 10 million calls across the country since its launch in July 2022. Year two has seen an over 25 percent increase in calls and approximately 45 percent increase in chat and text demand from the previous year. In addition to an increase in volume, investments into the network also have grown with more than \$200 million in federal grants awarded in 2024, of which Kansas received \$5.4 million over three years.

## Kansas 988 Center Locations

# 988

## SUICIDE & CRISIS LIFELINE

The Kansas 988 Network has grown in the past year. Wyandot Behavioral Health Network has joined the other three 988 centers (HeadQuarters Kansas, Johnson County Crisis Line and COMCARE of Sedgwick County) in providing call answering services with HealthSource Integrated Solutions continuing to provide backup services.



# 1,139

An average of 1,139 texts and chats were received monthly from August 2023 to July 2024.



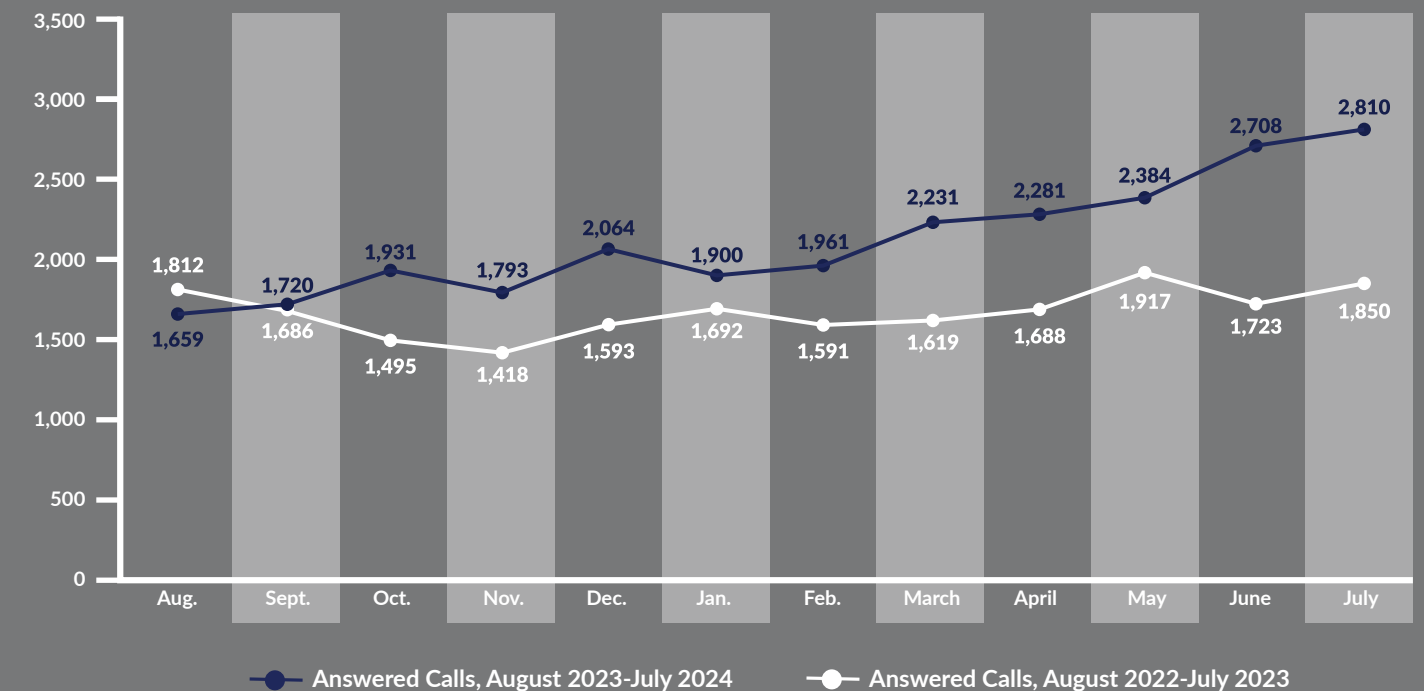
# 88.5%

Kansas' percentage of calls answered in-state has fallen below the national and state goal of 90 percent, with an average of 88.5 percent for a 12-month period (August 2023 to July 2024).

# 105.5%

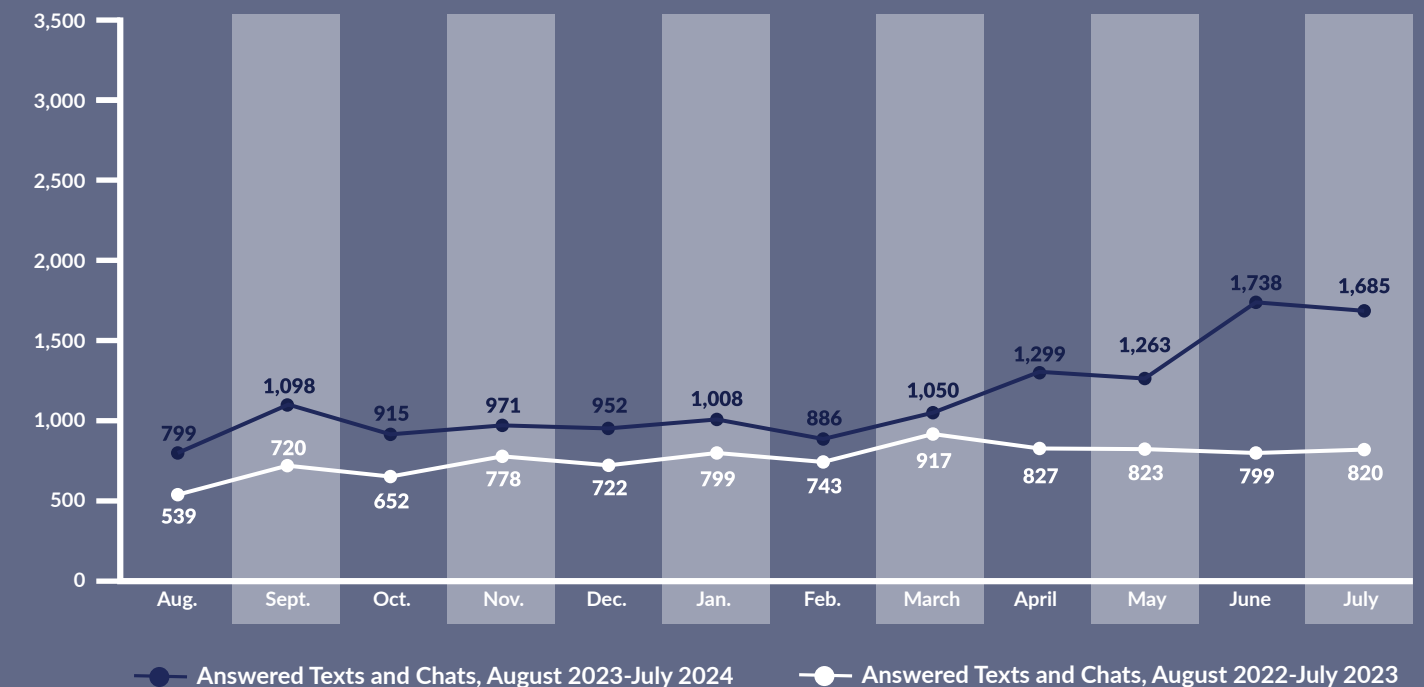
Texts and chats to 988 saw an over 100 percent increase in volume from July 2023 to July 2024.

## Number of 988 Calls Answered In-State



Calls answered in-state remained steady during the first year of the 988 Lifeline, with a 2-percent increase. In year two, there was nearly a 70 percent increase over the 12-month period.

## Number of 988 Texts and Chats Routed



While the first year saw a demand for chat and text increase by approximately 52 percent, year two saw continued growth, with over a 110-percent increase over the 12-month period.

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.



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