

988 Georouting Impact Kansas

August 29, 2024

SAMHSA
Substance Abuse and Mental Health
Services Administration

988 | SUICIDE & CRISIS
LIFELINE

V!brant
Emotional Health



A person with long hair is hugging another person from behind. The person being hugged has their hands being held by several other people's hands, suggesting a group hug or a supportive gesture. The scene is set in a dimly lit room with a blueish tint.

Georouting Overall Impact

Georouting Impact Analysis

Over the course of four weeks Vibrant Emotional Health and SAMHSA conducted an in-depth traffic study with two out of the three tier 1 carriers to assess the impact of new upcoming changes associated with Georouting. With a focus on understanding the effects on staffing, technology and help seeker experience, this analysis reveals key insights into the opportunities and challenges presented by this change.

This impact analysis provides a comprehensive roadmap for navigating the complexities in our evolving network landscape.

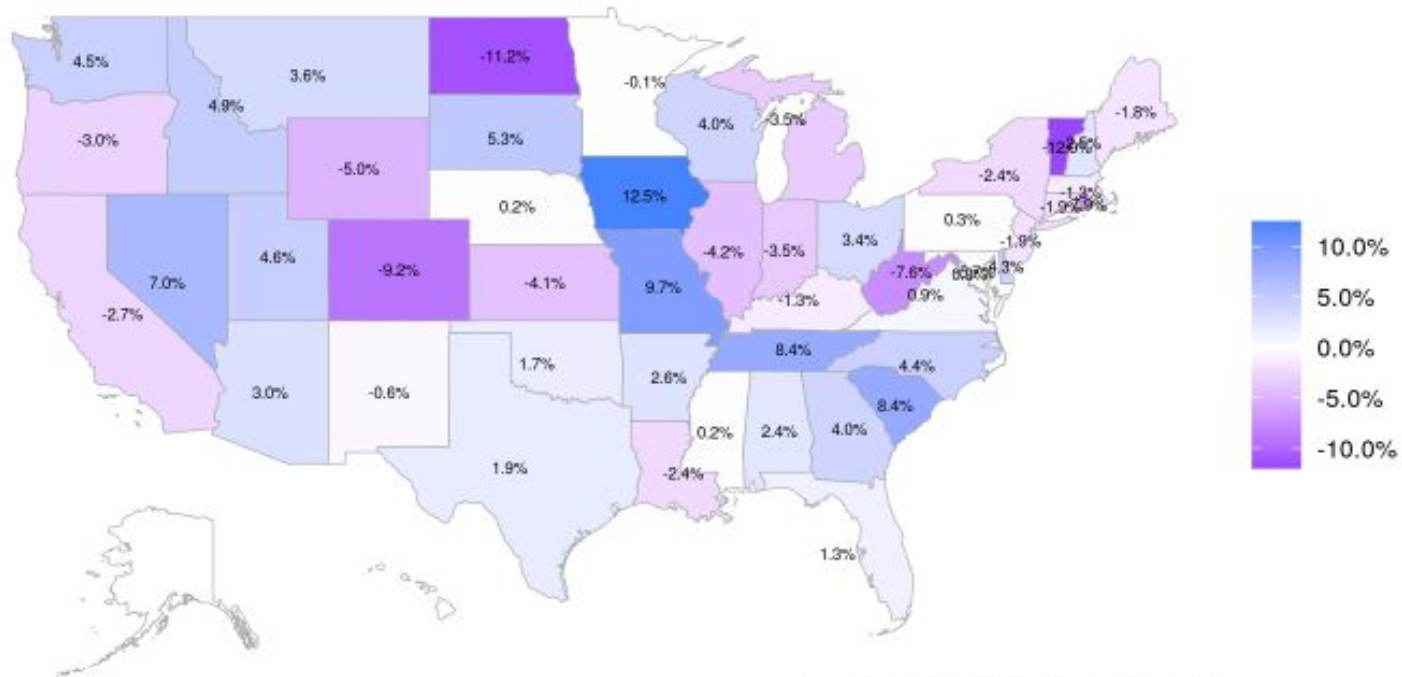
For ease of understanding impact, the 988 Workforce Management team is supplying you with an estimate of productive hours, or staffing hours recommended to meet the change in volume. Staffing hours are an estimate, and each center must use its own workforce model, occupancy rates, and after-call work practices to assess how this change impacts your center.

Overall Network Impact

- A total 20 centers across 15 states were identified as highly impacted centers due to increases in georouting percentages. Increases to these centers attributed to a 8.47% additional volume across all 21 centers.
- An additional 19 centers across 13 states were identified as highly impacted due to decreases in expected georouting. The expected decreases across all 20 centers is -8.17%
- Our final Impact analysis shows 48.7% of 988 Network Centers seeing a georouting increase, while 49.2% see a decrease in expected georouting percentage.

988 Georouting: Initial Routing Attempts

Expected Change by State 7/27-8/23



*Georouting Study for 2/3 Tier 1 Carriers

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Georouting Impact: Kansas

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The Impact Analysis for the State of Kansas revealed a mixed outlook for call center operations across the state. It shows a projected overall state decrease in volume of 4.1%.

A total of 2 centers will see an increase in volume while 3 centers will see a decrease based on this new georouting structure.

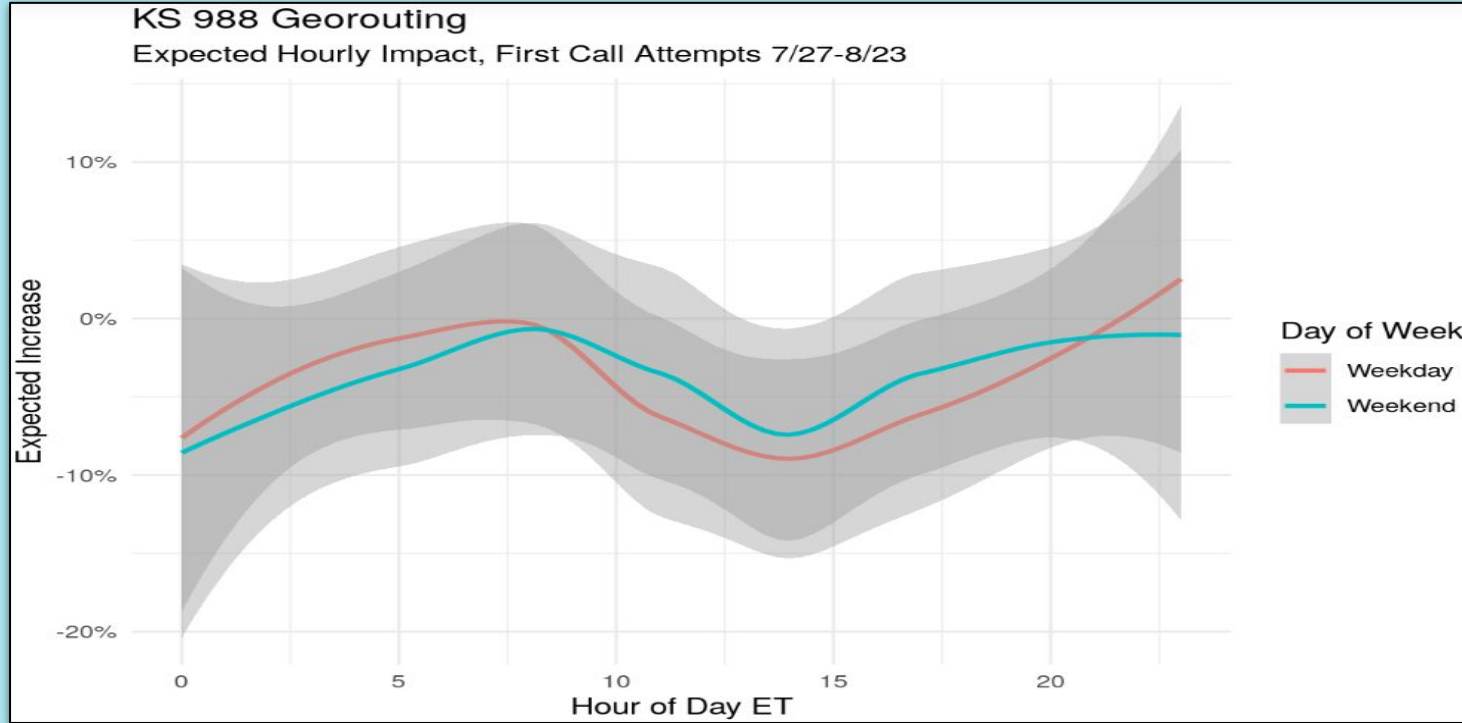
Mitigation Strategies

- Standard routing table update - add or remove counties/coverage areas to help shift call volume between centers.
- Change center's hours of operations - potentially help with shifts and coverage and move calls to alternate paths
- Change/Decrease center's ACD (active answer) wait time - help seekers will be routed to the next closest center faster and limit wait times at individual centers
- Center to have multiple termination numbers and each termination number can have a different coverage area and hours of operations.
- Percent routing by national backups - sending more first calls to specific NBUs based on center capacity.
- First call percent routing by FIPS code - splitting all calls between the centers at first call routing.

Georouting Impact by center: 7/27/24-8/23/24

Center	Georouting Expected % increase/decrease calls per day	Georouting Expected Change in call Vol Per day	6 weeks avg/day answering capacity	Productive Hours required Per day (Duration of time spent on calls)
Johnson County Crisis Line	77.20%	7.4	9.6	2.1
HeadQuarters Kansas	8.10%	3.6	44.5	1
COMCARE of Sedgwick County	-9.00%	-0.9	9.9	-0.3
HealthSource Integrated Solutions	-75.00%	-3.7	4.9	-1.6
Wyandot Center for Community Behavioral Healthcare	-56.30%	-12.4	22	-4.8

Georouting expected hourly Impact



Next Steps

- Georouting is expected to go live mid September with two of the three tier 1 carriers.
- As we continue to understand georouting, Vibrant Emotional Health and SAMHSA will be available to work through any issues that come from the initial launch.