

Secretary's Annual Report on 988

Outcomes

How our 988 contact centers are doing.

KPIs

January 8, 2024

To: House Appropriations Committee
House Energy, Utilities & Telecommunications Committee
Senate Ways & Means Committee
Senate Utilities Committee

Kansas has produced good outcomes and key performance indicators (KPIs) during the first 18 months of 988 implementation. We have not fully achieved all our goals, but we are within just a few percentage points of realizing them and are prepared to continue growing to meet new call volume.

988 is now the three-digit dialing code connection people to the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline), where confidential, compassionate, accessible care and support are available for anyone experiencing mental health-related crisis – whether that is thoughts of suicide, mental health or substance use crisis or any other kind of emotional distress.

“The crisis is defined by the caller”

988 Lifeline routes callers to the nearest National Suicide Prevention Lifeline (NSPL) using their area code. Kansas currently has three certified call centers with one addition in the process. These call centers are Comcare of Sedgwick County, Johnson County Mental Health Center, Kansas Suicide Prevention Headquarters, and soon to be Wyandot Behavioral Health Network. Kansas also has one in state backup center with HealthSource Integrated Solutions. All National Suicide Prevention Lifelines are open with caring individuals ready to answer calls, chats, or texts at any time 24/7.

Comcare of Sedgwick County - 4035 E Harry St, Wichita, KS 67218



*Sedgwick County...
working for you*

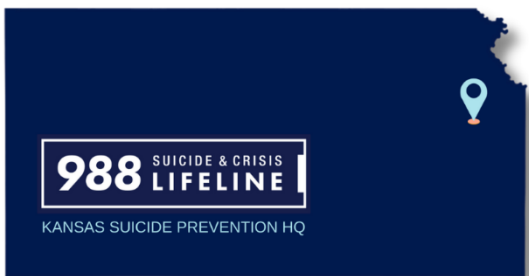
- Answers calls for all of Sedgwick County
- 8 FT positions and 5 PT positions dedicated to phones. One team lead and one supervisor as well as a MCR teal lead.

Johnson County Mental Health Center – 6000 Lamar Ave Suite 130, Mission, KS 66202



- Answers calls for all of Johnson County.
- 12 FT positions dedicated solely to taking calls. Pool of 16 staff that are cross trained and either work part-time or as needed.

Kansas Suicide Prevention Headquarters - 2110 Delaware St, Lawrence, KS 66046



- Answers calls, chats, and texts for the rest of Kansas.
- 83 active counselors. 30 volunteers, 29 call specialists and call specialist supervisors and 24 chat specialists and chat specialist supervisors.

HealthSource Integrated Solutions – 2121 SW Chelsea Dr, Topeka, KS 66614



- Answers backup calls for all of Kansas.
- 9 FTE dedicated to answering calls. 3 PT dedicated. 14 FTE and 2 PT QMHPs who can answer the phone but are not solely answering phones. 2 practicum students who also answer.

Wyandot Behavioral Health Network – 757 Armstrong Ave, Kansas City, KS 66101



- Will be answering calls for Wyandot County and is expected to go live mid-February.

Outcomes

KPIs for Calls in KS													
	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
Routed	1,404	1,431	1,291	1,307	1,404	1,448	1,767	1,565	2,203	2,258	1,963	1,697	1,603
Received	1,404	1,431	1,291	1,307	1,404	1,448	1,767	1,565	2,073	2,131	1,885	1,697	1,603
Answered In-State	1,146	1,180	1,060	1,097	1,151	1,006	1,241	1,244	1,748	1,812	1,686	1,495	1,418
In-State Answer Rate	82%	82%	82%	84%	82%	69%	70%	79%	84%	85%	89%	88%	88%
Abandoned In-State	111	100	104	127	163	168	242	216	201	206	157	175	144
In-State Abandon Rate	8%	7%	8%	10%	12%	12%	14%	14%	10%	10%	8%	10%	9%
Flowout to Backup	147	151	127	83	90	274	284	105	124	113	42	27	41
Rollover Rate to Backup of Calls	10.5%	10.6%	9.8%	6.4%	6.4%	18.9%	16.1%	6.7%	6.0%	5.3%	2.2%	1.6%	2.6%
Average Speed to Answer	00:16	00:17	00:18	00:21	00:22	00:24	00:29	00:24	00:23	00:23	00:23	00:19	00:19

KPIs for Calls in KS													
	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023
Routed	1,603	1,745	1,861	1,702	1,805	1,842	2,087	1,863	2,040	1,867	1,953	2,148	2,022
Received	1,603	1,745	1,861	1,702	1,805	1,842	2,087	1,863	2,040	1,867	1,953	2,148	2,022
Answered In-State	1,418	1,593	1,692	1,591	1,619	1,688	1,917	1,723	1,850	1,659	1,720	1,931	1,793
In-State Answer Rate	88%	91%	91%	93%	90%	92%	92%	92%	91%	89%	88%	90%	89%
Abandoned In-State	144	138	145	96	163	134	148	125	160	189	204	188	201
In-State Abandon Rate	9%	8%	8%	6%	9%	7%	7%	7%	8%	10%	10%	9%	10%
Flowout to Backup	41	14	24	15	23	20	22	15	30	19	29	29	28
Rollover Rate to Backup of Calls	2.6%	0.8%	1.3%	0.9%	1.3%	1.1%	1.1%	0.8%	1.5%	1.0%	1.5%	1.4%	1.4%
Average Speed to Answer	00:19	00:20	00:19	00:18	00:21	00:22	00:20	00:21	00:20	00:21	00:22	00:22	00:20

Hotline's Usage in the State

- Total calls between Nov 2022 – Nov 2023 = 24,511
- Total in-state answered calls between Nov 2022 – Nov 2023 = 22,194

Usage of 988 has continued to increase in Kansas, by approximately 26% and is expected to continue as marketing and awareness efforts are expanded.

Kansas has begun building out a variety of crisis services that can be provided to 988 callers when needed. These include mobile crisis response teams, co-responder programs, crisis stabilization units, and crisis intervention centers. Available services vary by community but will be statewide in the future.

The 988 Suicide and Crisis Lifeline is an important step toward strengthening and transforming crisis care in Kansas. It serves as a universal entry point so that no matter where you live, you can reach a trained crisis counselor who can help.

Kansas 988 implementation actions reflect its commitment to saving lives and connecting individuals to necessary intervention services. Every person experiencing a mental health crisis deserves an appropriate mental health response.

Services Provided in Response to Calls

Call centers have been in the process of creating and maintaining tracking systems for following key performance indicators.

- Emergency rescue.
 - Headquarters between Nov 2022 – Nov 2023 = 228
 - Johnson County between Nov 2022 – Nov 2023 = 38
 - Comcare – between Nov 2022 – Nov 2023 = 134
- Mobile crisis response referrals.
 - Headquarters between Nov 2022 – Nov 2023 = 91 (new mobile referral tracking started Oct 23)
 - Johnson County between Nov 2022 – Nov 2023 = 4
 - Comcare – between Nov 2022 – Nov 2023 = 12 (New mobile referral tracking started mid-November, no data collected)
- Mental health or related services referrals.
 - Headquarters between Nov 2022 – Nov 2023 = 16,479
 - Johnson County between Nov 2022 – Nov 2022 = 1,946
 - Comcare – between Nov 2022 – Nov 2023 = 3,232

Grants or Financial Assistance

State funding through a \$10 million demand transfer supports 988 functions. Additionally, Kansas has sought and received federal supports:

KDADS received FY 2023 Cooperative Agreement for State and Territories to Improve Local 988 Capacity in the amount of \$1,856,207 for the first year, and \$1,787,030 for years two and three from SAMHSA. The purpose of this grant is to expand the ability of the Kansas contact centers to respond to chat and text contacts statewide. The grant also provides funding to respond to sudden and large spikes in call volumes following a public service announcement, disaster, or other type of traumatic event by increasing availability of staff available at each center.

We were awarded three Transformation Transfer Initiatives (TTI) grants in the amount of \$250,000 each that focused on 988 readiness, improvement, and expansion of crisis services. The goal of the TTI projects is to ensure training for all staff involved in strengthening Kansas 988 response. This training will be made available to all 988 call takers, mobile crisis response teams, and staff at crisis receiving and stabilization facilities. Additionally, this will provide training for peer support professionals involved in the 988 responses.

KDADS received FY 2022 988 State and Territory Cooperative Agreement grant in the amount of \$935,937 from SAMHSA. The purpose of this grant is to improve state response to 988 contacts.

KDADS was awarded a supplement to the 988 Capacity grant in the amount of \$458,333. The purpose of this supplement is to expand and enhance 988 Suicide and Crisis Lifeline activities.

Cost Estimate for Continued Support

The \$10 million demand transfer includes provisions that unused funding be returned to the State General Fund. The 988 Coordinating Council is recommending the legislature consider rolling any unused funds over to FY25 while not reducing the \$10 million budgeted for the same year. As programs ramp up it's important to ensure sufficient support is available.

The Council is anticipating the need for an additional FTE at HeadQuarters Kansas to help support the expanded chat and text program. The FTE is estimated at \$70,000.

The Council discussed the need to consider options for a software platform to be implemented to allow for location capability, mobile crisis response dispatch and open beds in the state. The Council is working to identify costs associated with the necessary technology solution.

Recommendations on Funding Source

KDADS does not recommend any changes in funding source or amount for FY25. The rollover of remaining FY24 funds in addition to replenishing the 988 fund up to \$10M in SGF should meet expected needs.