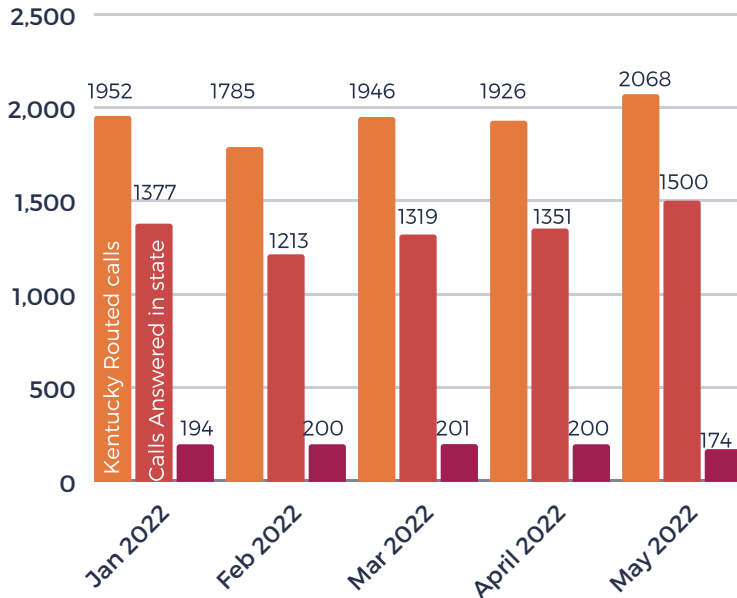


Kentucky's 988 Progress

MAY 2022 UPDATE



KENTUCKY CALLS BY MONTH

- Kentucky routed calls
- Calls answered in state
- Calls answered out of state

This data reflects information provided by Vibrant, the administrator of the National Suicide Prevention Lifeline (NSPL). The May report is the second monthly report to capture data on all 13 NSPL Call Centers in Kentucky.

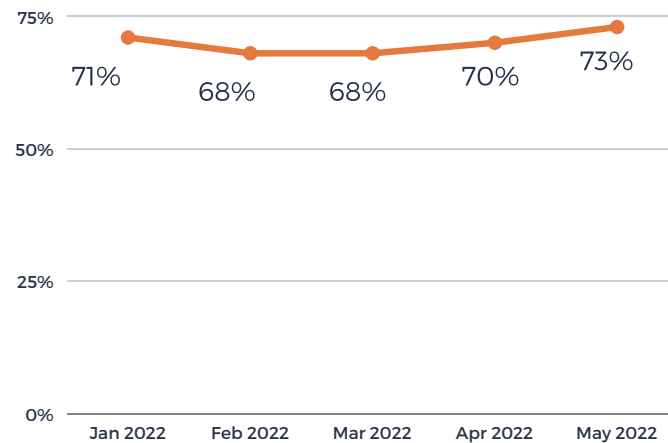
With the final center being accredited in April, Kentucky's capacity for answering calls has improved. Despite a 7% increase in calls from April to May there was an 11% increase in calls answered in state.

KENTUCKY'S AVERAGE ANSWER RATE & CAPACITY BUILDING

With the addition of the final NSPL accredited call center, Kentucky saw a marked improvement in the overall average in-state answer rate. Given the increased capacity, collectively, Kentucky call centers answered on average 73% of in-state calls, an increase of 3% from April 2022.

More than half of the centers (7) have an average answer rate of greater than 90%. The average answer rates for the remaining centers range from 51% to 82%.

The calls are answered at an average speed of 17 seconds and average approximately 13 minutes for each call.



7%

The increase in calls routed in Kentucky between April and May, 2022

13

The average time in minutes spent on each call answered in Kentucky

90%

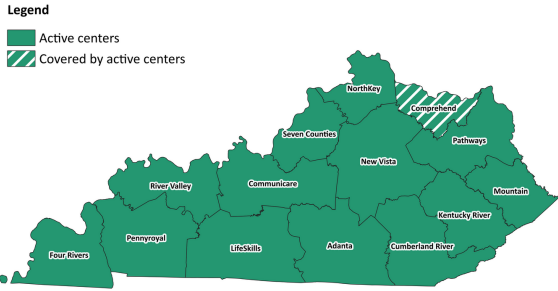
Kentucky's target for in-state call answering

Kentucky's 988 Progress

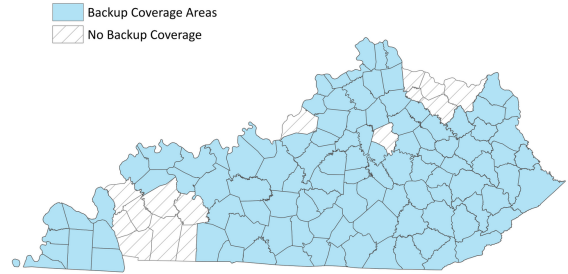
MAY 2022 UPDATE



NSPL Primary Coverage Areas



Kentucky's NSPL Backup Coverage Areas



NSPL ACCREDITED CENTERS

As noted on page one, Kentucky now has 13 fully accredited NSPL call centers providing primary coverage for all 120 Kentucky counties.

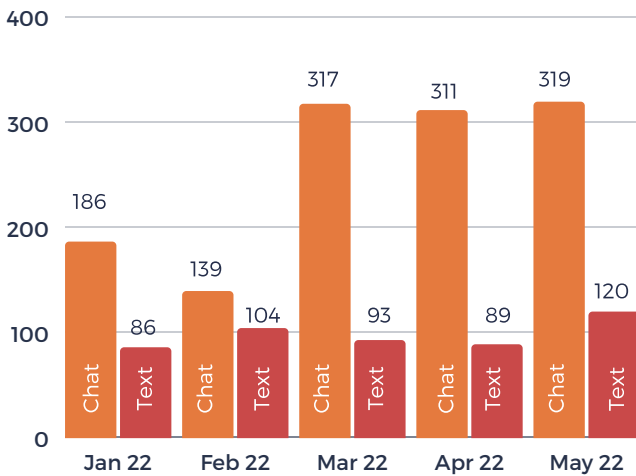
With the addition of the final NSPL call center, the number of Kentucky counties covered by a backup center has increased to 106 (88%). To ensure backup coverage for the remaining 14 counties, planning and technical assistance is underway.

NSPL CHAT & TEXT

One Kentucky call center is currently equipped to answer texts and chats that come into the NSPL/988. While the monthly increase from April to May was small at 3%, the increase in chat and text since January has been significant at 72%.

CAPACITY BUILDING

The 988 Coalition in Kentucky is working with the 13 NSPL call centers to increase capacity for text and chat by increasing staffing and upgrading technology to allow for these types of responses. An assessment of the current infrastructure will highlight staffing needs and support the development of a capacity growth plan that will ensure a minimum of 50% of Kentucky chats and texts are answered.



Note: Data presented represents the chat and text messages answered by a single NSPL center in Kentucky.

100%

Percentage of Kentucky counties covered by a primary NSPL Call Center

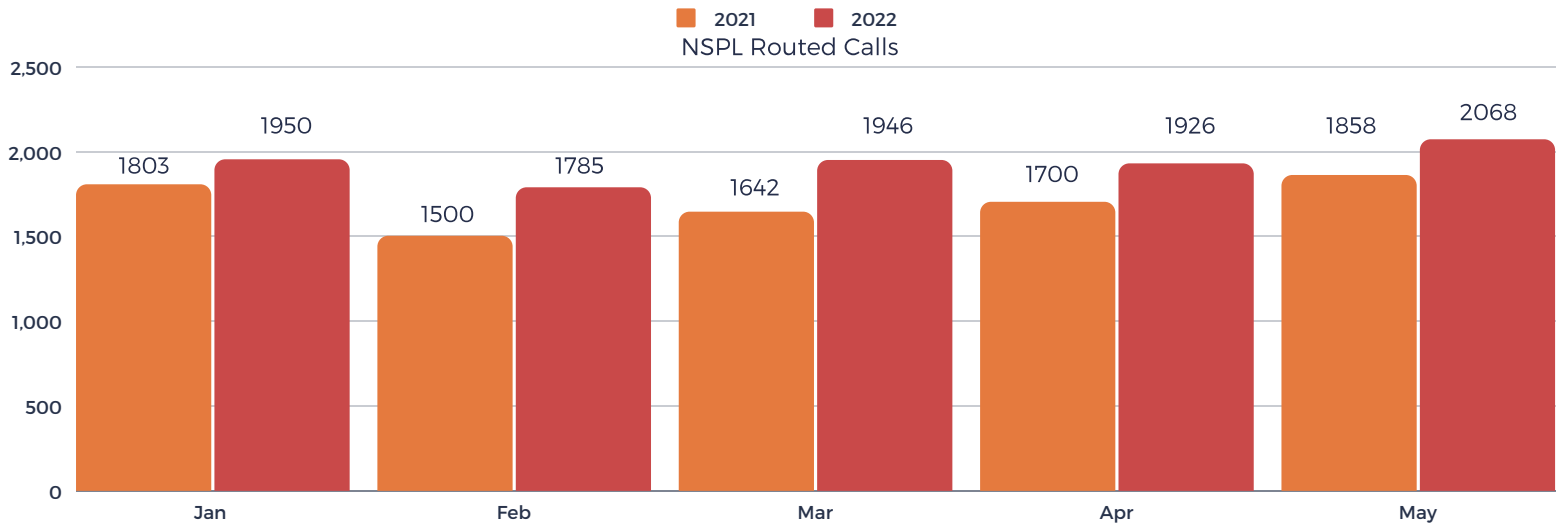


72%

Increase in chat and text contacts since January 2022

Kentucky's 988 Progress

MAY 2022 UPDATE



KENTUCKY'S MONTHLY CALL COMPARISON

The charts above illustrate the increase in call volume in Kentucky in 2022. As previously noted, Kentucky experienced a 7% increase in routed calls between April and May. An 11% increase in routed calls is observed between May 2021 and 2022.

988 SUCCESSES

For more than a year, Kentucky's 988 Coalition has been working to implement 988. The collaborative work of those involved has yielded great success:

- 100% primary coverage and 88% of backup coverage provided by 13 NSPL accredited call centers
- An increase in the average answer rate for in-state calls from 70% to 73%
- Pennyroyal Center has been selected to test new software as part of a national pilot program.
- Raising Hope*- The Rural Suicide Prevention Project is providing additional funding to the Pennyroyal Center to ensure rural communities are covered by either a primary or back call center located in Kentucky.

*<https://www.raisinghopeky.com/>

