

988 State KPIs for IL: 2021-07-01 - 2022-07-31

Calls

KPIs for Calls in IL													
	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
Routed	7,376	7,230	7,461	7,863	7,234	7,179	7,185	6,522	7,740	7,046	7,888	7,466	9,639
Received	7,376	7,230	7,461	7,863	7,234	7,179	7,185	6,522	7,740	7,046	7,888	7,466	9,226
Answered In-State	1,430	1,327	1,181	1,398	1,374	1,372	1,315	1,337	1,675	1,331	1,520	1,358	7,483
In-State Answer Rate	19%	18%	16%	18%	19%	19%	18%	21%	22%	19%	19%	18%	81%
Abandoned In-State	648	690	853	702	612	707	611	636	863	627	796	658	1,105
In-State Abandon Rate	9%	10%	11%	9%	8%	10%	9%	10%	11%	9%	10%	9%	12%
Average Speed to Answer	01:18	01:22	01:37	01:13	01:08	01:19	01:25	01:18	01:16	01:23	01:13	01:05	00:40
Rollover Rate to Backup of Calls	71.7%	72.0%	72.5%	73.1%	72.4%	70.9%	73.1%	69.6%	66.8%	71.1%	69.6%	72.8%	11.3%

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

KPIs for Texts in IL													
	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
State Demand	214	213	233	220	342	276	212	282	304	241	326	417	1,089
Received	0	0	0	0	0	0	0	0	0	0	0	0	59
Answered In-State	0	0	0	0	0	0	0	0	0	0	0	0	59
In-State Answer Rate	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%
Abandoned In-State	0	0	0	0	0	0	0	0	0	0	0	0	0
In-State Abandon Rate	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0%
Average Speed to Answer	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	00:00

KPIs for Chats in IL													
	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
State Demand	862	883	792	791	726	725	780	573	943	1,338	1,693	2,360	2,018
Received	0	0	0	0	0	0	0	0	0	0	0	0	54
Answered In-State	0	0	0	0	0	0	0	0	0	0	0	0	54
In-State Answer Rate	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	100%
Abandoned In-State	0	0	0	0	0	0	0	0	0	0	0	0	0
In-State Abandon Rate	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	0%
Average Speed to Answer	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	00:08

See final page for glossary of terms presented in this report.



Center Information

Center Hours of Operation

Below is the most *current* information that the Lifeline has received regarding Hours of Operation for each local, NPSL center. 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 IL								
Center	Network	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Community Counseling Centers of Chicago	NSPL	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	09:00 - 17:00	NULL - NULL	NULL - NULL
Crisis Care Program - Lake County Health Department	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
DuPage County Health Department	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
Memorial Behavioral Health	NSPL	07:00 - 19:00	07:00 - 19:00	07:00 - 19:00	07:00 - 19:00	07:00 - 19:00	NULL - NULL	NULL - NULL
Path Crisis Center	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
Suicide Prevention Services	NSPL	08:00 - 24:00	08:00 - 24:00	08:00 - 24:00	08:00 - 24:00	08:00 - 24:00	08:00 - 24:00	08:00 - 24:00

NSPL Center Coverage Areas

Note that **Coverage** means the geographic area (which can be designated by county, area code, and/or zip code) served and the hours of operation during which a crisis center answers calls.

- **Primary** indicates a center providing primary coverage to a certain geographic area will be the *first center* to which calls from that area are routed to.
- **Backup** indicates that if the center providing primary coverage for a certain area does not answer the call within Lifeline's specified time threshold, the call is then routed to a center providing backup coverage for that area. This is different from National-Backup coverage, which is not covered in this report.

IL Local NSPL Centers Coverage Areas			
Center	Backup State Code	Primary FIPS County Code	Primary Zip Code
Community Counseling Centers of Chicago			60613, 60614, 60618, 60622, 60625, 60626, 60640, 60645, 60647, 60651, 60657, 60659, 60660, 60661, 60607, 60612, 60623, 60624, 60644
Crisis Care Program - Lake County Health Department		Lake	
DuPage County Health Department		Du Page, Dupage	
Memorial Behavioral Health		Christian, Logan, Mason, Menard, Morgan, Sangamon, Scott	

(continued)

Center	Backup State Code	Primary FIPS County Code	Primary Zip Code
Path Crisis Center	IL	Adams, Alexander, Bond, Boone, Brown, Bureau, Calhoun, Carroll, Cass, Champaign, Clark, Clay, Clinton, Coles, Crawford, Cumberland, Dewitt, Douglas, Edgar, Edwards, Effingham, Fayette, Ford, Franklin, Fulton, Gallatin, Greene, Hamilton, Hancock, Hardin, Henderson, Henry, Iroquois, Jackson, Jasper, Jefferson, Jersey, Jo Daviess, Johnson, Knox, La Salle, Lawrence, Lee, Livingston, Macon, Macoupin, Madison, Marion, Marshall, Massac, Mcdonough, Mclean, Mercer, Monroe, Montgomery, Moultrie, Ogle, Peoria, Perry, Piatt, Pike, Pope, Pulaski, Putnam, Randolph, Richland, Rock Island, Saint Clair, Saline, Schuyler, Shelby, Stark, Stephenson, Tazewell, Union, Vermilion, Wabash, Warren, Washington, Wayne, White, Whiteside, Williamson, Winnebago, Woodford	
Suicide Prevention Services		DeKalb, Grundy, Kane, Kankakee, Kendall, Mchenry, Will	

Center-Level In-State Call Metrics

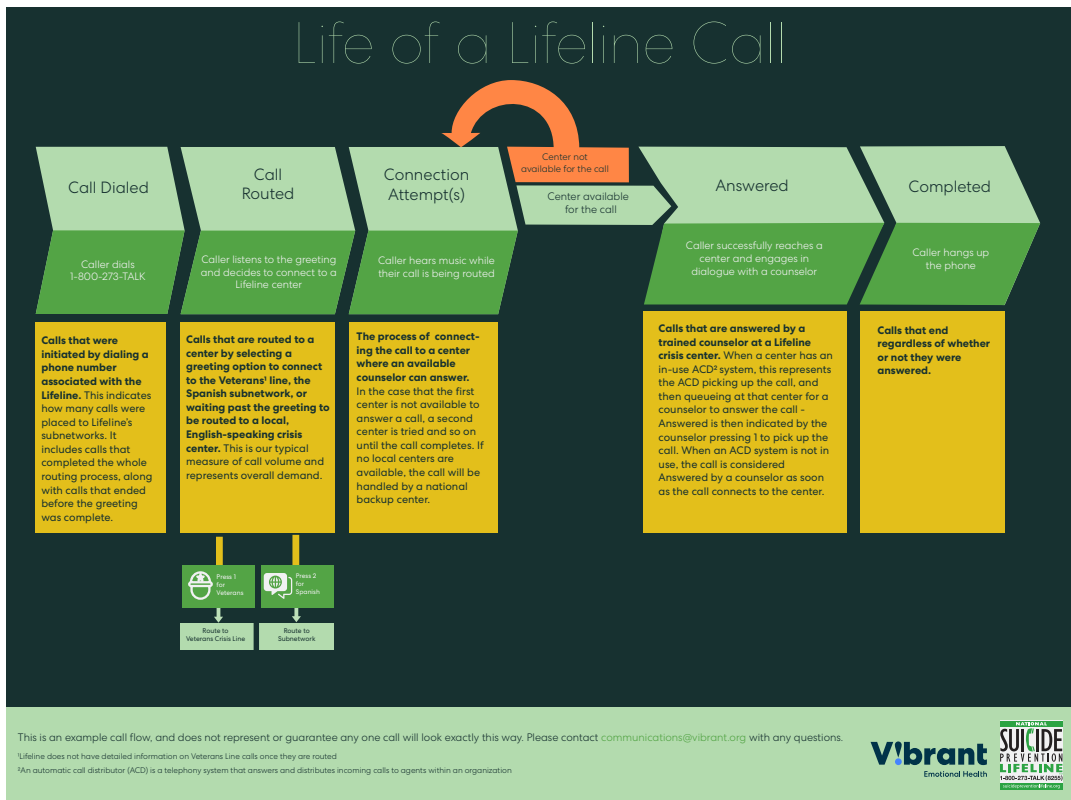


Figure 1: Call Routing Infographic

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.

¹<https://forms.gle/vLA3PZPQKd1TcCLg7>



Path Crisis Center (Bloomington, IL) (IL309000*) NSPL Call Metrics											
	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
Offered	157	NA	131	172	157	NA	NA	197	238	188	7,028
Answered	137	NA	117	145	137	NA	NA	149	183	183	6,431
Answer Rate	87%	NA	89%	85%	87%	NA	NA	76%	77%	97%	92%
ASA	00:39	00:36	00:39	00:35	00:42	00:36	00:36	00:43	00:31	00:25	00:26

DuPage County Health Department (Wheaton, IL) (IL630000*) NSPL Call Metrics													
	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Offered	3	648	568	320	NA	NA	439	469	504	NA	569	589	613
Answered	2	505	478	257	NA	NA	350	395	416	NA	397	445	447
Answer Rate	67%	78%	84%	80%	NA	NA	80%	84%	83%	NA	70%	76%	73%
ASA	00:12	00:17	00:22	00:22	00:27	00:24	00:23	00:24	00:24	00:23	00:25	00:22	00:22

Crisis Care Program - Lake County Health Department (Waukegan, IL) (IL847000*) NSPL Call Metrics													
	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
Offered	206	235	308	234	216	316	241	280	560	226	262	239	196
Answered	166	112	92	139	131	199	152	208	375	154	160	175	138
Answer Rate	81%	48%	30%	59%	61%	63%	63%	74%	67%	68%	61%	73%	70%
ASA	00:08	00:07	00:15	00:23	00:24	00:12	00:21	00:13	00:11	00:24	00:27	00:21	00:27

Suicide Prevention Services (Batavia, IL) (IL460000) NSPL Call Metrics													
	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022
Offered	14	3,357	3,379	3,561	3,497	3,181	3,173	3,251	2,916	3,103	3,115	3,594	3,284
Answered	2	816	817	775	670	657	641	617	559	648	615	666	499
Answer Rate	12%	24%	24%	22%	19%	21%	20%	19%	19%	21%	20%	19%	15%
ASA	00:01	00:33	00:32	00:33	00:22	00:21	00:20	00:22	00:20	00:20	00:22	00:21	00:21

Memorial Behavioral Health (formerly Mental Health Centers of Central Illinois) (Springfield, IL) (IL217000) NSPL Call Metrics				
	Apr 2022	May 2022	Jun 2022	Jul 2022
Offered	8	85	61	133
Answered	7	53	26	61
Answer Rate	88%	62%	43%	46%
ASA	00:21	00:19	00:17	00:18



Community Counseling Centers of Chicago (Chicago, IL) (IL000041*) NSPL Call Metrics													
	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022
Offered	103	96	109	84	96	121	92	88	111	102	109	87	178
Answered	72	63	75	70	66	72	46	65	75	57	70	57	89
Answer Rate	70%	66%	68%	83%	68%	60%	50%	74%	67%	55%	64%	66%	50%
ASA	00:24	00:21	00:20	00:24	00:22	00:24	00:32	00:33	00:31	00:38	00:36	00:49	00:37

Glossary

State Calls:

- **Routed:** Number of calls that waited past the IVR greeting to be routed to a center. Metric used for network-wide and historic reporting, includes calls that abandon quickly after entering routing.
- **Received:** Number of calls that were sent to a center after waiting past the IVR greeting. Excludes calls that abandon quickly after routing because they may not have been seen by a center.
- **Answered In-State:** Number of calls answered by a center that is contracted to answer a state's calls - most typically residing in the center's state
- **In-State Answer Rate:** All answered in-state divided by all calls offered to the state
- **Abandoned In-State:** Number of calls where a caller hung up while waiting to be answered at a center that is contracted to answer a state's calls.
- **In-State Abandon Rate:** All abandoned in-state divided by all Received calls.
- **Average Speed to Answer:** The average amount of time (H:M:S) it takes to answer an answered, in-state call
- **Rollover Rate to Backup:** Number of calls not answered or abandoned in-state divided by total number of calls offered to the state

Chats/Texts

- **State Demand:** For text, number of texts initiated from the state. For chat, we only receive a chatter's location once the chat is answered, so this is the number of answered chats answered by the .
- **Received:** Number of contacts that enter the state's queue. This is NA whenever the state does not have state routing initiated.
- **Answered In-State:** Number of contacts answered from the state's queue. This is NA whenever the state does not have state routing initiated.
- **In-State Answer Rate:** Answered In-State / Received. This is NA whenever the state does not have state routing initiated.
- **Abandoned In-State:** Number of contacts that abandon while in the state queue. This is NA whenever the state does not have state routing initiated.
- **In-State Abandon Rate:** Abandoned In-State / Received. This is NA whenever the state does not have state routing initiated.
- **Average Speed to Answer:** The average amount of time (H:M:S) it takes to answer an answered contact on the state queue. This is NA whenever the state does not have state routing initiated.

Center-Level Metrics

- **Offered:** Numbered of calls that Vibrant offers to the center. Excludes calls that abandon quickly after the first routing attempt in the state because they may not have been seen by a center.



- Note that prior to July 2022, Offered did not exclude these quickly abandoning calls, and was also calculated using Center Performance Metrics to approximate center performance at ACD centers.
- **Answered:** Number of calls that Vibrant sees the center answering.
 - Note that prior to July 2022, Answered was calculated using Center Performance Metrics to approximate center performance at ACD centers.