

# Hope starts at Home



Dear KSPHQ Community,

2021 was a difficult year for all of us. As President and CEO of KSPHQ, I witnessed this firsthand. Along with each of you, I too faced personal and professional frustration, disappointment, concern, and even loss. Difficult decisions had to be made, new processes created, and policies shifted. We all struggled to find ways to keep ourselves and our families happy, healthy, and safe. At KSPHQ, we strongly promoted and encouraged “Hope Starts at Home” as a pathway to overcome these struggles and build resilience. Fortunately, many individuals throughout Kansas listened, learned, and applied many techniques to improve their everyday lives. This annual report captures some of those challenges, but also reminds us that great things were also realized, and countless lives were saved.

2022 is our year of showing gratitude and appreciation for others, for our own strengths, and for our community. We simply could not achieve the level of

success we are experiencing without you! I am forever grateful for our volunteers, board members, staff, and friends. Thank you and the rest of our community for your dedication, support, and confidence in our abilities to always help others in need. Thank you for trusting us through your generosity and financial investment in the future of KSPHQ. Thank you for encouraging us to explore and expand our programs and services so we can reach even more individuals. Thank you for spreading our message to your friends, family, colleagues, and neighbors.

Here at KSPHQ, we measure success by the number of people’s lives we impact. Every day more people are using our hotlines and chat lines, so thank you for reaching out for support. Every day we are providing more trainings and more presentations in more communities throughout Kansas, and to that end, thank you for taking the initiative to strengthen yourself and your local community. Every day we are building new partnerships to strengthen the continuum of care, so thank you for caring about all Kansans. Ultimately, we are building hope today for a better tomorrow, so thank you for believing in our mission and for supporting KSPHQ.

With honor and gratitude,



Steve Devore | President/CEO Kansas Suicide Prevention HQ

Our message of hope  
during 2022 is  
simple and clear:

**thank you!**

# Hope Started at KSPHQ in

# 1969

On December 16, 1969, Headquarters (our name prior to 2020) opened as a drug crisis center for teens and young adults in Lawrence, Kansas. We quickly evolved into a center for any concern, for people of any age. Throughout the years, Headquarters grew into Kansas Suicide Prevention HQ (KSPHQ), the suicide prevention and mental health crisis hotline services leader in Kansas.

Phone counseling services have always been an area of expertise for KSPHQ. In 2001 we added service for the citizens of Kansas on the National Suicide Prevention Lifeline network. As a member of the National Suicide Prevention Lifeline network, we provide free, confidential, 24/7, year-round crisis counseling to all Kansans.

In 2021, our staff has grown from nine (9) full time and two (2) part time staff members to 14 full-time and 22 part-time staff members.

Additionally, KSPHQ expanded our depth of services through stronger relationships with our behavioral health care partners. When 988, the three-digit phone number for suicide prevention and mental health crisis, becomes available to everyone in July 2022, our call center will take those calls for the entire state of Kansas. KSPHQ will continue what we do best: Provide free confidential counseling while fostering strength in our community through research-based approaches to suicide prevention.



KSPHQ, as the suicide prevention leader in Kansas, provides counseling, education, and resources for all Kansans to improve public health.



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Hope Grows Through Our People

# Hope Through Service

## Winter Shelter

KSPHQ helped community volunteers raise over \$1,000 for the Lawrence Winter Shelter, an emergency cold-weather shelter established to help those who are experiencing homelessness. We are in awe of the generosity of the KSPHQ volunteers as they continue to find new and important ways to serve our community.



## 2021 Youth Art Contest

This year's contest, organized in conjunction with the Kansas Department of Health & Environment and the Kansas Department for Aging and Disability Services, received twenty-nine submissions from twenty-two different schools in Kansas. If you have not seen them yet, check out [kspHQ.org/artcontest/](https://kspHQ.org/artcontest/)!



## Legislative Work and 988

KSPHQ has partnered with the American Foundation for Suicide Prevention of Greater Kansas, NAMI Kansas and legislators to advocate for an important piece of legislation surrounding the implementation and funding of 988. KSPHQ's work remains crucial for the hopeful outcome of continued funding and even garnered the attention of the Wall Street Journal.

## Volunteer Appreciation

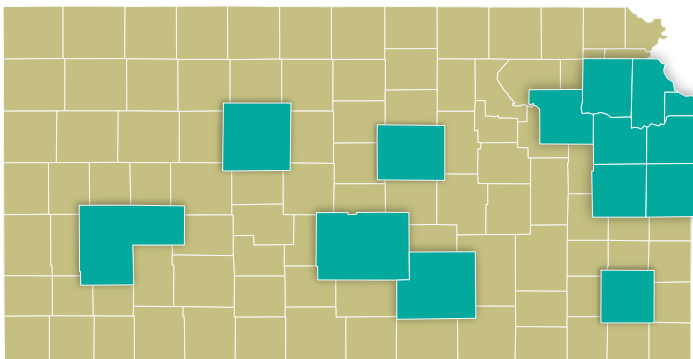
In December, we celebrated Volunteer Appreciation Month at KSPHQ. This has been an ongoing tradition for staff to show gratitude for our Headquarters Counseling Center (HQCC) volunteers, the heartbeat of KSPHQ. We spent the month feeding our volunteers and holding raffles for prizes in honor of their hard work in 2021. We can't begin to express our gratitude for these volunteer counselors, affectionately referred to as Superteers by HQCC leadership.

## Art of Hope

KSPHQ hosted our first hybrid fundraising event, The Art of Hope, at Vibe Studio on Mass Street and through a live stream on YouTube. We appreciate the artists and participants who helped us raise over \$6,000. It was an uproariously good time, and we can't wait to do it again this November.

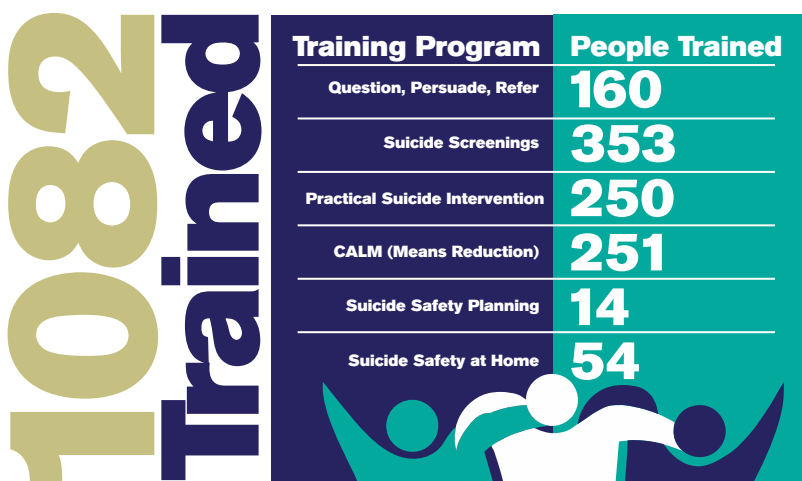
# Sending Hope Through Knowledge

Our Kansas Suicide Prevention Resource Center (KSPRC) team couldn't be more proud of the work they accomplished this year. They facilitated trainings across the state. **That's 2,473 trained individuals.**



Wyandotte  
Reno  
Miami  
Johnson  
Sedgwick  
Douglas  
Shawnee  
Saline  
Leavenworth  
Ellis  
Finney  
Neosho  
Jefferson  
Franklin

We've also created new trainings that have been offered with the support of the Zero Suicide Initiative at the Kansas Department of Health and Environment with the goal of training individuals from a variety of sectors including mental health care, health care, schools, higher education, first responders and prevention professionals. This year, KDHE trained a total of 1,082 individuals.



KSPHQ was proud to increase capacity to provide ASIST workshops to phone counselors and communities. ASIST (Applied Suicide Intervention Skills Training) is an integral role in educating community members and providing them the tools that they need to help save lives.

2021 was the year that we spearheaded the Kansas Suicide Prevention Coalition:

Vision Statement: Kansas United to Prevent Suicide

Mission Statement: The Kansas Suicide Prevention Coalition champions suicide prevention for all Kansans through equitable access to partnerships, advocacy, resources, ideas, and data.

We were fortunate to expand our reach into a lot of schools across the state (Supporting Suicide Prevention in Education) with emphasis on the following areas:

- Create and/or expand school suicide prevention, intervention and

- postvention policies in several rural school districts..
- Implemented Sources of Strength, a radically strengths-based, upstream, youth led suicide prevention strategy, in 5 Douglas county schools & looking to expand across the state in 2022.
  - Jason Flatt trainings for 13 schools across KS (Kansas is one of twenty states that has passed the Jason Flatt Act, legislation that requires teachers and certain school personnel to complete two hours of youth suicide awareness and prevention training to maintain their licensure.)

# Sending Hope Through Counseling

In 2021 we were able to achieve a **large increase** in our call answer rate.

Kansas Suicide Prevention HQ includes face-to-face counseling, text/instant message crisis support, and a 24/7, 365 crisis call line.

- 65 new volunteer counselors
- 5 unique training groups
- 94 active volunteer crisis counselors
- 4,800 hours of volunteer service. (That's the equivalent of about \$120,000 in hours worked.)
- 22,481 unique crisis call center contacts.

In 2021 we were able to achieve a large increase in our call answer rate. This was made possible by a significant investment from the Kansas State Legislature. This grant enabled us to increase our volunteer and paid counseling staff hours in the call room, expand our training program and overcome challenges presented by the pandemic.



Kansas Suicide Prevention HQ's Core Chat Program, an arm of the counseling center that provides counseling through online chat and text messaging.

- 6 new Chat Specialists
- 14 total Chat Specialists
- Increased chats taken by 72%
- Established three supervisor roles to always oversee counselors, providing them with support and help at a moment's notice.
- Trained up twelve new counselors using remote technology
- Expanded the team's Chat resources to include tip sheets, information flyers and websites on various counseling topics

**Lifeline Chat**

SHARE [Facebook icon] [Twitter icon] [LinkedIn icon]

Lifeline Chat is a service of the National Suicide Prevention Lifeline, connecting individuals with counselors for emotional support and other services via web chat. All chat centers in the Lifeline network are accredited by CONTACT USA. Lifeline Chat is available 24/7 across the U.S.

**Ready to Chat?**

After you complete the short survey and agree to the [terms of service](#), we will connect you to a counselor.

There may be a wait time to connect. To speak to a counselor now, please call the Lifeline at 1-800-273-TALK (8275).

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**Pre-Chat Survey**

Fields marked with an asterisk (\*) are required.

Zip Code: \*

Name: Last, \*

Age: \*

What is your gender identity, how do you define yourself? \*

- The National Association of State Mental Health Program Directors (NASMHPD) highlighted KSPHQ's Core Chat program in an article on #CrisisTalk, a national publication on Behavioral Health Crises. We couldn't be more proud of our team's work!

**Hope** starts at  
**Home**



ANNUAL REPORT 2021

# Finding Hope

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Administrative office: 785-841-9900  
**Crisis line: 785-841-2345**



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@HeadquartersCounselingCenter



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