

# Hope

with

# Gratitude

KSPHQ 2022 ANNUAL REPORT

**KSPHQ**  
KANSAS SUICIDE  
PREVENTION HQ



Dear KSPHQ Friends and Family,

The last year has been one of recovery and resilience. As the world emerged from the COVID-19 pandemic, we saw trends continuing to reflect a decline in mental health in Kansas and throughout the U.S. We also saw a large shift in understanding and improved access to behavioral health services across the country. Your advocacy and generosity brought these vital services to Kansans when they needed it most. Thank you for your dedication to this work.

At KSPHQ, we celebrated 2022 as a year of gratitude and growth. Together, we successfully launched 988 as the nationwide 3-digit number for mental health crisis and suicide prevention services, providing support to over 26,000 callers. We grew our team by 27 new staff, expanding our outreach, and offering education and trainings to more Kansas communities.

We also grieved the loss of one of our founders, John Trewolla. When John and his peers started HeadQuarters in 1969, they opened its doors with the intention of cultivating a safe space rooted in acceptance and nonjudgmental listening. They could not have predicted the immense impact and amount of growth HeadQuarters would realize 53 years later.

As I reflect on and celebrate our history, I appreciate it for bringing us here today, and how far it will take us in the future. It doesn't matter what society might demand; KSPHQ will always find itself in a position to provide the services that all Kansans need. As all of us at KSPHQ look to the year ahead, I want to invite you to be a part of our

*community of hope.*

With gratitude,

Steve Devore

**President & CEO**  
**KSPHQ**

Mission & Vision	01
Board of Directors	01
Financial Update	02
Program Updates	03
Headquarters Counseling Center	03
Kansas Suicide Prevention Resource Center	05
Art of Hope	07
Snapshots from 2022	09
Look Aheads	11
Supporter Thank You	12

## Mission Statement

We provide vital services in moments of need to support safety, reduce suicide, and build resilience across Kansas.

## Our Vision

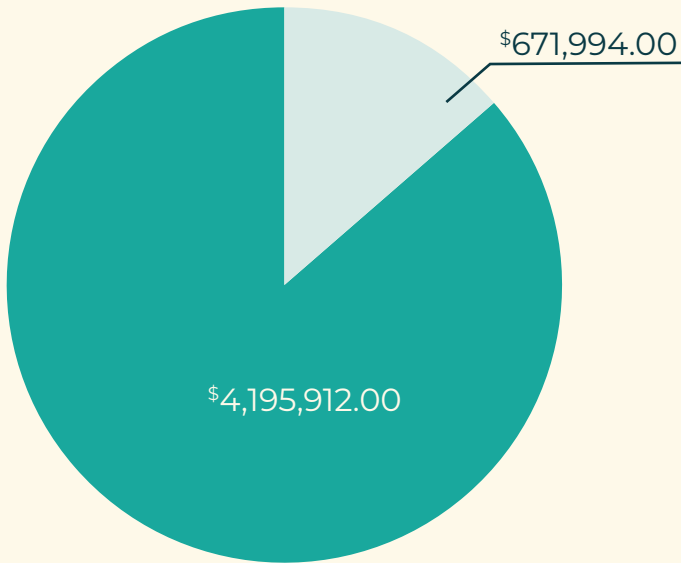
All Kansans feel connected, and live healthy, hopeful lives.

## Board of Directors

*Kim Claussen, Board Chair*  
*Michelle Derussean, Member*  
*Caroline Dickinson, Member*  
*Whit Downing, Member*  
*Michelle Fales, Treasurer*  
*Ruby Johnson, Member*  
*Emily Williams, Vice Chair*

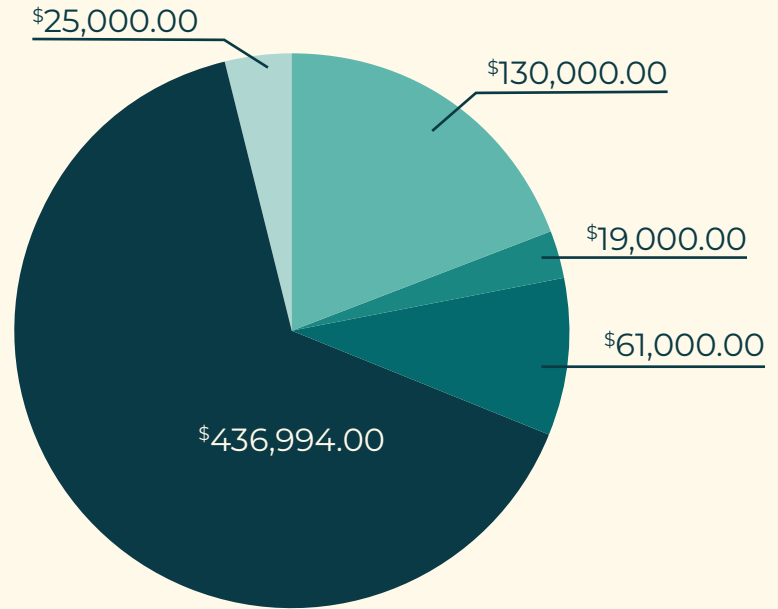
# Financial Update

2022 Annual  
Revenue Stream



■ Restricted Funds  
■ Unrestricted Funds

2022 Unrestricted  
Revenue Sources



■ Unrestricted Grants ■ DGCO  
■ Contributions & Appeals  
■ State Funding ■ Special Events

## Financial Summary

KSPHQ's 2022 revenue consisted of restricted and unrestricted funding sources (as illustrated above). The organization received just over \$4 million in restricted grants as well as general funding.

In addition to routine operating expenses, this year included a \$450,000 facility expansion, an increase in personnel, and enhanced benefits packages for staff.

Personnel expenses were just under \$2,000,000.00 for the year with over 50 full-time and hourly employees. The additional personnel and 13,000 square foot facility expansion support increased call volumes, therapy services, and community partnerships.

Our employees' livelihood and service reach would not be possible without the financial support of our donors and state and county agreements. We are tremendously grateful for their continued support.

# Program Updates

## HEADQUARTERS COUNSELING CENTER

**988** SUICIDE & CRISIS  
LIFELINE

### 988 Team Development 2022 New Hires

- 911/Law Enforcement Liaison
- Behavioral Health Liaison
- Coalition & Policy Coordinator
- Chat Training Coordinator
- Call Room & Clinic Manager
- Business Manager
- Program Assistant
- Chat Support Liaison
- Teen Line Liaison
- Marketing Communications Team
- Additional Call & Chat Specialists
- Chat Training Coordinator

### Volunteers

- **60** new Crisis Counselors trained and onboarded
- **6** training groups



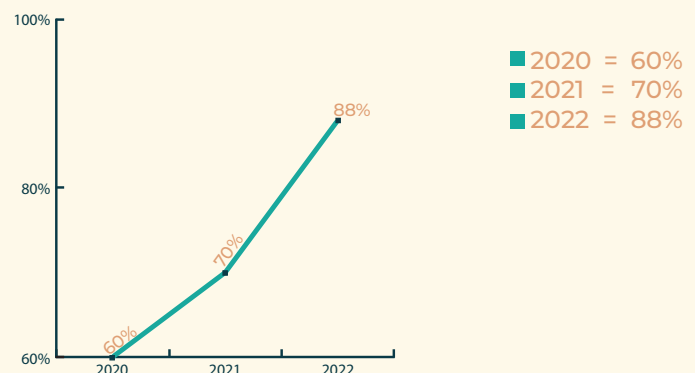
## Launch of 988 Suicide & Crisis Lifeline

On July 16, 2022 the National Suicide Prevention Lifeline (NSPL) formally transitioned to 988 as the nationwide 3-digit number for mental health crisis and suicide prevention services. Nationwide, phone calls to 988 are routed by the caller's area-code and the next three numbers to a local Lifeline Contact Center. Kansans are served by three Lifeline Contact Centers: Kansas Suicide Prevention HQ, COMCARE of Sedgwick County, and Johnson County Mental Health Center, and recently, HealthSource Integrated Solutions.

The crisis lifeline has always been answered and operated by compassionate individuals, but until last year, the reality was that we didn't have the capacity to answer every call. Thanks to additional funding, we have been able to increase our answer rate by over 20% since 2020.

**In 2022, KSPHQ answered 26,306 calls.**

### Lifeline Answer Rates



# Mobile Response Team (MRT) & Douglas County Crisis Line



In 2022, Bert Nash Community Mental Health Center developed Douglas County's Mobile Response Team (MRT). The team consists of therapists, case managers, and a peer support specialist.

**KSPHQ has received approximately 40 MRT referrals since 988's launch in September of 2022.**

## How It Works

When a caller connects to the crisis line (whether by dialing 988 or the local line, 785-841-2345), the first thing that will happen is they will speak with a counselor who will try to de-escalate the situation and assess their safety.

Cases that can't be de-escalated over the phone go through a mobile response screen.

When a caller is displaying an imminent risk of suicide or harm to others, 911 is called and police or emergency services get involved.

When the situation is less dire, a KSPHQ trained supervisor will obtain consent from the caller and make a referral to the Mobile Response Team.

## Chat Program

The Chat program can be accessed by texting 988 or using the chat feature on KSPHQ's website.

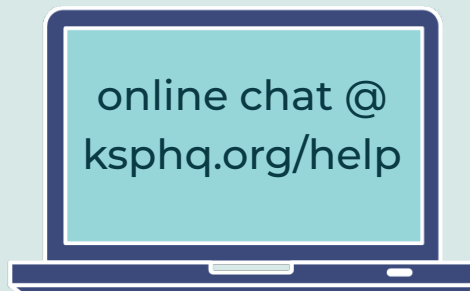
While the method of communication is unique, processes for Chat are similar to those in the call room. A series of questions are asked to determine whether the client is safe or thinking about suicide. The chat counselor is trained to de-escalate but always has access to a supervisor.

In 2022, KSPHQ expanded Chat operating hours from 10AM-10PM to 8AM-Midnight. To accommodate the increase in Chat volume and hours, we onboarded several staff. The new positions allow us to have a team member dedicated to training, resulting in an increased capacity for continued education and refresher courses. Additionally, our Chat Support Liaison offers support to all of the counselors and maintains morale.



## Chat Team

- 5 Supervisors (3 added)
- 4 Volunteers (3 added)
- 8 Staff Members (5 added)
- 1 Chat Training Coordinator
- 1 Chat Support Liaison





# Program Updates

## KANSAS SUICIDE PREVENTION RESOURCE CENTER

### Trainings Held: 73

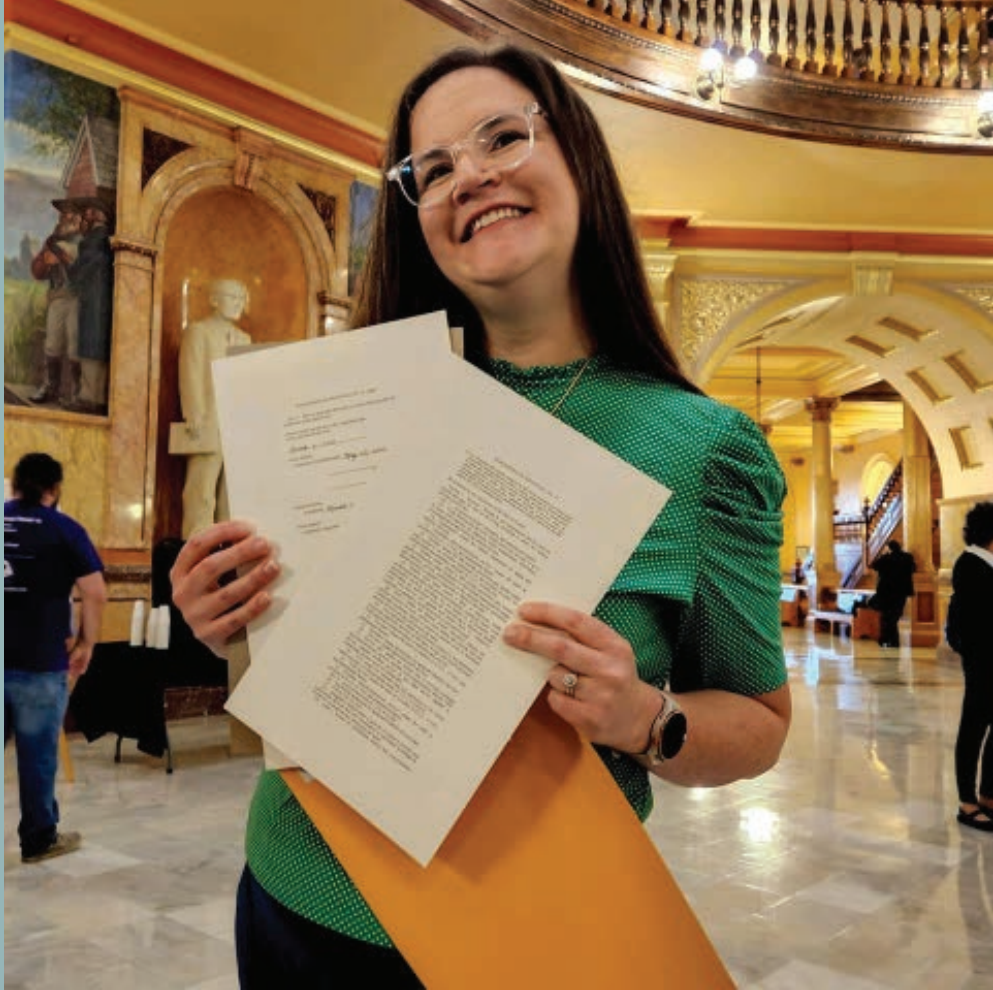
- Community
- Applied Suicide Intervention Skills Training (ASIST)
- Kansas Department of Health & Environment (KDHE)
- Zero Suicide Initiative
- Sources of Strength
- School-Based
- Conferences

**Individuals Trained: 2,100**

### Learn More



For more information and to register for trainings scan the QR code or visit [www.ksphq.org/trainings](https://www.ksphq.org/trainings)



## Senate Bill 19

KSPHQ joined with our partners in 2021 to provide advocacy and education to state legislators about the need in Kansas to prepare for the landmark transition to a three-digit mental health and suicide crisis line. Senate Bill 19 was signed into law in June 2022. This legislation ensures that Kansans are served by high-quality crisis mental health services and was a critical step in providing sustainable funding for 988. KSPHQ is proud of this accomplishment which sets Kansas apart as one of a handful of states to take legislative action to ensure the timely availability of 988 services.

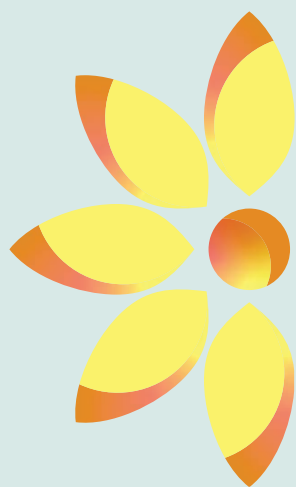


# Advocacy Day

In February 2022, KSPHQ participated in Mental Health Advocacy Day. Mental Health Advocacy Day is hosted by the Kansas Mental Health Coalition. The event supports consumers, family members, providers, and advocates in becoming more informed on mental health policy issues so they can engage and provide education to their legislators.

Our Vice President of Prevention and Policy provided one of the education opportunities on the 988 Crisis Hotline and Suicide Prevention to Mental Health Advocacy Day attendees.

Mental Health Advocacy Day creates an avenue for people who are impacted by mental health struggles and those within their various support systems to engage at the legislative level to create change that has positive and sustainable impact on this community.



## Coalition Development

The Kansas Suicide Prevention Coalition Executive Committee members were elected in April 2022. The Coalition also finalized their bylaws, began reviewing the State Suicide Prevention Plan, and provided educational opportunities to its members on topics such as 988 implementation in Kansas, youth engagement, suicide prevention resources, data sources, and more. Most importantly, they provided a platform for all Kansans working to prevent suicide, a virtual space to come together.

In May of 2022, a Coalition & Policy Coordinator was hired to support the Coalition's members and Executive Committee in their mission to "champion suicide prevention for all Kansans through equitable access to partnerships, advocacy, resources, ideas, and data."

# Art Of Hope 2022



## Artists

*Kelly Bohling*

*Liesel Callahan*

*Michelle Derussean*

*Rebecca Dick*

*Michay Diez*

*Sara Gillum*

*Amy Gray*

*Emily Hartford*

*Stan Herd*

*Karen Holliday*

*Donna Jones*

*Adam Lafferty*

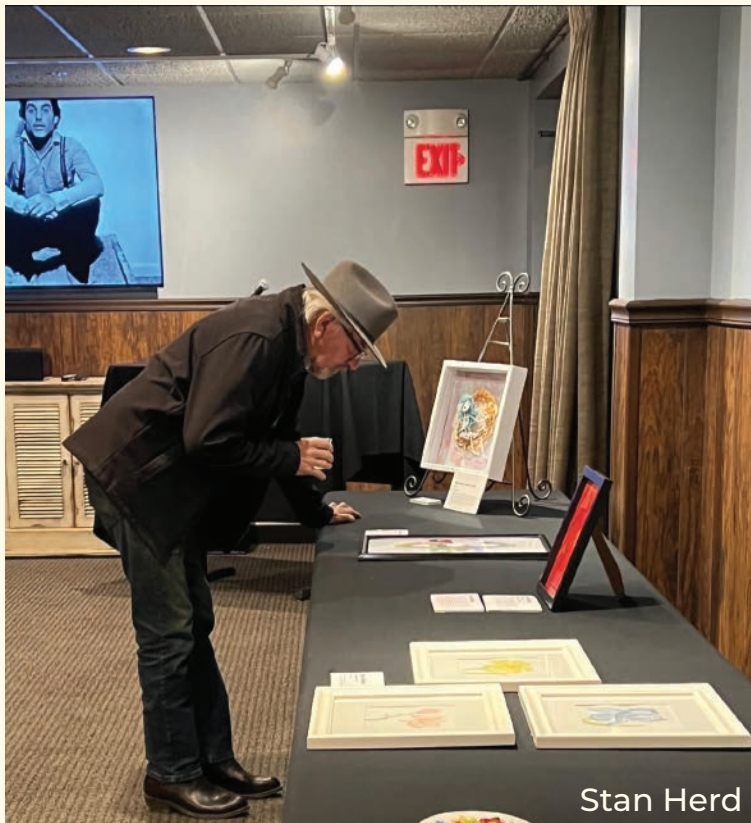
*Kassidee Quaranta*

*MJ Rigby*

*Claire Wakefield*

*Emily Williams*

*Madeline Witte*



On November 19, KSPHQ hosted our second annual Art of Hope Gala. The auction raised over \$20,000, making it the most successful fundraising event in KSPHQ history. We're humbled by the generosity of 2022's contributing artists, donors & volunteers. Thank you for your gifts, time, and talents in support of suicide prevention and crisis services throughout the entire state.



# Art Of Hope Sponsors



The Third Planet



**LUCKY  
SEB'S**  
DUMPLING BAR & GRILL



*Jungle  
House*

**Yello Sub**  
THE OVEN BAKED ORIGINAL.

*Kelly Hunt, Lora Jost, and Tracy Teeter*

**From each of us here at KSPHQ,  
thank you!**



# 2022 Snapshots







# 2022 Snapshots



# 2023 Look Aheads

## Teen Line



KSPHQ's peer-to-peer program, in which youth in the community will be trained to support other youth, aims to launch in the summer of 2023.

In July of 2022, the Teen Support Liaison position was created to develop continuity across the teen line, chat, and call center programs. Last year's efforts were focused on creating policy as well as the development of program and recruitment processes. As we enter 2023, we are excited to have filled the Teen Line Program Coordinator role to organize and supervise volunteers, and look forward to hiring a Training Coordinator to oversee and streamline training.

## 911 Call Diversion Program

In 2022, KSPHQ successfully coordinated the implementation of the Douglas County Crisis Line. With the increased need for expertise to develop and oversee a successful program, KSPHQ hired Call Supervisors to improve care coordination. Leadership also internally promoted a team member to fill the role of Crisis Line Director. We are anticipating the launch of the 911 Call Diversion Program in spring 2023.

# Thank You, 2022 Supporters & Partners



**Thank you to all of our  
KSPHQ Friends & Family  
for your invaluable support.**

**We look forward to the year and work to come.  
Together, we inspire, strengthen, and create a  
community of hope.**

community  
of hope

**KSPHQ**  
KANSAS SUICIDE  
PREVENTION HQ

Bank Midwest  
CC's Cookie Co  
CEK Insurance  
Cans for the Community  
Carl's Cause  
Countryside Golf Course  
Custom Mobile Equipment, Inc.  
Douglas County Community Foundation members  
Dr. Ranjbar Orthodontics DDS  
Envista Credit Union  
Fields & Ivy Brewery  
GCSAA  
Glaser Williams  
Jenna Logan, Vibe Event Space & Studio  
Jewish Community Foundation  
Kansas Department for Aging & Disability Services  
Kansas Department of Health and Environment  
Lawrence Women's Network  
Maceli's Banquet Hall & Catering  
Maggie's Farm  
McCarthy Auto Group  
Messner Bee Farm  
Michelle & Leon Fales Family  
Riverside Technologies, Inc (RTI)  
Russel Stover Candies  
Southern Accents  
State of Kansas Attorney General  
T-Mobile

# Resources



**Need to talk?** Call anytime. 24/7, 365.

Anyone can call for any reason. All calls are confidential.

**KSPHQ/Douglas County  
Local Crisis Line**  
**785-841-2345**

**Online Chat**  
**ksphq.org/help**

**Suicide & Crisis Lifeline**  
**9-8-8**

**Texting**  
**Text "HELP" to 9-8-8**

**Give Hope**



Want to make a donation?  
Scan the QR Code or visit:  
[www.ksphq.org/donate](http://www.ksphq.org/donate)



Interested in becoming a volunteer  
counselor? Scan the QR code or visit:  
[www.ksphq.org/get-involved/](http://www.ksphq.org/get-involved/)

## Get Connected

**Mailing Address:**

Kansas Suicide Prevention HQ  
P.O. Box 999, Lawrence, Kansas 66044

**Street Address:**

2110 Delaware Street  
Lawrence, KS, 66046

**Admin. Office:**

785-841-9900

**Local Crisis Line:**

785-841-2345

**Follow us**  
**@KSPHQ**

