988 SUICIDE & CRISIS LIFELINE | Vibrant Emotional Health

In-State Answer Rate by Originating State 2021-09-01 to 2021-09-30 Eastern Time

For media or research use, please coordinate with Lifeline's Communications team at communications@vibrant.org.

Data does not include calls offered to, or answered by the Veterans Crisis Line or Lifeline's Spanish language sub-network.

State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
AK	644	644	436	68%	154	54	00:30	14:38
AL	2,363	2,363	1,492	63%	698	173	00:54	11:33
AR	1,335	1,335	951	71%	328	56	00:39	11:33
AZ	3,688	3,688	3,367	91%	254	67	00:17	09:19
CA	24,288	24,288	20,565	85%	3,549	174	00:41	12:54
CO	4,095	4,095	2,398	59%	1,060	637	00:59	15:32
CT	1,617	1,617	951	59%	433	233	01:01	13:02
DC	583	583	532	91%	34	17	00:17	07:42
DE	401	401	282	70%	85	34	00:26	09:46
FL	8,691	8,691	6,741	78%	1,636	314	00:42	11:40
GA	4,731	4,731	2,955	62%	1,255	521	00:27	16:20
GU	29	29	29	100%	0	0	00:16	16:58
HI	860	860	754	88%	67	39	00:15	10:24
IA	1,418	1,418	942	66%	381	95	00:57	12:11
ID	1,035	1,035	827	80%	104	104	00:17	16:24
IL	7,461	7,461	1,180	16%	2,176	4,105	00:32	14:27
IN	3,048	3,048	2,015	66%	718	315	00:19	14:26
KS	1,626	1,626	1,286	79%	174	166	00:18	15:28
KY	1,921	1,921	1,534	80%	267	120	00:23	14:14
LA	2,303	2,303	83	4%	668	1,552	00:50	17:55
MA	4,152	4,152	2,633	63%	1,152	367	01:08	09:35
MD	3,122	3,122	2,577	83%	540	5	00:51	13:45
ME	442	442	362	82%	80	0	00:43	09:59
MI	5,457	5,457	3,433	63%	1,308	716	00:45	11:31
MN	2,730	2,730	1,332	49%	729	669	00:39	16:21
MO	2,986	2,986	2,194	73%	681	111	00:50	15:00
MP	10	10	0	0%	2	8	00:00	00:00

■ ≥ 90 Answered   ■ ≥ 80 Answered   ■ ≥ 66 Answered   ■ < 66% Answered

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State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
MS	1,136	1,136	1,019	90%	90	27	00:18	08:19
MT	530	530	464	88%	59	7	00:30	11:53
NC	4,880	4,880	3,003	62%	788	1,089	00:21	06:41
ND	329	329	281	85%	26	22	00:30	12:21
NE	1,132	1,132	781	69%	244	107	00:35	12:01
NH	584	584	429	73%	71	84	00:21	10:32
NJ	3,875	3,875	2,972	77%	716	187	00:42	13:01
NM	1,647	1,647	1,256	76%	322	69	01:01	16:51
NV	1,737	1,737	1,091	63%	486	160	00:49	13:41
NY	11,843	11,843	7,517	63%	2,220	2,106	00:34	15:52
OH	5,182	5,182	3,330	64%	680	1,172	00:19	10:48
OK	1,876	1,876	1,350	72%	433	93	00:47	14:04
OR	3,296	3,296	2,390	73%	641	265	00:38	17:49
Other	3,985	3,985	442	11%	102	3,441	00:44	14:21
PA	5,082	5,082	4,248	84%	711	123	00:32	12:02
PR	233	233	0	0%	66	167	00:00	00:00
RI	377	377	368	98%	8	1	00:07	08:42
SC	2,586	2,586	1,738	67%	516	332	00:31	14:29
SD	337	337	287	85%	43	7	00:29	17:04
TN	2,928	2,928	2,196	75%	579	153	00:29	09:14
TX	14,206	14,206	5,301	37%	3,456	5,449	00:26	12:59
UT	2,245	2,245	1,350	60%	446	449	00:30	17:51
VA	4,590	4,590	3,214	70%	1,138	238	01:10	11:28
VI	33	33	0	0%	10	23	00:00	00:00
VT	289	289	244	84%	27	18	00:22	14:14
WA	4,151	4,151	3,065	74%	783	303	00:33	10:44
WI	3,501	3,501	3,256	93%	225	20	00:22	14:38
WV	975	975	866	89%	103	6	00:33	12:28
WY	232	232	103	44%	47	82	00:15	12:58

≥ 90 Answered   ≥ 80 Answered   ≥ 66 Answered   < 66% Answered
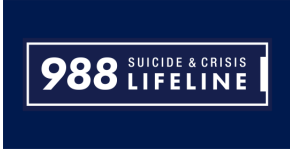
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Glossary of Terms:

- **Routed**: Number of calls that listen to the IVR greeting to then be routed to a center. This metric is used for network-wide and historic reporting, and includes calls that abandon quickly after entering routing.

- **Received**: Number of calls that were sent to a center after listening to the IVR greeting, excluding calls that abandon quickly after routing because they may not have been seen by a center.

- **Answered In-State**: Number of "Received" calls answered by a state or territory's center(s).

- **In-State Answer Rate**: All "Answered In-State" calls divided by all calls "Received" to the state.

- **Abandoned In-State**: Number of "Received" calls that disconnect prior to being engaged by a counselor at a state or territory's center(s). Disconnection may happen for a number of reasons, including but not limited to: the person reaching out changes their mind about seeking care at that moment; the person no longer feels they have privacy or safety in their environment; or there is a random technical service interruption, which may occur due to internet instability, carrier glitches, etc.

- **Flowout to Backup**: Number of "Received" calls not "Answered In-State" nor "Abandoned In-State".

- **Average Speed of Answer (ASA) In-State**: Out of all "Answered In-State" calls, the average time a contact takes to be answered after listening to the automated greeting. As "ASA's" are by nature an "average," the experience of those contacting the Lifeline at different centers in different states or times of day may experience variations in individual wait times.

- **Avg Contact Time**: Out of all "Answered In-State" calls, the average amount of time counselors spend talking with a contact. As this measure is an "average," persons contacting the Lifeline may have conversations that vary widely in contact time length, depending on their individual needs.

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