988 In-State KPIs by Originating State 2022-07-01 to 2022-07-31 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	701	666	360	54%	196	110	00:34	14:35
AL	3,136	2,997	2,051	68%	684	262	00:46	10:26
AR	1,555	1,478	1,136	77%	239	103	00:26	10:37
AS	23	21	0	0%	0	21	00:00	00:00
AZ	4,446	4,123	3,969	96%	42	112	00:10	11:44
CA	30,422	29,000	25,309	87%	3,398	293	00:38	11:27
CO	5,276	5,077	4,099	81%	503	475	00:27	12:33
CT	2,698	2,672	2,539	95%	116	17	00:24	10:49
DC	782	758	713	94%	8	37	00:16	09:08
DE	447	424	320	75%	37	67	00:23	08:05
FL	12,321	11,590	6,276	54%	1,997	3,317	00:37	10:08
GA	6,942	6,545	5,625	86%	740	180	00:20	11:06
GU	216	210	205	98%	1	4	00:11	05:50
HI	1,531	1,371	1,158	84%	111	102	00:23	06:39
IA	1,872	1,791	1,420	79%	250	121	00:33	09:43
ID	1,158	1,109	1,016	92%	75	18	00:29	13:21
IL	9,964	9,539	7,745	81%	739	1,055	00:31	19:10
IN	3,719	3,593	2,773	77%	102	718	00:17	12:19
KS	2,203	2,073	1,748	84%	201	124	00:23	12:59
KY	2,521	2,390	1,869	78%	325	196	00:32	13:33
LA	2,853	2,640	2,347	89%	205	88	00:25	12:33
MA	4,864	4,647	3,664	79%	848	135	00:52	09:52
MD	3,851	3,687	3,156	86%	523	8	00:33	12:31
ME	7,594	7,488	7,394	99%	91	3	00:03	00:45
MI	6,897	6,509	5,252	81%	854	403	00:31	11:25
MN	3,759	3,614	3,136	87%	405	73	00:49	12:58
MO	4,002	3,831	3,349	87%	455	27	00:37	13:22

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

Document Created October 24, 2022

State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
MP	21	19	0	0%	0	19	00:00	00:00
MS	1,263	1,195	1,108	93%	78	9	00:21	08:17
MT	760	747	736	99%	11	0	00:13	12:55
NC	6,072	5,742	5,021	87%	560	161	00:22	09:27
ND	377	358	326	91%	8	24	00:15	12:33
NE	1,288	1,229	1,097	89%	105	27	00:26	13:43
NH	933	887	727	82%	159	1	00:34	17:27
NJ	5,448	5,202	4,068	78%	699	435	00:32	12:22
NM	2,003	1,923	1,719	89%	171	33	00:28	15:30
NV	2,449	2,302	1,766	77%	342	194	00:33	15:56
NY	16,973	16,217	12,576	78%	1,782	1,859	00:28	13:19
OH	8,041	7,803	6,614	85%	517	672	00:19	10:36
OK	2,541	2,415	2,170	90%	185	60	00:29	13:57
OR	4,149	4,030	3,636	90%	295	99	00:32	16:35
Other	3,037	2,918	15	1%	1	2,902	00:34	09:09
PA	6,715	6,427	5,493	85%	679	255	00:32	11:23
PR	300	278	216	78%	36	26	00:41	12:55
RI	490	480	479	100%	0	1	00:07	10:23
SC	3,717	3,585	2,674	75%	493	418	00:30	12:50
SD	436	408	378	93%	24	6	00:24	17:46
TN	4,261	3,825	3,249	85%	524	52	00:37	09:17
TX	15,736	15,051	9,025	60%	1,110	4,916	00:24	12:08
UT	2,798	2,717	2,436	90%	143	138	00:21	14:57
VA	7,469	7,049	5,885	83%	1,150	14	00:33	09:36
VI	116	113	0	0%	0	113	00:00	00:00
VT	758	714	626	88%	24	64	00:19	12:25
WA	6,414	6,163	5,270	86%	696	197	00:26	11:06
WI	6,271	6,012	4,550	76%	789	673	00:26	14:52
WV	1,070	1,032	926	90%	93	13	00:21	18:15

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

Document Created October 24, 2022

State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
WY	385	362	309	85%	32	21	00:12	12:17

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

Document Created October 24, 2022

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.

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

Document Created October 24, 2022