988 In-State KPIs by Originating State 2022-08-01 to 2022-08-31 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	703	670	541	81%	86	43	00:27	12:23
AL	2,925	2,774	1,981	71%	596	197	00:45	12:03
AR	1,629	1,556	1,050	67%	327	179	00:26	10:09
AS	9	9	0	0%	0	9	00:00	00:00
AZ	4,846	4,446	4,180	94%	194	72	00:18	11:16
CA	30,681	29,175	25,888	89%	3,173	114	00:36	11:16
CO	5,239	5,018	4,314	86%	450	254	00:26	12:57
CT	2,181	2,165	2,061	95%	93	11	00:24	12:08
DC	780	751	700	93%	20	31	00:17	08:51
DE	493	469	355	76%	39	75	00:24	07:40
FL	12,304	11,391	6,609	58%	2,484	2,298	00:57	10:23
GA	7,251	6,808	5,967	88%	668	173	00:20	10:50
GU	390	382	380	99%	1	1	00:12	05:22
HI	1,661	1,529	1,401	92%	76	52	00:19	07:48
IA	1,787	1,712	1,595	93%	79	38	00:31	10:02
ID	1,202	1,151	1,012	88%	90	49	00:29	12:36
IL	12,801	12,322	10,489	85%	1,203	630	00:33	15:22
IN	3,643	3,503	2,922	83%	122	459	00:18	11:47
KS	2,258	2,131	1,812	85%	206	113	00:23	13:20
KY	2,595	2,429	1,974	81%	276	179	00:33	12:25
LA	2,882	2,573	2,340	91%	215	18	00:26	12:59
MA	4,939	4,708	4,046	86%	598	64	00:42	10:49
MD	4,159	3,980	3,420	86%	556	4	00:30	11:51
ME	12,936	12,708	12,616	99%	88	4	00:03	00:33
MI	6,898	6,558	5,383	82%	854	321	00:31	11:01
MN	3,777	3,561	3,173	89%	332	56	00:42	13:23
MO	4,078	3,894	3,580	92%	295	19	00:29	14:09

Legend: ≥ 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	27	26	0	0%	0	26	00:00	00:00
MS	1,491	1,385	1,278	92%	102	5	00:19	06:52
MT	739	724	714	99%	10	0	00:13	13:14
NC	6,293	5,725	5,107	89%	510	108	00:21	09:37
ND	363	351	338	96%	3	10	00:15	10:27
NE	1,607	1,547	1,409	91%	99	39	00:25	12:50
NH	1,081	1,040	896	86%	141	3	00:33	18:26
NJ	5,369	5,065	4,072	80%	625	368	00:31	11:54
NM	2,645	2,395	2,156	90%	223	16	00:27	13:39
NV	2,428	2,201	1,840	84%	227	134	00:28	15:54
NY	16,964	16,059	13,230	82%	1,569	1,260	00:27	12:55
OH	8,048	7,813	6,725	86%	637	451	00:21	10:33
OK	2,998	2,840	2,642	93%	142	56	00:26	10:38
OR	4,322	4,199	3,776	90%	359	64	00:33	16:37
Other	3,603	3,459	10	0%	2	3,447	00:19	09:02
PA	6,793	6,484	5,547	86%	679	258	00:32	11:06
PR	313	292	238	82%	40	14	00:42	10:15
RI	483	474	472	100%	0	2	00:07	10:12
SC	3,804	3,600	2,506	70%	559	535	00:30	11:35
SD	429	409	380	93%	24	5	00:20	17:50
TN	4,234	3,657	3,152	86%	483	22	00:27	08:19
TX	15,308	14,561	9,787	67%	977	3,797	00:23	12:20
UT	2,961	2,843	2,441	86%	204	198	00:22	14:20
VA	7,221	6,761	5,766	85%	980	15	00:32	09:13
VI	276	270	0	0%	0	270	00:00	00:00
VT	671	623	557	89%	17	49	00:20	14:31
WA	6,011	5,744	5,193	90%	481	70	00:26	12:35
WI	6,217	5,946	4,616	78%	530	800	00:25	15:07
WV	1,007	965	876	91%	83	6	00:21	18:17

≥ 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	439	416	353	85%	47	16	00:15	12:11

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