



2022-08-01 to 2022-08-31

Lifeline Network Contacts (Excludes VCL\*): 361,140

	Calls	Chats	Texts	Total
Routed	256,398	64,115	40,627	361,140
Answered	216,184 (84%)	61,952 (97%)	39,912 (98%)	318,048 (88%)
Abandoned	40,214 (16%)	2,163 (3%)	715 (2%)	43,092 (12%)
ASA	00:00:36	00:00:34	00:01:25	00:00:42
Avg Contact Time	00:11:31	00:22:25	00:52:50	00:18:49

\*Additional detail concerning VCL calls is only available from the VA

## Dictionary:

**Contact:** A call, chat or text to the Lifeline.

**Routed:** Contacts that are routed to a center after the person listens to the greeting (calls) or sent to a counselor after answering a pre-chat or pre-text survey (chat/text).

**Answered:** All “Routed” contacts that are connected to a center and then engaged by a counselor.

**Abandoned:** All “Routed” contacts that disconnect prior to being engaged by a counselor. Disconnection may happen for a number of reasons, including but not limited to: the person seeking contact 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.

**Average Speed of Answer (ASA):** The average time an “Answered” contact takes to be answered after listening to the automated greeting (calls) or answering a pre-chat or pre-text survey (chat/text). 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:** The average amount of time counselors spend engaged with an “Answered” 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.

Disclaimer: Vibrant Emotional Health (“Vibrant”), as the Administrator of the National Suicide Prevention Lifeline (“Lifeline”) under a Cooperative Agreement with the US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (“SAMHSA”), maintains this data to enhance public access to the Lifeline’s information. This is a service that is continually under development. While we try to keep the information timely and accurate, we make no guarantees. We will make an effort to correct errors brought to our attention. Users should be aware that information being presented may not reflect official positions of Vibrant, the Lifeline, or SAMHSA. With respect to documents available from this report, neither Vibrant, the United States Government, nor any of their employees assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information disclosed, or represents that its use would not infringe privately owned rights. The data on this report may contain hypertext pointers to information created and maintained by other public and private organizations. Please be aware that we do not control or guarantee the accuracy, relevance, timeliness, or completeness of this outside information. Further, the inclusion of pointers to particular items in hypertext is not intended to reflect their importance, nor is it intended to endorse any views expressed or products or services offered by the author of the reference or the organization operating the server on which the reference is maintained. Historical data may not exactly correspond with prior reporting, standardization of definitions and systems may have lead to such differences.