

988 In-State KPIs by Originating State 2022-10-01 to 2022-10-31 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	848	848	543	64%	119	186	00:18	15:14
AL	2,329	2,329	1,486	64%	447	396	00:40	14:09
AR	1,324	1,324	893	67%	196	235	00:24	11:10
AS	4	4	0	0%	0	4	00:00	00:00
AZ	4,881	4,881	4,086	84%	714	81	00:21	13:08
CA	26,894	26,894	23,591	88%	3,118	185	00:35	12:24
CO	4,592	4,592	3,168	69%	534	890	00:24	15:02
CT	2,238	2,238	2,038	91%	132	68	00:15	11:22
DC	680	680	624	92%	38	18	00:10	09:11
DE	403	403	286	71%	44	73	00:20	08:15
FL	10,062	10,062	5,243	52%	1,939	2,880	00:45	13:35
GA	6,673	6,673	5,386	81%	604	683	00:17	11:35
GU	172	172	76	44%	5	91	00:08	05:47
HI	1,369	1,369	1,156	84%	114	99	00:16	08:37
IA	1,776	1,776	1,611	91%	142	23	00:16	10:29
ID	1,206	1,206	852	71%	202	152	00:25	13:13
IL	10,967	10,967	8,737	80%	980	1,250	00:29	19:21
IN	3,262	3,262	2,786	85%	193	283	00:15	15:50
KS	1,697	1,697	1,495	88%	175	27	00:19	15:09
KY	2,257	2,257	1,696	75%	289	272	00:26	14:41
LA	2,475	2,475	2,105	85%	352	18	00:29	13:42
MA	5,861	5,861	4,686	80%	1,078	97	00:34	10:40
MD	3,731	3,731	3,310	89%	410	11	00:31	13:54
ME	632	632	527	83%	75	30	00:31	10:35
MI	5,888	5,888	4,593	78%	649	646	00:28	11:02
MN	3,424	3,424	2,958	86%	373	93	00:34	14:18
MO	4,213	4,213	3,690	88%	439	84	00:27	14:04


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

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	16	16	0	0%	0	16	00:00	00:00
MS	1,287	1,287	1,204	94%	74	9	00:11	07:40
MT	743	743	704	95%	38	1	00:13	12:56
NC	5,393	5,393	4,162	77%	547	684	00:19	11:14
ND	427	427	383	90%	15	29	00:09	11:23
NE	1,827	1,827	1,577	86%	158	92	00:35	11:00
NH	970	970	838	86%	132	0	00:32	18:26
NJ	4,817	4,817	3,755	78%	605	457	00:27	13:40
NM	1,845	1,845	1,434	78%	267	144	00:30	17:02
NV	2,480	2,480	1,713	69%	340	427	00:24	18:51
NY	15,298	15,298	11,371	74%	1,653	2,274	00:25	14:07
OH	6,433	6,433	5,653	88%	507	273	00:16	12:30
OK	2,707	2,707	2,472	91%	191	44	00:20	11:50
OR	4,110	4,110	3,528	86%	286	296	00:26	17:32
Other	5,246	5,246	12	0%	0	5,234	00:16	06:32
PA	5,852	5,852	4,813	82%	700	339	00:27	12:05
PR	1,086	1,086	843	78%	193	50	00:34	13:06
RI	448	448	436	97%	2	10	00:02	15:29
SC	2,969	2,969	1,934	65%	379	656	00:21	14:59
SD	461	461	416	90%	32	13	00:13	16:59
TN	3,371	3,371	2,597	77%	713	61	00:30	10:30
TX	14,325	14,325	8,485	59%	1,402	4,438	00:21	12:52
UT	3,293	3,293	2,426	74%	668	199	00:15	15:58
VA	5,791	5,791	5,310	92%	461	20	00:20	12:48
VI	33	33	0	0%	0	33	00:00	00:00
VT	720	720	605	84%	43	72	00:16	15:23
WA	5,935	5,935	5,255	89%	415	265	00:22	12:31
WI	6,150	6,150	4,852	79%	539	759	00:21	13:53
WV	960	960	845	88%	47	68	00:16	19:07

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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
WY	431	431	355	82%	46	30	00:08	11:26

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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. Note - a system update on September 22, 2022 improved Vibrant’s ability to see when calls abandon en route to the first center. As such, routed volume is somewhat lower than previously reported, because calls likely unseen by a center are now excluded.
- **Received:** Number of calls that were sent to a center after listening to the IVR greeting. Note that as of September 22, 2022, the “Received” adjustment for calls has been discontinued because improved accuracy in tracking the routing process eliminated the need for the adjustment. The field is included for historical comparison. Starting on September 22, 2022, values in “Received” are equal to those shown as “Routed” above.
- **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.

*Please note that pull back time (the amount of time a center has to answer a 988 Lifeline call before it is routed to another center) was unintentionally reduced during the period 9/22-10/4, due to a system update by our routing provider. This resulted in fewer calls being serviced at the local centers and more calls being serviced at backup centers. Some in-state answer rates for the month of September and October did decrease, due to local centers having less time to answer calls, although further analysis found this to have minimal impact for most states. For more information, please reach out to Hannah Collins, hcollins@vibrant.org.

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