

988 In-State KPIs by Originating State 2022-11-01 to 2022-11-30 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	776	776	581	75%	86	109	00:18	14:22
AL	2,380	2,380	1,478	62%	458	444	00:36	13:04
AR	1,383	1,383	1,085	78%	169	129	00:21	11:59
AS	12	12	0	0%	0	12	00:00	00:00
AZ	5,026	5,026	4,222	84%	708	96	00:18	11:26
CA	24,680	24,680	21,755	88%	2,850	75	00:35	12:32
CO	4,526	4,526	3,188	70%	531	807	00:25	14:57
CT	2,440	2,440	2,269	93%	120	51	00:14	10:14
DC	785	785	718	91%	42	25	00:10	08:13
DE	365	365	272	75%	35	58	00:19	08:45
FL	9,673	9,673	6,093	63%	1,753	1,827	00:40	14:31
GA	6,051	6,051	4,992	82%	606	453	00:17	11:13
GU	198	198	186	94%	11	1	00:08	05:01
HI	1,162	1,162	1,111	96%	42	9	00:10	08:36
IA	1,728	1,728	1,597	92%	110	21	00:14	09:42
ID	1,257	1,257	931	74%	123	203	00:25	14:26
IL	10,767	10,767	8,686	81%	989	1,092	00:31	19:50
IN	3,522	3,522	3,273	93%	205	44	00:16	16:26
KS	1,603	1,603	1,418	88%	144	41	00:19	15:23
KY	2,269	2,269	1,707	75%	285	277	00:27	14:55
LA	2,256	2,256	1,942	86%	292	22	00:26	14:34
MA	5,401	5,401	4,753	88%	586	62	00:33	10:07
MD	4,128	4,128	3,665	89%	422	41	00:31	12:15
ME	667	667	565	85%	55	47	00:24	11:13
MI	5,991	5,991	5,143	86%	582	266	00:25	11:20
MN	3,518	3,518	3,016	86%	389	113	00:34	13:03
MO	3,844	3,844	3,463	90%	367	14	00:23	14:37

■ ≥ 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	13	13	0	0%	0	13	00:00	00:00
MS	1,145	1,145	1,107	97%	17	21	00:02	08:24
MT	759	759	739	97%	19	1	00:08	11:04
NC	5,295	5,295	4,129	78%	525	641	00:19	10:30
ND	425	425	384	90%	19	22	00:11	10:31
NE	1,390	1,390	1,203	87%	121	66	00:23	14:58
NH	945	945	807	85%	137	1	00:40	16:52
NJ	4,575	4,575	3,605	79%	558	412	00:28	13:12
NM	1,963	1,963	1,609	82%	209	145	00:27	16:29
NV	2,308	2,308	1,664	72%	309	335	00:23	18:19
NY	14,634	14,634	11,487	78%	1,661	1,486	00:27	13:31
OH	6,495	6,495	5,928	91%	438	129	00:15	12:11
OK	2,801	2,801	2,543	91%	227	31	00:22	10:41
OR	3,783	3,783	3,336	88%	258	189	00:26	17:38
Other	4,680	4,680	15	0%	3	4,662	00:24	09:00
PA	5,470	5,470	4,473	82%	609	388	00:25	11:41
PR	1,073	1,073	923	86%	130	20	00:25	11:26
RI	517	517	491	95%	8	18	00:02	14:34
SC	2,721	2,721	1,685	62%	445	591	00:21	15:23
SD	513	513	454	88%	38	21	00:13	18:14
TN	3,270	3,270	2,754	84%	480	36	00:26	10:30
TX	13,759	13,759	8,716	63%	1,296	3,747	00:20	13:11
UT	2,644	2,644	2,275	86%	176	193	00:15	16:25
VA	5,383	5,383	4,913	91%	448	22	00:19	12:44
VI	48	48	0	0%	0	48	00:00	00:00
VT	614	614	465	76%	47	102	00:18	15:10
WA	5,593	5,593	4,903	88%	448	242	00:22	12:27
WI	5,524	5,524	4,421	80%	498	605	00:22	14:09
WV	995	995	847	85%	63	85	00:16	19:28

≥ 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
WY	345	345	279	81%	28	38	00:08	14:37

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



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.

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