988 In-State KPIs by Originating State 2023-01-01 to 2023-01-31 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	964	964	647	67%	134	183	00:19	14:32
AL	2,871	2,871	1,639	57%	499	733	00:23	10:37
AR	1,697	1,697	1,313	77%	179	205	00:21	10:37
AS	58	58	0	0%	0	58	00:00	00:00
AZ	5,438	5,438	4,691	86%	626	121	00:19	11:52
CA	27,716	27,716	24,260	88%	3,387	69	00:37	12:08
CO	5,011	5,011	3,633	73%	582	796	00:25	15:17
CT	3,912	3,912	3,701	95%	151	60	00:15	07:32
DC	816	816	739	91%	49	28	00:13	08:32
DE	423	423	301	71%	49	73	00:20	08:02
FL	10,507	10,507	6,753	64%	1,909	1,845	00:38	14:19
GA	6,800	6,800	5,776	85%	581	443	00:16	11:19
GU	148	148	132	89%	15	1	00:07	08:02
HI	1,237	1,237	1,140	92%	77	20	00:13	09:00
IA	2,188	2,188	1,958	89%	194	36	00:25	09:01
ID	1,174	1,174	958	82%	112	104	00:25	12:34
IL	11,482	11,482	9,042	79%	1,203	1,237	00:32	19:34
IN	3,617	3,617	3,298	91%	276	43	00:18	15:14
KS	1,861	1,861	1,692	91%	145	24	00:19	14:29
KY	2,523	2,523	1,917	76%	353	253	00:26	15:17
LA	2,685	2,685	2,332	87%	327	26	00:26	15:55
MA	5,931	5,931	5,071	85%	766	94	00:36	10:49
MD	4,809	4,809	4,218	88%	577	14	00:33	12:20
ME	641	641	556	87%	61	24	00:25	11:03
MI	7,049	7,049	6,157	87%	651	241	00:26	11:04
MN	3,714	3,714	3,246	87%	360	108	00:30	13:07
MO	4,414	4,414	3,992	90%	397	25	00:23	13:44

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

Document Created March 20, 2023

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	9	9	0	0%	0	9	00:00	00:00
MS	1,175	1,175	1,148	98%	24	3	00:03	08:01
MT	1,176	1,176	714	61%	461	1	00:09	11:48
NC	5,630	5,630	4,304	76%	621	705	00:20	09:31
ND	410	410	363	89%	19	28	00:11	10:42
NE	1,540	1,540	1,323	86%	150	67	00:22	15:18
NH	1,006	1,006	906	90%	100	0	00:29	18:24
NJ	4,821	4,821	3,573	74%	669	579	00:30	14:30
NM	2,391	2,391	1,935	81%	252	204	00:26	16:21
NV	2,608	2,608	1,848	71%	377	383	00:25	17:11
NY	15,745	15,745	12,418	79%	1,791	1,536	00:29	14:26
OH	7,573	7,573	6,786	90%	641	146	00:18	12:43
OK	3,078	3,078	2,811	91%	236	31	00:19	11:10
OR	4,102	4,102	3,628	88%	316	158	00:26	17:13
Other	4,786	4,786	20	0%	5	4,761	00:21	14:17
PA	6,218	6,218	5,055	81%	714	449	00:27	11:17
PR	747	747	638	85%	83	26	00:26	14:31
RI	527	527	516	98%	7	4	00:02	15:38
SC	3,373	3,373	1,940	58%	368	1,065	00:19	14:39
SD	524	524	471	90%	38	15	00:15	17:57
TN	3,074	3,074	2,748	89%	315	11	00:24	10:28
TX	14,718	14,718	10,560	72%	1,325	2,833	00:20	13:50
UT	3,376	3,376	2,572	76%	625	179	00:15	14:35
VA	6,017	6,017	5,261	87%	743	13	00:20	12:59
VI	100	100	0	0%	0	100	00:00	00:00
VT	958	958	793	83%	59	106	00:16	13:05
WA	6,323	6,323	5,622	89%	429	272	00:21	12:11
WI	6,030	6,030	4,723	78%	580	727	00:22	13:30
WV	1,027	1,027	901	88%	68	58	00:17	20:10

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

Document Created March 20, 2023

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	492	492	414	84%	35	43	00:12	13:16

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

Document Created March 20, 2023

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.

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

Document Created March 20, 2023