

**988 In-State KPIs by Originating State 2023-02-01 to 2023-02-28 Eastern Time**

For media or research use, please coordinate with Lifeline’s Communications team at [communications@vibrant.org](mailto: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	896	896	579	65%	97	220	00:19	16:39
AL	2,320	2,320	1,317	57%	410	593	00:31	12:34
AR	1,443	1,443	1,109	77%	174	160	00:24	10:30
AS	26	26	0	0%	0	26	00:00	00:00
AZ	4,927	4,927	4,331	88%	465	131	00:19	11:24
CA	25,008	25,008	21,786	87%	2,977	245	00:37	12:12
CO	4,722	4,722	2,948	62%	662	1,112	00:29	15:24
CT	3,254	3,254	3,054	94%	136	64	00:14	07:57
DC	736	736	709	96%	13	14	00:05	08:25
DE	369	369	293	79%	26	50	00:21	07:45
FL	9,838	9,838	6,486	66%	1,833	1,519	00:43	13:43
GA	5,904	5,904	5,072	86%	450	382	00:16	11:11
GU	195	195	182	93%	8	5	00:09	08:02
HI	1,018	1,018	925	91%	54	39	00:08	08:44
IA	1,864	1,864	1,548	83%	280	36	00:40	12:59
ID	1,078	1,078	805	75%	149	124	00:26	12:57
IL	10,231	10,231	8,223	80%	1,030	978	00:30	19:45
IN	3,011	3,011	2,761	92%	199	51	00:15	15:32
KS	1,702	1,702	1,591	93%	96	15	00:18	14:41
KY	2,313	2,313	1,763	76%	291	259	00:25	15:08
LA	2,316	2,316	1,968	85%	309	39	00:27	15:32
MA	5,218	5,218	4,547	87%	584	87	00:34	10:14
MD	4,188	4,188	3,599	86%	548	41	00:33	13:24
ME	570	570	486	85%	48	36	00:26	11:39
MI	6,033	6,033	5,305	88%	504	224	00:25	11:41
MN	3,490	3,490	3,061	88%	320	109	00:34	13:16
MO	4,057	4,057	3,678	91%	350	29	00:23	13:18

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

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MP	12	12	0	0%	0	12	00:00	00:00
MS	984	984	956	97%	18	10	00:03	07:53
MT	730	730	705	97%	5	20	00:05	11:38
NC	5,301	5,301	4,075	77%	602	624	00:20	09:44
ND	316	316	282	89%	11	23	00:10	11:35
NE	1,457	1,457	1,258	86%	108	91	00:20	15:31
NH	1,248	1,248	1,136	91%	90	22	00:18	11:48
NJ	4,394	4,394	3,372	77%	555	467	00:29	13:39
NM	1,916	1,916	1,536	80%	233	147	00:28	16:50
NV	2,508	2,508	1,886	75%	335	287	00:24	17:02
NY	14,310	14,310	11,265	79%	1,468	1,577	00:28	14:58
OH	6,610	6,610	5,981	90%	534	95	00:18	12:33
OK	2,929	2,929	2,704	92%	188	37	00:18	10:45
OR	3,918	3,918	3,484	89%	272	162	00:27	16:51
Other	4,522	4,522	32	1%	4	4,486	00:28	11:11
PA	5,869	5,869	4,652	79%	735	482	00:25	12:21
PR	921	921	824	89%	66	31	00:23	10:48
RI	519	519	503	97%	6	10	00:02	14:24
SC	2,819	2,819	1,686	60%	280	853	00:19	14:09
SD	584	584	518	89%	34	32	00:15	19:19
TN	2,987	2,987	2,497	84%	453	37	00:32	11:18
TX	14,013	14,013	10,373	74%	1,446	2,194	00:23	13:10
UT	2,613	2,613	2,320	89%	178	115	00:13	14:45
VA	5,331	5,331	4,747	89%	528	56	00:21	12:14
VI	40	40	0	0%	0	40	00:00	00:00
VT	1,131	1,131	913	81%	122	96	00:12	09:36
WA	6,606	6,606	5,745	87%	436	425	00:21	11:51
WI	5,087	5,087	4,058	80%	468	561	00:23	13:42
WV	945	945	850	90%	59	36	00:20	19:54

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 ■ ≥ 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	399	399	311	78%	51	37	00:17	14:47

 ≥ 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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