

**988 In-State KPIs by Originating State 2023-04-01 to 2023-04-30 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	1,172	1,172	779	66%	176	217	00:19	17:34
AL	2,370	2,370	1,266	53%	476	628	00:19	11:37
AR	1,527	1,527	1,070	70%	226	231	00:31	09:22
AS	4	4	0	0%	0	4	00:00	00:00
AZ	5,740	5,740	5,032	88%	567	141	00:19	11:33
CA	27,936	27,936	25,166	90%	2,664	106	00:32	12:28
CO	5,211	5,211	4,022	77%	522	667	00:22	15:14
CT	3,664	3,664	3,427	94%	191	46	00:13	07:44
DC	796	796	506	64%	163	127	00:46	12:08
DE	383	383	280	73%	51	52	00:20	07:38
FL	10,737	10,737	7,857	73%	2,049	831	00:42	14:30
GA	5,825	5,825	4,982	86%	626	217	00:21	11:50
GU	154	154	148	96%	5	1	00:08	09:20
HI	1,112	1,112	971	87%	103	38	00:11	09:04
IA	1,872	1,872	1,633	87%	221	18	00:30	11:57
ID	1,294	1,294	995	77%	234	65	00:26	13:18
IL	11,182	11,182	9,746	87%	948	488	00:30	20:33
IN	3,578	3,578	3,411	95%	156	11	00:14	15:46
KS	1,842	1,842	1,688	92%	134	20	00:22	14:13
KY	2,281	2,281	1,807	79%	296	178	00:26	16:19
LA	2,355	2,355	2,041	87%	290	24	00:31	16:48
MA	5,043	5,043	4,455	88%	549	39	00:32	10:29
MD	4,260	4,260	3,829	90%	418	13	00:30	13:08
ME	620	620	518	84%	74	28	00:30	10:32
MI	6,228	6,228	5,382	86%	633	213	00:26	11:25
MN	3,871	3,871	3,293	85%	431	147	00:36	12:55
MO	4,607	4,607	4,296	93%	291	20	00:17	12:18

■ ≥ 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	17	17	4	24%	0	13	00:17	07:55
MS	1,168	1,168	1,137	97%	19	12	00:06	08:05
MT	762	762	723	95%	38	1	00:11	12:46
NC	5,178	5,178	4,314	83%	578	286	00:19	10:00
ND	440	440	398	90%	19	23	00:09	11:36
NE	1,709	1,709	1,532	90%	117	60	00:20	15:04
NH	1,134	1,134	1,011	89%	117	6	00:28	15:40
NJ	4,716	4,716	3,892	83%	571	253	00:27	13:27
NM	1,948	1,948	1,525	78%	195	228	00:20	17:08
NV	2,866	2,866	2,051	72%	418	397	00:25	14:52
NY	14,693	14,693	12,480	85%	1,468	745	00:27	15:25
OH	7,041	7,041	6,199	88%	741	101	00:27	13:33
OK	3,374	3,374	3,119	92%	215	40	00:18	11:11
OR	4,097	4,097	3,662	89%	308	127	00:27	16:55
Other	3,068	3,068	34	1%	6	3,028	00:20	09:22
PA	7,090	7,090	5,568	79%	1,184	338	00:43	12:18
PR	696	696	602	86%	76	18	00:23	13:14
RI	615	615	606	99%	8	1	00:01	15:52
SC	3,087	3,087	1,922	62%	380	785	00:20	15:22
SD	655	655	564	86%	57	34	00:13	16:11
TN	3,442	3,442	3,007	87%	418	17	00:34	11:33
TX	14,074	14,074	10,503	75%	1,679	1,892	00:25	14:26
UT	2,864	2,864	2,621	92%	161	82	00:14	14:58
VA	5,671	5,671	5,239	92%	415	17	00:20	12:37
VI	51	51	0	0%	0	51	00:00	00:00
VT	710	710	530	75%	69	111	00:16	16:10
WA	6,190	6,190	5,390	87%	463	337	00:22	11:44
WI	6,779	6,779	5,182	76%	860	737	00:32	14:11
WV	1,031	1,031	948	92%	48	35	00:17	16:59

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 ■ < 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	410	410	341	83%	50	19	00:18	14:34

≥ 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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