

**988 In-State KPIs by Originating State 2023-05-01 to 2023-05-31 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	1,208	1,208	824	68%	166	218	00:19	14:42
AL	2,407	2,407	1,361	57%	440	606	00:19	12:18
AR	1,592	1,592	1,071	67%	230	291	00:27	10:53
AS	13	13	0	0%	0	13	00:00	00:00
AZ	5,792	5,792	5,180	89%	488	124	00:18	11:43
CA	30,498	30,498	27,649	91%	2,782	67	00:30	11:58
CO	5,997	5,997	4,741	79%	546	710	00:18	14:43
CT	3,794	3,794	3,535	93%	203	56	00:15	09:15
DC	828	828	547	66%	137	144	00:44	10:59
DE	435	435	321	74%	45	69	00:20	08:32
FL	11,497	11,497	8,525	74%	1,977	995	00:37	14:08
GA	6,078	6,078	5,322	88%	583	173	00:21	11:43
GU	293	293	258	88%	26	9	00:08	08:44
HI	1,436	1,436	1,350	94%	50	36	00:09	08:28
IA	1,860	1,860	1,638	88%	206	16	00:33	12:48
ID	1,178	1,178	999	85%	112	67	00:23	13:37
IL	11,901	11,901	10,157	85%	1,039	705	00:30	19:56
IN	3,805	3,805	3,629	95%	171	5	00:13	13:38
KS	2,087	2,087	1,917	92%	148	22	00:20	13:45
KY	2,355	2,355	1,814	77%	323	218	00:25	14:55
LA	2,710	2,710	2,340	86%	323	47	00:30	14:55
MA	5,069	5,069	4,560	90%	477	32	00:31	10:06
MD	4,481	4,481	4,001	89%	460	20	00:27	13:44
ME	628	628	523	83%	71	34	00:25	10:45
MI	7,182	7,182	6,436	90%	580	166	00:25	11:42
MN	4,353	4,353	3,743	86%	420	190	00:34	12:32
MO	4,959	4,959	4,637	94%	282	40	00:16	12:45

■ ≥ 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	20	20	5	25%	0	15	00:11	22:44
MS	1,065	1,065	1,046	98%	17	2	00:02	08:18
MT	740	740	710	96%	29	1	00:10	13:40
NC	5,288	5,288	4,583	87%	484	221	00:19	10:31
ND	525	525	481	92%	22	22	00:08	09:36
NE	1,674	1,674	1,507	90%	108	59	00:20	15:03
NH	1,019	1,019	917	90%	94	8	00:29	12:58
NJ	4,566	4,566	3,865	85%	506	195	00:26	13:32
NM	2,116	2,116	1,736	82%	156	224	00:17	17:43
NV	3,210	3,210	2,267	71%	422	521	00:25	14:47
NY	16,323	16,323	14,059	86%	1,463	801	00:27	14:56
OH	7,561	7,561	6,667	88%	869	25	00:27	13:08
OK	3,402	3,402	3,116	92%	242	44	00:18	11:13
OR	4,506	4,506	3,948	88%	339	219	00:26	16:14
Other	6,670	6,670	20	0%	3	6,647	00:24	09:47
PA	7,631	7,631	6,021	79%	1,147	463	00:40	11:49
PR	998	998	888	89%	90	20	00:24	09:36
RI	644	644	619	96%	11	14	00:02	14:32
SC	3,407	3,407	2,296	67%	362	749	00:20	15:02
SD	797	797	705	88%	55	37	00:14	15:32
TN	3,640	3,640	3,203	88%	423	14	00:30	11:25
TX	15,042	15,042	11,502	76%	1,665	1,875	00:24	14:29
UT	2,765	2,765	2,512	91%	164	89	00:14	14:58
VA	6,017	6,017	5,553	92%	451	13	00:20	12:33
VI	39	39	0	0%	0	39	00:00	00:00
VT	825	825	638	77%	48	139	00:14	15:36
WA	6,866	6,866	6,042	88%	468	356	00:23	11:37
WI	6,897	6,897	5,270	76%	764	863	00:28	13:07
WV	1,268	1,268	1,143	90%	81	44	00:16	18:00

■ ≥ 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	433	433	379	88%	41	13	00:10	14:17

≥ 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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