988 In-State KPIs by Originating State 2023-06-01 to 2023-06-30 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	942	942	602	64%	131	209	00:21	15:49
AL	2,294	2,294	1,358	59%	380	556	00:29	13:15
AR	1,441	1,441	1,047	73%	177	217	00:23	09:47
AS	17	17	0	0%	0	17	00:00	00:00
AZ	6,320	6,320	5,229	83%	1,002	89	00:19	11:00
CA	28,493	28,493	25,762	90%	2,660	71	00:30	11:57
CO	6,337	6,337	4,917	78%	393	1,027	00:18	14:49
CT	3,456	3,456	3,178	92%	200	78	00:15	09:17
DC	810	810	526	65%	110	174	00:30	10:54
DE	447	447	326	73%	35	86	00:20	06:23
FL	10,743	10,743	8,058	75%	1,570	1,115	00:36	14:37
GA	5,988	5,988	5,248	88%	634	106	00:25	11:28
GU	256	256	247	96%	5	4	00:03	05:42
HI	1,520	1,520	1,477	97%	38	5	00:07	08:35
IA	1,662	1,662	1,463	88%	178	21	00:35	13:05
ID	1,194	1,194	981	82%	111	102	00:22	13:06
IL	11,586	11,586	9,619	83%	1,102	865	00:31	20:07
IN	3,603	3,603	3,308	92%	241	54	00:20	17:25
KS	1,863	1,863	1,723	92%	125	15	00:21	12:49
KY	2,272	2,272	1,850	81%	275	147	00:27	15:19
LA	2,548	2,548	2,155	85%	353	40	00:33	15:15
MA	5,112	5,112	4,584	90%	491	37	00:29	09:53
MD	4,477	4,477	4,023	90%	422	32	00:27	13:03
ME	739	739	615	83%	81	43	00:29	10:21
MI	6,862	6,862	6,118	89%	546	198	00:25	11:48
MN	3,853	3,853	3,268	85%	401	184	00:30	12:30
MO	4,459	4,459	4,189	94%	237	33	00:15	12:56

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

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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	2	12%	0	15	00:06	05:46
MS	1,082	1,082	1,071	99%	7	4	00:02	08:07
MT	694	694	666	96%	28	0	00:09	11:48
NC	5,278	5,278	4,539	86%	502	237	00:18	11:49
ND	637	637	577	91%	17	43	00:09	09:34
NE	1,587	1,587	1,451	91%	82	54	00:20	16:05
NH	943	943	843	89%	93	7	00:27	12:58
NJ	4,571	4,571	3,783	83%	529	259	00:29	13:15
NM	2,000	2,000	1,741	87%	162	97	00:15	17:09
NV	2,957	2,957	1,990	67%	409	558	00:24	13:57
NY	16,280	16,280	13,919	85%	1,500	861	00:30	14:34
OH	6,801	6,801	6,056	89%	705	40	00:28	13:42
OK	3,470	3,470	3,202	92%	234	34	00:18	11:22
OR	4,175	4,175	3,709	89%	323	143	00:26	16:15
Other	5,215	5,215	24	0%	5	5,186	00:32	08:30
PA	7,353	7,353	5,669	77%	1,181	503	00:38	11:53
PR	898	898	800	89%	84	14	00:23	10:52
RI	688	688	674	98%	5	9	00:02	13:11
SC	3,294	3,294	2,491	76%	383	420	00:27	15:09
SD	730	730	639	88%	41	50	00:13	17:21
TN	3,401	3,401	3,001	88%	393	7	00:30	11:34
TX	14,264	14,264	11,398	80%	1,412	1,454	00:25	13:54
UT	2,593	2,593	2,348	91%	152	93	00:14	15:06
VA	5,679	5,679	5,223	92%	436	20	00:22	12:26
VI	37	37	0	0%	0	37	00:00	00:00
VT	651	651	520	80%	39	92	00:14	18:40
WA	6,807	6,807	5,884	86%	538	385	00:24	11:19
WI	6,268	6,268	4,560	73%	705	1,003	00:28	14:04
WV	1,260	1,260	1,134	90%	82	44	00:16	19:12

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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	435	435	389	89%	17	29	00:08	14:16

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

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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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