

988 In-State KPIs by Originating State 2023-07-01 to 2023-07-31 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	989	989	622	63%	140	227	00:22	17:16
AL	2,504	2,504	1,714	68%	383	407	00:33	11:35
AR	1,563	1,563	1,117	71%	224	222	00:27	11:29
AS	14	14	0	0%	0	14	00:00	00:00
AZ	6,319	6,319	5,536	88%	647	136	00:22	11:28
CA	28,879	28,879	25,911	90%	2,802	166	00:30	12:33
CO	6,667	6,667	5,772	87%	377	518	00:16	14:04
CT	3,879	3,879	3,532	91%	212	135	00:17	09:29
DC	886	886	466	53%	136	284	00:23	11:35
DE	405	405	291	72%	31	83	00:18	08:41
FL	11,215	11,215	8,226	73%	1,536	1,453	00:34	14:58
GA	6,443	6,443	5,642	88%	621	180	00:24	11:07
GU	207	207	196	95%	10	1	00:03	09:18
HI	1,545	1,545	1,488	96%	46	11	00:07	09:23
IA	1,926	1,926	1,661	86%	243	22	00:36	13:52
ID	1,143	1,143	936	82%	109	98	00:21	13:55
IL	12,098	12,098	10,249	85%	1,073	776	00:31	20:39
IN	3,814	3,814	3,469	91%	278	67	00:21	18:48
KS	2,040	2,040	1,850	91%	160	30	00:20	13:38
KY	2,457	2,457	2,044	83%	276	137	00:25	15:22
LA	2,587	2,587	2,204	85%	329	54	00:36	16:02
MA	5,462	5,462	4,887	89%	528	47	00:29	09:57
MD	4,702	4,702	4,171	89%	482	49	00:29	13:21
ME	832	832	690	83%	113	29	00:31	09:01
MI	7,330	7,330	6,517	89%	655	158	00:24	12:05
MN	3,763	3,763	3,361	89%	318	84	00:25	13:43
MO	5,038	5,038	4,771	95%	234	33	00:15	12:48

■ ≥ 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	9	9	5	56%	0	4	00:09	12:42
MS	1,379	1,379	1,350	98%	24	5	00:02	08:16
MT	782	782	750	96%	32	0	00:09	12:01
NC	5,962	5,962	5,277	89%	488	197	00:17	12:02
ND	619	619	516	83%	24	79	00:09	12:46
NE	1,704	1,704	1,529	90%	110	65	00:20	16:33
NH	1,252	1,252	1,127	90%	107	18	00:29	12:58
NJ	4,833	4,833	4,028	83%	479	326	00:27	12:25
NM	1,995	1,995	1,807	91%	115	73	00:15	16:55
NV	2,890	2,890	1,917	66%	378	595	00:27	16:47
NY	17,668	17,668	15,180	86%	1,628	860	00:29	15:05
OH	6,999	6,999	6,235	89%	738	26	00:27	14:00
OK	3,883	3,883	3,598	93%	253	32	00:20	11:57
OR	4,616	4,616	4,065	88%	362	189	00:27	16:05
Other	4,219	4,219	32	1%	7	4,180	00:25	09:08
PA	7,667	7,667	6,197	81%	1,080	390	00:38	12:09
PR	1,681	1,681	1,589	95%	80	12	00:22	05:59
RI	756	756	740	98%	15	1	00:02	14:39
SC	3,339	3,339	2,373	71%	389	577	00:29	15:45
SD	789	789	667	85%	62	60	00:13	14:46
TN	3,689	3,689	3,291	89%	374	24	00:26	11:54
TX	14,263	14,263	11,623	81%	1,393	1,247	00:26	14:48
UT	3,005	3,005	2,733	91%	156	116	00:14	15:48
VA	6,057	6,057	5,557	92%	497	3	00:22	12:03
VI	20	20	0	0%	0	20	00:00	00:00
VT	828	828	655	79%	53	120	00:14	18:19
WA	6,757	6,757	5,956	88%	433	368	00:23	12:06
WI	6,377	6,377	4,792	75%	722	863	00:27	14:07
WV	1,269	1,269	1,119	88%	97	53	00:16	18:26

■ ≥ 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	522	522	477	91%	27	18	00:07	13:37

≥ 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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