

988 In-State KPIs by Originating State 2023-10-01 to 2023-10-31 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	1,093	1,093	700	64%	136	257	00:23	16:42
AL	2,749	2,749	1,960	71%	466	323	00:32	12:11
AR	1,767	1,767	1,036	59%	377	354	00:23	14:14
AS	4	4	0	0%	0	4	00:00	00:00
AZ	7,365	7,365	6,528	89%	701	136	00:19	11:43
CA	30,957	30,957	26,969	87%	3,717	271	00:35	12:52
CO	8,297	8,297	7,152	86%	766	379	00:14	14:34
CT	3,715	3,715	3,288	89%	321	106	00:15	11:48
DC	957	957	682	71%	144	131	00:25	11:46
DE	412	412	297	72%	45	70	00:20	09:31
FL	12,085	12,085	9,287	77%	1,875	923	00:35	15:41
GA	6,560	6,560	5,638	86%	759	163	00:21	11:41
GU	227	227	206	91%	9	12	00:02	07:55
HI	1,947	1,947	1,656	85%	228	63	00:15	07:23
IA	2,118	2,118	1,780	84%	294	44	00:38	13:16
ID	1,291	1,291	1,095	85%	103	93	00:21	16:03
IL	13,203	13,203	10,451	79%	1,428	1,324	00:31	21:40
IN	4,745	4,745	4,339	91%	357	49	00:19	19:08
KS	2,148	2,148	1,931	90%	188	29	00:22	15:00
KY	2,891	2,891	2,355	81%	410	126	00:20	12:17
LA	2,833	2,833	2,461	87%	339	33	00:24	14:58
MA	6,746	6,746	5,956	88%	727	63	00:32	10:06
MD	5,273	5,273	4,511	86%	684	78	00:32	15:07
ME	941	941	811	86%	89	41	00:21	11:10
MI	8,252	8,252	7,301	88%	809	142	00:19	11:56
MN	4,298	4,298	3,863	90%	328	107	00:21	14:21
MO	5,311	5,311	4,972	94%	316	23	00:14	13:43

■ ≥ 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	13	13	4	31%	2	7	00:16	13:34
MS	1,162	1,162	1,125	97%	31	6	00:01	07:42
MT	842	842	812	96%	26	4	00:09	13:37
NC	6,755	6,755	5,872	87%	704	179	00:17	13:17
ND	618	618	562	91%	31	25	00:09	08:57
NE	1,793	1,793	1,583	88%	146	64	00:20	16:44
NH	1,126	1,126	901	80%	151	74	00:26	12:10
NJ	6,241	6,241	4,962	80%	838	441	00:28	13:52
NM	2,632	2,632	2,267	86%	247	118	00:19	14:32
NV	3,696	3,696	2,669	72%	443	584	00:23	16:32
NY	30,798	30,798	26,572	86%	2,850	1,376	00:30	16:18
OH	7,429	7,429	6,640	89%	746	43	00:28	14:10
OK	4,818	4,818	4,357	90%	395	66	00:19	12:09
OR	4,738	4,738	3,686	78%	498	554	00:29	16:18
Other	4,917	4,917	183	4%	33	4,701	00:27	09:47
PA	7,561	7,561	6,696	89%	639	226	00:21	12:39
PR	2,043	2,043	1,898	93%	128	17	00:23	06:43
RI	705	705	695	99%	4	6	00:01	13:24
SC	3,314	3,314	2,409	73%	420	485	00:30	15:55
SD	850	850	724	85%	74	52	00:14	17:27
TN	3,955	3,955	3,477	88%	452	26	00:26	11:34
TX	16,008	16,008	13,833	86%	1,979	196	00:30	14:35
UT	2,934	2,934	2,687	92%	158	89	00:14	15:28
VA	6,428	6,428	5,853	91%	554	21	00:22	12:52
VI	121	121	0	0%	0	121	00:00	00:00
VT	723	723	647	89%	41	35	00:12	16:37
WA	6,993	6,993	6,364	91%	526	103	00:23	11:51
WI	7,179	7,179	5,420	75%	628	1,131	00:25	15:25
WV	1,505	1,505	1,364	91%	74	67	00:15	16:58

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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	464	464	446	96%	11	7	00:07	14:37

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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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