

988 In-State KPIs by Originating State 2024-02-01 to 2024-02-29 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	1,103	1,103	775	70%	139	189	00:23	16:12
AL	2,417	2,417	1,715	71%	401	301	00:36	12:03
AR	1,555	1,555	626	40%	136	793	00:18	13:29
AS	6	6	0	0%	0	6	00:00	00:00
AZ	5,890	5,890	5,062	86%	507	321	00:19	12:42
CA	28,867	28,867	25,443	88%	2,648	776	00:27	12:05
CO	8,296	8,296	6,744	81%	812	740	00:21	13:29
CT	4,278	4,278	3,778	88%	267	233	00:15	10:32
DC	1,000	1,000	842	84%	76	82	00:21	09:52
DE	406	406	334	82%	34	38	00:20	08:00
FL	11,504	11,504	9,269	81%	1,569	666	00:31	14:35
GA	6,573	6,573	5,402	82%	821	350	00:21	11:46
GU	280	280	263	94%	8	9	00:05	17:27
HI	1,578	1,578	1,153	73%	295	130	00:25	10:27
IA	1,870	1,870	1,643	88%	202	25	00:30	13:48
ID	1,191	1,191	1,010	85%	97	84	00:17	16:50
IL	12,994	12,994	10,009	77%	1,328	1,657	00:31	20:04
IN	5,920	5,920	5,470	92%	366	84	00:18	18:45
KS	2,163	2,163	1,961	91%	179	23	00:19	14:23
KY	2,690	2,690	2,281	85%	359	50	00:25	14:57
LA	2,982	2,982	2,625	88%	300	57	00:21	13:58
MA	5,590	5,590	4,920	88%	599	71	00:30	09:22
MD	6,190	6,190	5,630	91%	511	49	00:23	13:36
ME	1,570	1,570	1,453	93%	78	39	00:16	07:18
MI	7,159	7,159	6,416	90%	636	107	00:17	11:14
MN	4,032	4,032	3,628	90%	308	96	00:19	14:04
MO	6,286	6,286	5,872	93%	378	36	00:15	12:23

■ ≥ 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	22	22	10	45%	1	11	00:08	15:00
MS	1,082	1,082	1,060	98%	20	2	00:01	07:11
MT	879	879	858	98%	14	7	00:06	11:27
NC	5,749	5,749	4,665	81%	709	375	00:20	12:55
ND	670	670	593	89%	36	41	00:10	10:44
NE	1,682	1,682	1,495	89%	116	71	00:20	17:05
NH	1,091	1,091	808	74%	133	150	00:25	13:36
NJ	6,439	6,439	4,866	76%	801	772	00:28	14:49
NM	2,397	2,397	2,001	83%	257	139	00:18	14:40
NV	3,186	3,186	1,889	59%	490	807	00:24	16:03
NY	28,511	28,511	25,711	90%	2,292	508	00:35	15:55
OH	7,829	7,829	6,866	88%	864	99	00:25	13:24
OK	4,820	4,820	4,283	89%	472	65	00:23	10:58
OR	4,395	4,395	3,298	75%	493	604	00:29	17:01
Other	5,799	5,799	298	5%	24	5,477	00:46	18:55
PA	7,416	7,416	6,548	88%	658	210	00:19	11:49
PR	852	852	709	83%	124	19	00:30	11:13
RI	755	755	735	97%	9	11	00:01	13:48
SC	3,196	3,196	2,524	79%	329	343	00:30	16:22
SD	644	644	553	86%	34	57	00:12	14:28
TN	3,660	3,660	3,164	86%	449	47	00:26	12:46
TX	15,327	15,327	13,214	86%	1,891	222	00:30	14:25
UT	2,859	2,859	2,679	94%	131	49	00:13	16:37
VA	8,209	8,209	6,748	82%	1,115	346	00:41	13:49
VI	89	89	0	0%	0	89	00:00	00:00
VT	771	771	645	84%	63	63	00:14	14:57
WA	6,970	6,970	6,318	91%	471	181	00:23	13:29
WI	6,648	6,648	5,168	78%	560	920	00:26	14:49
WV	1,667	1,667	1,516	91%	92	59	00:15	17:36

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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	558	558	510	91%	24	24	00:15	14:18

≥ 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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