

988 In-State KPIs by Originating State 2024-06-01 to 2024-06-30 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	1,522	1,522	851	56%	287	384	00:36	13:53
AL	3,040	3,040	2,270	75%	413	357	00:29	09:18
AR	2,472	2,472	1,844	75%	186	442	00:21	13:01
AS	3	3	0	0%	0	3	00:00	00:00
AZ	7,700	7,700	6,756	88%	599	345	00:20	12:19
CA	37,626	37,626	30,785	82%	4,637	2,204	00:34	12:19
CO	8,660	8,660	6,645	77%	805	1,210	00:24	14:45
CT	4,361	4,361	3,797	87%	275	289	00:13	11:11
DC	1,004	1,004	828	82%	97	79	00:20	08:37
DE	560	560	485	87%	40	35	00:19	06:31
FL	15,491	15,491	11,911	77%	2,154	1,426	00:34	15:12
GA	8,844	8,844	7,325	83%	906	613	00:21	11:17
GU	517	517	487	94%	10	20	00:05	10:25
HI	1,942	1,942	1,459	75%	266	217	00:26	10:51
IA	2,591	2,591	2,210	85%	306	75	00:36	11:01
ID	1,391	1,391	1,229	88%	81	81	00:18	19:01
IL	16,474	16,474	8,897	54%	2,062	5,515	00:34	16:51
IN	6,782	6,782	6,308	93%	367	107	00:16	17:58
KS	3,174	3,174	2,708	85%	311	155	00:22	14:38
KY	3,228	3,228	2,772	86%	340	116	00:23	13:30
LA	3,708	3,708	3,253	88%	325	130	00:19	12:54
MA	6,845	6,845	5,783	84%	758	304	00:31	08:13
MD	7,834	7,834	6,972	89%	630	232	00:24	13:19
ME	1,418	1,418	1,290	91%	92	36	00:16	10:21
MI	9,550	9,550	8,397	88%	864	289	00:18	11:17
MN	5,596	5,596	4,904	88%	389	303	00:20	13:59
MO	7,259	7,259	6,680	92%	410	169	00:15	12:44

■ ≥ 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	6	30%	0	14	00:08	08:54
MS	1,593	1,593	1,494	94%	31	68	00:01	06:18
MT	1,080	1,080	1,041	96%	29	10	00:08	12:02
NC	8,078	8,078	6,514	81%	941	623	00:20	10:17
ND	704	704	620	88%	30	54	00:10	12:05
NE	2,379	2,379	1,993	84%	121	265	00:20	15:26
NH	1,271	1,271	1,119	88%	108	44	00:25	10:26
NJ	8,351	8,351	6,003	72%	852	1,496	00:24	12:39
NM	2,976	2,976	2,568	86%	248	160	00:17	13:44
NV	4,169	4,169	2,636	63%	626	907	00:22	15:54
NY	32,125	32,125	27,435	85%	3,349	1,341	00:44	15:49
OH	10,596	10,596	9,503	90%	883	210	00:25	13:02
OK	5,429	5,429	4,856	89%	412	161	00:21	10:16
OR	5,572	5,572	4,255	76%	552	765	00:25	16:41
Other	3,321	3,321	345	10%	57	2,919	00:52	13:21
PA	10,433	10,433	9,238	89%	859	336	00:23	11:23
PR	241	241	120	50%	53	68	00:29	14:16
RI	1,015	1,015	981	97%	7	27	00:01	14:22
SC	3,947	3,947	2,920	74%	450	577	00:33	14:40
SD	819	819	669	82%	61	89	00:13	13:34
TN	4,932	4,932	4,220	86%	595	117	00:26	11:05
TX	19,305	19,305	15,963	83%	2,447	895	00:34	14:42
UT	3,489	3,489	3,134	90%	190	165	00:14	16:37
VA	12,958	12,958	10,912	84%	1,483	563	00:41	13:15
VI	76	76	0	0%	0	76	00:00	00:00
VT	1,574	1,574	1,403	89%	72	99	00:11	11:59
WA	9,113	9,113	8,307	91%	487	319	00:20	13:17
WI	6,528	6,528	5,289	81%	546	693	00:20	13:12
WV	1,552	1,552	1,344	87%	110	98	00:16	16:26

■ ≥ 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	672	672	583	87%	24	65	00:16	13:55

≥ 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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