

In-State Answer Rate by Originating State 2021-04-01 to 2021-06-30 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	Answered In-State	Answered Out-State	In-State Answer Rate
AK	1,730	1,127	302	65%
AL	6,225	5,354	86	86%
AR	3,773	1,571	1,426	42%
AZ	8,998	8,210	211	91%
CA	65,343	58,136	205	89%
CO	11,239	7,783	1,305	69%
CT	4,632	2,755	712	59%
DC	1,670	1,500	56	90%
DE	1,012	742	52	73%
FL	23,976	19,132	781	80%
GA	13,257	7,397	2,095	56%
HI	2,253	1,983	104	88%
IA	4,445	2,583	122	58%
ID	3,154	2,613	254	83%
IL	21,022	4,498	12,230	21%
IN	9,701	6,834	1,077	70%
KS	4,331	2,939	778	68%
KY	5,328	4,305	321	81%
LA	6,287	3,532	1,161	56%
MA	12,218	7,698	812	63%
MD	9,163	7,784	18	85%
ME	1,210	1,060	0	88%
MI	15,699	10,455	2,161	67%
MN	8,772	3,810	2,514	43%
MO	8,395	6,837	168	81%
MS	3,117	2,630	174	84%
MT	1,778	1,591	16	89%

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

State	Routed	Answered In-State	Answered Out-State	In-State Answer Rate
NC	14,234	12,643	478	89%
ND	912	772	49	85%
NE	2,800	2,057	199	73%
NH	1,549	1,251	172	81%
NJ	11,738	8,988	606	77%
NM	4,115	3,275	50	80%
NV	4,855	3,783	204	78%
NY	34,117	23,385	5,009	69%
OH	15,842	11,231	3,060	71%
OK	4,744	3,551	243	75%
OR	9,756	7,178	813	74%
PA	14,593	11,838	460	81%
RI	1,056	1,034	0	98%
SC	6,281	4,142	1,250	66%
SD	911	780	16	86%
TN	7,561	6,062	215	80%
TX	36,804	14,060	15,924	38%
UT	6,470	4,537	856	70%
VA	12,192	7,356	1,671	60%
VT	709	557	91	79%
WA	12,432	9,290	1,036	75%
WI	8,690	7,901	57	91%
WV	2,400	2,128	34	89%
WY	731	347	262	47%

Vibrant Emotional Health (“Vibrant”), as the Administrator of the National Suicide Prevention Lifeline (“Lifeline”) under a Cooperative Agreement with the US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (“SAMHSA”), maintains this data to enhance public access to the Lifeline’s information. This is a service that is continually under development. While we try to keep the information timely and accurate, we make no guarantees. We will make an effort to correct errors brought to our attention. Users should be aware that information being presented may not reflect official positions of Vibrant, the Lifeline, or SAMHSA. With respect to documents available from this report, neither Vibrant, the United States Government, nor any of their employees assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information disclosed, or represents that its use would not infringe privately owned rights.

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