

In-State Answer Rate by Originating State 2022-01-01 to 2022-03-31 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	Answered In-State	Answered Out-State	In-State Answer Rate
AK	1,839	975	312	53%
AL	6,551	4,058	541	62%
AR	3,315	2,721	86	82%
AS	8	0	6	0%
AZ	9,279	8,461	142	91%
CA	68,023	58,066	246	85%
CO	12,095	5,947	2,622	49%
CT	5,283	3,457	673	65%
DC	1,782	1,598	55	90%
DE	1,146	782	135	68%
FL	24,601	16,626	2,572	68%
GA	14,236	9,427	1,255	66%
GU	102	91	2	89%
HI	2,735	2,022	252	74%
IA	3,875	2,671	189	69%
ID	3,186	2,568	201	81%
IL	21,447	4,327	11,556	20%
IN	8,825	6,672	1,091	76%
KS	4,002	3,308	218	83%
KY	5,683	3,909	595	69%
LA	7,400	4,746	904	64%
MA	12,764	8,788	629	69%
MD	9,164	7,542	15	82%
ME	1,330	1,038	2	78%
MI	15,642	9,597	2,532	61%
MN	7,756	5,444	921	70%
MO	8,553	7,201	140	84%

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

State	Routed	Answered In-State	Answered Out-State	In-State Answer Rate
MP	33	0	25	0%
MS	2,871	2,586	17	90%
MT	1,916	1,854	0	97%
NC	13,427	12,079	233	90%
ND	1,009	933	18	92%
NE	2,881	2,392	100	83%
NH	1,851	1,419	231	77%
NJ	11,291	8,914	522	79%
NM	4,049	2,904	175	72%
NV	5,023	3,482	397	69%
NY	34,847	21,832	6,578	63%
OH	14,677	8,211	4,053	56%
OK	4,930	3,652	248	74%
OR	9,769	7,008	985	72%
PA	13,998	11,598	382	83%
PR	340	0	257	0%
RI	934	919	3	98%
SC	7,811	6,027	382	77%
SD	826	696	10	84%
TN	8,977	7,475	21	83%
TX	35,550	16,129	11,800	45%
UT	6,038	4,749	582	79%
VA	12,180	10,268	152	84%
VI	356	0	312	0%
VT	1,187	1,014	50	85%
WA	13,270	9,042	1,124	68%
WI	11,995	9,979	432	83%
WV	2,310	2,101	19	91%
WY	747	482	152	65%

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