

**In-State Answer Rate by Originating State 2021-07-01 to 2021-07-31 Eastern Time**

For media or research use, please coordinate with Lifeline’s Communications team at [communications@vibrant.org](mailto:communications@vibrant.org).

Data does not include calls offered to, or answered by the Veterans Crisis Line or Lifeline’s Spanish language sub-network.

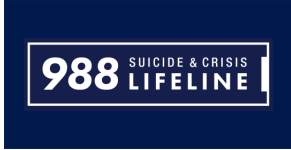
State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
AK	563	563	240	43%	202	121	01:00	16:45
AL	2,247	2,247	1,374	61%	740	133	00:52	11:52
AR	1,347	1,347	934	69%	322	91	00:30	12:12
AS	4	4	0	0%	2	2	00:00	00:00
AZ	3,054	3,054	2,785	91%	212	57	00:17	09:52
CA	22,327	22,327	19,564	88%	2,665	98	00:36	13:02
CO	3,780	3,780	2,719	72%	690	371	00:53	16:20
CT	1,536	1,536	911	59%	399	226	00:58	12:58
DC	598	598	546	91%	41	11	00:17	08:49
DE	409	409	291	71%	94	24	00:27	11:32
FL	8,361	8,361	6,472	77%	1,544	345	00:41	11:16
GA	4,744	4,744	3,367	71%	1,057	320	00:26	16:54
GU	41	41	34	83%	5	2	00:18	12:10
HI	744	744	647	87%	61	36	00:15	10:01
IA	1,398	1,398	853	61%	412	133	01:03	13:10
ID	1,020	1,020	879	86%	58	83	00:17	15:29
IL	7,376	7,376	1,430	19%	1,667	4,279	00:26	14:00
IN	3,201	3,201	2,150	67%	663	388	00:19	14:53
KS	1,371	1,371	987	72%	193	191	00:20	15:02
KY	2,088	2,088	1,559	75%	313	216	00:21	13:34
LA	2,252	2,252	1,264	56%	520	468	00:35	14:09
MA	3,505	3,505	2,688	77%	670	147	01:00	09:45
MD	3,268	3,268	2,657	81%	601	10	00:44	12:37
ME	420	420	350	83%	70	0	00:38	10:01
MI	5,386	5,386	3,504	65%	1,157	725	00:42	11:12
MN	2,885	2,885	1,078	37%	929	878	00:40	14:13
MO	2,824	2,824	2,255	80%	509	60	00:48	14:52

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

\* includes estimates for active answer centers

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	10	10	0	0%	1	9	00:00	00:00
MS	1,200	1,200	1,083	90%	100	17	00:19	07:07
MT	674	674	612	91%	62	0	00:31	12:39
NC	4,964	4,964	4,138	83%	524	302	00:21	07:59
ND	339	339	289	85%	35	15	00:31	12:48
NE	1,002	1,002	729	73%	209	64	00:45	12:41
NH	614	614	473	77%	60	81	00:22	10:59
NJ	3,708	3,708	2,846	77%	691	171	00:40	13:44
NM	1,362	1,362	1,065	78%	272	25	00:49	16:58
NV	1,829	1,829	1,397	76%	354	78	00:42	11:19
NY	12,496	12,496	7,852	63%	2,927	1,717	00:32	15:15
OH	5,183	5,183	3,455	67%	583	1,145	00:20	11:03
OK	1,584	1,584	1,139	72%	356	89	00:44	15:12
OR	3,169	3,169	2,273	72%	600	296	00:37	16:28
Other	3,656	3,656	369	10%	62	3,225	00:31	13:24
PA	5,188	5,188	4,284	83%	768	136	00:33	12:21
PR	170	170	0	0%	48	122	00:00	00:00
RI	370	370	364	98%	6	0	00:07	08:46
SC	2,205	2,205	1,525	69%	332	348	00:31	13:13
SD	305	305	267	88%	33	5	00:26	18:14
TN	2,846	2,846	2,108	74%	586	152	00:30	09:12
TX	12,552	12,552	4,974	40%	2,398	5,180	00:27	13:30
UT	2,191	2,191	1,529	70%	402	260	00:26	16:30
VA	4,192	4,192	2,909	69%	1,086	197	01:15	10:51
VI	16	16	0	0%	5	11	00:00	00:00
VT	226	226	190	84%	27	9	00:23	20:47
WA	4,350	4,350	3,262	75%	744	344	00:32	10:26
WI	3,133	3,133	2,925	93%	201	7	00:22	13:52
WV	1,052	1,052	915	87%	126	11	00:26	13:38

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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	238	238	119	50%	33	86	00:15	15:23

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Glossary of Terms:

- **Routed:** Number of calls that listen to the IVR greeting to be routed to a center. This metric is used for network-wide and historic reporting, and includes calls that abandon quickly after entering routing.
- **Received:** Number of calls that were sent to a center after listening to the IVR greeting, excluding calls that abandon quickly after routing because they may not have been seen by a center.
- **Answered In-State:** Number of calls answered by a center contracted by the state.
- **In-State Answer Rate:** All “Answered In-State” divided by all calls “Routed” to the state.
- **Abandoned In-State:** Number of “Routed” calls that disconnect prior to being engaged by a counselor at a center that is contracted to answer a state’s calls. 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” or “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 ASAs are by nature an “average,” the experience of those contacting the 988 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 to answered contacts. As this measure is an “average,” people contacting the 988 Lifeline may have conversations that vary widely in contact time length, depending on their individual needs.

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