

**In-State Answer Rate by Originating State 2021-10-01 to 2021-10-31 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.

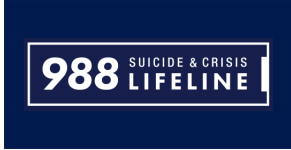
State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
AK	618	618	306	50%	211	101	00:27	13:14
AL	2,520	2,520	1,649	65%	701	170	00:50	10:42
AR	1,416	1,416	1,049	74%	293	74	00:32	12:00
AZ	3,942	3,942	3,580	91%	254	108	00:17	08:40
CA	24,524	24,524	20,808	85%	3,544	172	00:45	12:04
CO	4,584	4,584	2,642	58%	1,166	776	00:49	15:11
CT	1,762	1,762	981	56%	507	274	01:02	13:24
DC	598	598	562	94%	24	12	00:16	07:06
DE	407	407	303	74%	72	32	00:25	09:34
FL	9,308	9,308	6,963	75%	1,828	517	00:42	11:44
GA	5,053	5,053	2,824	56%	1,497	732	00:29	17:59
GU	31	31	28	90%	3	0	00:16	10:53
HI	956	956	687	72%	159	110	00:19	08:56
IA	1,342	1,342	962	72%	303	77	00:54	11:13
ID	1,121	1,121	919	82%	104	98	00:16	16:10
IL	7,863	7,863	1,398	18%	1,789	4,676	00:26	14:54
IN	3,173	3,173	2,318	73%	460	395	00:22	13:22
KS	1,566	1,566	1,254	80%	164	148	00:18	14:32
KY	2,132	2,132	1,561	73%	390	181	00:28	15:46
LA	2,296	2,296	762	33%	556	978	00:32	15:32
MA	3,923	3,923	2,751	70%	924	248	00:55	09:05
MD	3,440	3,440	2,784	81%	639	17	00:57	13:15
ME	444	444	371	84%	71	2	00:40	10:10
MI	5,741	5,741	3,664	64%	1,292	785	00:44	11:58
MN	2,991	2,991	1,520	51%	772	699	00:36	15:06
MO	3,112	3,112	2,402	77%	593	117	00:43	14:17
MP	16	16	0	0%	4	12	00:00	00:00

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

\* includes estimates for active answer centers

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MS	1,199	1,199	1,066	89%	109	24	00:17	08:30
MT	598	598	572	96%	26	0	00:12	11:01
NC	5,115	5,115	4,443	87%	465	207	00:22	07:31
ND	358	358	317	89%	25	16	00:16	14:18
NE	1,086	1,086	773	71%	211	102	00:35	12:32
NH	673	673	522	78%	68	83	00:24	10:22
NJ	4,179	4,179	3,273	78%	697	209	00:44	13:32
NM	1,482	1,482	1,048	71%	369	65	00:59	17:31
NV	1,867	1,867	1,355	73%	407	105	00:46	14:06
NY	12,908	12,908	7,987	62%	2,471	2,450	00:32	15:19
OH	5,353	5,353	3,109	58%	708	1,536	00:19	12:16
OK	1,805	1,805	1,270	70%	399	136	00:45	16:25
OR	3,599	3,599	2,562	71%	706	331	00:39	17:17
Other	4,427	4,427	494	11%	112	3,821	00:36	12:25
PA	5,122	5,122	4,384	86%	627	111	00:31	12:28
PR	178	178	0	0%	42	136	00:00	00:00
RI	358	358	350	98%	8	0	00:07	08:07
SC	2,553	2,553	2,106	82%	304	143	00:19	13:40
SD	326	326	269	83%	50	7	00:29	19:56
TN	3,033	3,033	2,328	77%	596	109	00:26	08:55
TX	14,023	14,023	4,804	34%	2,920	6,299	00:24	13:31
UT	2,367	2,367	1,546	65%	414	407	00:27	17:16
VA	4,930	4,930	3,621	73%	1,140	169	01:09	11:13
VI	57	57	0	0%	8	49	00:00	00:00
VT	372	372	319	86%	30	23	00:19	15:45
WA	4,563	4,563	3,405	75%	812	346	00:32	10:47
WI	3,610	3,610	3,226	89%	328	56	00:23	16:38
WV	1,020	1,020	894	88%	109	17	00:27	13:34
WY	248	248	110	44%	49	89	00:14	11:45

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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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