

In-State Answer Rate by Originating State 2021-12-01 to 2021-12-31 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	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	327	53%	182	109	00:34	13:11
AL	2,218	2,218	1,299	59%	730	189	00:55	13:04
AR	1,265	1,265	935	74%	264	66	00:30	11:26
AZ	3,171	3,171	2,875	91%	247	49	00:16	09:41
CA	22,378	22,378	19,334	86%	2,978	66	00:44	12:46
CO	3,945	3,945	2,524	64%	896	525	00:39	15:23
CT	1,865	1,865	1,023	55%	539	303	01:03	11:41
DC	616	616	569	92%	34	13	00:18	06:52
DE	335	335	257	77%	51	27	00:24	09:46
FL	8,415	8,415	5,915	70%	1,864	636	00:42	12:13
GA	4,747	4,747	3,089	65%	1,230	428	00:26	16:16
GU	27	27	25	93%	2	0	00:15	13:21
HI	858	858	631	74%	171	56	00:30	09:20
IA	1,269	1,269	891	70%	300	78	00:52	12:11
ID	1,066	1,066	895	84%	94	77	00:17	16:03
IL	7,179	7,179	1,372	19%	1,931	3,876	00:23	14:33
IN	3,350	3,350	2,468	74%	520	362	00:21	12:22
KS	1,431	1,431	1,180	82%	133	118	00:18	15:24
KY	1,947	1,947	1,411	72%	356	180	00:28	14:14
LA	2,111	2,111	1,366	65%	422	323	00:25	16:50
MA	5,066	5,066	3,706	73%	1,123	237	00:48	07:56
MD	2,877	2,877	2,377	83%	497	3	00:44	13:13
ME	412	412	330	80%	81	1	00:42	10:25
MI	5,529	5,529	3,575	65%	1,296	658	00:41	12:05
MN	2,702	2,702	1,431	53%	662	609	00:34	14:37
MO	2,975	2,975	2,453	82%	447	75	00:34	13:56
MP	18	18	0	0%	8	10	00:00	00:00

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

* includes estimates for active answer centers

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MS	973	973	888	91%	68	17	00:18	08:51
MT	824	824	793	96%	28	3	00:13	10:53
NC	4,688	4,688	4,240	90%	377	71	00:21	08:01
ND	407	407	371	91%	31	5	00:15	10:12
NE	1,008	1,008	796	79%	174	38	00:34	12:35
NH	650	650	528	81%	56	66	00:19	08:37
NJ	3,831	3,831	3,017	79%	622	192	00:40	13:53
NM	1,369	1,369	1,020	75%	296	53	00:56	17:06
NV	1,848	1,848	1,338	72%	378	132	00:43	15:35
NY	12,356	12,356	7,381	60%	2,391	2,584	00:32	14:43
OH	5,247	5,247	2,913	56%	925	1,409	00:21	11:51
OK	1,659	1,659	1,207	73%	368	84	00:41	14:37
OR	3,421	3,421	2,426	71%	692	303	00:34	17:09
Other	4,805	4,805	519	11%	118	4,168	00:37	12:09
PA	4,740	4,740	3,909	82%	712	119	00:34	13:22
PR	141	141	0	0%	32	109	00:00	00:00
RI	313	313	307	98%	5	1	00:08	08:09
SC	2,349	2,349	1,784	76%	440	125	00:27	14:58
SD	282	282	249	88%	30	3	00:21	16:20
TN	2,907	2,907	2,439	84%	453	15	00:24	09:31
TX	12,994	12,994	5,043	39%	2,999	4,952	00:23	14:38
UT	1,955	1,955	1,466	75%	250	239	00:26	16:37
VA	4,372	4,372	3,368	77%	916	88	00:59	10:36
VI	143	143	0	0%	16	127	00:00	00:00
VT	327	327	291	89%	19	17	00:18	14:52
WA	4,609	4,609	3,245	70%	950	414	00:32	12:11
WI	3,996	3,996	3,401	85%	521	74	00:24	17:41
WV	745	745	663	89%	78	4	00:24	18:22
WY	363	363	166	46%	60	137	00:12	15:48

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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
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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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