### 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.

<table>
<thead>
<tr>
<th>State</th>
<th>Routed</th>
<th>Received</th>
<th>Answered In-State</th>
<th>In-State Answer Rate</th>
<th>Abandoned In-State</th>
<th>Flowout to Backup</th>
<th>ASA In-State</th>
<th>Avg. Talk Time In-State</th>
</tr>
</thead>
<tbody>
<tr>
<td>AK</td>
<td>618</td>
<td>618</td>
<td>327</td>
<td>53%</td>
<td>182</td>
<td>109</td>
<td>00:34</td>
<td>13:11</td>
</tr>
<tr>
<td>AL</td>
<td>2,218</td>
<td>2,218</td>
<td>1,299</td>
<td>59%</td>
<td>730</td>
<td>189</td>
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<td>13:04</td>
</tr>
<tr>
<td>AR</td>
<td>1,265</td>
<td>1,265</td>
<td>935</td>
<td>74%</td>
<td>264</td>
<td>66</td>
<td>00:30</td>
<td>11:26</td>
</tr>
<tr>
<td>AZ</td>
<td>3,171</td>
<td>3,171</td>
<td>2,875</td>
<td>91%</td>
<td>247</td>
<td>49</td>
<td>00:16</td>
<td>09:41</td>
</tr>
<tr>
<td>CA</td>
<td>22,378</td>
<td>22,378</td>
<td>19,334</td>
<td>86%</td>
<td>2,978</td>
<td>66</td>
<td>00:44</td>
<td>12:46</td>
</tr>
<tr>
<td>CO</td>
<td>3,945</td>
<td>3,945</td>
<td>2,524</td>
<td>64%</td>
<td>896</td>
<td>525</td>
<td>00:39</td>
<td>15:23</td>
</tr>
<tr>
<td>CT</td>
<td>1,865</td>
<td>1,865</td>
<td>1,023</td>
<td>55%</td>
<td>539</td>
<td>303</td>
<td>01:03</td>
<td>11:41</td>
</tr>
<tr>
<td>DC</td>
<td>616</td>
<td>616</td>
<td>569</td>
<td>92%</td>
<td>34</td>
<td>13</td>
<td>00:18</td>
<td>06:52</td>
</tr>
<tr>
<td>DE</td>
<td>335</td>
<td>335</td>
<td>257</td>
<td>77%</td>
<td>51</td>
<td>27</td>
<td>00:24</td>
<td>09:46</td>
</tr>
<tr>
<td>FL</td>
<td>8,415</td>
<td>8,415</td>
<td>5,915</td>
<td>70%</td>
<td>1,864</td>
<td>636</td>
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<td>12:13</td>
</tr>
<tr>
<td>GA</td>
<td>4,747</td>
<td>4,747</td>
<td>3,089</td>
<td>65%</td>
<td>1,230</td>
<td>428</td>
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<td>16:16</td>
</tr>
<tr>
<td>GU</td>
<td>27</td>
<td>27</td>
<td>25</td>
<td>93%</td>
<td>2</td>
<td>0</td>
<td>00:15</td>
<td>13:21</td>
</tr>
<tr>
<td>HI</td>
<td>858</td>
<td>858</td>
<td>631</td>
<td>74%</td>
<td>171</td>
<td>56</td>
<td>00:30</td>
<td>09:20</td>
</tr>
<tr>
<td>IA</td>
<td>1,269</td>
<td>1,269</td>
<td>891</td>
<td>70%</td>
<td>300</td>
<td>78</td>
<td>00:52</td>
<td>12:11</td>
</tr>
<tr>
<td>ID</td>
<td>1,066</td>
<td>1,066</td>
<td>895</td>
<td>84%</td>
<td>94</td>
<td>77</td>
<td>00:17</td>
<td>16:03</td>
</tr>
<tr>
<td>IL</td>
<td>7,179</td>
<td>7,179</td>
<td>1,372</td>
<td>19%</td>
<td>1,931</td>
<td>3,876</td>
<td>00:23</td>
<td>14:33</td>
</tr>
<tr>
<td>IN</td>
<td>3,350</td>
<td>3,350</td>
<td>2,468</td>
<td>74%</td>
<td>520</td>
<td>362</td>
<td>00:21</td>
<td>12:22</td>
</tr>
<tr>
<td>KS</td>
<td>1,431</td>
<td>1,431</td>
<td>1,180</td>
<td>82%</td>
<td>133</td>
<td>118</td>
<td>00:18</td>
<td>15:24</td>
</tr>
<tr>
<td>KY</td>
<td>1,947</td>
<td>1,947</td>
<td>1,411</td>
<td>72%</td>
<td>356</td>
<td>180</td>
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<td>14:14</td>
</tr>
<tr>
<td>LA</td>
<td>2,111</td>
<td>2,111</td>
<td>1,366</td>
<td>65%</td>
<td>422</td>
<td>323</td>
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<td>16:50</td>
</tr>
<tr>
<td>MA</td>
<td>5,066</td>
<td>5,066</td>
<td>3,706</td>
<td>73%</td>
<td>1,123</td>
<td>237</td>
<td>00:48</td>
<td>07:56</td>
</tr>
<tr>
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<td>2,877</td>
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<td>83%</td>
<td>497</td>
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<td>13:13</td>
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<tr>
<td>ME</td>
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<td>412</td>
<td>330</td>
<td>80%</td>
<td>81</td>
<td>1</td>
<td>00:42</td>
<td>10:25</td>
</tr>
<tr>
<td>MI</td>
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<td>5,529</td>
<td>3,575</td>
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<td>1,296</td>
<td>658</td>
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<td>12:05</td>
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<td>2,702</td>
<td>1,431</td>
<td>53%</td>
<td>662</td>
<td>609</td>
<td>00:34</td>
<td>14:37</td>
</tr>
<tr>
<td>MO</td>
<td>2,975</td>
<td>2,975</td>
<td>2,453</td>
<td>82%</td>
<td>447</td>
<td>75</td>
<td>00:34</td>
<td>13:56</td>
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<tr>
<td>MP</td>
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<td>0</td>
<td>0%</td>
<td>8</td>
<td>10</td>
<td>00:00</td>
<td>00:00</td>
</tr>
</tbody>
</table>

* includes estimates for active answer centers
<table>
<thead>
<tr>
<th>State</th>
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<th>ASA In-State</th>
<th>Avg. Talk Time In-State</th>
</tr>
</thead>
<tbody>
<tr>
<td>MS</td>
<td>973</td>
<td>973</td>
<td>888</td>
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<td>68</td>
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<td>08:51</td>
</tr>
<tr>
<td>MT</td>
<td>824</td>
<td>824</td>
<td>793</td>
<td>96%</td>
<td>28</td>
<td>3</td>
<td>00:13</td>
<td>10:53</td>
</tr>
<tr>
<td>NC</td>
<td>4,688</td>
<td>4,688</td>
<td>4,240</td>
<td>90%</td>
<td>377</td>
<td>71</td>
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<td>10:01</td>
</tr>
<tr>
<td>ND</td>
<td>407</td>
<td>407</td>
<td>371</td>
<td>91%</td>
<td>31</td>
<td>5</td>
<td>00:15</td>
<td>10:12</td>
</tr>
<tr>
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<td>1,008</td>
<td>796</td>
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<td>12:35</td>
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<tr>
<td>NH</td>
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<td>650</td>
<td>528</td>
<td>81%</td>
<td>56</td>
<td>66</td>
<td>00:19</td>
<td>08:37</td>
</tr>
<tr>
<td>NJ</td>
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<td>3,831</td>
<td>3,017</td>
<td>79%</td>
<td>622</td>
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<td>13:53</td>
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<tr>
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<td>1,369</td>
<td>1,020</td>
<td>75%</td>
<td>296</td>
<td>53</td>
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<td>17:06</td>
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<tr>
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<td>1,848</td>
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<tr>
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<td>2,584</td>
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<td>14:43</td>
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<tr>
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<td>1,409</td>
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<td>11:51</td>
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<tr>
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<td>14:37</td>
</tr>
<tr>
<td>OR</td>
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<td>3,421</td>
<td>2,426</td>
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<td>303</td>
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<td>17:09</td>
</tr>
<tr>
<td>Other</td>
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<td>519</td>
<td>11%</td>
<td>118</td>
<td>4,168</td>
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<td>12:09</td>
</tr>
<tr>
<td>PA</td>
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<td>4,740</td>
<td>3,909</td>
<td>82%</td>
<td>712</td>
<td>119</td>
<td>00:34</td>
<td>13:22</td>
</tr>
<tr>
<td>PR</td>
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<td>141</td>
<td>0</td>
<td>0%</td>
<td>32</td>
<td>109</td>
<td>00:00</td>
<td>00:00</td>
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<tr>
<td>RI</td>
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<td>313</td>
<td>307</td>
<td>98%</td>
<td>5</td>
<td>1</td>
<td>00:08</td>
<td>08:09</td>
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<tr>
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<tr>
<td>SD</td>
<td>282</td>
<td>282</td>
<td>249</td>
<td>88%</td>
<td>30</td>
<td>3</td>
<td>00:21</td>
<td>16:20</td>
</tr>
<tr>
<td>TN</td>
<td>2,907</td>
<td>2,907</td>
<td>2,439</td>
<td>84%</td>
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<td>09:31</td>
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<tr>
<td>TX</td>
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<td>39%</td>
<td>2,999</td>
<td>4,952</td>
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<td>14:38</td>
</tr>
<tr>
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<td>1,466</td>
<td>75%</td>
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<td>239</td>
<td>00:26</td>
<td>16:37</td>
</tr>
<tr>
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<td>4,372</td>
<td>3,368</td>
<td>77%</td>
<td>916</td>
<td>88</td>
<td>00:59</td>
<td>10:36</td>
</tr>
<tr>
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<td>0%</td>
<td>16</td>
<td>127</td>
<td>00:00</td>
<td>00:00</td>
</tr>
<tr>
<td>VT</td>
<td>327</td>
<td>327</td>
<td>291</td>
<td>89%</td>
<td>19</td>
<td>17</td>
<td>00:18</td>
<td>14:52</td>
</tr>
<tr>
<td>WA</td>
<td>4,609</td>
<td>4,609</td>
<td>3,245</td>
<td>70%</td>
<td>950</td>
<td>414</td>
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</tr>
<tr>
<td>WI</td>
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<td>3,996</td>
<td>3,401</td>
<td>85%</td>
<td>521</td>
<td>74</td>
<td>00:24</td>
<td>17:41</td>
</tr>
<tr>
<td>WV</td>
<td>745</td>
<td>745</td>
<td>663</td>
<td>89%</td>
<td>78</td>
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<td>00:24</td>
<td>18:22</td>
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<td>363</td>
<td>166</td>
<td>46%</td>
<td>60</td>
<td>137</td>
<td>00:12</td>
<td>15:48</td>
</tr>
</tbody>
</table>

* includes estimates for active answer centers
<table>
<thead>
<tr>
<th>State</th>
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<th>Answered In-State</th>
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</tr>
</thead>
</table>

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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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