

In-State Answer Rate by Originating State 2022-02-01 to 2022-02-28 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	561	561	296	53%	188	77	00:32	15:34
AL	2,020	2,020	1,287	64%	580	153	00:58	12:23
AR	1,031	1,031	833	81%	170	28	00:25	11:57
AZ	3,095	3,095	2,793	90%	252	50	00:17	09:44
CA	21,886	21,886	18,634	85%	3,143	109	00:43	12:30
CO	3,812	3,812	2,099	55%	996	717	00:42	14:27
CT	1,703	1,703	1,145	67%	367	191	01:03	11:45
DC	647	647	587	91%	42	18	00:18	09:26
DE	439	439	279	64%	95	65	00:25	09:44
FL	7,786	7,786	5,461	70%	1,657	668	00:44	11:57
GA	4,581	4,581	2,942	64%	1,184	455	00:27	15:39
GU	26	26	25	96%	1	0	00:22	16:53
HI	852	852	676	79%	132	44	00:24	10:33
IA	1,150	1,150	830	72%	279	41	00:55	11:24
ID	1,087	1,087	870	80%	166	51	00:34	15:54
IL	6,522	6,522	1,337	20%	1,665	3,520	00:23	13:20
IN	2,829	2,829	2,093	74%	392	344	00:23	13:57
KS	1,307	1,307	1,097	84%	142	68	00:21	16:51
KY	1,785	1,785	1,213	68%	370	202	00:28	14:14
LA	2,401	2,401	1,494	62%	595	312	00:27	14:06
MA	3,894	3,894	2,607	67%	1,069	218	00:57	09:04
MD	2,931	2,931	2,448	84%	478	5	00:43	13:19
ME	453	453	385	85%	67	1	00:39	09:09
MI	5,076	5,076	3,402	67%	1,059	615	00:41	12:05
MN	2,459	2,459	1,642	67%	467	350	00:36	15:46
MO	2,686	2,686	2,289	85%	357	40	00:34	15:30
MP	19	19	0	0%	3	16	00:00	00:00

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

* includes estimates for active answer centers

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MS	964	964	865	90%	96	3	00:20	08:21
MT	674	674	653	97%	20	1	00:12	11:00
NC	4,365	4,365	3,911	90%	364	90	00:22	08:08
ND	372	372	342	92%	20	10	00:17	11:42
NE	923	923	760	82%	133	30	00:31	12:37
NH	588	588	446	76%	64	78	00:22	09:13
NJ	3,575	3,575	2,875	80%	553	147	00:39	13:54
NM	1,342	1,342	955	71%	310	77	01:09	16:54
NV	1,635	1,635	1,087	66%	400	148	00:49	16:27
NY	11,471	11,471	6,969	61%	2,213	2,289	00:32	15:33
OH	4,579	4,579	2,478	54%	763	1,338	00:22	12:38
OK	1,612	1,612	1,202	75%	333	77	00:43	13:16
OR	3,238	3,238	2,343	72%	572	323	00:37	17:25
Other	4,949	4,949	1,564	32%	318	3,067	00:36	12:22
PA	4,482	4,482	3,748	84%	640	94	00:31	12:14
PR	154	154	0	0%	44	110	00:00	00:00
RI	304	304	296	97%	5	3	00:08	09:33
SC	2,494	2,494	1,864	75%	505	125	00:29	16:03
SD	285	285	238	84%	46	1	00:27	18:15
TN	3,000	3,000	2,487	83%	507	6	00:23	07:56
TX	11,642	11,642	5,399	46%	2,454	3,789	00:27	13:34
UT	1,854	1,854	1,517	82%	190	147	00:24	15:20
VA	3,761	3,761	3,160	84%	554	47	00:39	11:51
VI	98	98	0	0%	18	80	00:00	00:00
VT	361	361	317	88%	30	14	00:18	12:09
WA	4,372	4,372	2,951	67%	1,065	356	00:32	11:29
WI	4,145	4,145	3,401	82%	616	128	00:28	16:34
WV	733	733	675	92%	53	5	00:24	18:52
WY	253	253	162	64%	39	52	00:12	15:35

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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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