

**In-State Answer Rate by Originating State 2022-03-01 to 2022-03-31 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	630	630	349	55%	177	104	00:35	15:17
AL	2,438	2,438	1,543	63%	695	200	00:51	12:21
AR	1,087	1,087	952	88%	112	23	00:22	12:24
AS	3	3	0	0%	1	2	00:00	00:00
AZ	3,163	3,163	2,902	92%	199	62	00:16	09:34
CA	23,527	23,527	20,117	86%	3,303	107	00:40	12:38
CO	4,180	4,180	1,592	38%	1,379	1,209	00:40	13:04
CT	1,906	1,906	1,483	78%	302	121	00:57	10:09
DC	614	614	557	91%	44	13	00:17	07:28
DE	348	348	255	73%	62	31	00:23	09:38
FL	8,595	8,595	5,322	62%	2,027	1,246	00:36	11:56
GA	5,032	5,032	3,400	68%	1,294	338	00:26	13:21
GU	40	40	36	90%	4	0	00:21	09:05
HI	934	934	596	64%	191	147	00:29	08:53
IA	1,469	1,469	1,038	71%	363	68	00:47	10:46
ID	963	963	727	75%	170	66	00:32	15:40
IL	7,740	7,740	1,675	22%	2,090	3,975	00:24	12:13
IN	2,979	2,979	2,329	78%	248	402	00:18	13:52
KS	1,404	1,404	1,151	82%	190	63	00:22	15:46
KY	1,946	1,946	1,319	68%	422	205	00:30	13:54
LA	2,462	2,462	1,655	67%	493	314	00:28	14:58
MA	4,300	4,300	2,931	68%	1,157	212	00:57	09:39
MD	3,283	3,283	2,649	81%	627	7	00:41	12:13
ME	466	466	306	66%	155	5	00:43	09:30
MI	5,445	5,445	2,894	53%	1,375	1,176	00:46	11:03
MN	2,672	2,672	2,338	88%	312	22	00:50	14:40
MO	2,878	2,878	2,421	84%	413	44	00:34	14:49

■ ≥ 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	6	6	0	0%	1	5	00:00	00:00
MS	997	997	896	90%	95	6	00:20	08:49
MT	681	681	658	97%	21	2	00:13	12:20
NC	4,725	4,725	4,243	90%	382	100	00:22	08:28
ND	316	316	294	93%	18	4	00:16	11:36
NE	984	984	831	84%	123	30	00:31	13:30
NH	695	695	546	79%	82	67	00:21	11:28
NJ	3,905	3,905	3,029	78%	658	218	00:37	14:32
NM	1,463	1,463	1,036	71%	378	49	01:03	16:10
NV	1,712	1,712	1,302	76%	300	110	00:42	17:01
NY	12,070	12,070	7,716	64%	2,170	2,184	00:35	15:53
OH	5,374	5,374	3,133	58%	815	1,426	00:19	11:41
OK	1,615	1,615	1,237	77%	302	76	00:42	13:10
OR	3,239	3,239	2,527	78%	476	236	00:35	18:55
Other	5,882	5,882	1,771	30%	367	3,744	00:34	11:44
PA	4,823	4,823	4,131	86%	594	98	00:32	11:40
PR	199	199	84	42%	88	27	00:46	09:37
RI	301	301	299	99%	1	1	00:08	10:45
SC	2,905	2,905	2,240	77%	514	151	00:28	14:42
SD	261	261	218	84%	39	4	00:24	17:29
TN	3,158	3,158	2,636	83%	510	12	00:23	09:02
TX	12,489	12,489	5,544	44%	2,791	4,154	00:26	14:10
UT	2,199	2,199	1,743	79%	248	208	00:24	15:29
VA	4,289	4,289	3,553	83%	684	52	00:44	12:00
VI	29	29	0	0%	7	22	00:00	00:00
VT	400	400	328	82%	53	19	00:18	14:44
WA	4,568	4,568	3,152	69%	1,071	345	00:31	11:06
WI	3,776	3,776	3,317	88%	406	53	00:28	17:32
WV	859	859	773	90%	77	9	00:24	16:54

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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	269	269	179	67%	40	50	00:14	16:12

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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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