

**In-State Answer Rate by Originating State 2022-04-01 to 2022-04-30 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	616	616	408	66%	155	53	00:28	14:46
AL	2,357	2,357	1,447	61%	712	198	00:58	12:59
AR	1,180	1,180	933	79%	209	38	00:24	13:12
AZ	3,010	3,010	2,707	90%	248	55	00:17	09:17
CA	22,533	22,533	19,306	86%	3,139	88	00:42	12:17
CO	3,976	3,976	2,105	53%	1,031	840	00:35	13:39
CT	2,251	2,251	1,958	87%	252	41	00:53	09:39
DC	513	513	456	89%	49	8	00:18	08:05
DE	379	379	260	69%	82	37	00:25	08:48
FL	8,190	8,190	4,943	60%	1,867	1,380	00:31	11:50
GA	4,391	4,391	2,982	68%	1,072	337	00:26	14:32
GU	32	32	22	69%	9	1	00:21	11:00
HI	937	937	677	72%	166	94	00:34	07:43
IA	1,399	1,399	982	70%	353	64	00:49	10:47
ID	1,031	1,031	872	85%	130	29	00:32	16:04
IL	7,046	7,046	1,331	19%	1,913	3,802	00:28	15:15
IN	3,158	3,158	2,428	77%	326	404	00:17	14:41
KS	1,448	1,448	1,006	69%	203	239	00:24	17:19
KY	1,926	1,926	1,353	70%	373	200	00:28	13:14
LA	2,244	2,244	1,481	66%	477	286	00:27	13:51
MA	4,425	4,425	2,780	63%	1,362	283	00:57	08:44
MD	2,979	2,979	2,549	86%	427	3	00:30	12:10
ME	490	490	315	64%	175	0	00:40	10:43
MI	5,195	5,195	2,316	45%	1,505	1,374	00:47	11:55
MN	2,643	2,643	2,228	84%	387	28	00:53	14:12
MO	2,792	2,792	2,320	83%	430	42	00:37	14:36
MP	9	9	0	0%	4	5	00:00	00:00

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

\* includes estimates for active answer centers

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MS	920	920	807	88%	110	3	00:22	08:52
MT	561	561	539	96%	21	1	00:13	12:46
NC	4,484	4,484	2,932	65%	532	1,020	00:11	08:09
ND	341	341	308	90%	23	10	00:16	10:52
NE	1,013	1,013	830	82%	151	32	00:32	12:45
NH	586	586	458	78%	73	55	00:19	11:25
NJ	3,949	3,949	3,045	77%	701	203	00:39	14:10
NM	1,473	1,473	1,133	77%	309	31	00:52	15:49
NV	1,763	1,763	1,292	73%	324	147	00:47	16:32
NY	11,904	11,904	8,031	67%	2,100	1,773	00:35	15:52
OH	5,356	5,356	3,696	69%	759	901	00:21	12:05
OK	1,649	1,649	1,138	69%	374	137	00:43	13:31
OR	3,285	3,285	2,633	80%	469	183	00:37	18:35
Other	6,228	6,228	1,723	28%	392	4,113	00:36	12:04
PA	4,586	4,586	3,914	85%	601	71	00:34	12:55
PR	188	188	103	55%	66	19	00:45	06:24
RI	308	308	305	99%	2	1	00:07	10:29
SC	2,342	2,342	1,775	76%	445	122	00:30	14:48
SD	288	288	247	86%	36	5	00:25	19:00
TN	2,943	2,943	2,454	83%	475	14	00:25	09:39
TX	12,266	12,266	5,486	45%	2,982	3,798	00:26	13:23
UT	2,105	2,105	1,797	85%	206	102	00:21	16:01
VA	3,966	3,966	3,320	84%	635	11	00:46	12:23
VI	97	97	0	0%	14	83	00:00	00:00
VT	324	324	266	82%	45	13	00:18	16:26
WA	4,339	4,339	2,870	66%	1,081	388	00:33	11:55
WI	4,590	4,590	3,801	83%	696	93	00:29	16:26
WV	807	807	729	90%	76	2	00:21	17:05
WY	241	241	180	75%	18	43	00:14	16:36

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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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