

In-State Answer Rate by Originating State 2022-07-01 to 2022-07-31 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	701	666	360	54%	206	100	00:35	14:33
AL	3,136	2,997	2,051	68%	722	224	00:47	10:26
AR	1,555	1,478	1,136	77%	259	83	00:27	10:37
AS	23	21	0	0%	6	15	00:00	00:00
AZ	4,446	4,123	3,969	96%	52	102	00:10	11:44
CA	30,422	29,000	25,309	87%	3,425	266	00:38	11:27
CO	5,276	5,077	4,099	81%	568	410	00:28	12:33
CT	2,698	2,672	2,539	95%	122	11	00:24	10:49
DC	782	758	713	94%	18	27	00:17	09:07
DE	447	424	320	75%	46	58	00:24	08:04
FL	12,321	11,590	6,276	54%	2,502	2,812	00:38	10:08
GA	6,942	6,545	5,625	86%	779	141	00:20	11:07
GU	216	210	205	98%	2	3	00:11	05:49
HI	1,531	1,371	1,158	84%	128	85	00:23	06:39
IA	1,872	1,791	1,420	79%	267	104	00:33	09:43
ID	1,158	1,109	1,016	92%	80	13	00:29	13:21
IL	9,964	9,539	7,745	81%	862	932	00:31	19:10
IN	3,719	3,593	2,773	77%	224	596	00:18	12:20
KS	2,203	2,073	1,748	84%	223	102	00:24	12:59
KY	2,521	2,390	1,869	78%	343	178	00:32	13:33
LA	2,853	2,640	2,347	89%	215	78	00:26	12:33
MA	4,864	4,647	3,664	79%	859	124	00:52	09:52
MD	3,851	3,687	3,156	86%	523	8	00:34	12:31
ME	7,594	7,488	7,394	99%	91	3	00:04	00:46
MI	6,897	6,509	5,252	81%	917	340	00:31	11:26
MN	3,759	3,614	3,136	87%	413	65	00:50	12:58
MO	4,002	3,831	3,349	87%	457	25	00:38	13:22

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

* includes estimates for active answer centers

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MP	21	19	0	0%	4	15	00:00	00:00
MS	1,263	1,195	1,108	93%	78	9	00:22	08:17
MT	760	747	736	99%	11	0	00:13	12:55
NC	6,072	5,742	5,021	87%	583	138	00:22	09:27
ND	377	358	326	91%	15	17	00:16	12:31
NE	1,288	1,229	1,097	89%	110	22	00:26	13:43
NH	933	887	727	82%	159	1	00:34	17:26
NJ	5,448	5,202	4,068	78%	760	374	00:33	12:22
NM	2,003	1,923	1,719	89%	179	25	00:28	15:30
NV	2,449	2,302	1,766	77%	374	162	00:33	15:56
NY	16,973	16,217	12,576	78%	2,060	1,581	00:28	13:19
OH	8,041	7,803	6,614	85%	600	589	00:20	10:36
OK	2,541	2,415	2,170	90%	197	48	00:29	13:57
OR	4,149	4,030	3,636	90%	304	90	00:33	16:35
Other	3,037	2,918	15	1%	1	2,902	00:33	08:35
PA	6,715	6,427	5,493	85%	702	232	00:33	11:23
PR	300	278	216	78%	37	25	00:41	12:52
RI	490	480	479	100%	0	1	00:07	10:22
SC	3,717	3,585	2,674	75%	553	358	00:30	12:50
SD	436	408	378	93%	24	6	00:24	17:43
TN	4,261	3,825	3,249	85%	532	44	00:38	09:18
TX	15,736	15,051	9,025	60%	1,954	4,072	00:24	12:08
UT	2,798	2,717	2,436	90%	152	129	00:21	14:58
VA	7,469	7,049	5,885	83%	1,152	12	00:34	09:36
VI	116	113	0	0%	15	98	00:00	00:00
VT	758	714	626	88%	34	54	00:20	12:24
WA	6,414	6,163	5,270	86%	728	165	00:27	11:06
WI	6,271	6,012	4,550	76%	902	560	00:26	14:52
WV	1,070	1,032	926	90%	96	10	00:21	18:15

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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	385	362	309	85%	35	18	00:12	12:15

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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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