

In-State Answer Rate by Originating State 2022-08-01 to 2022-08-31 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.

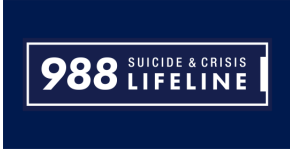
State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
AK	703	670	541	81%	93	36	00:27	12:22
AL	2,925	2,774	1,981	71%	625	168	00:45	12:03
AR	1,629	1,556	1,050	67%	343	163	00:27	10:09
AS	9	9	0	0%	0	9	00:00	00:00
AZ	4,846	4,446	4,180	94%	199	67	00:18	11:16
CA	30,681	29,175	25,888	89%	3,185	102	00:36	11:17
CO	5,239	5,018	4,314	86%	474	230	00:26	12:57
CT	2,181	2,165	2,061	95%	96	8	00:24	12:08
DC	780	751	700	93%	27	24	00:17	08:51
DE	493	469	355	76%	50	64	00:24	07:40
FL	12,304	11,391	6,609	58%	2,749	2,033	00:58	10:23
GA	7,251	6,808	5,967	88%	688	153	00:20	10:51
GU	390	382	380	99%	1	1	00:13	05:22
HI	1,661	1,529	1,401	92%	83	45	00:19	07:49
IA	1,787	1,712	1,595	93%	85	32	00:32	10:02
ID	1,202	1,151	1,012	88%	94	45	00:29	12:36
IL	12,801	12,322	10,489	85%	1,270	563	00:34	15:22
IN	3,643	3,503	2,922	83%	187	394	00:18	11:48
KS	2,258	2,131	1,812	85%	225	94	00:24	13:20
KY	2,595	2,429	1,974	81%	293	162	00:33	12:25
LA	2,882	2,573	2,340	91%	215	18	00:27	12:59
MA	4,939	4,708	4,046	86%	607	55	00:43	10:49
MD	4,159	3,980	3,420	86%	556	4	00:30	11:51
ME	12,936	12,708	12,616	99%	88	4	00:03	00:34
MI	6,898	6,558	5,383	82%	887	288	00:31	11:01
MN	3,777	3,561	3,173	89%	339	49	00:42	13:24
MO	4,078	3,894	3,580	92%	297	17	00:29	14:09

■ ≥ 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	27	26	0	0%	4	22	00:00	00:00
MS	1,491	1,385	1,278	92%	104	3	00:19	06:52
MT	739	724	714	99%	10	0	00:13	13:14
NC	6,293	5,725	5,107	89%	525	93	00:21	09:38
ND	363	351	338	96%	5	8	00:15	10:25
NE	1,607	1,547	1,409	91%	103	35	00:26	12:50
NH	1,081	1,040	896	86%	142	2	00:34	18:25
NJ	5,369	5,065	4,072	80%	672	321	00:32	11:54
NM	2,645	2,395	2,156	90%	223	16	00:27	13:40
NV	2,428	2,201	1,840	84%	251	110	00:29	15:54
NY	16,964	16,059	13,230	82%	1,720	1,109	00:27	12:56
OH	8,048	7,813	6,725	86%	691	397	00:21	10:33
OK	2,998	2,840	2,642	93%	146	52	00:26	10:38
OR	4,322	4,199	3,776	90%	367	56	00:33	16:38
Other	3,603	3,459	10	0%	2	3,447	00:18	08:13
PA	6,793	6,484	5,547	86%	703	234	00:32	11:06
PR	313	292	238	82%	41	13	00:42	10:13
RI	483	474	472	100%	0	2	00:07	10:12
SC	3,804	3,600	2,506	70%	616	478	00:30	11:35
SD	429	409	380	93%	25	4	00:20	17:47
TN	4,234	3,657	3,152	86%	486	19	00:28	08:20
TX	15,308	14,561	9,787	67%	1,479	3,295	00:23	12:20
UT	2,961	2,843	2,441	86%	216	186	00:22	14:20
VA	7,221	6,761	5,766	85%	980	15	00:32	09:14
VI	276	270	0	0%	44	226	00:00	00:00
VT	671	623	557	89%	22	44	00:20	14:30
WA	6,011	5,744	5,193	90%	489	62	00:27	12:35
WI	6,217	5,946	4,616	78%	619	711	00:26	15:07
WV	1,007	965	876	91%	84	5	00:22	18:17

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



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	439	416	353	85%	48	15	00:16	12:09

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

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.

Vibrant Emotional Health (“Vibrant”), as the Administrator of the National Suicide Prevention Lifeline (“Lifeline”) under a Cooperative Agreement with the US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (“SAMHSA”), maintains this data to enhance public access to the Lifeline’s information. This is a service that is continually under development. While we try to keep the information timely and accurate, we make no guarantees. We will make an effort to correct errors brought to our attention. Users should be aware that information being presented may not reflect official positions of Vibrant, the Lifeline, or SAMHSA. With respect to documents available from this report, neither Vibrant, the United States Government, nor any of their employees assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information disclosed, or represents that its use would not infringe privately owned rights. The data on this report may contain hypertext pointers to information created and maintained by other public and private organizations. Please be aware that we do not control or guarantee the accuracy, relevance, timeliness, or completeness of this outside information. Further, the inclusion of pointers to particular items in hypertext is not intended to reflect their importance, nor is it intended to endorse any views expressed or products or services offered by the author of the reference or the organization operating the server on which the reference is maintained. Historical data may not exactly correspond with prior reporting, standardization of definitions and systems may have lead to such differences.

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

* includes estimates for active answer centers