

In-State Answer Rate by Originating State 2022-05-01 to 2022-05-31 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	578	578	345	60%	169	64	00:34	13:54
AL	2,393	2,393	1,402	59%	752	239	01:04	11:19
AR	1,395	1,395	1,046	75%	301	48	00:27	12:31
AS	1	1	0	0%	0	1	00:00	00:00
AZ	3,339	3,339	3,073	92%	204	62	00:16	09:51
CA	25,121	25,121	21,573	86%	3,484	64	00:41	12:18
CO	4,426	4,426	2,273	51%	1,189	964	00:37	13:52
CT	2,526	2,526	2,288	91%	198	40	00:36	09:52
DC	658	658	600	91%	44	14	00:17	09:10
DE	385	385	269	70%	68	48	00:23	08:45
FL	10,430	10,430	6,247	60%	2,414	1,769	00:31	10:27
GA	5,616	5,616	3,989	71%	1,280	347	00:26	13:57
GU	29	29	21	72%	7	1	00:19	06:57
HI	1,140	1,140	843	74%	214	83	00:31	07:23
IA	1,478	1,478	1,017	69%	386	75	00:47	11:11
ID	1,132	1,132	978	86%	124	30	00:31	15:00
IL	7,888	7,888	1,520	19%	2,051	4,317	00:26	14:47
IN	3,533	3,533	2,690	76%	346	497	00:20	15:03
KS	1,767	1,767	1,241	70%	281	245	00:30	16:37
KY	2,068	2,068	1,500	73%	394	174	00:33	14:47
LA	2,531	2,531	1,638	65%	507	386	00:29	14:45
MA	4,556	4,556	2,981	65%	1,344	231	00:59	08:58
MD	3,393	3,393	2,766	82%	625	2	00:39	13:37
ME	470	470	319	68%	151	0	00:44	11:06
MI	5,990	5,990	3,962	66%	1,418	610	00:55	13:05
MN	3,028	3,028	2,498	82%	487	43	00:52	13:29
MO	3,059	3,059	2,549	83%	470	40	00:36	14:31

■ ≥ 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
MP	10	10	0	0%	5	5	00:00	00:00
MS	1,100	1,100	974	89%	114	12	00:22	07:43
MT	613	613	587	96%	25	1	00:12	11:23
NC	5,229	5,229	5,133	98%	93	3	00:07	06:54
ND	387	387	350	90%	29	8	00:16	11:13
NE	1,070	1,070	886	83%	155	29	00:32	12:28
NH	697	697	536	77%	79	82	00:16	10:07
NJ	4,429	4,429	3,328	75%	812	289	00:40	13:48
NM	1,861	1,861	1,485	80%	334	42	00:56	13:52
NV	1,856	1,856	1,211	65%	469	176	00:46	15:25
NY	13,440	13,440	9,508	71%	2,253	1,679	00:33	15:48
OH	6,285	6,285	4,309	69%	839	1,137	00:20	11:07
OK	1,975	1,975	1,201	61%	495	279	00:42	15:08
OR	3,775	3,775	2,863	76%	638	274	00:36	18:13
Other	6,983	6,983	1,850	26%	399	4,734	00:34	11:44
PA	5,380	5,380	4,461	83%	793	126	00:36	12:19
PR	216	216	128	59%	64	24	00:49	07:56
RI	349	349	345	99%	4	0	00:07	10:15
SC	2,980	2,980	2,221	75%	598	161	00:28	14:41
SD	310	310	254	82%	51	5	00:25	19:10
TN	3,374	3,374	2,767	82%	578	29	00:29	10:03
TX	14,005	14,005	6,802	49%	2,810	4,393	00:26	13:37
UT	2,383	2,383	1,983	83%	246	154	00:22	14:56
VA	4,671	4,671	3,951	85%	708	12	00:47	11:44
VI	82	82	0	0%	10	72	00:00	00:00
VT	421	421	339	81%	46	36	00:20	17:16
WA	4,801	4,801	3,019	63%	1,226	556	00:33	11:50
WI	4,786	4,786	3,868	81%	753	165	00:26	16:56
WV	959	959	860	90%	96	3	00:23	16:26

■ ≥ 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	293	293	196	67%	46	51	00:13	15:00

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

Glossary of Terms:

- **Routed:** Number of calls that listen to the IVR greeting to then 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 “Received” calls answered by a state or territory’s center(s).
- **In-State Answer Rate:** All “Answered In-State” calls divided by all calls “Received” to the state.
- **Abandoned In-State:** Number of “Received” calls that disconnect prior to being engaged by a counselor at a state or territory’s center(s). 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” nor “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 “ASA’s” are by nature an “average,” the experience of those contacting the 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 with a contact. As this measure is an “average,” persons contacting the Lifeline may have conversations that vary widely in contact time length, depending on their individual needs.

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