

988 In-State KPIs by Originating State 2022-09-01 to 2022-09-30 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	689	674	499	74%	88	87	00:26	12:31
AL	2,677	2,559	1,831	72%	464	264	00:43	12:04
AR	1,457	1,425	1,019	72%	205	201	00:26	10:35
AS	18	18	0	0%	0	18	00:00	00:00
AZ	5,050	4,576	4,168	91%	319	89	00:20	13:28
CA	29,582	28,679	24,960	87%	3,088	631	00:40	11:27
CO	4,749	4,618	3,628	79%	367	623	00:19	13:23
CT	2,353	2,339	2,143	92%	121	75	00:21	11:23
DC	824	807	743	92%	24	40	00:14	09:12
DE	367	346	274	79%	27	45	00:22	06:54
FL	11,348	10,755	5,936	55%	1,788	3,031	00:43	12:08
GA	6,830	6,543	5,548	85%	574	421	00:17	12:04
GU	220	212	207	98%	5	0	00:10	07:04
HI	1,742	1,633	1,177	72%	126	330	00:22	05:40
IA	1,776	1,706	1,602	94%	66	38	00:20	09:52
ID	1,175	1,126	928	82%	113	85	00:27	12:48
IL	12,272	11,940	9,765	82%	1,018	1,157	00:29	16:41
IN	3,570	3,479	2,992	86%	193	294	00:18	12:21
KS	1,963	1,885	1,686	89%	157	42	00:23	14:32
KY	2,445	2,351	1,891	80%	202	258	00:25	11:51
LA	2,591	2,434	2,060	85%	322	52	00:29	13:59
MA	4,995	4,827	3,885	80%	771	171	00:34	10:59
MD	4,056	3,933	3,469	88%	436	28	00:31	13:04
ME	936	890	752	84%	101	37	00:23	09:04
MI	6,832	6,576	5,246	80%	710	620	00:27	11:05
MN	3,574	3,407	3,078	90%	264	65	00:34	13:34
MO	4,359	4,239	3,876	91%	292	71	00:31	13:20

■ ≥ 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	16	16	0	0%	0	16	00:00	00:00
MS	1,442	1,339	1,223	91%	93	23	00:17	06:49
MT	702	691	674	98%	15	2	00:13	13:12
NC	5,601	5,385	4,494	83%	457	434	00:21	09:43
ND	394	384	358	93%	6	20	00:14	10:34
NE	1,493	1,462	1,285	88%	101	76	00:24	14:21
NH	1,035	993	851	86%	127	15	00:34	17:50
NJ	4,993	4,825	3,912	81%	442	471	00:28	12:23
NM	2,505	2,391	2,043	85%	247	101	00:28	15:16
NV	2,445	2,317	1,731	75%	227	359	00:25	16:16
NY	16,535	16,026	12,541	78%	1,505	1,980	00:25	12:36
OH	6,855	6,712	5,683	85%	442	587	00:18	11:22
OK	2,996	2,902	2,697	93%	156	49	00:23	10:59
OR	4,206	4,110	3,593	87%	323	194	00:28	16:24
Other	3,879	3,793	11	0%	5	3,777	00:31	10:49
PA	6,281	6,117	5,283	86%	518	316	00:28	11:59
PR	580	572	429	75%	89	54	00:41	11:43
RI	482	476	473	99%	3	0	00:05	09:29
SC	3,742	3,614	2,488	69%	410	716	00:22	11:38
SD	532	516	479	93%	21	16	00:16	16:51
TN	3,866	3,533	3,108	88%	353	72	00:25	09:17
TX	15,276	14,750	8,578	58%	1,195	4,977	00:23	12:40
UT	2,826	2,741	2,265	83%	168	308	00:17	15:00
VA	6,679	6,401	5,804	91%	541	56	00:24	11:24
VI	170	168	0	0%	0	168	00:00	00:00
VT	562	531	471	89%	18	42	00:16	13:49
WA	6,246	6,040	5,383	89%	402	255	00:23	12:15
WI	6,076	5,913	4,554	77%	463	896	00:24	14:28
WV	935	898	791	88%	72	35	00:20	17:50

■ ≥ 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	444	440	386	88%	34	20	00:13	09:35

≥ 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. Note - a system update on September 22, 2022 improved Vibrant’s ability to see when calls abandon en route to the first center. As such, routed volume is somewhat lower than previously reported, because calls likely unseen by a center are now excluded.
- **Received:** Number of calls that were sent to a center after listening to the IVR greeting. Note that as of September 22, 2022, the “Received” adjustment for calls has been discontinued because improved accuracy in tracking the routing process eliminated the need for the adjustment. The field is included for historical comparison. Starting on September 22, 2022, values in “Received” are equal to those shown as “Routed” above.
- **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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