

988 In-State KPIs by Originating State 2022-12-01 to 2022-12-31 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	987	987	666	67%	128	193	00:17	15:13
AL	2,603	2,603	1,329	51%	610	664	00:35	12:19
AR	1,390	1,390	1,144	82%	132	114	00:20	11:10
AS	5	5	0	0%	0	5	00:00	00:00
AZ	4,822	4,822	4,196	87%	509	117	00:19	11:56
CA	26,949	26,949	23,670	88%	3,191	88	00:37	12:32
CO	4,990	4,990	3,786	76%	578	626	00:22	15:06
CT	3,022	3,022	2,845	94%	132	45	00:13	09:36
DC	796	796	740	93%	36	20	00:10	09:48
DE	427	427	322	75%	34	71	00:19	07:15
FL	9,958	9,958	6,322	63%	1,797	1,839	00:38	13:44
GA	6,402	6,402	5,199	81%	663	540	00:15	11:28
GU	158	158	140	89%	12	6	00:09	06:41
HI	1,167	1,167	1,105	95%	41	21	00:09	09:00
IA	1,768	1,768	1,544	87%	151	73	00:16	10:10
ID	1,137	1,137	856	75%	102	179	00:27	13:22
IL	11,028	11,028	8,388	76%	1,213	1,427	00:33	18:42
IN	3,381	3,381	3,152	93%	209	20	00:15	16:34
KS	1,745	1,745	1,593	91%	138	14	00:20	15:39
KY	2,431	2,431	1,821	75%	352	258	00:24	15:25
LA	2,671	2,671	2,356	88%	288	27	00:22	15:19
MA	5,232	5,232	4,488	86%	675	69	00:34	10:33
MD	4,379	4,379	3,807	87%	558	14	00:34	13:05
ME	662	662	574	87%	56	32	00:26	11:17
MI	6,466	6,466	5,596	87%	596	274	00:25	11:27
MN	3,660	3,660	3,197	87%	359	104	00:30	13:15
MO	4,058	4,058	3,688	91%	353	17	00:23	14:26

■ ≥ 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
MP	12	12	0	0%	0	12	00:00	00:00
MS	1,123	1,123	1,104	98%	18	1	00:03	08:19
MT	767	767	741	97%	25	1	00:10	10:52
NC	5,422	5,422	4,254	78%	557	611	00:20	09:35
ND	393	393	351	89%	23	19	00:10	10:27
NE	1,540	1,540	1,348	88%	122	70	00:21	15:29
NH	936	936	830	89%	105	1	00:32	17:18
NJ	4,974	4,974	3,517	71%	737	720	00:30	13:58
NM	1,989	1,989	1,616	81%	228	145	00:25	18:16
NV	2,505	2,505	1,622	65%	411	472	00:26	17:48
NY	14,955	14,955	11,692	78%	1,629	1,634	00:28	14:47
OH	7,066	7,066	6,372	90%	550	144	00:16	12:54
OK	2,964	2,964	2,702	91%	225	37	00:20	11:36
OR	4,095	4,095	3,626	89%	284	185	00:25	17:48
Other	4,425	4,425	18	0%	1	4,406	00:19	05:11
PA	5,984	5,984	4,935	82%	683	366	00:26	11:50
PR	1,351	1,351	1,186	88%	130	35	00:24	10:58
RI	480	480	468	98%	5	7	00:02	16:34
SC	2,969	2,969	1,712	58%	427	830	00:20	16:06
SD	569	569	501	88%	43	25	00:13	18:10
TN	3,296	3,296	2,968	90%	316	12	00:22	10:25
TX	14,108	14,108	9,478	67%	1,322	3,308	00:20	14:25
UT	2,692	2,692	2,328	86%	183	181	00:15	15:59
VA	5,716	5,716	5,110	89%	592	14	00:20	13:17
VI	54	54	0	0%	0	54	00:00	00:00
VT	605	605	503	83%	36	66	00:17	17:33
WA	5,692	5,692	4,966	87%	412	314	00:21	12:31
WI	5,968	5,968	4,521	76%	606	841	00:23	14:44
WV	983	983	883	90%	58	42	00:15	21:01

■ ≥ 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	564	564	351	62%	30	183	00:11	15:43

 ≥ 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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