

988 In-State KPIs by Originating State 2023-09-01 to 2023-09-30 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	1,150	1,150	720	63%	114	316	00:23	13:43
AL	2,697	2,697	1,858	69%	435	404	00:31	12:22
AR	1,537	1,537	1,051	68%	259	227	00:24	14:08
AS	8	8	0	0%	0	8	00:00	00:00
AZ	7,472	7,472	6,652	89%	672	148	00:19	11:04
CA	31,017	31,017	27,404	88%	3,377	236	00:31	12:49
CO	7,762	7,762	6,721	87%	730	311	00:13	14:42
CT	3,761	3,761	3,314	88%	325	122	00:15	10:31
DC	989	989	684	69%	155	150	00:31	09:28
DE	450	450	342	76%	34	74	00:20	09:29
FL	12,090	12,090	8,905	74%	2,001	1,184	00:36	15:42
GA	6,713	6,713	5,766	86%	808	139	00:22	11:05
GU	188	188	183	97%	3	2	00:02	10:59
HI	2,061	2,061	1,860	90%	179	22	00:13	06:29
IA	2,038	2,038	1,707	84%	294	37	00:36	14:03
ID	1,277	1,277	1,064	83%	111	102	00:24	16:15
IL	13,057	13,057	10,365	79%	1,437	1,255	00:30	20:39
IN	4,333	4,333	3,845	89%	382	106	00:21	18:03
KS	1,953	1,953	1,720	88%	204	29	00:22	13:59
KY	2,461	2,461	1,965	80%	334	162	00:18	14:50
LA	2,838	2,838	2,460	87%	347	31	00:26	15:08
MA	6,281	6,281	5,369	85%	826	86	00:32	09:38
MD	5,361	5,361	4,661	87%	655	45	00:28	14:46
ME	835	835	711	85%	85	39	00:22	09:59
MI	8,052	8,052	6,980	87%	883	189	00:21	11:30
MN	4,057	4,057	3,614	89%	329	114	00:20	14:00
MO	5,425	5,425	5,059	93%	325	41	00:14	13:02

■ ≥ 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	13	13	5	38%	0	8	00:10	12:21
MS	1,262	1,262	1,223	97%	34	5	00:01	08:15
MT	770	770	739	96%	30	1	00:08	13:22
NC	6,373	6,373	5,445	85%	705	223	00:17	13:22
ND	593	593	511	86%	30	52	00:10	09:37
NE	1,754	1,754	1,531	87%	111	112	00:20	17:42
NH	1,018	1,018	863	85%	79	76	00:24	12:51
NJ	5,907	5,907	4,734	80%	784	389	00:28	13:58
NM	2,661	2,661	2,374	89%	188	99	00:15	14:23
NV	3,360	3,360	2,268	68%	434	658	00:25	19:26
NY	28,557	28,557	24,638	86%	2,433	1,486	00:26	16:39
OH	7,105	7,105	6,265	88%	805	35	00:27	14:05
OK	4,453	4,453	4,024	90%	363	66	00:20	11:42
OR	4,829	4,829	4,164	86%	417	248	00:27	14:38
Other	4,645	4,645	142	3%	14	4,489	00:23	09:05
PA	7,482	7,482	6,413	86%	858	211	00:24	12:21
PR	1,802	1,802	1,645	91%	145	12	00:24	07:48
RI	672	672	662	99%	6	4	00:01	13:39
SC	3,564	3,564	2,568	72%	412	584	00:32	15:47
SD	913	913	751	82%	78	84	00:13	15:41
TN	3,785	3,785	3,316	88%	450	19	00:24	11:19
TX	15,034	15,034	12,911	86%	1,875	248	00:29	15:28
UT	2,861	2,861	2,542	89%	186	133	00:14	15:04
VA	5,941	5,941	5,343	90%	574	24	00:25	12:06
VI	82	82	0	0%	0	82	00:00	00:00
VT	743	743	593	80%	53	97	00:15	18:49
WA	6,894	6,894	6,199	90%	518	177	00:22	11:39
WI	6,899	6,899	5,143	75%	689	1,067	00:25	15:18
WV	1,348	1,348	1,204	89%	93	51	00:16	18:29

■ ≥ 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	507	507	478	94%	13	16	00:06	17:00

≥ 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. 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.

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