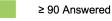


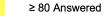


988 In-State KPIs by Originating State 2023-11-01 to 2023-11-30 Eastern Time

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 I In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
AK	868	868	571	66%	112	185	00:23	16:15
AL	2,542	2,542	1,590	63%	436	516	00:35	12:46
AR	1,687	1,687	884	52%	226	577	00:21	14:08
AS	10	10	0	0%	0	10	00:00	00:00
AZ	6,675	6,675	5,963	89%	538	174	00:20	11:51
CA	29,060	29,060	24,994	86%	3,761	305	00:38	12:34
CO	8,130	8,130	6,966	86%	805	359	00:15	14:16
СТ	3,759	3,759	3,349	89%	300	110	00:15	11:25
DC	842	842	695	83%	92	55	00:21	10:37
DE	374	374	282	75%	33	59	00:22	08:47
FL	11,671	11,671	9,038	77%	1,731	902	00:32	15:13
GA	5,743	5,743	4,898	85%	668	177	00:21	11:43
GU	617	617	569	92%	22	26	00:05	08:34
HI	1,668	1,668	1,232	74%	257	179	00:20	09:33
IA	2,083	2,083	1,790	86%	274	19	00:35	12:52
ID	1,261	1,261	1,035	82%	130	96	00:22	17:34
IL	13,139	13,139	10,354	79%	1,382	1,403	00:32	22:07
IN	4,495	4,495	4,114	92%	317	64	00:19	18:24
KS	2,022	2,022	1,793	89%	201	28	00:20	13:23
KY	2,805	2,805	2,291	82%	397	117	00:22	13:47
LA	2,674	2,674	2,319	87%	342	13	00:21	15:14
MA	5,803	5,803	5,139	89%	618	46	00:30	09:19
MD	4,849	4,849	4,364	90%	458	27	00:26	14:54
ME	1,341	1,341	1,246	93%	66	29	00:16	07:38
MI	7,267	7,267	6,492	89%	695	80	00:17	12:19
MN	3,964	3,964	3,522	89%	352	90	00:20	14:18
МО	5,523	5,523	5,207	94%	292	24	00:15	13:16









< 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	14	14	2	14%	2	10	00:12	03:08
MS	1,138	1,138	1,111	98%	23	4	00:01	08:11
МТ	862	862	828	96%	31	3	00:08	12:14
NC	5,916	5,916	5,078	86%	652	186	00:18	12:14
ND	637	637	561	88%	30	46	00:10	10:19
NE	1,847	1,847	1,664	90%	113	70	00:20	16:24
NH	1,042	1,042	830	80%	118	94	00:25	12:11
NJ	6,049	6,049	4,702	78%	835	512	00:28	14:15
NM	2,552	2,552	2,171	85%	243	138	00:18	12:50
NV	3,303	3,303	2,445	74%	392	466	00:22	16:02
NY	28,682	28,682	25,515	89%	2,512	655	00:33	15:24
ОН	7,071	7,071	6,388	90%	656	27	00:24	13:47
OK	4,391	4,391	3,983	91%	361	47	00:20	11:19
OR	4,577	4,577	3,495	76%	526	556	00:29	15:46
Other	5,207	5,207	161	3%	19	5,027	00:36	12:00
PA	7,259	7,259	6,450	89%	700	109	00:22	12:30
PR	1,040	1,040	947	91%	82	11	00:25	12:06
RI	591	591	571	97%	10	10	00:01	13:43
SC	3,050	3,050	2,215	73%	393	442	00:29	17:03
SD	840	840	721	86%	55	64	00:12	15:03
TN	3,909	3,909	3,417	87%	477	15	00:24	12:14
TX	14,837	14,837	12,654	85%	1,902	281	00:31	14:06
UT	2,823	2,823	2,551	90%	154	118	00:13	15:32
VA	6,236	6,236	5,601	90%	610	25	00:25	12:12
VI	111	111	0	0%	0	111	00:00	00:00
VT	813	813	708	87%	46	59	00:13	18:28
WA	6,377	6,377	5,678	89%	498	201	00:21	12:28
WI	6,588	6,588	4,900	74%	698	990	00:28	16:11
WV	1,271	1,271	1,136	89%	91	44	00:16	19:29







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	492	492	468	95%	12	12	00:07	15:38





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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