

988 In-State KPIs by Originating State 2024-01-01 to 2024-01-31 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	1,104	1,104	722	65%	118	264	00:23	18:41
AL	2,707	2,707	1,864	69%	431	412	00:37	11:32
AR	1,460	1,460	611	42%	107	742	00:19	11:58
AS	5	5	0	0%	0	5	00:00	00:00
AZ	5,840	5,840	5,067	87%	548	225	00:20	13:24
CA	30,003	30,003	26,018	87%	2,924	1,061	00:27	12:27
CO	8,742	8,742	7,235	83%	1,009	498	00:19	12:50
CT	3,745	3,745	3,313	88%	253	179	00:14	12:13
DC	930	930	788	85%	72	70	00:22	10:07
DE	388	388	309	80%	44	35	00:19	09:30
FL	12,210	12,210	9,646	79%	1,682	882	00:32	15:08
GA	6,502	6,502	5,451	84%	765	286	00:21	12:19
GU	380	380	370	97%	7	3	00:05	13:29
HI	2,140	2,140	1,580	74%	354	206	00:28	09:46
IA	1,946	1,946	1,677	86%	249	20	00:32	13:21
ID	1,379	1,379	1,186	86%	97	96	00:21	17:11
IL	13,203	13,203	10,572	80%	1,274	1,357	00:32	21:07
IN	5,946	5,946	5,451	92%	433	62	00:19	19:18
KS	2,105	2,105	1,900	90%	183	22	00:20	14:16
KY	2,636	2,636	2,208	84%	381	47	00:24	14:49
LA	3,005	3,005	2,674	89%	289	42	00:19	14:05
MA	6,424	6,424	5,714	89%	629	81	00:32	09:06
MD	6,356	6,356	5,713	90%	558	85	00:23	13:02
ME	1,275	1,275	1,175	92%	73	27	00:15	07:55
MI	7,755	7,755	6,963	90%	728	64	00:17	11:31
MN	4,154	4,154	3,735	90%	296	123	00:19	13:52
MO	5,576	5,576	5,243	94%	305	28	00:17	12:48

■ ≥ 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	25	25	11	44%	1	13	00:08	13:52
MS	1,106	1,106	1,075	97%	26	5	00:01	08:02
MT	913	913	881	96%	30	2	00:06	12:03
NC	5,941	5,941	4,827	81%	743	371	00:19	12:42
ND	629	629	564	90%	30	35	00:09	09:54
NE	1,725	1,725	1,487	86%	136	102	00:20	17:03
NH	989	989	785	79%	136	68	00:35	16:41
NJ	6,498	6,498	4,972	77%	836	690	00:28	15:10
NM	2,677	2,677	2,369	88%	225	83	00:17	13:49
NV	3,329	3,329	2,312	69%	464	553	00:22	16:46
NY	29,016	29,016	26,094	90%	2,447	475	00:35	15:58
OH	7,945	7,945	7,058	89%	811	76	00:27	13:43
OK	4,800	4,800	4,281	89%	445	74	00:22	11:26
OR	4,682	4,682	3,370	72%	581	731	00:29	15:35
Other	5,432	5,432	299	6%	33	5,100	00:50	16:53
PA	7,953	7,953	7,063	89%	719	171	00:18	11:43
PR	872	872	759	87%	74	39	00:24	12:11
RI	743	743	727	98%	9	7	00:01	14:55
SC	3,288	3,288	2,706	82%	335	247	00:32	15:25
SD	703	703	587	83%	52	64	00:12	15:09
TN	3,848	3,848	3,276	85%	541	31	00:26	12:21
TX	15,413	15,413	13,221	86%	1,942	250	00:29	14:04
UT	3,009	3,009	2,757	92%	179	73	00:13	15:29
VA	8,378	8,378	7,381	88%	839	158	00:33	12:15
VI	62	62	0	0%	0	62	00:00	00:00
VT	856	856	747	87%	55	54	00:14	16:15
WA	7,400	7,400	6,747	91%	521	132	00:22	12:19
WI	6,720	6,720	5,179	77%	587	954	00:26	14:57
WV	2,019	2,019	1,825	90%	117	77	00:15	16:41

■ ≥ 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	601	601	444	74%	63	94	00:14	14:35

≥ 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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