

988 In-State KPIs by Originating State 2024-03-01 to 2024-03-31 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	1,456	1,456	1,051	72%	235	170	00:24	14:37
AL	2,820	2,820	1,969	70%	500	351	00:32	11:38
AR	1,826	1,826	1,195	65%	200	431	00:22	13:15
AS	2	2	0	0%	0	2	00:00	00:00
AZ	6,381	6,381	5,658	89%	477	246	00:19	13:04
CA	33,869	33,869	29,681	88%	3,525	663	00:31	11:59
CO	8,633	8,633	6,664	77%	678	1,291	00:23	14:24
CT	4,694	4,694	4,245	90%	228	221	00:13	10:58
DC	1,015	1,015	853	84%	103	59	00:21	09:59
DE	407	407	329	81%	42	36	00:19	08:40
FL	14,432	14,432	11,508	80%	2,012	912	00:32	13:53
GA	7,480	7,480	6,217	83%	867	396	00:22	12:19
GU	363	363	351	97%	6	6	00:05	17:07
HI	1,725	1,725	1,318	76%	276	131	00:24	11:10
IA	2,264	2,264	1,968	87%	267	29	00:36	12:10
ID	1,278	1,278	1,115	87%	95	68	00:17	17:38
IL	13,421	13,421	10,779	80%	1,371	1,271	00:31	19:00
IN	6,654	6,654	6,192	93%	394	68	00:17	18:46
KS	2,534	2,534	2,231	88%	236	67	00:20	13:11
KY	2,891	2,891	2,486	86%	363	42	00:24	13:55
LA	3,470	3,470	3,118	90%	304	48	00:20	12:55
MA	6,279	6,279	5,538	88%	652	89	00:29	09:47
MD	7,197	7,197	6,546	91%	593	58	00:23	13:37
ME	1,292	1,292	1,182	91%	74	36	00:15	09:05
MI	8,845	8,845	7,934	90%	764	147	00:17	11:05
MN	4,979	4,979	4,450	89%	359	170	00:19	14:08
MO	6,948	6,948	6,444	93%	452	52	00:14	12:35

■ ≥ 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	34	34	0	0%	0	34	00:00	00:00
MS	1,282	1,282	1,248	97%	32	2	00:00	07:10
MT	985	985	950	96%	30	5	00:07	12:28
NC	6,825	6,825	5,605	82%	805	415	00:22	12:23
ND	725	725	633	87%	27	65	00:09	08:24
NE	1,859	1,859	1,651	89%	126	82	00:20	16:14
NH	1,247	1,247	906	73%	110	231	00:23	13:10
NJ	7,628	7,628	6,044	79%	908	676	00:28	13:25
NM	2,532	2,532	2,252	89%	212	68	00:16	15:21
NV	3,828	3,828	2,561	67%	479	788	00:22	15:22
NY	30,704	30,704	27,400	89%	2,832	472	00:36	15:54
OH	8,877	8,877	7,855	88%	953	69	00:24	12:37
OK	5,341	5,341	4,762	89%	443	136	00:22	11:22
OR	4,822	4,822	3,670	76%	503	649	00:28	17:18
Other	6,644	6,644	377	6%	26	6,241	00:47	16:03
PA	8,441	8,441	7,575	90%	691	175	00:21	12:14
PR	892	892	737	83%	117	38	00:26	11:54
RI	1,045	1,045	1,021	98%	14	10	00:01	10:49
SC	3,556	3,556	2,911	82%	395	250	00:31	15:51
SD	765	765	657	86%	61	47	00:12	13:15
TN	4,184	4,184	3,671	88%	476	37	00:25	12:09
TX	16,653	16,653	14,307	86%	2,040	306	00:31	15:11
UT	3,438	3,438	3,197	93%	174	67	00:13	16:37
VA	9,284	9,284	7,383	80%	1,271	630	00:47	14:01
VI	61	61	0	0%	0	61	00:00	00:00
VT	1,074	1,074	775	72%	204	95	00:18	15:06
WA	8,196	8,196	7,353	90%	619	224	00:22	13:15
WI	7,021	7,021	5,346	76%	593	1,082	00:24	14:24
WV	1,693	1,693	1,536	91%	83	74	00:16	16:25

■ ≥ 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	499	499	450	90%	32	17	00:15	15:55

≥ 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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