

988 In-State KPIs by Originating State 2024-04-01 to 2024-04-30 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	1,339	1,339	920	69%	230	189	00:27	15:20
AL	2,923	2,923	2,152	74%	492	279	00:31	09:53
AR	2,312	2,312	1,723	75%	262	327	00:30	13:56
AS	6	6	0	0%	0	6	00:00	00:00
AZ	6,626	6,626	5,891	89%	551	184	00:19	12:45
CA	34,986	34,986	29,743	85%	4,219	1,024	00:32	12:13
CO	9,880	9,880	7,375	75%	833	1,672	00:23	14:41
CT	4,396	4,396	3,956	90%	255	185	00:13	11:54
DC	1,020	1,020	867	85%	92	61	00:20	09:04
DE	523	523	409	78%	62	52	00:19	06:44
FL	14,670	14,670	11,794	80%	1,915	961	00:31	14:21
GA	8,535	8,535	6,981	82%	962	592	00:23	12:21
GU	668	668	635	95%	14	19	00:05	16:16
HI	1,808	1,808	1,326	73%	295	187	00:25	11:14
IA	2,389	2,389	2,068	87%	290	31	00:32	11:19
ID	1,372	1,372	1,207	88%	105	60	00:20	18:08
IL	14,026	14,026	10,341	74%	1,516	2,169	00:30	18:08
IN	7,950	7,950	7,467	94%	412	71	00:17	15:46
KS	2,598	2,598	2,281	88%	252	65	00:21	13:01
KY	3,163	3,163	2,675	85%	416	72	00:25	13:40
LA	3,573	3,573	3,179	89%	350	44	00:19	12:59
MA	6,251	6,251	5,411	87%	667	173	00:29	09:50
MD	7,161	7,161	6,470	90%	593	98	00:22	13:35
ME	1,747	1,747	1,610	92%	98	39	00:18	07:15
MI	9,851	9,851	8,892	90%	808	151	00:17	10:40
MN	5,031	5,031	4,499	89%	318	214	00:18	13:09
MO	6,761	6,761	6,340	94%	364	57	00:14	12:42

■ ≥ 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	22	22	1	5%	0	21	00:17	00:31
MS	1,448	1,448	1,419	98%	23	6	00:01	06:38
MT	1,022	1,022	980	96%	38	4	00:06	12:38
NC	7,699	7,699	6,263	81%	993	443	00:23	11:06
ND	727	727	657	90%	38	32	00:09	10:28
NE	2,232	2,232	1,939	87%	151	142	00:20	15:37
NH	1,120	1,120	925	83%	113	82	00:29	14:59
NJ	7,543	7,543	5,617	74%	835	1,091	00:28	13:43
NM	2,869	2,869	2,544	89%	234	91	00:18	13:46
NV	3,648	3,648	2,474	68%	509	665	00:21	15:43
NY	32,953	32,953	28,868	88%	3,404	681	00:45	14:37
OH	9,589	9,589	8,636	90%	893	60	00:23	13:28
OK	5,317	5,317	4,691	88%	465	161	00:23	11:13
OR	5,199	5,199	4,182	80%	515	502	00:26	16:53
Other	8,519	8,519	312	4%	40	8,167	00:59	14:39
PA	9,364	9,364	8,374	89%	806	184	00:21	11:27
PR	947	947	799	84%	123	25	00:27	12:38
RI	933	933	915	98%	5	13	00:01	15:05
SC	3,729	3,729	3,028	81%	373	328	00:32	14:46
SD	893	893	769	86%	52	72	00:13	12:27
TN	4,418	4,418	3,915	89%	476	27	00:26	12:09
TX	18,488	18,488	15,574	84%	2,440	474	00:33	14:29
UT	3,296	3,296	3,100	94%	144	52	00:13	15:58
VA	10,266	10,266	8,892	87%	1,060	314	00:33	13:45
VI	81	81	0	0%	0	81	00:00	00:00
VT	896	896	718	80%	78	100	00:15	14:37
WA	8,608	8,608	7,703	89%	667	238	00:22	13:11
WI	6,374	6,374	4,887	77%	564	923	00:23	14:21
WV	1,969	1,969	1,770	90%	95	104	00:15	14:25

■ ≥ 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	555	555	502	90%	20	33	00:14	14:43

≥ 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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