

988 In-State KPIs by Originating State 2024-05-01 to 2024-05-31 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	1,513	1,513	992	66%	292	229	00:33	16:17
AL	3,120	3,120	2,340	75%	491	289	00:32	09:12
AR	2,459	2,459	1,779	72%	230	450	00:27	12:40
AS	3	3	0	0%	0	3	00:00	00:00
AZ	7,661	7,661	6,919	90%	541	201	00:19	13:09
CA	37,867	37,867	31,663	84%	4,678	1,526	00:33	12:18
CO	10,305	10,305	7,535	73%	952	1,818	00:26	14:33
CT	4,961	4,961	4,507	91%	266	188	00:15	11:21
DC	1,149	1,149	980	85%	103	66	00:21	08:54
DE	528	528	452	86%	43	33	00:19	08:58
FL	15,706	15,706	12,316	78%	2,144	1,246	00:32	14:33
GA	9,088	9,088	7,666	84%	1,015	407	00:23	11:41
GU	594	594	532	90%	15	47	00:05	19:10
HI	2,277	2,277	1,778	78%	315	184	00:26	09:26
IA	2,319	2,319	2,026	87%	260	33	00:32	11:06
ID	1,416	1,416	1,273	90%	89	54	00:19	19:47
IL	15,475	15,475	10,219	66%	1,984	3,272	00:33	17:47
IN	7,443	7,443	6,965	94%	437	41	00:17	17:51
KS	2,816	2,816	2,384	85%	303	129	00:23	14:33
KY	3,298	3,298	2,781	84%	379	138	00:23	13:18
LA	3,604	3,604	3,220	89%	324	60	00:20	12:45
MA	6,857	6,857	5,896	86%	760	201	00:30	09:07
MD	7,425	7,425	6,683	90%	676	66	00:23	13:22
ME	1,219	1,219	1,088	89%	90	41	00:16	10:07
MI	9,793	9,793	8,831	90%	800	162	00:17	10:42
MN	5,539	5,539	4,694	85%	338	507	00:18	13:12
MO	7,226	7,226	6,772	94%	401	53	00:14	12:50

■ ≥ 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	24	24	8	33%	0	16	00:08	06:23
MS	1,540	1,540	1,497	97%	23	20	00:01	06:42
MT	1,041	1,041	1,007	97%	28	6	00:07	12:29
NC	8,103	8,103	6,596	81%	977	530	00:22	11:21
ND	746	746	678	91%	30	38	00:10	11:33
NE	2,300	2,300	1,997	87%	167	136	00:21	16:12
NH	1,249	1,249	1,017	81%	160	72	00:30	14:53
NJ	8,385	8,385	6,141	73%	919	1,325	00:25	12:59
NM	3,223	3,223	2,860	89%	257	106	00:18	13:59
NV	4,346	4,346	2,800	64%	610	936	00:22	14:44
NY	33,855	33,855	29,121	86%	3,918	816	00:48	14:30
OH	10,484	10,484	9,413	90%	972	99	00:24	13:44
OK	5,625	5,625	5,014	89%	457	154	00:22	11:20
OR	5,449	5,449	4,279	79%	593	577	00:26	16:06
Other	12,158	12,158	359	3%	45	11,754	01:02	13:58
PA	9,904	9,904	8,883	90%	799	222	00:22	11:46
PR	661	661	489	74%	130	42	00:32	16:25
RI	895	895	869	97%	15	11	00:01	16:26
SC	4,164	4,164	3,226	77%	527	411	00:33	14:05
SD	840	840	702	84%	59	79	00:12	13:46
TN	4,644	4,644	4,047	87%	566	31	00:27	11:58
TX	18,763	18,763	15,842	84%	2,537	384	00:34	14:42
UT	3,422	3,422	3,182	93%	168	72	00:13	15:30
VA	12,014	12,014	9,999	83%	1,436	579	00:40	13:44
VI	39	39	0	0%	0	39	00:00	00:00
VT	1,003	1,003	858	86%	51	94	00:14	14:28
WA	9,065	9,065	8,208	91%	618	239	00:20	13:07
WI	7,063	7,063	5,261	74%	604	1,198	00:22	14:12
WV	1,520	1,520	1,363	90%	82	75	00:15	17:07

■ ≥ 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	539	539	479	89%	42	18	00:15	13:56

≥ 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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