

988 In-State KPIs by Originating State 2024-07-01 to 2024-07-31 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	1,544	1,544	918	59%	286	340	00:24	15:34
AL	3,329	3,329	2,544	76%	442	343	00:27	09:14
AR	2,658	2,658	1,986	75%	263	409	00:19	13:57
AS	12	12	0	0%	0	12	00:00	00:00
AZ	8,188	8,188	7,138	87%	723	327	00:19	12:27
CA	40,772	40,772	32,177	79%	5,701	2,894	00:35	12:02
CO	9,549	9,549	6,420	67%	744	2,385	00:25	14:18
CT	4,736	4,736	4,306	91%	225	205	00:12	10:43
DC	1,054	1,054	874	83%	82	98	00:20	09:55
DE	589	589	493	84%	59	37	00:18	06:48
FL	16,114	16,114	12,997	81%	1,975	1,142	00:31	14:11
GA	8,909	8,909	7,380	83%	987	542	00:24	11:05
GU	734	734	712	97%	15	7	00:05	07:18
HI	1,969	1,969	1,276	65%	385	308	00:37	10:44
IA	2,708	2,708	2,329	86%	296	83	00:34	10:53
ID	1,642	1,642	1,366	83%	143	133	00:18	19:49
IL	16,389	16,389	8,317	51%	2,525	5,547	00:31	15:57
IN	7,737	7,737	7,117	92%	434	186	00:16	18:31
KS	3,389	3,389	2,810	83%	319	260	00:23	14:13
KY	3,652	3,652	3,189	87%	343	120	00:21	12:27
LA	3,982	3,982	3,481	87%	368	133	00:19	13:12
MA	7,757	7,757	6,593	85%	854	310	00:27	08:05
MD	7,918	7,918	7,184	91%	585	149	00:22	13:17
ME	1,509	1,509	1,350	89%	90	69	00:16	10:12
MI	10,461	10,461	8,945	86%	1,013	503	00:18	11:11
MN	5,524	5,524	4,858	88%	335	331	00:18	14:13
MO	8,822	8,822	8,108	92%	517	197	00:19	13:04

■ ≥ 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	37	37	5	14%	3	29	00:12	02:57
MS	1,621	1,621	1,545	95%	25	51	00:01	06:35
MT	1,070	1,070	1,022	96%	25	23	00:08	12:37
NC	8,535	8,535	6,806	80%	1,038	691	00:22	10:17
ND	944	944	829	88%	39	76	00:10	10:13
NE	2,311	2,311	1,925	83%	147	239	00:21	15:53
NH	1,274	1,274	1,103	87%	96	75	00:24	12:41
NJ	8,094	8,094	6,306	78%	903	885	00:27	13:19
NM	3,049	3,049	2,536	83%	287	226	00:18	13:45
NV	4,202	4,202	2,614	62%	454	1,134	00:22	16:28
NY	34,871	34,871	30,830	88%	3,065	976	00:35	15:37
OH	11,042	11,042	9,733	88%	1,123	186	00:27	12:53
OK	5,927	5,927	5,157	87%	448	322	00:21	10:41
OR	5,988	5,988	4,775	80%	635	578	00:25	15:49
Other	5,024	5,024	614	12%	81	4,329	00:42	13:14
PA	10,839	10,839	9,563	88%	911	365	00:23	11:13
PR	249	249	172	69%	47	30	00:29	10:29
RI	959	959	931	97%	6	22	00:01	15:04
SC	4,523	4,523	3,544	78%	482	497	00:35	14:26
SD	915	915	773	84%	68	74	00:13	13:07
TN	5,091	5,091	4,314	85%	635	142	00:26	11:34
TX	21,153	21,153	17,147	81%	2,785	1,221	00:34	14:03
UT	3,674	3,674	3,296	90%	217	161	00:14	16:17
VA	14,989	14,989	12,435	83%	1,769	785	00:45	13:02
VI	61	61	0	0%	0	61	00:00	00:00
VT	1,278	1,278	1,185	93%	33	60	00:06	13:19
WA	10,202	10,202	9,270	91%	616	316	00:19	13:27
WI	6,589	6,589	5,433	82%	550	606	00:20	13:09
WV	1,771	1,771	1,503	85%	121	147	00:18	16:14

■ ≥ 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	630	630	504	80%	50	76	00:17	15:19

≥ 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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