

**988 In-State KPIs by Originating State 2024-08-01 to 2024-08-31 Eastern Time**

For media or research use, please coordinate with Lifeline’s Communications team at [communications@vibrant.org](mailto: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	1,844	1,844	1,451	79%	188	205	00:18	13:19
AL	2,839	2,839	2,238	79%	349	252	00:28	10:06
AR	2,484	2,484	1,671	67%	205	608	00:19	14:00
AS	7	7	0	0%	0	7	00:00	00:00
AZ	7,871	7,871	6,981	89%	534	356	00:18	13:08
CA	40,618	40,618	31,941	79%	4,187	4,490	00:29	11:53
CO	9,743	9,743	4,038	41%	577	5,128	00:30	14:00
CT	4,941	4,941	4,518	91%	229	194	00:14	09:52
DC	1,043	1,043	888	85%	84	71	00:19	09:56
DE	513	513	435	85%	41	37	00:18	05:59
FL	15,195	15,195	12,134	80%	1,856	1,205	00:32	14:38
GA	7,949	7,949	6,566	83%	838	545	00:22	11:42
GU	682	682	654	96%	17	11	00:05	09:53
HI	2,146	2,146	1,686	79%	257	203	00:24	09:47
IA	2,407	2,407	2,075	86%	243	89	00:33	11:21
ID	1,643	1,643	1,488	91%	83	72	00:16	18:58
IL	15,332	15,332	10,691	70%	1,889	2,752	00:29	15:04
IN	7,923	7,923	7,211	91%	464	248	00:16	19:38
KS	3,222	3,222	2,681	83%	350	191	00:23	15:11
KY	3,405	3,405	3,006	88%	299	100	00:21	14:17
LA	3,717	3,717	3,218	87%	369	130	00:20	13:12
MA	8,615	8,615	7,203	84%	1,041	371	00:26	08:19
MD	8,024	8,024	7,296	91%	604	124	00:22	13:13
ME	2,136	2,136	1,974	92%	113	49	00:14	07:41
MI	9,833	9,833	8,504	86%	930	399	00:18	10:48
MN	5,534	5,534	4,839	87%	301	394	00:16	14:55
MO	8,224	8,224	7,452	91%	449	323	00:18	13:39

■ ≥ 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	4	18%	0	18	00:07	20:32
MS	1,547	1,547	1,452	94%	20	75	00:01	07:10
MT	1,044	1,044	1,007	96%	31	6	00:08	12:49
NC	8,384	8,384	6,567	78%	964	853	00:22	11:03
ND	992	992	855	86%	41	96	00:11	11:30
NE	2,572	2,572	2,139	83%	131	302	00:21	15:14
NH	1,191	1,191	1,025	86%	85	81	00:21	13:55
NJ	7,597	7,597	5,879	77%	954	764	00:27	12:28
NM	3,009	3,009	2,476	82%	245	288	00:20	13:49
NV	3,805	3,805	2,495	66%	433	877	00:22	16:25
NY	35,557	35,557	31,459	88%	3,024	1,074	00:35	15:26
OH	10,335	10,335	9,146	88%	954	235	00:24	13:49
OK	5,604	5,604	4,915	88%	387	302	00:21	10:40
OR	5,834	5,834	4,653	80%	581	600	00:25	16:23
Other	6,539	6,539	1,353	21%	77	5,109	00:36	11:12
PA	10,710	10,710	9,529	89%	784	397	00:21	11:16
PR	256	256	180	70%	45	31	00:29	09:13
RI	1,032	1,032	1,004	97%	11	17	00:01	14:45
SC	4,327	4,327	3,333	77%	472	522	00:36	14:49
SD	940	940	780	83%	74	86	00:13	11:55
TN	4,622	4,622	3,963	86%	567	92	00:27	11:44
TX	19,931	19,931	16,602	83%	2,446	883	00:35	14:30
UT	4,033	4,033	3,580	89%	264	189	00:14	15:59
VA	14,299	14,299	11,825	83%	1,746	728	00:42	13:01
VI	55	55	0	0%	0	55	00:00	00:00
VT	1,365	1,365	1,295	95%	14	56	00:02	15:26
WA	9,583	9,583	8,762	91%	544	277	00:19	13:28
WI	6,371	6,371	5,297	83%	510	564	00:22	13:23
WV	1,935	1,935	1,727	89%	93	115	00:16	16:36

■ ≥ 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	805	805	668	83%	44	93	00:16	14:20

 ≥ 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.

Vibrant Emotional Health (“Vibrant”), as the Administrator of the National Suicide Prevention Lifeline (“Lifeline”) under a Cooperative Agreement with the US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (“SAMHSA”), maintains this data to enhance public access to the Lifeline’s information. This is a service that is continually under development. While we try to keep the information timely and accurate, we make no guarantees. We will make an effort to correct errors brought to our attention. Users should be aware that information being presented may not reflect official positions of Vibrant, the Lifeline, or SAMHSA. With respect to documents available from this report, neither Vibrant, the United States Government, nor any of their employees assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information disclosed, or represents that its use would not infringe privately owned rights. The data on this report may contain hypertext pointers to information created and maintained by other public and private organizations. Please be aware that we do not control or guarantee the accuracy, relevance, timeliness, or completeness of this outside information. Further, the inclusion of pointers to particular items in hypertext is not intended to reflect their importance, nor is it intended to endorse any views expressed or products or services offered by the author of the reference or the organization operating the server on which the reference is maintained. Historical data may not exactly correspond with prior reporting, standardization of definitions and systems may have lead to such differences.

