

In-State Answer Rate by Originating State 2021-08-01 to 2021-08-31 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	639	639	387	61%	180	72	00:39	14:47
AL	2,264	2,264	1,366	60%	701	197	00:50	11:26
AR	1,245	1,245	949	76%	235	61	00:32	13:25
AZ	3,396	3,396	3,117	92%	224	55	00:16	09:44
CA	22,726	22,726	19,938	88%	2,699	89	00:36	13:20
CO	4,244	4,244	2,620	62%	937	687	00:55	15:01
CT	1,561	1,561	881	56%	438	242	00:58	13:06
DC	533	533	496	93%	29	8	00:17	08:02
DE	393	393	289	74%	67	37	00:25	10:43
FL	8,243	8,243	6,328	77%	1,521	394	00:44	11:51
GA	4,524	4,524	3,374	75%	847	303	00:27	15:35
GU	33	33	31	94%	1	1	00:17	12:01
HI	744	744	647	87%	59	38	00:15	11:11
IA	1,378	1,378	906	66%	366	106	00:55	12:25
ID	1,034	1,034	868	84%	72	94	00:16	15:45
IL	7,230	7,230	1,327	18%	1,688	4,215	00:27	13:30
IN	3,324	3,324	2,084	63%	856	384	00:19	14:53
KS	1,469	1,469	1,037	71%	192	240	00:18	15:02
KY	1,981	1,981	1,510	76%	320	151	00:23	15:08
LA	1,967	1,967	997	51%	483	487	00:40	14:31
MA	3,746	3,746	2,761	74%	774	211	01:02	09:51
MD	3,052	3,052	2,534	83%	511	7	00:45	12:44
ME	419	419	339	81%	79	1	00:40	10:20
MI	4,996	4,996	3,195	64%	1,071	730	00:41	11:36
MN	2,911	2,911	1,341	46%	773	797	00:41	16:55
MO	2,952	2,952	2,291	78%	560	101	00:51	15:08
MP	7	7	0	0%	0	7	00:00	00:00

■ ≥ 90 Answered
 ■ ≥ 80 Answered
 ■ ≥ 66 Answered
 ■ < 66% Answered

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MS	1,059	1,059	940	89%	97	22	00:18	07:52
MT	607	607	533	88%	67	7	00:31	11:21
NC	4,828	4,828	3,562	74%	584	682	00:21	08:23
ND	367	367	331	90%	17	19	00:30	13:02
NE	956	956	728	76%	178	50	00:43	11:52
NH	591	591	443	75%	64	84	00:20	12:08
NJ	3,762	3,762	2,866	76%	754	142	00:40	13:18
NM	1,383	1,383	1,085	78%	263	35	00:48	16:29
NV	1,624	1,624	1,169	72%	357	98	00:45	12:33
NY	11,565	11,565	7,629	66%	1,971	1,965	00:32	15:35
OH	5,042	5,042	3,139	62%	628	1,275	00:19	11:25
OK	1,683	1,683	1,218	72%	371	94	00:44	15:41
OR	3,212	3,212	2,281	71%	639	292	00:39	16:51
Other	3,707	3,707	405	11%	80	3,222	00:31	12:47
PA	4,930	4,930	4,007	81%	768	155	00:32	12:17
PR	156	156	0	0%	40	116	00:00	00:00
RI	371	371	360	97%	11	0	00:07	10:30
SC	2,316	2,316	1,640	71%	327	349	00:30	14:27
SD	293	293	257	88%	32	4	00:27	16:27
TN	2,648	2,648	2,026	77%	487	135	00:28	09:15
TX	13,751	13,751	5,580	41%	2,547	5,624	00:22	12:06
UT	2,173	2,173	1,499	69%	367	307	00:26	17:11
VA	4,486	4,486	2,994	67%	1,215	277	01:19	10:59
VI	17	17	0	0%	1	16	00:00	00:00
VT	344	344	298	87%	18	28	00:21	15:33
WA	4,267	4,267	3,174	74%	731	362	00:33	10:30
WI	3,298	3,298	3,041	92%	234	23	00:21	14:07
WV	1,124	1,124	1,020	91%	100	4	00:25	12:54
WY	212	212	78	37%	40	94	00:13	13:36

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State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
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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.
- **Received:** Number of calls that were sent to a center after listening to the IVR greeting, excluding calls that abandon quickly after routing because they may not have been seen by a center.
- **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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