

In-State Answer Rate by Originating State 2021-11-01 to 2021-11-30 Eastern Time

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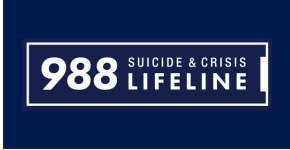
Data does not include calls offered to, or answered by the Veterans Crisis Line or Lifeline’s Spanish language sub-network.

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	593	593	328	55%	204	61	00:37	12:58
AL	2,139	2,139	1,411	66%	587	141	00:52	12:26
AR	1,148	1,148	856	75%	236	56	00:29	11:25
AZ	2,967	2,967	2,718	92%	175	74	00:16	10:09
CA	23,354	23,354	19,992	86%	3,280	82	00:44	12:16
CO	4,569	4,569	2,755	60%	1,070	744	00:43	15:16
CT	1,590	1,590	960	60%	383	247	00:58	13:18
DC	495	495	450	91%	38	7	00:16	06:08
DE	341	341	258	76%	52	31	00:26	11:19
FL	8,322	8,322	6,235	75%	1,535	552	00:42	11:38
GA	4,558	4,558	3,080	68%	997	481	00:25	16:23
GU	28	28	26	93%	2	0	00:14	16:47
HI	934	934	681	73%	179	74	00:27	09:21
IA	1,435	1,435	1,006	70%	339	90	00:54	11:41
ID	1,047	1,047	875	84%	70	102	00:17	17:26
IL	7,234	7,234	1,374	19%	1,513	4,347	00:25	14:05
IN	2,819	2,819	1,993	71%	386	440	00:22	13:31
KS	1,404	1,404	1,146	82%	135	123	00:17	15:28
KY	2,049	2,049	1,539	75%	355	155	00:29	13:15
LA	2,225	2,225	979	44%	627	619	00:31	17:02
MA	4,401	4,401	3,386	77%	826	189	00:46	08:15
MD	3,013	3,013	2,425	80%	578	10	00:47	13:56
ME	390	390	328	84%	61	1	00:37	10:55
MI	5,280	5,280	3,434	65%	1,131	715	00:43	12:07
MN	2,755	2,755	1,312	48%	717	726	00:35	15:06
MO	2,915	2,915	2,300	79%	521	94	00:39	14:11
MP	8	8	0	0%	1	7	00:00	00:00

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

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MS	1,000	1,000	909	91%	66	25	00:18	07:47
MT	631	631	608	96%	23	0	00:12	11:35
NC	4,310	4,310	3,918	91%	319	73	00:21	08:08
ND	416	416	368	88%	31	17	00:16	11:11
NE	923	923	765	83%	122	36	00:31	13:15
NH	562	562	442	79%	54	66	00:20	11:28
NJ	3,600	3,600	2,802	78%	609	189	00:42	14:18
NM	1,377	1,377	953	69%	341	83	01:02	17:25
NV	1,655	1,655	1,295	78%	290	70	00:40	15:07
NY	11,636	11,636	7,234	62%	2,089	2,313	00:33	16:05
OH	5,159	5,159	3,020	59%	666	1,473	00:20	11:11
OK	1,692	1,692	1,212	72%	382	98	00:45	14:31
OR	3,340	3,340	2,498	75%	526	316	00:36	17:52
Other	4,782	4,782	492	10%	109	4,181	00:33	12:14
PA	4,603	4,603	3,900	85%	618	85	00:32	12:42
PR	169	169	0	0%	31	138	00:00	00:00
RI	337	337	334	99%	3	0	00:07	07:49
SC	2,387	2,387	1,770	74%	500	117	00:27	15:48
SD	331	331	291	88%	33	7	00:25	18:09
TN	2,718	2,718	2,257	83%	455	6	00:24	09:29
TX	12,336	12,336	4,776	39%	2,476	5,084	00:24	13:50
UT	2,174	2,174	1,465	67%	403	306	00:25	17:15
VA	4,294	4,294	3,160	74%	977	157	01:02	11:23
VI	82	82	0	0%	6	76	00:00	00:00
VT	335	335	281	84%	22	32	00:21	18:01
WA	4,431	4,431	3,261	74%	812	358	00:32	11:18
WI	3,336	3,336	2,759	83%	398	179	00:22	16:28
WV	758	758	673	89%	85	0	00:26	14:54
WY	218	218	117	54%	33	68	00:15	15:46

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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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