



2021-12-01 to 2021-12-31

Lifeline Network Contacts (Excludes VCL\*): 260,095

	Calls	Chats	Texts	Total
Routed	175,877	76,845	7,373	260,095
Answered	142,807 (81%)	18,680 (24%)	3,800 (52%)	165,287 (64%)
Abandoned	33,070 (19%)	58,165 (76%)	3,573 (48%)	94,808 (36%)
ASA	00:00:53	00:13:12	00:26:42	00:02:52
Avg Contact Time	00:12:49	00:27:58	00:52:39	00:15:26

\*Additional detail concerning VCL calls is only available from the VA

## Dictionary:

**Contact:** A call, chat or text to the Lifeline.

**Routed:** Contacts that are routed to a center after the person listens to the greeting (calls) or sent to a counselor after answering a pre-chat or pre-text survey (chat/text).

**Answered:** All “Routed” contacts that are connected to a center and then engaged by a counselor.

**Abandoned:** All “Routed” contacts that disconnect prior to being engaged by a counselor. Disconnection may happen for a number of reasons, including but not limited to: the person seeking contact 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.

**Average Speed of Answer (ASA):** The average time an “Answered” contact takes to be answered after listening to the automated greeting (calls) or answering a pre-chat or pre-text survey (chat/text). 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:** The average amount of time counselors spend engaged with an “Answered” 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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