

In-State Answer Rate by Originating State 2022-06-01 to 2022-06-30 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	467	467	298	64%	120	49	00:34	14:19
AL	2,539	2,539	1,332	52%	934	273	01:11	11:33
AR	1,197	1,197	933	78%	231	33	00:27	12:36
AZ	3,319	3,319	2,980	90%	229	110	00:16	09:55
CA	23,950	23,942	20,276	85%	3,366	300	00:38	12:22
CO	4,260	4,260	2,304	54%	1,084	872	00:33	13:05
CT	2,425	2,425	2,254	93%	129	42	00:25	10:00
DC	588	588	519	88%	44	25	00:18	09:40
DE	308	308	224	73%	53	31	00:24	08:31
FL	9,223	9,219	4,878	53%	2,168	2,173	00:35	11:27
GA	5,996	5,993	4,588	77%	1,026	379	00:22	11:35
GU	71	70	59	84%	10	1	00:21	06:01
HI	1,022	1,022	745	73%	205	72	00:25	07:42
IA	1,497	1,496	966	65%	432	98	00:57	10:14
ID	1,068	1,068	909	85%	129	30	00:30	14:39
IL	7,466	7,466	1,358	18%	1,514	4,594	00:24	15:23
IN	3,067	3,065	2,316	76%	300	449	00:19	13:00
KS	1,565	1,565	1,244	79%	233	88	00:25	15:28
KY	1,810	1,809	1,327	73%	322	160	00:35	14:12
LA	2,365	2,365	1,510	64%	472	383	00:28	14:14
MA	3,980	3,977	2,787	70%	979	211	00:54	09:47
MD	3,167	3,166	2,540	80%	594	32	00:37	12:44
ME	496	496	406	82%	90	0	00:45	11:10
MI	5,241	5,240	4,138	79%	847	255	00:33	12:08
MN	2,609	2,608	2,189	84%	381	38	00:53	13:27
MO	3,074	3,072	2,501	81%	514	57	00:39	14:26
MP	21	21	0	0%	8	13	00:00	00:00

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

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MS	1,098	1,097	984	90%	102	11	00:20	07:49
MT	566	566	546	96%	20	0	00:15	14:09
NC	4,898	4,897	4,323	88%	488	86	00:16	09:05
ND	335	335	309	92%	19	7	00:15	11:29
NE	1,128	1,128	1,005	89%	107	16	00:27	12:12
NH	685	685	536	78%	78	71	00:14	11:24
NJ	4,278	4,278	2,999	70%	809	470	00:38	14:01
NM	1,584	1,582	1,239	78%	325	18	00:45	15:27
NV	1,914	1,912	1,415	74%	373	124	00:40	16:50
NY	12,946	12,942	9,396	73%	2,123	1,423	00:31	14:59
OH	6,129	6,126	4,718	77%	768	640	00:24	11:06
OK	1,832	1,832	1,208	66%	445	179	00:41	14:44
OR	3,574	3,574	2,911	81%	465	198	00:33	17:06
Other	2,752	2,751	11	0%	2	2,738	00:18	12:27
PA	5,337	5,336	4,263	80%	721	352	00:35	11:46
PR	180	180	109	61%	50	21	00:44	10:25
RI	342	342	334	98%	7	1	00:07	09:40
SC	2,911	2,911	2,202	76%	519	190	00:27	14:28
SD	294	293	253	86%	37	3	00:22	18:47
TN	3,142	3,141	2,530	81%	560	51	00:29	10:02
TX	12,515	12,513	6,904	55%	2,025	3,584	00:24	13:31
UT	2,261	2,260	1,912	85%	219	129	00:22	16:14
VA	4,606	4,605	3,841	83%	742	22	00:41	11:27
VI	69	69	0	0%	11	58	00:00	00:00
VT	427	427	363	85%	40	24	00:21	15:34
WA	4,825	4,824	3,151	65%	1,098	575	00:31	11:20
WI	5,225	5,222	4,043	77%	918	261	00:25	15:59
WV	812	811	718	89%	79	14	00:20	15:33
WY	346	346	241	70%	43	62	00:13	13:53

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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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