

**988 In-State KPIs by Originating State 2023-03-01 to 2023-03-31 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	1,058	1,058	739	70%	139	180	00:20	16:33
AL	2,428	2,428	1,345	55%	453	630	00:22	11:32
AR	1,693	1,693	1,133	67%	294	266	00:30	10:16
AS	14	14	0	0%	0	14	00:00	00:00
AZ	5,375	5,375	4,583	85%	575	217	00:22	12:20
CA	27,837	27,837	24,340	87%	3,247	250	00:36	12:24
CO	5,105	5,105	3,634	71%	617	854	00:24	15:38
CT	3,458	3,458	3,255	94%	153	50	00:13	08:38
DC	841	841	607	72%	106	128	00:24	10:31
DE	410	410	296	72%	62	52	00:21	07:23
FL	10,713	10,713	7,439	69%	2,116	1,158	00:44	14:46
GA	5,740	5,740	4,877	85%	544	319	00:18	11:23
GU	211	211	202	96%	8	1	00:07	08:17
HI	1,038	1,038	978	94%	51	9	00:13	09:14
IA	1,774	1,774	1,598	90%	164	12	00:29	12:27
ID	1,209	1,209	954	79%	171	84	00:25	13:07
IL	11,208	11,208	9,270	83%	1,158	780	00:31	20:12
IN	3,467	3,467	3,246	94%	184	37	00:15	15:47
KS	1,805	1,805	1,619	90%	163	23	00:21	14:10
KY	2,444	2,444	1,915	78%	320	209	00:25	13:32
LA	2,549	2,549	2,210	87%	302	37	00:30	16:31
MA	5,269	5,269	4,674	89%	549	46	00:32	10:54
MD	4,277	4,277	3,743	88%	498	36	00:33	13:09
ME	564	564	487	86%	52	25	00:25	11:28
MI	6,247	6,247	5,419	87%	531	297	00:22	11:57
MN	3,904	3,904	3,377	87%	397	130	00:32	13:09
MO	4,622	4,622	4,209	91%	392	21	00:22	12:36

■ ≥ 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
MP	21	21	0	0%	0	21	00:00	00:00
MS	1,197	1,197	1,167	97%	21	9	00:04	08:41
MT	721	721	706	98%	15	0	00:05	11:23
NC	5,047	5,047	4,016	80%	592	439	00:19	10:21
ND	445	445	404	91%	17	24	00:11	09:42
NE	1,672	1,672	1,494	89%	118	60	00:20	15:55
NH	1,740	1,740	1,564	90%	165	11	00:19	09:53
NJ	4,637	4,637	3,686	79%	600	351	00:28	13:55
NM	1,968	1,968	1,537	78%	245	186	00:23	18:09
NV	2,872	2,872	1,998	70%	463	411	00:25	17:30
NY	14,906	14,906	11,966	80%	1,632	1,308	00:28	15:40
OH	6,926	6,926	6,056	87%	724	146	00:23	13:32
OK	3,403	3,403	3,129	92%	242	32	00:19	11:28
OR	4,274	4,274	3,760	88%	350	164	00:27	16:41
Other	3,582	3,582	15	0%	8	3,559	00:44	07:18
PA	6,795	6,795	5,458	80%	1,023	314	00:41	11:58
PR	1,118	1,118	963	86%	106	49	00:24	10:03
RI	559	559	548	98%	9	2	00:04	13:01
SC	3,090	3,090	1,770	57%	429	891	00:21	14:30
SD	625	625	566	91%	31	28	00:13	17:01
TN	3,316	3,316	2,754	83%	506	56	00:38	11:30
TX	14,950	14,950	11,336	76%	1,672	1,942	00:24	14:44
UT	2,924	2,924	2,609	89%	180	135	00:14	14:18
VA	5,692	5,692	5,223	92%	442	27	00:21	12:00
VI	36	36	0	0%	0	36	00:00	00:00
VT	902	902	665	74%	60	177	00:17	15:20
WA	6,611	6,611	5,720	87%	472	419	00:21	12:10
WI	5,921	5,921	4,610	78%	693	618	00:27	14:48
WV	1,074	1,074	972	91%	64	38	00:19	18:35

■ ≥ 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	404	404	316	78%	64	24	00:18	14:49

≥ 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.

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