

988 In-State KPIs by Originating State 2023-08-01 to 2023-08-31 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 | 919 | 919 | 618 | 67% | 110 | 191 | 00:21 | 15:40 |
| AL | 2,409 | 2,409 | 1,650 | 68% | 383 | 376 | 00:32 | 12:42 |
| AR | 1,646 | 1,646 | 1,026 | 62% | 294 | 326 | 00:27 | 13:16 |
| AS | 11 | 11 | 0 | 0% | 0 | 11 | 00:00 | 00:00 |
| AZ | 6,369 | 6,369 | 5,622 | 88% | 624 | 123 | 00:20 | 11:24 |
| CA | 30,099 | 30,099 | 26,775 | 89% | 3,199 | 125 | 00:30 | 12:40 |
| CO | 7,293 | 7,293 | 6,186 | 85% | 715 | 392 | 00:14 | 14:57 |
| CT | 3,927 | 3,927 | 3,550 | 90% | 258 | 119 | 00:16 | 09:43 |
| DC | 835 | 835 | 558 | 67% | 141 | 136 | 00:31 | 11:15 |
| DE | 414 | 414 | 285 | 69% | 34 | 95 | 00:19 | 11:02 |
| FL | 11,628 | 11,628 | 8,638 | 74% | 2,005 | 985 | 00:36 | 15:47 |
| GA | 6,329 | 6,329 | 5,365 | 85% | 813 | 151 | 00:24 | 11:16 |
| GU | 233 | 233 | 210 | 90% | 4 | 19 | 00:02 | 07:11 |
| HI | 1,783 | 1,783 | 1,588 | 89% | 174 | 21 | 00:10 | 08:18 |
| IA | 1,900 | 1,900 | 1,616 | 85% | 248 | 36 | 00:35 | 14:08 |
| ID | 1,260 | 1,260 | 1,043 | 83% | 116 | 101 | 00:22 | 14:48 |
| IL | 12,941 | 12,941 | 10,197 | 79% | 1,522 | 1,222 | 00:32 | 21:50 |
| IN | 4,361 | 4,361 | 3,901 | 89% | 383 | 77 | 00:21 | 18:26 |
| KS | 1,867 | 1,867 | 1,659 | 89% | 189 | 19 | 00:21 | 14:44 |
| KY | 2,587 | 2,587 | 2,124 | 82% | 300 | 163 | 00:20 | 13:07 |
| LA | 2,839 | 2,839 | 2,367 | 83% | 421 | 51 | 00:30 | 15:29 |
| MA | 6,633 | 6,633 | 5,876 | 89% | 711 | 46 | 00:30 | 09:04 |
| MD | 5,291 | 5,291 | 4,677 | 88% | 566 | 48 | 00:29 | 13:30 |
| ME | 737 | 737 | 617 | 84% | 80 | 40 | 00:30 | 10:29 |
| MI | 7,664 | 7,664 | 6,586 | 86% | 968 | 110 | 00:23 | 11:04 |
| MN | 4,065 | 4,065 | 3,592 | 88% | 369 | 104 | 00:22 | 13:29 |
| MO | 5,035 | 5,035 | 4,684 | 93% | 331 | 20 | 00:14 | 12:59 |

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

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|-------|--------|----------|-------------------|----------------------|--------------------|-------------------|--------------|-------------------------|
| MP | 26 | 26 | 10 | 38% | 5 | 11 | 00:08 | 04:08 |
| MS | 1,235 | 1,235 | 1,209 | 98% | 23 | 3 | 00:01 | 09:00 |
| MT | 806 | 806 | 770 | 96% | 32 | 4 | 00:08 | 12:04 |
| NC | 6,039 | 6,039 | 5,257 | 87% | 638 | 144 | 00:17 | 13:21 |
| ND | 580 | 580 | 493 | 85% | 30 | 57 | 00:10 | 10:52 |
| NE | 1,710 | 1,710 | 1,513 | 88% | 125 | 72 | 00:20 | 17:25 |
| NH | 1,137 | 1,137 | 978 | 86% | 140 | 19 | 00:28 | 12:16 |
| NJ | 4,953 | 4,953 | 4,054 | 82% | 647 | 252 | 00:28 | 13:14 |
| NM | 2,211 | 2,211 | 1,948 | 88% | 202 | 61 | 00:16 | 15:53 |
| NV | 3,529 | 3,529 | 2,338 | 66% | 410 | 781 | 00:25 | 17:39 |
| NY | 18,324 | 18,324 | 15,516 | 85% | 1,913 | 895 | 00:28 | 14:23 |
| OH | 7,189 | 7,189 | 6,330 | 88% | 831 | 28 | 00:29 | 13:56 |
| OK | 4,468 | 4,468 | 4,009 | 90% | 395 | 64 | 00:21 | 11:45 |
| OR | 4,627 | 4,627 | 4,007 | 87% | 420 | 200 | 00:28 | 15:41 |
| Other | 4,573 | 4,573 | 62 | 1% | 11 | 4,500 | 00:27 | 12:44 |
| PA | 7,679 | 7,679 | 6,226 | 81% | 1,204 | 249 | 00:36 | 12:02 |
| PR | 1,569 | 1,569 | 1,453 | 93% | 97 | 19 | 00:24 | 08:39 |
| RI | 623 | 623 | 613 | 98% | 8 | 2 | 00:02 | 14:35 |
| SC | 3,468 | 3,468 | 2,674 | 77% | 366 | 428 | 00:30 | 14:40 |
| SD | 814 | 814 | 714 | 88% | 53 | 47 | 00:13 | 15:13 |
| TN | 4,069 | 4,069 | 3,585 | 88% | 439 | 45 | 00:26 | 10:47 |
| TX | 14,881 | 14,881 | 12,431 | 84% | 1,820 | 630 | 00:27 | 15:04 |
| UT | 3,078 | 3,078 | 2,747 | 89% | 185 | 146 | 00:15 | 15:27 |
| VA | 6,075 | 6,075 | 5,540 | 91% | 524 | 11 | 00:22 | 11:40 |
| VI | 27 | 27 | 0 | 0% | 0 | 27 | 00:00 | 00:00 |
| VT | 787 | 787 | 659 | 84% | 38 | 90 | 00:14 | 16:30 |
| WA | 7,005 | 7,005 | 5,881 | 84% | 702 | 422 | 00:23 | 11:09 |
| WI | 6,097 | 6,097 | 4,702 | 77% | 659 | 736 | 00:24 | 15:26 |
| WV | 1,163 | 1,163 | 1,042 | 90% | 84 | 37 | 00:16 | 20:14 |

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|-------|--------|----------|-------------------|----------------------|--------------------|-------------------|--------------|-------------------------|
| WY | 428 | 428 | 392 | 92% | 19 | 17 | 00:06 | 16:45 |

≥ 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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