988 In-State KPIs by Originating State 2023-12-01 to 2023-12-31 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	942	942	606	64%	121	215	00:22	17:42
AL	2,834	2,834	1,727	61%	482	625	00:36	12:45
AR	1,544	1,544	717	46%	110	717	00:19	12:26
AS	11	11	0	0%	0	11	00:00	00:00
AZ	6,495	6,495	5,545	85%	794	156	00:20	12:20
CA	29,893	29,893	25,025	84%	3,860	1,008	00:39	12:18
CO	8,044	8,044	6,685	83%	837	522	00:15	14:19
CT	3,847	3,847	3,400	88%	295	152	00:14	12:09
DC	897	897	731	81%	97	69	00:21	10:11
DE	432	432	290	67%	52	90	00:19	09:35
FL	12,486	12,486	9,780	78%	1,758	948	00:34	15:16
GA	6,233	6,233	5,278	85%	778	177	00:20	12:04
GU	595	595	532	89%	37	26	00:05	10:34
HI	1,670	1,670	1,222	73%	271	177	00:30	10:30
IA	2,055	2,055	1,756	85%	266	33	00:35	12:40
ID	1,217	1,217	1,014	83%	124	79	00:21	17:27
IL	13,734	13,734	10,521	77%	1,383	1,830	00:32	22:03
IN	5,430	5,430	5,008	92%	345	77	00:19	18:04
KS	2,284	2,284	2,064	90%	194	26	00:21	13:33
KY	2,684	2,684	2,223	83%	384	77	00:25	15:18
LA	2,661	2,661	2,362	89%	269	30	00:19	14:45
MA	5,537	5,537	4,895	88%	538	104	00:31	09:39
MD	6,584	6,584	5,945	90%	577	62	00:25	13:23
ME	1,132	1,132	1,029	91%	67	36	00:16	09:43
MI	7,592	7,592	6,781	89%	687	124	00:17	11:29
MN	4,178	4,178	3,681	88%	354	143	00:19	13:57
MO	5,864	5,864	5,481	93%	352	31	00:17	13:09

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

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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	24	24	9	38%	2	13	00:10	12:06
MS	1,240	1,240	1,217	98%	21	2	00:01	07:25
MT	824	824	798	97%	26	0	00:06	11:41
NC	5,762	5,762	4,901	85%	669	192	00:19	12:40
ND	579	579	527	91%	24	28	00:10	10:07
NE	1,863	1,863	1,643	88%	120	100	00:20	15:56
NH	1,022	1,022	838	82%	117	67	00:28	13:06
NJ	6,481	6,481	4,811	74%	805	865	00:28	14:39
NM	2,527	2,527	2,153	85%	234	140	00:18	14:08
NV	3,012	3,012	2,200	73%	385	427	00:21	17:14
NY	29,093	29,093	25,811	89%	2,597	685	00:37	16:03
OH	8,091	8,091	7,209	89%	813	69	00:26	14:08
OK	4,849	4,849	4,403	91%	389	57	00:21	11:33
OR	4,776	4,776	3,526	74%	558	692	00:28	16:25
Other	6,498	6,498	313	5%	54	6,131	00:47	12:10
PA	7,624	7,624	6,818	89%	631	175	00:21	12:22
PR	1,059	1,059	904	85%	143	12	00:25	11:53
RI	580	580	563	97%	7	10	00:01	14:43
SC	3,687	3,687	2,655	72%	471	561	00:30	15:32
SD	786	786	672	85%	58	56	00:12	14:49
TN	3,754	3,754	3,240	86%	485	29	00:26	12:47
TX	14,961	14,961	12,840	86%	1,734	387	00:29	14:22
UT	2,991	2,991	2,752	92%	148	91	00:13	16:11
VA	7,742	7,742	6,841	88%	759	142	00:33	12:01
VI	169	169	0	0%	0	169	00:00	00:00
VT	966	966	834	86%	63	69	00:15	15:13
WA	7,423	7,423	6,732	91%	533	158	00:22	12:26
WI	6,876	6,876	5,227	76%	620	1,029	00:27	16:18
WV	1,519	1,519	1,374	90%	104	41	00:15	19:03

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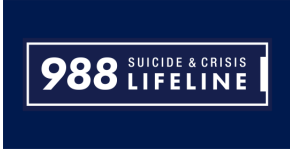
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State	Routed	Received	Answered In-State	In-State Answer Rate	Abandoned In-State	Flowout to Backup	ASA In-State	Avg. Talk Time In-State
WY	552	552	527	95%	11	14	00:08	15:57

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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. 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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