



In State Answer Rate

01/01/2017 to 6/30/2017

NATIONAL SUICIDE PREVENTION LIFELINE



In-State Answer Rate by Originating State 1/1/2017 to 6/30/2017 Eastern Time

State	Initiated	Answered	In-State Answered Rate
AK	2,156	1,434	67%
AL	8,739	6,014	69%
AR	4,688	0	0%
AZ	9,777	9,010	92%
CA	82,224	69,410	84%
CO	11,525	10,379	90%
CT	4,522	3,590	79%
DC	1,716	1,021	59%
DE	1,202	1,061	88%
FL	30,427	23,590	78%
GA	23,944	5,557	23%
HI	1,880	1,720	91%
IA	4,990	3,372	68%
ID	3,562	2,846	80%
IL	26,889	8,315	31%
IN	14,263	8,797	62%
KS	5,541	3,898	70%
KY	6,882	2,548	37%
LA	6,304	5,834	93%
MA	22,169	13,110	59%
MD	10,811	9,939	92%
ME	1,618	1,472	91%
MI	17,750	7,573	43%
MN	9,154	6,170	67%
MO	9,398	8,298	88%
MS	3,626	1,736	48%
MT	2,066	1,867	90%
NC	24,805	22,003	89%
ND	1,156	979	85%
NE	3,484	2,596	75%
NH	1,881	1,515	81%
NJ	12,411	10,416	84%
NM	3,910	3,336	85%
NV	7,643	4,307	56%
NY	34,242	11,428	33%
OH	19,891	15,747	79%
OK	6,044	5,046	83%
OR	10,131	8,755	86%
PA	21,140	5,985	28%
RI	1,489	328	22%
SC	7,322	5,698	78%
SD	1,218	755	62%
TN	10,202	7,262	71%
TX	47,858	10,951	23%
UT	5,661	5,315	94%
VA	15,944	9,553	60%
VT	827	9	1%
WA	14,679	6,172	42%
WI	7,717	2,085	27%
WV	3,170	2,060	65%
WY	1,026	0	0%

 ≥ 90 Answered	 ≥ 80 Answered	 ≥ 66 Answered	 < 66% Answered
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Call Answer Rate by Crisis Center 1/1/2017 to 6/30/2017 Eastern Time

Crisis Center	Offered	Answered	Answer Rate
AK907456 Careline Crisis Intervention	2,126	1,434	67%
AL251001 Lifelines	308	180	58%
AL256716 Crisis Services of North Alabama/HELPLINE	4,815	2,293	48%
AL300000 Crisis Center	6,980	3,541	51%
AZ480000 EMPACT Suicide Prevention Center	7,487	6,822	91%
AZ852000 Crisis Response Network	3,093	2,188	71%
CA000661 Kern Behavioral Health & Recovery Services Hotline	10,911	9,884	91%
CA123530 Suicide Prevention of Yolo County	771	620	80%
CA130000 Crisis Support Services of Alameda County	4,423	3,966	90%
CA140000 WellSpace Health	3,873	3,704*	96%
CA160000 Suicide Prevention and Community Counseling	2,217	2,025	91%
CA190000 StarVista	2,173	1,851	85%
CA200000 Suicide Prevention Center, Didi Hirsch Mental Health Services	41,452	31,572	76%
CA415000 San Francisco Suicide Prevention	3,738	3,510	94%
CA559000 Central Valley Suicide Prevention Hotline - Kings View	4,712	4,580	97%
CA619641 Optum Health	5,557	5,138*	92%
CA925930 Contra Costa Crisis Center	4,788	2,560	53%
CO303000 Metro Crisis Services	11,458	10,379*	91%
CT210000 2-1-1/United Way of Connecticut	341	236*	69%
CT220000 Wheeler Clinic	4,133	3,353*	81%
DC202000 Department of Behavioral Health	1,099	1,021	93%
DE302000 ContactLifeline	1,196	1,061*	89%
FL000407 2-1-1 Heart of Florida United Way	3,338	2,249*	67%
FL230000 2-1-1 Big Bend	943	767*	81%
FL240000 211 Brevard	898	766	85%
FL250000 2-1-1 Tampa Bay Cares	1,272	668*	53%
FL270000 Alachua County Crisis Center	3,823	3,527	92%
FL290000 Crisis Center of Tampa Bay, Inc.	2,187	2,090*	96%
FL330000 Personal Enrichment through Mental Health Services	7,628	5,811	76%
FL340000 Jewish Community Services of South Florida	5,215	1,986*	38%
FL350000 211 Palm Beach/ Treasure Coast	3,067	2,562*	84%
FL360000 United Way 211	896	598*	67%
FL954000 2-1-1 Broward	2,644	2,566	97%
GA390000 Behavioral Health Link	6,881	5,557*	81%
HI000808 Crisis Line of Hawaii	1,869	1,720	92%
IA000319 The Crisis Center of Johnson County	1,567	898	57%
IA319362 Foundation 2 Crisis Center	4,002	2,474*	62%
ID002080 Idaho Suicide Prevention Hotline	3,534	2,846	81%
IL008150 Centegra Hospital Woodstock	469	365	78%
IL217000 Mental Health Centers of Central Illinois	664	457	69%
IL309828 Path Crisis Center	844	762	90%
IL410000 Community Counseling Centers of Chicago	44	36	82%
IL460000 Suicide Prevention Services	15,537	2,770	18%
IL630000 DuPage County Health Department	1,821	1,261	69%
IL815000 Crisis Line Of Will County	3,792	2,664	70%
IN000765 Mental Health America of Tippecanoe County, Inc.	824	732	89%
IN007652 A Better Way Services	2,326	851 \$	37%
IN317000 Crisis & Suicide Intervention Service, Families First Indiana, Inc	2,196	1,808*	82%
IN470000 Crisis Contact	5,450	4,717	87%

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Crisis Center		Offered	Answered	Answer Rate
IN480000	Connect2Help	876	690*	79%
KS316000	COMCARE of Sedgwick County	753	299	40%
KS490000	Headquarters Counseling Center	5,116	3,599	70%
KY000270	Four Rivers Behavioral Health	228	196	86%
KY027000	Pennyroyal Center Respond	1,074	1,030	96%
KY270000	Crisis Line, RiverValley Behavioral Health	247	228	92%
KY510000	Centerstone of Kentucky, Inc.	1,777	704*#	40%
KY606111	Cumberland River Comprehensive Care Center	435	390	90%
LA520000	Crisis Intervention Center	2,583	2,427*	94%
LA530000	VIA LINK Call Center	3,696	3,407*	92%
MA000222	The Samaritans of Fall River/New Bedford	5,992	1,623	27%
MA123000	Call2Talk	6,068	3,142*	52%
MA550000	Samaritans, Inc.	14,360	8,345	58%
MD000410	Life Crisis Center	659	535	81%
MD004102	Baltimore Crisis Response	1,561	1,524	98%
MD301000	EveryMind	1,978	1,335	67%
MD560000	Community Crisis Services	3,463	3,108*\$	90%
MD570000	Frederick County Hotline	897	853	95%
MD580000	Grassroots Crisis Intervention Center	2,850	2,584	91%
ME000207	Crisis and Counseling	898	809	90%
ME020700	AMHC HELPLINE	729	663	91%
MI000616	Network 180	2,166	2,055*	95%
MI123989	Listening Ear Crisis Center	104	93	89%
MI630000	Common Ground	2,518	2,453	97%
MI660000	Dial Help	319	294	92%
MI680000	Gryphon Place	1,404	1,135*	81%
MI710000	Macomb County Community Mental Health	1,286	929*	72%
MI760000	Child and Family Services of Northwestern Michigan	676	614	91%
MN770000	HSI-Crisis Connection	9,016	6,170	68%
MO314000	Provident, Inc.	5,561	4,792 \$	86%
MO790000	Behavioral Health Response	3,826	3,506*	92%
MS000601	Mississippi Department of Mental Health - Office of Consumer Support	1,684	1,352	80%
MS601123	CONTACT The Crisis Line	236	189	80%
MS662000	CONTACT Helpline	224	195	87%
MT000406	The Help Center	755	684	91%
MT406000	Voices of Hope	1,591	1,183*	74%
NC102000	REAL Crisis Intervention	24,781	22,003 \$	89%
ND104000	FirstLink Helpline	1,146	979	85%
NE402000	Boys Town National Hotline	3,439	2,596*\$	75%
NH603000	Headrest	1,868	1,515	81%
NJ000732	Rutgers University Behavioral Health Care	9,194	8,351*	91%
NJ000856	CONTACT of Burlington County	319	256	80%
NJ111000	CONTACT of Mercer County	1,353	167	12%
NJ112000	Caring Contact	3,510	1,037	30%
NJ973000	Mental Health Association of New Jersey	984	604*	61%
NM113000	Crisis Response of Santa Fe	631	507	80%
NM505000	New Mexico Crisis and Access Line	1,855	1,614*	87%
NM508000	Agora Crisis Center	2,463	1,215	49%
NV114000	Crisis Call Center	8,059	4,307 \$	53%
NY0000RO	2-1-1/LIFE LINE, a program of Goodwill of the Finger Lakes	4,875	3,096*\$	64%
NY000845	The Institute of Family Health	123	93	76%

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NY116000 Crisis Services	1,649	1,365*	83%
NY118000 Long Island Crisis Center	1,837	1,193	65%
NY121000 Suicide Prevention and Crisis Service of Tompkins County	1,025	862	84%
NY122000 Dutchess County Department of Behavioral and Community Health	1,637	1,403	86%
NY212614 NYC Well / Here2Help Connect	752	0*#	0%
NY315000 Contact Community Services	4,477	2,776 \$	62%
NY518000 CONTACT Lifeline	61	50*	82%
NY631000 Response of Suffolk County	2,334	591	25%
OH000419 We Care Regional Crisis Center Coleman Professional Services	201	148	74%
OH000514 Talbert House	2,825	2,082	74%
OH000740 Pathways of Central Ohio	431	386	90%
OH125000 Crisis Intervention and Recovery Center	2,275	2,016	89%
OH127000 Help Network of Northeast Ohio	7,522	3,442 \$	46%
OH128000 HelpLine of Delaware and Morrow Counties	112	94*	84%
OH130000 FrontLine Service	2,172	2,067	95%
OH131000 North Central Mental Health Services	4,008	3,920	98%
OH255000 Rescue Incorporated	912	832	91%
OH330000 Portage Path Behavioral	1,130	760	67%
OK000918 Family & Children's Services	642	595	93%
OK134000 Heartline	5,381	4,451*	83%
OR136000 Lines for Life	10,013	8,755*	87%
PA000412 re:solve Crisis Network	1,768	1,297*	73%
PA000455 Safe Harbor Behavioral Health, Crisis Services	330	297*	90%
PA061000 Montgomery County Emergency Service	1,499	1,405	94%
PA140000 Family Service Association of Bucks County	734	279	38%
PA215000 The City of Philadelphia through the Department of Behavioral Health and Intellectual disAbility Services	2,363	2,101	89%
PA610000 Family Service Association of Bucks County	739	272	37%
PA717006 TrueNorth Wellness Services	177	146	82%
PA724101 Center for Community Resources	204	189*	93%
RI145000 Gateway/Community Counseling Center	374	328	88%
SC000105 The Aiken County Help Line, Inc.	3,381	2,855*	84%
SC000864 CRISISline - Mental Health America of Greenville County	2,433	1,208	50%
SC803000 United Way Association of South Carolina	2,212	1,635*	74%
SD147000 Helpline Center	1,206	755*	63%
TN000615 The Crisis Center of Family & Children's Service	2,674	1,998*	75%
TN148000 Centerstone Crisis Care Services	1,780	1,587*	89%
TN150000 Frontier Health Mobile Crisis Response/Watauga Behavioral Health Services	1,016	987	97%
TN151000 Memphis Crisis Center	2,486	1,709	69%
TN423000 Volunteer Crisis Services, Volunteer Behavioral Health	1,699	821	48%
TN865865 CONTACT Care Line	820	160	20%
TX000915 Emergence Health Network	2,632	592	22%
TX152000 Integral Care	1,078	1,055	98%
TX156000 The Harris Center	2,446	1,870*	76%
TX158000 Suicide and Crisis Center	14,658	7,427	51%
TX159000 Crisis Intervention of Houston	1,180	8*#	1%
UT801000 UNI CrisisLine	5,635	5,315	94%
VA163000 PRS CrisisLink	8,610	5,771	67%
VA165000 The Crisis Center	517	382	74%
VA276000 Southside Survivor Response Center	387	375	97%

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 VA703441	Helpline ACTS	6,743	3,021* ^{\$}	45%
 VA703637	Angel.com Special Processing	4	4	100%
 VT000802	Vermont 2-1-1	184	9	5%
 WA167000	Volunteers of America/Crisis Response Services	2,022	1,928*	95%
 WA206000	Crisis Clinic	4,485	3,163*	71%
 WA360000	Crisis Clinic of the Peninsulas	1,145	1,081	94%
 WI000262	Acute Care Services - Crisis Intervention Team	201	80	40%
 WI170000	Journey Mental Health Center-Emergency Services Unit	707	633	90%
 WI414000	Milwaukee County Behavioral Health Division	1,562	1,244	80%
 WI715000	North Central Health Care	165	128	78%
 WV304000	Help 4WV, First Choice Services	2,414	2,060	85%
Total Centers: 160		499,654	360,860	

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