



In State Answer Rate

ACD Adjusted

07/01/2020 to 9/30/2020

NATIONAL SUICIDE PREVENTION LIFELINE





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In-State Answer Rate by Originating State 7/1/2020 to 9/30/2020 Eastern Time

Data does not include calls offered to, or answered by the Veterans Crisis Line or Lifeline’s Spanish language sub-network.

State	Initiated	Answered In-State	Answered Out-State	In-State Answered Rate
AK	2,142	1,452	338	68%
AL	6,677	6,205	4	93%
AR	3,751	3,097	351	83%
AS	6	0	3	0%
AZ	8,480	7,960	53	94%
CA	63,427	57,665	201	91%
CO	10,568	8,549	170	81%
CT	4,495	3,683	23	82%
DC	1,637	936	543	57%
DE	976	813	15	83%
FL	22,519	17,152	1,052	76%
GA	12,635	6,824	14	54%
GU	83	0	55	0%
HI	2,056	1,791	114	87%
IA	3,927	2,930	371	75%
ID	2,951	2,155	562	73%
IL	19,563	6,327	8,736	32%
IN	8,737	5,559	1,799	64%
KS	3,902	2,369	806	61%
KY	5,258	3,632	670	69%
LA	5,927	1,878	2,173	32%
MA	12,588	8,858	1,099	70%
MD	8,642	7,204	66	83%
ME	1,272	1,121	1	88%
MI	15,262	10,168	1,925	67%
MN	8,114	871	5,700	11%
MO	8,145	6,253	50	77%
MP	17	0	12	0%
MS	2,931	2,625	78	90%
MT	1,713	1,567	0	91%
NC	14,508	13,023	481	90%
ND	927	820	32	88%
NE	2,989	2,512	6	84%
NH	1,509	1,177	184	78%
NJ	11,577	9,880	17	85%
NM	4,294	3,761	12	88%
NV	4,581	2,847	47	62%
NY	29,172	16,738	7,724	57%
OH	14,210	9,765	2,907	69%
OK	4,650	3,438	3	74%
OR	9,098	7,139	6	78%
PA	14,575	10,612	2,197	73%
PR	481	0	368	0%
RI	1,185	1,150	13	97%
SC	5,432	2,955	1,600	54%
SD	1,097	930	5	85%
TN	8,810	6,044	667	69%
TX	37,010	14,502	15,884	39%
UT	5,973	4,845	3	81%
VA	11,148	5,684	1,640	51%
VI	96	0	65	0%
VT	654	521	86	80%
WA	12,712	9,341	271	73%
WI	6,323	3,449	2,007	55%
WV	2,438	2,078	159	85%





WY

858

212

498

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25%

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

* These centers use an automatic call distribution system. Answer rate calculated using data provided by the crisis center # ACD Data missing for some month(s), assuming 0% answer rate for those missing months