

In State Answer Rate

ACD Adjusted 07/01/2020 to 9/30/2020

NATIONAL SUICIDE PREVENTION LIFELINE





NATIONAL SUICIDE PREVENTION LIFELINE

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.

AK 2,142 1,452 338 68% AL 6,677 6,205 4 93% AS 6 0 3 93% AS 6 0 3 93% AS 6 0 3 93% AZ 8,480 7,960 53 94% CA 63,427 67,665 201 91% CC 10,568 8,549 170 81% CT 4,495 3,683 23 82% DC 1,637 936 543 57% DE 976 813 15 83% GA 12,635 6,824 14 54% GU 83 0 55 0% IL 19,563 6,327 8,736 32% IL 19,563 6,327 8,736 32% IKY 5,268 3,632 670 69% KS 3,902	State	Initiated	Answered In-State	Answered Out-State	In-State Answered Rate
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% DE 976 813 15 83% GA 12,635 6,824 14 549 GU 83 0 55 0% HI 2,056 1,791 1144 87% ID 2,951 2,155 562 73% IL 19,653 6,327 8,736 325% IN 8,737 5,559 1,799 648 KY 5,258 3,632 670 69% KY 5,258 3,632 670 69% MA 12,588 8,858 1,099 70% MD 8,42 7,20	AK	2,142	1,452	338	68%
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% GA 12,635 6,824 14 54% GU 83 0 55 0% HI 2,056 1,791 114 87% ID 2,951 2,155 562 73% IL 19,663 6,327 8,736 32% IN 8,737 5,559 1,799 64% KS 3,902 2,369 806 615% KY 5,258 3,632 670 69% LA 5,927 1,878 2,173 32% MA	AL	6,677	6,205	4	93%
AZ 8,480 7,960 53 94% CA 63,427 57,665 201 91% CC 10,568 8,549 170 81% CT 4,495 3,683 23 82% DC 1,637 936 543 57% DE 976 813 15 83% GA 12,635 6,824 14 54% GA 12,056 1,791 114 87% HI 2,056 1,791 114 87% ID 2,951 2,155 562 73% IL 19,563 6,327 8,736 22% IN 8,737 5,559 1,799 64% KS 3,902 2,369 806 619% KY 5,258 3,632 670 69% LA 5,927 1,878 2,173 32% MA 12,588 8,858 1,099 70% <t< td=""><td></td><td>3,751</td><td>3,097</td><td>351</td><td>83%</td></t<>		3,751	3,097	351	83%
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 84% GU 83 0 55 0% HI 2,056 1,791 114 87% ID 2,951 2,155 562 73% IN 8,737 5,559 1,799 64% KS 3,902 2,368 806 6192 KY 5,258 3,632 670 99% MA 12,588 8,858 1,099 70% MD 8,642 7,204 66 83% MI 15,262 10,168 1,925 67%		6	0		0%
CO 10,568 8,549 170 81% CT 4,495 3,683 23 82% DC 1637 936 543 57%3 DE 976 813 15 83% FL 22,519 17,152 1,052 76% GU 83 0 55 0% HI 2,056 1,791 114 87% ID 2,951 2,155 562 73% IL 19,563 6,327 8,736 32% IN 8,737 5,559 1,799 64%2 KS 3,902 2,369 806 81% KY 5,258 3,632 670 69% LA 5927 1,878 2,173 32% MA 12,722 1,121 1 88% ME 1,272 1,121 1 88% MN 8,114 871 5,700 118% <t< td=""><td></td><td>8,480</td><td>7,960</td><td>53</td><td>94%</td></t<>		8,480	7,960	53	94%
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% ID 2,951 2,155 562 73% IL 19,563 6,327 8,736 32% IN 8,737 5,559 1,799 64% 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% MI 15,262 10,168 1,925 67% MN 8,114 871 5,700 119%		63,427	57,665		91%
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 83% GU 83 0 55 0% HI 2,056 1,791 114 87% 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 5927 1,878 2,173 32% MA 12,528 8,858 1,099 70% MD 8,642 7,204 66 83% MI 15,262 10,168 1,925 67% MN 8,114 871 5,700 11%	CO	10,568		170	<mark>81%</mark>
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% MI 15,262 10,168 1,925 67% MO 8,145 6,253 50 77%		4,495	3,683	23	82%
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% 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% MI 15,262 10,168 1,925 67% MN 8,114 871 5,700 11% MO 8,145 6,253 50 77% MS 2,931 2,625 78 90% <t< td=""><td></td><td></td><td></td><td></td><td>57%</td></t<>					57%
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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% MI 15,262 10,168 1,925 67% MN 8,114 871 5,700 11% MS 2,931 2,625 78 90% MT 1,713 1,567 0 91% NC 14,508 13,023 481 90%					
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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	MI			1,925	
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VT 654 521 86 80% WA 12,712 9,341 271 73% WI 6,323 3,449 2,007 55%					
WA12,7129,34127173%WI6,3233,4492,00755%					
WI 6,323 3,449 2,007 55%					
VVV 2,430 2,070 159 85%	WV	2,438	2,078	159	85%

≥ 90 Answered

≥ 80 Answered



212

498

25%

NATIONAL SUICIDE PREVENTION LIFELINE

≥ 90 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

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