

In-State Answer Rate by Originating State 2021-01-01 to 2021-03-31 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	Answered In-State	Answered Out-State	In-State Answer Rate
AK	2,081	1,274	498	61%
AL	6,093	5,605	30	92%
AR	3,576	2,798	269	78%
AZ	8,022	7,355	176	92%
CA	66,533	59,871	167	90%
CO	10,233	6,647	1,338	65%
CT	4,020	2,338	570	58%
DC	1,689	1,512	53	90%
DE	1,019	769	64	75%
FL	22,858	18,823	368	82%
GA	12,609	3,976	3,707	32%
HI	2,147	1,868	90	87%
IA	4,303	2,636	200	61%
ID	2,706	2,301	227	85%
IL	19,609	4,070	11,640	21%
IN	8,342	6,317	1,050	76%
KS	4,050	2,925	584	72%
KY	4,731	3,279	500	69%
LA	5,802	2,896	1,694	50%
MA	11,579	8,428	798	73%
MD	8,374	7,049	11	84%
ME	1,144	987	2	86%
MI	14,323	8,797	2,762	61%
MN	8,139	2,803	3,557	34%
MO	8,065	6,774	135	84%
MS	2,886	2,539	96	88%
MT	1,820	1,604	3	88%

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

State	Routed	Answered In-State	Answered Out-State	In-State Answer Rate
NC	14,900	12,999	782	87%
ND	865	779	26	90%
NE	2,759	2,073	179	75%
NH	1,325	1,057	159	80%
NJ	11,124	8,992	330	81%
NM	3,606	3,181*	14*	88%*
NV	4,735	3,577	209	76%
NY	30,858	23,000*	3,497*	75%*
OH	14,138	10,865	2,084	77%
OK	4,443	3,053	351	69%
OR	9,306	7,758	371	83%
PA	13,890	11,452	598	82%
RI	949	936	2	99%
SC	5,797	3,818	1,123	66%
SD	848	748	12	88%
TN	7,044	5,374	285	76%
TX	35,534	14,943	14,772	42%
UT	5,939	4,584	553	77%
VA	10,943	5,711	2,513	52%
VT	715	571	93	80%
WA	11,577	9,155	824	79%
WI	6,933	6,089	57	88%
WV	2,197	1,947	57	89%
WY	693	290	311	42%

Vibrant Emotional Health (“Vibrant”), as the Administrator of the National Suicide Prevention Lifeline (“Lifeline”) under a Cooperative Agreement with the US Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (“SAMHSA”), maintains this data to enhance public access to the Lifeline’s information. This is a service that is continually under development. While we try to keep the information timely and accurate, we make no guarantees. We will make an effort to correct errors brought to our attention. Users should be aware that information being presented may not reflect official positions of Vibrant, the Lifeline, or SAMHSA. With respect to documents available from this report, neither Vibrant, the United States Government, nor any of their employees assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information disclosed, or represents that its use would not infringe privately owned rights.

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