

In-State Answer Rate by Originating State 2021-07-01 to 2021-09-30 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	1,846	1,063	247	58%
AL	6,874	4,232	501	62%
AR	3,927	2,834	207	72%
AZ	10,138	9,269	177	91%
CA	69,341	60,068	351	87%
CO	12,119	7,737	1,695	64%
CT	4,714	2,743	698	58%
DC	1,714	1,574	35	92%
DE	1,203	862	94	72%
FL	25,295	19,541	1,049	77%
GA	13,999	9,696	1,143	69%
HI	2,348	2,048	114	87%
IA	4,194	2,701	334	64%
ID	3,089	2,574	280	83%
IL	22,067	3,938	12,599	18%
IN	9,573	6,249	1,087	65%
KS	4,466	3,310	595	74%
KY	5,990	4,603	484	77%
LA	6,522	2,344	2,507	36%
MA	11,403	8,082	724	71%
MD	9,442	7,768	20	82%
ME	1,281	1,051	2	82%
MI	15,839	10,132	2,169	64%
MN	8,526	3,751	2,342	44%
MO	8,762	6,740	271	77%
MS	3,395	3,042	66	90%
MT	1,811	1,609	14	89%

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

State	Routed	Answered In-State	Answered Out-State	In-State Answer Rate
NC	14,672	10,703	2,070	73%
ND	1,035	901	56	87%
NE	3,090	2,238	221	72%
NH	1,789	1,345	249	75%
NJ	11,345	8,684	498	77%
NM	4,392	3,406	126	78%
NV	5,190	3,657	334	70%
NY	35,904	22,998	5,776	64%
OH	15,407	9,924	3,588	64%
OK	5,143	3,707	276	72%
OR	9,677	6,944	851	72%
PA	15,200	12,539	412	82%
RI	1,118	1,092	0	98%
SC	7,107	4,903	1,024	69%
SD	935	811	16	87%
TN	8,422	6,330	434	75%
TX	40,509	15,855	16,242	39%
UT	6,609	4,378	1,011	66%
VA	13,268	9,117	709	69%
VT	859	732	55	85%
WA	12,768	9,501	1,008	74%
WI	9,932	9,222	48	93%
WV	3,151	2,801	20	89%
WY	682	300	261	44%

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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