

988 Lifeline Performance Metrics

Summary
4/24/23

The data below represent 988 Lifeline monthly performance. This data represents the performance of the overall national network, which includes data from all 988 Lifeline network centers.

Need Support Now?

If you or someone you know is struggling or in crisis, help is available. Call or text [988](tel:988) or chat 988lifeline.org

Overview

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Since the July 2022 launch, 988 has received (routed) about **9.1 million** calls, texts, and chats.

Past Month

February 1, 2024 – February 29, 2024

- **Total Routed Contacts: 485,014**
- **Offered Calls to the Veterans Crisis Line (VCL): 55,640**

The 988 Lifeline national performance network data includes contacts (calls, chats, and texts) to the LGBTQI+ and Spanish subnetworks.

988 Lifeline Routed Network Contacts (Excludes VCL*): 429,374

	Calls	Chats	Texts	Total
Routed*	302,964	54,746	71,664	429,374
Answered	269,227 (89%)	49,810 (91%)	71,495 (100%)	390,532 (91%)
Abandoned	33,737 (11%)	4,936 (9%)	169 (0%)	38,842 (9%)
Average Speed of Answer (ASA)	00:00:32	00:00:56	00:01:10	00:00:42
Average Contact Time	00:13:51	00:29:11	00:50:59	00:22:36

*Additional detail concerning VCL calls is only available from the U.S. Department of Veterans Affairs (VA)

Spanish Subnetwork

	Calls	Chats	Texts	Total
Routed	7,985	559	637	9,181
Answered	6,926 (86.74%)	525 (93.92%)	637 (100%)	8,088 (88.09%)
Abandoned	1,059 (13.26%)	34 (6.08%)	0 (0.0%)	1,093 (11.91%)
Average Speed of Answer (ASA)	00:00:33	00:01:01	00:00:25	00:00:34
Average Contact Time	00:11:54	00:38:29	01:12:36	00:18:24

LGBTQI+ Subnetwork

	Calls	Chats	Texts	Total
Routed**	26,031	5,470	13,122	44,623
Answered	20,754 (79.73%)	4,953 (90.55%)	12,478 (95.09%)	38,185 (85.57%)
Abandoned	5,277 (20.27%)	517 (9.45%)	644 (4.91%)	6,438 (14.43%)
Average Speed of Answer (ASA)	00:00:52	00:00:33	00:00:38	00:00:45
Average Contact Time	00:12:32	00:33:34	00:50:15	00:27:35

**In times of high demand, contacts to the LGBTQI+ subnetwork may flow out to the broader national network of contact centers rather than to LGBTQI+ specific services. The vast majority of contacts are answered by LGBTQI+ specific contact centers.

[Lifeline Network-wide and State-based Monthly Reports Dating Back to July 2021](#)

Table Definitions

Contact: A call, chat or text with the 988 Lifeline.

Routed: Contacts that are routed to a center after the person listens to the greeting (calls) or sent to a counselor after answering a pre-chat or pre-text survey (chat/text). A system update on September 22, 2022, improved Vibrant's ability to see when calls abandon en route to the first center. As such, routed volume is somewhat lower than what was reported before September 2022.

Answered: Contacts that are connected to a center and then engaged by a counselor.

Abandoned: Contacts that disconnect after being routed to a center and before being engaged by a counselor. Disconnection may happen for a number of reasons, including but not limited to: the person seeking contact changes their mind about seeking care at that moment; the person no longer feels they have privacy or safety in their environment; or there is a random technical service interruption, which may occur due to internet instability, carrier glitches, etc.

Average Speed of Answer (ASA): The average time a contact takes to be answered after listening to the automated greeting (calls) or answering a pre-chat or pre-text survey (chat/text). As ASAs are by nature an “average,” the experience of those contacting the 988 Lifeline at different centers in different states or times of day may experience variations in individual wait times.

Avg Contact Time: The average amount of time counselors spend talking/chatting/texting to answered contacts. As this measure is an “average,” people contacting the Lifeline may have conversations that vary widely in contact time length, depending on their individual needs.

Last Updated: 04/24/2023