

# Vibrant Emotional Health Network 988 Metrics August 24 - July 25

## Statewide and Centers

		Metrics	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025
Call	Statewide	Routed	3,123	3,113	3,019	2,837	2,460	2,751	2,487	2,870	2,965	2,845	3,021	3,302
		Answered In-State	2,694	2,751	2,733	2,553	2,166	2,431	2,082	2,569	2,694	2,596	2,774	3,028
		In-State Answer Rate	86.3%	88.4%	90.5%	90.0%	88.0%	88.4%	83.7%	89.5%	90.9%	91.2%	92%	91.7%
		Abandoned In-State	348	276	249	228	248	279	361	267	244	228	226	263
		In-State Abandon Rate	11.1%	8.9%	8.2%	8.0%	10.1%	10.1%	14.5%	9.3%	8.2%	8%	7%	8.0%
		Flowout to Backup	77	83	35	52	45	27	39	32	23	18	14	10
		Rollover Rate to Backup of Calls	2.5%	2.7%	1.2%	1.8%	1.8%	1.0%	1.6%	1.1%	0.8%	0.6%	0%	0.3%
		Average Speed to Answer (Seconds)	23.4	23.4	23.5	23.1	25.0	25.8	27.2	24.3	23	23.3	22.8	23.7
		Average Talk Time (Mins)	15.2	15.6	15.2	15.3	16.6	15.9	16.7	16.2	16.6	16.1	15.7	15.2
	Comcare	Routed to Center	380.0	369.0	384.0	344.0	303.0	401.0	343.0	374.0	422.0	412.0	440.0	432.0
		Answered by Center	314.0	295.0	298.0	271.0	242.0	343.0	277.0	315.0	379.0	371.0	383.0	377.0
		Center Answer Rate	82.6%	79.9%	77.6%	78.8%	79.9%	85.5%	80.8%	84.2%	89.8%	90.0%	87.0%	87.3%
		Abandoned at Center	29.0	41.0	53.0	36.0	34.0	42.0	42.0	33.0	23.0	29.0	36.0	31.0
		Flowout from Center	37.0	33.0	33.0	37.0	27.0	16.0	24.0	26.0	20.0	12.0	21.0	24.0
		Avg. Speed to Answer (Sec)	16.9	16.7	18.5	17.8	17.7	16.5	16.7	17.2	16.2	16.5	17.4	17.2
		Avg. Talk Time (Min)	14.5	15.9	12.4	17.4	12.8	15.0	16.3	16.4	15.6	16.3	16.9	17.9
	HQ	Routed to Center	1,511	1,610	1,504	1,259	1,158	1,430	1,359	1,433	1,468	1,534	1,628	1,807
		Answered by Center	1,243	1,338	1,289	1,063	930	1,176	1,125	1,178	1,261	1,336	1,434	1,589
		Center Answer Rate	82.3%	83.1%	85.7%	84.4%	80.3%	82.2%	82.8%	82.2%	85.9%	87.1%	88.1%	87.9%
		Abandoned at Center	160	143	113	100	145	140	157	162	158	146	135	158
		Flowout from Center	108	129	102	96	83	114	77	93	49	52	59	60
		Avg. Speed to Answer (Sec)	17.9	18.9	20.3	19.3	22.8	23.6	23.5	24.7	25.1	24.6	24.3	23.9
		Avg. Talk Time (Min)	13.4	14.4	15.2	15.1	17.7	16.0	14.9	16.0	15.3	15.6	14.6	13.5
		Routed to Center	248.0	277.0	190.0	301.0	252.0	177.0	185.0	154.0	115.0	70.0	59.0	60.0
		Answered by Center	128.0	161.0	133.0	215.0	178.0	122.0	125.0	90.0	67.0	41.0	32.0	38.0
		Center Answer Rate	51.6%	58.1%	70.0%	71.4%	70.6%	68.9%	67.6%	58.4%	58.3%	58.6%	54.2%	63.3%

	<b>HIS</b>	<b>Abandoned at Center</b>	43.0	32.0	22.0	34.0	29.0	27.0	22.0	32.0	25.0	11.0	13.0	12.0
		<b>Flowout from Center</b>	77.0	84.0	35.0	52.0	45.0	28.0	38.0	32.0	23.0	18.0	14.0	10.0
		<b>Avg. Speed to Answer (Sec)</b>	27.6	29.2	23.3	24.6	23.8	27.6	30.1	35.6	32.8	33.9	30.8	36.5
		<b>Avg. Talk Time (Min)</b>	20.0	22.6	20.8	17.2	18.2	18.7	20.7	18.4	25.5	15.7	32.6	21.6
	<b>JoCo</b>	<b>Routed to Center</b>	350.0	474.0	595.0	618.0	575.0	526.0	388.0	591.0	605.0	574.0	619.0	649.0
		<b>Answered by Center</b>	326.0	436.0	536.0	572.0	538.0	487.0	360.0	565.0	569.0	530.0	576.0	584.0
		<b>Center Answer Rate</b>	93.1%	92.0%	90.1%	92.6%	93.6%	92.6%	92.8%	95.6%	94.0%	92.3%	93.1%	90.0%
		<b>Abandoned at Center</b>	18.0	15.0	31.0	23.0	20.0	24.0	10.0	18.0	19.0	27.0	29.0	39.0
		<b>Flowout from Center</b>	6.0	23.0	28.0	23.0	17.0	15.0	18.0	8.0	17.0	17.0	14.0	26.0
		<b>Avg. Speed to Answer (Sec)</b>	13.9	13.0	13.4	13.0	12.9	13.2	12.3	11.5	12.2	13.2	12.6	13.1
		<b>Avg. Talk Time (Min)</b>	13.0	12.4	14.1	13.6	15.3	16.2	18.0	16.3	16.9	18.7	16.8	17.4
	<b>Wyandot</b>	<b>Routed to Center</b>	869.0	623.0	530.0	485.0	321.0	378.0	388.0	463.0	459.0	373.0	378.0	491.0
		<b>Answered by Center</b>	683.0	522.0	477.0	432.0	278.0	303.0	195.0	421.0	420.0	320.0	352.0	447.0
		<b>Center Answer Rate</b>	78.6%	83.8%	90.0%	89.1%	86.6%	80.2%	50.3%	90.9%	91.5%	85.8%	93.1%	91.0%
		<b>Abandoned at Center</b>	98.0	45.0	30.0	35.0	20.0	46.0	130.0	22.0	19.0	16.0	13.0	23.0
		<b>Flowout from Center</b>	88.0	56.0	23.0	18.0	23.0	29.0	63.0	20.0	20.0	37.0	13.0	21.0
		<b>Avg. Speed to Answer (Sec)</b>	21.2	19.2	21.7	22.1	21.0	21.7	25.7	19.7	20.6	20.3	19.1	19.0
		<b>Avg. Talk Time (Min)</b>	18.8	18.9	16.9	15.9	17.5	15.2	22.6	15.8	19.8	13.3	15.4	15.2

		Metrics	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025
<b>Chat</b>	<b>Statewide</b>	<b>Routed</b>	365	500	662	607	760	682	735	778	839	929	937	978
		<b>Answered In-State</b>	223	300	344	355	479	424	454	428	521	546	568	636
		<b>In-State Answer Rate</b>	61.1%	60.0%	52.0%	58.5%	63.0%	62.2%	61.8%	55.0%	62.1%	58.8%	61%	65.0%
		<b>Abandoned In-State</b>	4	2	3	3	4	0	0	0	35	39	32	33
		<b>In-State Abandon Rate</b>	1.1%	0.4%	0.5%	0.5%	0.5%	0.0%	0.0%	0.0%	4.2%	4%	3%	3.4%
		<b>Flowout to Backup</b>	138	198	315	249	277	258	281	350	283	344	337	309
		<b>Rollover Rate to Backup of Calls</b>	37.8%	39.6%	47.6%	41.0%	36.4%	37.8%	38.2%	45.0%	33.7%	37.0%	36%	31.6%
		<b>Average Speed to Answer (Seconds)</b>	19.4	19.4	20.5	21.1	20.5	14.8	11.1	12.5	14.8	14.1	15.4	15.7
		<b>Average Talk Time (Mins)</b>	30.3	25.0	36.3	31.5	26.5	26.0	27.2	27.9	27.4	26.6	23.6	25.8

	Comcare	Answered by Center												20
		Avg. Talk Time (Min)												
	HQ	Answered by Center	223	300	344	314	416	375	372	349	446	455	471	495
		Avg. Talk Time (Min)	30.3	25.0	36.3	28.0	26.2	26.2	25.8	28.0	26.8	25.9	23.9	25
	HIS	Answered by Center				41	63	48	83	79	75	92	105	128
		Avg. Talk Time (Min)				58.0	28.4	27.9	33.5	27.1	31.0	30.1	23.1	26.1

		Metrics	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025	Mar 2025	Apr 2025	May 2025	Jun 2025	Jul 2025	
Text	Statewide	Routed	955	1,003	985	832	873	967	865	1,000	1,006	1,223	1,202	1,234	
		Answered In-State	534	542	485	447	531	586	541	552	619	758	785	815	
		In-State Answer Rate	55.9%	54.0%	49.2%	53.7%	60.8%	60.6%	62.5%	55.2%	61.5%	62.0%	65%	66.0%	
		Abandoned In-State	0	1	0	0	0	0	0	0	0	0	0	0	11
		In-State Abandon Rate	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0%	0%	0.9%
		Flowout to Backup	421	460	500	385	342	381	324	448	387	465	417	408	
		Rollover Rate to Backup of Calls	44.1%	45.9%	50.8%	46.3%	39.2%	39.4%	37.5%	44.8%	38.5%	38.0%	35%	33.1%	
		Average Speed to Answer (Seconds)	21.3	20.7	19.9	20.2	19.6	13.1	13.2	13.9	12.9	13.4	14.5	13.2	
		Average Talk Time (Mins)	43.1	39.8	42.1	41.7	44.2	44.1	42.8	44.8	45.1	42.5	46.9	50.2	
		Comcare	Answered by Center												
Avg. Talk Time (Min)														73.3	
HQ	Answered by Center	534	542	485	399	467	506	437	448	523	619	623	663		
	Avg. Talk Time (Min)	43.1	39.8	42.1	40.1	42.3	43.0	41.8	42.0	43.8	41.2	46.0	51		
HIS	Answered by Center				48	64	78	104	105	95	140	168	137		
	Avg. Talk Time (Min)				55.7	58.0	55.0	47.4	57.0	51.9	48.2	49.9	42.8		