

Instrument 1: Monthly and Ad Hoc Lifeline Key Metrics

- I. For each telephone hotline (i.e., 988, Lifeline 800-273-TALK, 800-SUICIDE, the Spanish hotline, DDH 800-985-5990 and back up networks):
 - a. Daily and hourly call volume
 - b. State from which call was received
 - c. In-state answer rates
 - d. Crisis centers to which calls were routed
 - e. Wait times for calls to be answered
 - f. Number of connected calls
 - g. Number of dropped calls, i.e., call abandonment rates
 - h. Average duration of calls
 - i. Connectivity performance of each networked crisis center
 - j. Unique callers
 - k. Callers who were thinking about suicide
 - l. Callers assessed to be at imminent risk for suicide
 - m. Suicide attempts in progress
 - n. Number of times when emergency rescue procedures were initiated
 - o. Proportion of callers who felt the Lifeline call played a role in keeping them safe and not killing themselves
 - p. Other measures as directed by the GPO.

- II. For online and mobile communication (chat/text):
 - a. Answer rates
 - b. Abandonment rates
 - c. Wait times
 - d. Chat and text volume
 - e. Chat and text demands
 - f. Average speed of answer
 - g. Other measures as directed by the GPO.