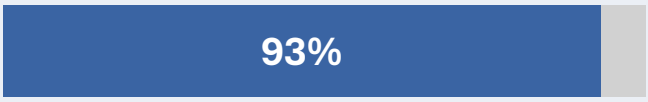
988 Quarterly Metrics Report

Apr. 1, 2026 to Jun. 30, 2026

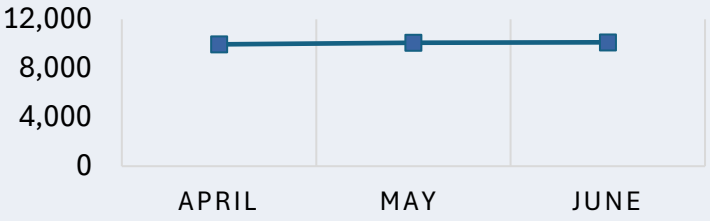
The 988 Metrics Report provides insights into the performance and impact of Michigan's 988 call centers. In Michigan, the 988 network includes three call centers. The Michigan Crisis and Access Line (MiCAL) provides primary call coverage for nearly the entire state, while Gryphon Place and Macomb County Community Mental Health (MCCMH) provides primary coverage for their respective regions. MiCAL also provides back up coverage for Gryphon Place and MCCMH. Data is collected directly from Michigan 988 centers and aggregated by the Michigan Public Health Institute (MPHI).

Michigan had an answer rate of



On average, Michigan crisis counselors answered calls within 12 seconds.

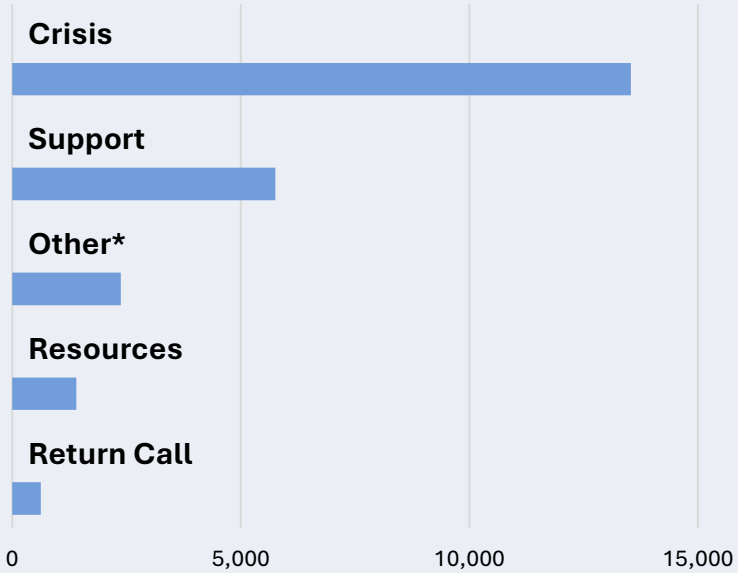
Michigan answered **30,164** calls over the past quarter.



Michigan provided over **4,800** referrals to 988 callers.

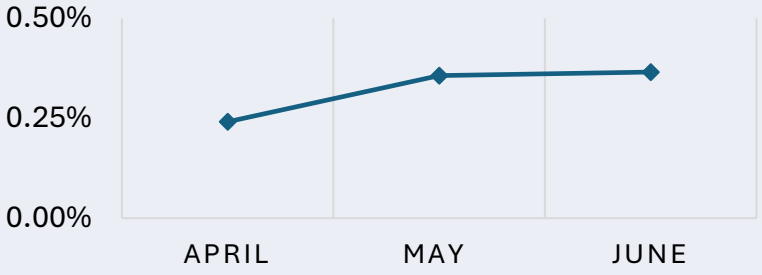
- **51%** Mental health services
- **5%** Mobile crisis teams
- **16%** Substance use services
- **28%** Other services

The top five reasons Michiganders contact 988 include:



* Other reasons include mental health service request, CMHSP requests, preadmission screenings, etc.

Michigan activates emergency interventions on less the **0.5%** of calls monthly:



Michigan provided over **1,200 well-being follow up calls** to callers.

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