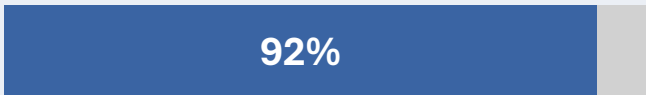


Oct. 1, 2025 to Dec. 31, 2025

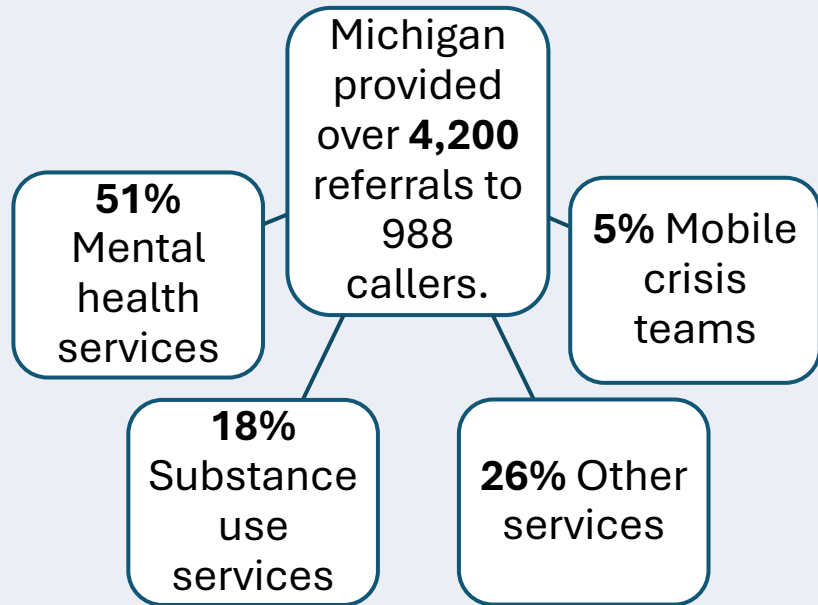
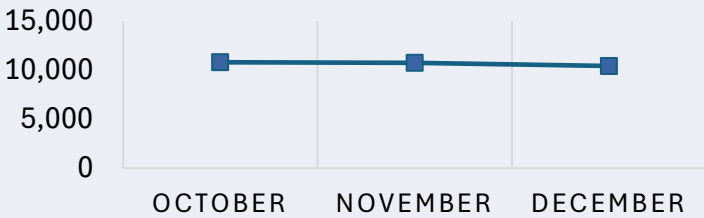
The 988 Metrics Report provides insights into the performance and impact of Michigan's 988 call centers. In Michigan, the 988 network includes three call centers. The Michigan Crisis and Access Line (MiCAL) provides primary call coverage for nearly the entire state, while Gryphon Place and Macomb County 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

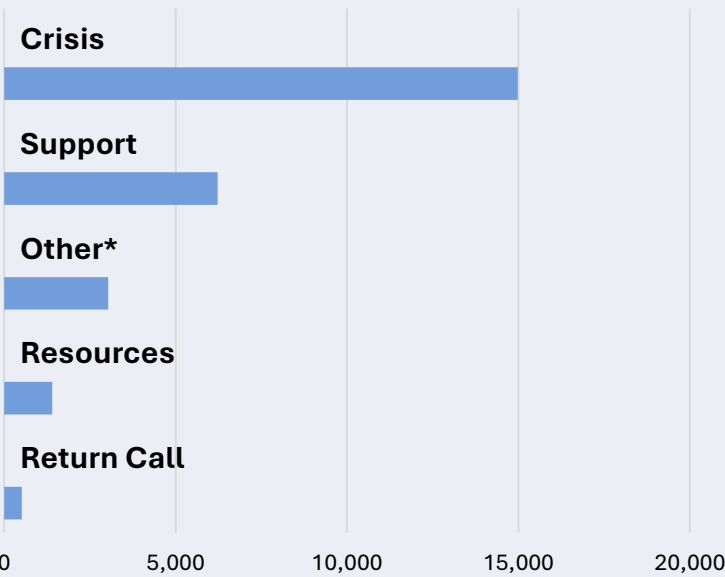


On average, Michigan crisis counselors answered calls within **13 seconds**.

Michigan answered **32,095** calls over the past quarter.

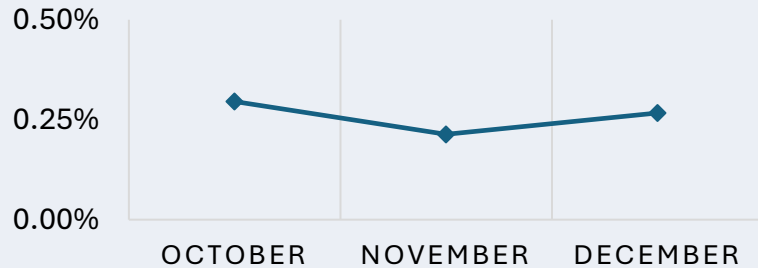


The top five reasons Michiganders contact 988 include:



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

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



Michigan provided over **1,800 well-being follow up calls** to callers.

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