

988: Progress Report July 2022 - June 2023

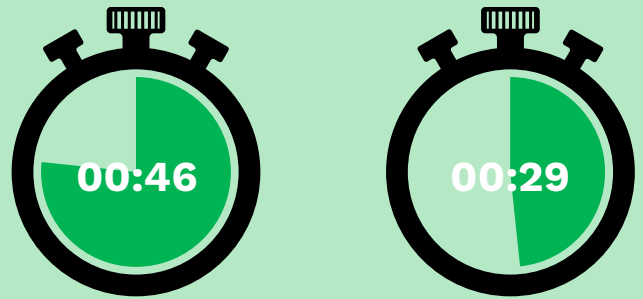
Call Center Locations: AltaPointe Health (Mobile) • JBS Behavioral Health (Crisis Center Birmingham) • WellStone (Huntsville)

IN-STATE ANSWER RATE



Percent decline in answer rate due to reduction of a call center

AVERAGE SPEED TO ANSWER



July 2022

June 2023

30,332

Total # of Calls

6,630

Total # of Chats

45,151

Total # of Contacts

A call, text or chat to the 988 Suicide & Crisis Lifeline

8,189

Total # of Texts