

2025 Year in Review

Supporting 729K+ Help Seekers

Every day we connect help seekers to programs that **meet them in the moment**, providing **care, compassion** and **whole-person support**.



91%
People expressed appreciation, satisfaction

729,871
People reached out for help

364,079
People connected to basic needs resources

219,170
People received crisis support

27,680
Adults and youth received mental health and suicide loss peer support

“When I first moved here. I was lost. I was fleeing domestic violence and trying to start my life over. **211 saved me.**”

85%
Calls resolved or stabilized



109,109

First responder and professional consults

6,129

Dispatches for emergency in-person support by a Mobile Crisis Team

3,408

Calls diverted from 911

74%

People engaged in a plan for their well-being



72%

Help seekers report distress relief



I really appreciate the care you provide at 988. Receiving a follow-up call made my day—I make a lot of outgoing calls but don't receive many.

Your support is life-changing.

Crisis Connections supports our community through **10 programs:**

- 988
- 911 Diversion
- 211
- Community Care Hub Intake Center
- Crisis Services
- Mobile Crisis Dispatch
- Recovery Help Line
- Teen Link
- Warm Line
- Support After Suicide

No one has to struggle alone. **We've been here every day for 62 years.** Help seekers, their loved ones and community-based providers in the field **trust Crisis Connections when a mental health or basic needs emergency happens.**

What's changed in 2026?

January - March

Community need for accessible mental health and basic needs support continues to rise. Economic pressure, access to insurance and health care create gaps for people who need support. **We're answering the call through 10 programs united by our dedication to whole person care.**

141,204 ↑

People reached out for help

116,901 ↑

People connected to basic needs resources

63,727 ↑

People provided with crisis support

25,379

Consultations for first responders and mental health professionals

20,745 ↑

Interventions for substance use disorder

7,319

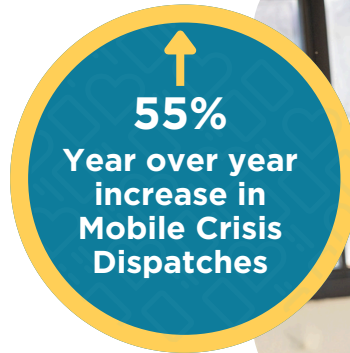
Adults and youth connected to mental health and suicide loss peer support

2,172 ↑

Dispatches for emergency in-person support by a Mobile Crisis Dispatch Team

880 ↑

Calls diverted from 911



A help seeker shared feelings of deep loneliness.

Our 911 Diversion specialist listened, offered validation and gentle redirection, helping the caller feel heard and emotionally grounded while providing a connection to mental health support.