

988 Minnesota Lifeline Data

UPDATED FEBRUARY 2026

About the data

Minnesota residents connecting with 988 have the option to connect with a local 988 Minnesota Lifeline center or three national specialty lines: Veterans Crisis Line, Spanish language services, and videophone services for people who are deaf or hard of hearing. If the 988 Minnesota Lifeline center is unable to answer the contact, the contact is automatically routed to a national backup center. Data on this page reflects information related to contacts answered by a local 988 Minnesota Lifeline center and excludes contacts answered by a national specialty line or national backup center.

The data represents the number of contacts (calls, texts, and chats) answered by 988 Minnesota Lifeline centers. Therefore, if the same individuals contacted a 988 Minnesota Lifeline center multiple times, they are counted multiple times in the data.

988 Minnesota Lifeline contacts answered by month

988 Minnesota Lifeline centers answered over 290,000 contacts since the program launched in July 2022.

Date	Contacts Answered
Jul-22	3,137
Aug-22	3,176
Sep-22	3,176
Oct-22	3,214
Nov-22	3,242
Dec-22	3,331
Jan-23	3,418
Feb-23	3,287
Mar-23	3,673
Apr-23	3,783
May-23	4,470
Jun-23	4,108
Jul-23	4,301
Aug-23	4,656
Sep-23	4,742
Oct-23	5,312

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Date	Contacts Answered
Nov-23	5,008
Dec-23	5,112
Jan-24	5,387
Feb-24	5,317
Mar-24	6,327
Apr-24	6,890
May-24	7,236
Jun-24	7,651
Jul-24	8,044
Aug-24	7,255
Sep-24	8,085
Oct-24	8,728
Nov-24	8,809
Dec-24	9,999
Jan-25	9,857
Feb-25	8,990
Mar-25	9,746
Apr-25	9,840
May-25	10,532
Jun-25	9,713
Jul-25	10,415
Aug-25	12,058
Sep-25	13,846
Oct-25	13,033
Nov-25	12,347
Dec-25	12,587

Source: Vibrant Emotional Health, National 988 Lifeline Administrator

988 Minnesota Lifeline contacts answered in 2025

988 Minnesota Lifeline centers answered over 130,000 contacts in 2025, a 48% increase from 2024. The most common modality of 988 Minnesota contacts was calls, which made up 62% of all answered contacts. Texts accounted for 21% of all answered contacts, and chats made up the remaining 16%.

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Month	Calls Answered	Texts Answered	Chats Answered
Jan	5,570	2,197	2,090
Feb	5,274	1,791	1,925
Mar	5,979	1,926	1,841
Apr	6,057	2,076	1,707
May	6,752	2,148	1,632
Jun	6,162	2,216	1,335
Jul	6,560	2,228	1,627
Aug	7,670	2,467	1,921
Sep	9,077	2,851	1,918
Oct	8,210	2,966	1,857
Nov	7,656	2,846	1,845
Dec	8,035	2,870	1,682

Source: Vibrant Emotional Health, National 988 Lifeline Administrator

Key performance indicators

Metric	Value
Annual answer rate	91%
Annual average speed to answer	17 secs
Annual average call talk time	15 mins
Annual average chat/text talk time	35 mins

Source: Vibrant Emotional Health, National 988 Lifeline Administrator

988 Minnesota Lifeline contacts in 2025

The following data is based on documentation from 988 Minnesota Lifeline Specialists from February 2025 to December 2025. January 2025 data is not included because the 988 Minnesota Lifeline program adopted a new documentation system beginning Feb. 1, 2025.

Productive 988 Minnesota Lifeline contacts

77% of all contacts answered were productive, meaning they involved assisting help-seekers in emotional distress. The remaining 23% were non-productive which include wrong numbers, pranks, etc.

Support needs of 988 Minnesota Lifeline contacts

The most common support need of 988 Minnesota Lifeline contacts was anxiety. The support needs field is multi-select, so each contact can have multiple support needs. The five most common supports needs are listed below:

1. Anxiety
2. Depression
3. Suicide
4. Mental health – other
5. Loneliness

Outcome of 988 Minnesota Lifeline contacts

The vast majority (96%) of productive contacts answered did not require support from a higher-level of service such as mobile crisis or emergency services, or from other resources like warmlines or 211.

Transfer Type	Contacts
No transfer	88,381
Transfer to mobile crisis	2,751
Transfer to 911	483
Transfer to other 988 center	357
Transfer to other	272

Demographics of 988 Minnesota Lifeline contacts

A third party is a person who contacted the 988 Minnesota Lifeline concerned about someone else.

Third party	Percent of Contacts
No	92%
Yes	8%

Ethnicity	Contacts
Unknown	89,561
Hispanic or Latino	197
Not Hispanic or Latino	2,486

Race is a multi-select field. Totals may exceed the number of contacts.

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Race	Contacts
Unknown	88,429
American Indian or Alaska Native	400
Asian	342
Black or African American	790
Native Hawaiian or other Pacific Islander	35
White	2,011
Other	308

Age	Contacts
Unknown	45,386
1-12 yrs	2,180
13-17 yrs	8,377
18-25 yrs	8,987
26-29 yrs	3,502
30-39 yrs	10,915
40-49 yrs	3,983
50-59 yrs	3,617
60-65 yrs	2,612
66+ yrs	2,685

Gender Identity	Contacts
Unknown	41,926
Female	24,479
Male	24,479
Transgender	956
Uses a different term	404

Sexual Orientation	Contacts
Unknown	87,595
Straight	3,200
Gay or Lesbian	839

Sexual Orientation	Contacts
Bisexual	235
Uses a different term	154
Unsure what this question is asking	131
Not sure about sexual orientation	90

988 Minnesota Lifeline contacts answered by county

County-level data should be interpreted cautiously due to how county location is determined:

- **Calls:** For help-seekers calling on T-Mobile, Verizon, or AT&T networks, county location is based on the caller's approximate location. For all other networks, county location is determined by where the phone number is registered.
- **Chats:** County location is based on the ZIP code provided by the help-seeker in the pre-chat survey.
- **Texts:** County location is based on where the help-seeker's phone number is registered.

Date	Contacts Answered
Aitkin	197
Anoka	5,059
Becker	712
Beltrami	1,046
Benton	575
Big Stone	59
Blue Earth	1,405
Brown	279
Carlton	631
Carver	1,755
Cass	523
Chippewa	157
Chisago	775
Clay	1,194
Clearwater	93
Cook	84
Cottonwood	156
Crow Wing	4,551
Dakota	5,886

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Date	Contacts Answered
Dodge	175
Douglas	468
Faribault	201
Fillmore	107
Freeborn	2,170
Goodhue	896
Grant	52
Hennepin	46,473
Houston	107
Hubbard	530
Isanti	2,046
Itasca	785
Jackson	106
Kanabec	196
Kandiyohi	603
Kittson	95
Koochiching	253
Lac qui Parle	90
Lake	153
Lake of the Woods	52
Le Sueur	220
Lincoln	55
Lyon	577
Mahnomen	186
Marshall	99
Martin	248
McLeod	437
Meeker	242
Mille Lacs	1,389
Morrison	488
Mower	838
Murray	39

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Date	Contacts Answered
Nicollet	352
Nobles	236
Norman	139
Olmsted	4,180
Otter Tail	652
Pennington	664
Pine	439
Pipestone	99
Polk	963
Pope	78
Ramsey	11,427
Red Lake	167
Redwood	715
Renville	245
Rice	1,589
Rock	152
Roseau	279
Scott	2,120
Sherburne	1,938
Sibley	116
St. Louis	7,611
Stearns	3,434
Steele	1,408
Stevens	151
Swift	80
Todd	246
Traverse	27
Wabasha	323
Wadena	260
Waseca	427
Washington	3,188
Watonwan	110

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Date	Contacts Answered
Wilkin	135
Winona	838
Wright	1,519
Yellow Medicine	98

Source: Vibrant Emotional Health, National 988 Lifeline Administrator

Minnesota Department of Health
Mental Health and Suicide Prevention Unit
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To obtain this information in a different format, call: 651-201-5400.