

**August 2024 New Mexico 988 Monthly Overview**

Overview of 988 Encounters	SFY25 (July 1 - June 30)	YTD 24 (Jan 1 - Dec 31)	Aug '24	Jul '24	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23	Sept '23
988 Call Engagements*	7,483	29,046	3,410	4,073	3,758	4,104	3,575	3,216	2,979	3,931	3,833	3,633	3,746	3,855
988 Text and Chat Conversations	1,794	5,534	853	941	846	762	712	507	467	446	582	512	544	470



**Monthly Utilization Report**  
**New Mexico 988 Suicide Prevention Lifeline**

Month	Speed of Service					Accessibility			
	Total Number of Incoming Calls	Total Number of Calls Answered	Number of Calls Answered within 30 seconds	Percentage of Calls Answered within 30 seconds	Average Speed of Answer (sec)	Average Length of Call (mm:ss)	Abandonment Rate*	Calls Abandoned Before 30 seconds	Calls Abandoned After 30 seconds
Aug 2023	2214	2071	2032	96.8	9	14:25	1.4	114	29
Sep 2023	2698	2545	2460	95.3	10	13:04	1.4	117	36
Oct 2023	2659	2451	2288	90.9	12	12:46	2.7	141	67
Nov 2023	2575	2324	2139	87.3	12	11:35	5.1	125	126
Dec 2023	2576	2294	2107	88.1	12	12:53	4.1	183	99
Jan 2024	2709	2504	2332	91.0	12	12:42	2.3	145	60
Feb 2024	2389	2128	1935	86.8	13	13:16	4.5	160	101
Mar 2024	2573	2393	2281	93.8	10	13:58	1.6	142	38
Apr 2024	2906	2691	2554	92.6	12	12:44	2.4	148	67
May 2024	3245	3003	2831	91.7	12	13:01	2.8	157	85
Jun 2024	2955	2721	2590	92.7	12	12:50	2.6	160	74
Jul 2024	3085	2778	2587	89.0	13	12:30	4.5	177	130
Aug 2024	2833	2563	2320	86.2	14	12:55	4.8	140	130
<b>Past 13 mo's</b>	<b>35417</b>	<b>32466</b>	<b>30456</b>	<b>88.6</b>	<b>12</b>	<b>12:58</b>	<b>3.1</b>	<b>1909</b>	<b>1042</b>

\*Engagements include inbound and outbound calls

\*Definitions

- Number of Calls Answered within 30 seconds: Total number of all incoming calls not terminating prior to 30 seconds that were live answered.
- Percentage of calls answered within 30 seconds: Percentage of all incoming calls not terminating prior to 30 seconds that were live answered.
- Abandonment Rate: Percentage of all incoming calls not terminating prior to 30 seconds that terminated after 30 seconds prior to receiving a live answer.



<b>Overview of 988 Outbound Calls</b>	<b>SFY25 (July 1 - June 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>	<b>Sept '23</b>
988 Outbound Calls	1,149	5,042	502	647	660	750	641	574	581	687	679	620	557	649
Warmline OpenBeds FollowUps	300	1,074	163	137	114	108	104	169	155	124	124	80	42	47

<b>Overview of 988 Encounters - Inbound Calls: Clinical</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>	<b>Sept '23</b>
Calling about self	2,540	9,863	1,212	1,328	1,295	1,483	1,212	1,199	1,005	1,129	1,048	905	1,163	1,261
Calling about a child	46	174	20	26	17	26	20	23	20	22	17	13	23	32
Calling about another adult	325	1,181	154	171	176	168	154	149	94	115	108	126	114	116

<b>Overview of 988 Encounters - Inbound Calls: Other</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>	<b>Sept '23</b>
Information and Referral Calls	43	270	18	25	38	54	47	30	23	35	23	42	32	43
Law Enforcement	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative	3	13	3	0	2	0	3	4	1	0	0	4	6	4
Wrong Number	91	358	46	45	31	54	46	46	33	57	41	46	56	61
Other	1,256	4,755	620	636	675	636	620	463	470	635	550	675	496	514

<b>Level of Care: 988 Encounters - Clinical Calls, Chats, and Texts</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>	<b>Sept '23</b>
Routine	38.7%	40.1%	36.6%	40.7%	41.0%	40.6%	39.7%	40.2%	40.9%	41.2%	40.6%	41.9%	42.4%	43.6%
Urgent	54.6%	52.4%	57.8%	51.7%	51.8%	52.1%	53.1%	52.7%	49.3%	49.7%	51.2%	48.4%	49.5%	47.8%
Emergent	6.7%	7.5%	5.6%	7.6%	7.2%	7.3%	7.3%	7.1%	9.8%	9.1%	8.1%	9.7%	8.1%	8.7%

<b>Referrals Made to 988 Callers - to community resources</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>	<b>Sept '23</b>
Referred to Community BH Agency	328	1,638	199	129	212	238	261	220	178	201	161	173	224	234
Submitted OpenBeds Referral	12	93	4	8	9	8	6	8	23	27	27	21	18	16
Recommend Wraparound Program	0	2	0	0	0	0	0	0	0	2	1	2	5	5
Recommended Family Peer Support	0	6	0	0	0	0	0	0	1	5	2	4	3	5
Recommended NMConnect	176	790	113	63	102	112	100	94	102	104	93	71	97	133
Suggested NM 5-Actions Program	59	262	44	15	36	33	49	30	21	20	17	14	18	16
Offered Warmline Program	57	368	26	31	38	63	38	65	42	65	55	48	68	69
Already in Services	232	1,209	122	110	132	192	200	155	130	168	212	160	252	239
Referral Declined	599	2,905	366	233	365	393	318	397	408	425	439	472	414	387
Situation Ineligible for Referral	901	3,767	504	397	556	555	500	450	369	436	452	521	435	388

<b>Disposition At End of Encounter - Clinical Calls</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>	<b>Sept '23</b>
Stabilized by counselor, referred to resources if appropriate	3,082	11,579	1,505	1,577	1,486	1,726	1,427	1,420	1,132	1,306	1,230	1,034	1,335	1,428
Counselor made an abuse report	34	122	16	18	15	20	18	16	10	9	16	14	22	9
Caller will take person of concern to hospital	15	51	7	8	6	8	12	5	3	2	6	3	6	4
Caller agreed to go to the hospital	28	127	16	12	16	19	12	24	20	8	11	11	7	18
Caller agreed to call 911 regarding immediate danger	19	44	12	7	3	6	6	4	3	3	4	6	6	1
Caller conferenced to 911 due to immediate danger	56	279	31	25	44	48	28	36	26	41	37	56	48	42
Counselor contacted police with caller's consent	46	259	23	23	28	38	36	29	40	42	35	23	25	21
Counselor contacted police without caller's consent	56	321	29	27	42	46	43	37	57	40	26	39	47	45

