

### June 2024 New Mexico 988 Monthly Overview

Overview of 988 Encounters	SFY24 (July 1 - June 30)	YTD 24 (Jan 1 - Dec 31)	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23	Sept '23	Aug '23	Jul '23
988 Call Engagements*	43,433	21,563	3,758	4,104	3,575	3,216	2,979	3,931	3,833	3,633	3,746	3,855	3,446	3,360
988 Text and Chat Conversations	6,554	3,740	846	762	712	507	467	446	582	512	544	470	451	255



## Monthly Utilization Report New Mexico 988 Suicide Prevention Lifeline

Month	Total Number of Incoming Calls	Total Number of Calls Answered	Speed of Service				Accessibility		
			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
Jun 2023	2037	1932	1888	96.3	9	14:36	1.4	77	28
Jul 2023	2035	1942	1916	97.4	8	14:49	1.3	68	25
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
<b>Past 13 mo's</b>	<b>33571</b>	<b>30999</b>	<b>29353</b>	<b>89.7</b>	<b>11</b>	<b>13:17</b>	<b>2.6</b>	<b>1737</b>	<b>835</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>SFY24 (July 1 - June 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</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>	<b>Aug '23</b>	<b>Jul '23</b>
988 Outbound Calls	7,871	3,893	660	750	641	574	581	687	679	620	557	649	709	763
Warmline OpenBeds FollowUps	1,141	774	114	108	104	169	155	124	124	80	42	47	53	21

<b>Overview of 988 Encounters - Inbound Calls: Clinical</b>	<b>SFY24 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</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>	<b>Aug '23</b>	<b>Jul '23</b>
Calling about self	13,657	7,323	1,295	1,483	1,212	1,199	1,005	1,129	1,048	905	1,163	1,261	1,037	920
Calling about a child	254	128	17	26	20	23	20	22	17	13	23	32	41	15
Calling about another adult	1,595	856	176	168	154	149	94	115	108	126	114	116	110	166

<b>Overview of 988 Encounters - Inbound Calls: Other</b>	<b>SFY24 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</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>	<b>Aug '23</b>	<b>Jul '23</b>
Information and Referral Calls	438	227	38	54	47	30	23	35	23	42	32	43	35	36
Law Enforcement	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative	31	10	2	0	3	4	1	0	0	4	6	4	6	1
Wrong Number	555	267	31	54	46	46	33	57	41	46	56	61	46	38
Other	7,557	3,499	675	636	620	463	470	635	550	675	496	514	379	339

<b>Level of Care: 988 Encounters - Clinical Calls, Chats, and Texts</b>	<b>SFY24 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</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>	<b>Aug '23</b>	<b>Jul '23</b>
Routine	40.4%	40.6%	41.0%	40.6%	39.7%	40.2%	40.9%	41.2%	40.6%	41.9%	42.4%	43.6%	36.4%	34.5%
Urgent	51.1%	51.6%	51.8%	52.1%	53.1%	52.7%	49.3%	49.7%	51.2%	48.4%	49.5%	47.8%	52.8%	54.5%
Emergent	8.5%	7.8%	7.2%	7.3%	7.3%	7.1%	9.8%	9.1%	8.1%	9.7%	8.1%	8.7%	10.8%	11.0%

<b>Referrals Made to 988 Callers - to community resources</b>	<b>SFY24 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</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>	<b>Aug '23</b>	<b>Jul '23</b>
Referred to Community BH Agency	3,609	1,310	212	238	261	220	178	201	161	173	224	234	291	216
Submitted OpenBeds Referral	208	81	9	8	6	8	23	27	27	21	18	16	23	22
Recommend Wraparound Program	19	2	0	0	0	0	0	2	1	2	5	5	2	2
Recommended Family Peer Support	27	6	0	0	0	0	1	5	2	4	3	5	6	1
Recommended NMConnect	1,262	614	102	112	100	94	102	104	93	71	97	133	123	131
Suggested NM 5-Actions Program	302	189	36	33	49	30	21	20	17	14	18	16	21	27
Offered Warmline Program	657	311	38	63	38	65	42	65	55	48	68	69	55	51
Already in Services	2,474	977	132	192	200	155	130	168	212	160	252	239	311	323
Referral Declined	4,544	2,306	365	393	318	397	408	425	439	472	414	387	287	239
Situation Ineligible for Referral	5,833	2,866	556	555	500	450	369	436	452	521	435	388	604	567

<b>Disposition At End of Encounter - Clinical Calls, Texts, and Chats</b>	<b>SFY24 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</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>	<b>Aug '23</b>	<b>Jul '23</b>
Stabilized by counselor, referred to resources if appropriate	15,768	8,497	1,486	1,726	1,427	1,420	1,132	1,306	1,230	1,034	1,335	1,428	1,166	1,078
Counselor made an abuse report	176	88	15	20	18	16	10	9	16	14	22	9	23	4
Caller will take person of concern to hospital	70	36	6	8	12	5	3	2	6	3	6	4	7	8
Caller agreed to go to the hospital	173	99	16	19	12	24	20	8	11	11	7	18	19	8
Caller agreed to call 911 regarding immediate danger	50	25	3	6	6	4	3	3	4	6	6	1	4	4
Caller conferenced to 911 due to immediate danger	531	223	44	48	28	36	26	41	37	56	48	42	53	72
Counselor contacted police with caller's consent	385	213	28	38	36	29	40	42	35	23	25	21	34	34
Counselor contacted police without caller's consent	491	265	42	46	43	37	57	40	26	39	47	45	31	38

