



# New Mexico Crisis and Access Line April 2021 Utilization Report

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## PROGRAM OVERVIEW

ProtoCall Services, Inc. (ProtoCall) is contracted by the State of New Mexico Behavioral Health Collaborative Agencies: Human Services Department Behavioral Health Services Division, Children Youth and Families Department Behavioral Health, Children Youth and Families Department Protective Services, Department of Health Office of School and Adolescent Health. ProtoCall offers trauma informed responsive care through the least restrictive and culturally inclusive approach available.

A variety of services are provided to support people, and ensure that there is always someone here to hear you. When you, or someone you know, need mental health assistance, you can access any of these programs in the moment you need help: 24/7/365 crisis and access line (NMCAL), healthcare worker and first responder support line, a response for New Mexico callers reaching out to the National Suicide Prevention Lifeline (*as an accredited Lifeline provider*), support to those reaching out from the Taos Rio Grande Gorge Bridge, after hours support for community mental health agencies (CSA), outbound follow up calls to youth and young adults (*as a part of the Garrett Lee Smith grant*), a peer-to-peer warmline (*with certified peer support specialists, family and parent peer supports, and foster parent peer supports*), a NMConnect Smartphone app, a dedicated mental health resource website, an online self-guided digital 5-Actions Program™ for people experiencing addiction, the Path to Wellness public awareness campaign, memorandums of understanding with public safety agencies (*to support mental health calls transferred from dispatch response centers*), community prevention training, and mental health advocacy.

We are proud to be the resource of choice that New Mexicans reach out to in the moment mental and behavioral health support is needed.

**There is always someone here to hear you, and offer support.**

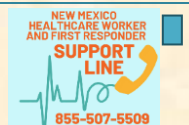
Overview of Calls	YTD 2021	Apr 2021	Mar 2021	Apr 2020
New Mexico Crisis and Access Line	10,633	2,529	2,384	1,748
National Suicide Prevention Lifeline	4,010	983	1,012	849
Healthcare Worker & First Responder Line	84	14	27	63
Core Service Agency Programs	3,216	875	815	955
Rio Grande Gorge Bridge Intercoms	49	12	18	8
Peer to Peer Warmline	7,592	1,994	2,056	1,103
<b>Total Calls - All NM Accounts</b>	<b>25,584</b>	<b>6,407</b>	<b>6,312</b>	<b>4,726</b>

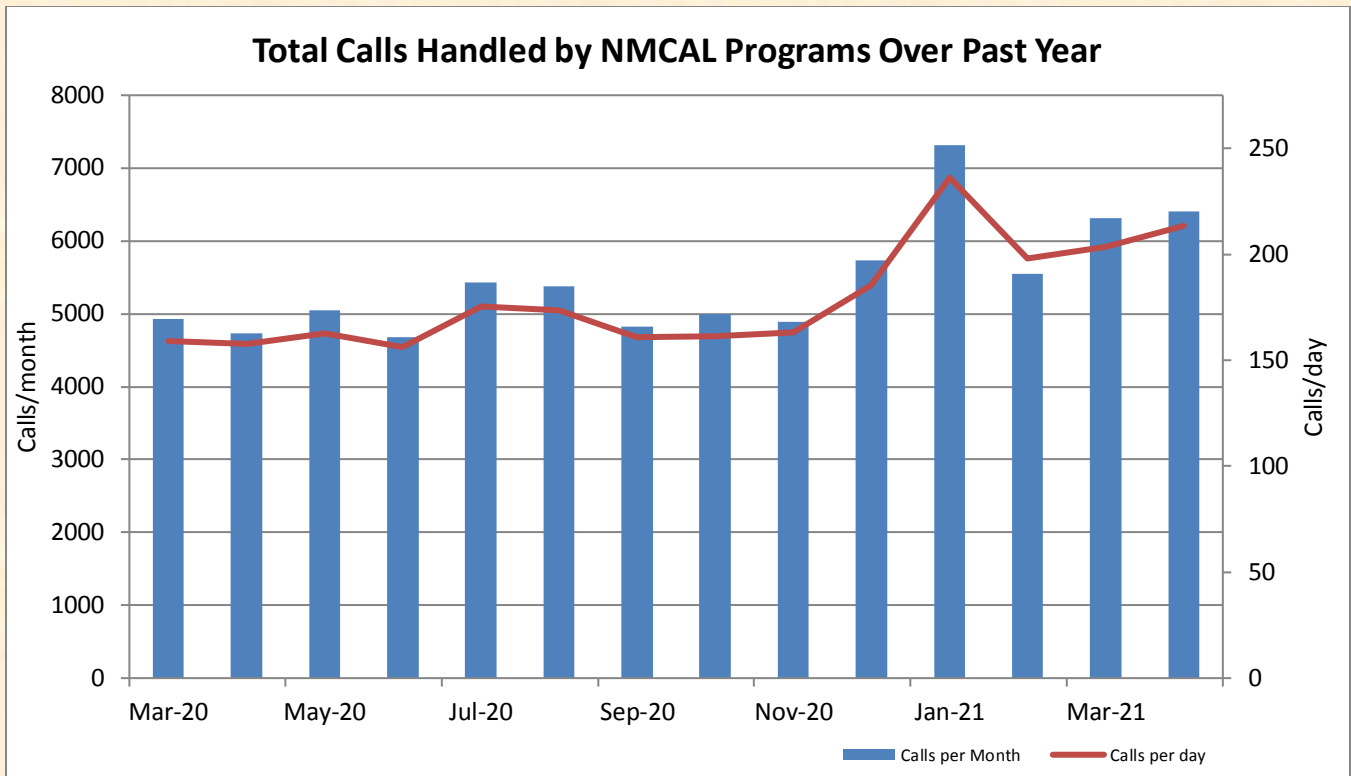
Overview of Digital Programs	YTD 2021	Apr 2021	Mar 2021	Apr 2020
Warmline Text Message Conversations	835	125	137	148
Warmline Text Messages Exchanged	12,021	2,552	3,798	3,571
NMConnect Smartphone App Downloads	659	126	153	2,819
NMConnect – Activated Call to NMCAL	439	82	134	N/A
NMConnect – Activated Call to Warmline	458	102	132	N/A
NMConnect – Activated Text to Warmline	528	141	161	N/A
NM 5-Actions Program Unique Visitors	2,702	461	754	N/A
NM 5-Actions Program Registered Users	264	41	62	N/A
NMCAL Website Pageviews	24,413	5,422	6,646	7,827
NMCAL Website Unique Sessions	16,538	3,856	4,448	4,947

ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call on March 17, 2020

Coronavirus/COVID <i>concerns reported</i>	YTD 2021	Apr 2021	Mar 2021	Apr 2020
New Mexico Crisis and Access Line	6.4%	5.0%	6.3%	15.1%
National Suicide Prevention Lifeline	2.7%	1.6%	2.8%	16.8%
Warmline	25.4%	18.3%	24.6%	N/A
Healthcare Worker & First Responder Line	20.2%	7.1%	11.1%	67.9%
CSA Programs	1.6%	1.4%	1.0%	11.1%
<b>Total All New Mexico Accounts</b>	<b>10.9%</b>	<b>11.8%</b>	<b>16.3%</b>	<b>15.6%</b>

We offer free and immediate professional mental health support to anyone that may want it. We understand that every struggle is different and proudly provide invaluable care in the moment a person needs it. We connect people to local services when appropriate. We know that being here to hear people, and offering a simple act of kindness, can help a person feel less alone, supported, and able to keep going.





We continue to find creative ways to engage in the community, let people know about the NM Connect program offerings, and participate as community advocates to support the New Mexico system of care.

Public Awareness & Community Engagement								
	# of encounters				# of participants			
	YTD '21	Apr '21	Mar '21	Apr '20	YTD '21	Apr '21	Mar '21	Apr '20
Community Event	8	2	1	0				
Present on Program	20	8	5	1	437	66	110	50
Prevention Training	6	3	3	0	106	40	66	0
Community Meeting	108	42	22	16				
BH Provider Meeting	101	30	35	15				
Legislative Encounter	31	1	10	0				
Media Encounter	1	0	0	7				
<b>TOTALS^</b>	<b>275</b>	<b>86</b>	<b>76</b>	<b>39</b>	<b>543</b>	<b>106</b>	<b>176</b>	<b>50</b>

*^Media Mentions have been removed from the totals in 2021 as there are multiple media and public awareness campaigns being hosted in the community by our partners. ProtoCall is very appreciative of this collaboration, and formally thank each of you that are hosting a campaign. However, as our agency is not the lead on all of these efforts, we can no longer report on media mentions, as we do not have access to offer an accurate reporting of all the incredible efforts occurring.*



## CRISIS LINE UTILIZATION DATA

The following tables and charts provide information about crisis line calls handled by mental health professionals on the New Mexico Crisis and Access Line, the National Suicide Prevention Lifeline, the Healthcare Worker and First Responder Support Line, Core Service Agency After Hour Support Services, and the Rio Grande Bridge Intercoms in Taos.

*NOTE: \*2020 (and prior) crisis line data previously reflected information for only the New Mexico Crisis and Access Line, the National Suicide Prevention Lifeline, and the Rio Grande Gorge Bridge Intercoms. Effective January 2021, the following tables and charts includes crisis line data for Core Service Agencies After Hours Support Services and the Healthcare Worker and First Responder Support Line.*

Overview of Calls	YTD 2021	Apr '21	Mar '21	*Apr '20
Total Inbound All Crisis Line Calls Handled	12,891	4,004	3,140	2,668
Total Inbound Clinical Calls Handled	8,230	1,931	1,974	1,932
Calling about Self	6,743	1,556	1,579	1,624
Calling about a Child	249	51	70	34
Calling about Another Adult	1,238	324	325	267
Outbound Crisis Line Calls	1,561	409	359	61
Information/Referral Calls	355	36	82	87
Seeking info about Program(s)	47	1	11	19
Public Safety Calls	55	14	17	4
Administrative Calls	299	1	285	14
Other Calls	1,501	154	168	441
<b>Total All Crisis Line Calls Handled</b>	<b>17,204</b>	<b>4,413</b>	<b>4,256</b>	<b>3,623</b>

*\*\*Total calls handled does not include fax signals, hang ups, etc...*

Crisis Line Calls	YTD 2021	Apr '21	Mar '21	*Apr '20
**Average Clinical Call Length	27.8 min	28.1 min	30.1 min	23.2 min
Service Level (answered under 30 sec)	80.0%	75.9%	77.9%	94.7%
Abandonment Rate	5.2%	7.2%	5.9%	1.1%
Average Speed of Answer	25 sec	34 sec	28 sec	10 sec

*\*\*Data is for clinical crisis line calls only*

Professional counseling staff determine a Level of Care for each clinical call. This determination guides conversations to understand if the matter can be resolved on that call, or if a higher level of response is necessary. Most crisis line calls are resolved through supportive telephone counseling.

Level of Care Clinical Crisis Calls	YTD 2021	Apr '21	Mar '21	*Apr '20
Routine	53.7%	49.9%	48.5%	59.8%
Urgent	39.9%	42.7%	44.9%	36.0%
Emergent	6.4%	7.4%	6.6%	4.2%



It is important to note that demographic information is not gathered on all calls, as callers may decline to provide this information, may not know how to answer, or the call taker may not have asked the question (due to the nature of the call). Because of this dynamic, the total number of calls reflected in each county is less than the full total number of calls reported each year.

Some things to keep in mind when reviewing demographic information of crisis line callers include: (1) a small number of callers contact NMCAL quite frequently, (2) some callers chose not to share their demographic information during the call, and (3) there are community members that do not yet know about the NMCAL resource.

County of Residence	Total Calls			
	YTD 2021	Apr '21	Mar '21	*Apr '20
Bernalillo	2979	701	697	967
Catron	7	2	2	2
Chaves	123	40	41	36
Cibola	37	8	10	11
Colfax	23	9	5	8
Curry	84	13	21	14
De Baca	1	0	0	1
Dona Ana	434	105	107	145
Eddy	98	23	34	15
Grant	100	11	34	19
Guadalupe	7	3	2	2
Harding	0	0	0	0
Hidalgo	5	2	2	0
Lea	66	17	21	22
Lincoln	63	13	18	15
Los Alamos	28	6	6	5
Luna	32	9	7	9
McKinley	146	41	31	43
Mora	12	1	2	5
Otero	106	19	41	39
Quay	16	2	7	1
Rio Arriba	139	40	25	33
Roosevelt	28	9	8	6
San Juan	606	69	106	111
San Miguel	68	12	14	21
Sandoval	278	86	61	69
Santa Fe	634	152	136	149
Sierra	49	10	24	15
Socorro	48	8	15	11
Taos	221	28	47	72
Torrance	39	9	9	9
Union	3	0	2	2
Valencia	179	32	29	35
Outside NM	240	49	107	69



Primary presenting reason for the call is determined from the general theme of the caller's concerns. Within each primary category, additional details may be discussed which could relate to the primary presenting reason for the call.

Primary Presenting Reason - Crisis Line Clinical Calls	YTD 2021	Apr '21	Mar '21	*Apr '20
Suicide	19.9%	22.9%	23.5%	20.5%
Substance Use	16.1%	17.9%	16.6%	12.2%
Anxiety	13.6%	12.1%	12.6%	19.7%
Situational Stress	9.8%	10.8%	8.7%	13.1%
Depression	6.5%	5.0%	5.3%	6.3%
Cognitive Concerns/Psychosis	7.2%	4.6%	7.3%	3.4%
Intimate Partner Relationship/Marital	3.4%	4.2%	4.1%	3.5%
Family Concerns	3.2%	3.3%	3.4%	4.0%
Trauma	1.6%	2.2%	1.3%	1.7%
Grief/Loss	2.4%	2.0%	2.5%	1.7%
Loneliness	2.5%	1.8%	1.7%	2.4%
Interpersonal Violence	1.2%	1.6%	1.1%	0.8%
Health Issue/Chronic Pain	1.9%	1.4%	1.5%	1.2%
Medication	1.3%	1.1%	1.0%	0.5%
Intentional Self Injury	1.1%	1.0%	1.4%	1.0%
Relationships (Non-Romantic)	0.6%	0.8%	0.4%	1.5%
Community Violence	0.5%	0.5%	0.3%	0.1%
Workplace Issue/Career Counseling	0.4%	0.3%	0.6%	0.3%
Sexual Assault	0.4%	0.1%	0.7%	0.3%
Sexuality/LGBTQ+ concerns	0.1%	0.1%	0.1%	0.1%
Other	6.3%	6.1%	5.9%	5.8%

Disposition at the end of the call - All Crisis Line Clinical Calls	YTD 2021	Apr '21	Mar '21	*Apr '20
Caller stabilized by counselor, and referred to community resources if appropriate	92.6%	91.8%	91.4%	94.4%
Counselor made an abuse report	1.2%	1.1%	1.8%	0.6%
Caller will take the person of concern to hospital	0.5%	0.8%	0.5%	0.2%
Caller agreed to go to the hospital	0.6%	0.5%	0.6%	0.1%
Caller agreed to call 911 regarding immediate danger	0.1%	0.2%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	2.2%	2.9%	2.1%	2.6%
Counselor contacted police with caller's consent	0.8%	0.9%	1.2%	0.5%
Counselor contacted police without caller's consent	2.0%	1.9%	2.3%	1.6%



## Calls Involving Thoughts of Suicide

While suicide is not always the presenting issue on a crisis line call, concerns related to suicide were reported on 32.6% of the calls in April (31.7% YTD). The callers reporting concerns about suicide on the crisis line, either for themselves or for another person of concern, were supported in the least restrictive manner possible, and when appropriate had a safety plan created. There are also times when NMCAL involves hospital or emergency services, but only when there is not a less intrusive way to keep the caller safe.

Disposition at the end of the call - Crisis Line Clinical Calls Involving Suicide	YTD 2021	Apr '21	Mar '21	*Apr '20
Caller stabilized by counselor, and referred to community resources if appropriate	82.2%	81.9%	83.5%	85.6%
Caller will take the person of concern to the hospital	1.3%	1.6%	1.0%	0.5%
Caller agreed to go to the hospital	1.5%	1.0%	0.9%	0.3%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.3%	0.1%	0.3%
Caller conferenced to 911 due to immediate danger	6.5%	7.5%	5.5%	7.4%
Counselor contacted police with caller's consent	2.4%	2.2%	3.1%	1.8%
Counselor contacted police without caller's consent	5.8%	5.6%	5.9%	4.1%

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns in their life. In April 33.9% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 4.6% reported a history of substance use.

In April, callers identified Opioids as component of the primary reason for calling on 2.6% of NMCAL calls, and on 0.3% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	Apr '21	Mar '21	*Apr '20
NMCAL calls related to Opioid Use	438	114	92	58
Warmline calls related to Opioid Use	77	13	11	10

## Veterans and Active Service Military

Crisis feels different for everybody. While there is a National Veterans Crisis Line available for veterans, active service military, and their families to engage in, some prefer to call our local program for support.

Caller Identified as Veteran or Active Service Military	YTD 2021	Apr '21	Mar '21	*Apr '20
NMCAL and NSPL	562	106	136	132
Warmline	435	113	126	25



## Integrated Program

NMCAL is proud to manage an integrated program where callers have a choice to talk to a mental health professional on the crisis line, or a certified peer support on the Warmline. In addition, and because our staff work side-by-side, staff are able to engage callers to either program, during any call.

Calls Transferred Within Program	YTD 2021	Apr '21	Mar '21	*Apr '20
from NMCAL to Warmline	29	9	2	7
from Warmline to NMCAL	13	5	2	0

## WARMLINE UTILIZATION DATA

### Peer to Peer Warmline

The Peer-to-Peer Warmline is answered by certified peer support specialists in recovery from their own mental health diagnosis, family / parent peer support specialists who have raised a child with a mental health diagnosis and assisted the child in navigating access to support within the system of care, as well as resource foster parent peer supports who have cared for a youth participating in the resource foster system of care. Warmline professionals are available 7 days a week, 365 days a year via phone from 3:30 p.m. – 11:30 p.m. MT and through text between 6:00 p.m. – 11:00 p.m. MT.

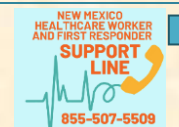
Warmline Text Message Data	YTD 2021	Apr 2021	Mar 2021	Apr 2020
Total Calls Handled <sup>^</sup>	6,982	1,994	2,056	1,103
Average Call Length	18.2 min	20.4 min	18.3 min	16.9 min

<sup>^</sup>Total calls handled does not include test calls, fax signals, etc...

Warmline Text Message Data	YTD 2021	Apr 2021	Mar 2021	Apr 2020
Total Conversations <sup>^</sup>	618	125	137	148
Text Messages Exchanged	12,021	2,552	3,798	3,571

<sup>^</sup>Text Message Conversation Data outlines the total conversations peer supports engaged in with people. These numbers do not outline the break down regarding the number of text messages that were exchanged during each of those conversations.

Outcome of Warmline Calls	YTD 2021	Apr 2021	Mar 2021	Apr 2020
Caller reports feeling supported by the call	92.1%	95.0%	93.5%	93.7%
Caller received referrals	1.9%	0.4%	1.0%	0.3%
Caller was transferred to an NMCAL counselor	0.2%	0.4%	0.2%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	5.8%	4.3%	5.4%	6.0%





The Warmline service is grounded in recovery principles and facilitating mental health conversations to assist people during their path to recovery. The support system offered on the Warmline emphasizes non-crisis, pre-crisis, and post-crisis peer services by providing a supportive environment for people who are living with mental health, behavioral health, and substance use concerns. The Warmline provides a free program where people can engage in wellness conversations with a mental health professional.

Primary Presenting Problem in Warmline Calls	YTD 2021	Apr '21	Mar '21	Apr '20
Anxiety / Situational Stress	32.7%	31.3%	30.8%	21.1%
Isolation / Loneliness	27.1%	29.3%	22.8%	41.3%
Interpersonal Relationships	5.2%	5.1%	6.1%	6.5%
Depression	4.9%	4.3%	5.9%	7.7%
Anger Management	3.1%	3.9%	2.9%	4.2%
Healthcare	0.8%	1.4%	1.9%	N/A
Employment/Education	0.6%	1.4%	1.1%	N/A
Housing	0.6%	1.2%	1.2%	N/A
Grief / Loss	1.3%	1.0%	0.9%	0.9%
Substance Use	1.6%	1.0%	1.2%	0.5%
Medication / Wellness Check In	0.5%	0.6%	0.2%	0.1%
Resources / Community Referrals	0.4%	0.5%	0.2%	0.5%
Spirituality	0.2%	0.5%	0.3%	N/A
Thoughts of Suicide	0.3%	0.5%	0.2%	0.5%
Cognitive Concerns / Psychosis	0.3%	0.4%	0.2%	0.7%
Sexual Assault	0.2%	0.2%	0.1%	0.1%
Abuse/Neglect	0.2%	0.1%	0.2%	0.6%
Self-Injury	0.1%	0.0%	0.1%	0.1%
Immediate Support/Intervention	0.0%	0.0%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.1%
Other Mental Health Concern	0.6%	0.8%	0.5%	0.1%
Other	19.3%	16.8%	22.9%	15.0%

Parent/Family Peer Support Calls	YTD 2021	Apr '21	Mar '21	Apr '20
Parent	7	1	1	N/A
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	0	0	0	N/A
Resource/Foster Parent	0	0	0	N/A
Resource/Foster Child/Youth	0	0	0	N/A
Other Caregiver	0	0	0	N/A
<b>Total Family Peer Support Calls</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>N/A</b>



Warmline callers are asked for their county of residence, as a way for peer supports to assist the callers and texters to engage with additional resources and support services beyond the call or text. It is important to note that demographic information is not gathered on all calls, as callers may (1) decline providing information, (2) the caller may not know how to answer, or (3) the peer support may not ask the question (due to the nature of the call).

Like most Warmlines, there are a large number of callers who contact the Warmline peer-to-peer support program regularly.

County of Residence	Total Calls			
	YTD 2021	Apr '21	Mar '21	Apr '20
Bernalillo	1844	193	557	407
Catron	8	0	8	0
Chaves	0	0	0	2
Cibola	10	1	1	4
Colfax	0	0	0	0
Curry	186	0	90	10
De Baca	0	0	0	0
Dona Ana	275	64	77	57
Eddy	69	27	9	0
Grant	80	41	19	16
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	0
Lincoln	20	0	11	7
Los Alamos	0	0	0	1
Luna	1	0	1	0
McKinley	7	0	6	2
Mora	0	0	0	1
Otero	72	14	17	23
Quay	0	0	0	0
Rio Arriba	2	0	1	4
Roosevelt	1	0	1	0
San Juan	75	0	26	23
San Miguel	133	34	34	22
Sandoval	389	137	67	41
Santa Fe	220	36	30	9
Sierra	379	152	73	134
Socorro	3	1	1	0
Taos	433	109	104	60
Torrance	0	0	0	2
Union	0	0	0	0
Valencia	49	5	13	63
Outside NM	2	0	0	0



## “Here to Hear You”

Call the **Crisis & Access Line** at **1-855-NMCRISIS (1-855-662-7474)**

Call or Text the **Peer-to-Peer Warmline** at **1-855-466-7100**

Call the **Healthcare Worker and First Responder Support Line** at **1-855-507-5509**

Speech and hearing-impaired callers can access support through Relay NM services. Language interpretation service provider available to Non-English speaking callers.

People experiencing substance use and behavioral addictions can utilize the self-guided online **NM 5-Actions Program™** at <https://nm5actions.com/>

Information on all available programs located online at [www.nmcrisisline.com](http://www.nmcrisisline.com)

Easily access any of our programs or resources through the **NMConnect** Smartphone app

