

New Mexico Crisis and Access Lines

April 2023 Utilization Report

Overview of Programs.....1-2
 Crisis Line Call Data.....3-7
 Suicide Concerns Call Data.....6
 Substance Use Calls and Veteran Calls Data.....7
 Peer-to-Peer Warmline Data.....8-10

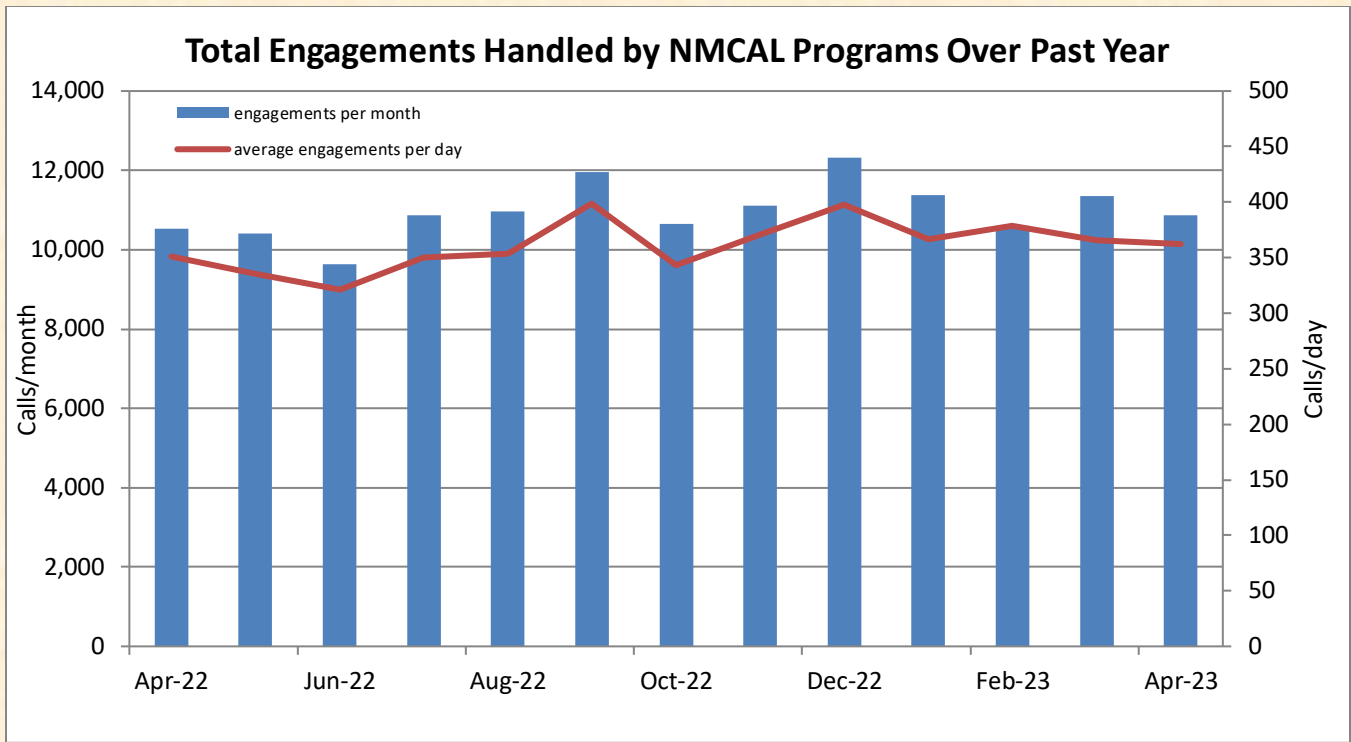


PROGRAM OVERVIEW

Protocall Welltrack Services, Inc. is contracted by the State of New Mexico Behavioral Health Collaborative Agencies to deliver trauma informed responsive care through the least restrictive and most culturally and inclusive approach available. The programs offer people an opportunity to engage in conversations with a mental health professional in the moment support is needed.

Overview of Calls	SFY23 (7/1-6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
New Mexico Crisis and Access Line	33,262	12,693	3,018	3,342	3,567
988 New Mexico Suicide and Crisis Lifeline	25,763	10,426	2,650	2,475	1,323
Healthcare Worker & First Responder Line	559	154	33	36	13
Core Service Agency Programs	9,660	3,507	608	666	849
Rio Grande Gorge Bridge Intercoms	158	12	0	0	50
Peer to Peer Warmline	35,133	14,053	3,694	3,758	4,541
Total Calls - All NM Accounts	104,535	40,845	10,003	10,277	10,343

Overview of Digital Programs	SFY23 (7/1-6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
988 Text & Chat Message Conversations	5,884	2,524	644	706	N/A
Warmline Text Message Conversations	1,620	811	222	357	176
NMConnect Smartphone Downloads	2,129	1,066	273	279	225
– Activated Call to NMCAL	403	45	11	15	63
– Activated Chat or Text to 988	69	69	18	18	N/A
– Activated Call to Warmline	477	29	11	6	117
– Activated Text to Warmline	351	19	6	12	71
– Activated Call to 911	0	0	0	0	N/A
Welltrack Boost Accounts Created	1,003	938	398	298	N/A
NM 5-Actions Program Unique Visitors	3,911	1,352	299	462	753
NM 5-Actions Program Registered Users	272	114	33	42	43
NMCAL Website Pageviews	317,766	91,589	42,654	38,072	31,757
NMCAL Website Unique Sessions	307,568	74,117	35,106	31,897	26,644
Social Media Facebook Page Reach	1,150,842	155,358	3,035	103,687	290,896
Social Media Facebook Page Visits	20,384	2,756	121	994	415
Path to Wellness Email Sends	655,074	267,398	49,008	95,491	94,684



*Engagements include phone calls, text messages, and chats that were supported by all accounts in the New Mexico portfolio

We continue engaging in the community, sharing information about the programs array of services, and participating as behavioral health advocates supporting New Mexicans and the system of care.

Public Awareness & Community Involvement								
	# of encounters				# of participants			
	YTD 2023	Apr 2023	Mar 2023	Apr 2022	YTD 2023	Apr 2023	Mar 2023	Apr 2022
Community Engagements	131	40	32	53				
Program Presentations	17	8	4	7	611	423	135	365
Prevention Trainings	6	3	2	2	367	220	121	382
Legislative Encounters	328	1	0	1				
Media Interviews	5	2	1	3				
TOTALS	487	54	39	65	978	643	256	747

COVID-19 DATA

On March 17, 2020, Protocall began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call. Tracking of COVID concerns discussed on the call is no longer tracked during a conversation as of February 28, 2023. During this time frame, 5.6% of all callers mentioned COVID as a component of their behavioral health concerns during a call.



CRISIS LINE UTILIZATION DATA

The following tables and charts provide information about crisis line calls handled by mental health professionals 24 hours a day, 7 days a week, 365 days a year 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.

Overview of Crisis Line Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
*Total Inbound Crisis Line Calls Handled	59,503	22,307	5,070	5,411	5,226
*Total Inbound Clinical Calls Handled	25,521	10,418	2,419	2,512	1,933
Calling about Self	21,162	8,710	2,011	2,090	1,577
Calling about a Child	593	263	73	65	45
Calling about Another Adult	3,766	1,445	335	357	311
Outbound Crisis Line Calls	9,899	4,485	1,239	1,108	576
Information/Referral Calls	1,735	700	148	201	77
Seeking info about Program(s)	300	122	21	26	9
Public Safety Calls	131	48	16	8	13
Administrative Calls	158	63	5	17	7
Other Calls	2,555	766	167	197	335
*Total All Crisis Line Calls Handled	69,402	26,792	6,309	6,519	5,802

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

Crisis Line Call Statistics	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
*Average Clinical Call Length	23.3 min	23.1 min	23.2 min	23.3 min	23.1 min
Service Level (answered under 30 sec)	87.3%	87.4%	88.4%	88.6%	78.0%
Abandonment Rate	4.3%	4.2%	3.7%	3.8%	8.2%
Average Speed of Answer	18.5 sec	19 sec	16 sec	15 sec	31 sec

**Data is for clinical crisis line calls only*

Mental health professionals determine a Level of Care for each clinical encounter. This determination guides conversations and the understandings which establish if the matter can be resolved on that engagement, or if a higher level of response is necessary. Most engagements are resolved through the conversations that occur during the interaction between the community members and the support center staff.

Level of Care Clinical Crisis Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Routine	50.8%	50.1%	46.0%	48.7%	52.0%
Urgent	42.2%	43.0%	45.4%	44.1%	41.1%
Emergent	7.0%	7.0%	8.6%	6.8%	6.9%



It is important to note that demographic information is not gathered on all encounters as people may decline to provide this information, may not know how to answer, or the support center staff may not have asked the question due to the nature of the engagement. Because of this dynamic, the total number of engagements reflected in each county is less than the total number of engagements reported in the overview of services.

Some things to keep in mind when reviewing demographic information include: (1) a small number of people contact our programs quite frequently, (2) some people chose not to share their demographic information during the encounter, and (3) there are people that do not yet know about the resources.

County of Residence	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Bernalillo	12,138	4,730	1,076	1,095	851
Catron	16	5	2	1	1
Chaves	407	157	37	43	42
Cibola	177	73	24	22	15
Colfax	131	55	6	8	6
Curry	269	108	24	29	28
De Baca	14	11	3	1	1
Dona Ana	1,477	589	143	148	105
Eddy	312	123	23	43	29
Grant	595	284	61	43	28
Guadalupe	31	14	4	4	4
Harding	3	1	0	1	6
Hidalgo	36	13	4	2	0
Lea	298	127	25	28	16
Lincoln	240	105	20	26	16
Los Alamos	113	62	19	15	4
Luna	180	75	15	14	18
McKinley	513	187	35	60	29
Mora	26	15	7	2	1
Otero	692	284	46	65	70
Quay	114	31	2	9	1
Rio Arriba	620	257	60	58	42
Roosevelt	219	85	46	24	13
San Juan	952	403	80	121	77
San Miguel	332	155	35	23	19
Sandoval	1,118	385	93	95	77
Santa Fe	1,991	745	195	156	135
Sierra	260	129	26	33	11
Socorro	324	140	23	48	36
Taos	813	313	49	68	55
Torrance	232	67	16	10	7
Union	38	15	3	5	1
Valencia	644	224	38	58	54
Outside NM	1,356	595	165	143	70



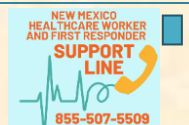
Primary presenting reason is determined from the general theme of the person’s concerns. Within each primary category, additional details and other concerns may be discussed during an engagement.

Primary Presenting Reason -Crisis Line Clinical Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Suicide	26.2%	25.8%	29.7%	28.7%	20.9%
Substance Use	13.6%	12.9%	13.3%	13.1%	17.3%
Situational Stress	10.3%	9.5%	8.6%	9.3%	9.0%
Anxiety	8.7%	8.4%	6.6%	8.1%	10.9%
Cognitive Concerns	5.3%	5.1%	5.3%	5.4%	5.8%
Family Concerns	3.3%	2.9%	3.7%	2.8%	4.2%
Intimate Partner/Marital	3.1%	2.7%	3.2%	3.2%	3.9%
Depression	4.4%	3.8%	3.0%	4.6%	5.5%
Harm to Others	1.7%	1.7%	2.2%	1.3%	0.4%
Loneliness	2.4%	2.5%	2.0%	3.2%	1.5%
Grief/Loss	2.1%	2.2%	2.0%	2.5%	2.1%
Intentional Self-Injury	1.1%	1.2%	2.0%	0.7%	1.0%
Interpersonal Violence	3.2%	6.1%	1.9%	2.3%	1.1%
Medication	1.2%	1.1%	1.5%	1.5%	1.6%
Trauma	1.3%	1.3%	1.4%	1.4%	1.9%
Health Issue/Chronic Pain	1.6%	1.3%	1.4%	1.2%	2.0%
Relationship (Non-Romantic)	0.9%	1.0%	1.1%	1.1%	0.7%
Workplace Issue	0.4%	0.3%	0.5%	0.4%	0.6%
Sexual Assault	0.3%	0.3%	0.5%	0.2%	0.3%
Community Violence	0.3%	0.2%	0.3%	0.2%	0.1%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Other	8.8%	9.6%	9.8%	8.9%	9.0%

Crisis Line Referrals [^] - to community resources	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Referred to Community BH Agency	5,366	2,130	491	493	443
Submitted OpenBeds Referral	740	359	82	89	2
Recommended Wraparound Program	189	43	15	3	28
Recommended Family Peer Support	61	27	6	9	4
Suggested NMConnect Self-Help App*	661	649	266	249	N/A
Suggested NM 5-Actions Program	488	207	59	50	53
Offered Warmline Program	1,037	363	91	88	59
Already in Services	5,037	2,150	444	492	403
Referral Declined	4,860	1,952	437	507	370
Situation Ineligible for Referral	3,695	2,055	525	556	240

*Option added in January 2023

[^]Multiple options can be selected, resulting in a data collection in more than one field within this table

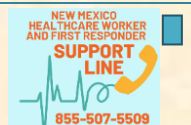


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.5%	91.4%	90.0%	91.0%	91.8%
Counselor made an abuse report	0.8%	0.8%	1.2%	0.8%	0.8%
Caller will take person of concern to hospital	0.5%	0.4%	0.4%	0.3%	0.6%
Caller agreed to go to the hospital	0.9%	0.7%	0.7%	1.0%	0.6%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.2%	0.3%	0.4%
Caller conferenced to 911 due to immediate danger	2.6%	2.9%	3.3%	3.1%	2.3%
Counselor contacted police with caller's consent	1.4%	1.4%	1.3%	1.6%	0.9%
Counselor contacted police without caller's consent	2.1%	2.1%	3.0%	1.9%	2.6%

Calls Involving Thoughts of Suicide

While suicide is not always the presenting issue during the support center engagement, concerns related to suicide were reported on 40.6% of the engagements on the crisis lines during the month of April 2023 (37.3% YTD). The person reporting concerns regarding suicide on the crisis line, either for themselves or for another person of concern, was supported in the least restrictive manner possible, and when appropriate had a safety plan created. There are times when the New Mexico support center staff request assistance from hospitals, mobile crisis teams (where available), and when necessary, emergency services. These higher levels of care are only implemented when there is not a less intrusive way to keep the person of concern safe.

Disposition at the end of the call -Crisis Line Clinical Calls Involving Suicide	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.5%	91.4%	90.0%	91.0%	81.3%
Caller will take person of concern to hospital	0.5%	0.8%	0.4%	0.3%	1.5%
Caller agreed to go to the hospital	0.9%	0.7%	0.7%	1.0%	0.3%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.2%	0.3%	5.5%
Caller conferenced to 911 due to immediate danger	2.6%	2.9%	3.3%	3.1%	2.6%
Counselor contacted police with caller's consent	1.4%	1.4%	1.3%	1.6%	7.4%
Counselor contacted police without caller's consent	2.1%	2.1%	3.0%	1.9%	2.6%



Integrated Programs

NMCAL is proud to manage an integrated program where people have a choice to talk to a mental health professional on one of our crisis lines, or to a certified mental health peer support specialist on the Warmline. Because our staff works in collaboration, we are able to connect people to either program during an engagement.

Calls Transferred Within Program	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
from NMCAL to Warmline	180	81	13	7	18
from Warmline to NMCAL	25	11	2	3	3

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In April 2023, engagements on the crisis lines reflected that 31.4% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.9% reported a history of substance use.

In April 2023, people identified Opioids as component of the primary reason for interacting with us on 4.0% of crisis line engagements, and on 0.2% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
NMCAL calls related to Opioid Use	1,132	446	96	102	105
Warmline calls related to Opioid Use	80	42	7	13	7

Calls from Veterans and Active Service Military

While there is a 988 Veterans Crisis Line available for veterans, active service military, and their families, some people prefer to engage with the local programs for support.

Caller Identified as Veteran or Active Service Military	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
NMCAL and 988 Suicide & Crisis Lifeline	1,959	875	199	133	139
Warmline	1,199	373	101	87	218

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 7:00 a.m. – 11:30 p.m. MT and through text between 6:00 p.m. – 11:00 p.m. MT.

Warmline Call Center Data	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Total Calls Handled*	35,133	14,053	3,694	3,758	4,541
Average Call Length^	Not Available	Not Available	Not Available	Not Available	18.9 min
Service Level (answered under 30 sec)^	Not Available	Not Available	Not Available	Not Available	59.6%
Abandonment Rate^	Not Available	Not Available	Not Available	Not Available	16.5%
Average Speed of Answer^	Not Available	Not Available	Not Available	Not Available	167 sec

*Total calls handled does not include test calls, fax signals, etc...

^ Note: Due to a software platform upgrade on the Warmline, phone metric data is not currently available.

Warmline Text Message Data	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Total Text Conversations	1,620	811	22	357	176

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Caller reports feeling supported by the call	91.7%	92.0%	93.0%	94.6%	86.9%
Caller received referrals	2.8%	2.1%	1.0%	1.4%	4.9%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.1%	0.1%	0.1%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	5.5%	5.7%	6.0%	3.8%	8.1%

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Parent	46	15	7	3	4
Legal Guardian (Stepparent, Grandparent, Family Member)	5	4	1	2	0
Resource/Foster Parent	1	1	1	0	0
Other Caregiver	7	5	3	1	3
Support Provided to Parent/Family Members	59	25	12	6	7



Primary Presenting Concern in Warmline Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Anxiety / Situational Stress	32.3%	33.5%	28.7%	32.7%	35.2%
Isolation / Loneliness	23.2%	20.5%	22.2%	23.3%	17.2%
Interpersonal Relationships	6.5%	7.0%	9.7%	6.2%	7.5%
Depression	4.1%	3.3%	2.9%	4.2%	4.1%
Healthcare	1.3%	1.3%	1.8%	1.2%	1.9%
Anger Management	2.0%	1.6%	1.3%	2.1%	1.8%
Grief / Loss	1.5%	1.3%	1.3%	1.5%	1.7%
Spirituality	1.0%	1.1%	0.7%	0.2%	0.3%
Employment and Education	0.5%	0.5%	0.4%	0.6%	0.5%
Housing	0.7%	0.6%	0.3%	0.7%	0.8%
Medication / Wellness Check In	0.2%	0.2%	0.3%	0.2%	0.3%
Sexual Assault	0.2%	0.2%	0.3%	0.1%	0.3%
Self-Injury	0.2%	0.1%	0.2%	0.1%	0.2%
Resources / Community Referrals	0.3%	0.3%	0.2%	0.3%	0.3%
Cognitive Concerns / Psychosis	0.2%	0.2%	0.1%	0.2%	0.4%
Substance Use	0.1%	0.1%	0.1%	1.1%	1.3%
Thoughts of Suicide	0.2%	0.1%	0.0%	0.3%	0.2%
Abuse/Neglect	0.2%	0.1%	0.0%	0.2%	0.1%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Immediate Support	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	2.9%	2.8%	1.9%	3.0%	3.2%
Other	22.3%	25.1%	27.6%	21.7%	22.7%

Warmline Referrals^ - to community resources	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Referred to Community BH Agency	697	398	89	107	35
Submitted OpenBeds Referral	1	0	0	0	0
Referred to Community Support Services	277	25	9	6	69
Recommended Support Meeting	45	9	3	1	6
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	0	0	0	1
Suggested NMConnect Self-Help App*	74	74	12	20	N/A
Suggested NM 5-Actions Program	85	49	14	12	7
Already in Services	1,774	811	164	185	351
Referral Declined	126	50	7	11	19
Situation Ineligible for Referral	20,791	8,771	2,215	2,153	184
Abuse/Neglect Report Made	11	2	0	0	N/A

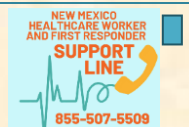
*Option added January 2023

^Multiple options can be selected, resulting in a data collection in more than one field within this table



People engaging with the Warmline are asked for their county of residence as a way to find and offer services and additional resources beyond the support center encounter. It is important to note that demographic information is not gathered on all engagements, as people may (1) decline providing information, (2) the person may not know how to answer, or (3) the support center staff may not ask the question due to the nature of the engagement.

County of Residence -Warmline Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Apr 2023	Mar 2023	Apr 2022
Bernalillo	6,851	3,274	934	838	762
Catron	15	3	2	1	0
Chaves	7	7	2	5	0
Cibola	86	63	22	16	12
Colfax	6	6	1	1	0
Curry	11	5	2	3	0
De Baca	1	0	0	0	0
Dona Ana	1,285	471	70	97	210
Eddy	9	6	3	1	1
Grant	798	501	161	141	81
Guadalupe	0	0	0	0	0
Harding	8	3	0	3	0
Hidalgo	12	6	1	0	5
Lea	8	6	0	1	1
Lincoln	78	56	23	18	1
Los Alamos	2	2	0	0	0
Luna	39	13	3	1	8
McKinley	60	29	7	10	7
Mora	2	2	1	1	0
Otero	301	208	77	48	35
Quay	3	1	0	0	1
Rio Arriba	136	72	27	5	15
Roosevelt	4	1	0	0	1
San Juan	367	130	23	33	55
San Miguel	370	107	8	30	54
Sandoval	958	464	144	131	97
Santa Fe	887	693	325	221	33
Sierra	2,531	980	233	190	196
Socorro	69	44	9	13	12
Taos	1,089	521	80	144	98
Torrance	19	15	7	6	0
Union	0	0	0	0	0
Valencia	716	704	189	260	5
Outside NM	11	11	11	0	0



The New Mexico Crisis and Access Line offers a variety of services to assist people, and to ensure that there is a continuum of care. Services are appropriate for people experiencing non-crisis, pre-crisis, crisis, and post-crisis experiences with mental health, behavioral health, suicide, and substance use concerns. When you, or someone you know, is ready to talk to a mental health professional, support is available.

“Here to Hear You”

Call the **New Mexico Crisis & Access Line** at **1-855-NMCRISIS (1-855-662-7474)**
Call or Text the **New Mexico 988 Suicide and Crisis Lifeline** by dialing **988**
Chat with the **New Mexico 988 Suicide and Crisis Lifeline** at <https://988lifeline.org/chat/>
Call or Text the **Peer-to-Peer Warmline** at **1-855-466-7100**

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



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



NMCAL is proud to be the resource of choice that New Mexicans reach out to in the moment mental and behavioral health assistance is needed. We offer free and immediate professional mental health support to anyone that may want it. We understand that every experience is different, and proudly provide invaluable care in the moment a person needs it. We connect people to local services when appropriate.

At NMCAL we know that being here to hear people, and offer a space where they can talk about the distress they are experiencing, can help a person feel less alone, feel supported, discuss a way to keep going, and begin to feel like there is a pathway to wellness.

NMCAL offers an array of services to ensure there is no wrong door to accessing support:

- Supporting people who call, text, or chat the New Mexico 988 Suicide & Crisis Lifeline,
- Supporting people who call the New Mexico Crisis and Access Line
- Supporting people who call or text the New Mexico Peer-to-Peer Warmline
- Supporting people reaching out from the Taos Rio Grande Gorge Bridge intercoms,
- Providing after hours support for clients of community mental health agencies (CSA),
- Providing an online self-guided digital 5-Actions Program™ for people experiencing addiction,
- Delivering Path to Wellness public awareness messages of hope,
- Posting information on a dedicated mental health resource website,
- Facilitating community prevention and intervention trainings,
- Advocating for mental health wellness, and
- Delivering easy access to our services through our NMConnect Smartphone app.

