



New Mexico 988 Engagement Center

August 2024 Utilization Report

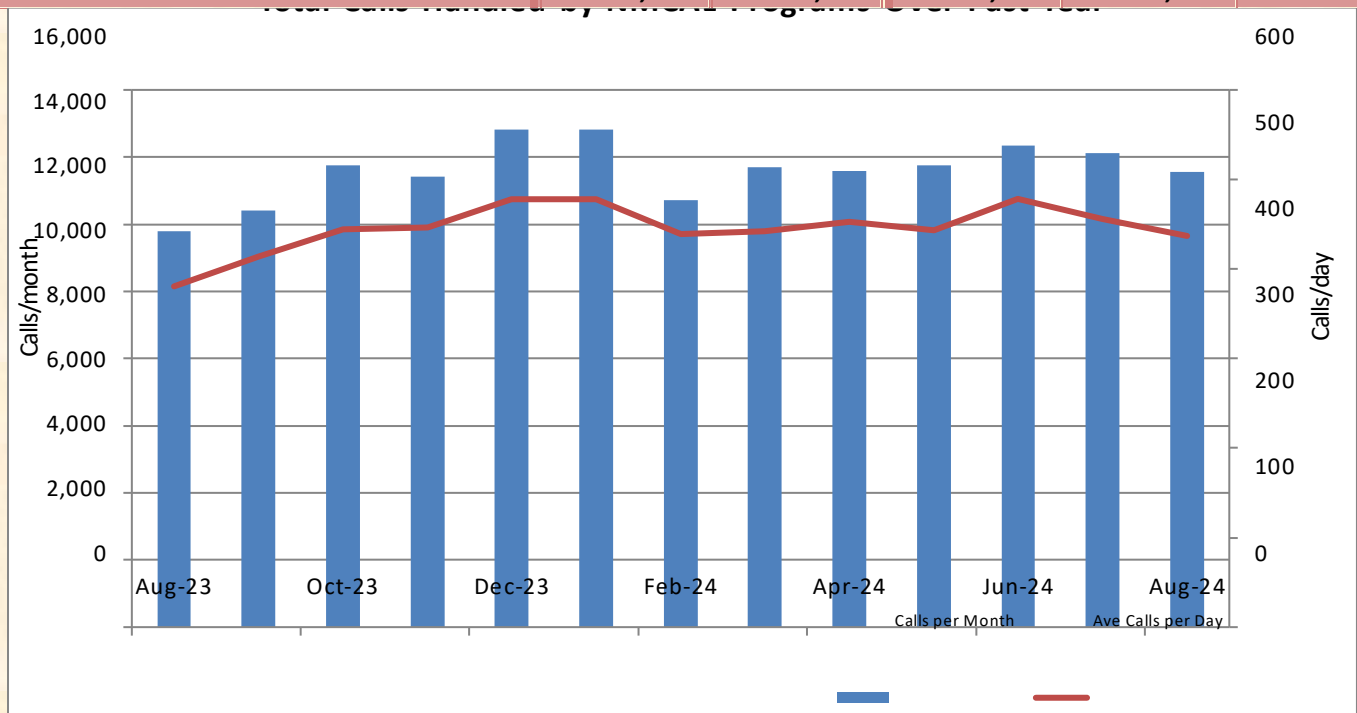


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PROGRAM OVERVIEW

Protocall Welltrack Services, Inc. is an accredited 988 Lifeline provider contracted by State of New Mexico Behavioral Health Collaborative Agencies to deliver trauma informed responsive care through the least invasive and most culturally and inclusive approach available. The array of services offer people interdisciplinary approaches to engage in free, private, and confidential support for any emotional, mental, behavioral, or substance use concern. New Mexicans can access care through digital CBT based self-help wellness tools and call, text, or chat when they want to engage in compassionate, non-judgmental conversations with a professional mental health crisis counselor or certified peer support specialist, get a referral for services, or request a mobile response team engagement.

Overview of Call Center Programs	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
New Mexico Crisis and Access Line	7,291	30,904	3,345	3,946	3,618
988 New Mexico Suicide and Crisis Lifeline	7,483	29,046	3,410	4,073	3,446
Healthcare Worker & First Responder Line	611	2,917	150	461	60
Core Service Agency Programs	908	4,379	418	490	739
Rio Grande Gorge Bridge Intercoms	74	311	34	40	76
Peer to Peer Warmlines	11,293	42,998	6,188	5,105	3,858
Total Calls - All NM Accounts	27,660	110,555	13,545	14,115	11,797

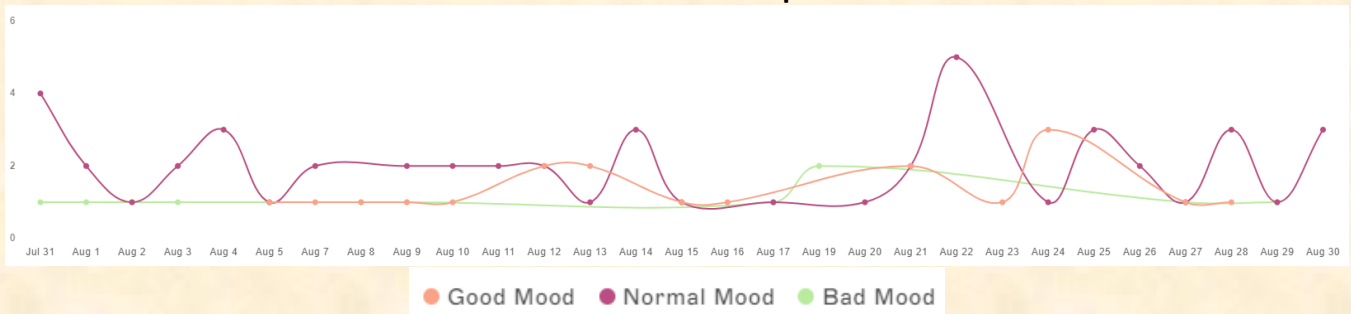


*Engagements include inbound and outbound phone calls, text message conversations, and chat conversations that were supported by all accounts in the New Mexico 988 portfolio.

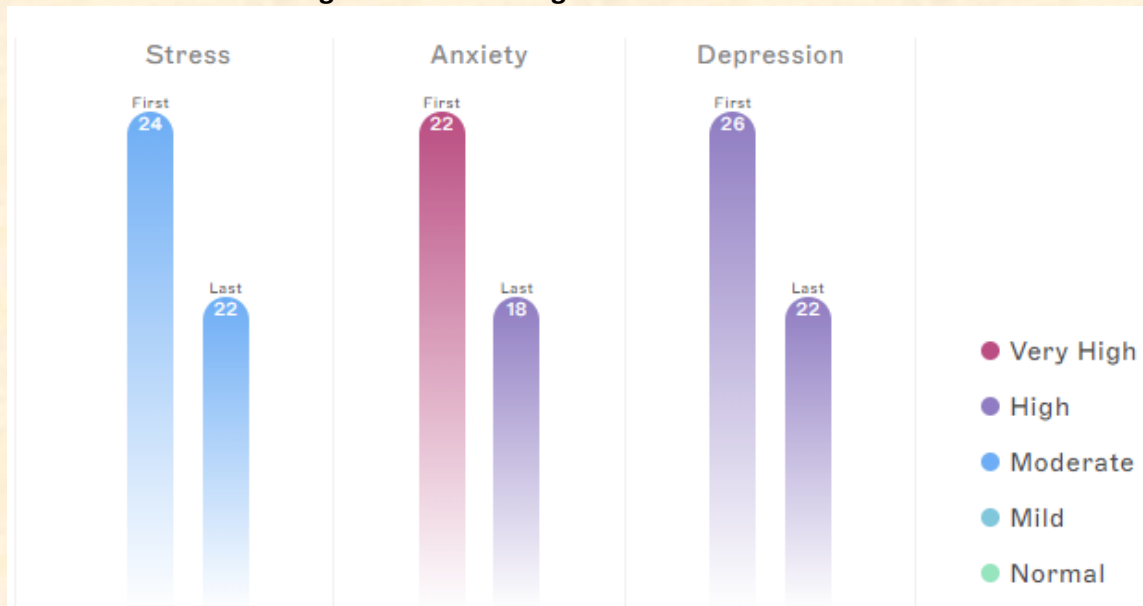
Overview of Digital Programs	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
988 Text & Chat Message Conversations	1,794	5,534	853	941	451
Warmline Text Message Conversations	99	704	65	34	222
NMConnect Smartphone Downloads	473	1,752	262	211	204
– Activated Call to NMCAL	8	50	3	5	9
– Activated Call to Warmline	11	64	7	4	9
– Activated Text to Warmline	10	34	4	6	6
– Activated Chat or Text to 988	17	87	9	8	11
– Activated Call to 911	0	0	0	0	0
Welltrack Boost Self-Help Account Created	80	307	45	35	55

NMConnect Welltrack Boost User Experience Data

General Mood Graph



Average Wellness Change of Welltrack Boost Users



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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
*Total Inbound Crisis Line Calls Handled	14,730	60,411	6,630	8,100	6,714
*Total Inbound Clinical Calls Handled	5,797	23,055	2,723	3,074	2,672
Calling about Self	4,997	19,824	2,356	2,641	2,292
Calling about a Child	85	393	41	44	58
Calling about Another Adult	715	2,838	326	389	322
Outbound Crisis Line Calls	1,637	7,146	727	910	1,225
Information/Referral Calls	171	942	86	85	170
Seeking info about Program(s)	51	232	32	19	30
Public Safety Calls	23	78	10	13	12
Administrative Calls	27	95	18	9	16
Other Calls	439	1,553	190	249	191
*Total All Crisis Line Calls Handled	11,293	67,557	7,357	9,010	3,858

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

Crisis Line Call Statistics	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
*Average Clinical Call Length	23.1 min	23.1 min	21.2 min	23.2 min	23.2 min
Service Level (answered under 30 sec)	87.4%	89.6%	85.7%	88.9%	96.8%
Abandonment Rate	5.3%	4.6%	5.5%	5.3%	1.3%
Average Speed of Answer	16 sec	14 sec	18 sec	15 sec	9 sec

**Data is for clinical crisis line calls only*

Mental health professionals determine a Level of Care for each crisis line 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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Routine	48.8%	48.8%	48.8%	48.8%	46.0%
Urgent	46.1%	45.7%	46.3%	45.9%	46.2%
Emergent	5.1%	5.4%	4.9%	5.3%	7.8%



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	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Bernalillo	1,953	9,208	1,165	788	1,158
Catron	4	20	2	2	3
Chaves	61	302	38	23	31
Cibola	28	150	12	16	13
Colfax	13	104	8	5	6
Curry	48	213	29	19	41
De Baca	3	9	3	0	0
Dona Ana	246	1,192	138	108	155
Eddy	45	260	27	18	37
Grant	55	307	26	29	80
Guadalupe	3	18	3	0	6
Harding	0	2	0	0	0
Hidalgo	6	26	3	3	1
Lea	38	200	21	17	29
Lincoln	101	467	29	72	16
Los Alamos	26	122	11	15	15
Luna	36	141	15	21	25
McKinley	107	499	63	44	65
Mora	5	31	4	1	6
Otero	59	308	34	25	50
Quay	5	51	4	1	3
Rio Arriba	69	330	43	26	57
Roosevelt	24	98	12	12	13
San Juan	186	857	112	74	107
San Miguel	37	233	25	12	32
Sandoval	150	771	84	66	131
Santa Fe	316	1,446	218	98	175
Sierra	17	152	14	3	12
Socorro	18	91	15	3	20
Taos	141	706	80	61	46
Torrance	18	97	10	8	14
Union	1	7	0	1	2
Valencia	131	533	80	51	56
Outside NM	281	1,289	173	108	206



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	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Suicide	28.9%	28.9%	27.6%	30.7%	26.3%
Substance Use	16.4%	16.8%	17.4%	15.2%	26.3%
Situational Stress	12.3%	11.1%	12.5%	12.0%	8.3%
Anxiety	6.7%	6.4%	6.0%	7.7%	5.8%
Cognitive Concerns	5.6%	5.8%	5.4%	5.8%	5.6%
Depression	2.4%	2.8%	2.8%	1.9%	3.2%
Grief/Loss	2.1%	2.0%	2.8%	1.2%	2.0%
Family Concerns	2.9%	2.7%	2.7%	3.2%	2.2%
Intimate Partner/Marital	2.2%	2.3%	2.2%	2.3%	2.4%
Interpersonal Violence	2.1%	2.3%	2.0%	2.1%	1.3%
Loneliness	1.8%	2.1%	2.0%	1.5%	1.5%
Health Issue/Chronic Pain	1.6%	1.4%	1.8%	1.3%	1.2%
Medication	1.3%	1.2%	1.6%	1.0%	1.0%
Harm to Others	1.1%	1.3%	1.0%	1.3%	1.7%
Trauma	0.9%	0.9%	0.9%	0.9%	1.3%
Intentional Self-Injury	0.9%	0.9%	0.8%	1.1%	0.8%
Relationship (Non-Romantic)	0.6%	0.7%	0.8%	0.4%	0.5%
Workplace Issue	0.6%	0.5%	0.7%	0.4%	0.3%
Sexual Assault	0.3%	0.3%	0.5%	0.1%	0.2%
Community Violence	0.3%	0.2%	0.2%	0.4%	0.1%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.0%	0.1%	0.1%
Other	8.9%	9.4%	8.5%	9.5%	8.0%

Crisis Line Referrals^ - to community resources	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Referred to Community BH Agency	630	2,941	410	220	647
Submitted OpenBeds Referral	139	761	70	69	122
Recommended Wraparound Program	0	7	0	0	5
Recommended Family Peer Support	0	10	0	0	9
Suggested NMConnect Self-Help App	297	1,561	193	104	219
Suggested NM 5-Actions Program	101	560	66	35	64
Offered Warmline Program	122	675	72	50	98
Already in Services	501	2,187	309	192	453
Referral Declined	936	5,052	555	381	501
Situation Ineligible for Referral	1,646	7,185	939	707	534

^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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Caller stabilized by counselor, and referred to community resources if appropriate	93.3%	93.1%	93.8%	92.5%	90.4%
Counselor made an abuse report	0.9%	0.7%	0.8%	1.0%	1.4%
Caller will take person of concern to hospital	0.5%	0.4%	0.6%	0.5%	0.4%
Caller agreed to go to the hospital	0.9%	0.8%	0.8%	1.0%	1.0%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.2%	0.4%	0.2%
Caller conferenced to 911 due to immediate danger	1.3%	1.6%	1.1%	1.4%	2.9%
Counselor contacted police with caller's consent	1.4%	1.4%	1.3%	1.5%	1.9%
Counselor contacted police without caller's consent	1.5%	1.7%	1.4%	1.7%	1.7%

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 35.9% of the engagements on the crisis lines during the month of Aug 2024 (35% 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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Caller stabilized by counselor, and referred to community resources if appropriate	86.1%	85.4%	86.5%	85.7%	81.6%
Caller will take person of concern to hospital	1.2%	0.9%	1.2%	1.0%	1.0%
Caller agreed to go to the hospital	1.6%	1.7%	1.5%	1.7%	2.0%
Caller agreed to call 911 regarding immediate danger	0.5%	0.3%	0.3%	0.7%	0.5%
Caller conferenced to 911 due to immediate danger	2.9%	3.7%	2.8%	3.1%	6.5%
Counselor contacted police with caller's consent	3.5%	3.6%	3.7%	3.3%	4.3%
Counselor contacted police without caller's consent	4.2%	4.4%	4.0%	4.5%	4.0%



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 can connect people to either program during an engagement.

Calls Transferred Within Program	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
from NMCAL to Warmline	8	75	6	2	18
from Warmline to NMCAL	5	35	3	2	3

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In Aug 2024, engagements on the crisis lines reflected that 33.7% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.8% reported a history of substance use.

In Aug 2024, people identified Opioids as component of the primary reason for interacting with us on 2.8% of crisis line engagements, and on 0.1% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
NMCAL calls related to Opioid Use	162	885	75	87	124
Warmline calls related to Opioid Use	13	52	9	4	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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
NMCAL and 988 Suicide & Crisis Lifeline	390	1,965	232	158	172
Warmline	310	1,199	203	107	133



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	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Total Calls Handled*	11,293	42,998	6,188	5,105	3,858
Average Call Length^	13.1 min	13.8 min	13.3 min	12.9 min	13.4 min
Service Level (answered under 30 sec)^	73.0%	73.9%	71.8%	74.2%	90.8%
Abandonment Rate^	13.7%	16.7%	14.7%	12.8%	3.9%
Average Speed of Answer^	93 sec	74 sec	95 sec	91 sec	7 sec

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

Warmline Text Message Data	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Total Conversations	99	704	65	34	222

Outcome of Warmline Calls	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Caller reports feeling supported by the call	90.7%	90.5%	89.9%	91.9%	86.6%
Caller received referrals	1.9%	2.6%	2.2%	1.5%	4.8%
Caller was transferred to an NMCAL counselor	0.1%	0.2%	0.1%	0.1%	0.1%
Emergency call to Public Safety was made	0.1%	0.0%	0.2%	0.0%	0.0%
Other/None of the Above	7.2%	6.7%	7.6%	6.5%	8.4%

Warmline Parent/Family Peer Support Calls	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Parent	1	7	1	0	4
Legal Guardian (Stepparent, Grandparent, Family Member)	0	0	0	0	0
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	3	9	3	0	3
Support Provided to Parent/Family Members	4	16	4	0	7

Warmline Foster Child or Youth Calls	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Identified as Foster Child or Youth During Call	9	16	9	0	0



Primary Presenting Concern in Warmline Calls	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Anxiety / Situational Stress	50.8%	46.5%	50.4%	51.4%	35.0%
Isolation / Loneliness	15.1%	14.6%	16.1%	13.7%	17.0%
Interpersonal Relationships	8.2%	8.2%	8.8%	7.4%	7.4%
Depression	2.1%	3.5%	1.9%	2.5%	4.2%
Healthcare	1.4%	1.4%	1.5%	1.2%	1.8%
Grief / Loss	1.4%	1.7%	1.5%	1.3%	1.8%
Anger Management	1.0%	1.2%	1.1%	0.8%	1.8%
Employment and Education	1.2%	1.3%	0.9%	1.7%	0.5%
Cognitive Concerns / Psychosis	0.7%	0.9%	0.7%	0.7%	0.4%
Housing	0.6%	0.6%	0.7%	0.3%	0.8%
Abuse/Neglect	0.4%	0.3%	0.5%	0.2%	0.2%
Resources / Community Referrals	0.3%	0.4%	0.4%	0.2%	0.3%
Spirituality	0.4%	0.8%	0.3%	0.5%	0.2%
Thoughts of Suicide	0.4%	0.4%	0.3%	0.4%	0.2%
Sexual Assault	0.2%	0.2%	0.2%	0.1%	0.2%
Medication / Wellness Check In	0.2%	0.2%	0.2%	0.2%	0.2%
Substance Use	0.2%	0.3%	0.1%	0.2%	1.3%
Self-Injury	0.1%	0.2%	0.1%	0.1%	0.2%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	1.6%	2.1%	1.8%	1.4%	3.4%
Other	13.7%	15.2%	12.5%	15.5%	22.9%

Warmline Referrals^ - to community resources	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Aug 2024	Jul 2024	Aug 2023
Referred to Community BH Agency	3	21	2	1	15
Submitted OpenBeds Referral	0	0	0	0	0
Referred to Community Support Services	24	176	13	11	71
Recommended Support Meeting	4	31	1	3	12
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	0	1	0	0	1
Suggested NMConnect Self-Help App	23	147	11	12	40
Suggested NM 5-Actions Program	9	30	7	2	5
Already in Services	115	286	115	0	76
Referral Declined	33	256	24	9	21
Situation Ineligible for Referral	3,903	17,104	2,321	1,582	1,772
Abuse/Neglect Report Made	0	1	0	0	0

^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 Aug (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	SFY25 (7/1- 6/30)	YTD 2024 (1/1- 12/31)	Aug 2024	Jul 2024	Aug 2023
Bernalillo	2,090	8,224	1,265	825	774
Catron	0	32	0	0	0
Chaves	43	182	30	13	0
Cibola	2	54	1	1	12
Colfax	85	185	66	19	0
Curry	1	10	1	0	0
De Baca	0	0	0	0	0
Dona Ana	433	2,011	225	208	213
Eddy	0	15	0	0	1
Grant	116	503	75	41	84
Guadalupe	1	1	0	1	0
Harding	0	1	0	0	0
Hidalgo	0	6	0	0	5
Lea	7	25	6	1	1
Lincoln	37	149	21	16	1
Los Alamos	6	9	6	0	0
Luna	5	46	0	5	9
McKinley	15	127	5	10	8
Mora	2	63	0	2	0
Otero	82	334	56	26	35
Quay	0	1	0	0	1
Rio Arriba	40	323	9	31	15
Roosevelt	0	7	0	0	1
San Juan	88	468	51	37	56
San Miguel	237	662	137	100	54
Sandoval	268	945	178	90	97
Santa Fe	259	1,135	160	99	35
Sierra	207	962	125	82	196
Socorro	12	59	12	0	12
Taos	93	814	40	53	102
Torrance	13	70	12	1	0
Union	0	5	0	0	0
Valencia	136	664	79	57	5
Outside NM	40	192	25	15	0



The New Mexico 988 Crisis and Access Line array of services offers a variety of opportunities to assist people. 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.

Access CBT based **self-help courses, assessments, and wellness tools** when you create a free [Welltrack Boost account through your NMConnect app](#)

Utilize the self-guided online **NM 5-Actions Program™** at <https://nm5actions.com/> to navigate your way to recovery and resiliency from substance use and behavioral addictions



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



At NMCAL 988 and the Warmline we know that being here to support people through a variety of platforms creates the space that allow people to find pathways to wellness. When these safe spaces are created people feel more comfortable talking about the distress they are experiencing, assist a person in feeling less alone, offer a person a way to feel supported, facilitate discussions that help a person find a way to keep going, and allow a person to begin to feel like there is hope.

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.

Information on all available programs located online at www.nmcrisisline.com

