



New Mexico Crisis and Access Line August 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 most 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, certified family and parent peer supports, and resource 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	Aug 2021	July 2021	Aug 2020
New Mexico Crisis and Access Line	23,188	2,836	3,027	3,908
National Suicide Prevention Lifeline	8,464	903	1,091	1,064
Healthcare Worker & First Responder Line	141	11	14	26
Core Service Agency Programs	7,369	829	1,759	904
Rio Grande Gorge Bridge Intercoms	131	21	29	28
Peer to Peer Warmline	21,680	4,594	*3,886	1,014
Total Calls - All NM Accounts	60,973	9,194	*9,806	6,944

*Warmline hours to peer supports are available to support callers changed to 7:00 a.m. – 11:30 p.m. effective 5/31/2021

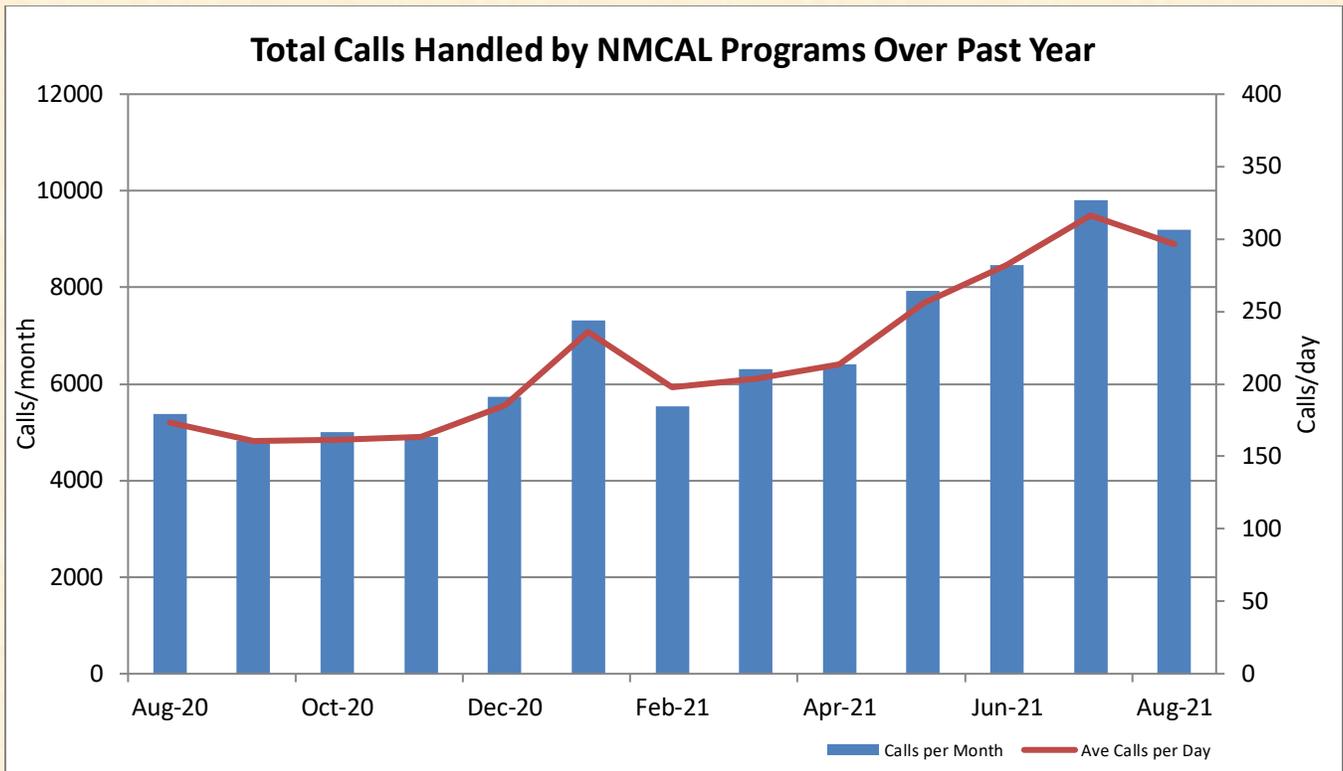
Overview of Digital Programs	YTD 2021	Aug 2021	July 2021	Aug 2020
Warmline Text Message Conversations	1,503	214	153	92
Warmline Text Messages Exchanged	24,650	3,638	2,960	1,819
NMConnect Smartphone App Downloads	1,099	123	90	181
NMConnect – Activated Call to NMCAL	540	3	26	206
NMConnect – Activated Call to Warmline	552	2	22	0
NMConnect – Activated Text to Warmline	671	3	30	1
NM 5-Actions Program Unique Visitors	4,500	516	424	N/A
NM 5-Actions Program Registered Users	469	48	57	N/A
NMCAL Website Pageviews	95,741	7,810	5,920	11,012
NMCAL Website Unique Sessions	73,356	5,463	4,028	8,196

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	Aug 2021	July 2021	Aug 2020
New Mexico Crisis and Access Line	3.5%	6.1%	1.7%	9.3%
National Suicide Prevention Lifeline	1.5%	1.6%	1.2%	9.1%
Warmline	10.1%	7.5%	5.1%	29.6%
Healthcare Worker & First Responder Line	12.1%	9.1%	7.1%	55.6%
CSA Programs	0.8%	1.0%	0.6%	2.8%
Total All New Mexico Accounts	5.3%	11.7%	4.7%	12.9%

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 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 Engagement								
	# of encounters				# of participants			
	YTD '21	Aug'21	July'21	Aug'20	YTD '21	Aug'21	July'21	Aug'20
Community Event	19	3	0	2				
Present on Program	34	1	1	1	1,382	33	25	50
Prevention Training	15	1	1	1	367	33	35	50
Community Meeting	232	22	30	17				
BH Provider Meeting	197	29	13	10				
Legislative Encounter	35	1	1	0				
Media Interviews	4	1	2	2				
TOTALS^	536	58	48	33	1,749	66	60	100

^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	Aug '21	July '21	*Aug '20
** Total Inbound Crisis Line Calls Handled	31,905	4,119	5,180	*3,428
**Total Inbound Clinical Calls Handled	17,055	2,055	2,178	*2,284
Calling about Self	14,017	1,670	1,852	*2,230
Calling about a Child	450	61	38	*59
Calling about Another Adult	2,588	324	288	*253
Outbound Crisis Line Calls	3,848	481	740	*306
Information/Referral Calls	921	177	139	*96
Seeking info about Program(s)	103	17	10	*15
Public Safety Calls	103	11	9	*6
Administrative Calls	338	9	10	*6
Other Calls	2,696	361	289	*401
**Total All Crisis Line Calls Handled	38,505	4,600	5,888	*4,360

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

Crisis Line Calls	YTD 2021	Aug '21	July '21	*Aug '20
**Average Clinical Call Length	27.3 min	24.4 min	24.2 min	22.0 min
Service Level (answered under 30 sec)	80.0%	61.2%	82.7%	82.6%
Abandonment Rate	6.3%	15.3%	4.9%	3.5%
Average Speed of Answer	26 sec	46 sec	22 sec	24 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	Aug '21	July '21	*Aug '20
Routine	52.1%	48.6%	50.8%	58.4%
Urgent	41.7%	45.3%	43.7%	36.4%
Emergent	6.2%	6.1%	5.6%	5.2%



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	Aug '21	July '21	*Aug '20
Bernalillo	6,401	759	844	883
Catron	10	2	0	2
Chaves	273	50	32	22
Cibola	104	11	14	15
Colfax	72	14	15	12
Curry	166	18	17	9
De Baca	4	1	1	0
Dona Ana	935	139	117	243
Eddy	229	40	36	15
Grant	234	39	29	13
Guadalupe	20	3	1	4
Harding	2	1	0	0
Hidalgo	10	1	1	0
Lea	161	23	14	23
Lincoln	145	12	19	13
Los Alamos	49	5	6	4
Luna	82	13	18	14
McKinley	288	48	39	45
Mora	21	1	2	2
Otero	231	23	27	36
Quay	45	7	5	4
Rio Arriba	275	34	40	30
Roosevelt	60	5	6	10
San Juan	1,078	136	103	68
San Miguel	168	27	19	19
Sandoval	628	91	74	71
Santa Fe	1,227	145	131	107
Sierra	90	12	13	12
Socorro	84	6	6	10
Taos	400	47	41	58
Torrance	76	11	13	6
Union	12	1	2	2
Valencia	355	40	39	40
Outside NM	700	123	101	64



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	Aug '21	July '21	*Aug '20
Suicide	21.2%	24.1%	20.8%	19.7%
Substance Use	16.8%	17.0%	17.2%	12.6%
Situational Stress	9.9%	9.5%	10.5%	12.7%
Anxiety	11.9%	8.9%	11.1%	13.8%
Cognitive Concerns/Psychosis	5.7%	6.3%	5.7%	6.8%
Depression	6.1%	5.9%	5.7%	7.0%
Intimate Partner Relationship/Marital	3.7%	3.8%	3.8%	2.9%
Family Concerns	3.4%	2.4%	3.7%	2.9%
Grief/Loss	2.4%	1.6%	2.6%	2.2%
Trauma	1.9%	2.5%	2.1%	2.5%
Medication	1.5%	1.8%	1.8%	0.7%
Interpersonal Violence	1.4%	1.2%	1.8%	1.2%
Health Issue/Chronic Pain	1.9%	2.1%	1.7%	2.1%
Loneliness	2.2%	2.2%	1.6%	2.0%
Community Violence	0.6%	0.9%	0.9%	0.3%
Intentional Self Injury	1.2%	1.3%	0.9%	1.4%
Relationships (Non-Romantic)	0.7%	1.0%	0.6%	7.4%
Workplace Issue/Career Counseling	0.4%	0.2%	0.5%	0.3%
Sexual Assault	0.3%	0.2%	0.2%	0.2%
Sexuality/LGBTQ+ concerns	0.1%	0.1%	0.1%	0.6%
Other	6.6%	6.9%	6.8%	7.4%

Disposition at the end of the call - All Crisis Line Clinical Calls	YTD 2021	Aug '21	July '21	*Aug '20
Caller stabilized by counselor, and referred to community resources if appropriate	92.7%	92.6%	93.4%	93.5%
Counselor made an abuse report	1.1%	1.4%	1.0%	1.0%
Caller will take the person of concern to hospital	0.5%	0.5%	0.4%	0.5%
Caller agreed to go to the hospital	0.6%	0.3%	0.5%	0.4%
Caller agreed to call 911 regarding immediate danger	0.2%	0.1%	0.2%	0.4%
Caller conferenced to 911 due to immediate danger	2.1%	2.3%	1.6%	2.4%
Counselor contacted police with caller's consent	0.9%	1.0%	1.2%	0.7%
Counselor contacted police without caller's consent	1.9%	1.8%	1.7%	1.2%



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 35.2% of the calls in August (32.8% 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	Aug '21	July '21	*Aug '20
Caller stabilized by counselor, and referred to community resources if appropriate	83.6%	85.3%	85.7%	84.3%
Caller will take the person of concern to the hospital	1.1%	1.0%	0.8%	1.3%
Caller agreed to go to the hospital	1.4%	0.8%	1.0%	1.0%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.3%	0.4%	0.3%
Caller conferenced to 911 due to immediate danger	5.7%	5.4%	4.0%	7.6%
Counselor contacted police with caller's consent	2.5%	2.4%	3.3%	2.1%
Counselor contacted police without caller's consent	5.5%	4.8%	4.8%	3.4%

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns in their life. In August 39.6% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 4.7% reported a history of substance use.

In August, callers identified Opioids as component of the primary reason for calling on 3.0% of NMCAL calls, and on 0.4% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	Aug '21	July '21	*Aug '20
NMCAL calls related to Opioid Use	962	138	117	60
Warmline calls related to Opioid Use	140	20	18	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	Aug '21	July '21	*Aug '20
NMCAL and NSPL	1,271	113	206	153
Warmline	1,113	193	176	70



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	Aug '21	July '21	*Aug '20
from NMCAL to Warmline	73	17	12	32
from Warmline to NMCAL	32	5	7	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 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	YTD 2021	Aug '21	July '21	*Aug '20
Total Calls Handled [^]	21,070	4,594	3,886	1,014
Average Call Length	17.6 min	14.8 min	17.3 min	17.7 min

[^]Total calls handled does not include test calls, fax signals, etc...

*Warmline hours to peer supports are available to support callers changed to 7:00 a.m. – 11:30 p.m. effective 5/31/2021

Warmline Text Message Data	YTD 2021	Aug '21	July '21	*Aug '20
Total Conversations [^]	1,286	214	153	92
Text Messages Exchanged	24,650	3,638	2,960	1,819

[^]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	Aug '21	July '21	*Aug '20
Caller reports feeling supported by the call	90.4%	89.2%	88.3%	96.6%
Caller received referrals	2.0%	2.9%	2.3%	0.6%
Caller was transferred to an NMCAL counselor	0.2%	0.2%	0.3%	0.0%
Emergency call to Public Safety was made	0.1%	0.0%	0.1%	0.2%
Other/None of the Above	7.3%	7.8%	9.0%	2.6%



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	Aug '21	July '21	*Aug '20
Anxiety / Situational Stress	35.8%	40.0%	43.1%	26.6%
Isolation / Loneliness	20.0%	14.8%	16.8%	30.2%
Interpersonal Relationships	6.2%	5.4%	6.5%	11.2%
Depression	5.4%	5.3%	5.1%	5.0%
Anger Management	2.6%	1.4%	2.6%	5.0%
Grief / Loss	1.3%	1.3%	1.2%	1.9%
Healthcare	1.0%	1.1%	0.9%	N/A
Substance Use	1.4%	1.0%	1.4%	1.0%
Abuse/Neglect	0.4%	0.6%	0.4%	0.2%
Resources / Community Referrals	0.4%	0.6%	0.4%	0.3%
Housing	0.7%	0.6%	0.7%	N/A
Cognitive Concerns / Psychosis	0.4%	0.5%	0.5%	1.6%
Sexual Assault	0.2%	0.3%	0.2%	0.5%
Employment/Education	0.6%	0.3%	0.6%	N/A
Medication / Wellness Check In	0.6%	0.3%	0.8%	0.3%
Spirituality	0.3%	0.3%	0.4%	N/A
Thoughts of Suicide	0.3%	0.2%	0.3%	0.2%
Self-Injury Concerns	0.1%	0.1%	0.0%	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	0.8%	1.2%	0.9%	0.5%
Other	21.5%	24.7%	17.1%	15.1%

Parent/Family Peer Support Calls	YTD 2021	Aug '21	July '21	*Aug '20
Parent	29	4	1	N/A
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	0	0	0	N/A
Resource/Foster Parent	5	1	2	N/A
Resource/Foster Child/Youth	0	0	0	N/A
Other Caregiver	5	1	2	N/A
Total Family Peer Support Calls	39	6	5	N/A



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	Aug '21	July '21	*Aug '20
Bernalillo	5,263	954	924	302
Catron	8	0	0	1
Chaves	44	11	30	0
Cibola	45	4	2	3
Colfax	6	5	1	0
Curry	186	0	0	50
De Baca	0	0	0	0
Dona Ana	715	136	111	47
Eddy	350	85	109	3
Grant	348	63	80	6
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	2
Lincoln	20	0	0	6
Los Alamos	0	0	0	0
Luna	1	0	0	2
McKinley	7	0	0	2
Mora	0	0	0	0
Otero	220	56	36	24
Quay	0	0	0	0
Rio Arriba	72	34	22	1
Roosevelt	1	0	0	0
San Juan	75	0	0	33
San Miguel	291	48	43	26
Sandoval	819	89	85	34
Santa Fe	559	102	122	6
Sierra	945	193	177	88
Socorro	18	7	3	0
Taos	1,182	195	210	70
Torrance	0	0	0	0
Union	0	0	0	0
Valencia	84	8	9	92
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

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

