

New Mexico Crisis and Access Lines

August 2022 Utilization Report

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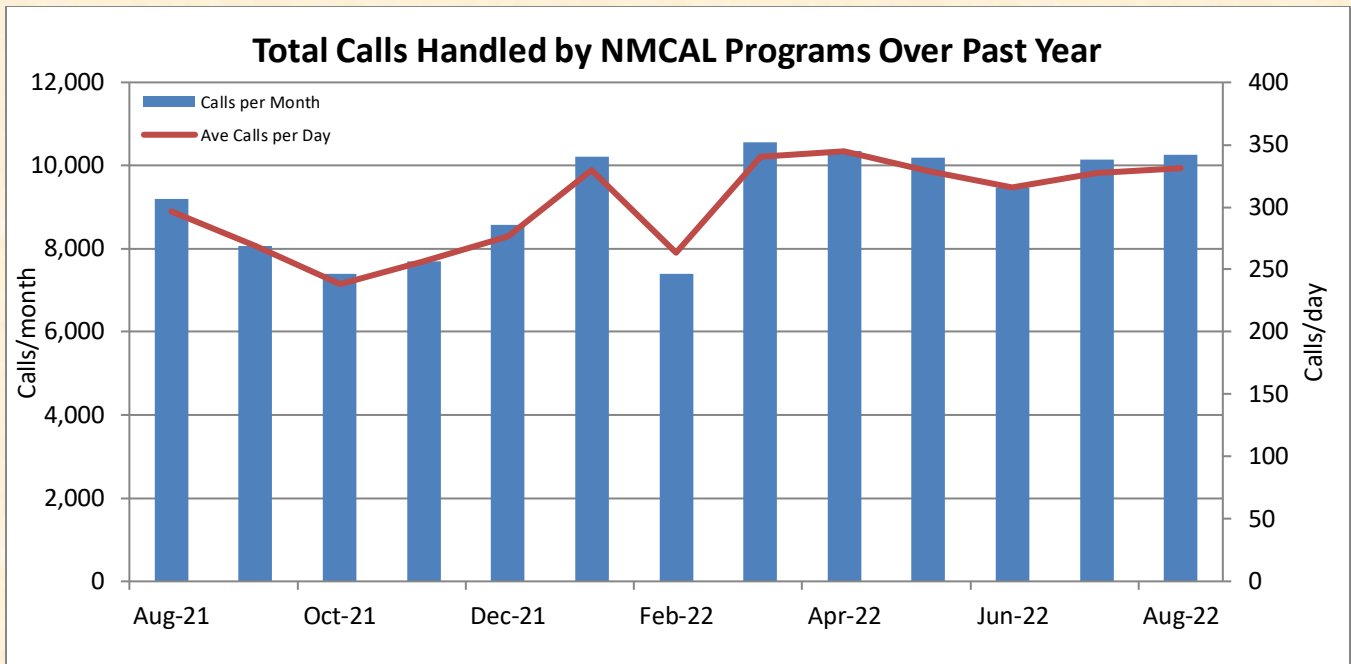
PROGRAM OVERVIEW

ProtoCall 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.

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

Overview of Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
New Mexico Crisis and Access Line	6,927	26,900	3,391	3,536	2,836
988 New Mexico Suicide and Crisis Lifeline	4,899	12,700	2,745	2,154	903
Healthcare Worker & First Responder Line	187	335	101	86	11
Core Service Agency Programs	1,458	6,765	752	706	829
Rio Grande Gorge Bridge Intercoms	60	219	26	34	21
Peer to Peer Warmline	6,876	31,665	3,245	3,631	4,594
Total Calls - All NM Accounts	20,407	78,584	10,260	10,147	9,194

Overview of Digital Programs	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
988 Text and Chat Message Conversations	1,201	1,201	590	611	N/A
Warmline Text Message Conversations	339	1,424	117	222	214
Warmline Text Messages Exchanged	Not Available	25,200 as of 6/30/2022	Not Available	Not Available	3,638
NMConnect Smartphone Downloads	324	1,558	173	151	123
– Activated Call to NMCAL	153	553	84	69	190
– Activated Call to Warmline	194	809	101	93	194
– Activated Text to Warmline	133	562	75	58	128
– Activated Call to Healthcare Line	126	471	64	62	97
NM 5-Actions Program Unique Visitors	1,089	4,239	643	446	516
NM 5-Actions Program Registered Users	74	249	42	32	48
NMCAL Website Pageviews	42,324	254,963	4,973	37,351	7,810
NMCAL Website Unique Sessions	70,726	250,689	39,620	31,106	5,463
Social Media Facebook Page Reach	426,898	1,852,719	190,010	236,888	4,532
Social Media Facebook Page Visits	1,347	4,617	658	689	78
Path to Wellness Email Sends	173,112	842,286	81,133	91,979	125,491



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 '22	Aug '22	July '22	Aug '21	YTD '22	Aug 22	July '22	Aug '21
Community Engagements	294	33	35	54				
Program Presentations	26	1	1	1	860	2	10	33
Prevention Trainings	115	3	1	1	1,084	124	30	33
Legislative Encounters	37	10	0	1				
Media Interviews	118	3	6	1				
TOTALS	390	50	43	58	1,944	126	40	66

*Coronavirus/COVID concerns reported	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
New Mexico Crisis and Access Line	0.6%	1.0%	0.5%	0.7%	6.1%
National Suicide Prevention Lifeline	0.4%	0.7%	0.3%	0.5%	1.6%
Warmline	2.4%	3.0%	2.5%	2.3%	7.5%
Healthcare Worker & First Responder Line	0.5%	3.0%	1.0%	0.0%	9.1%
CSA Programs	0.5%	0.5%	0.1%	0.8%	1.0%
Total All New Mexico Accounts	1.1%	1.7%	1.5%	1.9%	11.7%

*Began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call on March 17, 2020



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 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
* Total Inbound Crisis Line Calls Handled	11,895	41,817	6,185	5,710	4,119
*Total Inbound Clinical Calls Handled	5,416	17,078	2,684	2,732	2,055
Calling about Self	4,422	13,916	2,200	2,222	1,670
Calling about a Child	109	417	56	53	61
Calling about Another Adult	885	2,745	428	457	324
Outbound Crisis Line Calls	1,636	5,102	830	806	481
Information/Referral Calls	418	1,255	220	198	177
Seeking info about Program(s)	63	131	33	30	17
Public Safety Calls	31	93	4	27	11
Administrative Calls	42	101	20	22	9
Other Calls	802	2,611	435	367	361
*Total All Crisis Line Calls Handled	3,631	46,919	7,015	6,516	6,071

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

Crisis Line Call Statistics	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
*Average Clinical Call Length	23.7 min	24.5 min	23.4 min	23.4 min	24.4 min
Service Level (answered under 30 sec)	90.4%	78.0%	89.7%	90.1%	61.2%
Abandonment Rate	3.7%	11.5%	3.7%	3.6%	15.3%
Average Speed of Answer	15 sec	33 sec	16 sec	16 sec	46 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 member and the support center staff.

Level of Care Clinical Crisis Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Routine	53.9%	50.8%	55.0%	52.8%	48.6%
Urgent	39.8%	42.8%	38.7%	40.8%	45.3%
Emergent	6.3%	6.5%	6.3%	6.4%	6.1%



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 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Bernalillo	2,656	7,996	1,308	1,348	759
Catron	4	17	1	3	2
Chaves	100	323	57	43	50
Cibola	43	136	25	18	11
Colfax	20	74	8	12	14
Curry	63	227	33	30	18
De Baca	0	3	0	0	1
Dona Ana	300	906	139	161	139
Eddy	81	239	43	38	40
Grant	110	298	55	55	39
Guadalupe	3	22	1	2	3
Harding	1	8	0	1	1
Hidalgo	15	30	10	5	1
Lea	65	206	33	32	23
Lincoln	28	129	17	11	12
Los Alamos	25	71	12	13	5
Luna	25	116	11	14	13
McKinley	119	309	63	56	48
Mora	4	34	2	2	1
Otero	123	480	80	43	23
Quay	38	66	27	11	7
Rio Arriba	109	402	53	56	34
Roosevelt	26	88	8	18	5
San Juan	179	695	73	106	136
San Miguel	42	217	23	19	27
Sandoval	264	716	137	127	91
Santa Fe	474	1,319	241	233	145
Sierra	37	78	22	15	12
Socorro	56	239	26	30	6
Taos	170	572	94	76	47
Torrance	48	111	25	23	11
Union	6	18	2	4	1
Valencia	178	475	90	88	40
Outside NM	239	638	95	144	123



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 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Suicide	23.8%	23.3%	23.3%	24.2%	24.1%
Substance Use	15.1%	16.5%	15.4%	14.8%	17.0%
Situational Stress	11.9%	10.6%	13.0%	10.7%	9.5%
Anxiety	10.6%	10.1%	10.6%	10.7%	8.9%
Cognitive Concerns	5.5%	5.6%	5.1%	5.9%	6.3%
Depression	4.9%	5.1%	4.2%	5.6%	5.9%
Intimate Partner/Marital	3.8%	3.3%	3.8%	3.8%	3.8%
Family Concerns	3.5%	3.6%	3.1%	3.9%	2.4%
Grief/Loss	2.0%	2.0%	2.4%	1.7%	1.6%
Loneliness	2.0%	1.8%	2.1%	2.0%	2.2%
Health Issue/Chronic Pain	1.6%	1.6%	1.6%	1.6%	2.1%
Trauma	1.5%	1.6%	1.6%	1.3%	2.5%
Harm to Others	1.4%	1.0%	1.4%	1.3%	NA
Medication	1.1%	1.4%	1.3%	1.0%	1.8%
Intentional Self-Injury	1.1%	1.2%	1.3%	0.9%	1.3%
Interpersonal Violence	1.0%	1.3%	1.0%	1.0%	1.2%
Relationship (Non-Romantic)	0.8%	0.7%	0.9%	0.7%	1.0%
Workplace Issue	0.5%	0.5%	0.7%	0.3%	0.2%
Sexual Assault	0.3%	0.3%	0.2%	0.4%	0.2%
Community Violence	0.2%	0.2%	0.1%	0.3%	0.9%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Other	7.3%	7.9%	7.0%	7.7%	6.9%

Crisis Line Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Referred to Community BH Agency	1,240	4,006	592	648	568
*Submitted OpenBeds Referral	104	150	73	31	0
Recommended Wraparound Program	72	205	34	38	5
Recommended Family Peer Support	12	45	3	9	3
*Suggested NM 5-Actions Program	105	378	47	58	0
*Offered Warmline Program	260	574	149	111	0
Already in Services	974	3,126	502	472	299
Referral Declined	1,042	3,067	489	553	350
Situation Ineligible for Referral	529	1,950	253	276	315

*Option added in December 2021

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

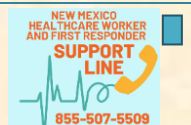


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Caller stabilized by counselor, and referred to community resources if appropriate	91.8%	92.0%	91.9%	91.6%	92.6%
Counselor made an abuse report	0.7%	0.8%	0.7%	0.7%	1.4%
Caller will take person of concern to hospital	0.5%	0.5%	0.6%	0.4%	0.5%
Caller agreed to go to the hospital	0.9%	0.8%	0.9%	1.0%	0.3%
Caller agreed to call 911 regarding immediate danger	0.4%	0.3%	0.4%	0.3%	0.1%
Caller conferenced to 911 due to immediate danger	2.1%	2.0%	2.0%	2.2%	2.3%
Counselor contacted police with caller's consent	1.6%	1.4%	1.5%	1.8%	1.0%
Counselor contacted police without caller's consent	1.9%	2.2%	1.9%	2.0%	1.8%

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 33.3% of the engagements on the crisis lines during the month of August 2022. The person reporting concerns regarding 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 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 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Caller stabilized by counselor, and referred to community resources if appropriate	81.5%	83.0%	81.1%	81.9%	85.3%
Caller will take person of concern to hospital	1.1%	1.1%	1.2%	0.9%	1.0%
Caller agreed to go to the hospital	1.9%	1.5%	2.1%	1.6%	0.8%
Caller agreed to call 911 regarding immediate danger	0.6%	0.4%	0.6%	0.6%	0.3%
Caller conferenced to 911 due to immediate danger	5.2%	4.7%	5.4%	5.0%	5.4%
Counselor contacted police with caller's consent	4.6%	3.6%	4.3%	4.8%	2.4%
Counselor contacted police without caller's consent	5.2%	5.8%	5.4%	5.0%	4.8%



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 work in collaboration, we are able to connect people to either program during an engagement.

Calls Transferred Within Program	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
from NMCAL to Warmline	17	79	7	10	17
from Warmline to NMCAL	1	19	1	0	5

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In August 2022, engagements on the crisis lines reflected that 32.0% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.1% reported a history of substance use.

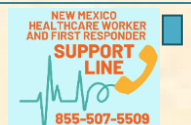
In August 2022, people identified Opioids as component of the primary reason for interacting with us on 4.5% of crisis line engagements, and on 0.2% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
NMCAL calls related to Opioid Use	260	934	120	140	138
Warmline calls related to Opioid Use	10	67	4	6	20

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 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
NMCAL and 988 Suicide & Crisis Lifeline	358	1,164	176	182	113
Warmline	363	1,605	150	213	193



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.

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

Warmline Call Center Data	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
*Total Calls Handled	6,876	31,665	3,245	3,631	4,594
Average Call Length	Not Available	17.1 min as of 7/31/2022	Not Available	9.95 min	14.8 min

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

Warmline Text Message Data	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Total Conversations	339	1,424	117	222	214
Text Messages Exchanged in Conversations	Not Available	25,200 as of 6/30/2022	Not Available	Not Available	3,638

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Parent	9	28	6	3	4
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	0	0	0	0	0
Resource/Foster Parent	0	0	0	0	1
Resource/Foster Child/Youth	82	215	2	80	0
Other Caregiver	1	29	0	1	1
Noted as a Family Peer Support Call	13	43	6	7	6

There are a large number of people who contact the Warmline regularly.

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Caller reports feeling supported by the call	89.5%	89.1%	89.1%	89.9%	89.2%
Caller received referrals	5.4%	5.0%	5.8%	5.0%	2.9%
Caller was transferred to an NMCAL counselor	0.0%	0.1%	0.0%	0.0%	0.2%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	5.1%	5.8%	5.1%	5.1%	7.8%

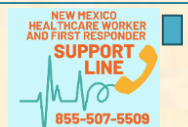


The Warmline service is grounded in recovery principles and facilitating mental health conversations to assist people during their path to wellness. The Warmline support system emphasizes non-crisis, pre-crisis, and post-crisis peer services, by providing a supportive environment for people who are living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

Primary Presenting Concern in Warmline Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Anxiety / Situational Stress	32.8%	33.1%	32.3%	33.5%	40.0%
Isolation / Loneliness	21.4%	20.6%	22.4%	20.3%	14.8%
Interpersonal Relationships	6.5%	6.1%	7.5%	5.4%	5.4%
Depression	3.5%	4.7%	3.7%	3.3%	5.3%
Anger Management	2.7%	2.2%	2.9%	2.5%	1.4%
Grief / Loss	1.4%	1.7%	1.4%	1.5%	1.3%
Healthcare	1.2%	1.6%	1.0%	1.4%	1.1%
Substance Use	1.1%	1.1%	0.9%	1.3%	1.0%
Employment and Education	0.6%	0.5%	0.6%	0.6%	0.3%
Resources / Community Referrals	0.4%	0.4%	0.4%	0.4%	0.6%
Thoughts of Suicide	0.3%	0.3%	0.4%	0.2%	0.2%
Spirituality	0.3%	0.3%	0.4%	0.2%	0.3%
Housing	0.6%	0.7%	0.3%	0.8%	0.6%
Medication / Wellness Check In	0.2%	0.2%	0.3%	0.1%	0.3%
Abuse/Neglect	0.3%	0.3%	0.2%	0.4%	0.6%
Cognitive Concerns / Psychosis	0.3%	0.3%	0.2%	0.4%	0.5%
Self-Injury	0.1%	0.2%	0.2%	0.0%	0.1%
Sexual Assault	0.2%	0.2%	0.2%	0.3%	0.3%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	2.9%	3.9%	3.3%	2.4%	1.2%
Other	23.2%	21.8%	21.6%	25.0%	24.7%

Many people who engage with the Warmline are already involved in behavioral health services.

Warmline Referrals [^] - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Referred to Community BH Agency	153	229	65	88	31
*Submitted OpenBeds Referral	0	0	0	0	0
Referred to Community Support Services	76	378	47	29	318
Recommended Support Meeting	7	67	5	2	10
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	1	3	0	1	1
*Suggested NM 5-Actions Program	10	36	8	2	0
Already in Services	154	1,345	80	74	308



Referral Declined	28	122	15	13	85
Situation Ineligible for Referral	3,617	11,337	1,835	1,782	1,696

*Option added in December 2021

^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 2022 (1/1-12/31)	Aug 2022	July 2022	Aug 2021
Bernalillo	1,178	5,795	609	569	954
Catron	0	0	0	0	0
Chaves	0	9	0	0	11
Cibola	6	46	6	0	4
Colfax	0	8	0	0	5
Curry	6	7	0	6	0
De Baca	1	1	1	0	0
Dona Ana	248	1,447	146	102	136
Eddy	0	28	0	0	85
Grant	78	556	28	50	63
Guadalupe	0	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	1	9	1	0	0
Lea	0	2	0	0	0
Lincoln	13	51	9	4	0
Los Alamos	0	0	0	0	0
Luna	4	33	3	1	0
McKinley	12	36	7	5	0
Mora	0	19	0	0	0
Otero	15	132	12	3	56
Quay	0	1	0	0	0
Rio Arriba	11	57	4	7	34
Roosevelt	1	29	0	1	0
San Juan	46	277	21	25	0
San Miguel	98	340	41	57	48
Sandoval	165	783	91	74	89
Santa Fe	92	434	38	54	102
Sierra	472	1,911	230	242	193
Socorro	1	33	1	0	7
Taos	211	892	94	117	195
Torrance	4	8	1	3	0
Union	0	1	0	0	0
Valencia	0	29	0	0	8
Outside NM	0	0	0	0	0



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

