

New Mexico Crisis and Access Lines

December 2022 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

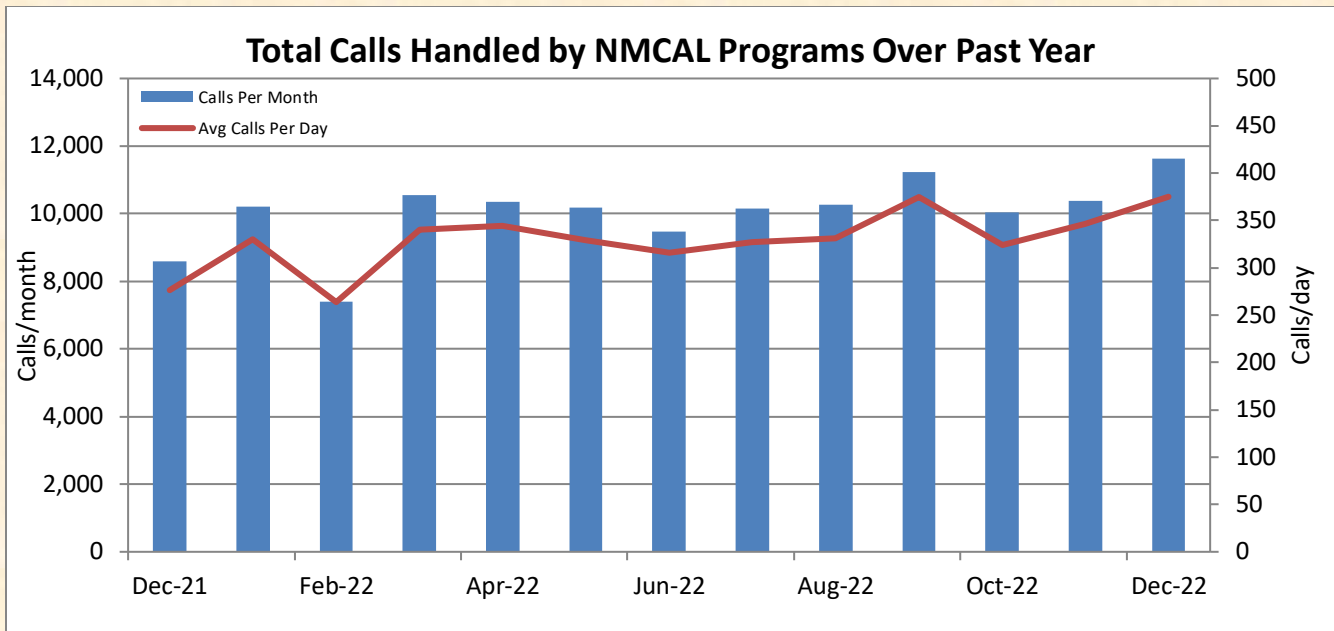


PROGRAM OVERVIEW

ProtoCall 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 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
New Mexico Crisis and Access Line	20,569	40,542	3,665	3,372	2,739
988 New Mexico Suicide and Crisis Lifeline	15,337	23,138	2,712	2,541	1,061
Healthcare Worker & First Responder Line	405	553	57	63	14
Core Service Agency Programs	6,153	11,460	1,257	1,128	683
Rio Grande Gorge Bridge Intercoms	146	305	0	11	13
Peer to Peer Warmline	21,080	45,869	3,936	3,266	4,069
Total Calls - All NM Accounts	63,690	121,867	11,627	10,381	8,579

Overview of Digital Programs	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
988 Text and Chat Message Conversations	3,360	3,360	487	588	N/A
Warmline Text Message Conversations	809	1,894	204	151	219
Warmline Text Messages Exchanged	23,531	48,731	5,720	4,829	4,492
NMConnect Smartphone Downloads	1,063	2,297	166	173	163
– Activated Call to NMCAL	358	758	13	46	67
– Activated Call to Warmline	448	1,063	8	62	97
– Activated Text to Warmline	332	761	8	40	59
– Activated Call to Healthcare Line	288	633	5	37	50
NM 5-Actions Program Unique Visitors	2,559	5,709	268	208	407
NM 5-Actions Program Registered Users	158	333	21	21	35
NMCAL Website Pageviews	226,177	438,816	44,686	56,452	27,860
NMCAL Website Unique Sessions	233,451	413,414	38,035	53,573	22,846
Social Media Facebook Page Reach	995,484	2,421,305	94,825	156,410	213,569
Social Media Facebook Page Visits	17,628	20,898	1,782	4,236	479
Path to Wellness Email Sends	387,676	1,056,850	46,123	61,471	109,444



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 2022	Dec 2022	Nov 2022	Dec 2021	YTD 2022	Dec 2022	Nov 2022	Dec 2021
Community Engagements	405	22	19	33				
Program Presentations	40	4	5	4	1,142	35	115	142
Prevention Trainings	25	2	1	3	1,597	236	21	159
Legislative Encounters	43	1	1	1				
Media Interviews	20	0	1	0				
TOTALS	533	29	27	41	2,739	271	136	301

*Coronavirus/COVID concerns reported	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
New Mexico Crisis and Access Line	0.5%	0.8%	0.4%	0.4%	5.5%
National Suicide Prevention Lifeline	0.3%	0.5%	0.4%	0.4%	2.2%
Warmline	2.0%	2.6%	2.3%	2.6%	3.9%
Healthcare Worker & First Responder Line	0.2%	1.8%	0.0%	0.0%	7.1%
CSA Programs	0.4%	0.4%	0.4%	0.2%	0.7%
Total All New Mexico Accounts	0.9%	1.4%	1.0%	1.1%	7.5%

*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)	Dec 2022	Nov 2022	Dec 2021
* Total Inbound Crisis Line Calls Handled	37,196	67,118	6,640	6,237	4,024
*Total Inbound Clinical Calls Handled	15,103	26,765	2,805	2,520	1,713
Calling about Self	12,452	21,946	2,369	2,118	1,377
Calling about a Child	330	638	66	54	48
Calling about Another Adult	2,321	4,181	370	348	288
Outbound Crisis Line Calls	5,414	8,880	1,051	878	486
Information/Referral Calls	1,035	1,872	166	171	60
Seeking info about Program(s)	178	246	37	41	5
Public Safety Calls	83	145	13	13	8
Administrative Calls	95	154	11	14	2
Other Calls	1,789	3,598	158	220	241
*Total All Crisis Line Calls Handled	31,570	75,998	7,691	7,115	4,510

**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)	Dec 2022	Nov 2022	Dec 2021
*Average Clinical Call Length	23.5 min	24.2 min	22.5 min	22.5 min	28.7 min
Service Level (answered under 30 sec)	87.2%	77.5%	88.4%	88.4%	61.4%
Abandonment Rate	4.4%	9.5%	3.8%	3.6%	17%
Average Speed of Answer	18.3 sec	41.9 sec	18 sec	17 sec	56 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)	Dec 2022	Nov 2022	Dec 2021
Routine	51.3%	50.5%	53.8%	50.7%	43.1%
Urgent	41.7%	42.7%	39.5%	42.7%	50.5%
Emergent	7.0%	6.8%	6.6%	6.6%	6.4%



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)	Dec 2022	Nov 2022	Dec 2021
Bernalillo	7,408	12,748	1,194	1,171	789
Catron	11	24	2	3	3
Chaves	250	473	35	31	28
Cibola	104	197	19	12	17
Colfax	76	130	11	9	10
Curry	161	325	25	34	34
De Baca	3	6	0	1	1
Dona Ana	888	1,494	149	114	123
Eddy	189	347	25	19	16
Grant	311	499	67	50	24
Guadalupe	17	36	1	7	1
Harding	2	9	0	0	0
Hidalgo	23	38	3	0	0
Lea	171	312	28	20	25
Lincoln	135	236	44	19	15
Los Alamos	51	97	10	3	11
Luna	105	196	19	18	10
McKinley	326	516	44	39	33
Mora	11	41	2	2	3
Otero	408	765	72	55	42
Quay	83	111	13	8	6
Rio Arriba	363	656	63	66	46
Roosevelt	134	196	16	50	8
San Juan	549	1,065	135	71	85
San Miguel	177	352	36	20	21
Sandoval	733	1,185	116	101	63
Santa Fe	1,246	2,091	203	186	137
Sierra	131	172	45	21	5
Socorro	184	367	26	39	5
Taos	500	902	106	78	55
Torrance	165	228	27	42	10
Union	23	35	6	5	1
Valencia	420	717	62	64	43
Outside NM	761	1,160	110	153	106



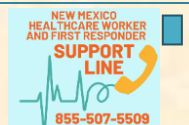
Primary presenting reason is determined from the general theme of the person's concerns. Within each primary category, additional details and other concerns may be discussed during an engagement.

Primary Presenting Reason -Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
Suicide	26.5%	25.1%	26.9%	28.7%	25.1%
Substance Use	14.1%	15.4%	11.6%	10.9%	16.7%
Situational Stress	10.8%	10.5%	10.5%	9.6%	9.6%
Anxiety	8.9%	9.3%	7.9%	8.2%	9.6%
Cognitive Concerns	5.5%	5.6%	5.4%	5.4%	5.3%
Depression	4.8%	5.0%	5.0%	4.2%	6.3%
Family Concerns	3.6%	3.6%	3.9%	3.6%	2.8%
Loneliness	2.3%	2.0%	3.2%	2.5%	1.9%
Intimate Partner/Marital	3.4%	3.3%	3.1%	3.7%	3.2%
Harm to Others	1.6%	1.3%	2.5%	2.1%	1.3%
Grief/Loss	2.1%	2.0%	2.1%	2.2%	2.8%
Health Issue/Chronic Pain	1.7%	1.7%	1.8%	1.5%	1.4%
Medication	1.2%	1.3%	1.6%	1.2%	1.4%
Interpersonal Violence	1.1%	1.2%	1.1%	1.6%	1.4%
Trauma	1.3%	1.4%	1.0%	1.4%	1.7%
Intentional Self-Injury	1.0%	1.1%	0.8%	0.9%	1.4%
Relationship (Non-Romantic)	0.7%	0.7%	0.5%	1.1%	0.5%
Community Violence	0.3%	0.3%	0.4%	0.3%	0.4%
Sexual Assault	0.2%	0.3%	0.1%	0.4%	0.3%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Workplace Issue	0.4%	0.5%	0.4%	0.3%	0.3%
Other	8.2%	8.2%	10.2%	10.0%	6.6%

Crisis Line Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
Referred to Community BH Agency	3,236	6,002	473	455	505
*Submitted OpenBeds Referral	381	427	63	66	6
Recommended Wraparound Program	146	279	12	14	13
Recommended Family Peer Support	34	67	10	4	1
*Suggested NM 5-Actions Program	281	554	41	35	15
*Offered Warmline Program	674	988	116	91	17
Already in Services	2,887	5,039	538	452	321
Referral Declined	2,908	4,933	445	516	241
Situation Ineligible for Referral	1,640	3,061	315	290	231

*Option added in December 2021

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

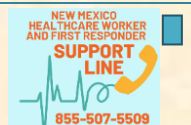


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
Caller stabilized by counselor, and referred to community resources if appropriate	91.5%	91.7%	91.6%	91.9%	92.0%
Counselor made an abuse report	0.8%	0.8%	0.7%	0.8%	1.6%
Caller will take person of concern to hospital	0.5%	0.5%	0.5%	0.7%	0.4%
Caller agreed to go to the hospital	0.9%	0.8%	0.8%	0.7%	1.0%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.3%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	2.5%	2.3%	2.9%	2.1%	1.8%
Counselor contacted police with caller's consent	1.4%	1.4%	1.2%	1.4%	1.4%
Counselor contacted police without caller's consent	2.1%	2.2%	1.9%	1.9%	1.6%

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 36.5% of the engagements on the crisis lines during the month of December 2022 (37.4% YTD). 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)	Dec 2022	Nov 2022	Dec 2021
Caller stabilized by counselor, and referred to community resources if appropriate	82.1%	82.8%	81.6%	83.4%	85.8%
Caller will take person of concern to hospital	1.0%	1.0%	1.2%	1.2%	0.7%
Caller agreed to go to the hospital	2.0%	1.7%	2.2%	1.7%	2.3%
Caller agreed to call 911 regarding immediate danger	0.5%	0.4%	0.4%	0.5%	0.1%
Caller conferenced to 911 due to immediate danger	5.7%	5.1%	6.8%	4.9%	3.7%
Counselor contacted police with caller's consent	3.7%	3.4%	2.9%	3.3%	3.3%
Counselor contacted police without caller's consent	5.1%	5.5%	5.0%	4.9%	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 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)	Dec 2022	Nov 2022	Dec 2021
from NMCAL to Warmline	99	161	40	18	10
from Warmline to NMCAL	14	32	5	3	7

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In December 2022, engagements on the crisis lines reflected that 30.9% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.7% reported a history of substance use.

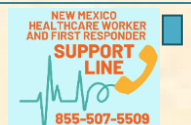
In December 2022, people identified Opioids as component of the primary reason for interacting with us on 3.7% of crisis line engagements, and on 0.3% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
NMCAL calls related to Opioid Use	686	1,360	103	96	95
Warmline calls related to Opioid Use	38	95	11	7	10

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)	Dec 2022	Nov 2022	Dec 2021
NMCAL and 988 Suicide & Crisis Lifeline	1,084	1,890	258	195	146
Warmline	826	2,068	112	120	162



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)	Dec 2022	Nov 2022	Dec 2021
Total Calls Handled*	21,080	45,869	3,936	3,266	4,069
Average Call Length^	Not Available	Not Available	Not Available	Not Available	17.4 min

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

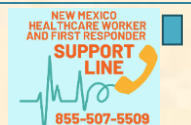
^ **Note:** Due to a software platform upgrade on the Warmline, phone metric data is not currently available.

Warmline Text Message Data	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
Total Conversations	809	1,894	204	151	219
Text Messages Exchanged in Conversations	23,531	48,731	5,720	4,829	4,492

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
Parent	31	50	11	7	6
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	1	1	0	1	0
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	2	30	1	0	0
Support Provided to Parent/Family Members	34	81	12	8	6

Foster Child/Youth Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
Support Provided to Foster Child/Youth	86	219	2	0	107

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
Caller reports feeling supported by the call	91.4%	90.2%	94.0%	86.6%	89.4%
Caller received referrals	3.2%	4.0%	0.9%	4.8%	4.0%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.2%	0.1%	0.3%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	5.3%	5.7%	4.9%	8.4%	6.2%



The Warmline service is grounded in recovery principles and facilitating mental health conversations to support people during their path to wellness.

Primary Presenting Concern in Warmline Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
Isolation / Loneliness	25.0%	22.6%	32.4%	17.0%	22.3%
Anxiety / Situational Stress	31.4%	32.3%	28.0%	35.0%	32.7%
Depression	4.7%	4.9%	5.1%	4.2%	7.2%
Interpersonal Relationships	6.2%	6.1%	4.8%	7.4%	6.6%
Anger Management	2.3%	2.2%	2.5%	1.8%	2.3%
Grief / Loss	1.6%	1.7%	1.0%	1.8%	1.5%
Housing	0.8%	0.7%	0.9%	0.8%	0.4%
Substance Use	1.0%	1.1%	0.8%	1.3%	1.4%
Healthcare	1.3%	1.5%	0.8%	1.8%	1.3%
Employment and Education	0.6%	0.5%	0.6%	0.5%	0.3%
Medication / Wellness Check In	0.2%	0.2%	0.3%	0.2%	0.3%
Thoughts of Suicide	0.3%	0.3%	0.3%	0.2%	0.6%
Resources / Community Referrals	0.3%	0.4%	0.2%	0.3%	0.2%
Spirituality	0.2%	0.2%	0.2%	0.2%	0.4%
Cognitive Concerns / Psychosis	0.2%	0.3%	0.1%	0.4%	0.3%
Abuse/Neglect	0.2%	0.2%	0.1%	0.2%	0.3%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.0%
Sexual Assault	0.2%	0.2%	0.0%	0.2%	0.0%
Self-Injury	0.1%	0.2%	0.0%	0.2%	0.2%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	3.0%	3.6%	2.8%	3.4%	2.4%
Other	20.3%	20.8%	18.9%	22.9%	19.2%

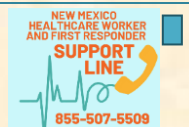
Warmline Referrals^ - to community resources	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Dec 2022	Nov 2022	Dec 2021
Abuse/Neglect Report Made	9	12	1	0	**N/A
Referred to Community BH Agency	299	463	69	68	13
Submitted OpenBeds Referral	1	1	0	0	0
Referred to Community Support Services	252	583	16	29	55
Recommended Support Meeting	36	98	5	7	13
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	8	4	0	0
Suggested NM 5-Actions Program	36	64	7	3	2
Already in Services	963	2,228	189	169	406
Referral Declined	76	183	14	7	28
Situation Ineligible for Referral	12,020	21,522	2,307	2,059	1,271

^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)	Dec 2022	Nov 2022	Dec 2021
Bernalillo	3,577	8,194	363	774	844
Catron	12	12	0	12	0
Chaves	0	9	0	0	10
Cibola	23	63	0	0	6
Colfax	0	8	0	0	4
Curry	6	7	0	0	0
De Baca	1	1	0	0	0
Dona Ana	814	2,013	37	213	230
Eddy	3	31	0	1	4
Grant	297	775	17	84	55
Guadalupe	0	0	0	0	0
Harding	5	5	0	5	0
Hidalgo	6	14	0	0	0
Lea	2	4	0	1	0
Lincoln	22	60	7	1	0
Los Alamos	0	0	0	0	0
Luna	26	55	1	9	0
McKinley	31	55	0	8	0
Mora	0	19	0	0	0
Otero	93	210	0	35	32
Quay	2	3	0	1	0
Rio Arriba	64	110	16	15	9
Roosevelt	3	31	0	1	0
San Juan	237	468	37	56	0
San Miguel	263	505	27	54	50
Sandoval	494	1,112	65	97	127
Santa Fe	194	536	13	35	107
Sierra	1,551	2,990	309	196	214
Socorro	25	57	0	12	13
Taos	568	1,249	57	102	72
Torrance	4	8	0	0	0
Union	0	1	0	0	0
Valencia	12	41	0	5	65
Outside NM	0	0	0	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.

