

# New Mexico Crisis and Access Lines

## December 2023 Utilization Report

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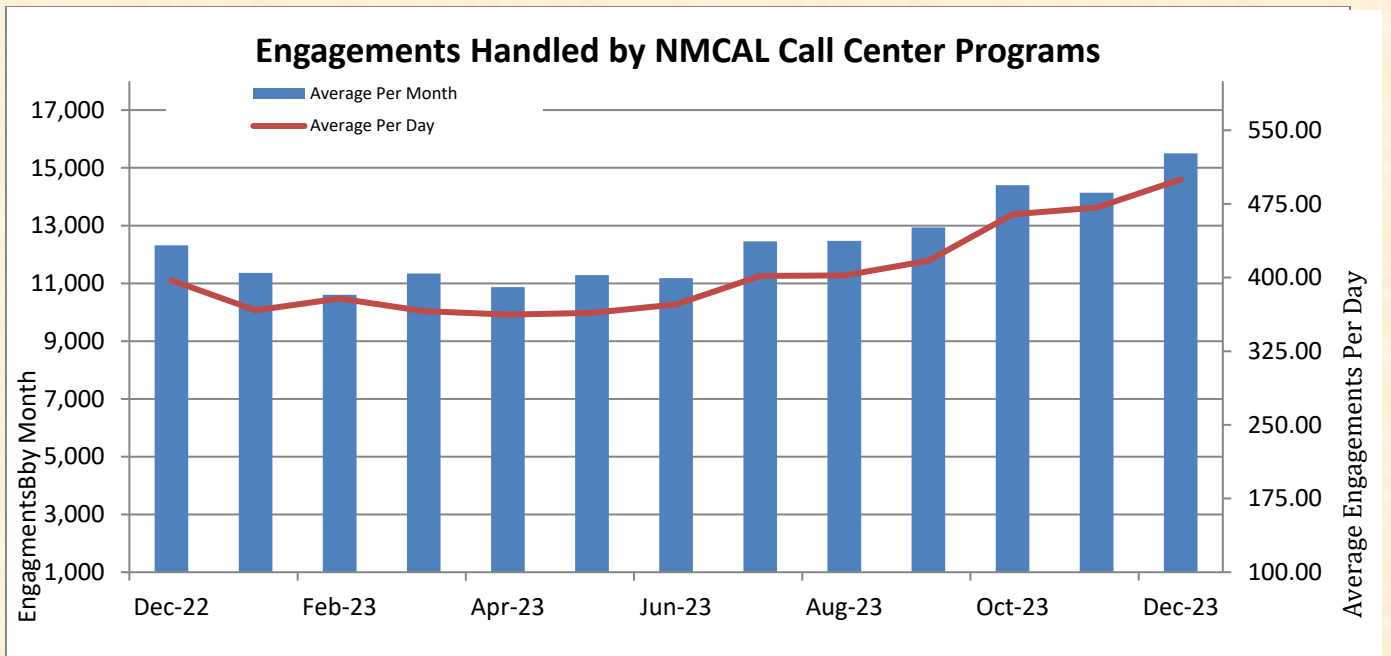


### PROGRAM OVERVIEW

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	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
New Mexico Crisis and Access Line	24,670	43,418	4,538	4,842	3,665
988 New Mexico Suicide and Crisis Lifeline	21,873	38,049	3,833	3,633	2,712
Healthcare Worker & First Responder Line	813	1,113	169	171	57
Core Service Agency Programs	3,836	8,556	567	573	1,257
Rio Grande Gorge Bridge Intercoms	258	271	36	29	0
Peer to Peer Warmline	26,428	48,450	5,680	4,158	3,936
<b>Total Calls - All NM Accounts</b>	<b>77,878</b>	<b>139,857</b>	<b>14,823</b>	<b>13,406</b>	<b>11,627</b>

Overview of Digital Programs	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
988 Text & Chat Message Conversations	2,814	6,519	582	512	487
Warmline Text Message Conversations	1,204	2,166	96	222	219
NMConnect Smartphone Downloads	1,003	3,025	144	166	163
– Activated Call to NMCAL	53	116	13	9	67
– Activated Call to Warmline	50	105	8	8	97
– Activated Text to Warmline	31	58	3	4	59
– Activated Chat or Text to 988	77	179	17	8	50
– Activated Call to 911	0	0	0	0	n/a
Welltrack Boost Accounts Created	307	2,345	46	48	n/a
NM 5-Actions Program Unique Visitors	2,661	4,821	274	1,178	268
NM 5-Actions Program Registered Users	137	301	14	42	21
NMCAL Website Pageviews	21,579	173,173	48	100	44,686
NMCAL Website Unique Sessions	3,263	126,467	930	278	38,035
Social Media Pages Reach	147,377	562,997	1,420	8,415	94,825
Social Media Pages Visits	1,649	5,383	107	121	1,782
Path to Wellness Email Sends	294,803	662,153	0	74,848	46,123

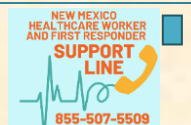


\*Engagements include phone calls, text messages, and chats that were supported by all accounts in the New Mexico portfolio

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 Engagement								
	# of encounters				# of participants			
	YTD 2023	Dec 2023	Nov 2023	Dec 2022	YTD 2023	Dec 2023	Nov 2023	Dec 2022
Community	327	17	9	22				
Program Presentations	123	8	2	4	1,575	215	101	35
Prevention Trainings	16	1	1	2	854	95	91	236
Legislative Encounters	369	15	4	1				
Media Interviews	5	0	0	0				
<b>TOTALS</b>	<b>840</b>	<b>41</b>	<b>16</b>	<b>29</b>	<b>2,429</b>	<b>310</b>	<b>192</b>	<b>271</b>

### 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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
*Total Inbound Crisis Line Calls Handled	44,998	78,258	8,103	8,249	6,640
*Total Inbound Clinical Calls Handled	16,749	32,354	2,713	2,593	2,805
Calling about Self	14,248	27,300	2,318	2,172	2,369
Calling about a Child	290	667	44	33	66
Calling about Another Adult	2,211	4,387	351	388	370
Outbound Crisis Line Calls	6,452	13,149	1,040	999	1,051
Information/Referral Calls	888	1,900	123	155	166
Seeking info about Program(s)	180	343	16	28	37
Public Safety Calls	64	128	12	4	13
Administrative Calls	78	162	6	13	11
Other Calls	1,228	2,387	199	198	158
<b>*Total All Crisis Line Calls Handled</b>	<b>51,450</b>	<b>91,407</b>	<b>9,143</b>	<b>9,248</b>	<b>7,691</b>

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

Crisis Line Call Statistics	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
*Average Clinical Call Length	22.6 min	22.9 min	21.6 min	22.1 min	22.5 min
Service Level (answered under 30 sec)	87.8%	91.3%	87.8%	88.2%	88.4%
Abandonment Rate	3.5%	3.5%	5.3%	5.5%	3.8%
Average Speed of Answer	9 sec	19.0	15 sec	14 sec	18 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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Routine	50.4%	49.9%	52.0%	51.5%	53.8%
Urgent	42.9%	43.2%	42.3%	41.5%	39.5%
Emergent	6.7%	6.9%	5.7%	7.0%	6.6%

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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Bernalillo	7,440	14,553	1,186	1,239	1,194
Catron	17	25	0	3	2
Chaves	259	498	39	31	35
Cibola	120	231	16	22	19
Colfax	73	147	21	19	11
Curry	186	336	28	26	25
De Baca	4	20	0	0	0
Dona Ana	921	1,831	156	174	149
Eddy	233	415	41	39	25
Grant	453	890	74	74	67
Guadalupe	22	42	3	3	1
Harding	2	3	1	1	0
Hidalgo	22	38	1	9	3
Lea	171	379	31	21	28
Lincoln	88	229	12	17	44
Los Alamos	70	147	7	14	10
Luna	112	224	22	22	19
McKinley	389	665	74	57	44
Mora	27	44	2	2	2
Otero	344	726	59	63	72
Quay	36	79	5	7	13
Rio Arriba	325	661	56	49	63
Roosevelt	97	213	12	10	16
San Juan	623	1,282	105	101	135
San Miguel	147	350	31	24	36
Sandoval	653	1,243	135	88	116
Santa Fe	1,191	2,307	183	161	203
Sierra	127	294	24	23	45
Socorro	108	296	13	12	26
Taos	478	892	127	76	106
Torrance	84	190	12	8	27
Union	8	30	0	0	6
Valencia	328	697	46	53	62
Outside NM	1,204	2,067	191	227	110

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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Suicide	27.0%	27.2%	24.3%	26.5%	26.9%
Substance Use	16.5%	14.9%	14.4%	17.4%	11.6%
Depression	5.3%	4.6%	13.5%	3.2%	5.0%
Situational Stress	9.0%	9.2%	8.4%	8.9%	10.5%
Anxiety	7.5%	8.0%	6.9%	7.4%	7.9%
Cognitive Concerns	6.4%	6.0%	5.8%	6.6%	5.4%
Family Concerns	2.9%	2.7%	2.8%	2.8%	3.9%
Intimate Partner/Marital	2.6%	2.7%	2.6%	2.9%	3.1%
Loneliness	2.0%	2.1%	2.4%	2.0%	3.2%
Grief/Loss	2.1%	2.3%	2.3%	2.6%	2.1%
Harm to Others	2.0%	1.9%	2.1%	2.0%	2.5%
Interpersonal Violence	1.7%	3.1%	1.7%	1.5%	1.1%
Health Issue/Chronic Pain	1.3%	1.3%	1.0%	1.7%	1.8%
Medication	1.0%	1.1%	0.9%	1.0%	1.6%
Relationship (Non-Romantic)	0.6%	0.7%	0.7%	0.4%	0.5%
Trauma	1.2%	1.2%	0.7%	1.1%	1.0%
Intentional Self-Injury	0.8%	1.0%	0.4%	1.2%	0.8%
Community Violence	0.3%	0.2%	0.3%	0.3%	0.4%
Workplace Issue	0.4%	0.4%	0.3%	0.2%	0.4%
Sexual Assault	0.2%	0.2%	0.2%	0.2%	0.1%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.0%	0.1%
Other	9.2%	9.2%	8.2%	10.1%	10.2%

Crisis Line Referrals <sup>^</sup> - to community resources	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Referred to Community BH Agency	3,174	6,423	521	393	473
Submitted OpenBeds Referral	766	1,365	111	158	63
Recommended Wraparound Program	26	98	1	3	12
Recommended Family Peer Support	36	78	6	4	10
Suggested NMConnect Self-Help App*	1,176	2,305	165	138	N/A
Suggested NM 5-Actions Program	370	703	59	67	41
Offered Warmline Program	623	1,206	104	92	116
Already in Services	2,397	5,537	345	272	538
Referral Declined	4,099	7,011	790	917	445
Situation Ineligible for Referral	4,510	7,594	929	1,131	315

\*Option added in January 2023

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

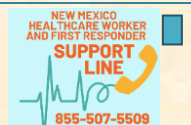


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.9%	91.6%	93.3%	91.4%	91.6%
Counselor made an abuse report	0.8%	0.9%	0.7%	0.7%	0.7%
Caller will take person of concern to hospital	0.4%	0.4%	0.3%	0.5%	0.5%
Caller agreed to go to the hospital	0.7%	0.7%	0.6%	0.6%	0.8%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.2%	0.4%	0.3%
Caller conferenced to 911 due to immediate danger	2.8%	2.8%	2.2%	3.0%	2.9%
Counselor contacted police with caller's consent	1.5%	1.5%	1.5%	1.6%	1.2%
Counselor contacted police without caller's consent	1.7%	2.0%	1.3%	1.9%	1.9%

### 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 34.6% of the engagements on the crisis lines during the month of December 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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Caller stabilized by counselor, and referred to community resources if appropriate	82.4%	82.1%	83.9%	81.1%	81.6%
Caller will take person of concern to hospital	0.8%	0.8%	0.9%	0.8%	1.2%
Caller agreed to go to the hospital	1.6%	1.5%	1.3%	1.7%	2.2%
Caller agreed to call 911 regarding immediate danger	0.4%	0.4%	0.5%	0.4%	0.4%
Caller conferenced to 911 due to immediate danger	6.3%	6.2%	5.5%	6.9%	6.8%
Counselor contacted police with caller's consent	3.8%	3.7%	4.5%	4.2%	2.9%
Counselor contacted police without caller's consent	4.6%	5.2%	3.4%	5.0%	5.0%



## 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	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
from NMCAL to Warmline	89	194	15	18	40
from Warmline to NMCAL	42	60	7	9	5

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In December 2023, engagements on the crisis lines reflected that 33.6% 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 December 2023, people identified Opioids as component of the primary reason for interacting with us on 4.5% of crisis line engagements, and on 0.1% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
NMCAL calls related to Opioid Use	758	1,437	122	144	103
Warmline calls related to Opioid Use	32	90	4	7	11

## 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	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
NMCAL and 988 Suicide & Crisis Lifeline	991	2,192	137	155	258
Warmline	942	1,563	122	171	112



## 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	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Total Calls Handled*	26,428	48,450	5,680	4,158	3,936
Average Call Length^	13.4 min	13.5 min	13.4 min	15.5 min	Not Available

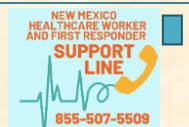
\*Total calls handled does not include test calls, fax signals, etc...

^ **Note:** Due to a software platform upgrade on the Warmline, phone metric data was not available in SFY23.

Warmline Text Message Data	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Total Conversations	1,204	2,166	96	222	204

Outcome of Warmline Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Caller reports feeling supported by the call	78.9%	85.1%	51.1%	92.5%	94.0%
Caller received referrals	2.1%	2.0%	1.1%	2.8%	0.9%
Caller was transferred to an NMCAL counselor	0.2%	0.2%	0.1%	0.1%	0.2%
Emergency call to Public Safety was made	0.9%	0.5%	2.7%	0.1%	0.0%
Other/None of the Above	17.9%	12.3%	45.0%	4.4%	4.9%

Parent/Family Peer Support Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Parent	18	45	2	1	11
Legal Guardian <i>(Stepparent, Grandparent, Family Member)</i>	0	4	0	0	0
Resource/Foster Parent	0	1	0	0	0
Other Caregiver	3	8	0	0	1
<b>Support Provided to Parent/Family Members</b>	<b>21</b>	<b>58</b>	<b>2</b>	<b>1</b>	<b>12</b>



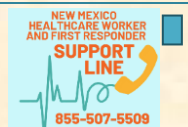


Primary Presenting Concern in Warmline Calls	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Anxiety / Situational Stress	41.0%	37.2%	42.8%	43.8%	28.0%
Medication / Wellness Check In	16.5%	18.7%	17.7%	0.0%	0.3%
Isolation / Loneliness	9.5%	8.1%	11.2%	18.5%	32.4%
Depression	3.8%	3.5%	4.6%	3.8%	5.1%
Grief / Loss	2.6%	2.1%	3.0%	2.8%	1.0%
Anger Management	1.8%	1.6%	2.5%	1.5%	2.5%
Cognitive Concerns / Psychosis	0.7%	0.4%	1.4%	0.6%	0.1%
Healthcare	1.0%	1.1%	0.8%	0.7%	0.8%
Employment and Education	0.5%	0.5%	0.6%	0.6%	0.6%
Thoughts of Suicide	0.3%	0.2%	0.6%	0.4%	0.3%
Spirituality	1.2%	1.1%	0.6%	0.2%	0.2%
Housing	0.5%	0.5%	0.5%	0.4%	0.9%
Resources / Community Referrals	0.4%	0.3%	0.3%	0.3%	0.2%
Sexual Assault	0.2%	0.2%	0.2%	0.2%	0.0%
Needs Immediate Support	0.1%	0.2%	0.2%	0.0%	0.0%
Abuse/Neglect	0.2%	0.2%	0.1%	0.3%	0.1%
Self-Injury	0.2%	0.1%	0.1%	0.1%	0.0%
Substance Use	0.2%	0.1%	0.1%	1.5%	0.8%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Interpersonal Relationships	0.0%	0.0%	0.0%	11.8%	4.8%
Other Mental Health Concern	1.8%	2.1%	2.1%	1.3%	2.8%
Other	17.6%	21.5%	10.6%	11.2%	18.9%

Warmline Referrals <sup>^</sup> - to community resources	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Referred to Community BH Agency	144	731	7	8	69
Submitted OpenBeds Referral	2	2	0	2	0
Referred to Community Support Services	146	185	16	26	16
Recommended Support Meeting	43	58	5	10	5
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	4	5	0	1	4
Suggested NMConnect Self-Help App*	240	340	37	38	N/A
Suggested NM 5-Actions Program	70	136	12	10	7
Already in Services	279	1,228	51	6	189
Referral Declined	275	351	64	58	14
Situation Ineligible for Referral	12,480	25,707	2,400	1,989	2,307
Abuse/Neglect Report Made	4	7	0	2	1

\*Option added January 2023

<sup>^</sup>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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Dec 2023	Nov 2023	Dec 2022
Bernalillo	5,779	10,843	1,206	974	363
Catron	1	4	0	1	0
Chaves	90	112	4	10	0
Cibola	62	172	5	4	0
Colfax	68	78	49	8	0
Curry	10	16	3	1	0
De Baca	0	0	0	0	0
Dona Ana	1,303	1,949	342	329	37
Eddy	9	22	4	1	0
Grant	529	1,443	56	112	17
Guadalupe	14	15	0	0	0
Harding	0	13	0	0	0
Hidalgo	9	24	0	0	0
Lea	25	38	9	7	0
Lincoln	94	191	23	16	7
Los Alamos	10	18	2	4	0
Luna	22	42	2	1	1
McKinley	222	276	76	48	0
Mora	0	3	0	0	0
Otero	495	789	91	79	0
Quay	1	3	0	0	0
Rio Arriba	345	471	55	94	16
Roosevelt	3	4	0	0	0
San Juan	333	553	84	84	37
San Miguel	215	366	42	28	27
Sandoval	690	1,418	130	108	65
Santa Fe	1,004	2,300	178	112	13
Sierra	527	1,677	68	61	309
Socorro	106	205	25	4	0
Taos	749	1,534	191	130	57
Torrance	97	149	41	9	0
Union	2	2	2	0	0
Valencia	601	1,678	53	79	0
Outside NM	118	175	12	21	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](http://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.

