



New Mexico Crisis and Access Line December 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. 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.

There is always someone here to hear you, and offer support.

Overview of Calls	Entirety of Contract	YTD 2021	Dec 2021	Nov 2021	Dec 2020
New Mexico Crisis and Access Line	160,468	33,000	2,739	2,103	2,600
National Suicide Prevention Lifeline	49,582	12,730	1,061	953	934
Healthcare Worker & First Responder Line	541	187	14	8	31
Core Service Agency Programs	67,396	10,004	683	600	787
Rio Grande Gorge Bridge Intercoms	~2,631	177	13	15	17
Peer to Peer Warmlines [^]	105,941	37,382	4,069	4,017	1,342
Total Calls - All NM Accounts	386,227	93,480	8,579	7,696	5,711

[^] NOTE: Warmlines call center hours expanded from 3:30 p.m. – 11:30 p.m. to 7:00 a.m. – 11:30 p.m. effective 5/31/2021

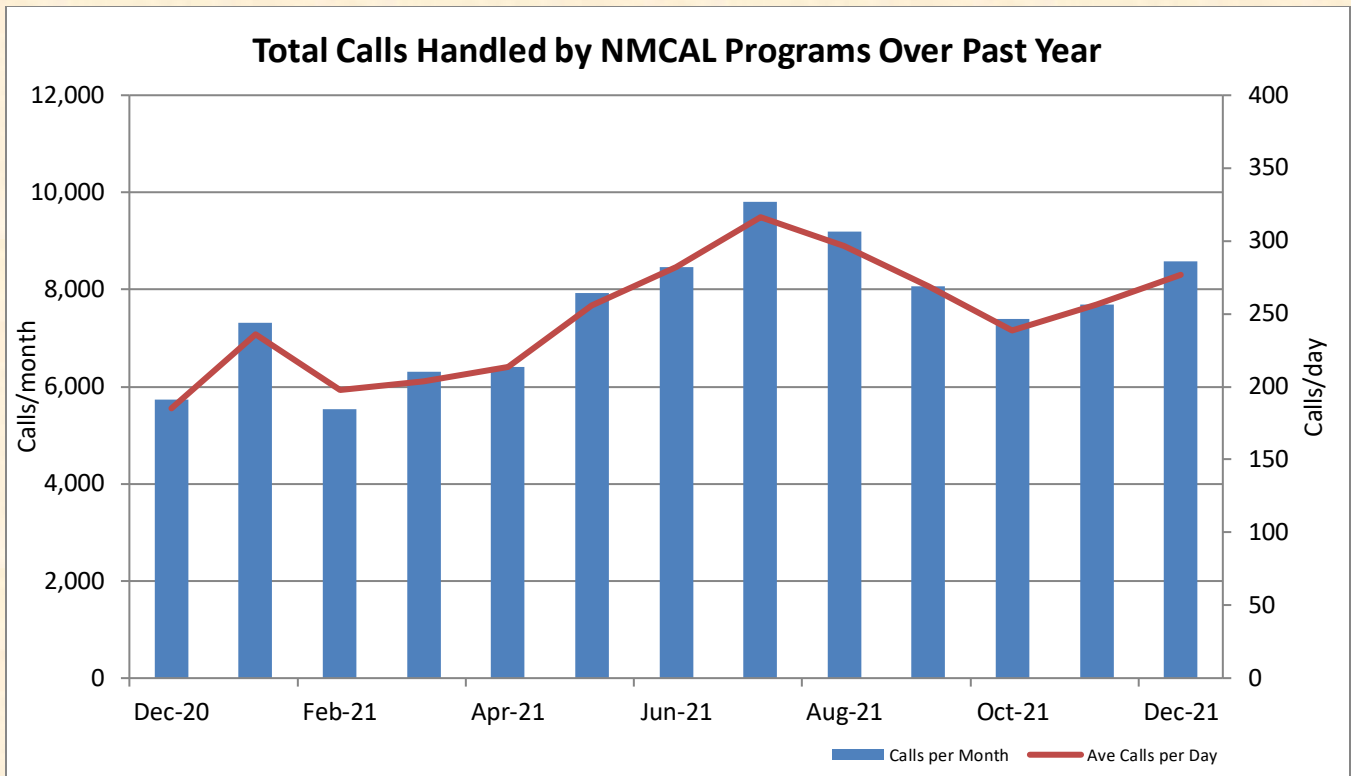
Overview of Digital Programs	Entirety of Contract	YTD 2021	Dec 2021	Nov 2021	Dec 2020
Warmlines Text Message Conversations	7,860	2,412	219	297	89
Warmlines Text Messages Exchanged	~168,726	46,863	4,492	6,333	1,075
NMConnect Smartphone Downloads	6,543	1,991	163	318	246
– Activated Call to NMCAL	1,454	757	67	76	103
– Activated Call to Warmlines	1,756	876	97	104	111
– Activated Text to Warmlines	1,589	811	59	72	129
– Activated Call to Healthcare Line	333	333	50	73	N/A
NM 5-Actions Program Unique Visitors	7,951	6,109	407	355	1,049
NM 5-Actions Program Registered Users	765	608	35	33	118
NMCAL Website Pageviews	303,668	146,965	27,860	7,274	7,784
NMCAL Website Unique Sessions	207,927	112,879	22,846	6,349	5,424

* Began tracking activations from NMConnect to the Healthcare Worker Support Line in June 2021

*Coronavirus/COVID concerns reported	YTD 2021	Dec '21	Nov '21	Dec '20
New Mexico Crisis and Access Line	2.3%	5.5%	3.1%	11.1%
National Suicide Prevention Lifeline	1.0%	2.2%	1.0%	10.3%
Warmlines	5.1%	3.9%	3.9%	39.0%
Healthcare Worker & First Responder Line	9.1%	7.1%	12.5%	59.3%
CSA Programs	0.4%	0.7%	1.7%	5.3%
Total All New Mexico Accounts	3.0%	7.5%	6.6%	18.2%

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





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	Dec' 21	Nov' 21	Dec '20	YTD '21	Dec' 21	Nov' 21	Dec '20
Community Event	27	1	0	7				
Present on Program	47	4	4	27	1,896	142	126	892
Prevention Training	21	3	1	2	695	159	101	116
Community Meeting	309	12	28	31				
BH Provider Meeting	253	20	5	17				
Legislative Encounter	37	1	0	9				
Media Interviews	5	0	0	5				
TOTALS^	699	41	32	98	2,591	301	227	988

^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	Dec '21	Nov '21	*Dec '20
** Total Inbound Crisis Line Calls Handled	47,072	4,024	3,274	3,631
**Total Inbound Clinical Calls Handled	23,279	1,713	1,415	2,124
Calling about Self	18,934	1,377	1,105	1,829
Calling about a Child	647	48	53	48
Calling about Another Adult	3,698	288	257	247
Outbound Crisis Line Calls	5,486	486	405	646
Information/Referral Calls	1,293	60	90	114
Seeking info about Program(s)	144	5	13	19
Public Safety Calls	134	8	3	12
Administrative Calls	372	2	5	1
Other Calls	3,403	241	156	8
**Total All Crisis Line Calls Handled	55,310	4,510	3,679	4,369

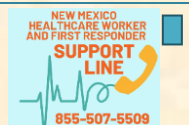
***Total calls handled does not include fax signals, hang ups, etc...*

Crisis Line Calls	YTD 2021	Dec '21	Nov '21	*Dec '20
**Average Clinical Call Length	27.0 min	28.7 min	28.8 min	25.2 min
Service Level (answered under 30 sec)	66.7%	61.4%	44.5%	87.7%
Abandonment Rate	11.6%	17.0%	25.1%	3.1%
Average Speed of Answer	49 sec	56 sec	105 sec	18 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	Dec '21	Nov '21	*Dec '20
Routine	49.9%	43.1%	43.7%	56.4%
Urgent	43.7%	50.5%	48.7%	38.1%
Emergent	6.4%	6.4%	7.6%	5.6%



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	Dec '21	Nov '21	*Dec '20
Bernalillo	9,163	789	680	800
Catron	15	3	0	1
Chaves	398	28	28	23
Cibola	154	17	11	8
Colfax	105	10	7	8
Curry	258	34	22	25
De Baca	110	1	0	0
Dona Ana	1,369	123	99	141
Eddy	300	16	26	23
Grant	321	24	21	25
Guadalupe	27	1	1	2
Harding	2	0	0	1
Hidalgo	15	0	2	1
Lea	244	25	24	13
Lincoln	187	15	5	11
Los Alamos	84	11	7	10
Luna	123	10	13	8
McKinley	405	33	24	38
Mora	29	3	1	2
Otero	347	42	27	24
Quay	65	6	6	2
Rio Arriba	398	46	20	32
Roosevelt	92	8	7	2
San Juan	1,351	85	52	137
San Miguel	246	21	16	23
Sandoval	895	63	72	85
Santa Fe	1,745	137	111	128
Sierra	125	5	11	9
Socorro	114	5	10	17
Taos	626	55	29	97
Torrance	114	10	7	8
Union	29	1	13	0
Valencia	511	43	33	43
Outside NM	1,023	106	73	68



Primary presenting reason for the call is determined from the general theme of the caller's concerns. Within each primary category, additional details and other concerns may be discussed.

Primary Presenting Reason - Crisis Line Clinical Calls	YTD 2021	Dec '21	Nov '21	*Dec '20
Suicide	22.6%	25.1%	27.0%	20.5%
Substance Use	17.1%	16.7%	18.0%	13.0%
Anxiety	11.4%	9.6%	9.8%	14.0%
Situational Stress	9.8%	9.6%	8.3%	9.7%
Depression	5.8%	6.3%	4.4%	6.8%
Cognitive Concerns/Psychosis	5.6%	5.3%	6.6%	5.5%
Intimate Partner Relationship/Marital	3.6%	3.2%	3.0%	2.9%
Family Concerns	3.3%	2.8%	3.1%	4.0%
Grief/Loss	2.3%	2.8%	2.0%	3.1%
Loneliness	2.0%	1.9%	1.7%	4.8%
Trauma	1.9%	1.7%	2.1%	1.2%
Health Issue/Chronic Pain	1.8%	1.4%	1.4%	2.8%
Interpersonal Violence	1.4%	1.4%	1.8%	1.5%
Intentional Self Injury	1.3%	1.4%	2.1%	0.9%
Medication	1.4%	1.4%	1.1%	0.8%
Harm to Others**	0.2%	1.3%	0.6%	N/A
Relationships (Non-Romantic)	0.7%	0.5%	0.6%	0.7%
Community Violence	0.6%	0.4%	0.7%	0.2%
Sexual Assault	0.3%	0.3%	0.5%	0.1%
Workplace Issue/Career Counseling	0.4%	0.3%	0.1%	0.6%
Sexuality/LGBTQ+ concerns	0.1%	0.1%	0.2%	0.2%
Other	6.4%	6.6%	4.8%	6.7%

**Harm to others was added back into the data set as a selection in the primary reason for call in September 2021

Disposition at the end of the call - All Crisis Line Clinical Calls	YTD 2021	Dec '21	Nov '21	*Dec '20
Caller stabilized by counselor, and referred to community resources if appropriate	92.6%	92.0%	91.1%	92.8%
Counselor made an abuse report	1.2%	1.6%	1.6%	1.2%
Caller will take the person of concern to hospital	0.5%	0.4%	0.6%	0.3%
Caller agreed to go to the hospital	0.6%	1.0%	0.6%	0.2%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	2.1%	1.8%	2.8%	2.6%
Counselor contacted police with caller's consent	1.0%	1.4%	0.8%	0.5%
Counselor contacted police without caller's consent	1.9%	1.6%	2.1%	2.2%



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 40.8% of the calls in December (35.0% 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	Dec '21	Nov '21	*Dec '20
Caller stabilized by counselor, and referred to community resources if appropriate	84.1%	85.8%	84.3%	83.6%
Caller will take the person of concern to the hospital	1.0%	0.7%	0.7%	0.8%
Caller agreed to go to the hospital	1.4%	2.3%	1.6%	0.8%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.1%	0.7%	0.5%
Caller conferenced to 911 due to immediate danger	5.5%	3.7%	6.3%	6.5%
Counselor contacted police with caller's consent	2.6%	3.3%	1.9%	1.7%
Counselor contacted police without caller's consent	5.1%	4.0%	4.5%	6.3%

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns. In December 38.4% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 5.9% reported a history of substance use.

In December, callers identified Opioids as component of the primary reason for calling on 2.1% of NMCAL calls, and on 0.2% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	Dec '21	Nov '21	*Dec '20
NMCAL calls related to Opioid Use	1,324	95	74	102
Warmline calls related to Opioid Use	177	10	7	32

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	Dec '21	Nov '21	*Dec '20
NMCAL and NSPL	1,768	146	114	112
Warmline	1,740	162	151	97



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	Dec '21	Nov '21	*Dec '20
from NMCAL to Warmline	109	10	10	20
from Warmline to NMCAL	52	7	6	3

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	Dec '21	Nov '21	Dec '20
Total Calls Handled [^]	37,382	4,069	4,017	1,342
Average Call Length	16.3 min	17.4 min	14.9 min	21.5 min

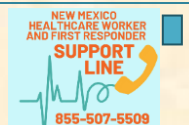
[^]Total calls handled does not include test calls, fax signals, etc...

*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	Dec '21	Nov '21	Dec '20
Total Conversations [^]	2,195	219	297	89
Text Messages Exchanged	46,863	4,492	6,333	1,075

[^]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	Dec '21	Nov '21	Dec '20
Caller reports feeling supported by the call	90.2%	89.4%	88.6%	95.1%
Caller received referrals	2.3%	4.0%	2.9%	2.2%
Caller was transferred to an NMCAL counselor	0.2%	0.3%	0.3%	0.2%
Emergency call to Public Safety was made	0.1%	0.0%	0.0%	0.0%
Other/None of the Above	7.2%	6.2%	8.1%	2.5%



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	Dec '21	Nov '21	Dec '20
Anxiety / Situational Stress	36.5%	32.7%	39.9%	38.4%
Isolation / Loneliness	19.6%	22.3%	18.1%	32.7%
Depression	5.5%	7.2%	5.0%	5.3%
Interpersonal Relationships	5.9%	6.6%	4.5%	5.4%
Anger Management	2.4%	2.3%	1.7%	4.1%
Grief / Loss	1.4%	1.5%	1.3%	2.4%
Substance Use	1.2%	1.4%	0.7%	0.5%
Healthcare	1.0%	1.3%	0.6%	N/A
Thoughts of Suicide	0.4%	0.6%	0.6%	0.2%
Housing	0.6%	0.4%	0.6%	N/A
Spirituality	0.3%	0.4%	0.3%	N/A
Cognitive Concerns / Psychosis	0.4%	0.3%	0.6%	1.0%
Abuse/Neglect	0.4%	0.3%	0.2%	0.6%
Employment/Education	0.5%	0.3%	0.3%	N/A
Medication / Wellness Check In	0.4%	0.3%	0.1%	0.5%
Resources / Community Referrals	0.4%	0.2%	0.5%	0.5%
Self-Injury Concerns	0.1%	0.2%	0.2%	0.0%
Sexual Assault	0.2%	0.0%	0.0%	0.2%
Immediate Support/Intervention	0.0%	0.0%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	1.3%	2.4%	3.1%	0.1%
Other	21.6%	19.2%	21.8%	8.1%

Parent/Family Peer Support Calls	YTD 2021	Dec '21	Nov '21	Dec '20
Parent	48	6	5	N/A
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	2	0	0	N/A
Resource/Foster Parent	298	107	143	N/A
Resource/Foster Child/Youth	0	0	0	N/A
Other Caregiver	19	9	0	N/A
Total Family Peer Support Calls	362	123	148	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	Dec '21	Nov '21	Dec '20
Bernalillo	8,569	844	776	493
Catron	8	0	0	0
Chaves	72	10	5	1
Cibola	72	6	6	1
Colfax	12	4	1	0
Curry	186	0	0	103
De Baca	0	0	0	0
Dona Ana	1,490	230	282	48
Eddy	522	4	29	16
Grant	638	55	72	4
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	0
Lincoln	20	0	0	13
Los Alamos	0	0	0	0
Luna	1	0	0	0
McKinley	7	0	0	3
Mora	0	0	0	0
Otero	419	32	62	18
Quay	0	0	0	0
Rio Arriba	120	9	5	0
Roosevelt	1	0	0	0
San Juan	75	0	0	56
San Miguel	446	50	40	20
Sandoval	1,293	127	119	91
Santa Fe	1,007	107	116	43
Sierra	1,810	214	228	91
Socorro	67	13	8	0
Taos	1,615	72	90	150
Torrance	0	0	0	0
Union	0	0	0	0
Valencia	240	65	41	36
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

