

New Mexico Crisis and Access Line June 2022 Utilization Report

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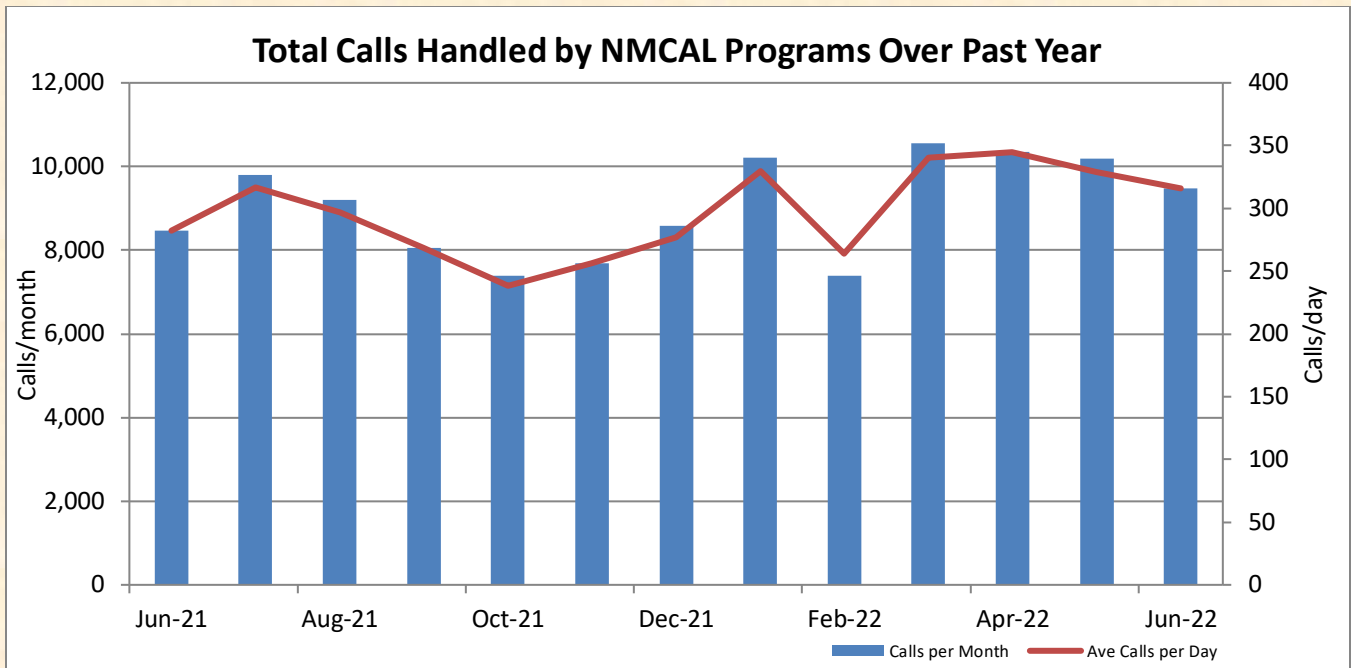


PROGRAM OVERVIEW

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, and the Department of Health Office of School and Adolescent Health to deliver trauma informed responsive care through the least restrictive and most culturally inclusive approach available.

Overview of Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
New Mexico Crisis and Access Line	35,648	19,973	3,939	3,691	3,292
National Suicide Prevention Lifeline	14,061	7,801	1,334	1,666	1,191
Healthcare Worker & First Responder Line	219	148	44	24	14
Core Service Agency Programs	10,530	5,307	711	813	781
Rio Grande Gorge Bridge Intercoms	255	159	43	29	22
Peer to Peer Warmlines [^]	48,971	24,789	3,411	3,972	3,157
Total Calls - All NM Accounts	109,684	58,177	9,482	10,194	8,457

Overview of Digital Programs	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Warmlines Text Message Conversations	2,361	1,085	152	214	179
Warmlines Text Messages Exchanged	54,011	25,200	2,355	4,449	3,196
NMConnect Smartphone Downloads	2,292	1,234	216	258	108
– Activated Call to NMCAL	1,043	400	66	73	58
– Activated Call to Warmlines	1,298	615	91	98	44
– Activated Text to Warmlines	993	429	62	81	55
– Activated Call to Healthcare Line	807	345	57	57	33
NM 5-Actions Program Unique Visitors	5,699	3,150	308	520	355
NM 5-Actions Program Registered Users	419	175	29	28	49
NMCAL Website Pageviews	276,643	212,639	54,590	38,502	38,259
NMCAL Website Unique Sessions	228,002	179,963	45,522	32,427	31,520
Social Media Facebook Page Reach	1,738,090	1,425,821	212,142	264,389	N/A
Social Media Facebook Page Visits	4,124	3,270	667	590	N/A
Path to Wellness Email Sends	1,301,112	669,174	99,279	117,471	N/A

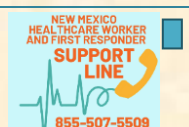


We continue engaging in the community, sharing information about the programs array of services, and participating as behavioral health advocates supporting New Mexicans and the system of care.

Public Awareness & Community Engagement								
	# of encounters				# of participants			
	YTD '22	Jun'22	May'22	Jun'21	YTD '22	Jun'22	May '22	Jun'21
Community Engagements	226	7	47	79				
Program Presentations	26	2	5	6	565	27	123	192
Prevention Trainings	13	2	3	5	597	56	97	142
Legislative Encounters	27	0	1	1				
Media Interviews	11	2	2	0				
TOTALS	303	13	58	91	1,162	83	220	354

*Coronavirus/COVID concerns reported	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
New Mexico Crisis and Access Line	2.3%	1.2%	0.5%	0.4%	1.6%
National Suicide Prevention Lifeline	1.2%	0.8%	0.5%	0.2%	0.8%
Warmline	4.4%	3.2%	2.6%	2.6%	6.0%
Healthcare Worker & First Responder Line	7.3%	6.1%	0%	4.3%	0.0%
CSA Programs	0.8%	0.5%	0.7%	0.5%	0.3%
Total All New Mexico Accounts	3.0%	1.9%	2.0%	2.1%	4.8%

*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	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
* Total Inbound Crisis Line Calls Handled	54,388	29,922	5,389	5,485	4,727
*Total Inbound Clinical Calls Handled	22,119	11,662	2,483	2,367	2,212
Calling about Self	17,933	9,494	2,064	1,961	1,802
Calling about a Child	604	308	58	50	49
Calling about Another Adult	3,582	1,860	361	356	361
Outbound Crisis Line Calls	6,325	3,466	682	738	573
Information/Referral Calls	1,525	837	228	207	146
Seeking info about Program(s)	136	68	17	18	11
Public Safety Calls	113	62	11	12	13
Administrative Calls	112	59	14	19	13
Other Calls	3,166	1,809	389	337	332
*Total All Crisis Line Calls Handled	51,005	33,388	6,071	6,223	5,300

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

Crisis Line Call Statistics	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
*Average Clinical Call Length	25.8 min	24.9 min	23.4 min	23.4 min	25.5 min
Service Level (answered under 30 sec)	61.9%	71.5%	90.3%	85.5%	84.6%
Abandonment Rate	15.8%	13.8%	3.3%	4.6%	4.5%
Average Speed of Answer	60 sec	44 sec	16 sec	24 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	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Routine	47.9%	49.3%	52.4%	51.0%	51.1%
Urgent	45.7%	44.2%	41.3%	42.5%	42.5%
Emergent	6.4%	6.5%	6.3%	6.6%	6.4%



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	SFY22 (7/1-6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Bernalillo	9,705	5,340	1,227	1,142	948
Catron	20	13	0	3	1
Chaves	430	223	44	43	36
Cibola	168	93	18	14	27
Colfax	116	54	14	10	12
Curry	291	164	37	35	26
De Baca	6	3	1	0	1
Dona Ana	1,296	606	131	135	124
Eddy	305	158	33	25	26
Grant	343	188	75	30	39
Guadalupe	30	19	3	4	5
Harding	8	7	1	0	0
Hidalgo	22	15	4	6	1
Lea	261	141	27	26	25
Lincoln	174	101	17	21	18
Los Alamos	92	46	19	12	6
Luna	163	91	23	15	12
McKinley	394	190	33	40	30
Mora	41	30	9	16	0
Otero	523	357	105	72	37
Quay	60	28	4	13	9
Rio Arriba	490	293	61	59	30
Roosevelt	105	62	13	16	6
San Juan	1,028	516	87	93	115
San Miguel	299	175	25	49	28
Sandoval	884	452	96	85	85
Santa Fe	1,639	845	182	154	135
Sierra	101	41	14	5	8
Socorro	225	183	54	37	7
Taos	716	402	124	92	45
Torrance	125	63	19	7	6
Union	32	12	2	1	5
Valencia	532	297	42	64	34
Outside NM	946	399	76	0	121



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	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Suicide	23.8%	23.1%	19.4%	24.2%	23.6%
Substance Use	17.4%	17.2%	17.5%	17.1%	18.6%
Situational Stress	9.8%	10.1%	10.9%	9.7%	10.9%
Anxiety	9.6%	9.8%	10.0%	9.5%	9.7%
Cognitive Concerns	5.7%	5.7%	6.0%	5.9%	0.0%
Depression	5.3%	5.3%	5.1%	4.0%	6.0%
Family Concerns	3.4%	3.7%	3.4%	3.8%	4.6%
Intimate Partner/Marital	3.3%	3.1%	3.3%	2.3%	4.6%
Grief/Loss	2.0%	2.0%	1.5%	2.0%	2.9%
Health Issue/Chronic Pain	1.7%	1.7%	1.7%	1.9%	1.7%
Trauma	1.9%	1.7%	1.7%	1.9%	1.7%
Loneliness	1.7%	1.6%	1.5%	1.9%	1.9%
Medication	1.5%	1.5%	1.2%	1.5%	2.4%
Interpersonal Violence	1.4%	1.4%	1.6%	1.3%	1.3%
Intentional Self-Injury	1.4%	1.3%	1.1%	1.1%	1.0%
Harm to Others	0.7%	0.9%	1.9%	0.8%	0.7%
Relationship (Non-Romantic)	0.7%	0.7%	1.0%	0.7%	0.4%
Workplace Issue	0.4%	0.5%	0.4%	0.6%	N/A
Sexual Assault	0.3%	0.3%	0.3%	0.5%	0.1%
Community Violence	0.5%	0.2%	0.3%	0.4%	0.6%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.0%	0.1%	0.2%
Other	7.2%	8.1%	9.0%	8.9%	6.4%

Crisis Line Referrals^ - to community resources	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Referred to Community BH Agency	5,576	2,766	530	499	612
*Submitted OpenBeds Referral	52	46	8	6	N/A
Recommended Wraparound Program	165	133	28	27	2
Recommended Family Peer Support	39	33	13	9	6
*Suggested NM 5-Actions Program	288	273	69	29	0
*Offered Warmline Program	331	314	74	97	0
Already in Services	3,554	2,152	424	468	336
Referral Declined	3,496	2,025	522	416	395
Situation Ineligible for Referral	2,792	1,421	305	302	401

*Option added in December 2021

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

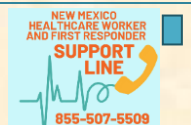


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Caller stabilized by counselor, and referred to community resources if appropriate	92.2%	92.0%	92.2%	91.7%	92.1%
Counselor made an abuse report	1.1%	0.9%	0.6%	1.0%	1.1%
Caller will take person of concern to hospital	0.5%	0.5%	0.3%	0.5%	0.7%
Caller agreed to go to the hospital	0.6%	0.7%	0.8%	0.8%	0.6%
Caller agreed to call 911 regarding immediate danger	0.2%	0.3%	0.2%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	2.1%	2.0%	2.1%	1.8%	2.6%
Counselor contacted police with caller's consent	1.2%	1.2%	1.5%	1.6%	0.5%
Counselor contacted police without caller's consent	2.1%	2.4%	2.2%	2.3%	2.1%

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 33.2% of the calls. 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 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	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Caller stabilized by counselor, and referred to community resources if appropriate	84.5%	83.7%	82.9%	83.6%	84.9%
Caller will take person of concern to hospital	0.9%	1.0%	1.0%	1.1%	0.7%
Caller agreed to go to the hospital	1.3%	1.3%	1.0%	1.6%	2.0%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.2%	0.6%	0.3%
Caller conferenced to 911 due to immediate danger	4.7%	4.4%	5.0%	3.8%	5.6%
Counselor contacted police with caller's consent	3.0%	3.1%	4.4%	3.6%	2.3%
Counselor contacted police without caller's consent	5.3%	6.1%	5.6%	5.7%	4.3%



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

Calls Transferred Within Program	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
from NMCAL to Warmline	127	62	6	13	5
from Warmline to NMCAL	50	18	2	5	3

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns. In June 36.5% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 4.5% reported a history of substance use.

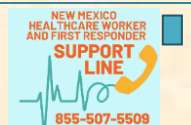
In June, callers identified Opioids as component of the primary reason for calling on 6.1% of NMCAL calls, and on 0.3% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
NMCAL calls related to Opioid Use	1,291	674	152	107	130
Warmline calls related to Opioid Use	132	57	9	13	12

Calls from 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	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
NMCAL and NSPL	1,622	806	163	197	153
Warmline	2,238	1,242	283	338	169



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	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
*Total Calls Handled	48,971	24,789	3,411	3,972	3,157
Average Call Length	16.3 min	17.2 min	14.8 min	16.9 min	19.3 min

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

Warmline Text Message Data	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Total Conversations	2,361	1,085	152	214	179
Text Messages Exchanged in Conversations	54,011	25,200	2,355	4,449	3,196

Parent/Family Peer Support Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Parent	41	19	1	7	12
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	2	0	0	0	0
Resource/Foster Parent	2	0	0	0	2
Resource/Foster Child/Youth	427	133	55	3	0
Other Caregiver	40	28	1	0	1
Noted as a Family Peer Support Call	82	28	2	9	6

Outcome of Warmline Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Caller reports feeling supported by the call	89.2%	89.0%	87.6%	89.8%	88.9%
Caller received referrals	3.8%	4.8%	6.4%	4.8%	1.6%
Caller was transferred to an NMCAL counselor	0.2%	0.1%	0.1%	0.2%	0.1
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.1%
Other/None of the Above	6.8%	6.0%	5.9%	5.1%	9.2%

Peer support is grounded in recovery principles and provides a supportive environment for wellness conversations.



Primary Presenting Problem in Warmline Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Anxiety / Situational Stress	36.1%	33.1%	34.2%	35.0%	33.3%
Isolation / Loneliness	19.0%	20.3%	17.8%	17.0%	14.2%
Interpersonal Relationships	5.8%	5.9%	5.3%	7.4%	8.4%
Depression	5.3%	5.1%	3.9%	4.2%	5.8%
Anger Management	2.1%	2.1%	2.2%	1.8%	2.5%
Substance Use	1.1%	1.2%	1.6%	1.3%	1.0%
Grief / Loss	1.5%	1.8%	1.2%	1.8%	1.7%
Healthcare	1.3%	1.8%	1.2%	1.8%	1.4%
Housing	0.6%	0.7%	0.5%	0.8%	1.0%
Resources / Community Referrals	0.4%	0.4%	0.4%	0.3%	0.4%
Thoughts of Suicide	0.3%	0.3%	0.4%	0.2%	0.2%
Abuse/Neglect	0.3%	0.3%	0.3%	0.2%	0.7%
Cognitive Concerns / Psychosis	0.3%	0.3%	0.2%	0.4%	0.4%
Employment and Education	0.4%	0.5%	0.2%	0.5%	0.9%
Spirituality	0.3%	0.3%	0.2%	0.2%	0.5%
Self-Injury	0.2%	0.2%	0.2%	0.2%	0.0%
Medication / Wellness Check In	0.3%	0.2%	0.1%	0.2%	0.7%
Sexual Assault	0.1%	0.2%	0.0%	0.2%	0.3%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.2%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	2.9%	4.3%	4.2%	3.4%	1.0%
Other	21.4%	21.3%	25.7%	22.9%	21.7%

Warmline Referrals [^] - to community resources	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Referred to Community BH Agency	391	164	62	37	43
*Submitted OpenBeds Referral	0	0	0	0	N/A
Referred to Community Support Services	1,231	331	41	55	84
Recommended Support Meeting	238	62	3	8	15
Recommended Wraparound Program	0	0	0	1	1
Recommended Family Peer Support	7	3	1	0	3
*Suggested NM 5-Actions Program	30	28	3	6	0
Already in Services	3,354	1,265	53	307	235
Referral Declined	360	107	11	22	0
Situation Ineligible for Referral	18,190	9,502	1,545	1,651	0

*Option added in December 2021

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



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 -Warmline Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	June 2022	May 2022	June 2021
Bernalillo	9,801	4,617	635	601	879
Catron	0	0	0	0	0
Chaves	78	9	0	0	3
Cibola	73	40	7	6	24
Colfax	20	8	0	0	0
Curry	1	1	0	0	0
De Baca	0	0	0	0	0
Dona Ana	2,221	1,199	125	118	100
Eddy	394	28	0	8	50
Grant	911	478	62	63	77
Guadalupe	0	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	8	8	0	0	0
Lea	2	2	0	1	0
Lincoln	38	38	1	0	0
Los Alamos	0	0	0	0	0
Luna	29	29	2	10	0
McKinley	24	24	6	5	0
Mora	19	19	0	0	0
Otero	408	117	2	13	38
Quay	1	1	0	0	0
Rio Arriba	150	46	5	7	12
Roosevelt	28	28	2	9	0
San Juan	231	231	32	35	0
San Miguel	488	242	39	47	38
Sandoval	1,266	618	84	112	133
Santa Fe	1,014	342	40	53	72
Sierra	2,674	1,439	171	258	102
Socorro	91	32	0	0	0
Taos	1,519	681	147	158	196
Torrance	4	4	3	0	0
Union	1	1	1	0	0
Valencia	202	29	0	1	5
Outside NM	0	0	0	0	0



The New Mexico Crisis and Access Line offers a variety of services to support 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, and substance use concerns. When you, or someone you know, is ready for mental health assistance, access any of these programs in the moment support is needed:

“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



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. And, 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 have incorporated these additional programs into our array of services to ensure there is no wrong door to accessing help:

- Answering calls as an accredited provider on the 988 National Suicide Prevention Lifeline,
- Supporting people Taos Rio Grande Gorge Bridge,
- Providing after hours support for community mental health agencies (CSA),
- Following up with an outbound call to youth and young adults (*Garrett Lee Smith grant*),
- Posting information on a dedicated mental health resource website,
- Providing an online self-guided digital 5-Actions Program™ for people experiencing addiction,
- Delivering Path to Wellness public awareness messages of hope,
- Creating memorandums of understanding with public safety agencies (*to support mental health calls transferred from dispatch response centers*),
- Facilitating community prevention trainings,
- Advocating for mental health wellness, and
- Delivering easy access to our services through our NMConnect Smartphone app.

