

New Mexico Crisis and Access Lines

January 2023 Utilization Report

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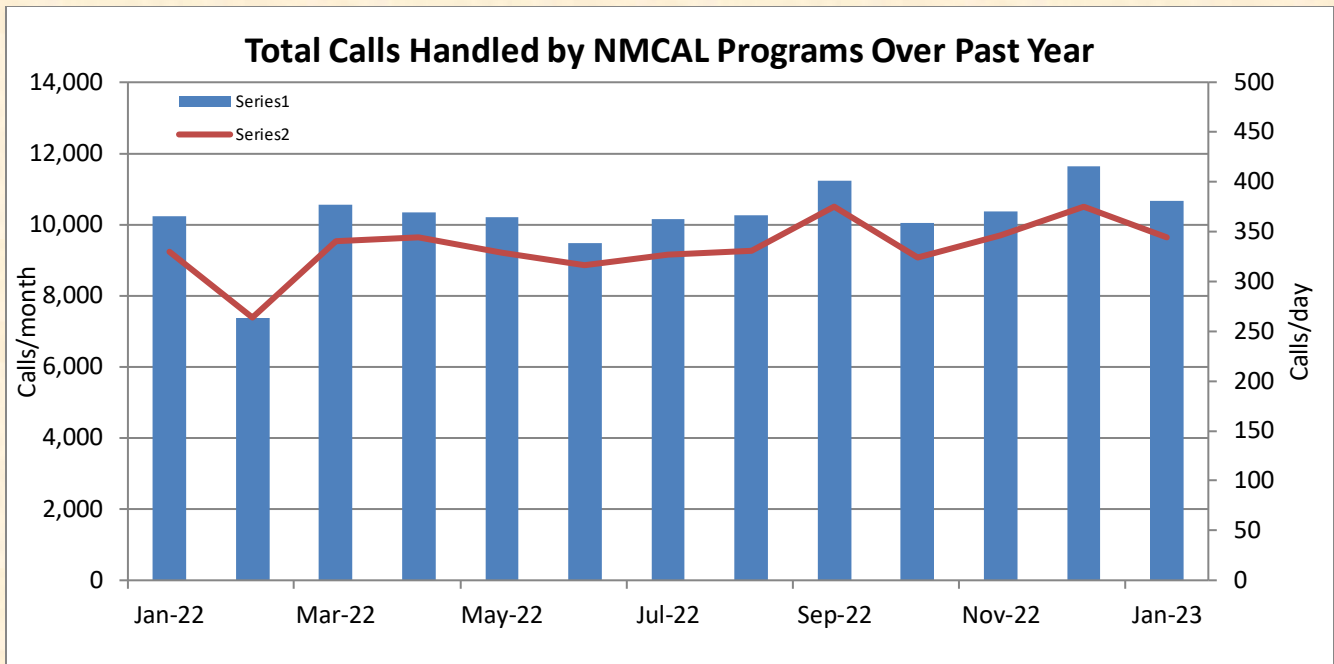


PROGRAM OVERVIEW

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.

Overview of Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
New Mexico Crisis and Access Line	23,823	3,254	3,254	3,665	3,316
988 New Mexico Suicide and Crisis Lifeline	18,113	2,776	2,776	2,712	1,168
Healthcare Worker & First Responder Line	448	43	43	57	19
Core Service Agency Programs	7,211	1,058	1,058	1,257	971
Rio Grande Gorge Bridge Intercoms	153	7	7	0	17
Peer to Peer Warmline	24,601	3,521	3,521	3,936	4,731
Total Calls - All NM Accounts	74,349	10,659	10,659	11,627	10,222

Overview of Digital Programs	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
988 Text and Chat Message Conversations	3,921	561	561	487	N/A
Warmline Text Message Conversations	954	145	145	204	219
Warmline Text Messages Exchanged	23,531	<i>Not Available</i>	<i>Not Available</i>	5,720	4,641
NMConnect Smartphone Downloads	1,278	215	215	166	140
– Activated Call to NMCAL	368	10	10	13	52
– Activated Call to Warmline	452	4	4	8	94
– Activated Text to Warmline	335	3	3	8	75
– Activated Chat or Text to 988	7	7	7	N/A	N/A
NM 5-Actions Program Unique Visitors	2,845	286	286	268	701
NM 5-Actions Program Registered Users	184	26	26	21	31
NMCAL Website Pageviews	232,170	5,993	5,993	44,686	37,137
NMCAL Website Unique Sessions	237,634	4,183	4,183	38,035	30,637
Social Media Facebook Page Reach	1,021,281	25,797	25,797	94,825	262,524
Social Media Facebook Page Visits	18,482	854	854	1,782	573
Path to Wellness Email Sends	464,158	76,482	76,482	46,123	131,276



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	Jan 2023	Dec 2022	Jan 2022	YTD 2023	Jan 2023	Dec 2022	Jan 2022
Community Engagements	24	24	22	48				
Program Presentations	0	0	4	5	0	0	35	60
Prevention Trainings	0	0	2	1	0	0	236	180
Legislative Encounters	299	299	1	21				
Media Interviews	1	1	0	3				
TOTALS	314	314	29	78	0	0	271	240

*Coronavirus/COVID concerns reported	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
New Mexico Crisis and Access Line	0.4%	0.4%	0.4%	0.4%	4.0%
National Suicide Prevention Lifeline	0.3%	0.1%	0.1%	0.4%	2.3%
Warmline	2.1%	2.4%	2.4%	2.3%	4.1%
Healthcare Worker & First Responder Line	0.2%	0.0%	0.0%	0.0%	15.8%
CSA Programs	0.3%	0.3%	0.3%	0.4%	0.8%
Total All New Mexico Accounts	0.9%	1.0%	1.0%	1.0%	3.6%

*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 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
* Total Inbound Crisis Line Calls Handled	43,175	5,979	5,979	6,640	5,035
*Total Inbound Clinical Calls Handled	18,153	3,050	3,050	2,805	1,666
Calling about Self	15,042	2,590	2,590	2,369	1,349
Calling about a Child	389	59	59	66	37
Calling about Another Adult	2,722	401	401	370	280
Outbound Crisis Line Calls	6,573	1,159	1,159	1,051	456
Information/Referral Calls	1,206	171	171	166	98
Seeking info about Program(s)	227	49	49	37	9
Public Safety Calls	93	10	10	13	8
Administrative Calls	119	24	24	11	5
Other Calls	1,999	210	210	158	242
*Total All Crisis Line Calls Handled	35,091	7,138	7,138	7,691	5,491

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

Crisis Line Call Statistics	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
*Average Clinical Call Length	23.5 min	22.4 min	22.4 min	22.5 min	26.5 min
Service Level (answered under 30 sec)	41.6%	41.2%	88.0%	88.4%	54.5%
Abandonment Rate	6.9%	6.6%	4.1%	3.8%	20.0%
Average Speed of Answer	18.3 sec	41.9 sec	18 sec	18 sec	72 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 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Routine	51.5%	52.2%	52.2%	53.8%	46.8%
Urgent	41.6%	41.2%	41.2%	39.5%	46.6%
Emergent	6.9%	6.6%	6.6%	6.6%	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	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Bernalillo	8,916	1,508	1,508	1,194	704
Catron	13	2	2	2	1
Chaves	289	39	39	35	27
Cibola	116	12	12	19	12
Colfax	106	30	30	11	7
Curry	194	33	33	25	26
De Baca	7	4	4	0	0
Dona Ana	1,058	170	170	149	95
Eddy	221	32	32	25	26
Grant	403	92	92	67	19
Guadalupe	22	5	5	1	2
Harding	2	0	0	0	0
Hidalgo	26	3	3	3	0
Lea	191	20	20	28	31
Lincoln	172	37	37	44	20
Los Alamos	63	12	12	10	3
Luna	131	26	26	19	10
McKinley	378	52	52	44	27
Mora	13	2	2	2	1
Otero	481	73	73	72	40
Quay	100	17	17	13	4
Rio Arriba	440	77	77	63	34
Roosevelt	138	4	4	16	4
San Juan	650	101	101	135	86
San Miguel	252	75	75	36	39
Sandoval	830	97	97	116	61
Santa Fe	1,463	217	217	203	149
Sierra	169	38	38	45	4
Socorro	210	26	26	26	15
Taos	621	121	121	106	35
Torrance	186	21	21	27	18
Union	29	6	6	6	1
Valencia	480	60	60	62	53
Outside NM	922	161	161	110	108



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 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Suicide	26.2%	24.8%	24.8%	26.9%	25.8%
Substance Use	14.0%	13.5%	13.5%	11.6%	18.0%
Situational Stress	10.8%	10.7%	10.7%	10.5%	9.3%
Anxiety	9.1%	10.4%	10.4%	7.9%	9.3%
Cognitive Concerns	5.3%	4.8%	4.8%	5.4%	7.0%
Depression	4.7%	4.0%	4.0%	5.0%	5.1%
Loneliness	2.4%	3.2%	3.2%	3.2%	1.2%
Family Concerns	3.5%	2.8%	2.8%	3.9%	3.6%
Intimate Partner/Marital	3.3%	2.5%	2.5%	3.1%	3.0%
Harm to Others	1.7%	2.2%	2.2%	2.5%	0.6%
Grief/Loss	2.1%	2.1%	2.1%	2.1%	2.6%
Health Issue/Chronic Pain	1.7%	1.8%	1.8%	1.8%	1.4%
Interpersonal Violence	1.2%	1.2%	1.2%	1.1%	0.7%
Trauma	1.3%	1.2%	1.2%	1.0%	1.3%
Relationship (Non-Romantic)	0.8%	0.9%	0.9%	0.5%	0.5%
Medication	1.1%	0.8%	0.8%	1.6%	1.1%
Intentional Self-Injury	1.0%	0.8%	0.8%	0.8%	1.6%
Sexual Assault	0.2%	0.4%	0.4%	0.1%	0.2%
Community Violence	0.3%	0.2%	0.2%	0.4%	0.2%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Workplace Issue	0.4%	0.2%	0.2%	0.4%	0.4%
Other	8.7%	11.2%	11.2%	10.2%	6.8%

Crisis Line Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Referred to Community BH Agency	3,809	573	573	473	462
Submitted OpenBeds Referral	475	94	94	63	15
Recommended Wraparound Program	155	9	9	12	15
Recommended Family Peer Support	35	1	1	10	2
Suggested NM 5-Actions Program	327	46	46	41	40
Offered Warmline Program	783	109	109	116	20
Already in Services	3,559	672	672	538	337
Referral Declined	3,424	516	516	445	225
Situation Ineligible for Referral	2,091	451	451	315	181

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

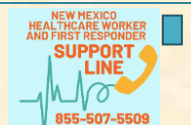


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.5%	91.5%	91.5%	91.6%	93.6%
Counselor made an abuse report	0.8%	0.7%	0.7%	0.7%	0.7%
Caller will take person of concern to hospital	0.5%	0.5%	0.5%	0.5%	0.2%
Caller agreed to go to the hospital	0.9%	0.7%	0.7%	0.8%	0.2%
Caller agreed to call 911 regarding immediate danger	0.3%	0.4%	0.4%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	2.5%	2.5%	2.5%	2.9%	2.0%
Counselor contacted police with caller's consent	1.5%	1.5%	1.5%	1.2%	0.9%
Counselor contacted police without caller's consent	2.1%	2.2%	2.2%	1.9%	2.2%

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 34.1% of the engagements on the crisis lines during the month of January 2023 (34.1% 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 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Caller stabilized by counselor, and referred to community resources if appropriate	81.8%	80.6%	80.6%	81.6%	86.5%
Caller will take person of concern to hospital	1.0%	0.9%	0.9%	1.2%	0.5%
Caller agreed to go to the hospital	1.9%	1.7%	1.7%	2.2%	0.3%
Caller agreed to call 911 regarding immediate danger	0.5%	0.6%	0.6%	0.4%	0.0%
Caller conferenced to 911 due to immediate danger	5.7%	6.2%	6.2%	6.8%	4.5%
Counselor contacted police with caller's consent	3.7%	3.9%	3.9%	2.9%	2.6%
Counselor contacted police without caller's consent	5.3%	6.2%	6.2%	5.0%	5.7%



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 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
from NMCAL to Warmline	117	18	18	40	4
from Warmline to NMCAL	17	3	3	5	1

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In January 2023, engagements on the crisis lines reflected that 32.7% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.3% reported a history of substance use.

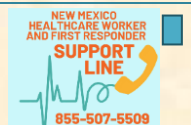
In January 2023, people identified Opioids as component of the primary reason for interacting with us on 3.7% of crisis line engagements, and on 0.3% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
NMCAL calls related to Opioid Use	799	113	113	103	105
Warmline calls related to Opioid Use	45	7	7	11	5

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 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
NMCAL and 988 Suicide & Crisis Lifeline	1,351	267	267	258	86
Warmline	926	100	100	112	138



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	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Total Calls Handled*	24,601	3,521	3,521	3,936	4,731
Average Call Length^	Not Available	Not Available	Not Available	Not Available	16.9 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 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Total Conversations	954	145	145	204	219
Text Messages Exchanged in Conversations	23,531	Not Available	Not Available	5,720	4,641

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Caller reports feeling supported by the call	90.7%	86.6%	86.6%	94.0%	90.2%
Caller received referrals	3.4%	4.8%	4.8%	0.9%	3.9%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.1%	0.2%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.1%
Other/None of the Above	5.7%	8.4%	8.4%	4.9%	5.8%

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Parent	34	3	3	11	3
Legal Guardian <i>(Stepparent, Grandparent, Family Member)</i>	2	1	1	0	0
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	3	1	1	1	6
Support Provided to Parent/Family Members	39	5	5	12	9

Warmline Foster Child or Youth Calls^	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Identified as Foster Child or Youth During Call	86	0	0	2	N/A

^Note: Many people chose not to share their personal information during an engagement, and there are numerous community members that do not yet know about the resources and services we provide.



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 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Anxiety / Situational Stress	31.9%	35.0%	35.0%	28.0%	32.3%
Isolation / Loneliness	23.8%	17.0%	17.0%	32.4%	23.6%
Interpersonal Relationships	6.4%	7.4%	7.4%	4.8%	5.2%
Depression	4.6%	4.2%	4.2%	5.1%	5.7%
Anger Management	2.2%	1.8%	1.8%	2.5%	1.7%
Grief / Loss	1.6%	1.8%	1.8%	1.0%	1.8%
Healthcare	1.4%	1.8%	1.8%	0.8%	1.9%
Substance Use	1.1%	1.3%	1.3%	0.8%	0.5%
Housing	0.8%	0.8%	0.8%	0.9%	0.4%
Employment and Education	0.5%	0.5%	0.5%	0.6%	0.7%
Cognitive Concerns / Psychosis	0.3%	0.4%	0.4%	0.1%	0.3%
Resources / Community Referrals	0.3%	0.3%	0.3%	0.2%	0.2%
Medication / Wellness Check In	0.2%	0.2%	0.2%	0.3%	0.2%
Thoughts of Suicide	0.3%	0.2%	0.2%	0.3%	0.2%
Spirituality	0.2%	0.2%	0.2%	0.2%	0.2%
Abuse/Neglect	0.2%	0.2%	0.2%	0.1%	0.4%
Sexual Assault	0.2%	0.2%	0.2%	0.0%	0.1%
Self-Injury	0.1%	0.2%	0.2%	0.0%	0.2%
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	3.1%	3.4%	3.4%	2.8%	4.1%
Other	20.7%	22.9%	22.9%	18.9%	20.0%

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

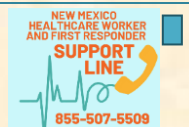
Warmline Referrals [^] - to community resources	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Abuse/Neglect Report Made	11	2	2	1	0
Referred to Community BH Agency	402	103	103	69	9
Submitted OpenBeds Referral	1	0	0	0	0
Referred to Community Support Services	256	4	4	16	40
Recommended Support Meeting	40	4	4	5	13
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	0	0	4	0
Suggested NM 5-Actions Program	49	13	13	7	4
Already in Services	1,152	189	189	189	437
Referral Declined	91	15	15	14	22
Situation Ineligible for Referral	14,182	2,162	2,162	2,307	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 2023 (1/1-12/31)	Jan 2023	Dec 2022	Jan 2022
Bernalillo	4,351	774	774	363	926
Catron	12	0	0	0	0
Chaves	0	0	0	0	5
Cibola	35	12	12	0	6
Colfax	0	0	0	0	2
Curry	6	0	0	0	0
De Baca	1	0	0	0	0
Dona Ana	1,027	213	213	37	214
Eddy	4	1	1	0	10
Grant	381	84	84	17	71
Guadalupe	0	0	0	0	0
Harding	5	0	0	0	0
Hidalgo	11	5	5	0	0
Lea	3	1	1	0	0
Lincoln	23	1	1	7	0
Los Alamos	0	0	0	0	0
Luna	35	9	9	1	0
McKinley	39	8	8	0	0
Mora	0	0	0	0	19
Otero	128	35	35	0	0
Quay	3	1	1	0	0
Rio Arriba	79	15	15	16	5
Roosevelt	4	1	1	0	0
San Juan	293	56	56	37	0
San Miguel	317	54	54	27	41
Sandoval	591	97	97	65	126
Santa Fe	229	35	35	13	90
Sierra	1,747	196	196	309	316
Socorro	37	12	12	0	3
Taos	670	102	102	57	93
Torrance	4	0	0	0	0
Union	0	0	0	0	0
Valencia	17	5	5	0	14
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.

