

# New Mexico Crisis and Access Lines

## July 2023 Utilization Report

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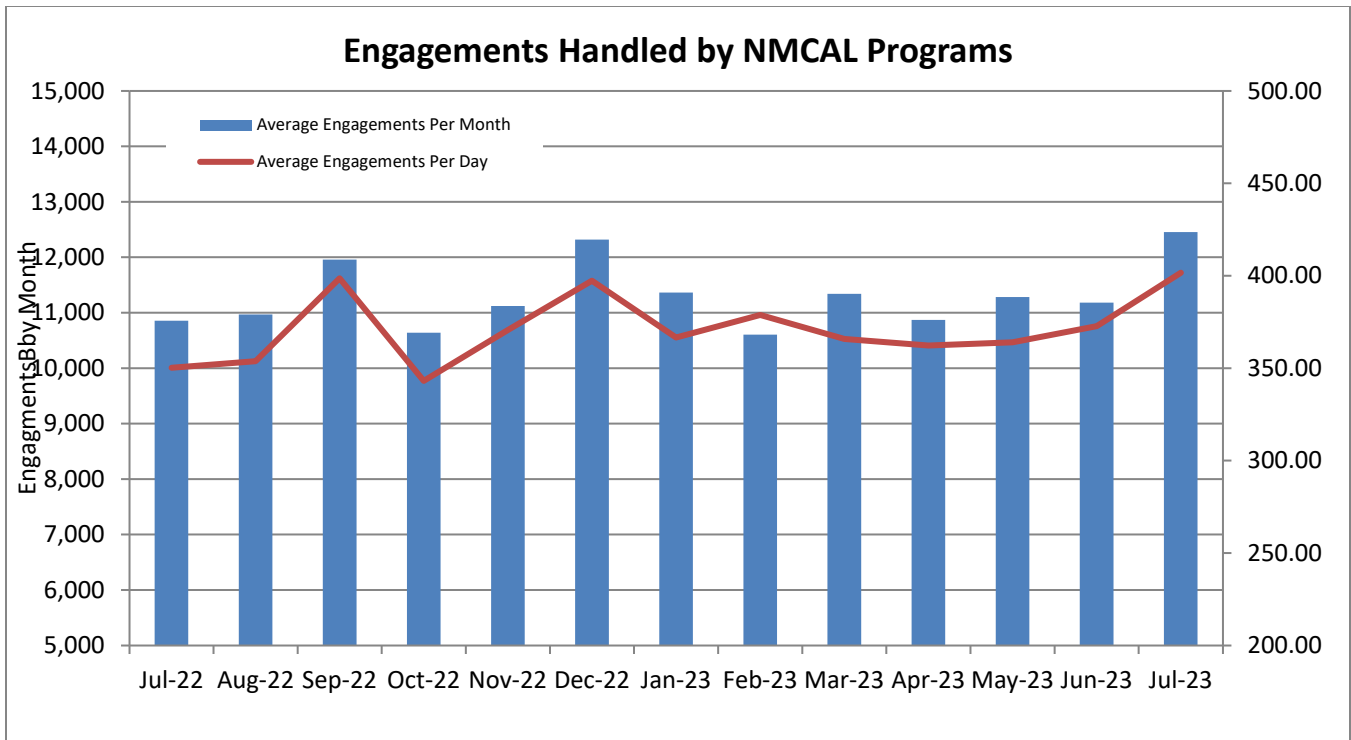


### PROGRAM OVERVIEW

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<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023  | Jun<br>2023   | July<br>2022  |
|--|----------------------|-------------------------|---------------|---------------|---------------|
| New Mexico Crisis and Access Line          | 3,516                | 22,264                  | 3,516         | 3,098         | 3,536         |
| 988 New Mexico Suicide and Crisis Lifeline | 3,360                | 19,536                  | 3,360         | 2,728         | 2,154         |
| Healthcare Worker & First Responder Line   | 93                   | 393                     | 93            | 64            | 86            |
| Core Service Agency Programs               | 757                  | 5,477                   | 757           | 622           | 706           |
| Rio Grande Gorge Bridge Intercoms          | 9                    | 22                      | 9             | 1             | 34            |
| Peer to Peer Warmline                      | 3,957                | 25,979                  | 3,957         | 4,077         | 3,631         |
| <b>Total Calls - All NM Accounts</b>       | <b>11,692</b>        | <b>73,671</b>           | <b>11,692</b> | <b>10,590</b> | <b>10,147</b> |

| Overview of Digital Programs          | SFY24<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|---------------------------------------|----------------------|-------------------------|--------------|-------------|--------------|
| 988 Text & Chat Message Conversations | 255                  | 3,960                   | 255          | 513         | 611          |
| Warmline Text Message Conversations   | 506                  | 1,468                   | 506          | 79          | 222          |
| NMConnect Smartphone Downloads        | 193                  | 2,215                   | 193          | 645         | 151          |
| – Activated Call to NMCAL             | 7                    | 70                      | 7            | 8           | 69           |
| – Activated Call to Warmline          | 11                   | 66                      | 11           | 13          | 93           |
| – Activated Text to Warmline          | 17                   | 34                      | 7            | 3           | 58           |
| – Activated Chat or Text to 988       | 8                    | 90                      | 17           | 7           | N/A          |
| – Activated Call to 911               | 0                    | 0                       | 0            | 0           | N/A          |
| Welltrack Boost Accounts Created      | 69                   | 2,107                   | 69           | 595         | N/A          |
| NM 5-Actions Program Unique Visitors  | 296                  | 2,456                   | 296          | 412         | 446          |
| NM 5-Actions Program Registered Users | 23                   | 187                     | 23           | 26          | 32           |
| NMCAL Website Pageviews               | 2,995                | 154,589                 | 2,995        | 18,593      | 37,351       |
| NMCAL Website Unique Sessions         | 187                  | 123,391                 | 187          | 15,091      | 31,106       |
| Social Media Pages Reach              | 129,855              | 545,475                 | 129,855      | 120,305     | 236,888      |
| Social Media Pages Visits             | 980                  | 4,714                   | 980          | 742         | 689          |
| Path to Wellness Email Sends          | 83,574               | 450,924                 | 83,574       | 83,273      | 91,979       |



\*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        | July 2023 | Jun 2023  | July 2022 | YTD 2023          | July 2023 | Jun 2023   | July 2022 |
| Community Engagements                   | 166             | 2         | 13        | 35        |                   |           |            |           |
| Program Presentations                   | 35              | 3         | 9         | 1         | 1038              | 37        | 163        | 10        |
| Prevention Trainings                    | 11              | 1         | 2         | 1         | 647               | 16        | 100        | 30        |
| Legislative Encounters                  | 340             | 2         | 10        | 0         |                   |           |            |           |
| Media Interviews                        | 5               | 0         | 0         | 6         |                   |           |            |           |
| <b>TOTALS</b>                           | <b>557</b>      | <b>8</b>  | <b>34</b> | <b>43</b> | <b>1685</b>       | <b>53</b> | <b>263</b> | <b>40</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<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023  | July<br>2022 |
|---|----------------------|-------------------------|--------------|--------------|--------------|
| *Total Inbound Crisis Line Calls Handled    | 6,494                | 39,754                  | 6,494        | 5,485        | 5,710        |
| *Total Inbound Clinical Calls Handled       | 2,795                | 18,400                  | 2,795        | 2,565        | 2,732        |
| Calling about Self                          | 2,304                | 15,356                  | 2,304        | 2,171        | 2,222        |
| Calling about a Child                       | 40                   | 417                     | 40           | 53           | 53           |
| Calling about Another Adult                 | 451                  | 2,627                   | 451          | 341          | 457          |
| Outbound Crisis Line Calls                  | 1,241                | 7,938                   | 1,241        | 1,028        | 806          |
| Information/Referral Calls                  | 139                  | 1,151                   | 139          | 154          | 198          |
| Seeking info about Program(s)               | 37                   | 200                     | 37           | 22           | 30           |
| Public Safety Calls                         | 12                   | 76                      | 12           | 7            | 27           |
| Administrative Calls                        | 10                   | 94                      | 10           | 9            | 22           |
| Other Calls                                 | 205                  | 1,364                   | 205          | 189          | 367          |
| <b>*Total All Crisis Line Calls Handled</b> | <b>7,735</b>         | <b>47,692</b>           | <b>7,735</b> | <b>6,513</b> | <b>6,516</b> |

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

| Crisis Line Call Statistics           | SFY24<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|---------------------------------------|----------------------|-------------------------|--------------|-------------|--------------|
| *Average Clinical Call Length         | 23.3 min             | 23.3 min                | 23.3 min     | 23.5 min    | 23.4 min     |
| Service Level (answered under 30 sec) | 97.2%                | 91.4%                   | 97.2%        | 96.3%       | 90.1%        |
| Abandonment Rate                      | 1.1%                 | 3.1%                    | 1.1%         | 1.3%        | 3.6%         |
| Average Speed of Answer               | 9 sec                | 19 sec                  | 9 sec        | 10 sec      | 16 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<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|-------------------------------------|----------------------|-------------------------|--------------|-------------|--------------|
| Routine                             | 49.3%                | 49.2%                   | 49.3%        | 49.1%       | 52.8%        |
| Urgent                              | 43.3%                | 43.6%                   | 43.3%        | 43.9%       | 40.8%        |
| Emergent                            | 7.4%                 | 7.2%                    | 7.4%         | 7.0%        | 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 | SFY24<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|---------------------|----------------------|-------------------------|--------------|-------------|--------------|
| Bernalillo          | 1,329                | 8,442                   | 1,329        | 1,168       | 1,348        |
| Catron              | 3                    | 11                      | 3            | 2           | 3            |
| Chaves              | 36                   | 275                     | 36           | 43          | 43           |
| Cibola              | 23                   | 134                     | 23           | 23          | 18           |
| Colfax              | 10                   | 84                      | 10           | 6           | 12           |
| Curry               | 28                   | 178                     | 28           | 22          | 30           |
| De Baca             | 0                    | 16                      | 0            | 2           | 0            |
| Dona Ana            | 133                  | 1,043                   | 133          | 154         | 161          |
| Eddy                | 32                   | 214                     | 32           | 32          | 38           |
| Grant               | 76                   | 513                     | 76           | 75          | 55           |
| Guadalupe           | 2                    | 22                      | 2            | 1           | 2            |
| Harding             | 0                    | 1                       | 0            | 0           | 1            |
| Hidalgo             | 2                    | 18                      | 2            | 1           | 5            |
| Lea                 | 36                   | 244                     | 36           | 35          | 32           |
| Lincoln             | 17                   | 158                     | 17           | 23          | 11           |
| Los Alamos          | 9                    | 86                      | 9            | 4           | 13           |
| Luna                | 16                   | 128                     | 16           | 12          | 14           |
| McKinley            | 56                   | 332                     | 56           | 34          | 56           |
| Mora                | 6                    | 23                      | 6            | 2           | 2            |
| Otero               | 63                   | 445                     | 63           | 66          | 43           |
| Quay                | 6                    | 49                      | 6            | 4           | 11           |
| Rio Arriba          | 46                   | 382                     | 46           | 43          | 56           |
| Roosevelt           | 18                   | 134                     | 18           | 8           | 18           |
| San Juan            | 91                   | 750                     | 91           | 131         | 106          |
| San Miguel          | 23                   | 226                     | 23           | 19          | 19           |
| Sandoval            | 97                   | 687                     | 97           | 95          | 127          |
| Santa Fe            | 187                  | 1,303                   | 187          | 147         | 233          |
| Sierra              | 25                   | 192                     | 25           | 15          | 15           |
| Socorro             | 22                   | 210                     | 22           | 27          | 30           |
| Taos                | 101                  | 515                     | 101          | 60          | 76           |
| Torrance            | 19                   | 125                     | 19           | 22          | 23           |
| Union               | 2                    | 24                      | 2            | 5           | 4            |
| Valencia            | 52                   | 421                     | 52           | 87          | 88           |
| Outside NM          | 153                  | 1,016                   | 153          | 133         | 144          |



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<br>-Crisis Line Clinical Calls | SFY24<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|--|----------------------|-------------------------|--------------|-------------|--------------|
| Suicide  | 27.7%                | 27.4%                   | 27.7%        | 30.1%       | 24.2%        |
| Substance Use  | 14.4%                | 13.3%                   | 14.4%        | 14.5%       | 14.8%        |
| Situational Stress                                       | 8.8%                 | 9.3%                    | 8.8%         | 8.8%        | 10.7%        |
| Anxiety  | 7.4%                 | 8.3%                    | 7.4%         | 8.5%        | 10.7%        |
| Cognitive Concerns                                       | 6.5%                 | 5.6%                    | 6.5%         | 6.5%        | 5.9%         |
| Family Concerns  | 4.3%                 | 2.7%                    | 4.3%         | 0.4%        | 3.9%         |
| Depression   | 3.4%                 | 3.8%                    | 3.4%         | 4.0%        | 5.6%         |
| Intimate Partner/Marital                                 | 3.3%                 | 2.8%                    | 3.3%         | 3.3%        | 3.8%         |
| Loneliness   | 2.2%                 | 2.2%                    | 2.2%         | 1.4%        | 2.0%         |
| Grief/Loss   | 2.0%                 | 2.4%                    | 2.0%         | 3.2%        | 1.7%         |
| Harm to Others   | 2.0%                 | 1.8%                    | 2.0%         | 1.7%        | 1.3%         |
| Interpersonal Violence                                   | 1.8%                 | 4.3%                    | 1.8%         | 2.0%        | 1.0%         |
| Trauma   | 1.8%                 | 1.3%                    | 1.8%         | 1.2%        | 1.3%         |
| Intentional Self-Injury                                  | 1.1%                 | 1.1%                    | 1.1%         | 0.9%        | 0.9%         |
| Medication   | 1.0%                 | 1.2%                    | 1.0%         | 1.9%        | 1.0%         |
| Health Issue/Chronic Pain                                | 0.9%                 | 1.2%                    | 0.9%         | 0.9%        | 1.6%         |
| Relationship (Non-Romantic)                              | 0.6%                 | 0.9%                    | 0.6%         | 0.7%        | 0.7%         |
| Workplace Issue  | 0.4%                 | 0.4%                    | 0.4%         | 0.4%        | 0.3%         |
| Sexual Assault   | 0.3%                 | 0.3%                    | 0.3%         | 0.1%        | 0.4%         |
| Community Violence                                       | 0.2%                 | 0.2%                    | 0.2%         | 0.2%        | 0.3%         |
| Sexuality/LGBTQ+ Concerns                                | 0.1%                 | 0.1%                    | 0.1%         | 0.1%        | 0.1%         |
| Other  | 9.9%                 | 9.4%                    | 9.9%         | 9.3%        | 7.7%         |

| Crisis Line Referrals <sup>^</sup><br>- to community resources | SFY24<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|--|----------------------|-------------------------|--------------|-------------|--------------|
| Referred to Community BH Agency                                | 639                  | 3,888                   | 639          | 635         | 648          |
| Submitted OpenBeds Referral                                    | 140                  | 739                     | 140          | 116         | 31           |
| Recommended Wraparound Program                                 | 2                    | 74                      | 2            | 9           | 38           |
| Recommended Family Peer Support                                | 3                    | 45                      | 3            | 5           | 9            |
| Suggested NMConnect Self-Help App*                             | 251                  | 1,380                   | 251          | 242         | N/A          |
| Suggested NM 5-Actions Program                                 | 61                   | 394                     | 61           | 58          | 111          |
| Offered Warmline Program                                       | 112                  | 695                     | 112          | 112         | 472          |
| Already in Services  | 506                  | 3,646                   | 506          | 460         | 553          |
| Referral Declined  | 484                  | 3,396                   | 484          | 471         | 276          |
| Situation Ineligible for Referral                              | 557                  | 3,641                   | 557          | 499         | 305          |

\*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<br>-All Crisis Line Clinical Calls              | SFY24<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|--|----------------------|-------------------------|--------------|-------------|--------------|
| Caller stabilized by counselor, and referred to community resources if appropriate | 91.2%                | 91.2%                   | 91.2%        | 91.3%       | 91.6%        |
| Counselor made an abuse report   | 0.7%                 | 0.9%                    | 0.7%         | 1.0%        | 0.7%         |
| Caller will take person of concern to hospital                                     | 0.5%                 | 0.4%                    | 0.5%         | 0.4%        | 0.4%         |
| Caller agreed to go to the hospital  | 0.5%                 | 0.7%                    | 0.5%         | 0.8%        | 1.0%         |
| Caller agreed to call 911 regarding immediate danger                               | 0.1%                 | 0.3%                    | 0.1%         | 0.2%        | 0.3%         |
| Caller conferenced to 911 due to immediate danger                                  | 3.5%                 | 3.0%                    | 3.5%         | 2.9%        | 2.2%         |
| Counselor contacted police with caller's consent                                   | 1.8%                 | 1.5%                    | 1.8%         | 1.3%        | 1.8%         |
| Counselor contacted police without caller's consent                                | 1.7%                 | 2.1%                    | 1.7%         | 2.1%        | 2.0%         |

### 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 37.4% of the engagements on the crisis lines during the month of July 2023 (37.8% 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<br>-Crisis Line Clinical Calls Involving Suicide | SFY24<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|---|----------------------|-------------------------|--------------|-------------|--------------|
| Caller stabilized by counselor, and referred to community resources if appropriate  | 91.2%                | 91.2%                   | 91.2%        | 81.3%       | 81.9%        |
| Caller will take person of concern to hospital                                      | 0.7%                 | 0.9%                    | 0.7%         | 0.6%        | 0.9%         |
| Caller agreed to go to the hospital   | 0.5%                 | 0.4%                    | 0.5%         | 1.8%        | 1.6%         |
| Caller agreed to call 911 regarding immediate danger                                | 0.5%                 | 0.7%                    | 0.5%         | 0.4%        | 0.6%         |
| Caller conferenced to 911 due to immediate danger                                   | 0.1%                 | 0.3%                    | 0.1%         | 6.4%        | 5.0%         |
| Counselor contacted police with caller's consent                                    | 3.5%                 | 3.0%                    | 3.5%         | 3.6%        | 4.8%         |
| Counselor contacted police without caller's consent                                 | 1.8%                 | 1.5%                    | 1.8%         | 5.7%        | 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 are able to connect people to either program during an engagement.

| Calls Transferred Within Program | SFY24<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|----------------------------------|----------------------|-------------------------|--------------|-------------|--------------|
| from NMCAL to Warmline           | 15                   | 120                     | 15           | 14          | 10           |
| from Warmline to NMCAL           | 8                    | 26                      | 8            | 3           | 0            |

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In July 2023, engagements on the crisis lines reflected that 33.3% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.2% reported a history of substance use.

In July 2023, people identified Opioids as component of the primary reason for interacting with us on 4.4% of crisis line engagements, and on 0.1% of the Peer-to-Peer Warmline engagements.

| Calls Related to Opioid Use          | SFY24<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|--------------------------------------|----------------------|-------------------------|--------------|-------------|--------------|
| NMCAL calls related to Opioid Use    | 122                  | 801                     | 122          | 118         | 140          |
| Warmline calls related to Opioid Use | 5                    | 63                      | 5            | 5           | 6            |

## 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<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|---|----------------------|-------------------------|--------------|-------------|--------------|
| NMCAL and 988 Suicide & Crisis Lifeline                 | 180                  | 1,381                   | 180          | 143         | 182          |
| Warmline  | 121                  | 742                     | 121          | 93          | 213          |



## 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<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023   | July<br>2022 |
|--|----------------------|-------------------------|--------------|---------------|--------------|
| Total Calls Handled*                   | 3,957                | 25,979                  | 3,957        | 4,077         | 3,631        |
| Average Call Length^                   | 14.1 min             | 14.1 min                | 14.1 min     | Not Available | 9.9 min      |
| Service Level (answered under 30 sec)^ | 83.8%                | 83.8%                   | 83.8%        | Not Available | 70.8%        |
| Abandonment Rate^                      | 7.1%                 | 7.1%                    | 7.1%         | Not Available | 21.3%        |
| Average Speed of Answer^               | 36 sec               | 36 sec                  | 36 sec       | Not Available | 22 sec       |

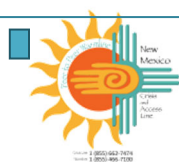
\*Total calls handled does not include test calls, fax signals, etc...

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

| Warmline Text Message Data | SFY24<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|----------------------------|----------------------|-------------------------|--------------|-------------|--------------|
| Total Conversations        | 506                  | 1,468                   | 506          | 79          | 222          |

| Outcome of Warmline Calls                    | SFY24<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|--|----------------------|-------------------------|--------------|-------------|--------------|
| Caller reports feeling supported by the call | 92.2%                | 92.2%                   | 92.2%        | 93.3%       | 89.9%        |
| Caller received referrals                    | 0.9%                 | 1.7%                    | 0.9%         | 1.0%        | 5.0%         |
| Caller was transferred to an NMCAL counselor | 0.3%                 | 0.2%                    | 0.3%         | 0.1%        | 0.0%         |
| Emergency call to Public Safety was made     | 0.1%                 | 0.0%                    | 0.1%         | 0.0%        | 0.0%         |
| Other/None of the Above                      | 6.4%                 | 5.9%                    | 6.4%         | 5.6%        | 5.1%         |

| Parent/Family Peer Support Calls                               | SFY24<br>(7/1– 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|--|----------------------|-------------------------|--------------|-------------|--------------|
| Parent   | 6                    | 33                      | 6            | 2           | 3            |
| Legal Guardian <i>(Stepparent, Grandparent, Family Member)</i> | 0                    | 4                       | 0            | 0           | 0            |
| Resource/Foster Parent   | 0                    | 1                       | 0            | 0           | 0            |
| Other Caregiver  | 0                    | 5                       | 0            | 0           | 1            |
| <b>Support Provided to Parent/Family Members</b>               | <b>6</b>             | <b>43</b>               | <b>6</b>     | <b>2</b>    | <b>7</b>     |





| Primary Presenting Concern in Warmline Calls | SFY24<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|--|----------------------|-------------------------|--------------|-------------|--------------|
| Anxiety / Situational Stress                 | 37.2%                | 34.0%                   | 37.2%        | 33.3%       | 33.5%        |
| Isolation / Loneliness                       | 16.0%                | 20.3%                   | 16.0%        | 22.5%       | 20.3%        |
| Interpersonal Relationships                  | 8.8%                 | 7.1%                    | 8.8%         | 6.4%        | 5.4%         |
| Depression                                   | 3.9%                 | 3.2%                    | 3.9%         | 3.3%        | 3.3%         |
| Substance Use                                | 2.0%                 | 1.2%                    | 2.0%         | 0.1%        | 1.3%         |
| Anger Management                             | 1.4%                 | 1.4%                    | 1.4%         | 0.8%        | 2.5%         |
| Grief / Loss                                 | 1.2%                 | 1.5%                    | 1.2%         | 1.5%        | 2.5%         |
| Resources / Community Referrals              | 0.8%                 | 0.4%                    | 0.8%         | 0.4%        | 0.4%         |
| Healthcare                                   | 0.7%                 | 1.2%                    | 0.7%         | 1.3%        | 1.4%         |
| Housing                                      | 0.6%                 | 0.6%                    | 0.6%         | 1.0%        | 0.8%         |
| Employment and Education                     | 0.5%                 | 0.5%                    | 0.5%         | 0.3%        | 0.6%         |
| Self-Injury                                  | 0.4%                 | 0.1%                    | 0.4%         | 0.0%        | 0.0%         |
| Spirituality                                 | 0.3%                 | 0.2%                    | 0.3%         | 1.5%        | 0.2%         |
| Abuse/Neglect                                | 0.3%                 | 0.2%                    | 0.3%         | 0.2%        | 0.4%         |
| Cognitive Concerns / Psychosis               | 0.2%                 | 0.2%                    | 0.2%         | 0.3%        | 0.4%         |
| Medication / Wellness Check In               | 0.2%                 | 0.2%                    | 0.2%         | 0.1%        | 0.1%         |
| Thoughts of Suicide                          | 0.1%                 | 0.2%                    | 0.1%         | 0.3%        | 0.2%         |
| Sexual Assault                               | 0.1%                 | 0.1%                    | 0.1%         | 0.1%        | 0.3%         |
| Administrative Call                          | 0.0%                 | 0.0%                    | 0.0%         | 0.0%        | 0.0%         |
| Other Mental Health Concern                  | 2.1%                 | 2.3%                    | 2.1%         | 1.6%        | 2.4%         |
| Other  | 23.2%                | 25.0%                   | 23.2%        | 25.0%       | 25.0%        |

| Warmline Referrals <sup>^</sup><br>- to community resources | SFY24<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|---|----------------------|-------------------------|--------------|-------------|--------------|
| Referred to Community BH Agency                             | 105                  | 692                     | 105          | 85          | 88           |
| Submitted OpenBeds Referral                                 | 0                    | 0                       | 0            | 0           | 0            |
| Referred to Community Support Services                      | 9                    | 48                      | 9            | 4           | 29           |
| Recommended Support Meeting                                 | 3                    | 18                      | 3            | 2           | 2            |
| Recommended Wraparound Program                              | 0                    | 0                       | 0            | 0           | 0            |
| Recommended Family Peer Support                             | 0                    | 1                       | 0            | 0           | 1            |
| Suggested NMConnect Self-Help App*                          | 28                   | 128                     | 28           | 6           | N/A          |
| Suggested NM 5-Actions Program                              | 15                   | 81                      | 15           | 7           | 2            |
| Already in Services   | 85                   | 1,034                   | 85           | 137         | 74           |
| Referral Declined   | 26                   | 102                     | 26           | 13          | 13           |
| Situation Ineligible for Referral                           | 2,184                | 15,411                  | 2,184        | 2,167       | 1,782        |
| Abuse/Neglect Report Made                                   | 1                    | 4                       | 1            | 0           | 2            |

\*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<br>-Warmline Calls | SFY24<br>(7/1- 6/30) | YTD 2023<br>(1/1-12/31) | July<br>2023 | Jun<br>2023 | July<br>2022 |
|--|----------------------|-------------------------|--------------|-------------|--------------|
| Bernalillo                             | 836                  | 5,900                   | 836          | 904         | 569          |
| Catron                                 | 0                    | 3                       | 0            | 0           | 0            |
| Chaves                                 | 18                   | 40                      | 18           | 8           | 0            |
| Cibola                                 | 11                   | 121                     | 11           | 20          | 0            |
| Colfax                                 | 3                    | 13                      | 3            | 1           | 0            |
| Curry                                  | 3                    | 9                       | 3            | 0           | 6            |
| De Baca                                | 0                    | 0                       | 0            | 0           | 0            |
| Dona Ana                               | 126                  | 772                     | 126          | 104         | 102          |
| Eddy                                   | 2                    | 15                      | 2            | 5           | 0            |
| Grant                                  | 108                  | 1,022                   | 108          | 148         | 50           |
| Guadalupe                              | 8                    | 9                       | 8            | 0           | 0            |
| Harding                                | 0                    | 13                      | 0            | 0           | 0            |
| Hidalgo                                | 4                    | 19                      | 4            | 9           | 0            |
| Lea                                    | 8                    | 21                      | 8            | 5           | 0            |
| Lincoln                                | 17                   | 114                     | 17           | 22          | 4            |
| Los Alamos                             | 1                    | 9                       | 1            | 1           | 0            |
| Luna                                   | 6                    | 26                      | 6            | 1           | 1            |
| McKinley                               | 18                   | 72                      | 18           | 16          | 5            |
| Mora                                   | 0                    | 3                       | 0            | 0           | 0            |
| Otero                                  | 76                   | 370                     | 76           | 0           | 3            |
| Quay                                   | 0                    | 2                       | 0            | 0           | 0            |
| Rio Arriba                             | 41                   | 167                     | 41           | 32          | 7            |
| Roosevelt                              | 2                    | 3                       | 2            | 0           | 1            |
| San Juan                               | 33                   | 253                     | 33           | 44          | 25           |
| San Miguel                             | 24                   | 175                     | 24           | 21          | 57           |
| Sandoval                               | 129                  | 857                     | 129          | 148         | 74           |
| Santa Fe                               | 372                  | 1,668                   | 372          | 292         | 54           |
| Sierra                                 | 71                   | 1,221                   | 71           | 49          | 242          |
| Socorro                                | 18                   | 117                     | 18           | 32          | 0            |
| Taos                                   | 141                  | 926                     | 141          | 136         | 117          |
| Torrance                               | 14                   | 66                      | 14           | 14          | 3            |
| Union                                  | 0                    | 0                       | 0            | 0           | 0            |
| Valencia                               | 167                  | 1,244                   | 167          | 175         | 0            |
| Outside NM                             | 27                   | 84                      | 27           | 20          | 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.

