

New Mexico Crisis and Access Lines

June 2023 Utilization Report

Overview of Programs.....1-2
 Crisis Line Call Data.....3-7
 Suicide Concerns Call Data.....6
 Substance Use Calls and Veteran Calls Data.....7
 Peer-to-Peer Warmline Data.....8-10

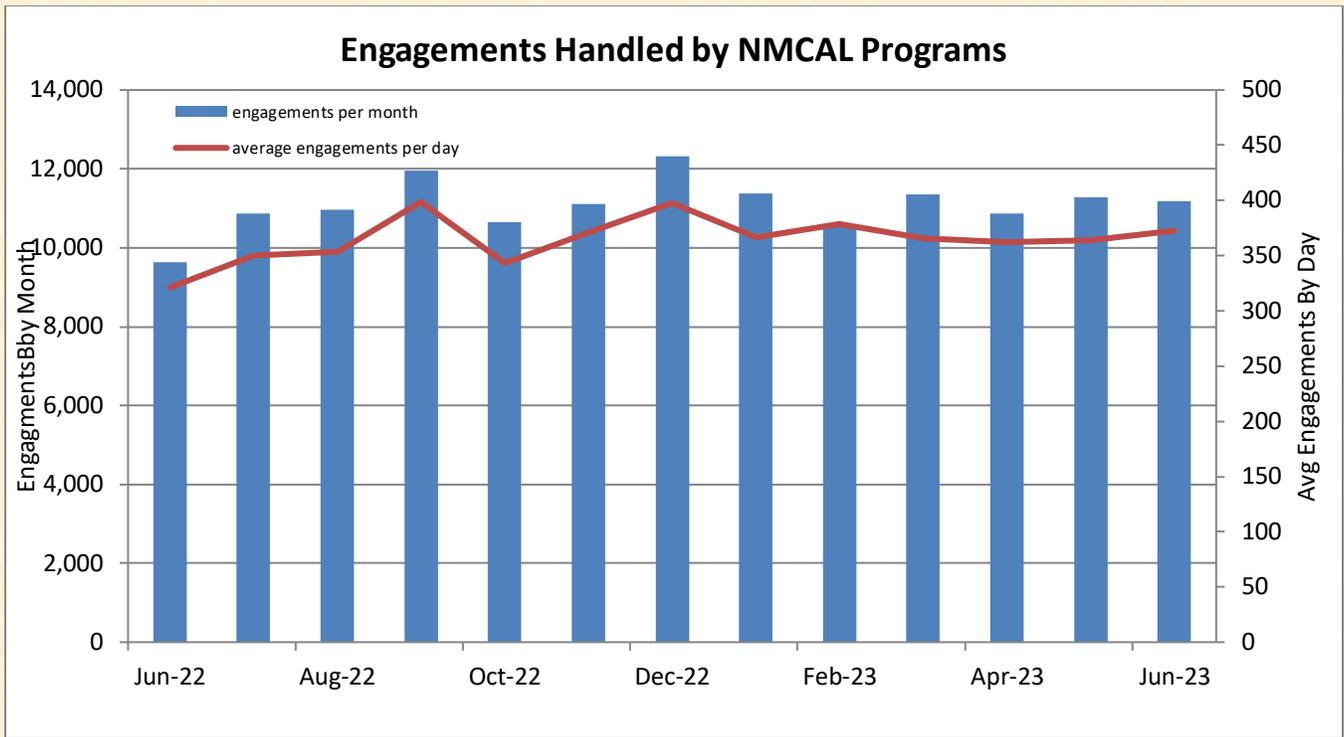


PROGRAM OVERVIEW

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	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
New Mexico Crisis and Access Line	39,317	18,748	3,098	2,957	3,939
988 New Mexico Suicide and Crisis Lifeline	31,513	16,176	2,728	3,022	1,334
Healthcare Worker & First Responder Line	705	300	64	82	44
Core Service Agency Programs	10,873	4,720	622	591	711
Rio Grande Gorge Bridge Intercoms	159	13	1	0	43
Peer to Peer Warmline	43,102	22,022	4,077	2	3,411
Total Calls - All NM Accounts	125,669	61,979	10,590	6,654	9,482

Overview of Digital Programs	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
988 Text & Chat Message Conversations	7,065	3,705	513	668	152
Warmline Text Message Conversations	1,771	962	79	72	2,355
NMConnect Smartphone Downloads	3,085	2,022	645	311	216
– Activated Call to NMCAL	421	63	8	10	66
– Activated Call to Warmline	503	55	13	13	91
– Activated Text to Warmline	359	27	3	5	62
– Activated Chat or Text to 988	112	112	7	26	N/A
– Activated Call to 911	0	0	0	0	N/A
Welltrack Boost Accounts Created	2,103	2,038	595	505	N/A
NM 5-Actions Program Unique Visitors	4,719	2,160	412	396	308
NM 5-Actions Program Registered Users	322	164	26	24	29
NMCAL Website Pageviews	377,771	151,594	18,593	41,412	54,590
NMCAL Website Unique Sessions	356,655	123,204	15,091	33,996	45,522
Social Media Pages Reach	1,411,104	415,620	120,305	139,957	212,142
Social Media Pages Visits	21,362	3,734	742	236	667
Path to Wellness Email Sends	755,026	367,350	83,273	16,679	99,279



*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	Jun 2023	May 2023	Jun 2022	YTD 2023	Jun 2023	May 2023	Jun 2022
Community Engagements	164	13	20	7				
Program Presentations	32	9	6	2	1001	163	227	27
Prevention Trainings	10	2	2	2	631	100	164	56
Legislative Encounters	338	10	0	0				
Media Interviews	5	0	0	2				
TOTALS	549	34	28	13	1,632	263	391	83



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)	Jun 2023	May 2023	Jun 2022
*Total Inbound Crisis Line Calls Handled	70,456	33,260	5,485	5,468	5,389
*Total Inbound Clinical Calls Handled	30,708	15,605	2,565	2,622	2,483
Calling about Self	25,504	13,052	2,171	2,171	2,064
Calling about a Child	707	377	53	61	58
Calling about Another Adult	4,497	2,176	341	390	361
Outbound Crisis Line Calls	12,111	6,697	1,028	1,184	682
Information/Referral Calls	2,047	1,012	154	158	228
Seeking info about Program(s)	341	163	22	19	17
Public Safety Calls	147	64	7	9	11
Administrative Calls	179	84	9	12	14
Other Calls	2,948	1,159	189	204	389
*Total All Crisis Line Calls Handled	82,567	39,957	6,513	6,652	6,071

**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)	Jun 2023	May 2023	Jun 2022
*Average Clinical Call Length	23.5 min	23.3 min	23.5 min	23.7 min	23.4 min
Service Level (answered under 30 sec)	96.3%	89.6%	96.3%	91.4%	90.3%
Abandonment Rate	1.3%	3.5%	1.3%	3.1%	3.3%
Average Speed of Answer	10 sec	19 sec	10 sec	13 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	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
Routine	50.3%	49.2%	49.1%	46.1%	52.4%
Urgent	42.6%	43.6%	43.9%	45.9%	41.3%
Emergent	7.0%	7.2%	7.0%	8.0%	6.3%



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)	Jun 2023	May 2023	Jun 2022
Bernalillo	14,521	7,113	1,168	1,215	1,227
Catron	19	8	2	1	0
Chaves	489	239	43	39	44
Cibola	215	111	23	15	18
Colfax	150	74	6	13	14
Curry	311	150	22	20	37
De Baca	19	16	2	3	1
Dona Ana	1,798	910	154	167	131
Eddy	371	182	32	27	33
Grant	748	437	75	78	75
Guadalupe	37	20	1	5	3
Harding	3	1	0	0	1
Hidalgo	39	16	1	2	4
Lea	379	208	35	46	27
Lincoln	276	141	23	13	17
Los Alamos	128	77	4	11	19
Luna	217	112	12	25	23
McKinley	602	276	34	55	33
Mora	28	17	2	0	9
Otero	790	382	66	32	105
Quay	126	43	4	8	4
Rio Arriba	699	336	43	36	61
Roosevelt	250	116	8	23	13
San Juan	1,208	659	131	125	87
San Miguel	380	203	19	29	25
Sandoval	1,323	590	95	110	96
Santa Fe	2,362	1,116	147	224	182
Sierra	298	167	15	23	14
Socorro	372	188	27	21	54
Taos	914	414	60	41	124
Torrance	271	106	22	17	19
Union	45	22	5	2	2
Valencia	789	369	87	58	42
Outside NM	1,624	863	133	135	76



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)	Jun 2023	May 2023	Jun 2022
Suicide	27.0%	27.4%	30.1%	31.8%	19.4%
Substance Use	13.6%	13.1%	14.5%	12.8%	17.5%
Situational Stress	10.1%	9.4%	8.8%	9.3%	10.9%
Anxiety	8.7%	8.4%	8.5%	8.5%	10.0%
Cognitive Concerns	5.5%	5.5%	6.5%	6.0%	6.0%
Depression	4.3%	3.9%	4.0%	4.0%	5.1%
Intimate Partner/Marital	3.1%	2.7%	3.3%	2.1%	3.3%
Grief/Loss	2.3%	2.5%	3.2%	3.3%	1.5%
Interpersonal Violence	3.0%	4.7%	2.0%	1.6%	1.6%
Medication	1.2%	1.2%	1.9%	1.0%	1.2%
Harm to Others	1.7%	1.8%	1.7%	2.2%	1.9%
Loneliness	2.3%	2.2%	1.4%	2.0%	1.5%
Trauma	1.3%	1.3%	1.2%	1.2%	1.7%
Health Issue/Chronic Pain	1.5%	1.2%	0.9%	1.2%	1.7%
Intentional Self-Injury	1.1%	1.1%	0.9%	1.0%	1.1%
Relationship (Non-Romantic)	0.8%	0.9%	0.7%	0.6%	1.0%
Family Concerns	3.0%	2.5%	0.4%	2.7%	3.4%
Workplace Issue	0.4%	0.3%	0.4%	0.3%	0.4%
Community Violence	0.2%	0.2%	0.2%	0.1%	0.3%
Sexual Assault	0.3%	0.3%	0.1%	0.4%	0.3%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.0%	0.0%
Other	8.8%	9.3%	9.3%	7.9%	9.0%

Crisis Line Referrals [^] - to community resources	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
Referred to Community BH Agency	6,485	3,249	635	484	530
Submitted OpenBeds Referral	980	599	116	124	8
Recommended Wraparound Program	218	72	9	20	28
Recommended Family Peer Support	76	42	5	10	13
Suggested NMConnect Self-Help App*	1,141	1,129	242	238	N/A
Suggested NM 5-Actions Program	614	333	58	68	69
Offered Warmline Program	1,257	583	112	108	74
Already in Services	6,027	3,140	460	530	424
Referral Declined	5,820	2,912	471	489	522
Situation Ineligible for Referral	4,724	3,084	499	530	305

*Option added in January 2023

[^]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)	Jun 2023	May 2023	Jun 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.3%	91.2%	91.3%	90.2%	92.2%
Counselor made an abuse report	0.8%	0.9%	1.0%	1.2%	0.6%
Caller will take person of concern to hospital	0.5%	0.4%	0.4%	0.3%	0.3%
Caller agreed to go to the hospital	0.8%	0.7%	0.8%	0.5%	0.8%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.2%	0.5%	0.2%
Caller conferenced to 911 due to immediate danger	2.7%	2.9%	2.9%	3.0%	2.1%
Counselor contacted police with caller's consent	1.4%	1.4%	1.3%	1.9%	1.5%
Counselor contacted police without caller's consent	2.1%	2.2%	2.1%	2.4%	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 37.7% of the engagements on the crisis lines during the month of June 2023 (37.9% YTD). The person reporting concerns regarding suicide on the crisis line, either for themselves or for another person of concern, was supported in the least restrictive manner possible, and when appropriate had a safety plan created. There are times when the New Mexico support center staff request assistance from hospitals, mobile crisis teams (where available), and when necessary, emergency services. These higher levels of care are only implemented when there is not a less intrusive way to keep the person of concern safe.

Disposition at the end of the call -Crisis Line Clinical Calls Involving Suicide	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
Caller stabilized by counselor, and referred to community resources if appropriate	81.9%	81.8%	81.3%	82.1%	82.9%
Caller will take person of concern to hospital	0.9%	0.8%	0.6%	0.6%	1.0%
Caller agreed to go to the hospital	1.7%	1.4%	1.8%	0.7%	1.0%
Caller agreed to call 911 regarding immediate danger	0.5%	0.5%	0.4%	0.8%	0.2%
Caller conferenced to 911 due to immediate danger	5.9%	6.2%	6.4%	5.8%	5.0%
Counselor contacted police with caller's consent	3.6%	3.5%	3.6%	4.0%	4.4%
Counselor contacted police without caller's consent	5.5%	5.8%	5.7%	6.0%	5.6%



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	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
from NMCAL to Warmline	204	105	14	10	6
from Warmline to NMCAL	32	18	3	4	2

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In June 2023, engagements on the crisis lines reflected that 33.5% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.5% reported a history of substance use.

In June 2023, people identified Opioids as component of the primary reason for interacting with us on 4.6% of crisis line engagements, and on 0.1% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
NMCAL calls related to Opioid Use	1,365	679	118	115	152
Warmline calls related to Opioid Use	96	58	5	11	9

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)	Jun 2023	May 2023	Jun 2022
NMCAL and 988 Suicide & Crisis Lifeline	2,285	1,201	143	183	163
Warmline	1,447	621	93	155	283



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)	Jun 2023	May 2023	Jun 2022
Total Calls Handled*	43,102	22,022	4,077	3,892	3,411

*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)	Jun 2023	May 2023	Jun 2022
Total Conversations	1,771	962	79	72	152

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
Caller reports feeling supported by the call	91.8%	92.2%	93.3%	91.8%	87.6%
Caller received referrals	2.5%	1.9%	1.0%	1.6%	6.4%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.1%	0.2%	0.1%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	5.6%	5.8%	5.6%	6.5%	5.9%

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
Parent	58	27	2	10	1
Legal Guardian (Stepparent, Grandparent, Family Member)	5	4	0	0	0
Resource/Foster Parent	1	1	0	0	0
Other Caregiver	7	5	0	0	1
Support Provided to Parent/Family Members	71	37	2	10	2



Primary Presenting Concern in Warmline Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
Anxiety / Situational Stress	32.5%	33.5%	33.3%	33.8%	34.2%
Isolation / Loneliness	22.9%	21.0%	22.5%	21.4%	17.8%
Interpersonal Relationships	6.5%	6.9%	6.4%	6.7%	5.3%
Depression	3.9%	3.1%	3.3%	2.5%	3.9%
Grief / Loss	1.6%	1.5%	1.5%	2.2%	1.2%
Spirituality	1.1%	1.1%	1.5%	0.1%	0.20%
Healthcare	1.3%	1.3%	1.3%	1.3%	1.2%
Housing	0.7%	0.6%	1.0%	0.5%	0.5%
Anger Management	1.8%	1.4%	0.8%	1.3%	2.2%
Resources / Community Referrals	0.3%	0.3%	0.4%	0.4%	0.4%
Thoughts of Suicide	0.2%	0.2%	0.3%	0.2%	0.4%
Employment and Education	0.5%	0.5%	0.3%	0.6%	0.2%
Cognitive Concerns / Psychosis	0.2%	0.2%	0.3%	0.2%	0.2%
Abuse/Neglect	0.2%	0.1%	0.2%	0.1%	0.3%
Medication / Wellness Check In	0.2%	0.2%	0.1%	0.3%	0.1%
Sexual Assault	0.2%	0.2%	0.1%	0.1%	0.0%
Substance Use	0.1%	0.1%	0.1%	0.7%	1.6%
Self-Injury	0.1%	0.1%	0.0%	0.0%	0.2%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Immediate Support	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	2.7%	2.3%	1.6%	1.1%	4.2%
Other	22.9%	25.3%	25.0%	26.6%	25.7%

Warmline Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Jun 2023	May 2023	Jun 2022
Referred to Community BH Agency	886	587	85	104	62
Submitted OpenBeds Referral	1	0	0	0	0
Referred to Community Support Services	291	39	4	10	41
Recommended Support Meeting	51	15	2	4	3
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	6	1	0	1	1
Suggested NMConnect Self-Help App*	100	100	6	20	N/A
Suggested NM 5-Actions Program	102	66	7	10	3
Already in Services	1,912	949	137	1	53
Referral Declined	152	76	13	13	11
Situation Ineligible for Referral	25,247	13,227	2,167	2,289	1,545
Abuse/Neglect Report Made	12	3	0	1	N/A

*Option added January 2023

^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)	Jun 2023	May 2023	Jun 2022
Bernalillo	8,641	5,064	904	886	635
Catron	15	3	0	0	0
Chaves	22	22	8	7	0
Cibola	133	110	20	27	7
Colfax	10	10	1	3	0
Curry	12	6	0	1	0
De Baca	1	0	0	0	0
Dona Ana	1,460	646	104	71	125
Eddy	16	13	5	2	0
Grant	1,211	914	148	265	62
Guadalupe	1	1	0	1	0
Harding	18	13	0	10	0
Hidalgo	21	15	9	0	0
Lea	15	13	5	2	0
Lincoln	119	97	22	19	1
Los Alamos	8	8	1	5	0
Luna	46	20	1	6	2
McKinley	85	54	16	9	6
Mora	3	3	0	1	0
Otero	387	294	0	86	2
Quay	4	2	0	1	0
Rio Arriba	190	126	32	22	5
Roosevelt	4	1	0	0	2
San Juan	457	220	44	46	32
San Miguel	414	151	21	23	39
Sandoval	1,222	728	148	116	84
Santa Fe	1,490	1,296	292	311	40
Sierra	2,701	1,150	49	121	171
Socorro	124	99	32	23	0
Taos	1,353	785	136	128	147
Torrance	56	52	14	23	3
Union	0	0	0	0	1
Valencia	1,089	1,077	175	198	0
Outside NM	57	57	20	26	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.

