



# New Mexico 988 Engagement Center

## June 2024 Utilization Report

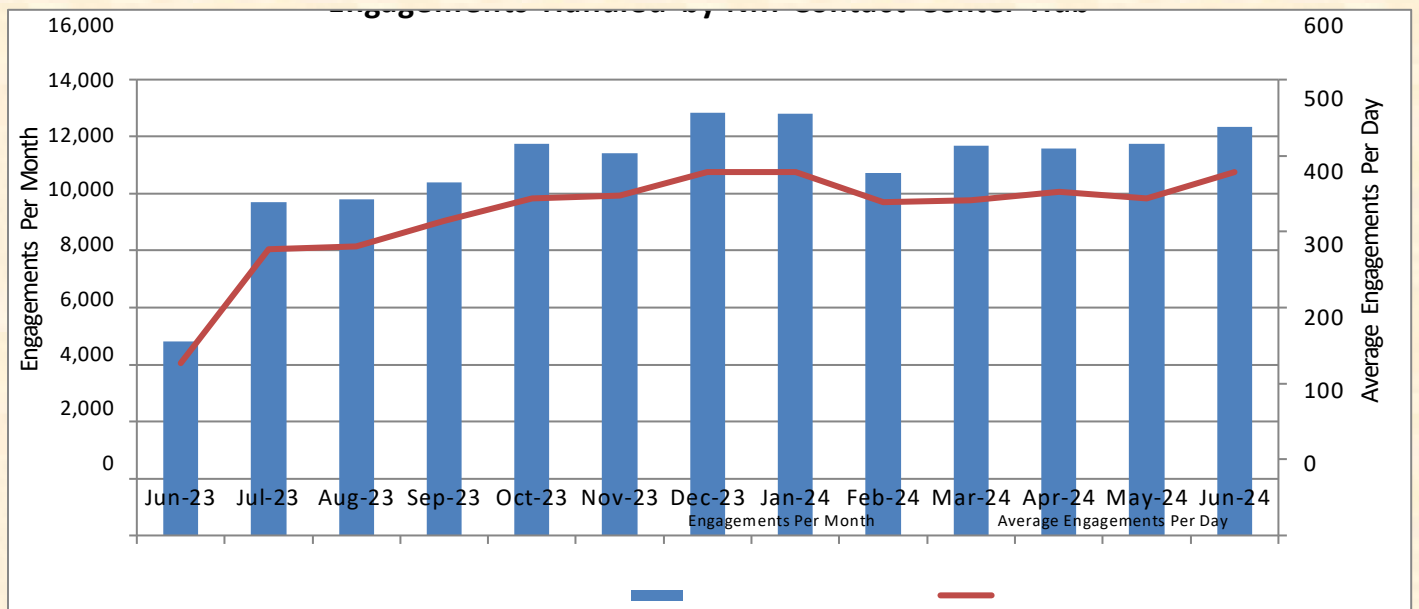


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### PROGRAM OVERVIEW

Protocall Welltrack Services, Inc. is an accredited 988 Lifeline provider contracted by State of New Mexico Behavioral Health Collaborative Agencies to deliver trauma informed responsive care through the least invasive and most culturally and inclusive approach available. The array of services offer people interdisciplinary approaches to engage in free, private, and confidential support for any emotional, mental, behavioral, or substance use concern. New Mexicans can access care through digital CBT based self-help wellness tools and call, text, or chat when they want to engage in compassionate, non-judgmental conversations with a professional mental health crisis counselor or certified peer support specialist, get a referral for services, or request a mobile response team engagement.

Overview of Call Center Programs	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
New Mexico Crisis and Access Line	48,283	23,613	3,613	4,106	3,098
988 New Mexico Suicide and Crisis Lifeline	43,436	21,563	3,758	4,104	2,728
Healthcare Worker & First Responder Line	3,119	2,306	816	343	64
Core Service Agency Programs	7,307	3,471	421	580	622
Rio Grande Gorge Bridge Intercoms	495	237	109	61	1
Peer to Peer Warmline	58,133	31,705	5,631	4,547	4,077
<b>Total Calls - All NM Accounts</b>	<b>160,773</b>	<b>82,895</b>	<b>14,348</b>	<b>13,741</b>	<b>10,590</b>

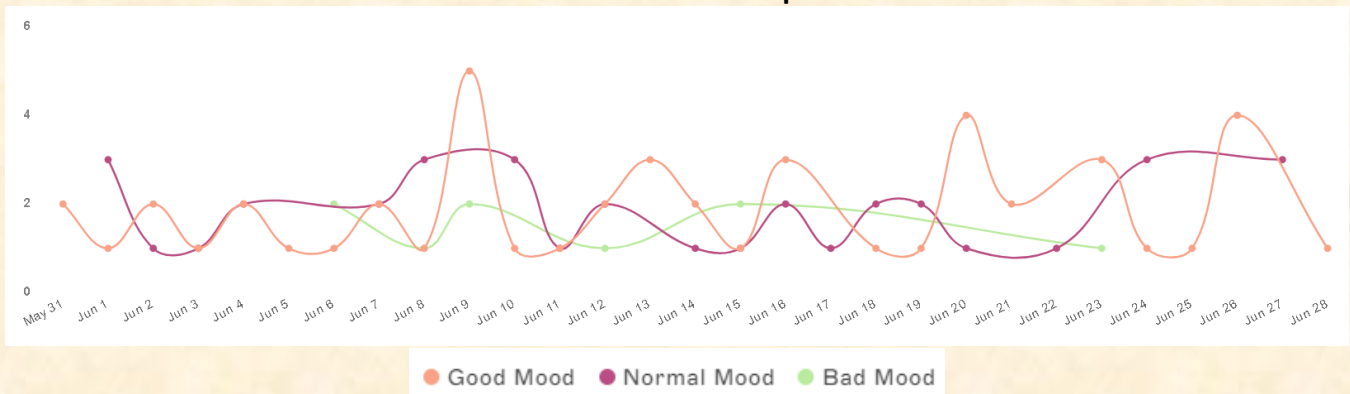


\*Engagements include inbound and outbound phone calls, text message conversations, and chat conversations that were supported by all accounts in the New Mexico 988 portfolio.

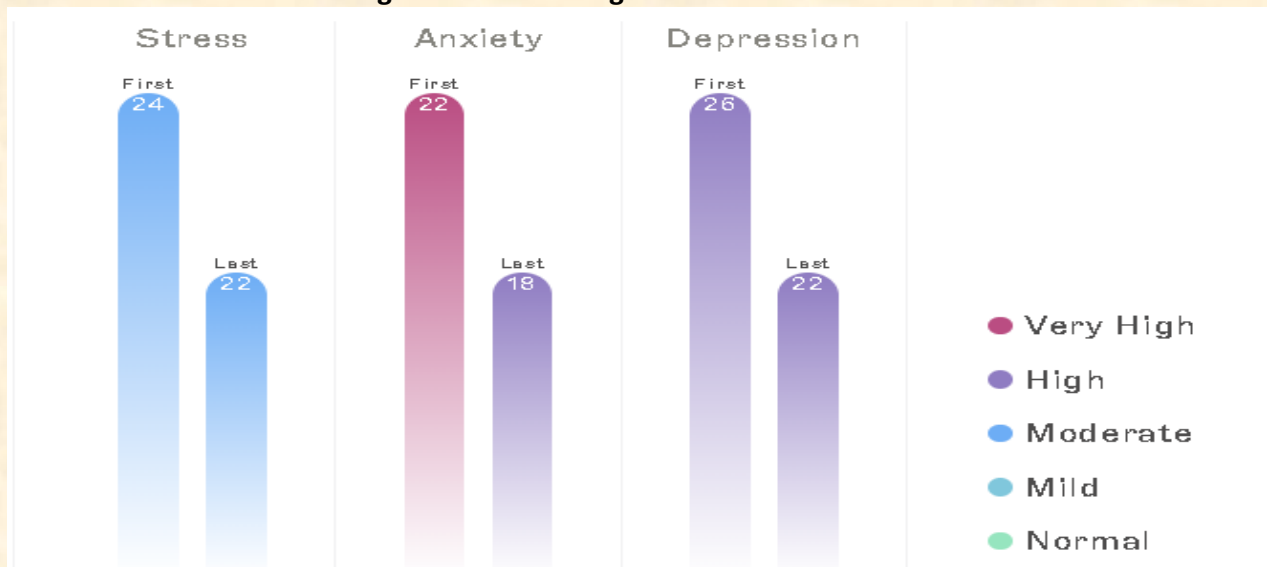
Overview of Digital Programs	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
988 Text & Chat Message Conversations	6,554	3,740	846	762	513
Warmline Text Message Conversations	1,809	605	54	86	79
NMConnect Smartphone Downloads	2,282	1,279	216	232	645
– Activated Call to NMCAL	95	42	6	6	8
– Activated Call to Warmline	103	53	5	9	13
– Activated Text to Warmline	55	24	6	4	3
– Activated Chat or Text to 988	147	70	10	4	7
– Activated Call to 911	0	0	0	0	0
Welltrack Boost Self-Help Account Created	534	227	32	40	595
NM 5-Actions Program Unique Visitors	6,887	4,226	920	332	412
NM 5-Actions Program Registered Users	573	436	19	14	26

### NMConnect Welltrack Boost User Experience Data

General Mood Graph



### Average Wellness Change of Welltrack Boost Users



## 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 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
*Total Inbound Crisis Line Calls Handled	90,679	45,681	7,829	8,127	5,485
*Total Inbound Clinical Calls Handled	34,007	17,258	3,031	3,140	2,565
Calling about Self	29,075	14,827	2,611	2,742	2,171
Calling about a Child	598	308	38	61	53
Calling about Another Adult	4,334	2,123	382	337	341
Outbound Crisis Line Calls	11,961	5,509	888	1,067	1,028
Information/Referral Calls	1,659	771	130	143	154
Seeking info about Program(s)	361	181	25	44	22
Public Safety Calls	119	55	8	10	7
Administrative Calls	146	68	9	16	9
Other Calls	2,342	1,114	149	184	189
<b>*Total All Crisis Line Calls Handled</b>	<b>102,640</b>	<b>51,190</b>	<b>8,717</b>	<b>9,194</b>	<b>6,513</b>

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

Crisis Line Call Statistics	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
*Average Clinical Call Length	23.2 min	23.2 min	22.2 min	21.6 min	23.5 min
Service Level (answered under 30 sec)	91.0%	90.3%	92.4%	91.2%	96.3%
Abandonment Rate	3.9%	4.3%	3.1%	4.1%	1.3%
Average Speed of Answer	13 sec	13 sec	12 sec	13 sec	10 sec

*\*Data is for clinical crisis line calls only*

Mental health professionals determine a Level of Care for each crisis line 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 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Routine	49.6%	48.9%	46.8%	47.6%	49.1%
Urgent	44.3%	45.6%	47.6%	46.8%	43.9%
Emergent	6.1%	5.5%	5.6%	5.6%	7.0%



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 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Bernalillo	14,695	7,255	1,116	1,309	1,168
Catron	33	16	2	3	2
Chaves	500	241	37	35	43
Cibola	242	122	30	25	23
Colfax	164	91	7	15	6
Curry	351	165	13	39	22
De Baca	10	6	1	1	2
Dona Ana	1,867	946	139	191	154
Eddy	448	215	48	24	32
Grant	705	252	29	46	75
Guadalupe	37	15	5	3	1
Harding	4	2	0	1	0
Hidalgo	42	20	3	5	1
Lea	333	162	27	32	35
Lincoln	454	366	152	144	23
Los Alamos	166	96	18	14	4
Luna	217	105	20	14	12
McKinley	781	392	62	62	34
Mora	53	26	5	3	2
Otero	593	249	42	40	66
Quay	82	46	6	4	4
Rio Arriba	586	261	39	47	43
Roosevelt	171	74	17	12	8
San Juan	1,294	671	130	101	131
San Miguel	343	196	29	42	19
Sandoval	1,274	621	105	120	95
Santa Fe	2,321	1,130	181	208	147
Sierra	262	135	13	22	15
Socorro	181	73	10	13	27
Taos	1,043	565	68	69	60
Torrance	163	79	18	7	22
Union	14	6	1	1	5
Valencia	730	402	64	64	87
Outside NM	2,212	1,008	119	157	133



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	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Suicide	27.9%	28.9%	32.1%	30.5%	30.1%
Substance Use	16.7%	16.9%	16.3%	17.0%	14.5%
Situational Stress	9.9%	10.8%	10.2%	11.3%	8.8%
Anxiety	6.9%	6.4%	6.7%	4.8%	8.5%
Cognitive Concerns	6.1%	5.9%	5.4%	5.9%	6.5%
Interpersonal Violence	2.0%	2.3%	2.9%	2.6%	2.0%
Depression	4.1%	2.9%	2.9%	2.7%	4.0%
Intimate Partner/Marital	2.5%	2.4%	2.8%	2.7%	3.3%
Family Concerns	2.8%	2.6%	2.8%	2.7%	0.4%
Loneliness	2.1%	2.2%	1.6%	1.8%	1.4%
Harm to Others	1.7%	1.4%	1.2%	1.1%	1.7%
Health Issue/Chronic Pain	1.3%	1.3%	1.2%	1.1%	0.9%
Grief/Loss	2.1%	2.0%	1.1%	1.4%	3.2%
Trauma	1.0%	0.9%	1.1%	1.2%	1.2%
Medication	1.1%	1.1%	0.9%	0.9%	1.9%
Intentional Self-Injury	0.9%	0.9%	0.8%	1.2%	0.9%
Relationship (Non-Romantic)	0.6%	0.7%	0.7%	0.5%	0.4%
Workplace Issue	0.4%	0.5%	0.4%	0.4%	0.4%
Sexual Assault	0.2%	0.2%	0.3%	0.1%	0.1%
Community Violence	0.2%	0.1%	0.2%	0.1%	0.2%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Other	9.3%	9.5%	8.1%	9.8%	9.3%

Crisis Line Referrals^ - to community resources	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Referred to Community BH Agency	5,114	2,311	356	388	635
Submitted OpenBeds Referral	1,360	622	98	81	116
Recommended Wraparound Program	33	7	0	0	9
Recommended Family Peer Support	46	10	0	0	5
Suggested NMConnect Self-Help App	2,240	1,064	198	188	242
Suggested NM 5-Actions Program	729	459	81	79	58
Offered Warmline Program	1,176	553	72	111	112
Already in Services	4,083	1,686	259	303	460
Referral Declined	8,215	4,116	655	677	471
Situation Ineligible for Referral	10,049	5,539	976	1,107	499

^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	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Caller stabilized by counselor, and referred to community resources if appropriate	92.5%	93.0%	93.2%	92.8%	91.3%
Counselor made an abuse report	0.8%	0.7%	0.6%	0.8%	1.0%
Caller will take person of concern to hospital	0.4%	0.4%	0.3%	0.4%	0.4%
Caller agreed to go to the hospital	0.8%	0.8%	0.8%	0.9%	0.8%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.2%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	2.2%	1.7%	1.9%	1.9%	2.9%
Counselor contacted police with caller's consent	1.4%	1.4%	1.4%	1.4%	1.3%
Counselor contacted police without caller's consent	1.7%	1.7%	1.6%	1.6%	2.1%

### 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 38.9% of the engagements on the crisis lines during the month of June 2024 (36.7% 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	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Caller stabilized by counselor, and referred to community resources if appropriate	83.8%	85.2%	85.4%	85.2%	81.3%
Caller will take person of concern to hospital	0.8%	0.8%	0.6%	1.0%	0.6%
Caller agreed to go to the hospital	1.7%	1.7%	2.0%	1.5%	1.8%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.1%	0.2%	0.4%
Caller conferenced to 911 due to immediate danger	5.1%	3.9%	4.5%	4.8%	6.4%
Counselor contacted police with caller's consent	3.7%	3.6%	3.2%	3.2%	3.6%
Counselor contacted police without caller's consent	4.6%	4.5%	4.3%	4.1%	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 works in collaboration, we can connect people to either program during an engagement.

Calls Transferred Within Program	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
from NMCAL to Warmline	148	59	9	9	14
from Warmline to NMCAL	68	26	5	5	3

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In June 2024, engagements on the crisis lines reflected that 33.2% 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 June 2024, people identified Opioids as component of the primary reason for interacting with us on 3.8% of crisis line engagements, and on 0.1% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
NMCAL calls related to Opioid Use	1,481	723	116	98	118
Warmline calls related to Opioid Use	71	39	6	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	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
NMCAL and 988 Suicide & Crisis Lifeline	2,566	1,575	367	364	143
Warmline	1,831	889	138	179	93



## 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 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Total Calls Handled*	58,133	31,705	5,631	4,547	4,077
Average Call Length^	14.2 min	14.1 min	13.2 min	15.3 min	Not Available
Service Level (answered under 30 sec)^	76.6%	74.3%	83.1%	64.3%	Not Available
Abandonment Rate^	12.7%	18.0%	14.8%	26.1%	Not Available
Average Speed of Answer^	61 sec	67 sec	83 sec	82 sec	Not Available

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

Warmline Text Message Data	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Total Conversations	1,809	605	54	86	79

Outcome of Warmline Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Caller reports feeling supported by the call	84.3%	90.4%	90.8%	89.7%	93.3%
Caller received referrals	2.4%	2.8%	1.9%	3.5%	1.0%
Caller was transferred to an NMCAL counselor	0.2%	0.2%	0.2%	0.2%	0.1%
Emergency call to Public Safety was made	0.5%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	12.6%	6.6%	7.1%	6.6%	5.6%

Warmline Parent/Family Peer Support Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Parent	24	4	0	1	2
Legal Guardian (Stepparent, Grandparent, Family Member)	0	0	0	0	0
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	9	6	0	1	0
<b>Support Provided to Parent/Family Members</b>	<b>33</b>	<b>10</b>	<b>0</b>	<b>2</b>	<b>2</b>

Warmline Foster Child or Youth Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Identified as Foster Child or Youth During Call	53	7	0	1	0





Primary Presenting Concern in Warmline Calls	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Anxiety / Situational Stress	43.1%	45.2%	50.8%	51.2%	33.3%
Isolation / Loneliness	15.4%	14.4%	12.5%	10.6%	22.5%
Interpersonal Relationships	8.8%	8.2%	8.4%	6.4%	6.4%
Depression	3.9%	3.9%	2.8%	4.4%	3.3%
Employment and Education	1.0%	1.3%	2.0%	1.6%	0.3%
Healthcare	1.2%	1.4%	1.3%	1.6%	1.3%
Anger Management	1.5%	1.3%	1.2%	0.4%	0.8%
Grief / Loss	2.2%	1.8%	0.7%	1.7%	1.5%
Housing	0.6%	0.6%	0.7%	1.0%	1.0%
Cognitive Concerns / Psychosis	0.8%	1.0%	0.6%	0.9%	0.3%
Spirituality	1.1%	1.0%	0.6%	0.1%	1.5%
Thoughts of Suicide	0.3%	0.4%	0.4%	0.6%	0.3%
Abuse/Neglect	0.2%	0.3%	0.4%	0.3%	0.2%
Substance Use	0.2%	0.3%	0.3%	1.0%	0.1%
Resources / Community Referrals	0.4%	0.4%	0.3%	0.4%	0.4%
Sexual Assault	0.2%	0.2%	0.1%	0.4%	0.1%
Medication / Wellness Check In	0.2%	0.3%	0.1%	0.4%	0.1%
Self-Injury	0.2%	0.2%	0.1%	0.4%	0.0%
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	2.0%	2.2%	2.1%	1.9%	1.6%
Other	16.6%	15.7%	14.7%	14.4%	25.0%

Warmline Referrals^ - to community resources	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Referred to Community BH Agency	157	21	1	2	85
Submitted OpenBeds Referral	0	0	0	0	0
Referred to Community Support Services	298	152	17	26	4
Recommended Support Meeting	70	27	5	7	2
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	1	0	0	0
Suggested NMConnect Self-Help App	364	124	6	12	6
Suggested NM 5-Actions Program	91	21	1	2	7
Already in Services	450	171	108	1	137
Referral Declined	498	218	17	28	13
Situation Ineligible for Referral	25,681	13,201	2,152	2,291	2,167
Abuse/Neglect Report Made	5	1	1	0	0

^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 Jun (1) decline providing information, (2) the person may not know how to answer, or (3) the support center staff June not ask the question due to the nature of the engagement.

County of Residence -Warmline Calls	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jun 2024	May 2024	Jun 2023
Bernalillo	11,913	6,134	1,183	1,154	904
Catron	33	32	1	27	0
Chaves	229	139	40	41	8
Cibola	114	52	1	2	20
Colfax	168	100	10	2	1
Curry	19	9	3	1	0
De Baca	0	0	0	0	0
Dona Ana	2,881	1,578	217	385	104
Eddy	24	15	1	2	5
Grant	916	387	40	61	148
Guadalupe	14	0	0	0	0
Harding	1	1	1	0	0
Hidalgo	15	6	0	0	9
Lea	43	18	0	1	5
Lincoln	206	112	17	31	22
Los Alamos	13	3	0	0	1
Luna	63	41	8	2	1
McKinley	334	112	19	10	16
Mora	61	61	38	15	0
Otero	747	252	17	46	0
Quay	2	1	0	0	0
Rio Arriba	628	283	34	49	32
Roosevelt	10	7	4	0	0
San Juan	713	380	56	56	44
San Miguel	640	425	86	112	21
Sandoval	1,367	677	116	98	148
Santa Fe	1,880	876	154	184	292
Sierra	1,282	755	112	131	49
Socorro	153	47	7	4	32
Taos	1,470	721	114	103	136
Torrance	154	57	9	6	14
Union	7	5	2	2	0
Valencia	1,129	528	83	85	175
Outside NM	270	152	22	28	20



The New Mexico 988 Crisis and Access Line array of services offers a variety of opportunities to assist people. 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.

Access CBT based **self-help courses, assessments, and wellness tools** when you create a free [Welltrack Boost account through your NMConnect app](#)

Utilize the self-guided online **NM 5-Actions Program™** at <https://nm5actions.com/> to navigate your way to recovery and resiliency from substance use and behavioral addictions

Easily access any of our programs and find resources through the **NMConnect** SJuntphone app



At NMCAL 988 and the Warmline we know that being here to support people through a variety of platforms creates the space that allow people to find pathways to wellness. When these safe spaces are created people feel more comfortable talking about the distress they are experiencing, assist a person in feeling less alone, offer a person a way to feel supported, facilitate discussions that help a person find a way to keep going, and allow a person to begin to feel like there is hope.

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 SJuntphone app.

Information on all available programs located online at [www.nmcrisisline.com](http://www.nmcrisisline.com)

