

# New Mexico Crisis and Access Line May 2022 Utilization Report

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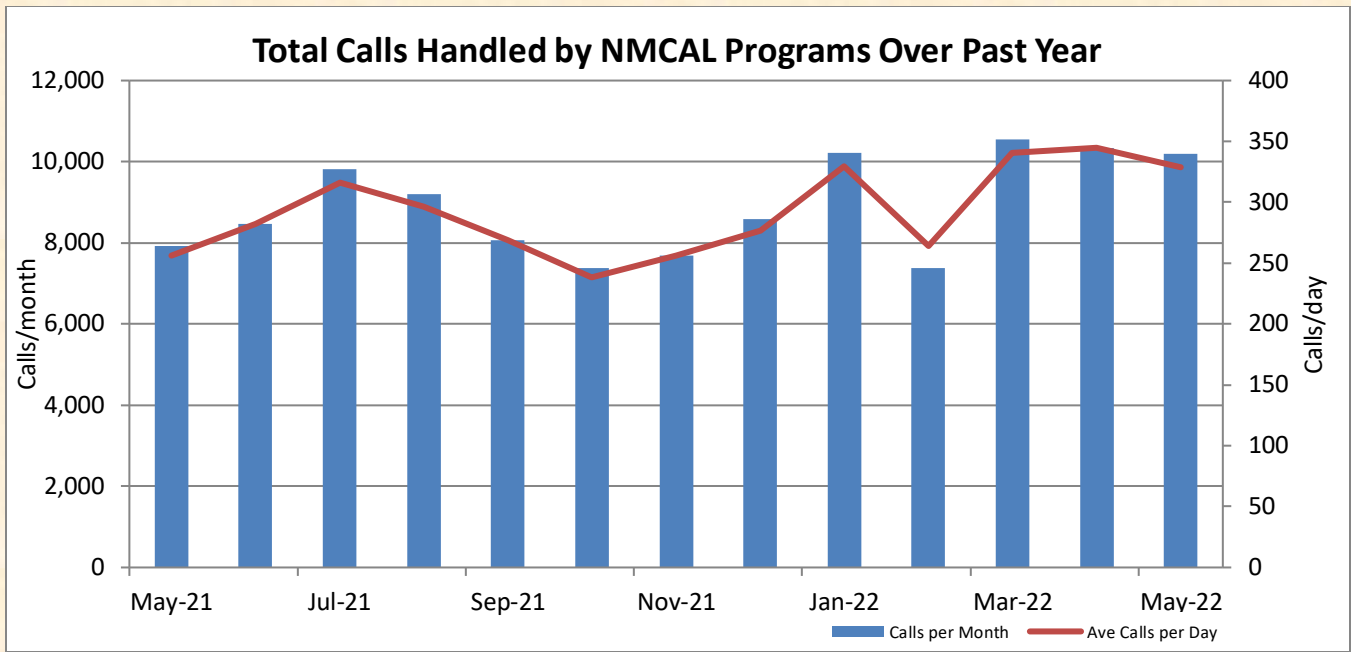


## PROGRAM OVERVIEW

ProtoCall Services, Inc. (ProtoCall) is contracted by the State of New Mexico Behavioral Health Collaborative Agencies: Human Services Department Behavioral Health Services Division, Children Youth and Families Department Behavioral Health, Children Youth and Families Department Protective Services, and the Department of Health Office of School and Adolescent Health to deliver trauma informed responsive care through the least restrictive and most culturally inclusive approach available.

Overview of Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
New Mexico Crisis and Access Line	31,709	16,034	3,691	3,567	3,400
National Suicide Prevention Lifeline	12,727	6,467	1,666	1,323	1,269
Healthcare Worker & First Responder Line	176	105	24	13	18
Core Service Agency Programs	9,819	4,596	813	849	784
Rio Grande Gorge Bridge Intercoms	212	116	29	50	10
Peer to Peer Warmlines <sup>^</sup>	45,560	21,378	3,972	4,541	2,451
<b>Total Calls - All NM Accounts</b>	<b>100,203</b>	<b>48,696</b>	<b>10,195</b>	<b>10,343</b>	<b>7,932</b>

Overview of Digital Programs	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Warmlines Text Message Conversations	2,209	933	214	176	122
Warmlines Text Messages Exchanged	51,656	22,845	4,449	4,305	2,835
NMConnect Smartphone Downloads	2,076	1,018	258	225	119
– Activated Call to NMCAL	977	334	73	63	47
– Activated Call to Warmlines	1,207	524	98	117	47
– Activated Text to Warmlines	931	367	81	71	119
– Activated Call to Healthcare Line	750	288	57	59	N/A
NM 5-Actions Program Unique Visitors	5,391	2,842	520	753	503
NM 5-Actions Program Registered Users	390	146	28	43	51
NMCAL Website Pageviews	222,053	158,049	38,502	31,757	19,339
NMCAL Website Unique Sessions	182,480	134,441	32,427	26,644	15,807
Social Media Facebook Page Reach	1,525,948	1,213,679	264,389	290,896	75,788
Social Media Facebook Page Visits	3,457	2,603	590	415	290
Path to Wellness Email Sends	1,201,833	569,895	117,471	94,684	143,119



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

Public Awareness & Community Engagement								
	# of encounters				# of participants			
	YTD '22	May'22	Apr '22	May'21	YTD '22	May'22	Apr '22	May'21
Community Engagements	219	47	53	62				
Program Presentations	24	5	7	6	538	123	365	695
Prevention Trainings	11	3	2	2	541	97	382	51
Legislative Encounters	27	1	1	1				
Media Interviews	9	2	3	0				
<b>TOTALS</b>	<b>290</b>	<b>58</b>	<b>65</b>	<b>71</b>	<b>1,079</b>	<b>220</b>	<b>747</b>	<b>746</b>

*Coronavirus/COVID concerns reported	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
New Mexico Crisis and Access Line	2.6%	1.4%	0.4%	0.6%	2.9%
National Suicide Prevention Lifeline	1.2%	0.9%	0.2%	0.5%	2.0%
Warmline	4.5%	3.3%	2.6%	1.8%	12.0%
Healthcare Worker & First Responder Line	9.1%	8.7%	4.3%	15.4%	0.0%
CSA Programs	0.8%	0.5%	0.5%	0.1%	1.8%
<b>Total All New Mexico Accounts</b>	<b>3.1%</b>	<b>2.1%</b>	<b>2.1%</b>	<b>2.0%</b>	<b>7.9%</b>

\*Began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call on March 17, 2020



## CRISIS LINE UTILIZATION DATA

The following tables and charts provide information about crisis line calls handled by mental health professionals 24 hours a day, 7 days a week, 365 days a year on the New Mexico Crisis and Access Line, the National Suicide Prevention Lifeline, the Healthcare Worker and First Responder Support Line, Core Service Agency After Hour Support Services, and the Rio Grande Bridge Intercoms in Taos.

Overview of Crisis Line Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
* Total Inbound Crisis Line Calls Handled	49,000	24,534	5,485	5,226	4,988
*Total Inbound Clinical Calls Handled	19,637	9,180	2,367	1,933	2,380
Calling about Self	15,870	7,431	1,961	1,577	1,950
Calling about a Child	546	250	50	45	53
Calling about Another Adult	3,221	1,499	356	311	377
Outbound Crisis Line Calls	5,643	2,784	738	576	493
Information/Referral Calls	1,297	609	207	77	104
Seeking info about Program(s)	119	51	18	9	18
Public Safety Calls	102	51	12	13	15
Administrative Calls	98	45	19	7	7
Other Calls	2,777	1,420	337	335	213
<b>*Total All Crisis Line Calls Handled</b>	<b>47,595</b>	<b>27,318</b>	<b>6,223</b>	<b>5,802</b>	<b>5,481</b>

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

Crisis Line Call Statistics	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
*Average Clinical Call Length	25.7 min	24.9 min	23.4 min	23.1 min	25.4 min
Service Level (answered under 30 sec)	64.6%	67.1%	85.5%	78.0%	83.9%
Abandonment Rate	16.9%	15.6%	4.6%	8.2%	4.6%
Average Speed of Answer	65 sec	51 sec	24 sec	31 sec	22 sec

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

Professional counseling staff determine a Level of Care for each clinical call. This determination guides conversations to understand if the matter can be resolved on that call, or if a higher level of response is necessary. Most crisis line calls are resolved through supportive telephone counseling.

Level of Care Clinical Crisis Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Routine	47.3%	48.5%	51.0%	52.0%	51.7%
Urgent	46.2%	44.9%	42.5%	41.1%	42.1%
Emergent	6.5%	6.6%	6.6%	6.9%	6.2%



It is important to note that demographic information is not gathered on all calls, as callers may decline to provide this information, may not know how to answer, or the call taker may not have asked the question (due to the nature of the call). Because of this dynamic, the total number of calls reflected in each county is less than the full total number of calls reported each year.

Some things to keep in mind when reviewing demographic information of crisis line callers include: (1) a small number of callers contact NMCAL quite frequently, (2) some callers chose not to share their demographic information during the call, and (3) there are community members that do not yet know about the NMCAL resource.

County of Residence	SFY22 (7/1-6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Bernalillo	8,478	4,113	1,142	851	871
Catron	20	13	3	1	0
Chaves	386	179	43	42	32
Cibola	150	75	14	15	15
Colfax	102	40	10	6	8
Curry	254	127	35	28	21
De Baca	5	2	0	1	0
Dona Ana	1,165	475	135	105	121
Eddy	272	125	25	29	29
Grant	268	113	30	28	27
Guadalupe	27	16	4	4	4
Harding	7	6	0	6	1
Hidalgo	18	11	6	0	2
Lea	234	114	26	16	33
Lincoln	157	84	21	16	33
Los Alamos	73	27	12	4	4
Luna	140	68	15	18	7
McKinley	361	157	40	29	25
Mora	32	21	16	1	6
Otero	418	252	72	70	38
Quay	56	24	13	1	8
Rio Arriba	429	232	59	42	32
Roosevelt	92	49	16	13	15
San Juan	941	429	93	77	118
San Miguel	274	150	49	19	26
Sandoval	788	356	85	77	100
Santa Fe	1,457	663	154	135	182
Sierra	87	27	5	11	8
Socorro	171	129	37	36	17
Taos	592	278	92	55	46
Torrance	106	44	7	7	7
Union	30	10	1	1	1
Valencia	490	255	64	54	63
Outside NM	870	323	0	70	116



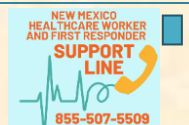
Primary presenting reason for the call is determined from the general theme of the caller's concerns. Within each primary category, additional details and other concerns may be discussed.

Primary Presenting Reason -Crisis Line Clinical Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Suicide	24.4%	24.2%	23.4%	20.9%	21.8%
Substance Use	17.4%	17.1%	14.5%	17.3%	16.7%
Situational Stress	9.6%	9.5%	11.9%	9.0%	9.9%
Anxiety	9.9%	9.7%	10.7%	10.9%	12.9%
Cognitive Concerns	5.6%	5.6%	5.9%	5.8%	6.7%
Depression	5.3%	5.3%	4.0%	5.5%	6.3%
Family Concerns	3.4%	3.8%	3.8%	4.2%	3.3%
*Loneliness	1.7%	1.6%	2.3%	1.6%	2.2%
Intimate Partner/Marital	3.2%	3.0%	2.0%	3.9%	3.5%
Grief/Loss	2.1%	2.1%	1.9%	2.1%	2.5%
*Health Issue/Chronic Pain	1.6%	1.7%	1.9%	2.0%	1.9%
Medication	1.6%	1.6%	1.9%	1.6%	1.3%
*Trauma	1.9%	1.6%	1.5%	1.9%	1.8%
Interpersonal Violence	1.4%	1.3%	1.3%	1.1%	1.3%
Intentional Self-Injury	1.4%	1.4%	1.1%	1.0%	1.3%
*Relationship (Non-Romantic)	0.6%	0.6%	0.8%	0.7%	0.7%
Harm to Others	0.5%	0.6%	0.7%	0.4%	N/A
Workplace Issue	0.4%	0.6%	0.6%	0.6%	0.4%
Sexual Assault**	0.3%	0.3%	0.5%	0.3%	0.3%
* Community Violence	0.5%	0.2%	0.4%	0.1%	0.5%
*Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Other	7.0%	7.8%	8.9%	9.0%	6.5%

Crisis Line Referrals^ - to community resources	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Referred to Community BH Agency	5,046	2,236	499	443	1,047
*Submitted OpenBeds Referral	44	38	6	2	N/A
Recommended Wraparound Program	137	105	27	28	4
Recommended Family Peer Support	26	20	9	4	3
*Suggested NM 5-Actions Program	219	204	29	53	0
*Offered Warmline Program	257	240	97	59	0
Already in Services	3,130	1,728	468	403	326
Referral Declined	2,974	1,503	416	370	423
Situation Ineligible for Referral	2,487	1,116	302	240	450

\*Option added in December 2021

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





Disposition at the end of the call -All Crisis Line Clinical Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Caller stabilized by counselor, and referred to community resources if appropriate	92.2%	92.0%	91.7%	91.8%	92.7%
Counselor made an abuse report	1.1%	0.9%	1.0%	0.8%	0.9%
Caller will take person of concern to hospital	0.5%	0.5%	0.5%	0.6%	0.7%
Caller agreed to go to the hospital	0.6%	0.7%	0.8%	0.6%	0.5%
Caller agreed to call 911 regarding immediate danger	0.2%	0.3%	0.3%	0.4%	0.1%
Caller conferenced to 911 due to immediate danger	2.1%	2.0%	1.8%	2.3%	2.0%
Counselor contacted police with caller's consent	1.2%	1.2%	1.6%	0.9%	0.9%
Counselor contacted police without caller's consent	2.1%	2.4%	2.3%	2.6%	2.2%

### Calls Involving Thoughts of Suicide

While suicide is not always the presenting issue on a crisis line call, concerns related to suicide were reported on 35.6% of the calls. The callers reporting concerns about suicide on the crisis line, either for themselves or for another person of concern, were supported in the least restrictive manner possible, and when appropriate had a safety plan created. There are times when NMCAL involves hospital or emergency services, but only when there is not a less intrusive way to keep the caller safe.

Disposition at the end of the call -Crisis Line Clinical Calls Involving Suicide	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Caller stabilized by counselor, and referred to community resources if appropriate	84.7%	83.8%	83.6%	81.3%	83.6%
Caller will take person of concern to hospital	0.9%	1.1%	1.1%	1.5%	1.1%
Caller agreed to go to the hospital	1.3%	1.4%	1.6%	1.5%	1.5%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.6%	0.3%	0.1%
Caller conferenced to 911 due to immediate danger	4.6%	4.3%	3.8%	5.5%	4.6%
Counselor contacted police with caller's consent	2.8%	2.9%	3.6%	2.6%	2.5%
Counselor contacted police without caller's consent	5.3%	6.2%	5.7%	7.4%	6.5%



## Integrated Program

NMCAL is proud to manage an integrated program where callers have a choice to talk to a mental health professional on the crisis line, or a certified peer support on the Warmline. In addition, and because our staff work in collaboration, we are able to connect callers to either program during an engagement.

Calls Transferred Within Program	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
from NMCAL to Warmline	121	56	13	18	10
from Warmline to NMCAL	48	16	5	3	4

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns. In May 30.7% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 5.7% reported a history of substance use.

In May, callers identified Opioids as component of the primary reason for calling on 5.7% of NMCAL calls, and on 0.3% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
NMCAL calls related to Opioid Use	1,139	522	107	105	139
Warmline calls related to Opioid Use	123	48	13	7	13

## Calls from Veterans and Active Service Military

Crisis feels different for everybody. While there is a National Veterans Crisis Line available for veterans, active service military, and their families to engage in, some prefer to call our local program for support.

Caller Identified as Veteran or Active Service Military	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
NMCAL and NSPL	1,459	643	197	139	237
Warmline	1,955	959	338	218	140



## WARMLINE UTILIZATION DATA

### Peer to Peer Warmline

The Peer-to-Peer Warmline is answered by certified peer support specialists in recovery from their own mental health diagnosis, family / parent peer support specialists who have raised a child with a mental health diagnosis and assisted the child in navigating access to support within the system of care, as well as resource foster parent peer supports who have cared for a youth participating in the resource foster system of care. Warmline professionals are available 7 days a week, 365 days a year via phone from 7:00 a.m. – 11:30 p.m. MT and through text between 6:00 p.m. – 11:00 p.m. MT.

Warmline Call Center Data	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
*Total Calls Handled	45,560	21,378	3,972	4,541	2,451
Average Call Length	16.4 min	17.6 min	16.9 min	18.9 min	17.8 min

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

Warmline Text Message Data	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Total Conversations	2,209	933	214	176	122
Text Messages Exchanged in Conversations	51,656	22,845	4,449	4,305	2,835

Parent/Family Peer Support Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Parent	40	18	7	4	5
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	2	0	0	0	0
Resource/Foster Parent	2	0	0	0	0
Resource/Foster Child/Youth	372	78	3	2	0
Other Caregiver	39	27	0	3	1
<b>Noted as a Family Peer Support Call</b>	<b>82</b>	<b>28</b>	<b>9</b>	<b>9</b>	<b>6</b>

Outcome of Warmline Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Caller reports feeling supported by the call	89.3%	89.2%	89.8%	86.9%	92.2%
Caller received referrals	3.5%	4.5%	4.8%	4.9%	0.9%
Caller was transferred to an NMCAL counselor	0.2%	0.1%	0.2%	0.1%	0.2%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.3%
Other/None of the Above	6.9%	6.1%	5.1%	8.1%	6.3%

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





Primary Presenting Problem in Warmline Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Anxiety / Situational Stress	36.3%	32.9%	35.0%	35.2%	30.7%
Isolation / Loneliness	19.1%	20.7%	17.0%	17.2%	18.5%
Interpersonal Relationships	5.8%	6.0%	7.4%	7.5%	6.7%
Depression	5.4%	5.3%	4.2%	4.1%	6.8%
Anger Management	2.1%	2.0%	1.8%	1.8%	2.9%
Grief / Loss	1.6%	1.9%	1.8%	1.7%	1.2%
Healthcare	1.3%	1.9%	1.8%	1.9%	1.1%
Substance Use	1.1%	1.1%	1.3%	1.3%	1.6%
Housing	0.6%	0.8%	0.8%	0.8%	0.6%
Employment and Education	0.4%	0.5%	0.5%	0.5%	0.9%
Cognitive Concerns / Psychosis	0.3%	0.3%	0.4%	0.4%	0.3%
Resources / Community Referrals	0.5%	0.4%	0.3%	0.3%	0.4%
Abuse/Neglect	0.3%	0.3%	0.2%	0.1%	0.4%
Medication / Wellness Check In	0.3%	0.2%	0.2%	0.3%	0.7%
Sexual Assault	0.2%	0.2%	0.2%	0.3%	0.3%
Spirituality	0.3%	0.3%	0.2%	0.3%	0.5%
Self-Injury	0.2%	0.2%	0.2%	0.2%	0.8%
Thoughts of Suicide	0.3%	0.3%	0.2%	0.2%	0.6%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.2%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	2.8%	4.3%	3.4%	3.2%	0.6%
Other	21.0%	20.5%	22.9%	22.7%	24.2%

Warmline Referrals <sup>^</sup> - to community resources	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Referred to Community BH Agency	329	102	37	35	15
*Submitted OpenBeds Referral	0	0	0	0	N/A
Referred to Community Support Services	1,190	290	55	71	56
Recommended Support Meeting	235	59	8	10	9
Recommended Wraparound Program	1	1	1	0	0
Recommended Family Peer Support	6	2	0	1	0
*Suggested NM 5-Actions Program	27	25	6	5	0
Already in Services	3,301	1,212	307	76	210
Referral Declined	349	96	22	21	0
Situation Ineligible for Referral	16,645	7,957	1,651	1,772	118

\*Option added in December 2021

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

Warmline callers are asked for their county of residence, as a way for peer supports to assist the callers and texters to engage with additional resources and support services beyond the call or text. It is important to note that demographic information is not gathered on all calls, as callers may (1) decline

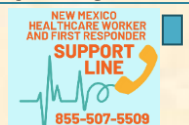


providing information, (2) the caller may not know how to answer, or (3) the peer support may not ask the question (due to the nature of the call).

Like most Warmlines, there are a large number of callers who contact the Warmline peer-to-peer support program regularly.

County of Residence -Warmline Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	May 2022	Apr 2022	May 2021
Bernalillo	9,166	3,982	601	762	662
Catron	0	0	0	0	0
Chaves	78	9	0	0	0
Cibola	66	33	6	12	5
Colfax	20	8	0	0	0
Curry	1	1	0	0	0
De Baca	0	0	0	0	0
Dona Ana	2,096	1,074	118	210	93
Eddy	394	28	8	1	37
Grant	849	416	63	81	48
Guadalupe	0	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	8	8	0	5	0
Lea	2	2	1	1	0
Lincoln	37	37	0	1	0
Los Alamos	0	0	0	0	0
Luna	27	27	10	8	0
McKinley	18	18	5	7	0
Mora	19	19	0	0	0
Otero	406	115	13	35	18
Quay	1	1	0	1	0
Rio Arriba	145	41	7	15	2
Roosevelt	26	26	9	1	0
San Juan	199	199	35	55	0
San Miguel	449	203	47	54	29
Sandoval	1,182	534	112	97	123
Santa Fe	974	302	53	33	43
Sierra	2,503	1,268	258	196	94
Socorro	91	32	0	12	5
Taos	1,372	534	158	98	148
Torrance	1	1	0	0	0
Union	0	0	0	0	0
Valencia	202	29	1	5	13
Outside NM	0	0	0	0	0

The New Mexico Crisis and Access Line offers a variety of services to support people, and ensure that there is a continuum of care. Services are appropriate for people experiencing non-crisis, pre-crisis, crisis, and post-crisis experiences with mental health, behavioral health, and substance use concerns. When



you, or someone you know, is ready for mental health assistance, access any of these programs in the moment support is needed:

## “Here to Hear You”

Call the **Crisis & Access Line** at **1-855-NMCRISIS (1-855-662-7474)**

Call or Text the **Peer-to-Peer Warmline** at **1-855-466-7100**

Call the **Healthcare Worker and First Responder Support Line** at **1-855-507-5509**

Speech and hearing-impaired callers can access support through Relay NM services. Language interpretation service provider available to Non-English speaking callers.

**People experiencing substance use and behavioral addictions can utilize the self-guided online NM 5-Actions Program™ at <https://nm5actions.com/>**

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

**Easily access any of our programs or resources through the **NMConnect** Smartphone app**



Peer-to-Peer Warmline is the resource of choice that New Mexicans reach out to in the moment support is needed. We offer free and immediate professional mental health support to anyone that may want it. We understand that every struggle is different and proudly provide invaluable care in the moment a person needs it. We connect people to local services when appropriate. And, we know that being here to hear people, and offering a simple act of kindness, can help a person feel less alone, supported, and able to keep going.

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

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