

New Mexico Crisis and Access Lines

March 2023 Utilization Report

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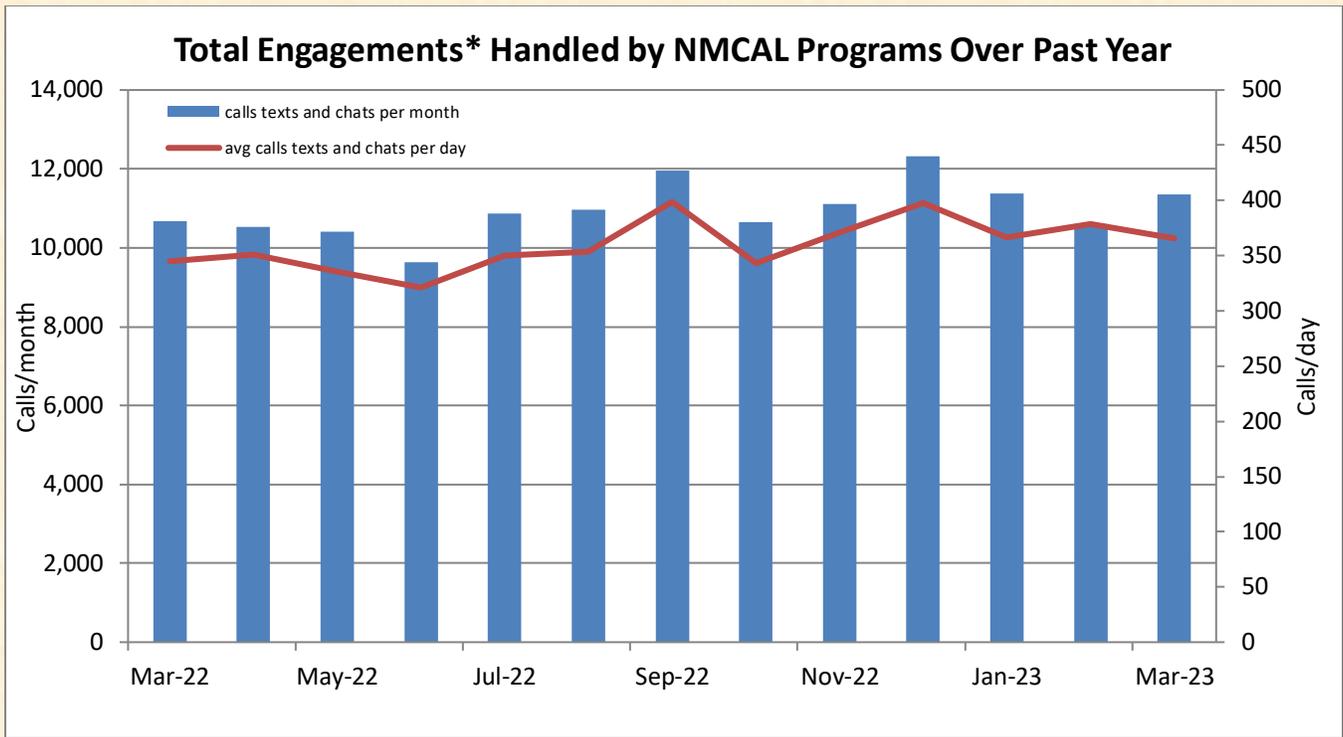


PROGRAM OVERVIEW

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	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
New Mexico Crisis and Access Line	30,244	9,675	3,342	3,079	3,502
988 New Mexico Suicide and Crisis Lifeline	23,113	7,776	2,475	2,525	1,302
Healthcare Worker & First Responder Line	526	121	36	42	30
Core Service Agency Programs	9,052	2,899	666	1,175	884
Rio Grande Gorge Bridge Intercoms	158	12	0	5	14
Peer to Peer Warmline	31,439	10,359	3,758	3,080	4,818
Total Calls - All NM Accounts	94,532	30,842	10,277	9,906	10,550

Overview of Digital Programs	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
988 Text & Chat Message Conversations	5,240	1,880	706	613	N/A
Warmline Text Message Conversations	1,398	589	357	87	133
NMConnect Smartphone Downloads	23,531	793	279	299	221
– Activated Call to NMCAL	1,856	793	15	9	69
– Activated Chat or Text to 988	392	34	18	8	N/A
– Activated Call to Warmline	466	18	6	7	119
– Activated Text to Warmline	345	13	12	4	73
– Activated Call to 911	21	21	15	0	68
Welltrack Boost Accounts Created	605	540	298	0	N/A
NM 5-Actions Program Unique Visitors	3,612	1,053	462	305	358
NM 5-Actions Program Registered Users	239	81	42	13	20
NMCAL Website Pageviews	275,112	48,935	38,072	4,870	13,764
NMCAL Website Unique Sessions	272,462	39,011	31,897	2,931	12,366
Social Media Facebook Page Reach	1,147,807	152,323	103,687	22,839	134,997
Social Media Facebook Page Visits	20,263	2,635	994	787	339
Path to Wellness Email Sends	606,066	218,390	95,491	46,417	113,241



*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	Mar 2023	Feb 2023	Mar 2022	YTD 2023	Mar 2023	Feb 2023	Mar 2022
Community Engagements	91	32	35	19				
Program Presentations	9	4	5	1	188	135	53	50
Prevention Trainings	3	2	1	3	147	121	26	62
Legislative Encounters	327	0	28	0				
Media Interviews	3	1	1	0				
TOTALS	433	39	70	23	335	256	79	112

COVID-19 DATA

On March 17, 2020 Protocall began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call. Tracking of COVID concerns discussed on the call is no longer tracked during a conversation as of February 28, 2023. During this time, 5.6% of all callers during this time frame mentioned COVID as a component of their behavioral health concerns during a call.



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)	Mar 2023	Feb 2023	Mar 2022
*Total Inbound Crisis Line Calls Handled	54,433	17,237	5,411	5,847	5,137
*Total Inbound Clinical Calls Handled	23,102	7,999	2,512	2,437	1,780
Calling about Self	19,151	6,699	2,090	2,019	1,396
Calling about a Child	520	190	65	66	72
Calling about Another Adult	3,431	1,110	357	352	312
Outbound Crisis Line Calls	8,660	3,246	1,108	979	595
Information/Referral Calls	1,587	552	201	180	143
Seeking info about Program(s)	279	101	26	26	7
Public Safety Calls	115	32	8	14	11
Administrative Calls	153	58	17	17	10
Other Calls	2,388	599	197	192	325
*Total All Crisis Line Calls Handled	63,093	20,483	6,519	6,826	5,732

**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)	Mar 2023	Feb 2023	Mar 2022
*Average Clinical Call Length	23.3 min	23.1 min	23.3 min	23.6 min	26.5 min
Service Level (answered under 30 sec)	87.1%	87.1%	88.6%	84.6%	55.4%
Abandonment Rate	4.4%	4.3%	3.8%	5.1%	18.8%
Average Speed of Answer	18.5 sec	19 sec	15 sec	20 sec	74 sec

**Data is for clinical crisis line calls only*

Mental health professionals determine a Level of Care for each clinical encounter. This determination guides conversations and the understandings which establish if the matter can be resolved on that engagement, or if a higher level of response is necessary. Most engagements are resolved through the conversations that occur during the interaction between the community member and the support center staff.

Level of Care Clinical Crisis Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
Routine	51.3%	51.3%	48.7%	52.7%	45.3%
Urgent	41.9%	42.2%	44.1%	41.7%	47.6%
Emergent	6.8%	6.5%	6.8%	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	SFY23 (7/1–6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
Bernalillo	11,062	3,654	1,095	1,051	776
Catron	14	3	1	0	2
Chaves	370	120	43	38	29
Cibola	153	49	22	15	17
Colfax	125	49	8	11	8
Curry	245	84	29	22	22
De Baca	11	8	1	3	0
Dona Ana	1,334	446	148	128	79
Eddy	289	100	43	25	16
Grant	534	223	43	88	19
Guadalupe	27	10	4	1	6
Harding	3	1	1	0	0
Hidalgo	32	9	2	4	2
Lea	273	102	28	54	24
Lincoln	220	85	26	22	17
Los Alamos	94	43	15	16	4
Luna	165	60	14	20	16
McKinley	478	152	60	40	32
Mora	19	8	2	4	1
Otero	646	238	65	100	40
Quay	112	29	9	3	1
Rio Arriba	560	197	58	62	62
Roosevelt	173	39	24	11	7
San Juan	872	323	121	101	106
San Miguel	297	120	23	22	21
Sandoval	1,025	292	95	100	80
Santa Fe	1,796	550	156	177	123
Sierra	234	103	33	32	3
Socorro	301	117	48	43	26
Taos	764	264	68	75	59
Torrance	216	51	10	20	5
Union	35	12	5	1	1
Valencia	606	186	58	68	49
Outside NM	1,191	430	143	126	78



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)	Mar 2023	Feb 2023	Mar 2022
Suicide	25.8%	24.6%	28.7%	21.0%	25.2%
Substance Use	13.6%	12.8%	13.1%	11.7%	19.4%
Situational Stress	10.4%	9.7%	9.3%	9.1%	7.8%
Anxiety	8.9%	9.0%	8.1%	8.2%	8.2%
Cognitive Concerns	5.3%	5.1%	5.4%	5.1%	5.1%
Depression	4.5%	4.0%	4.6%	3.5%	6.2%
Intimate Partner/Marital	3.1%	2.5%	3.2%	2.0%	2.8%
Loneliness	2.4%	2.7%	3.2%	1.7%	1.6%
Family Concerns	3.3%	2.6%	2.8%	2.4%	3.5%
Grief/Loss	2.1%	2.2%	2.5%	2.1%	1.9%
Interpersonal Violence	3.3%	7.3%	2.3%	3.5%	1.2%
Medication	1.1%	1.0%	1.5%	0.7%	1.7%
Trauma	1.3%	1.3%	1.4%	1.1%	2.0%
Harm to Others	1.6%	1.6%	1.3%	1.2%	0.7%
Health Issue/Chronic Pain	1.6%	1.3%	1.2%	0.8%	1.7%
Relationship (Non-Romantic)	0.8%	1.0%	1.1%	1.0%	0.7%
Intentional Self-Injury	1.0%	1.0%	0.7%	1.5%	1.4%
Workplace Issue	0.4%	0.3%	0.4%	0.2%	0.5%
Sexual Assault	0.2%	0.3%	0.2%	0.2%	0.3%
Community Violence	0.3%	0.2%	0.2%	0.2%	0.1%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.3%
Other	8.7%	9.5%	8.9%	8.3%	7.4%

Crisis Line Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
Referred to Community BH Agency	4,875	1,639	493	573	454
Submitted OpenBeds Referral	658	277	89	94	10
Recommended Wraparound Program	174	28	3	16	17
Recommended Family Peer Support	55	21	9	11	4
Suggested NMConnect Self-Help App*	395	395	249	134	N/A
Suggested NM 5-Actions Program	429	148	50	52	54
Offered Warmline Program	946	272	88	75	45
Already in Services	4,593	1,706	492	542	258
Referral Declined	4,423	1,515	507	492	305
Situation Ineligible for Referral	3,170	1,530	556	523	205

*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)	Mar 2023	Feb 2023	Mar 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.6%	91.9%	91.0%	93.2%	91.1%
Counselor made an abuse report	0.7%	0.7%	0.8%	0.6%	0.8%
Caller will take person of concern to hospital	0.5%	0.4%	0.3%	0.5%	0.9%
Caller agreed to go to the hospital	0.9%	0.7%	1.0%	0.5%	1.1%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.3%	0.1%	0.4%
Caller conferenced to 911 due to immediate danger	2.6%	2.7%	3.1%	2.7%	1.8%
Counselor contacted police with caller's consent	1.4%	1.4%	1.6%	1.0%	1.3%
Counselor contacted police without caller's consent	2.0%	1.9%	1.9%	1.5%	2.5%

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 39.1% of the engagements on the crisis lines during the month of March 2023 (36.3% YTD). The person reporting concerns regarding suicide on the crisis line, either for themselves or for another person of concern, were supported in the least restrictive manner possible, and when appropriate had a safety plan created. There are times when the New Mexico support center staff request assistance from hospitals, mobile crisis teams (where available), and when necessary, emergency services. These higher levels of care are only implemented when there is not a less intrusive way to keep the person of concern safe.

Disposition at the end of the call -Crisis Line Clinical Calls Involving Suicide	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
Caller stabilized by counselor, and referred to community resources if appropriate	82.2%	82.5%	82.6%	84.7%	83.4%
Caller will take person of concern to hospital	1.0%	0.9%	0.7%	1.3%	1.6%
Caller agreed to go to the hospital	1.9%	1.6%	1.7%	1.4%	2.3%
Caller agreed to call 911 regarding immediate danger	0.5%	0.4%	0.4%	0.1%	0.4%
Caller conferenced to 911 due to immediate danger	5.8%	6.1%	6.2%	5.9%	3.8%
Counselor contacted police with caller's consent	3.6%	3.4%	3.6%	2.6%	2.3%
Counselor contacted police without caller's consent	5.1%	5.1%	4.8%	4.1%	6.2%



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)	Mar 2023	Feb 2023	Mar 2022
from NMCAL to Warmline	167	68	7	43	10
from Warmline to NMCAL	23	9	3	3	6

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In March 2023, engagements on the crisis lines reflected that 30.0% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.8% reported a history of substance use.

In March 2023, people identified Opioids as component of the primary reason for interacting with us on 4.1% of crisis line engagements, and on 0.3% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
NMCAL calls related to Opioid Use	1,036	350	102	135	122
Warmline calls related to Opioid Use	73	35	13	15	10

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)	Mar 2023	Feb 2023	Mar 2022
NMCAL and 988 Suicide & Crisis Lifeline	1,760	676	133	276	135
Warmline	1,098	272	87	85	159

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)	Mar 2023	Feb 2023	Mar 2022
Total Calls Handled*	31,439	10,359	3,758	3,080	4,818
Average Call Length^	Not Available	Not Available	Not Available	Not Available	17.2 min
Service Level (answered under 30 sec)^	Not Available	Not Available	Not Available	Not Available	66.9%
Abandonment Rate^	Not Available	Not Available	Not Available	Not Available	12.8%
Average Speed of Answer^	Not Available	Not Available	Not Available	Not Available	117 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 is not currently available.

Warmline Text Message Data	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
Total Conversations	1,398	589	357	87	133
Text Messages Exchanged in Conversations	23,531	0	Not Available	Not Available	4,610

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
Caller reports feeling supported by the call	91.5%	91.7%	94.6%	93.8%	87.8%
Caller received referrals	3.0%	2.5%	1.4%	1.4%	5.4%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.1%	0.1%	0.3%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.1%
Other/None of the Above	5.4%	5.6%	3.8%	4.7%	6.5%

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
Parent	39	8	3	2	4
Legal Guardian (Stepparent, Grandparent, Family Member)	4	3	2	0	0
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	4	2	1	0	7
Support Provided to Parent/Family Members	47	13	6	2	14



Primary Presenting Concern in Warmline Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
Anxiety / Situational Stress	32.7%	35.1%	32.7%	32.6%	30.8%
Isolation / Loneliness	23.3%	20.0%	23.3%	23.5%	22.8%
Interpersonal Relationships	6.2%	6.1%	6.2%	6.1%	6.1%
Depression	4.2%	3.4%	4.2%	4.4%	5.9%
Anger Management	2.1%	1.7%	2.1%	2.1%	2.9%
Grief / Loss	1.5%	1.4%	1.5%	1.6%	0.9%
Healthcare	1.2%	1.1%	1.2%	1.3%	1.9%
Substance Use	1.1%	1.2%	1.1%	1.1%	1.2%
Housing	0.7%	0.7%	0.7%	0.7%	1.2%
Employment and Education	0.6%	0.6%	0.6%	0.6%	1.1%
Resources / Community Referrals	0.3%	0.3%	0.3%	0.3%	0.2%
Thoughts of Suicide	0.3%	0.2%	0.3%	0.3%	0.2%
Abuse/Neglect	0.2%	0.2%	0.2%	0.2%	0.2%
Cognitive Concerns / Psychosis	0.2%	0.2%	0.2%	0.2%	0.2%
Medication / Wellness Check In	0.2%	0.1%	0.2%	0.2%	0.2%
Spirituality	0.2%	0.2%	0.2%	0.2%	N/A
Self-Injury	0.1%	0.2%	0.1%	0.1%	0.1%
Sexual Assault	0.1%	0.1%	0.1%	0.2%	0.1%
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	3.0%	3.1%	3.0%	3.1%	0.5%
Other	21.7%	24.3%	21.7%	21.2%	22.9%

Warmline Referrals^ - to community resources	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Mar 2023	Feb 2023	Mar 2022
Abuse/Neglect Report Made	11	2	0	0	N/A
Referred to Community BH Agency	608	309	107	99	8
Submitted OpenBeds Referral	1	0	0	0	0
Referred to Community Support Services	268	16	6	6	71
Recommended Support Meeting	42	6	1	1	10
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	0	0	0	1
Suggested NMConnect Self-Help App*	62	62	20	24	N/A
Suggested NM 5-Actions Program	71	35	12	10	5
Already in Services	1,610	647	185	273	76
Referral Declined	119	43	11	17	21
Situation Ineligible for Referral	18,576	6,556	2,153	2,241	1,772

*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)	Mar 2023	Feb 2023	Mar 2022
Bernalillo	5,917	2,340	838	728	810
Catron	13	1	1	0	0
Chaves	5	5	5	0	1
Cibola	64	41	16	13	6
Colfax	5	5	1	4	0
Curry	9	3	3	0	1
De Baca	1	0	0	0	0
Dona Ana	1,215	401	97	91	288
Eddy	6	3	1	1	5
Grant	637	340	141	115	132
Guadalupe	0	0	0	0	0
Harding	8	3	3	0	0
Hidalgo	11	5	0	0	3
Lea	8	6	1	4	0
Lincoln	55	33	18	14	36
Los Alamos	2	2	0	2	0
Luna	36	10	1	0	9
McKinley	53	22	10	4	6
Mora	1	1	1	0	0
Otero	224	131	48	48	22
Quay	3	1	0	0	0
Rio Arriba	109	45	5	25	14
Roosevelt	4	1	0	0	10
San Juan	344	107	33	18	109
San Miguel	362	99	30	15	31
Sandoval	814	320	131	92	104
Santa Fe	562	368	221	112	50
Sierra	2,298	747	190	361	292
Socorro	60	35	13	10	9
Taos	1,009	441	144	195	98
Torrance	12	8	6	2	1
Union	0	0	0	0	0
Valencia	527	515	260	250	5
Outside NM	0	0	0	0	0



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

“Here to Hear You”

Call the **New Mexico Crisis & Access Line** at **1-855-NMCRISIS (1-855-662-7474)**
Call or Text the **New Mexico 988 Suicide and Crisis Lifeline** by dialing **988**
Chat with the **New Mexico 988 Suicide and Crisis Lifeline** at <https://988lifeline.org/chat/>
Call or Text the **Peer-to-Peer Warmline** at **1-855-466-7100**

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

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

Information on all available programs located online at www.nmcrisisline.com



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



NMCAL is proud to be the resource of choice that New Mexicans reach out to in the moment mental and behavioral health assistance is needed. We offer free and immediate professional mental health support to anyone that may want it. We understand that every experience is different, and proudly provide invaluable care in the moment a person needs it. We connect people to local services when appropriate.

At NMCAL we know that being here to hear people, and offer a space where they can talk about the distress they are experiencing, can help a person feel less alone, feel supported, discuss a way to keep going, and begin to feel like there is a pathway to wellness.

NMCAL offers an array of services to ensure there is no wrong door to accessing support:

- Supporting people who call, text, or chat the New Mexico 988 Suicide & Crisis Lifeline,
- Supporting people who call the New Mexico Crisis and Access Line
- Supporting people who call or text the New Mexico Peer-to-Peer Warmline
- Supporting people reaching out from the Taos Rio Grande Gorge Bridge intercoms,
- Providing after hours support for clients of community mental health agencies (CSA),
- Providing an online self-guided digital 5-Actions Program™ for people experiencing addiction,
- Delivering Path to Wellness public awareness messages of hope,
- Posting information on a dedicated mental health resource website,
- Facilitating community prevention and intervention trainings,
- Advocating for mental health wellness, and
- Delivering easy access to our services through our NMConnect Smartphone app.

