



# New Mexico 988 Engagement Center

## March 2024 Utilization Report

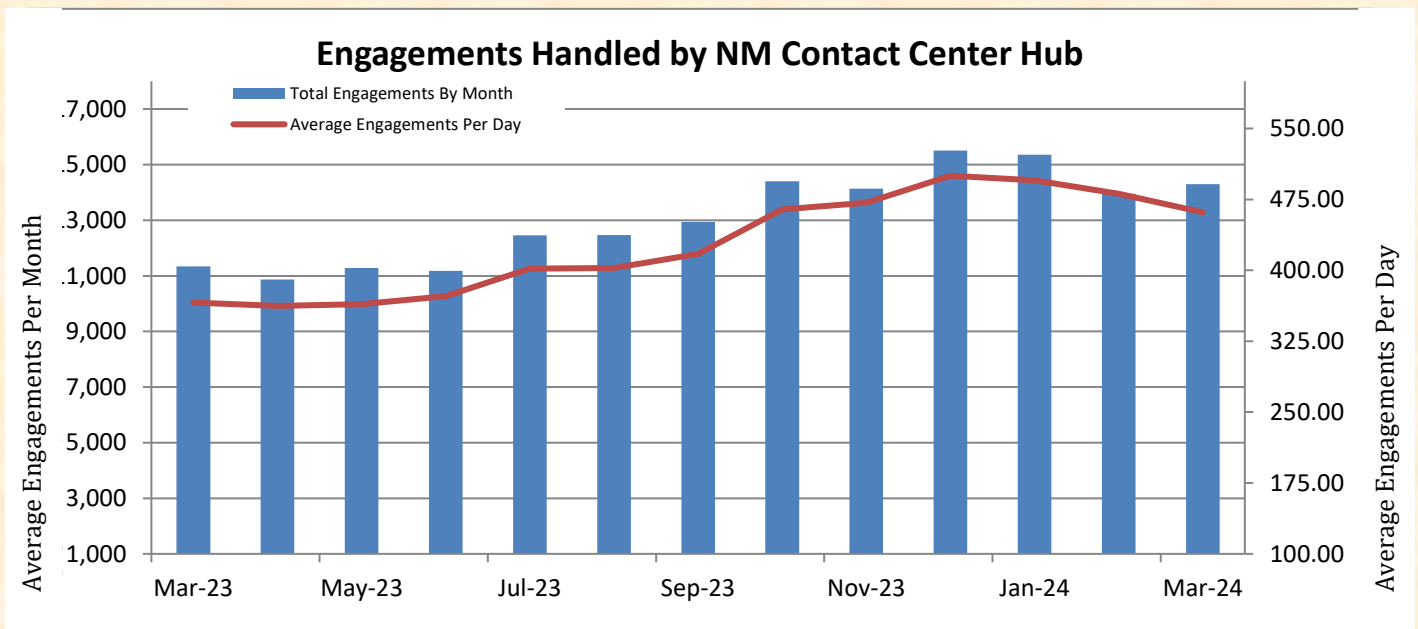


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### PROGRAM OVERVIEW

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 restrictive 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)	Mar 2024	Feb 2024	Mar 2023
New Mexico Crisis and Access Line	37,016	12,346	4,325	3,688	3,342
988 New Mexico Suicide and Crisis Lifeline	31,999	10,126	3,216	2,979	2,475
Healthcare Worker & First Responder Line	1,678	865	151	489	36
Core Service Agency Programs	5,700	1,864	607	662	666
Rio Grande Gorge Bridge Intercoms	323	65	18	14	0
Peer to Peer Warmlines	42,383	15,955	5,376	4,887	3,758
<b>Total Calls - All NM Accounts</b>	<b>119,099</b>	<b>41,221</b>	<b>13,693</b>	<b>12,719</b>	<b>10,277</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.

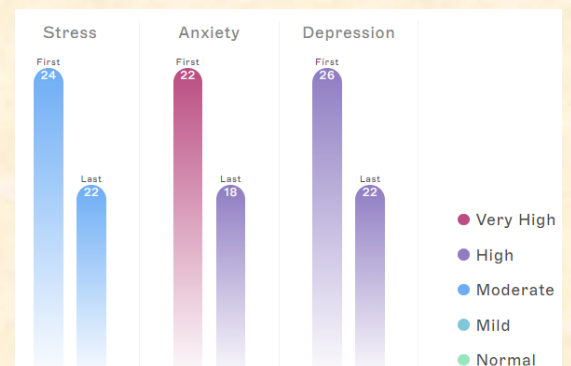
Overview of Digital Programs	SFY24 (7/1–6/30)	YTD 2024 (1/1-12/31)	Mar 2024	Feb 2024	Mar 2023
988 Text & Chat Message Conversations	4,234	1,420	507	467	706
Warmline Text Message Conversations	1,620	416	97	222	357
NMConnect Smartphone Downloads	1,647	644	199	208	279
– Activated Call to NMCAL	78	25	7	6	15
– Activated Call to Warmline	83	33	10	9	18
– Activated Text to Warmline	41	10	3	1	6
– Activated Chat or Text to 988	127	50	16	16	12
– Activated Call to 911	0	0	0	0	15
Welltrack Boost Self-Help Account Created	462	155	41	42	298
NM 5-Actions Program Unique Visitors	4,749	2,088	356	1,160	462
NM 5-Actions Program Registered Users	515	378	340	15	42
NMCAL Website Pageviews	49,793	28,214	9,761	8,184	38,072
NMCAL Website Unique Sessions	3,721	458	90	84	31,897
Social Media Pages Reach	674,608	527,231	238,564	178,005	103,687
Social Media Pages Visits	3,070	1,421	564	396	994
Path to Wellness Email Sends	425,451	130,648	0	18,626	95,491

## NMConnect Welltrack Boost User Experience Data

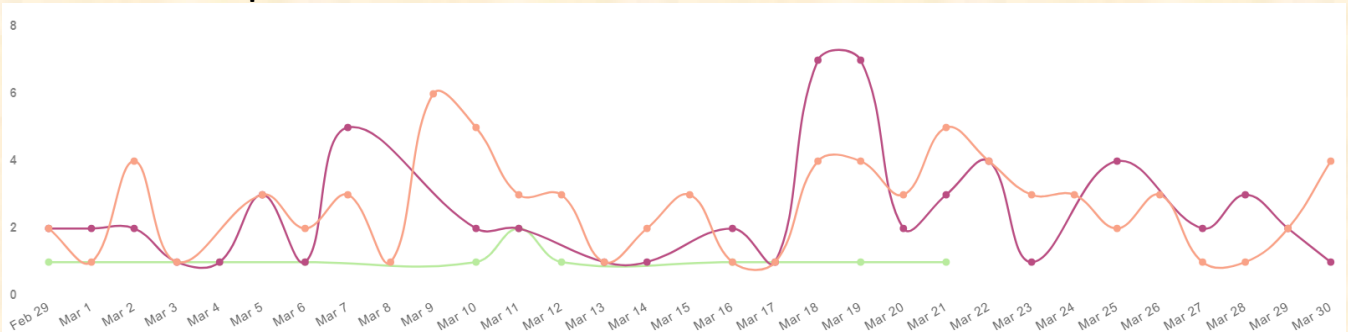
### Daily Assessment of Symptoms (DAS) Improvement Scores

- People that reported getting better when using Boost: 69%
  - People that got better on 2 levels: 6
  - People that got better on 3 levels: 4
- People that reported their depression getting better: 54%
- People that reported their anxiety getting better: 46%
- People that reported their stress level getting better: 46%
- Depression level changes: From High (26) to High (22)
- Anxiety level changes: From Very High (22) to High (18)
- Stress level changes: From Moderate (24) to Moderate (22)

### Average Wellness Changes



### General Mood Graph



## 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)	Mar 2024	Feb 2024	Mar 2023
*Total Inbound Crisis Line Calls Handled	67,565	22,567	7,506	7,008	5,411
*Total Inbound Clinical Calls Handled	25,113	8,364	2,898	2,624	2,512
Calling about Self	21,366	7,118	2,480	2,225	2,090
Calling about a Child	458	168	56	56	65
Calling about Another Adult	3,289	1,078	362	343	357
Outbound Crisis Line Calls	9,151	2,699	811	824	1,108
Information/Referral Calls	1,270	382	114	132	201
Seeking info about Program(s)	260	80	22	23	26
Public Safety Calls	91	27	8	13	8
Administrative Calls	103	25	12	5	17
Other Calls	1,819	591	204	174	197
<b>*Total All Crisis Line Calls Handled</b>	<b>76,716</b>	<b>25,266</b>	<b>8,317</b>	<b>7,832</b>	<b>6,519</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)	Mar 2024	Feb 2024	Mar 2023
*Average Clinical Call Length	22.7 min	23.0 min	22.4 min	22.6 min	23.3 min
Service Level (answered under 30 sec)	91.2%	90.9%	92.5%	84.2%	88.6%
Abandonment Rate	4.0%	5.1%	3.6%	7.7%	3.8%
Average Speed of Answer	9 sec	19 sec	11 sec	18 sec	15 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)	Mar 2024	Feb 2024	Mar 2023
Routine	50.3%	50.1%	49.9%	50.1%	48.7%
Urgent	43.4%	44.3%	45.3%	43.7%	44.1%
Emergent	6.3%	5.6%	4.8%	6.2%	6.8%



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)	Mar 2024	Feb 2024	Mar 2023
Bernalillo	11,105	3,665	1,234	1,155	1,095
Catron	26	9	3	4	1
Chaves	390	131	55	42	43
Cibola	175	55	13	27	22
Colfax	134	61	27	13	8
Curry	270	84	22	14	29
De Baca	5	1	1	0	1
Dona Ana	1,399	478	186	125	148
Eddy	349	116	36	42	43
Grant	604	151	36	47	43
Guadalupe	26	4	1	2	4
Harding	3	1	0	0	1
Hidalgo	31	9	5	0	2
Lea	253	82	31	31	28
Lincoln	129	41	16	10	26
Los Alamos	123	53	18	19	15
Luna	168	56	21	23	14
McKinley	594	205	58	50	60
Mora	41	14	5	2	2
Otero	477	133	43	46	65
Quay	68	32	23	4	9
Rio Arriba	457	132	46	40	58
Roosevelt	130	33	9	17	24
San Juan	951	328	105	97	121
San Miguel	247	100	30	34	23
Sandoval	965	312	92	88	95
Santa Fe	1,714	523	218	167	156
Sierra	213	86	27	27	33
Socorro	143	35	11	7	48
Taos	826	348	136	84	68
Torrance	128	44	15	15	10
Union	12	4	1	2	5
Valencia	522	194	78	66	58
Outside NM	1,763	559	196	178	143



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)	Mar 2024	Feb 2024	Mar 2023
Suicide	27.1%	27.5%	27.6%	28.6%	28.7%
Substance Use	16.7%	17.0%	17.5%	17.1%	13.1%
Situational Stress	9.4%	10.3%	9.9%	10.8%	9.3%
Anxiety	7.3%	6.9%	7.0%	7.2%	8.1%
Cognitive Concerns	6.3%	6.2%	5.9%	6.2%	5.4%
Loneliness	2.2%	2.7%	4.0%	1.9%	3.2%
Family Concerns	2.8%	2.4%	2.9%	2.4%	2.8%
Depression	4.5%	3.0%	2.7%	3.1%	4.6%
Interpersonal Violence	1.8%	2.2%	2.3%	1.8%	2.3%
Intimate Partner/Marital	2.5%	2.1%	2.1%	1.8%	3.2%
Grief/Loss	2.2%	2.3%	1.7%	2.1%	2.5%
Harm to Others	1.9%	1.7%	1.4%	1.7%	1.3%
Health Issue/Chronic Pain	1.3%	1.3%	1.3%	1.3%	1.2%
Intentional Self-Injury	0.8%	0.9%	1.0%	0.7%	0.7%
Medication	1.0%	1.1%	1.0%	1.0%	1.5%
Relationship (Non-Romantic)	0.6%	0.7%	0.6%	0.9%	1.1%
Trauma	1.0%	0.8%	0.6%	0.8%	1.4%
Workplace Issue	0.4%	0.4%	0.4%	0.3%	0.4%
Sexual Assault	0.2%	0.2%	0.2%	0.1%	0.2%
Community Violence	0.2%	0.1%	0.1%	0.1%	0.2%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Other	9.5%	10.2%	9.5%	10.0%	8.9%

Crisis Line Referrals^ - to community resources	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Mar 2024	Feb 2024	Mar 2023
Referred to Community BH Agency	4,440	1,266	497	380	493
Submitted OpenBeds Referral	1,139	373	109	129	89
Recommended Wraparound Program	33	7	0	0	3
Recommended Family Peer Support	46	10	0	1	9
Suggested NMConnect Self-Help App	1,754	578	173	214	249
Suggested NM 5-Actions Program	603	233	65	84	50
Offered Warmline Program	921	298	125	67	88
Already in Services	3,212	815	258	246	492
Referral Declined	6,328	2,229	735	740	507
Situation Ineligible for Referral	7,027	2,517	960	743	556

^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)	Mar 2024	Feb 2024	Mar 2023
Caller stabilized by counselor, and referred to community resources if appropriate	92.2%	92.9%	93.2%	92.6%	91.0%
Counselor made an abuse report	0.8%	0.7%	0.7%	0.6%	0.8%
Caller will take person of concern to hospital	0.4%	0.4%	0.3%	0.4%	0.3%
Caller agreed to go to the hospital	0.7%	0.8%	0.9%	0.9%	1.0%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.2%	0.3%	0.3%
Caller conferenced to 911 due to immediate danger	2.4%	1.7%	1.8%	1.5%	3.1%
Counselor contacted police with caller's consent	1.5%	1.5%	1.3%	1.5%	1.6%
Counselor contacted police without caller's consent	1.8%	1.8%	1.5%	2.2%	1.9%

### 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 35.2% of the engagements on the crisis lines during the month of March 2024 (35.6% 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)	Mar 2024	Feb 2024	Mar 2023
Caller stabilized by counselor, and referred to community resources if appropriate	84.7%	83.2%	85.9%	83.9%	82.6%
Caller will take person of concern to hospital	0.6%	0.8%	0.3%	0.6%	0.7%
Caller agreed to go to the hospital	1.7%	1.6%	2.0%	2.1%	1.7%
Caller agreed to call 911 regarding immediate danger	0.4%	0.4%	0.4%	0.5%	0.4%
Caller conferenced to 911 due to immediate danger	3.7%	5.4%	3.6%	3.5%	6.2%
Counselor contacted police with caller's consent	3.8%	3.8%	3.4%	3.8%	3.6%
Counselor contacted police without caller's consent	4.9%	4.7%	4.3%	5.6%	4.8%



## 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)	Mar 2024	Feb 2024	Mar 2023
from NMCAL to Warmline	126	37	18	7	7
from Warmline to NMCAL	59	17	3	5	3

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In March 2024, engagements on the crisis lines reflected that 35.3% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.0%-reported a history of substance use.

In March 2024, people identified Opioids as component of the primary reason for interacting with us on 4.1% 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)	Mar 2024	Feb 2024	Mar 2023
NMCAL calls related to Opioid Use	1,192	434	120	159	102
Warmline calls related to Opioid Use	48	16	7	4	13

## 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)	Mar 2024	Feb 2024	Mar 2023
NMCAL and 988 Suicide & Crisis Lifeline	1,646	655	307	177	133
Warmline	1,369	427	117	96	87



## 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)	Mar 2024	Feb 2024	Mar 2023
Total Calls Handled*	42,383	15,955	5,376	4,887	3,758
Average Call Length^	14.6 min	13.7 min	14.6 min	14.7 min	Not Available

\*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 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Mar 2024	Feb 2024	Mar 2023
Total Conversations	1,620	416	97	222	357

Outcome of Warmline Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Mar 2024	Feb 2024	Mar 2023
Caller reports feeling supported by the call	81.0%	87.4%	86.6%	53.6%	94.6%
Caller received referrals	2.5%	3.8%	4.8%	11.0%	1.4%
Caller was transferred to an NMCAL counselor	0.3%	0.3%	0.1%	1.2%	0.1%
Emergency call to Public Safety was made	0.6%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	15.6%	8.5%	8.4%	34.3%	3.8%

Warmline Parent/Family Peer Support Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Mar 2024	Feb 2024	Mar 2023
Parent	20	2	2	0	3
Legal Guardian (Stepparent, Grandparent, Family Member)	0	0	0	0	2
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	5	2	1	0	1
Support Provided to Parent/Family Members	25	4	3	0	6

Warmline Foster Child or Youth Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Mar 2024	Feb 2024	Mar 2023
Identified as Foster Child or Youth During Call	50	4	0	3	0





Primary Presenting Concern in Warmline Calls	SFY24 (7/1-6/30)	YTD 2024 (1/1-12/31)	Mar 2024	Feb 2024	Mar 2023
Anxiety / Situational Stress	40.8%	40.4%	35.0%	42.7%	32.7%
Isolation / Loneliness	16.4%	16.2%	17.0%	17.5%	23.3%
Interpersonal Relationships	9.4%	9.2%	7.4%	9.5%	6.2%
Depression	4.0%	4.3%	4.2%	4.3%	4.2%
Healthcare	1.1%	1.3%	1.8%	1.2%	1.2%
Anger Management	1.7%	1.6%	1.8%	1.9%	2.1%
Grief / Loss	2.5%	2.2%	1.8%	1.5%	1.5%
Spirituality	0.2%	0.3%	0.2%	0.7%	0.2%
Housing	0.5%	0.6%	0.8%	0.5%	0.7%
Employment and Education	0.7%	1.0%	0.5%	1.3%	0.6%
Cognitive Concerns / Psychosis	0.8%	1.1%	0.4%	1.4%	0.2%
Resources / Community Referrals	0.4%	0.4%	0.3%	0.5%	0.3%
Medication / Wellness Check In	0.2%	0.3%	0.2%	0.2%	0.2%
Self-Injury	0.1%	0.1%	0.2%	0.1%	0.1%
Sexual Assault	0.2%	0.3%	0.2%	0.2%	0.1%
Thoughts of Suicide	0.3%	0.4%	0.2%	0.4%	0.3%
Substance Use	1.1%	1.0%	1.3%	0.5%	1.1%
Abuse/Neglect	0.2%	0.2%	0.2%	0.2%	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	2.0%	2.3%	3.4%	1.9%	3.0%
Other	17.3%	16.8%	22.9%	13.4%	21.7%

Warmline Referrals^ - to community resources	SFY24 (7/1-6/30)	YTD 2024 (1/1-12/31)	Mar 2024	Feb 2024	Mar 2023
Referred to Community BH Agency	159	15	8	4	107
Submitted OpenBeds Referral	2	0	0	0	0
Referred to Community Support Services	228	82	29	29	6
Recommended Support Meeting	51	8	2	2	1
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	1	0	0	0
Suggested NMConnect Self-Help App	335	95	29	25	20
Suggested NM 5-Actions Program	87	17	10	4	12
Already in Services	327	48	22	23	185
Referral Declined	424	149	45	27	11
Situation Ineligible for Referral	19,057	6,577	2,301	2,098	2,153
Abuse/Neglect Report Made	4	0	0	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 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	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Mar 2024	Feb 2024	Mar 2023
Bernalillo	8,647	2,868	774	1,006	838
Catron	1	0	0	0	1
Chaves	139	49	0	25	5
Cibola	110	48	12	26	16
Colfax	148	80	0	40	1
Curry	12	2	0	2	3
De Baca	0	0	0	0	0
Dona Ana	1,967	664	213	234	97
Eddy	20	11	1	7	1
Grant	744	215	84	70	141
Guadalupe	14	0	0	0	0
Harding	0	0	0	0	3
Hidalgo	14	5	5	0	0
Lea	40	15	1	8	1
Lincoln	131	37	1	16	18
Los Alamos	12	2	0	1	0
Luna	53	31	9	13	1
McKinley	293	71	8	29	10
Mora	7	7	0	5	1
Otero	641	146	35	65	48
Quay	2	1	1	0	0
Rio Arriba	490	145	15	43	5
Roosevelt	6	3	1	1	0
San Juan	524	191	56	64	33
San Miguel	345	130	54	49	30
Sandoval	1,029	339	97	113	131
Santa Fe	1,402	398	35	161	221
Sierra	935	408	196	117	190
Socorro	135	29	12	7	13
Taos	1,117	368	102	98	144
Torrance	128	31	0	12	6
Union	2	0	0	0	0
Valencia	815	214	5	114	260
Outside NM	182	64	0	29	0



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** Smartphone 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 Smartphone app.

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

