

New Mexico Crisis and Access Line March 2022 Utilization Report

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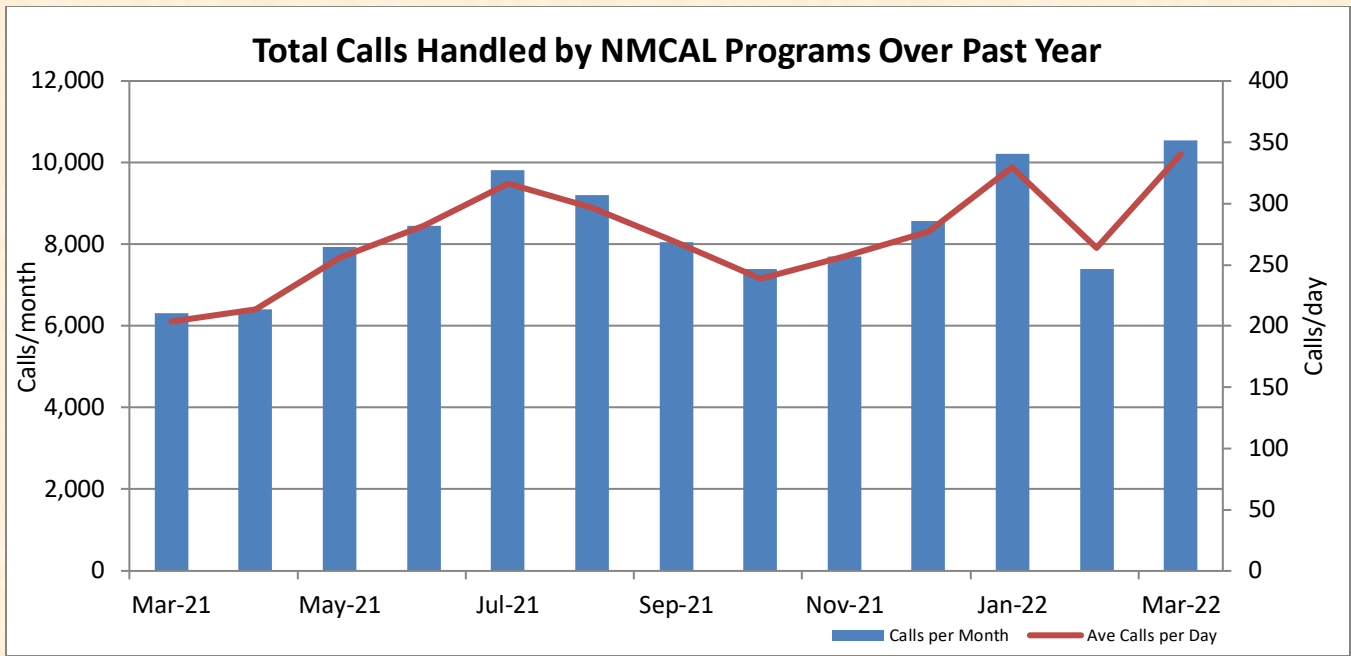


PROGRAM OVERVIEW

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)	Mar 2022	Feb 2022	Mar 2021
New Mexico Crisis and Access Line	24,451	8,776	3,502	1,958	2,384
National Suicide Prevention Lifeline	9,738	3,478	1,302	1,008	1,012
Healthcare Worker & First Responder Line	139	68	30	19	27
Core Service Agency Programs	8,157	2,934	884	1,079	815
Rio Grande Gorge Bridge Intercoms	133	37	14	6	18
Peer to Peer Warmlines [^]	37,047	12,865	4,818	3,316	2,056
Total Calls - All NM Accounts	79,665	28,158	10,550	7,386	6,312

Overview of Digital Programs	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Mar 2022	Feb 2022	Mar 2021
Warmlines Text Message Conversations	1,819	543	133	191	137
Warmlines Text Messages Exchanged	42,902	14,091	4,610	4,840	3,798
NMConnect Smartphone Downloads	1,593	535	221	174	153
– Activated Call to NMCAL	841	198	69	77	134
– Activated Call to Warmlines	992	309	119	96	132
– Activated Text to Warmlines	779	215	73	67	161
– Activated Call to Healthcare Line	634	172	68	51	754
NM 5-Actions Program Unique Visitors	4,118	1,569	358	510	62
NM 5-Actions Program Registered Users	319	75	20	24	6,646
NMCAL Website Pageviews	151,794	87,790	13,764	36,889	4,448
NMCAL Website Unique Sessions	123,409	75,370	12,366	32,367	137
Social Media Facebook Page Reach	970,663	658,394	134,997	260,873	N/A
Social Media Facebook Page Visits	3,879	1,598	339	686	N/A
Path to Wellness Email Sends	989,678	357,740	113,241	113,223	55,586



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	Mar'22	Feb '22	Mar'21	YTD '22	Mar'22	Feb '22	Mar'21
Community Engagements	119	19	52	58				
Program Presentations	12	1	6	5	333	50	223	176
Prevention Trainings	6	3	2	3	395	62	153	66
Legislative Encounters	25	0	4	10				
Media Interviews	4	0	1	0				
TOTALS	166	23	65	76	728	112	376	176

*Coronavirus/COVID concerns reported	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Mar 2022	Feb 2022	Mar 2021
New Mexico Crisis and Access Line	3.2%	2.1%	0.5%	1.6%	6.3%
National Suicide Prevention Lifeline	1.5%	1.4%	0.5%	1.6%	2.8%
Warmline	5.1%	4.0%	0.4%	5.8%	24.6%
Healthcare Worker & First Responder Line	9.4%	8.8%	2.5%	10.5%	11.1%
CSA Programs	0.9%	0.6%	3.3%	0.5%	1.0%
Total All New Mexico Accounts	3.6%	2.7%	0.6%	6.1%	16.3%

*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)	Mar 2022	Feb 2022	Mar 2021
* Total Inbound Crisis Line Calls Handled	38,289	13,823	5,137	3,651	3,140
*Total Inbound Clinical Calls Handled	15,337	4,880	1,780	1,434	1,974
Calling about Self	12,332	3,893	1,396	1,148	1,579
Calling about a Child	451	155	72	46	70
Calling about Another Adult	2,554	832	312	240	325
Outbound Crisis Line Calls	4,329	1,470	595	419	359
Information/Referral Calls	1,013	325	143	84	82
Seeking info about Program(s)	92	24	7	8	11
Public Safety Calls	77	26	11	7	17
Administrative Calls	72	19	10	4	285
Other Calls	2,105	748	325	181	168
*Total All Crisis Line Calls Handled	39,081	15,293	5,732	4,070	4,256

**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)	Mar 2022	Feb 2022	Mar 2021
*Average Clinical Call Length	26.7 min	26.8 min	26.5 min	27.0 min	30.1 min
Service Level (answered under 30 sec)	53.6%	55.4%	55.4%	43.6%	77.9%
Abandonment Rate	19.2%	20.2%	18.8%	24.9%	5.9%
Average Speed of Answer	75 sec	74 sec	74 sec	105 sec	28 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)	Mar 2022	Feb 2022	Mar 2021
Routine	45.8%	45.8%	45.3%	45.1%	48.5%
Urgent	47.7%	47.8%	47.6%	49.1%	44.9%
Emergent	6.4%	6.5%	7.0%	5.8%	6.6%



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)	Mar 2022	Feb 2022	Mar 2021
Bernalillo	6,485	2,120	776	640	697
Catron	16	9	2	6	2
Chaves	301	94	29	38	41
Cibola	121	46	17	17	10
Colfax	86	24	8	9	5
Curry	191	64	22	16	21
De Baca	4	1	0	1	0
Dona Ana	925	235	79	61	107
Eddy	218	71	16	29	34
Grant	210	55	19	17	34
Guadalupe	19	8	6	0	2
Harding	1	0	0	0	0
Hidalgo	12	5	2	3	2
Lea	192	72	24	17	21
Lincoln	120	47	17	10	18
Los Alamos	57	11	4	4	6
Luna	107	35	16	9	7
McKinley	292	88	32	29	31
Mora	15	4	1	2	2
Otero	276	110	40	30	41
Quay	42	10	1	5	7
Rio Arriba	328	131	62	35	25
Roosevelt	63	20	7	9	8
San Juan	771	259	106	67	106
San Miguel	206	82	21	22	14
Sandoval	626	194	80	53	61
Santa Fe	1,168	374	123	102	136
Sierra	71	11	3	4	24
Socorro	98	56	26	15	15
Taos	445	131	59	37	47
Torrance	92	30	5	7	9
Union	28	8	1	6	2
Valencia	372	137	49	35	29
Outside NM	800	253	78	67	107



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)	Mar 2022	Feb 2022	Mar 2021
Suicide	25.0%	25.9%	25.2%	26.9%	23.5%
Substance Use	17.8%	18.3%	19.4%	17.2%	16.6%
Anxiety	9.6%	8.8%	8.2%	9.0%	12.6%
Situational Stress	9.3%	8.5%	7.8%	8.6%	8.7%
Depression	5.5%	5.8%	6.2%	6.2%	5.3%
Cognitive Concerns/Psychosis	5.6%	5.4%	5.1%	3.9%	7.3%
Family Concerns	3.3%	3.7%	3.5%	3.9%	3.4%
Intimate Partner Relationship/Marital	3.3%	3.2%	2.8%	3.9%	4.1%
Trauma	1.9%	1.6%	2.0%	1.4%	1.3%
Grief/Loss	2.1%	2.3%	1.9%	2.3%	2.5%
Health Issue/Chronic Pain	1.6%	1.5%	1.7%	1.1%	1.5%
Medication	1.5%	1.5%	1.7%	1.7%	1.0%
Loneliness	1.6%	1.4%	1.6%	1.4%	1.7%
Interpersonal Violence	1.5%	1.4%	1.4%	2.3%	1.1%
Intentional Self Injury	1.5%	1.7%	1.4%	2.2%	1.4%
Harm to Others	0.5%	0.6%	0.7%	0.6%	N/A
Relationships (Non-Romantic)	0.6%	0.5%	0.7%	0.3%	0.4%
Workplace Issue/Career Counseling	0.4%	0.5%	0.5%	0.6%	0.6%
Sexual Assault	0.2%	0.2%	0.3%	0.1%	0.7%
Sexuality/LGBTQ+ concerns	0.1%	0.2%	0.3%	0.1%	0.1%
Community Violence	0.5%	0.1%	0.1%	0.1%	0.3%
Other	6.4%	6.8%	7.4%	6.2%	5.9%

Crisis Line Referrals^ - to community resources	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Mar 2022	Feb 2022	Mar 2021
Referred to Community BH Agency	4,104	1,294	454	378	479
*Submitted OpenBeds Referral	36	30	10	5	N/A
Recommended Wraparound Program	82	50	17	18	2
Recommended Family Peer Support	13	7	4	1	0
*Suggested NM 5-Actions Program	137	122	54	28	0
*Offered Warmline Program	101	84	45	19	0
Already in Services	2,259	857	258	262	229
Referral Declined	2,188	717	305	187	287
Situation Ineligible for Referral	1945	574	205	188	361

*Option added in December 2021

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

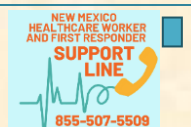


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Mar 2022	Feb 2022	Mar 2021
Caller stabilized by counselor, and referred to community resources if appropriate	92.4%	92.2%	91.1%	92.1%	91.4%
Counselor made an abuse report	1.1%	0.9%	0.8%	1.3%	1.8%
Caller will take person of concern to hospital	0.5%	0.5%	0.9%	0.4%	0.5%
Caller agreed to go to the hospital	0.6%	0.7%	1.1%	0.7%	0.6%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.4%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	2.1%	1.9%	1.8%	1.9%	2.1%
Counselor contacted police with caller's consent	1.2%	1.2%	1.3%	1.4%	1.2%
Counselor contacted police without caller's consent	2.0%	2.3%	2.5%	2.1%	2.3%

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 40.6% 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)	Mar 2022	Feb 2022	Mar 2021
Caller stabilized by counselor, and referred to community resources if appropriate	85.2%	84.8%	83.4%	84.9%	83.5%
Caller will take person of concern to hospital	0.8%	0.9%	1.6%	0.5%	1.0%
Caller agreed to go to the hospital	1.2%	1.3%	2.3%	1.2%	0.9%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.4%	0.2%	0.1%
Caller conferenced to 911 due to immediate danger	4.7%	4.1%	3.8%	4.3%	5.5%
Counselor contacted police with caller's consent	2.8%	2.6%	2.3%	3.0%	3.1%
Counselor contacted police without caller's consent	5.0%	5.9%	6.2%	5.9%	5.9%



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)	Mar 2022	Feb 2022	Mar 2021
from NMCAL to Warmline	90	25	10	11	2
from Warmline to NMCAL	40	8	6	1	2

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns. In March 35.9% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 5.3% reported a history of substance use.

In March, callers identified Opioids as component of the primary reason for calling on 6.9% of NMCAL calls, and on 0.2% 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)	Mar 2022	Feb 2022	Mar 2021
NMCAL calls related to Opioid Use	927	310	122	83	92
Warmline calls related to Opioid Use	103	28	10	13	11

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)	Mar 2022	Feb 2022	Mar 2021
NMCAL and NSPL	1,123	307	135	86	135
Warmline	1,399	403	159	106	126

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)	Mar 2022	Feb 2022	Mar 2021
*Total Calls Handled	37,047	12,865	4,818	3,316	2,056
Average Call Length	16.1 min	17.4 min	17.2 min	18.2 min	18.3 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)	Mar 2022	Feb 2022	Mar 2021
Total Conversations	1,819	543	133	191	137
Text Messages Exchanged in Conversations	42,902	14,091	4,610	4,840	3,798

Parent/Family Peer Support Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Mar 2022	Feb 2022	Mar 2021
Parent	29	7	4	0	1
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	367	73	25	31	0
Other Caregiver	36	24	7	11	0
Noted as a Family Peer Support Call	85	29	14	42	2

Outcome of Warmline Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Mar 2022	Feb 2022	Mar 2021
Caller reports feeling supported by the call	89.6%	89.8%	87.8%	91.7%	93.5%
Caller received referrals	3.3%	4.3%	5.4%	3.6%	1.0%
Caller was transferred to an NMCAL counselor	0.2%	0.1%	0.3%	0.0%	0.2%
Emergency call to Public Safety was made	0.0%	0.1%	0.1%	0.0%	0.0%
Other/None of the Above	7.0%	5.7%	6.5%	4.7%	5.4%



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)	Mar 2022	Feb 2022	Mar 2021
Anxiety / Situational Stress	36.5%	31.4%	30.0%	31.9%	30.8%
Isolation / Loneliness	19.5%	23.2%	23.0%	23.0%	22.8%
Depression	5.7%	6.1%	6.9%	5.8%	5.9%
Interpersonal Relationships	5.5%	5.1%	5.7%	4.2%	6.1%
Anger Management	2.2%	2.2%	2.6%	2.3%	2.9%
Healthcare	1.2%	1.9%	2.0%	1.8%	1.9%
Grief / Loss	1.5%	1.9%	1.8%	2.2%	0.9%
Substance Use	1.1%	1.0%	1.3%	1.1%	1.2%
Housing	0.6%	0.7%	0.6%	1.2%	1.2%
Resources / Community Referrals	0.5%	0.5%	0.6%	0.2%	0.2%
Employment and Education	0.4%	0.5%	0.5%	0.5%	1.1%
Abuse/Neglect	0.4%	0.3%	0.3%	0.3%	0.2%
Thoughts of Suicide	0.4%	0.3%	0.3%	0.4%	0.2%
Spirituality	0.3%	0.3%	0.3%	0.3%	N/A
Self-Injury	0.1%	0.2%	0.3%	0.2%	0.1%
Medication / Wellness Check In	0.3%	0.2%	0.2%	0.1%	0.2%
Cognitive Concerns / Psychosis	0.3%	0.2%	0.1%	0.3%	0.2%
Sexual Assault	0.1%	0.1%	0.0%	0.3%	0.1%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Other	20.6%	18.9%	18.5%	18.2%	22.9%
Other Mental Health Concern	2.7%	5.0%	5.1%	5.8%	0.5%

Warmline Referrals [^] - to community resources	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Mar 2022	Feb 2022	Mar 2021
Referred to Community BH Agency	257	30	8	13	13
*Submitted OpenBeds Referral	0	0	0	0	0
Referred to Community Support Services	1,064	164	71	53	21
Recommended Support Meeting	217	41	10	18	1
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	1	1	0	0
*Suggested NM 5-Actions Program	16	14	5	5	0
Already in Services	2,918	829	76	316	184
Referral Declined	306	53	21	10	0
Situation Ineligible for Referral	13,222	4,534	1,772	1,491	269

[^]Option added in December 2021

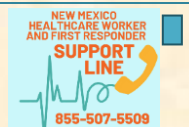


^Multiple options can be selected, resulting in a data collection in more than one field within this table

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)	Mar 2022	Feb 2022	Mar 2021
Bernalillo	7,803	2,619	810	883	557
Catron	0	0	0	0	8
Chaves	78	9	1	3	0
Cibola	48	15	6	3	1
Colfax	20	8	0	6	0
Curry	1	1	1	0	90
De Baca	0	0	0	0	0
Dona Ana	1,768	746	288	244	77
Eddy	385	19	5	4	9
Grant	705	272	132	69	19
Guadalupe	0	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	3	3	3	0	0
Lea	0	0	0	0	0
Lincoln	36	36	36	0	11
Los Alamos	0	0	0	0	0
Luna	9	9	9	0	1
McKinley	6	6	6	0	6
Mora	19	19	0	0	0
Otero	358	67	22	45	17
Quay	0	0	0	0	0
Rio Arriba	123	19	14	0	1
Roosevelt	16	16	10	6	1
San Juan	109	109	109	0	26
San Miguel	348	102	31	30	34
Sandoval	973	325	104	95	67
Santa Fe	888	216	50	76	30
Sierra	2,049	814	292	206	73
Socorro	79	20	9	8	1
Taos	1,116	278	98	87	104
Torrance	1	1	1	0	0
Union	0	0	0	0	0
Valencia	196	23	5	4	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



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



We are proud to be the resource of choice that New Mexicans reach out to in the moment mental and behavioral health 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.

