



New Mexico Crisis and Access Line May 2021 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, Department of Health Office of School and Adolescent Health. ProtoCall offers trauma informed responsive care through the least restrictive and culturally inclusive approach available.

A variety of services are provided to support people, and ensure that there is always someone here to hear you. When you, or someone you know, need mental health assistance, you can access any of these programs in the moment you need help: 24/7/365 crisis and access line (NMCAL), healthcare worker and first responder support line, a response for New Mexico callers reaching out to the National Suicide Prevention Lifeline (*as an accredited Lifeline provider*), support to those reaching out from the Taos Rio Grande Gorge Bridge, after hours support for community mental health agencies (CSA), outbound follow up calls to youth and young adults (*as a part of the Garrett Lee Smith grant*), a peer-to-peer warmline (*with certified peer support specialists, family and parent peer supports, and foster parent peer supports*), a NMConnect Smartphone app, a dedicated mental health resource website, an online self-guided digital 5-Actions Program™ for people experiencing addiction, the Path to Wellness public awareness campaign, memorandums of understanding with public safety agencies (*to support mental health calls transferred from dispatch response centers*), community prevention training, and mental health advocacy.

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.

There is always someone here to hear you, and offer support.

Overview of Calls	YTD 2021	May 2021	Apr 2021	May 2020
New Mexico Crisis and Access Line	14,033	3,400	2,529	3,057
National Suicide Prevention Lifeline	5,279	1,269	983	1,170
Healthcare Worker & First Responder Line	102	18	14	99
Core Service Agency Programs	4,000	784	875	1,123
Rio Grande Gorge Bridge Intercoms	59	10	12	23
Peer to Peer Warmline	10,043	*2,451	1,994	1,017
Total Calls - All NM Accounts	33,516	7,932	6,407	6,476

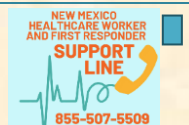
*Warmline hours to peer supports are available to support callers changed to 7:00 a.m. – 11:30 p.m. effective 5/31/2021

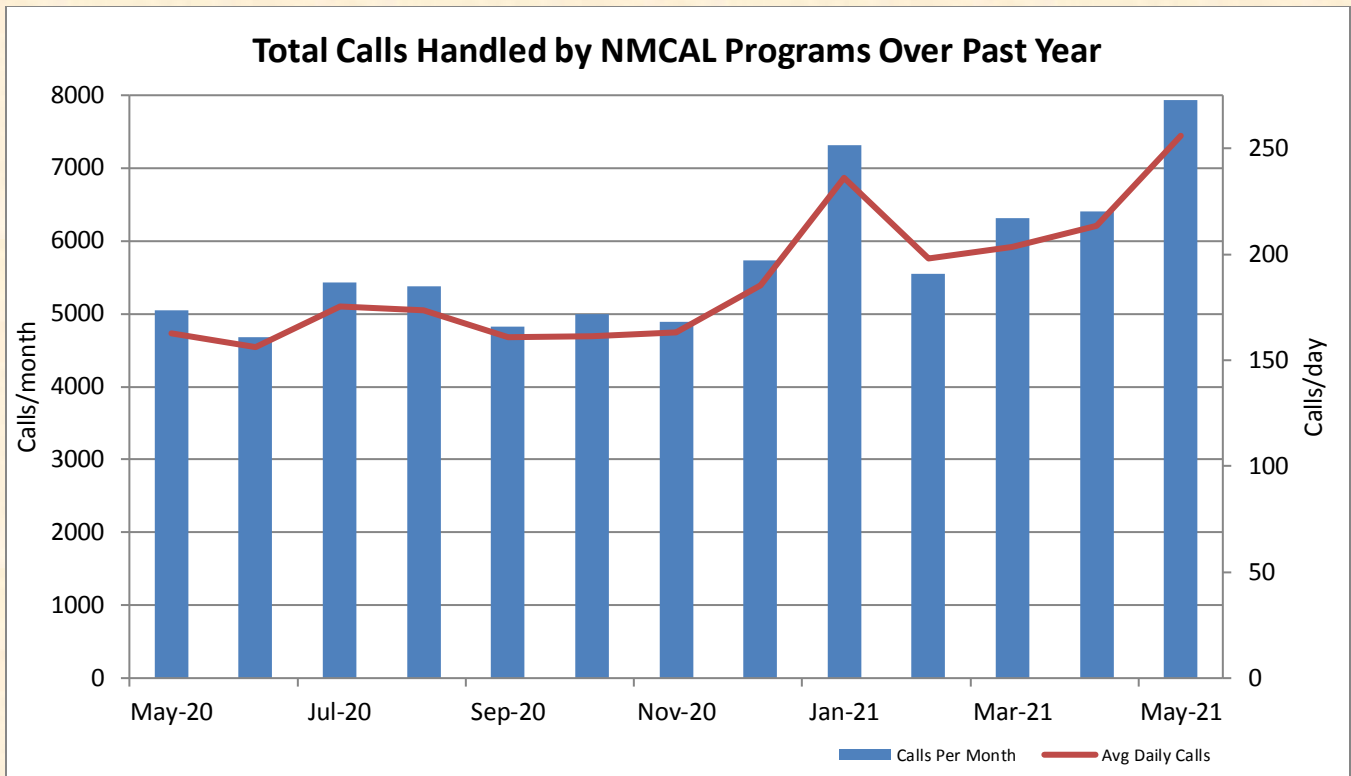
Overview of Digital Programs	YTD 2021	May 2021	Apr 2021	May 2020
Warmline Text Message Conversations	957	122	125	88
Warmline Text Messages Exchanged	14,856	2,835	2,552	1,782
NMConnect Smartphone App Downloads	778	119	126	433
NMConnect – Activated Call to NMCAL	486	47	82	N/A
NMConnect – Activated Call to Warmline	505	47	102	N/A
NMConnect – Activated Text to Warmline	602	74	141	N/A
NM 5-Actions Program Unique Visitors	3,205	503	461	N/A
NM 5-Actions Program Registered Users	315	51	41	N/A
NMCAL Website Pageviews	43,752	19,339	5,422	4,591
NMCAL Website Unique Sessions	32,345	15,807	3,856	3,221

ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call on March 17, 2020

Coronavirus/COVID <i>concerns reported</i>	YTD 2021	May 2021	Apr 2021	May 2020
New Mexico Crisis and Access Line	4.6%	2.9%	5.0%	6.5%
National Suicide Prevention Lifeline	2.2%	2.0%	1.6%	9.0%
Warmline	18.5%	12.0%	18.3%	10.7%
Healthcare Worker & First Responder Line	15.7%	0.0%	7.1%	39.4%
CSA Programs	1.3%	1.8%	1.4%	2.5%
Total All New Mexico Accounts	8.0%	7.9%	11.8%	7.8%

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. 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 continue to find creative ways to engage in the community, let people know about the NM Connect program offerings, and participate as community advocates to support the New Mexico system of care.

Public Awareness & Community Engagement								
	# of encounters				# of participants			
	YTD '21	May'21	Apr '21	May'20	YTD '21	May'21	Apr '21	May'20
Community Event	13	5	2	0				
Present on Program	26	6	8	9	1,132	695	66	330
Prevention Training	8	2	3	0	157	51	40	0
Community Meeting	142	34	42	29				
BH Provider Meeting	124	23	30	9				
Legislative Encounter	32	1	1	2				
Media Encounter	1	0	0	1				
TOTALS^	346	71	86	50	1,289	746	106	330

^Media Mentions have been removed from the totals in 2021 as there are multiple media and public awareness campaigns being hosted in the community by our partners. ProtoCall is very appreciative of this collaboration, and formally thank each of you that are hosting a campaign. However, as our agency is not the lead on all of these efforts, we can no longer report on media mentions, as we do not have access to offer an accurate reporting of all the incredible efforts occurring.



CRISIS LINE UTILIZATION DATA

The following tables and charts provide information about crisis line calls handled by mental health professionals 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.

*NOTE: *2020 (and prior) crisis line data previously reflected information for only the New Mexico Crisis and Access Line, the National Suicide Prevention Lifeline, and the Rio Grande Gorge Bridge Intercoms. Effective January 2021, the following tables and charts includes crisis line data for Core Service Agencies After Hours Support Services and the Healthcare Worker and First Responder Support Line.*

Overview of Calls	YTD 2021	May '21	Apr '21	*May '20
Total Inbound All Crisis Line Calls Handled	17,879	4,988	4,004	3,195
Total Inbound Clinical Calls Handled	10,610	2,380	1,931	2,022
Calling about Self	8,693	1,950	1,556	1,709
Calling about a Child	302	53	51	44
Calling about Another Adult	1,615	377	324	269
Outbound Crisis Line Calls	2,054	493	409	222
Information/Referral Calls	459	104	36	82
Seeking info about Program(s)	65	18	1	20
Public Safety Calls	70	15	14	4
Administrative Calls	306	7	1	11
Other Calls	1,714	213	154	434
Total All Crisis Line Calls Handled	22,685	5,481	4,413	3,417

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

Crisis Line Calls	YTD 2021	May '21	Apr '21	*May '20
**Average Clinical Call Length	27.2 min	25.4 min	28.1 min	23.2 min
Service Level (answered under 30 sec)	80.0%	83.9%	75.9%	88.8%
Abandonment Rate	5.0%	4.6%	7.2%	3.7%
Average Speed of Answer	24 sec	22 sec	34 sec	16 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	YTD 2021	May '21	Apr '21	*May '20
Routine	53.3%	51.7%	49.9%	58.3%
Urgent	40.4%	42.1%	42.7%	36.5%
Emergent	6.4%	6.2%	7.4%	5.3%



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	Total Calls			
	YTD 2021	May '21	Apr '21	*May '20
Bernalillo	3850	871	701	930
Catron	7	0	2	0
Chaves	155	32	40	15
Cibola	52	15	8	10
Colfax	31	8	9	5
Curry	105	21	13	69
De Baca	1	0	0	0
Dona Ana	555	121	105	153
Eddy	127	29	23	19
Grant	127	27	11	20
Guadalupe	11	4	3	4
Harding	1	1	0	0
Hidalgo	7	2	2	4
Lea	99	33	17	14
Lincoln	96	33	13	18
Los Alamos	32	4	6	7
Luna	39	7	9	10
McKinley	171	25	41	31
Mora	18	6	1	0
Otero	144	38	19	62
Quay	24	8	2	2
Rio Arriba	171	32	40	32
Roosevelt	43	15	9	12
San Juan	724	118	69	111
San Miguel	94	26	12	16
Sandoval	378	100	86	98
Santa Fe	816	182	152	117
Sierra	57	8	10	21
Socorro	65	17	8	6
Taos	267	46	28	28
Torrance	46	7	9	12
Union	4	1	0	5
Valencia	242	63	32	31
Outside NM	356	116	49	82



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

Primary Presenting Reason - Crisis Line Clinical Calls	YTD 2021	May '21	Apr '21	*May '20
Suicide	20.3%	21.8%	22.9%	21.0%
Substance Use	16.3%	16.7%	17.9%	11.6%
Situational Stress	9.9%	10.5%	10.8%	11.9%
Anxiety	12.9%	10.4%	12.1%	16.8%
Depression	6.3%	5.5%	5.0%	6.1%
Cognitive Concerns/Psychosis	6.7%	5.1%	4.6%	5.3%
Intimate Partner Relationship/Marital	3.5%	4.1%	4.2%	2.6%
Family Concerns	3.3%	3.4%	3.3%	3.4%
Grief/Loss	2.5%	2.8%	2.0%	1.9%
Trauma	1.8%	2.2%	2.2%	1.6%
Health Issue/Chronic Pain	1.9%	1.9%	1.4%	3.3%
Intentional Self Injury	1.3%	1.8%	1.0%	1.5%
Interpersonal Violence	1.3%	1.6%	1.6%	1.4%
Loneliness	2.2%	1.5%	1.8%	2.0%
Medication	1.3%	1.0%	1.1%	0.8%
Relationships (Non-Romantic)	0.7%	1.0%	0.8%	0.7%
Community Violence	0.5%	0.6%	0.5%	0.3%
Workplace Issue/Career Counseling	0.4%	0.5%	0.3%	0.5%
Sexual Assault	0.3%	0.2%	0.1%	0.2%
Sexuality/LGBTQ+ concerns	0.1%	0.2%	0.1%	0.2%
Other	6.5%	7.1%	6.1%	6.9%

Disposition at the end of the call - All Crisis Line Clinical Calls	YTD 2021	May '21	Apr '21	*May '20
Caller stabilized by counselor, and referred to community resources if appropriate	92.7%	92.7%	91.8%	94.2%
Counselor made an abuse report	1.1%	0.9%	1.1%	0.6%
Caller will take the person of concern to hospital	0.6%	0.7%	0.8%	0.4%
Caller agreed to go to the hospital	0.6%	0.5%	0.5%	0.5%
Caller agreed to call 911 regarding immediate danger	0.1%	0.1%	0.2%	0.1%
Caller conferenced to 911 due to immediate danger	2.1%	2.0%	2.9%	2.2%
Counselor contacted police with caller's consent	0.8%	0.9%	0.9%	0.3%
Counselor contacted police without caller's consent	2.0%	2.2%	1.9%	1.7%



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 33.5% of the calls in May (32.1% YTD). 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 also 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	YTD 2021	May '21	Apr '21	*May '20
Caller stabilized by counselor, and referred to community resources if appropriate	82.5%	83.6%	81.9%	84.6%
Caller will take the person of concern to the hospital	1.3%	1.1%	1.6%	1.1%
Caller agreed to go to the hospital	1.5%	1.5%	1.0%	1.6%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.1%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	6.1%	4.6%	7.5%	6.4%
Counselor contacted police with caller's consent	2.4%	2.5%	2.2%	0.9%
Counselor contacted police without caller's consent	6.0%	6.5%	5.6%	5.2%

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns in their life. In May 34.4% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 5.5% reported a history of substance use.

In May, callers identified Opioids as component of the primary reason for calling on 2.5% of NMCAL calls, and on 0.2% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	May '21	Apr '21	*May '20
NMCAL calls related to Opioid Use	577	139	114	68
Warmline calls related to Opioid Use	90	13	13	12

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	YTD 2021	May '21	Apr '21	*May '20
NMCAL and NSPL	799	237	106	208
Warmline	575	140	113	18



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 side-by-side, staff are able to engage callers to either program, during any call.

Calls Transferred Within Program	YTD 2021	May '21	Apr '21	*May '20
from NMCAL to Warmline	39	10	9	11
from Warmline to NMCAL	17	4	5	3

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	YTD 2021	*May '21	Apr '21	May '20
Total Calls Handled [^]	9,433	2,451	1,994	1,017
Average Call Length	18.1 min	17.8 min	20.4 min	16.1 min

[^]Total calls handled does not include test calls, fax signals, etc...

*Warmline hours to peer supports are available to support callers changed to 7:00 a.m. – 11:30 p.m. effective 5/31/2021

Warmline Text Message Data	YTD 2021	May '21	Apr '21	May '20
Total Conversations [^]	740	122	125	88
Text Messages Exchanged	14,856	2,835	2,552	1,782

[^]Text Message Conversation Data outlines the total conversations peer supports engaged in with people. These numbers do not outline the break down regarding the number of text messages that were exchanged during each of those conversations.

Outcome of Warmline Calls	YTD 2021	May '21	Apr '21	May '20
Caller reports feeling supported by the call	92.1%	92.2%	95.0%	95.8%
Caller received referrals	1.7%	0.9%	0.4%	0.8%
Caller was transferred to an NMCAL counselor	0.2%	0.2%	0.4%	0.3%
Emergency call to Public Safety was made	0.1%	0.3%	0.0%	0.0%
Other/None of the Above	5.9%	6.3%	4.3%	3.0%



The Warmline service is grounded in recovery principles and facilitating mental health conversations to assist people during their path to recovery. The support system offered on the Warmline emphasizes non-crisis, pre-crisis, and post-crisis peer services by providing a supportive environment for people who are living with mental health, behavioral health, and substance use concerns. The Warmline provides a free program where people can engage in wellness conversations with a mental health professional.

Primary Presenting Problem in Warmline Calls	YTD 2021	May '21	Apr '21	May '20
Anxiety / Situational Stress	32.2%	30.7%	31.3%	23.5%
Isolation / Loneliness	25.0%	18.5%	29.3%	34.6%
Depression	5.4%	6.8%	4.3%	6.1%
Interpersonal Relationships	5.6%	6.7%	5.1%	7.5%
Anger Management	3.1%	2.9%	3.9%	4.2%
Substance Use	1.6%	1.6%	1.0%	1.1%
Grief / Loss	1.3%	1.2%	1.0%	1.1%
Healthcare	0.9%	1.1%	1.4%	N/A
Employment/Education	0.7%	0.9%	1.4%	N/A
Self-Injury Concerns	0.2%	0.8%	0.0%	0.0%
Medication / Wellness Check In	0.6%	0.7%	0.6%	0.5%
Housing	0.6%	0.6%	1.2%	N/A
Thoughts of Suicide	0.4%	0.6%	0.5%	0.1%
Spirituality	0.3%	0.5%	0.5%	N/A
Abuse/Neglect	0.2%	0.4%	0.1%	0.7%
Resources / Community Referrals	0.4%	0.4%	0.5%	0.8%
Cognitive Concerns / Psychosis	0.3%	0.3%	0.4%	1.2%
Sexual Assault	0.2%	0.3%	0.2%	0.1%
Immediate Support/Intervention	0.1%	0.2%	0.0%	0.3%
Administrative Call	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	0.6%	0.6%	0.8%	0.5%
Other	20.5%	24.2%	16.8%	17.5%

Parent/Family Peer Support Calls	YTD 2021	May '21	Apr '21	May '20
Parent	12	5	1	N/A
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	0	0	0	N/A
Resource/Foster Parent	0	0	0	N/A
Resource/Foster Child/Youth	0	0	0	N/A
Other Caregiver	1	1	0	N/A
Total Family Peer Support Calls	13	6	1	N/A



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	Total Calls			
	YTD 2021	May '21	Apr '21	May '20
Bernalillo	2506	662	193	318
Catron	8	0	0	0
Chaves	0	0	0	0
Cibola	15	5	1	1
Colfax	0	0	0	0
Curry	186	0	0	41
De Baca	0	0	0	0
Dona Ana	368	93	64	55
Eddy	106	37	27	0
Grant	128	48	41	12
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	0
Lincoln	20	0	0	15
Los Alamos	0	0	0	0
Luna	1	0	0	1
McKinley	7	0	0	2
Mora	0	0	0	0
Otero	90	18	14	38
Quay	0	0	0	0
Rio Arriba	4	2	0	3
Roosevelt	1	0	0	2
San Juan	75	0	0	47
San Miguel	162	29	34	22
Sandoval	512	123	137	67
Santa Fe	263	43	36	4
Sierra	473	94	152	123
Socorro	8	5	1	0
Taos	581	148	109	49
Torrance	0	0	0	0
Union	0	0	0	0
Valencia	62	13	5	65
Outside NM	2	0	0	0



“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

