

New Mexico Crisis and Access Lines

May 2023 Utilization Report

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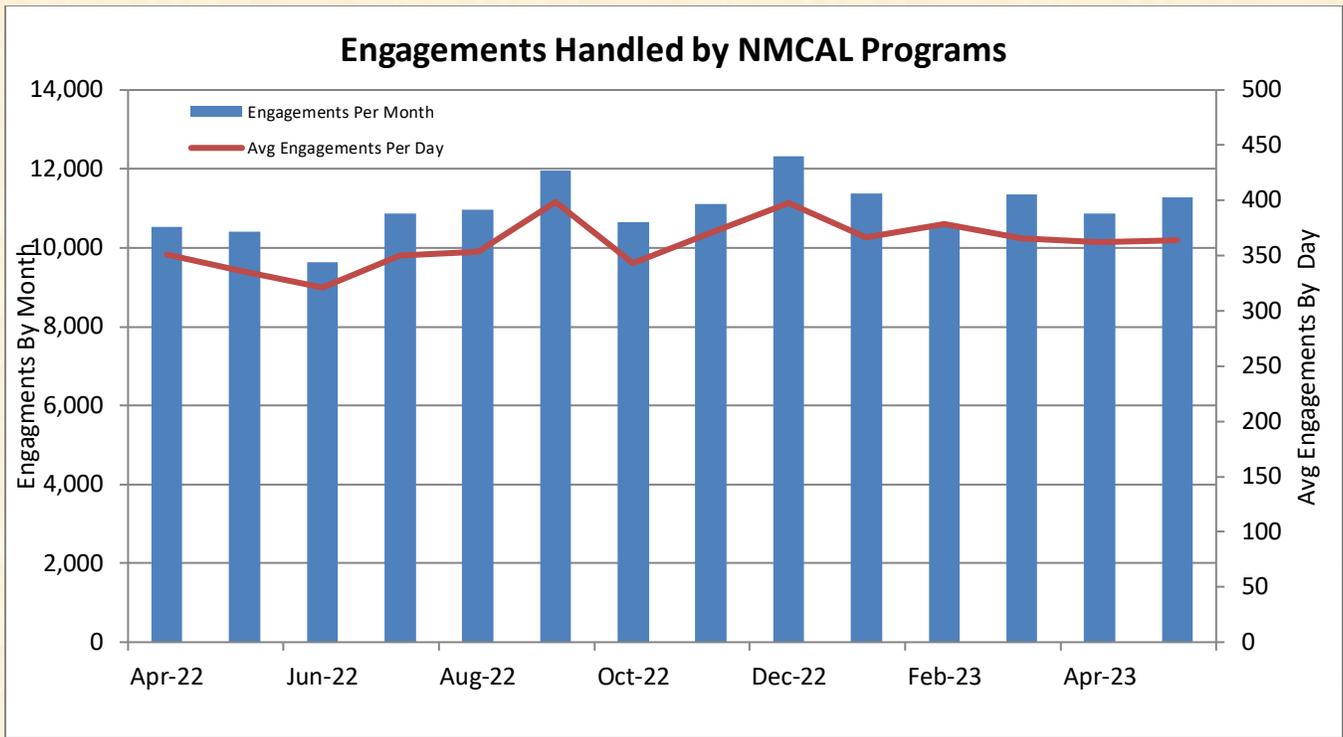


PROGRAM OVERVIEW

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)	May 2023	Apr 2023	May 2022
New Mexico Crisis and Access Line	36,219	15,650	2,957	3,018	3,691
988 New Mexico Suicide and Crisis Lifeline	28,785	13,448	3,022	2,650	1,666
Healthcare Worker & First Responder Line	641	236	82	33	24
Core Service Agency Programs	10,251	4,098	591	608	813
Rio Grande Gorge Bridge Intercoms	158	12	0	0	29
Peer to Peer Warmline	35,135	14,055	2	3,694	3,972
Total Calls - All NM Accounts	111,189	47,499	6,654	10,003	10,195

Overview of Digital Programs	SFY23 (7/1–6/30)	YTD 2023 (1/1-12/31)	May 2023	Apr 2023	May 2022
988 Text & Chat Message Conversations	6,552	3,192	668	644	214
Warmline Text Message Conversations	1,692	883	72	222	4,449
NMConnect Smartphone Downloads	2,440	1,377	311	273	258
– Activated Call to NMCAL	413	55	10	11	73
– Activated Chat or Text to 988	95	95	26	18	N/A
– Activated Call to Warmline	490	42	13	11	98
– Activated Text to Warmline	356	24	5	6	81
– Activated Call to 911	0	0	0	0	N/A
Welltrack Boost Accounts Created	1,508	1,443	505	398	N/A
NM 5-Actions Program Unique Visitors	4,307	1,748	396	299	520
NM 5-Actions Program Registered Users	296	138	24	33	28
NMCAL Website Pageviews	359,178	133,001	41,412	42,654	38,502
NMCAL Website Unique Sessions	341,564	108,113	33,996	35,106	32,427
Social Media Facebook Page Reach	1,290,799	295,315	139,957	3,035	264,389
Social Media Facebook Page Visits	20,620	2,992	236	121	590
Path to Wellness Email Sends	671,753	284,077	16,679	49,008	117,471



*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	May 2023	Apr 2023	May 2022	YTD 2023	May 2023	Apr 2023	May 2022
Community Engagements	151	20	40	47				
Program Presentations	23	6	8	5	838	227	423	123
Prevention Trainings	8	2	3	3	531	164	220	97
Legislative Encounters	328	0	1	1				
Media Interviews	5	0	2	2				
TOTALS	515	28	54	58	1,369	391	643	220



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)	May 2023	Apr 2023	May 2022
*Total Inbound Crisis Line Calls Handled	64,971	27,775	5,468	5,070	5,485
*Total Inbound Clinical Calls Handled	28,143	13,040	2,622	2,419	2,367
Calling about Self	23,333	10,881	2,171	2,011	1,961
Calling about a Child	654	324	61	73	50
Calling about Another Adult	4,156	1,835	390	335	356
Outbound Crisis Line Calls	11,083	5,669	1,184	1,239	738
Information/Referral Calls	1,893	858	158	148	207
Seeking info about Program(s)	319	141	19	21	18
Public Safety Calls	140	57	9	16	12
Administrative Calls	170	75	12	5	19
Other Calls	2,759	970	204	167	337
*Total All Crisis Line Calls Handled	76,054	33,444	6,652	6,309	6,223

**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)	May 2023	Apr 2023	May 2022
*Average Clinical Call Length	23.4 min	23.2 min	23.7 min	23.2 min	23.4 min
Service Level (answered under 30 sec)	87.6%	88.2%	91.4%	88.4%	85.5%
Abandonment Rate	4.2%	4.0%	3.1%	3.7%	4.6%
Average Speed of Answer	19 sec	19 sec	13 sec	16 sec	24 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 members and the support center staff.

Level of Care Clinical Crisis Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	May 2023	Apr 2023	May 2022
Routine	50.4%	49.3%	46.1%	46.0%	51.0%
Urgent	42.5%	43.6%	45.9%	45.4%	42.5%
Emergent	7.1%	7.2%	8.0%	8.6%	6.6%



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)	May 2023	Apr 2023	May 2022
Bernalillo	13,353	5,945	1,215	1,076	1,142
Catron	17	6	1	2	3
Chaves	446	196	39	37	43
Cibola	192	88	15	24	14
Colfax	144	68	13	6	10
Curry	289	128	20	24	35
De Baca	17	14	3	3	0
Dona Ana	1,644	756	167	143	135
Eddy	339	150	27	23	25
Grant	673	362	78	61	30
Guadalupe	36	19	5	4	4
Harding	3	1	0	0	0
Hidalgo	38	15	2	4	6
Lea	344	173	46	25	26
Lincoln	253	118	13	20	21
Los Alamos	124	73	11	19	12
Luna	205	100	25	15	15
McKinley	568	242	55	35	40
Mora	26	15	0	7	16
Otero	724	316	32	46	72
Quay	122	39	8	2	13
Rio Arriba	656	293	36	60	59
Roosevelt	242	108	23	46	16
San Juan	1,077	528	125	80	93
San Miguel	361	184	29	35	49
Sandoval	1,228	495	110	93	85
Santa Fe	2,215	969	224	195	154
Sierra	283	152	23	26	5
Socorro	345	161	21	23	37
Taos	854	354	41	49	92
Torrance	249	84	17	16	7
Union	40	17	2	3	1
Valencia	702	282	58	38	64
Outside NM	1,491	730	135	165	0



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)	May 2023	Apr 2023	May 2022
Suicide	26.7%	26.9%	31.8%	29.7%	23.4%
Substance Use	13.5%	12.9%	12.8%	13.3%	14.5%
Situational Stress	10.2%	9.5%	9.3%	8.6%	11.9%
Anxiety	8.7%	8.4%	8.5%	6.6%	10.7%
Cognitive Concerns	5.4%	5.3%	6.0%	5.3%	5.9%
Depression	4.4%	3.8%	4.0%	3.0%	5.3%
Grief/Loss	2.2%	2.4%	3.3%	2.0%	1.9%
Family Concerns	3.2%	2.8%	2.7%	3.7%	3.8%
Harm to Others	1.7%	1.8%	2.2%	2.2%	0.7%
Intimate Partner/Marital	3.0%	2.6%	2.1%	3.2%	2.0%
Loneliness	2.4%	2.4%	2.0%	2.0%	2.3%
Interpersonal Violence	3.1%	5.2%	1.6%	1.9%	1.3%
Trauma	1.3%	1.3%	1.2%	1.4%	1.5%
Health Issue/Chronic Pain	1.5%	1.3%	1.2%	1.4%	1.9%
Intentional Self-Injury	1.1%	1.2%	1.0%	2.0%	1.1%
Medication	1.1%	1.1%	1.0%	1.5%	1.9%
Relationship (Non-Romantic)	0.8%	1.0%	0.6%	1.1%	0.8%
Sexual Assault	0.3%	0.3%	0.4%	0.5%	0.5%
Workplace Issue	0.4%	0.3%	0.3%	0.5%	0.6%
Community Violence	0.2%	0.2%	0.1%	0.3%	0.4%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.0%	0.1%	0.1%
Other	8.7%	9.3%	7.9%	9.8%	8.9%

Crisis Line Referrals [^] - to community resources	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	May 2023	Apr 2023	May 2022
Referred to Community BH Agency	5,850	2,614	484	491	499
Submitted OpenBeds Referral	864	483	124	82	6
Recommended Wraparound Program	209	63	20	15	27
Recommended Family Peer Support	71	37	10	6	9
Suggested NMConnect Self-Help App*	899	887	238	266	N/A
Suggested NM 5-Actions Program	556	275	68	59	29
Offered Warmline Program	1,145	471	108	91	97
Already in Services	5,567	2,680	530	444	468
Referral Declined	5,349	2,441	489	437	416
Situation Ineligible for Referral	4,225	2,585	530	525	302

*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)	May 2023	Apr 2023	May 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.3%	91.2%	90.2%	90.0%	91.7%
Counselor made an abuse report	0.8%	0.9%	1.2%	1.2%	1.0%
Caller will take person of concern to hospital	0.5%	0.4%	0.3%	0.4%	0.5%
Caller agreed to go to the hospital	0.8%	0.7%	0.5%	0.7%	0.8%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.5%	0.2%	0.3%
Caller conferenced to 911 due to immediate danger	2.7%	2.9%	3.0%	3.3%	1.8%
Counselor contacted police with caller's consent	1.5%	1.5%	1.9%	1.3%	1.6%
Counselor contacted police without caller's consent	2.1%	2.2%	2.4%	3.0%	2.3%

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 40.5% of the engagements on the crisis lines during the month of May 2023 (37.9% 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	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	May 2023	Apr 2023	May 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.3%	91.2%	90.2%	90.0%	83.6%
Caller will take person of concern to hospital	0.8%	0.9%	1.2%	0.4%	1.1%
Caller agreed to go to the hospital	0.5%	0.4%	0.3%	0.7%	1.6%
Caller agreed to call 911 regarding immediate danger	0.8%	0.7%	0.5%	0.2%	0.6%
Caller conferenced to 911 due to immediate danger	0.3%	0.3%	0.5%	3.3%	3.8%
Counselor contacted police with caller's consent	2.7%	2.9%	3.0%	1.3%	3.6%
Counselor contacted police without caller's consent	1.5%	1.5%	1.9%	3.0%	5.7%



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)	May 2023	Apr 2023	May 2022
from NMCAL to Warmline	190	91	10	13	13
from Warmline to NMCAL	29	15	4	2	5

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In May 2023, engagements on the crisis lines reflected that 31.3% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.5% reported a history of substance use.

In May 2023, people identified Opioids as component of the primary reason for interacting with us on 3.7% 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)	May 2023	Apr 2023	May 2022
NMCAL calls related to Opioid Use	1,247	561	115	96	107
Warmline calls related to Opioid Use	91	53	11	7	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	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	May 2023	Apr 2023	May 2022
NMCAL and 988 Suicide & Crisis Lifeline	2142	1,058	183	199	197
Warmline	1354	528	155	101	338

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)	May 2023	Apr 2023	May 2022
Total Calls Handled*	39,025	17,945	3,892	3,694	3,972
Average Call Length^	Not Available	Not Available	Not Available	Not Available	16.9 min
Service Level (answered under 30 sec)^	Not Available	Not Available	Not Available	Not Available	58.4%
Abandonment Rate^	Not Available	Not Available	Not Available	Not Available	18.4%
Average Speed of Answer^	Not Available	Not Available	Not Available	Not Available	183 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)	May 2023	Apr 2023	May 2022
Total Conversations	1,692	883	72	22	214

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	May 2023	Apr 2023	May 2022
Caller reports feeling supported by the call	91.7%	92.0%	91.8%	93.0%	89.8%
Caller received referrals	2.7%	2.0%	1.6%	1.0%	4.8%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.2%	0.1%	0.2%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	5.6%	5.9%	6.5%	6.0%	5.1%

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	May 2023	Apr 2023	May 2022
Parent	56	25	10	7	7
Legal Guardian <i>(Stepparent, Grandparent, Family Member)</i>	5	4	0	1	0
Resource/Foster Parent	1	1	0	1	0
Other Caregiver	7	5	0	3	0
Support Provided to Parent/Family Members	69	35	10	12	7



Primary Presenting Concern in Warmline Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	May 2023	Apr 2023	May 2022
Anxiety / Situational Stress	32.4%	33.6%	33.8%	28.7%	35.0%
Isolation / Loneliness	23.0%	20.7%	21.4%	22.2%	17.0%
Interpersonal Relationships	6.6%	6.9%	6.7%	9.7%	7.4%
Depression	4.0%	3.1%	2.5%	2.9%	4.2%
Grief / Loss	1.6%	1.5%	2.2%	1.3%	1.8%
Healthcare	1.3%	1.3%	1.3%	1.8%	1.8%
Anger Management	1.9%	1.5%	1.3%	1.3%	1.8%
Substance Use	1.0%	1.0%	0.7%	0.7%	1.3%
Employment and Education	0.6%	0.5%	0.6%	0.4%	0.5%
Housing	0.7%	0.6%	0.5%	0.3%	0.8%
Resources / Community Referrals	0.3%	0.3%	0.4%	0.2%	0.3%
Medication / Wellness Check In	0.2%	0.2%	0.3%	0.3%	0.2%
Cognitive Concerns / Psychosis	0.2%	0.2%	0.2%	0.1%	0.4%
Thoughts of Suicide	0.2%	0.1%	0.2%	0.0%	0.2%
Spirituality	0.2%	0.2%	0.1%	0.7%	0.2%
Sexual Assault	0.2%	0.1%	0.1%	0.3%	0.2%
Abuse/Neglect	0.2%	0.1%	0.1%	0.0%	0.2%
Self-Injury	0.1%	0.1%	0.0%	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	2.7%	2.5%	1.1%	1.9%	3.4%
Other	22.7%	25.4%	26.6%	27.6%	22.9%

Warmline Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	May 2023	Apr 2023	May 2022
Referred to Community BH Agency	801	502	104	89	37
Submitted OpenBeds Referral	1	0	0	0	0
Referred to Community Support Services	287	35	10	9	55
Recommended Support Meeting	49	13	4	3	8
Recommended Wraparound Program	0	0	0	0	1
Recommended Family Peer Support	6	1	1	0	0
Suggested NMConnect Self-Help App*	94	94	20	12	N/A
Suggested NM 5-Actions Program	95	59	10	14	6
Already in Services	1,775	812	1	164	307
Referral Declined	139	63	13	7	22
Situation Ineligible for Referral	23,080	11,060	2,289	2,215	1,651
Abuse/Neglect Report Made	12	3	1	0	N/A

*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)	May 2023	Apr 2023	May 2022
Bernalillo	7,737	4,160	886	934	662
Catron	15	3	0	2	0
Chaves	14	14	7	2	0
Cibola	113	90	27	22	5
Colfax	9	9	3	1	0
Curry	12	6	1	2	0
De Baca	1	0	0	0	0
Dona Ana	1,356	542	71	70	93
Eddy	11	8	2	3	37
Grant	1,063	766	265	161	48
Guadalupe	1	1	1	0	0
Harding	18	13	10	0	0
Hidalgo	12	6	0	1	0
Lea	10	8	2	0	0
Lincoln	97	75	19	23	0
Los Alamos	7	7	5	0	0
Luna	45	19	6	3	0
McKinley	69	38	9	7	0
Mora	3	3	1	1	0
Otero	387	294	86	77	18
Quay	4	2	1	0	0
Rio Arriba	158	94	22	27	2
Roosevelt	4	1	0	0	0
San Juan	413	176	46	23	0
San Miguel	393	130	23	8	29
Sandoval	1,074	580	116	144	123
Santa Fe	1,198	1,004	311	325	43
Sierra	2,652	1,101	121	233	94
Socorro	92	67	23	9	5
Taos	1,217	649	128	80	148
Torrance	42	38	23	7	0
Union	0	0	0	0	0
Valencia	914	902	198	189	13
Outside NM	37	37	26	11	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.

