

New Mexico Crisis and Access Lines

November 2022 Utilization Report

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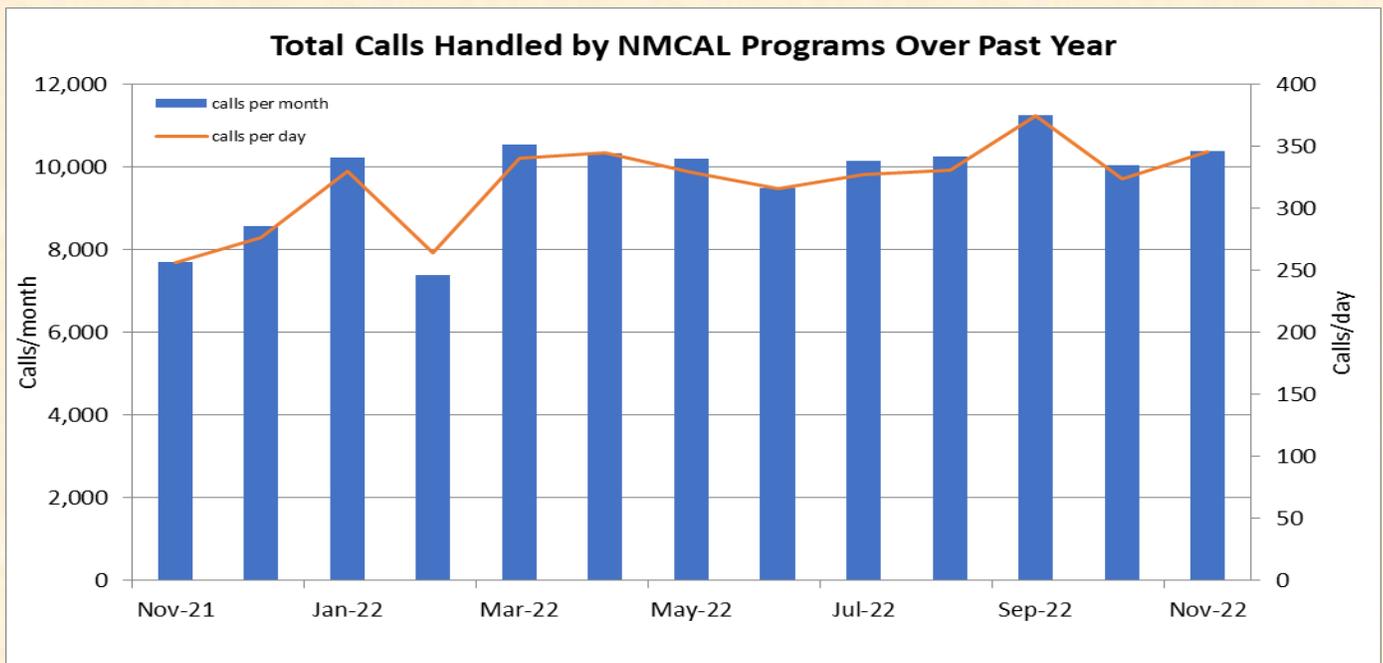
PROGRAM OVERVIEW

ProtoCall 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.

Note: Due to a software platform upgrade on the Warmlines, some data is not currently available.

Overview of Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
New Mexico Crisis and Access Line	16,904	36,877	3,372	3,218	2,103
988 New Mexico Suicide and Crisis Lifeline	12,625	20,426	2,541	2,332	953
Healthcare Worker & First Responder Line	348	496	63	50	8
Core Service Agency Programs	4,896	10,203	1,128	1,092	600
Rio Grande Gorge Bridge Intercoms	146	305	11	42	15
Peer to Peer Warmlines	17,144	41,933	3,266	3,298	4,017
Total Calls - All NM Accounts	52,063	110,240	10,381	10,032	7,696

Overview of Digital Programs	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
988 Text and Chat Message Conversations	2,873	2,873	588	460	N/A
Warmlines Text Message Conversations	605	1,690	151	147	297
Warmlines Text Messages Exchanged	17,811	43,011	4,829	3,031	6,333
NMConnect Smartphone Downloads	897	2,131	173	199	124
– Activated Call to NMCAL	345	745	46	61	76
– Activated Call to Warmlines	440	1,055	62	79	104
– Activated Text to Warmlines	324	753	40	63	72
– Activated Call to Healthcare Line	283	628	37	54	73
NM 5-Actions Program Unique Visitors	2,291	5,441	208	367	355
NM 5-Actions Program Registered Users	137	312	21	16	33
NMCAL Website Pageviews	181,491	394,130	56,452	40,802	7,274
NMCAL Website Unique Sessions	195,416	375,379	53,573	35,081	6,349
Social Media Facebook Page Reach	900,659	2,326,480	156,410	151,145	32,917
Social Media Facebook Page Visits	15,846	19,116	4,236	4,996	90
Path to Wellness Email Sends	341,553	1,010,727	61,471	45,847	126,618



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 2022	Nov 2022	Oct 2022	Nov 2021	YTD 2022	Nov 2022	Oct 2022	Nov 2021
Community Engagements	383	19	45	28				
Program Presentations	36	5	3	4	1,107	115	45	126
Prevention Trainings	23	1	5	1	1,361	21	101	101
Legislative Encounters	42	1	3	0				
Media Interviews	20	1	0	0				
TOTALS	504	27	56	33	2,468	136	242	227

*Coronavirus/COVID concerns reported	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
New Mexico Crisis and Access Line	0.5%	0.9%	0.4%	0.3%	3.1%
National Suicide Prevention Lifeline	0.3%	0.5%	0.4%	0.1%	1.0%
Warmline	2.0%	2.7%	2.6%	1.3%	3.9%
Healthcare Worker & First Responder Line	0.3%	2.0%	0.0%	0.0%	12.5%
CSA Programs	0.3%	0.4%	0.2%	0.4%	1.7%
Total All New Mexico Accounts	0.9%	1.5%	1.1%	0.6%	6.6%

*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	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
* Total Inbound Crisis Line Calls Handled	30,556	60,478	6,237	5,828	3,274
*Total Inbound Clinical Calls Handled	12,298	23,960	2,520	1,738	1,415
Calling about Self	10,083	19,577	2,118	1,426	1,105
Calling about a Child	264	572	54	34	53
Calling about Another Adult	1,951	3,811	348	278	257
Outbound Crisis Line Calls	4,363	7,829	878	906	405
Information/Referral Calls	869	1,706	171	92	90
Seeking info about Program(s)	141	209	41	9	13
Public Safety Calls	70	132	13	7	3
Administrative Calls	84	143	14	5	5
Other Calls	1,631	3,440	220	265	156
*Total All Crisis Line Calls Handled	27,634	68,307	7,115	6,734	3,679

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

Crisis Line Call Statistics	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
*Average Clinical Call Length	23.7 min	24.4 min	22.5 min	22.7 min	28.8 min
Service Level (answered under 30 sec)	86.9%	76.5%	88.4%	83.7%	44.5%
Abandonment Rate	4.5%	10.0%	3.6%	5.7%	25.1%
Average Speed of Answer	18.3 sec	41.9 sec	17 sec	20 sec	105 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 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Routine	50.8%	50.1%	50.7%	50.5%	43.7%
Urgent	42.2%	43.1%	42.7%	41.8%	48.7%
Emergent	7.0%	6.8%	6.6%	7.6%	7.6%



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 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Bernalillo	6,214	11,554	1,171	1,090	680
Catron	9	22	3	0	0
Chaves	215	438	31	41	28
Cibola	85	178	12	17	11
Colfax	65	119	9	8	7
Curry	136	300	34	24	22
De Baca	3	6	1	0	0
Dona Ana	739	1,345	114	159	99
Eddy	164	322	19	31	26
Grant	244	432	50	36	21
Guadalupe	16	35	7	0	1
Harding	2	9	0	0	0
Hidalgo	20	35	0	3	2
Lea	143	284	20	30	24
Lincoln	91	192	19	24	5
Los Alamos	41	87	3	5	7
Luna	86	177	18	15	13
McKinley	282	472	39	47	24
Mora	9	39	2	1	1
Otero	336	693	55	79	27
Quay	70	98	8	10	6
Rio Arriba	300	593	66	48	20
Roosevelt	118	180	50	19	7
San Juan	414	930	71	82	52
San Miguel	141	316	20	50	16
Sandoval	617	1,069	101	116	72
Santa Fe	1,043	1,888	186	171	111
Sierra	86	127	21	18	11
Socorro	158	341	39	33	10
Taos	394	796	78	64	29
Torrance	138	201	42	29	7
Union	17	29	5	2	13
Valencia	358	655	64	36	33
Outside NM	651	1,050	153	133	73



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 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Suicide	26.4%	24.9%	28.7%	28.2%	27.0%
Substance Use	14.7%	15.8%	10.9%	15.5%	18.0%
Situational Stress	10.9%	10.5%	9.6%	11.0%	9.8%
Anxiety	9.1%	9.4%	8.2%	7.6%	8.3%
Cognitive Concerns	5.5%	5.6%	5.4%	5.7%	6.6%
Depression	4.8%	5.0%	4.2%	5.3%	4.4%
Intimate Partner/Marital	3.5%	3.3%	3.7%	2.8%	3.0%
Family Concerns	3.5%	3.6%	3.6%	4.0%	3.1%
Loneliness	2.1%	1.9%	2.5%	1.8%	2.1%
Grief/Loss	2.1%	2.0%	2.2%	1.5%	2.0%
Harm to Others	1.4%	1.2%	2.1%	1.1%	1.1%
Interpersonal Violence	1.1%	1.2%	1.6%	1.2%	1.4%
Health Issue/Chronic Pain	1.7%	1.7%	1.5%	2.0%	2.1%
Trauma	1.4%	1.5%	1.4%	1.2%	1.8%
Medication	1.1%	1.3%	1.2%	1.1%	0.7%
Relationship (Non-Romantic)	0.8%	0.8%	1.1%	0.6%	0.6%
Intentional Self-Injury	1.0%	1.2%	0.9%	1.2%	1.7%
Sexual Assault	0.2%	0.3%	0.4%	0.1%	0.1%
Community Violence	0.3%	0.2%	0.3%	0.2%	0.5%
Workplace Issue	0.4%	0.5%	0.3%	0.5%	0.6%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.2%	0.2%
Other	7.8%	7.9%	10.0%	7.4%	4.8%

Crisis Line Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Referred to Community BH Agency	2,763	5,529	455	459	425
*Submitted OpenBeds Referral	318	364	66	74	0
Recommended Wraparound Program	134	267	14	21	4
Recommended Family Peer Support	24	57	4	4	0
*Suggested NM 5-Actions Program	240	513	35	51	0
*Offered Warmline Program	558	872	91	93	0
Already in Services	2,349	4,501	452	441	237
Referral Declined	2,463	4,488	516	471	210
Situation Ineligible for Referral	1,325	2,746	290	236	218

*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	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Caller stabilized by counselor, and referred to community resources if appropriate	91.4%	91.7%	91.9%	91.2%	91.1%
Counselor made an abuse report	0.8%	0.8%	0.8%	0.7%	1.6%
Caller will take person of concern to hospital	0.5%	0.5%	0.7%	0.3%	0.6%
Caller agreed to go to the hospital	1.0%	0.8%	0.7%	1.1%	0.6%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.3%	0.3%	0.3%
Caller conferenced to 911 due to immediate danger	2.4%	2.2%	2.1%	2.7%	2.8%
Counselor contacted police with caller's consent	1.5%	1.4%	1.4%	1.6%	0.8%
Counselor contacted police without caller's consent	2.1%	2.2%	1.9%	2.2%	2.1%

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 38.8% of the engagements on the crisis lines during the month of November 2022 (37.6% 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 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Caller stabilized by counselor, and referred to community resources if appropriate	82.2%	82.9%	83.4%	81.1%	91.1%
Caller will take person of concern to hospital	1.0%	1.0%	1.2%	0.6%	1.6%
Caller agreed to go to the hospital	1.9%	1.7%	1.7%	2.2%	0.6%
Caller agreed to call 911 regarding immediate danger	0.5%	0.4%	0.5%	0.4%	0.6%
Caller conferenced to 911 due to immediate danger	5.4%	5.0%	4.9%	6.0%	0.3%
Counselor contacted police with caller's consent	3.8%	3.5%	3.3%	4.0%	2.8%
Counselor contacted police without caller's consent	5.2%	5.6%	4.9%	5.7%	0.8%



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 work in collaboration, we are able to connect people to either program during an engagement.

Calls Transferred Within Program	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
from NMCAL to Warmline	59	121	18	6	10
from Warmline to NMCAL	9	27	3	1	6

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In November 2022, engagements on the crisis lines reflected that 31.4% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.6% reported a history of substance use.

In November 2022, people identified Opioids as component of the primary reason for interacting with us on 3.8% of crisis line engagements, and on 0.2% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
NMCAL calls related to Opioid Use	583	1,257	96	89	74
Warmline calls related to Opioid Use	27	84	7	5	7

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 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
NMCAL and 988 Suicide & Crisis Lifeline	826	1,632	195	137	114
Warmline	714	1,956	120	102	151



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 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Total Calls Handled*	17,144	41,933	3,266	3,298	4,017
Average Call Length^	Not Available	17.1 min as of 7/31/2022	Not Available	Not Available	14.9 min

*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 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Total Conversations	605	1,690	151	147	297
Text Messages Exchanged in Conversations	17,811	43,011	4,829	3,031	6,333

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Parent	20	39	7	3	5
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	1	1	1	0	0
Resource/Foster Parent	-	-	-	0	0
Other Caregiver	1	29	-	0	0
Support Provided to Parent/Family Members	22	69	8	3	5

Foster Child/Youth Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Support Provided to Foster Child/Youth	84	217	0	1	42

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Caller reports feeling supported by the call	90.8%	89.8%	86.6%	94.0%	88.6%
Caller received referrals	3.7%	4.3%	4.8%	1.5%	2.9%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.1%	0.0%	0.3%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	5.4%	5.7%	8.4%	4.4%	8.1%



The Warmline service is grounded in recovery principles and facilitating mental health conversations to assist people during their path to wellness. The Warmline support system 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.

Primary Presenting Concern in Warmline Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Anxiety / Situational Stress	32.7%	32.3%	35.0%	31.1%	39.9%
Isolation / Loneliness	21.6%	23.2%	17.0%	27.3%	18.1%
Interpersonal Relationships	6.2%	6.5%	7.4%	5.5%	4.5%
Depression	4.9%	4.6%	4.2%	6.6%	5.0%
Healthcare	1.6%	1.4%	1.8%	1.20%	0.60%
Anger Management	2.1%	2.2%	1.8%	2.3%	1.7%
Grief / Loss	1.7%	1.7%	1.8%	2.2%	1.3%
Substance Use	1.1%	1.1%	1.3%	1.2%	0.7%
Housing	0.7%	0.7%	0.8%	0.7%	0.6%
Employment and Education	0.5%	0.6%	0.5%	0.5%	0.3%
Cognitive Concerns / Psychosis	0.3%	0.3%	0.4%	0.1%	0.6%
Resources / Community Referrals	0.4%	0.4%	0.3%	0.6%	0.5%
Medication / Wellness Check In	0.2%	0.2%	0.2%	0.2%	0.1%
Sexual Assault	0.2%	0.2%	0.2%	0.1%	0.0%
Spirituality	0.2%	0.2%	0.2%	0.1%	0.3%
Abuse/Neglect	0.3%	0.3%	0.2%	0.2%	0.2%
Self-Injury	0.2%	0.1%	0.2%	0.3%	0.2%
Thoughts of Suicide	0.3%	0.3%	0.2%	0.4%	0.6%
Immediate Support	0.0%	0.0%	0.0%	0.1%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.1%	0.0%
Other Mental Health Concern	3.7%	3.1%	3.4%	2.7%	3.1%
Other	21.0%	20.6%	22.9%	16.6%	21.8%

Warmline Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Abuse/Neglect Report Made	8	12	0	4	**N/A
Referred to Community BH Agency	230	394	68	1	37
*Submitted OpenBeds Referral	1	1	0	0	1
Referred to Community Support Services	236	567	29	52	69
Recommended Support Meeting	31	93	7	10	34
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	1	4	0	0	1
*Suggested NM 5-Actions Program	29	57	3	6	0
Already in Services	774	2,039	169	193	370



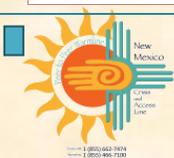
Referral Declined	62	169	7	15	32
Situation Ineligible for Referral	9,713	19,215	2,059	1,949	1,287

*Option added in December 2021

^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 2022 (1/1-12/31)	Nov 2022	Oct 2022	Nov 2021
Bernalillo	3,214	7,831	774	488	776
Catron	12	12	12	0	0
Chaves	0	9	0	0	5
Cibola	23	63	0	5	6
Colfax	0	8	0	0	1
Curry	6	7	0	0	0
De Baca	1	1	0	0	0
Dona Ana	777	1,976	213	103	282
Eddy	3	31	1	1	29
Grant	280	758	84	34	72
Guadalupe	0	0	0	0	0
Harding	5	5	5	0	0
Hidalgo	6	14	0	0	0
Lea	2	4	1	0	0
Lincoln	15	53	1	0	0
Los Alamos	0	0	0	0	0
Luna	25	54	9	3	0
McKinley	31	55	8	3	0
Mora	0	19	0	0	0
Otero	93	210	35	8	62
Quay	2	3	1	0	0
Rio Arriba	48	94	15	7	5
Roosevelt	3	31	1	0	0
San Juan	200	431	56	42	0
San Miguel	236	478	54	30	40
Sandoval	429	1,047	97	70	119
Santa Fe	181	523	35	19	116
Sierra	1,242	2,681	196	249	228
Socorro	25	57	12	0	8
Taos	511	1,192	102	96	90
Torrance	4	8	0	0	0
Union	0	1	0	0	0
Valencia	12	41	5	2	41
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.

