

New Mexico Crisis and Access Lines

November 2023 Utilization Report

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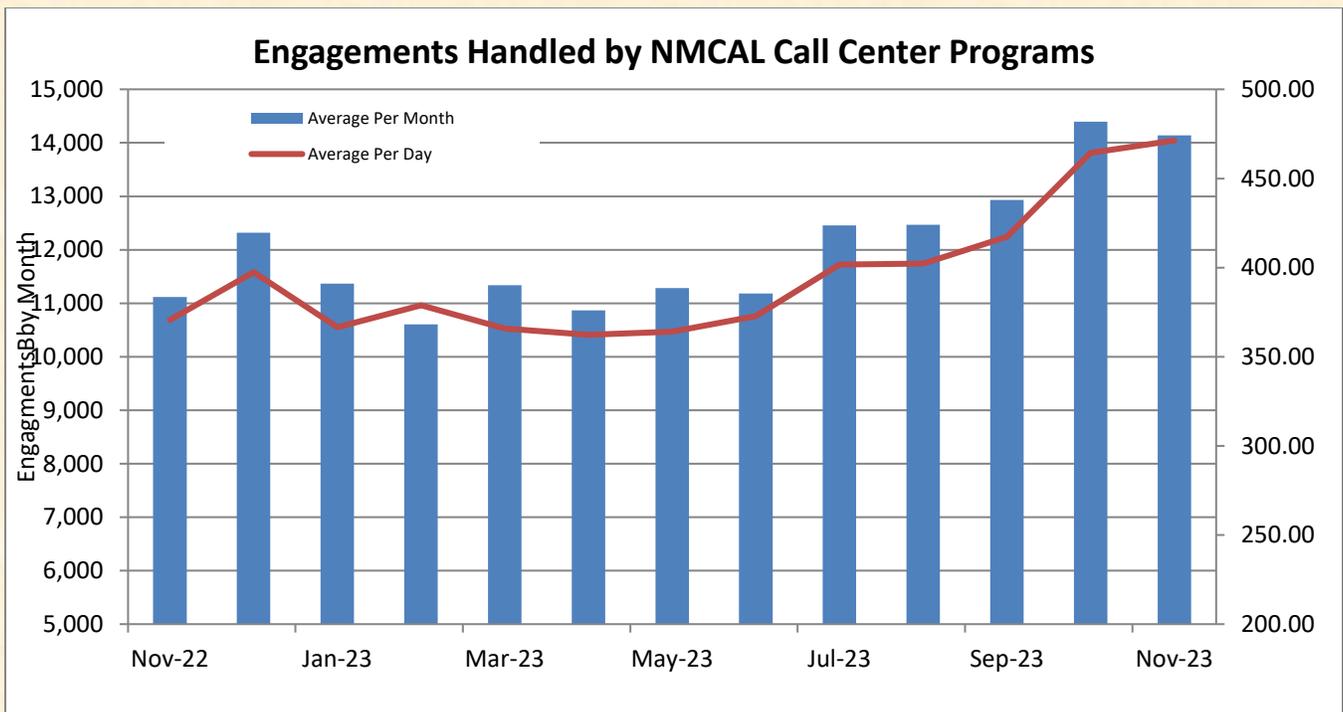


PROGRAM OVERVIEW

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	SFY24 (7/1-6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
New Mexico Crisis and Access Line	20,132	38,880	4,842	4,243	3,372
988 New Mexico Suicide and Crisis Lifeline	18,040	34,216	3,633	3,746	2,541
Healthcare Worker & First Responder Line	644	944	171	130	63
Core Service Agency Programs	3,269	7,989	573	622	1,128
Rio Grande Gorge Bridge Intercoms	222	235	29	59	11
Peer to Peer Warmlines	20,748	42,770	4,158	4,960	3,266
Total Calls - All NM Accounts	63,055	125,034	13,406	13,760	10,381

Overview of Digital Programs	SFY24 (7/1-6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
988 Text & Chat Message Conversations	2,232	5,937	512	544	460
Warmlines Text Message Conversations	1,108	2,070	222	94	151
NMConnect Smartphone Downloads	859	2,881	166	160	173
– Activated Call to NMCAL	40	103	9	9	46
– Activated Call to Warmlines	42	97	8	9	62
– Activated Text to Warmlines	28	55	4	5	40
– Activated Chat or Text to 988	31	79	4	10	37
– Activated Call to 911	29	83	4	0	0
Welltrack Boost Accounts Created	261	2,299	48	38	17
NM 5-Actions Program Unique Visitors	2,387	4,547	1,178	491	208
NM 5-Actions Program Registered Users	123	287	42	25	21
NMCAL Website Pageviews	21,531	173,125	100	6,247	56,452
NMCAL Website Unique Sessions	2,333	125,537	278	438	53,573
Social Media Pages Reach	145,957	561,577	8,415	1,771	156,410
Social Media Pages Visits	1,542	5,276	121	79	4,236
Path to Wellness Email Sends	294,803	662,153	74,848	86,047	61,471



*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	Nov 2023	Oct 2023	Nov 2022	YTD 2023	Nov 2023	Oct 2023	Nov 2022
Community	310	9	20	19				
Program Presentations	115	2	2	5	1,360	101	47	115
Prevention Trainings	15	1	0	1	759	91	0	21
Legislative Encounters	354	4	5	1				
Media Interviews	5	0	0	1				
TOTALS	799	16	47	27	2,119	192	47	136



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 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
*Total Inbound Crisis Line Calls Handled	36,895	70,155	8,249	7,854	6,237
*Total Inbound Clinical Calls Handled	14,036	29,641	2,593	3,009	2,520
Calling about Self	11,930	24,982	2,172	2,574	2,118
Calling about a Child	246	623	33	56	54
Calling about Another Adult	1,860	4,036	388	379	348
Outbound Crisis Line Calls	5,412	12,109	999	946	878
Information/Referral Calls	765	1,777	155	158	171
Seeking info about Program(s)	164	327	28	32	41
Public Safety Calls	52	116	4	15	13
Administrative Calls	72	156	13	15	14
Other Calls	1,029	2,188	198	225	220
*Total All Crisis Line Calls Handled	42,307	82,264	9,248	8,800	7,115

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

Crisis Line Call Statistics	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
*Average Clinical Call Length	22.1 min	23.0 min	22.1 min	22.9 min	22.5 min
Service Level (answered under 30 sec)	88.2%	91.6%	88.2%	88.7%	88.4%
Abandonment Rate	3.1%	3.3%	5.5%	4.9%	3.6%
Average Speed of Answer	9 sec	19.0	14 sec	14 sec	17 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	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Routine	50.1%	49.7%	51.5%	50.0%	50.7%
Urgent	43.0%	43.3%	41.5%	44.0%	42.7%
Emergent	6.9%	7.0%	7.0%	6.0%	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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Bernalillo	6,254	13,367	1,239	1,332	1,171
Catron	17	25	3	6	3
Chaves	220	459	31	67	31
Cibola	104	215	22	24	12
Colfax	52	126	19	12	9
Curry	158	308	26	34	34
De Baca	4	20	0	4	1
Dona Ana	765	1,675	174	163	114
Eddy	192	374	39	54	19
Grant	379	816	74	70	50
Guadalupe	19	39	3	2	7
Harding	1	2	1	0	0
Hidalgo	21	37	9	5	0
Lea	140	348	21	27	20
Lincoln	76	217	17	16	19
Los Alamos	63	140	14	10	3
Luna	90	202	22	13	18
McKinley	315	591	57	64	39
Mora	25	42	2	5	2
Otero	285	667	63	50	55
Quay	31	74	7	7	8
Rio Arriba	269	605	49	52	66
Roosevelt	85	201	10	19	50
San Juan	518	1,177	101	117	71
San Miguel	116	319	24	18	20
Sandoval	518	1,108	88	122	101
Santa Fe	1,008	2,124	161	243	186
Sierra	103	270	23	27	21
Socorro	95	283	12	30	39
Taos	351	765	76	67	78
Torrance	72	178	8	13	42
Union	8	30	0	2	5
Valencia	282	651	53	68	64
Outside NM	1,013	1,876	227	211	153



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 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Suicide	27.5%	27.5%	26.5%	27.6%	27.0%
Substance Use	17.0%	15.0%	17.4%	16.3%	18.0%
Situational Stress	9.1%	9.2%	8.9%	10.3%	9.8%
Anxiety	7.7%	8.1%	7.4%	8.0%	8.3%
Cognitive Concerns	6.5%	6.0%	6.6%	5.8%	6.6%
Depression	3.6%	3.7%	3.2%	4.1%	4.4%
Intimate Partner/Marital	2.6%	2.7%	2.9%	2.3%	3.0%
Family Concerns	2.9%	2.7%	2.8%	3.0%	3.1%
Grief/Loss	2.0%	2.3%	2.6%	2.0%	2.0%
Harm to Others	2.0%	1.9%	2.0%	2.2%	1.1%
Loneliness	2.0%	2.1%	2.0%	1.6%	2.1%
Health Issue/Chronic Pain	1.4%	1.3%	1.7%	1.5%	2.1%
Interpersonal Violence	1.7%	3.3%	1.5%	2.1%	1.4%
Intentional Self-Injury	0.9%	1.0%	1.2%	0.8%	1.7%
Trauma	1.2%	1.3%	1.1%	0.9%	1.8%
Medication	1.0%	1.1%	1.0%	1.0%	0.7%
Relationship (Non-Romantic)	0.5%	0.7%	0.4%	0.6%	0.6%
Community Violence	0.2%	0.2%	0.3%	0.3%	0.5%
Workplace Issue	0.4%	0.4%	0.2%	0.4%	0.6%
Sexual Assault	0.2%	0.2%	0.2%	0.1%	0.1%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.0%	0.1%	0.2%
Other	9.3%	9.3%	10.1%	8.9%	4.8%

Crisis Line Referrals^ - to community resources	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Referred to Community BH Agency	2,653	5,902	393	531	455
Submitted OpenBeds Referral	655	1,254	158	140	66
Recommended Wraparound Program	25	97	3	7	14
Recommended Family Peer Support	30	72	4	6	4
Suggested NMConnect Self-Help App*	1,011	2,140	138	185	N/A
Suggested NM 5-Actions Program	311	644	67	67	35
Offered Warmline Program	519	1,102	92	110	91
Already in Services	2,052	5,192	272	412	452
Referral Declined	3,309	6,221	917	744	516
Situation Ineligible for Referral	3,581	6,665	1,131	705	290

*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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.6%	91.4%	91.4%	92.2%	91.9%
Counselor made an abuse report	0.9%	0.9%	0.7%	1.0%	0.8%
Caller will take person of concern to hospital	0.4%	0.4%	0.5%	0.3%	0.7%
Caller agreed to go to the hospital	0.7%	0.7%	0.6%	0.6%	0.7%
Caller agreed to call 911 regarding immediate danger	0.2%	0.3%	0.4%	0.3%	0.3%
Caller conferenced to 911 due to immediate danger	2.9%	2.9%	3.0%	2.6%	2.1%
Counselor contacted police with caller's consent	1.5%	1.4%	1.6%	1.1%	1.4%
Counselor contacted police without caller's consent	1.8%	2.0%	1.9%	1.9%	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 35.6% of the engagements on the crisis lines during the month of November 2023 (37.2% 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 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Caller stabilized by counselor, and referred to community resources if appropriate	82.1%	82.0%	81.1%	83.6%	83.4%
Caller will take person of concern to hospital	0.8%	0.8%	0.8%	0.7%	1.2%
Caller agreed to go to the hospital	1.7%	1.6%	1.7%	1.3%	1.7%
Caller agreed to call 911 regarding immediate danger	0.3%	0.4%	0.4%	0.6%	0.5%
Caller conferenced to 911 due to immediate danger	6.4%	6.3%	6.9%	5.6%	4.9%
Counselor contacted police with caller's consent	3.7%	3.6%	4.2%	3.1%	3.3%
Counselor contacted police without caller's consent	4.9%	5.3%	5.0%	5.0%	4.9%



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 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
from NMCAL to Warmline	74	179	18	14	18
from Warmline to NMCAL	35	53	9	9	3

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In November 2023, engagements on the crisis lines reflected that 34.5% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.4% reported a history of substance use.

In November 2023, people identified Opioids as component of the primary reason for interacting with us on 5.6% of crisis line engagements, and on 0.2% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
NMCAL calls related to Opioid Use	636	1,315	144	145	96
Warmline calls related to Opioid Use	28	86	7	1	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	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
NMCAL and 988 Suicide & Crisis Lifeline	854	2,055	155	173	195
Warmline	820	1,441	171	230	120



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 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Total Calls Handled*	20,748	42,770	4,158	4,960	3,266
Average Call Length^	15.5 min	13.5 min	15.5 min	9.9 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 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Total Conversations	1,108	2,070	222	94	151

Outcome of Warmline Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Caller reports feeling supported by the call	91.1%	91.7%	92.5%	92.2%	86.6%
Caller received referrals	2.5%	2.1%	2.8%	1.7%	4.8%
Caller was transferred to an NMCAL counselor	0.3%	0.2%	0.1%	0.4%	0.1%
Emergency call to Public Safety was made	0.0%	0.0%	0.1%	0.0%	0.0%
Other/None of the Above	6.1%	5.9%	4.4%	5.7%	8.4%

Parent/Family Peer Support Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Parent	16	43	1	0	7
Legal Guardian <i>(Stepparent, Grandparent, Family Member)</i>	0	4	0	0	1
Resource/Foster Parent	0	1	0	0	0
Other Caregiver	3	8	0	0	0
Support Provided to Parent/Family Members	19	56	1	0	8



Primary Presenting Concern in Warmline Calls	SFY24 (7/1-6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Anxiety / Situational Stress	40.5%	36.6%	43.8%	45.1%	35.0%
Isolation / Loneliness	16.2%	18.9%	18.5%	15.2%	17.0%
Interpersonal Relationships	9.0%	7.8%	11.8%	8.7%	7.4%
Depression	3.7%	3.4%	3.8%	3.1%	4.2%
Grief / Loss	2.5%	2.0%	2.8%	4.2%	1.8%
Anger Management	1.6%	1.5%	1.5%	1.7%	1.8%
Substance Use	1.3%	1.2%	1.5%	1.1%	1.3%
Healthcare	1.0%	1.2%	0.7%	0.9%	1.8%
Cognitive Concerns / Psychosis	0.5%	0.3%	0.6%	0.8%	0.4%
Employment and Education	0.5%	0.5%	0.6%	0.4%	0.5%
Thoughts of Suicide	0.2%	0.2%	0.4%	0.1%	0.2%
Housing	0.5%	0.6%	0.4%	0.2%	0.8%
Abuse/Neglect	0.3%	0.2%	0.3%	0.3%	0.2%
Resources / Community Referrals	0.4%	0.3%	0.3%	0.2%	0.3%
Sexual Assault	0.2%	0.1%	0.2%	0.1%	0.2%
Spirituality	0.2%	0.2%	0.2%	0.2%	0.2%
Self-Injury	0.2%	0.1%	0.1%	0.1%	0.2%
Medication / Wellness Check In	0.1%	0.2%	0.0%	0.0%	0.2%
Needs 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 Mental Health Concern	1.8%	2.1%	1.3%	1.1%	3.4%
Other	19.3%	22.7%	11.2%	16.4%	22.9%

Warmline Referrals [^] - to community resources	SFY24 (7/1-6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Referred to Community BH Agency	137	724	8	5	68
Submitted OpenBeds Referral	2	2	2	0	0
Referred to Community Support Services	130	169	26	16	29
Recommended Support Meeting	38	53	10	7	7
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	4	5	1	1	0
Suggested NMConnect Self-Help App*	203	303	38	65	N/A
Suggested NM 5-Actions Program	58	124	10	19	3
Already in Services	228	1,177	6	39	169
Referral Declined	211	287	58	66	7
Situation Ineligible for Referral	10,080	23,307	1,989	2,098	2,059
Abuse/Neglect Report Made	4	7	2	1	0

*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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Nov 2023	Oct 2023	Nov 2022
Bernalillo	4,573	9,637	974	1,003	774
Catron	1	4	1	0	12
Chaves	86	108	10	35	0
Cibola	57	167	4	14	0
Colfax	19	29	8	7	0
Curry	7	13	1	2	0
De Baca	0	0	0	0	0
Dona Ana	961	1,607	329	181	213
Eddy	5	18	1	1	1
Grant	473	1,387	112	83	84
Guadalupe	14	15	0	0	0
Harding	0	13	0	0	5
Hidalgo	9	24	0	0	0
Lea	16	29	7	0	1
Lincoln	71	168	16	16	1
Los Alamos	8	16	4	1	0
Luna	20	40	1	3	9
McKinley	146	200	48	52	8
Mora	0	3	0	0	0
Otero	404	698	79	110	35
Quay	1	3	0	0	1
Rio Arriba	290	416	94	93	15
Roosevelt	3	4	0	0	1
San Juan	249	469	84	52	56
San Miguel	173	324	28	40	54
Sandoval	560	1,288	108	116	97
Santa Fe	826	2,122	112	147	35
Sierra	459	1,609	61	75	196
Socorro	81	180	4	16	12
Taos	558	1,343	130	117	102
Torrance	56	108	9	13	0
Union	0	0	0	0	0
Valencia	548	1,625	79	133	5
Outside NM	106	163	21	30	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.

