

# New Mexico Crisis and Access Lines

## September 2023 Utilization Report

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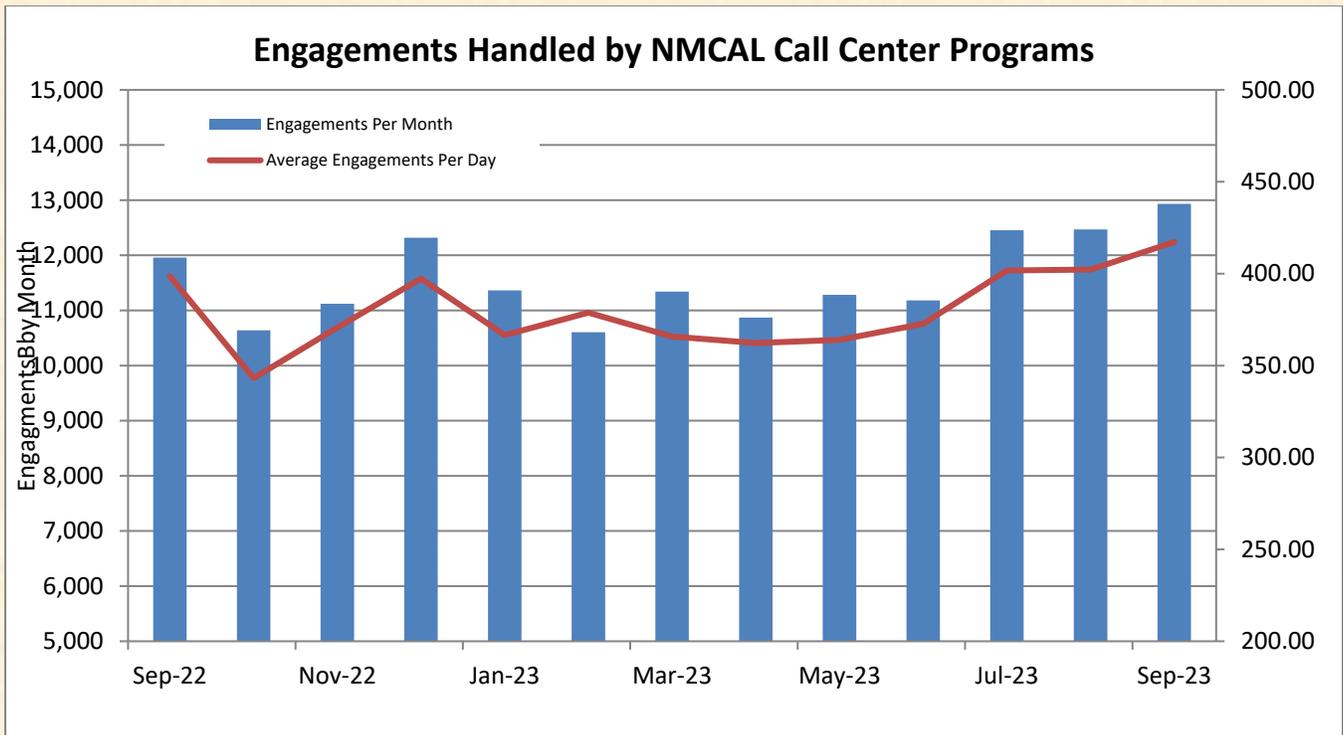


### PROGRAM OVERVIEW

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)	Sep 2023	Aug 2023	Sep 2022
New Mexico Crisis and Access Line	11,047	29,795	3,913	3,618	3,387
988 New Mexico Suicide and Crisis Lifeline	10,661	26,837	3,855	3,446	2,853
Healthcare Worker & First Responder Line	343	643	190	60	48
Core Service Agency Programs	2,074	6,794	578	739	1,218
Rio Grande Gorge Bridge Intercoms	134	147	49	76	33
Peer to Peer Warmline	11,630	33,652	3,815	3,858	3,245
<b>Total Calls - All NM Accounts</b>	<b>35,889</b>	<b>97,868</b>	<b>12,400</b>	<b>11,797</b>	<b>11,243</b>

Overview of Digital Programs	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Sep 2023	Aug 2023	Sep 2022
988 Text & Chat Message Conversations	1,176	4,881	470	451	624
Warmline Text Message Conversations	792	1,754	64	222	222
NMConnect Smartphone Downloads	533	2,555	136	204	201
– Activated Call to NMCAL	22	85	6	9	85
– Activated Call to Warmline	25	80	5	9	105
– Activated Text to Warmline	19	46	6	6	88
– Activated Chat or Text to 988	42	144	14	11	66
– Activated Call to 911	0	0	0	0	0
Welltrack Boost Accounts Created	175	2,213	51	55	0
NM 5-Actions Program Unique Visitors	718	2,878	200	222	627
NM 5-Actions Program Registered Users	56	220	15	18	26
NMCAL Website Pageviews	15,184	166,778	2,759	9,430	41,913
NMCAL Website Unique Sessions	1,617	124,821	572	858	36,036
Social Media Pages Reach	135,771	551,391	3,091	2,825	166,206
Social Media Pages Visits	1,342	5,076	199	163	5,267
Path to Wellness Email Sends	219,955	587,305	86,047	50,334	61,123



\*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	Sep 2023	Aug 2023	Sep 2022	YTD 2023	Sep 2023	Aug 2023	Sep 2022
Community Engagements	281	93	22	25				
Program Presentations	111	68	8	2	1,212	144	30	87
Prevention Trainings	14	3	0	2	668	21	0	155
Legislative Encounters	345	3	2	1				
Media Interviews	5	0	0	1				
<b>TOTALS</b>	<b>756</b>	<b>167</b>	<b>32</b>	<b>31</b>	<b>1,880</b>	<b>165</b>	<b>30</b>	<b>242</b>



## 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)	Sep 2023	Aug 2023	Sep 2022
*Total Inbound Crisis Line Calls Handled	20,792	54,052	7,584	6,714	6,596
*Total Inbound Clinical Calls Handled	8,434	24,039	2,967	2,672	2,624
Calling about Self	7,184	20,236	2,588	2,292	2,117
Calling about a Child	157	534	59	58	67
Calling about Another Adult	1,093	3,269	320	322	440
Outbound Crisis Line Calls	3,467	10,164	1,001	1,225	943
Information/Referral Calls	452	1,464	143	170	188
Seeking info about Program(s)	104	267	37	30	28
Public Safety Calls	33	97	9	12	19
Administrative Calls	44	128	18	16	23
Other Calls	606	1,765	210	191	344
<b>*Total All Crisis Line Calls Handled</b>	<b>24,259</b>	<b>64,216</b>	<b>8,585</b>	<b>3,858</b>	<b>7,539</b>

*\*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)	Sep 2023	Aug 2023	Sep 2022
*Average Clinical Call Length	21.6 min	23.1 min	21.6 min	23.2 min	26.3 min
Service Level (answered under 30 sec)	94.8%	92.2%	94.8%	96.8%	82.8%
Abandonment Rate	1.5%	2.8%	2.0%	1.3%	6.0%
Average Speed of Answer	9 sec	19.0	11 sec	9 sec	23 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)	Sep 2023	Aug 2023	Sep 2022
Routine	49.8%	49.4%	53.7%	46.0%	46.2%
Urgent	43.1%	43.4%	40.1%	46.2%	45.8%
Emergent	7.1%	7.1%	6.2%	7.8%	8.0%



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)	Sep 2023	Aug 2023	Sep 2022
Bernalillo	3,683	10,796	1,196	1,158	1,297
Catron	8	16	2	3	2
Chaves	122	361	55	31	43
Cibola	58	169	22	13	13
Colfax	21	95	5	6	28
Curry	98	248	29	41	15
De Baca	0	16	0	0	2
Dona Ana	428	1,338	140	155	166
Eddy	99	281	30	37	33
Grant	235	672	79	80	48
Guadalupe	14	34	6	6	6
Harding	0	1	0	0	1
Hidalgo	7	23	4	1	2
Lea	92	300	27	29	28
Lincoln	43	184	10	16	20
Los Alamos	39	116	15	15	8
Luna	55	167	14	25	28
McKinley	194	470	73	65	77
Mora	18	35	6	6	2
Otero	172	554	59	50	79
Quay	17	60	8	3	14
Rio Arriba	168	504	65	57	77
Roosevelt	56	172	25	13	23
San Juan	300	959	102	107	82
San Miguel	74	277	19	32	29
Sandoval	308	898	80	131	136
Santa Fe	604	1,720	242	175	212
Sierra	53	220	16	12	10
Socorro	53	241	11	20	30
Taos	208	622	61	46	82
Torrance	51	157	18	14	19
Union	6	28	2	2	4
Valencia	161	530	53	56	80
Outside NM	575	1,438	216	206	126



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)	Sep 2023	Aug 2023	Sep 2022
Suicide	27.8%	27.5%	29.4%	26.3%	27.8%
Substance Use	17.1%	14.5%	9.9%	26.3%	16.7%
Anxiety	7.6%	8.1%	9.7%	5.8%	8.3%
Situational Stress	8.8%	9.2%	9.3%	8.3%	10.3%
Cognitive Concerns	6.7%	5.9%	8.2%	5.6%	5.2%
Depression	3.5%	3.7%	3.8%	3.2%	4.7%
Family Concerns	3.0%	2.6%	2.6%	2.2%	3.1%
Loneliness	2.1%	2.2%	2.6%	1.5%	2.2%
Intimate Partner/Marital	2.7%	2.7%	2.4%	2.4%	3.5%
Harm to Others	2.0%	1.9%	2.2%	1.7%	1.2%
Grief/Loss	1.9%	2.3%	1.6%	2.0%	2.5%
Interpersonal Violence	1.6%	3.6%	1.6%	1.3%	0.9%
Trauma	1.4%	1.3%	1.2%	1.3%	1.2%
Health Issue/Chronic Pain	1.3%	1.3%	1.2%	1.2%	1.8%
Medication	1.0%	1.1%	1.1%	1.0%	1.0%
Intentional Self-Injury	0.9%	1.0%	0.7%	0.8%	1.0%
Relationship (Non-Romantic)	0.6%	0.8%	0.6%	0.5%	0.9%
Workplace Issue	0.4%	0.4%	0.6%	0.3%	0.5%
Community Violence	0.2%	0.2%	0.4%	0.1%	0.4%
Sexual Assault	0.2%	0.3%	0.2%	0.2%	0.1%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Other	9.3%	9.3%	10.0%	8.0%	7.0%

Crisis Line Referrals^ - to community resources	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Sep 2023	Aug 2023	Sep 2022
Referred to Community BH Agency	1,729	4,978	443	647	609
Submitted OpenBeds Referral	357	956	95	122	74
Recommended Wraparound Program	15	87	8	5	27
Recommended Family Peer Support	20	62	8	9	4
Suggested NMConnect Self-Help App*	688	1,817	218	219	N/A
Suggested NM 5-Actions Program	177	510	52	64	49
Offered Warmline Program	317	900	107	98	114
Already in Services	1,368	4,508	409	453	482
Referral Declined	1,648	4,560	663	501	434
Situation Ineligible for Referral	1,745	4,829	654	534	270

\*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)	Sep 2023	Aug 2023	Sep 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.4%	91.3%	92.7%	90.4%	90.4%
Counselor made an abuse report	0.9%	0.9%	0.6%	1.4%	0.9%
Caller will take person of concern to hospital	0.4%	0.4%	0.3%	0.4%	0.5%
Caller agreed to go to the hospital	0.8%	0.7%	0.8%	1.0%	1.2%
Caller agreed to call 911 regarding immediate danger	0.1%	0.2%	0.0%	0.2%	0.3%
Caller conferenced to 911 due to immediate danger	3.0%	2.9%	2.5%	2.9%	3.0%
Counselor contacted police with caller's consent	1.5%	1.5%	1.0%	1.9%	1.3%
Counselor contacted police without caller's consent	1.8%	2.1%	2.1%	1.7%	2.5%

### 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 35.9% of the engagements on the crisis lines during the month of September 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	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Sep 2023	Aug 2023	Sep 2022
Caller stabilized by counselor, and referred to community resources if appropriate	81.9%	81.9%	82.9%	81.6%	83.0%
Caller will take person of concern to hospital	0.9%	0.8%	0.9%	1.0%	0.9%
Caller agreed to go to the hospital	1.8%	1.6%	2.1%	2.0%	2.1%
Caller agreed to call 911 regarding immediate danger	0.2%	0.4%	0.1%	0.5%	0.5%
Caller conferenced to 911 due to immediate danger	6.5%	6.3%	5.8%	6.5%	5.9%
Counselor contacted police with caller's consent	3.8%	3.6%	2.5%	4.3%	2.8%
Counselor contacted police without caller's consent	4.8%	5.4%	5.6%	4.0%	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)	Sep 2023	Aug 2023	Sep 2022
from NMCAL to Warmline	42	147	9	18	18
from Warmline to NMCAL	23	41	12	3	4

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In September 2023, engagements on the crisis lines reflected that 27.0% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.0% reported a history of substance use.

In September 2023, people identified Opioids as component of the primary reason for interacting with us on 3.4% 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)	Sep 2023	Aug 2023	Sep 2022
NMCAL calls related to Opioid Use	347	1,026	101	124	138
Warmline calls related to Opioid Use	20	78	8	7	5

## 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)	Sep 2023	Aug 2023	Sep 2022
NMCAL and 988 Suicide & Crisis Lifeline	526	1,727	174	172	136
Warmline	419	1,040	165	133	129

## 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)	Sep 2023	Aug 2023	Sep 2022
Total Calls Handled*	11,630	33,652	3,815	3,858	3,704
Average Call Length^	14.3 min	13.9 min	14.3 min	13.4 min	Not Available
Service Level (answered under 30 sec)^	81.8%	85.9%	81.8%	90.8%	Not Available
Abandonment Rate^	6.5%	6.5%	8.3%	3.9%	Not Available
Average Speed of Answer^	28 sec	28 sec	41 sec	7 sec	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)	Sep 2023	Aug 2023	Sep 2022
Total Conversations	792	1,754	64	222	222

Outcome of Warmline Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Sep 2023	Aug 2023	Sep 2022
Caller reports feeling supported by the call	90.2%	91.6%	92.0%	86.6%	94.5%
Caller received referrals	2.6%	2.1%	2.1%	4.8%	1.4%
Caller was transferred to an NMCAL counselor	0.3%	0.2%	0.5%	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	6.8%	6.1%	5.4%	8.4%	3.9%

Parent/Family Peer Support Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Sep 2023	Aug 2023	Sep 2022
Parent	15	42	5	4	1
Legal Guardian (Stepparent, Grandparent, Family Member)	0	4	0	0	0
Resource/Foster Parent	0	1	0	0	0
Other Caregiver	3	8	0	3	0
<b>Support Provided to Parent/Family Members</b>	<b>18</b>	<b>55</b>	<b>5</b>	<b>7</b>	<b>1</b>



Primary Presenting Concern in Warmline Calls	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Sep 2023	Aug 2023	Sep 2022
Anxiety / Situational Stress	37.9%	34.9%	41.9%	35.0%	29.1%
Isolation / Loneliness	15.7%	19.3%	14.1%	17.0%	17.0%
Interpersonal Relationships	8.3%	7.3%	8.6%	7.4%	7.4%
Depression	3.8%	3.4%	3.3%	4.2%	5.7%
Grief / Loss	1.9%	1.6%	2.8%	1.8%	1.9%
Anger Management	1.6%	1.5%	1.6%	1.8%	1.5%
Healthcare	1.2%	1.3%	1.1%	1.8%	1.8%
Substance Use	1.3%	1.2%	0.7%	1.3%	0.7%
Employment and Education	0.5%	0.5%	0.6%	0.5%	0.6%
Cognitive Concerns / Psychosis	0.3%	0.3%	0.4%	0.4%	0.3%
Housing	0.6%	0.6%	0.3%	0.8%	1.0%
Resources / Community Referrals	0.5%	0.4%	0.3%	0.3%	0.3%
Abuse/Neglect	0.2%	0.2%	0.2%	0.2%	0.2%
Spirituality	0.2%	0.2%	0.1%	0.2%	0.2%
Medication / Wellness Check In	0.2%	0.2%	0.1%	0.2%	0.2%
Thoughts of Suicide	0.2%	0.2%	0.1%	0.2%	0.2%
Sexual Assault	0.2%	0.1%	0.1%	0.2%	0.2%
Self-Injury	0.2%	0.1%	0.0%	0.2%	0.1%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	2.2%	2.3%	0.8%	3.4%	3.4%
Other	23.0%	24.6%	22.8%	22.9%	22.9%

Warmline Referrals <sup>^</sup> - to community resources	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Sep 2023	Aug 2023	Sep 2022
Referred to Community BH Agency	124	711	4	15	8
Submitted OpenBeds Referral	0	0	0	0	1
Referred to Community Support Services	88	127	8	71	79
Recommended Support Meeting	21	36	6	12	7
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	2	3	1	1	0
Suggested NMConnect Self-Help App*	100	200	32	40	N/A
Suggested NM 5-Actions Program	29	95	9	5	10
Already in Services	183	1,132	22	76	258
Referral Declined	87	163	40	21	12
Situation Ineligible for Referral	5,993	19,220	2,037	1,772	2,088
Abuse/Neglect Report Made	1	4	0	0	2

\*Option added January 2023

<sup>^</sup>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)	Sep 2023	Aug 2023	Sep 2022
Bernalillo	2,596	7,660	986	774	774
Catron	0	3	0	0	0
Chaves	41	63	23	0	0
Cibola	39	149	16	12	12
Colfax	4	14	1	0	0
Curry	4	10	1	0	0
De Baca	0	0	0	0	0
Dona Ana	451	1,097	112	213	213
Eddy	3	16	0	1	1
Grant	278	1,192	86	84	84
Guadalupe	14	15	6	0	0
Harding	0	13	0	0	0
Hidalgo	9	24	0	5	5
Lea	9	22	0	1	1
Lincoln	39	136	21	1	1
Los Alamos	3	11	2	0	0
Luna	16	36	1	9	9
McKinley	46	100	20	8	8
Mora	0	3	0	0	0
Otero	215	509	104	35	35
Quay	1	3	0	1	1
Rio Arriba	103	229	47	15	15
Roosevelt	3	4	0	1	1
San Juan	113	333	24	56	56
San Miguel	105	256	27	54	54
Sandoval	336	1,064	110	97	97
Santa Fe	567	1,863	160	35	35
Sierra	323	1,473	56	196	325
Socorro	61	160	31	12	12
Taos	311	1,096	68	102	102
Torrance	34	86	20	0	0
Union	0	0	0	0	0
Valencia	336	1,413	164	5	5
Outside NM	55	112	28	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](http://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.

