



New Mexico 988 Engagement Center September 2024 Utilization Report

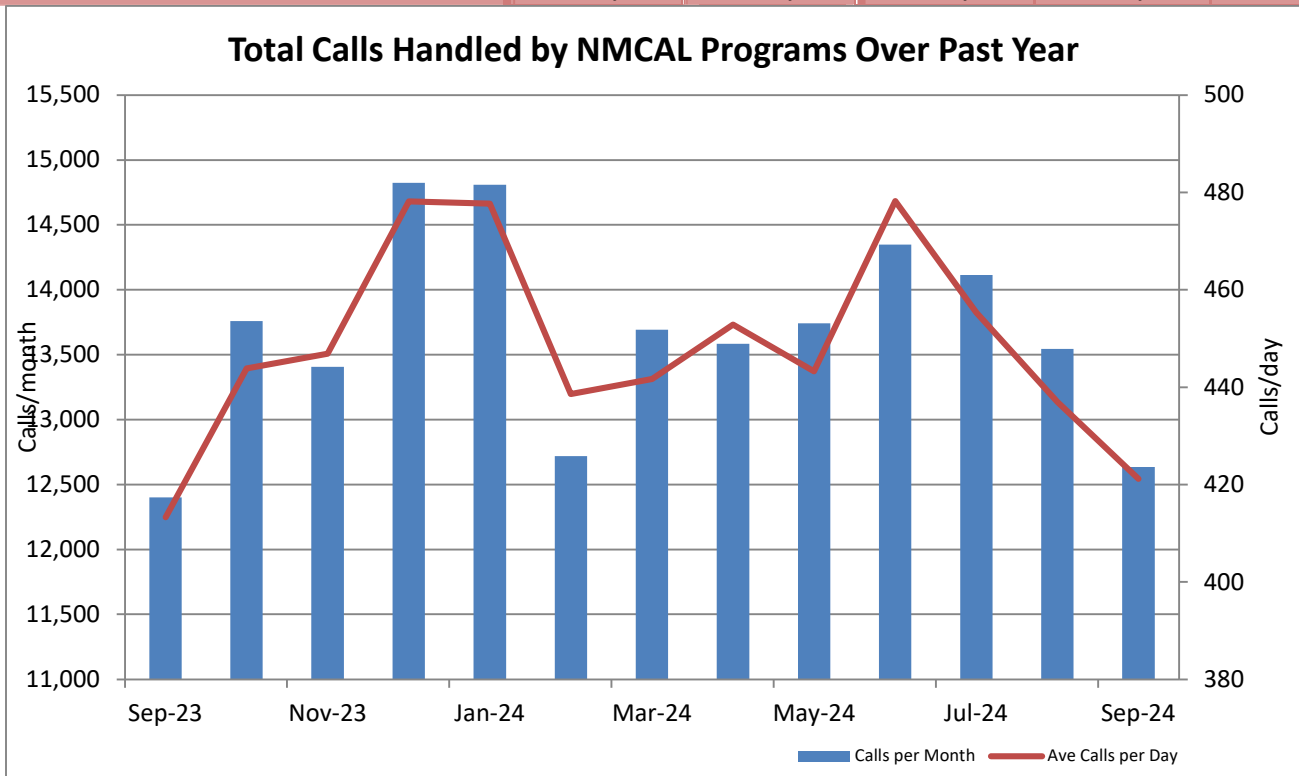


- Overview of Call Center Programs.....1
- Overview of Digital Service Programs.....2
- Crisis Line Call Data.....3-7
- Suicide Concerns Call Data.....6
- Substance Use Calls and Veteran Calls Data.....7
- Peer-to-Peer Warmline Data.....8-10

PROGRAM OVERVIEW

Protocall Welltrack Services, Inc. is an accredited 988 Lifeline provider contracted by State of New Mexico Behavioral Health Collaborative Agencies to deliver trauma informed responsive care through the least invasive and most culturally and inclusive approach available. The array of services offer people interdisciplinary approaches to engage in free, private, and confidential support for any emotional, mental, behavioral, or substance use concern. New Mexicans can access care through digital CBT based self-help wellness tools and call, text, or chat when they want to engage in compassionate, non-judgmental conversations with a professional mental health crisis counselor or certified peer support specialist, get a referral for services, or request a mobile response team engagement.

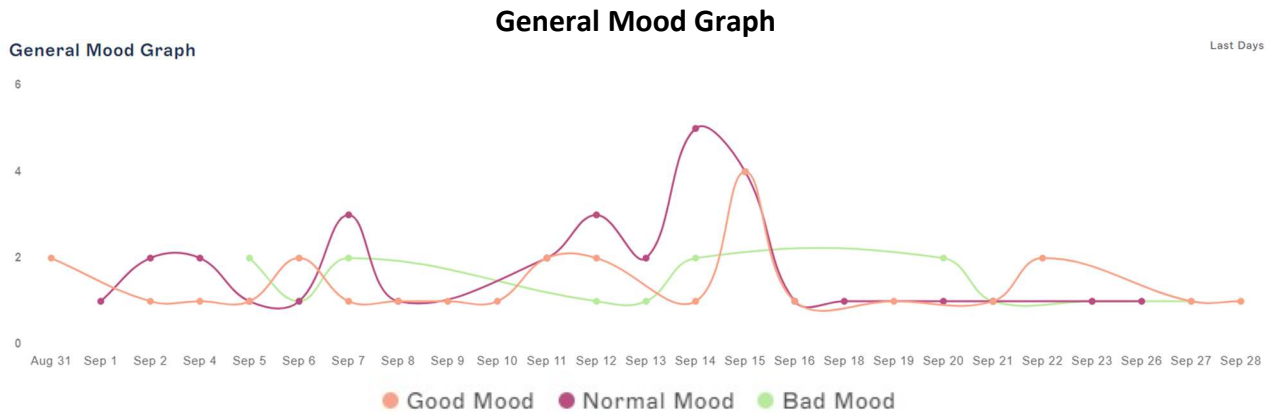
Overview of Call Center Programs	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
New Mexico Crisis and Access Line	10,079	33,692	2,788	3,345	3,913
988 New Mexico Suicide and Crisis Lifeline	10,814	32,377	3,331	3,410	3,855
Healthcare Worker & First Responder Line	726	3,032	115	150	190
Core Service Agency Programs	1,300	4,771	392	418	578
Rio Grande Gorge Bridge Intercoms	107	344	33	34	49
Peer to Peer Warmline	17,269	48,974	5,976	6,188	3,815
Total Calls - All NM Accounts	40,295	123,190	12,635	13,545	12,400



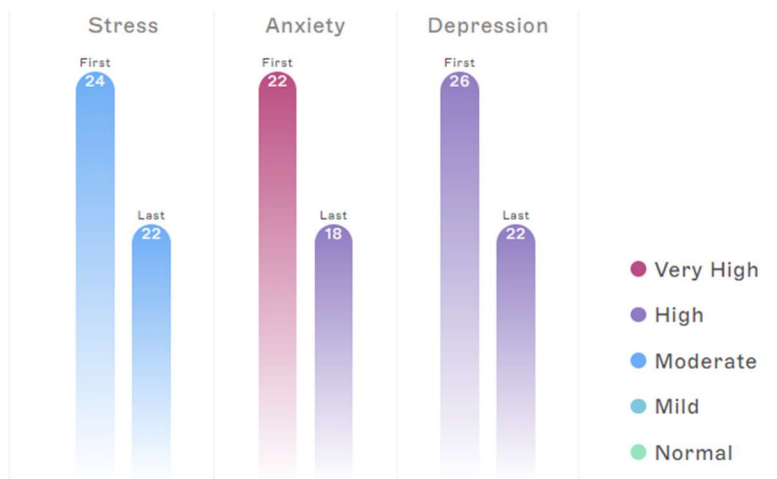
*Engagements include inbound and outbound phone calls, text message conversations, and chat conversations that were supported by all accounts in the New Mexico 988 portfolio.

Overview of Digital Programs	SFY25 (7/1–6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
988 Text & Chat Message Conversations	2,858	6,598	1,064	853	470
Warmline Text Message Conversations	160	765	61	65	64
NMConnect Smartphone Downloads	707	1,986	234	262	136
– Activated Call to NMCAL	11	53	3	3	6
– Activated Call to Warmline	16	69	5	7	5
– Activated Text to Warmline	12	36	2	4	6
– Activated Chat or Text to 988	24	94	7	9	14
– Activated Call to 911	0	0	0	0	0
Welltrack Boost Self-Help Account Created	120	347	40	45	51

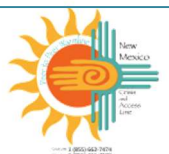
NMConnect Welltrack Boost User Experience Data



Average Wellness changes



Average Wellness Change of Welltrack Boost Users



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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
*Total Inbound Crisis Line Calls Handled	20,657	66,338	5,927	6,630	7,584
*Total Inbound Clinical Calls Handled	8,661	25,919	2,864	2,723	2,967
Calling about Self	7,507	22,334	2,510	2,356	2,588
Calling about a Child	119	427	34	41	59
Calling about Another Adult	1,035	3,158	320	326	320
Outbound Crisis Line Calls	2,369	7,878	732	727	1,001
Information/Referral Calls	287	1,058	116	86	143
Seeking info about Program(s)	91	272	40	32	37
Public Safety Calls	30	85	7	10	9
Administrative Calls	53	121	26	18	18
Other Calls	620	1,734	181	190	210
*Total All Crisis Line Calls Handled	17,269	74,216	6,659	7,357	8,585

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

Crisis Line Call Statistics	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
*Average Clinical Call Length	23.2 min	22.9 min	22.1 min	21.2 min	21.6 min
Service Level (answered under 30 sec)	84.3%	88.4%	85.7%	76.7%	94.8%
Abandonment Rate	7.0%	5.2%	5.5%	10.9%	2.0%
Average Speed of Answer	18 sec	15 sec	18 sec	24 sec	11 sec

**Data is for clinical crisis line calls only*

Mental health professionals determine a Level of Care for each crisis line 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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Routine	48.4%	48.7%	47.4%	48.8%	53.7%
Urgent	47.1%	46.1%	49.1%	46.3%	40.1%
Emergent	4.6%	5.2%	3.5%	4.9%	6.2%



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	SFY25 (7/1–6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Bernalillo	3,161	10,416	1,208	1,165	1,196
Catron	4	20	0	2	2
Chaves	89	330	28	38	55
Cibola	52	174	24	12	22
Colfax	24	115	11	8	5
Curry	73	238	25	29	29
De Baca	6	12	3	3	0
Dona Ana	395	1,341	149	138	140
Eddy	114	329	69	27	30
Grant	93	345	38	26	79
Guadalupe	5	20	2	3	6
Harding	0	2	0	0	0
Hidalgo	9	29	3	3	4
Lea	60	222	22	21	27
Lincoln	172	538	71	29	10
Los Alamos	36	132	10	11	15
Luna	54	159	18	15	14
McKinley	182	574	75	63	73
Mora	9	35	4	4	6
Otero	115	364	56	34	59
Quay	9	55	4	4	8
Rio Arriba	111	372	42	43	65
Roosevelt	38	112	14	12	25
San Juan	302	973	116	112	102
San Miguel	69	265	32	25	19
Sandoval	228	849	78	84	80
Santa Fe	490	1,620	174	218	242
Sierra	35	170	18	14	16
Socorro	37	110	19	15	11
Taos	183	748	42	80	61
Torrance	21	100	3	10	18
Union	1	7	0	0	2
Valencia	213	615	82	80	53
Outside NM	409	1,417	128	173	216



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	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Suicide	29.6%	29.1%	30.7%	27.6%	29.4%
Substance Use	16.2%	16.7%	15.9%	17.4%	9.9%
Situational Stress	12.2%	11.2%	12.2%	12.5%	9.3%
Anxiety	6.8%	6.5%	6.8%	6.0%	9.7%
Cognitive Concerns	5.8%	5.9%	6.2%	5.4%	8.2%
Family Concerns	2.9%	2.7%	2.9%	2.7%	2.6%
Intimate Partner/Marital	2.3%	2.3%	2.5%	2.2%	2.4%
Loneliness	1.9%	2.1%	2.2%	2.0%	2.6%
Depression	2.3%	2.7%	2.1%	2.8%	3.8%
Interpersonal Violence	2.0%	2.2%	1.8%	2.0%	1.6%
Grief/Loss	2.0%	2.0%	1.8%	2.8%	1.6%
Health Issue/Chronic Pain	1.6%	1.4%	1.5%	1.8%	1.2%
Trauma	1.1%	1.0%	1.4%	0.9%	1.2%
Harm to Others	1.2%	1.3%	1.3%	1.0%	2.2%
Medication	1.2%	1.1%	1.1%	1.6%	1.1%
Intentional Self-Injury	1.0%	0.9%	1.0%	0.8%	0.7%
Relationship (Non-Romantic)	0.6%	0.7%	0.6%	0.8%	0.6%
Sexual Assault	0.4%	0.3%	0.5%	0.5%	0.2%
Workplace Issue	0.5%	0.5%	0.4%	0.7%	0.6%
Community Violence	0.2%	0.2%	0.2%	0.2%	0.4%
Sexuality/LGBTQ+ Concerns	0.0%	0.1%	0.0%	0.0%	0.1%
Other	8.1%	9.1%	6.9%	8.5%	10.0%

Crisis Line Referrals^ - to community resources	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Referred to Community BH Agency	979	3,290	349	410	443
Submitted OpenBeds Referral	239	861	100	70	95
Recommended Wraparound Program	0	7	0	0	8
Recommended Family Peer Support	0	10	0	0	8
Suggested NMConnect Self-Help App	501	1,765	204	193	218
Suggested NM 5-Actions Program	225	684	124	66	52
Offered Warmline Program	196	749	74	72	107



Already in Services	743	2,429	242	309	409
Referral Declined	1,531	5,647	595	555	663
Situation Ineligible for Referral	2,521	8,060	875	939	654

^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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Caller stabilized by counselor, and referred to community resources if appropriate	93.8%	93.3%	94.8%	93.8%	92.7%
Counselor made an abuse report	0.8%	0.7%	0.6%	0.8%	0.6%
Caller will take person of concern to hospital	0.4%	0.4%	0.2%	0.6%	0.3%
Caller agreed to go to the hospital	0.8%	0.8%	0.7%	0.8%	0.8%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.3%	0.2%	0.0%
Caller conferenced to 911 due to immediate danger	1.2%	1.5%	1.1%	1.1%	2.5%
Counselor contacted police with caller's consent	1.2%	1.4%	1.1%	1.3%	1.0%
Counselor contacted police without caller's consent	1.4%	1.6%	1.2%	1.4%	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 38.74% of the engagements on the crisis lines during the month of Sep 2024 (35.4% 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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Caller stabilized by counselor, and referred to community resources if appropriate	87.8%	86.0%	90.3%	86.5%	82.9%
Caller will take person of concern to hospital	0.8%	0.8%	0.3%	1.2%	0.9%
Caller agreed to go to the hospital	1.4%	1.6%	1.2%	1.5%	2.1%
Caller agreed to call 911 regarding immediate danger	0.5%	0.4%	0.6%	0.3%	0.1%
Caller conferenced to 911 due to immediate danger	2.7%	3.5%	2.3%	2.8%	5.8%
Counselor contacted police with caller's consent	3.1%	3.4%	2.5%	3.7%	2.5%
Counselor contacted police without caller's consent	3.7%	4.2%	2.8%	4.0%	5.6%



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	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
from NMCAL to Warmline	18	85	10	6	9
from Warmline to NMCAL	10	40	5	3	12

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In Sep 2024, engagements on the crisis lines reflected that 36% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.6% reported a history of substance use.

In Sep 2024, people identified Opioids as component of the primary reason for interacting with us on 2.8% of crisis line engagements, and on 0.1% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
NMCAL calls related to Opioid Use	242	965	80	75	101
Warmline calls related to Opioid Use	18	57	5	9	8

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	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
NMCAL and 988 Suicide & Crisis Lifeline	541	2,116	151	232	174
Warmline	506	1,395	196	203	165



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	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Total Calls Handled*	17,269	48,974	5,976	6,188	3,815
Average Call Length^	13.4 min	13.8 min	13.9 min	13.3 min	14.3 min
Service Level (answered under 30 sec)^	72.8%	73.8%	72.5%	71.8%	81.8%
Abandonment Rate^	13.6%	16.3%	13.4%	14.7%	8.3%
Average Speed of Answer^	91 sec	76 sec	87 sec	95 sec	41 sec

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

Warmline Text Message Data	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Total Conversations	160	765	61	65	64

Outcome of Warmline Calls	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Caller reports feeling supported by the call	90.8%	90.5%	90.9%	89.9%	92.0%
Caller received referrals	2.0%	2.5%	2.0%	2.2%	2.1%
Caller was transferred to an NMCAL counselor	0.1%	0.2%	0.2%	0.1%	0.5%
Emergency call to Public Safety was made	0.1%	0.0%	0.0%	0.2%	0.0%
Other/None of the Above	7.0%	6.7%	6.9%	7.6%	5.4%

Warmline Parent/Family Peer Support Calls	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Parent	5	12	5	1	5
Legal Guardian (Stepparent, Grandparent, Family Member)	0	0	0	0	0
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	4	13	4	3	0
Support Provided to Parent/Family Members	9	25	9	4	5

Warmline Foster Child or Youth Calls	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Identified as Foster Child or Youth During Call	15	22	6	9	0



Primary Presenting Concern in Warmline Calls	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Anxiety / Situational Stress	49.5%	46.6%	47.4%	50.4%	41.9%
Isolation / Loneliness	15.6%	14.8%	16.3%	16.1%	14.1%
Interpersonal Relationships	8.0%	8.1%	7.6%	8.8%	8.6%
Depression	2.3%	3.4%	2.6%	1.9%	3.3%
Healthcare	1.6%	1.5%	2.0%	1.5%	1.1%
Anger Management	1.1%	1.2%	1.3%	1.1%	1.6%
Employment and Education	1.3%	1.3%	1.3%	0.9%	0.6%
Cognitive Concerns / Psychosis	0.8%	0.9%	0.9%	0.7%	0.4%
Grief / Loss	1.2%	1.6%	0.9%	1.5%	2.8%
Housing	0.7%	0.6%	0.8%	0.7%	0.3%
Spirituality	0.6%	0.8%	0.8%	0.3%	0.1%
Thoughts of Suicide	0.5%	0.4%	0.7%	0.3%	0.1%
Resources / Community Referrals	0.4%	0.4%	0.5%	0.4%	0.3%
Abuse/Neglect	0.3%	0.3%	0.3%	0.5%	0.2%
Medication / Wellness Check In	0.2%	0.2%	0.3%	0.2%	0.1%
Self-Injury	0.1%	0.2%	0.1%	0.1%	0.0%
Substance Use	0.1%	0.3%	0.1%	0.1%	0.7%
Sexual Assault	0.1%	0.2%	0.0%	0.2%	0.1%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	1.8%	2.1%	2.1%	1.8%	0.8%
Other	13.8%	15.1%	14.1%	12.5%	22.8%

Warmline Referrals^ - to community resources	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Sep 2024	Aug 2024	Sep 2023
Referred to Community BH Agency	3	21	0	2	4
Submitted OpenBeds Referral	0	0	0	0	0
Referred to Community Support Services	35	187	11	13	8
Recommended Support Meeting	5	32	1	1	6
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	0	1	0	0	1
Suggested NMConnect Self-Help App	33	157	10	11	32
Suggested NM 5-Actions Program	17	38	8	7	9
Already in Services	230	401	115	115	22
Referral Declined	56	279	23	24	40
Situation Ineligible for Referral	6,289	19,490	2,386	2,321	2,037
Abuse/Neglect Report Made	0	1	0	0	0

^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 Sep (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	SFY25 (7/1- 6/30)	YTD 2024 (1/1- 12/31)	Sep 2024	Aug 2024	Sep 2023
Bernalillo	3,300	9,434	1,210	1,265	986
Catron	0	32	0	0	0
Chaves	73	212	30	30	23
Cibola	2	54	0	1	16
Colfax	173	273	88	66	1
Curry	3	12	2	1	1
De Baca	0	0	0	0	0
Dona Ana	719	2,297	286	225	112
Eddy	22	37	22	0	0
Grant	209	596	93	75	86
Guadalupe	1	1	0	0	6
Harding	0	1	0	0	0
Hidalgo	0	6	0	0	0
Lea	11	29	4	6	0
Lincoln	55	167	18	21	21
Los Alamos	7	10	1	6	2
Luna	6	47	1	0	1
McKinley	31	143	16	5	20
Mora	2	63	0	0	0
Otero	133	385	51	56	104
Quay	0	1	0	0	0
Rio Arriba	59	342	19	9	47
Roosevelt	0	7	0	0	0
San Juan	132	512	44	51	24
San Miguel	334	759	97	137	27
Sandoval	426	1,103	158	178	110
Santa Fe	429	1,305	170	160	160
Sierra	322	1,077	115	125	56
Socorro	26	73	14	12	31
Taos	132	853	39	40	68
Torrance	30	87	17	12	20
Union	1	6	1	0	0



Valencia	229	757	93	79	164
Outside NM	53	205	13	25	28

The New Mexico 988 Crisis and Access Line array of services offers a variety of opportunities to assist people. 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.

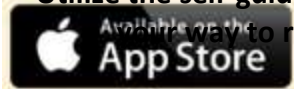
“Here to Hear You”

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.

Access CBT based **self-help courses, assessments, and wellness tools** when you create a free [Welltrack Boost account through your NMConnect app](#)

Utilize the self-guided online **NM 5-Actions Program™** at <https://nm5actions.com/> to navigate recovery and resiliency from substance use and behavioral addictions



Easily access any of our programs and find resources through the **NMConnect** Smartphone app



At NMCAL 988 and the Warmline we know that being here to support people through a variety of platforms creates the space that allow people to find pathways to wellness. When these safe spaces are created people feel more comfortable talking about the distress they are experiencing, assist a person in feeling less alone, offer a person a way to feel supported, facilitate discussions that help a person find a way to keep going, and allow a person to begin to feel like there is hope.

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.



Information on all available programs located online at www.nmcrisisline.com

