



# New Mexico Crisis and Access Line September 2021 Utilization Report

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## PROGRAM OVERVIEW

ProtoCall Services, Inc. (ProtoCall) is contracted by the State of New Mexico Behavioral Health Collaborative Agencies: Human Services Department Behavioral Health Services Division, Children Youth and Families Department Behavioral Health, Children Youth and Families Department Protective Services, Department of Health Office of School and Adolescent Health. ProtoCall offers trauma informed responsive care through the least restrictive and most culturally inclusive approach available.

A variety of services are provided to support people, and ensure that there is always someone here to hear you. When you, or someone you know, need mental health assistance, you can access any of these programs in the moment you need help: 24/7/365 crisis and access line (NMCAL), healthcare worker and first responder support line, a response for New Mexico callers reaching out to the National Suicide Prevention Lifeline (*as an accredited Lifeline provider*), support to those reaching out from the Taos Rio Grande Gorge Bridge, after hours support for community mental health agencies (CSA), outbound follow up calls to youth and young adults (*as a part of the Garrett Lee Smith grant*), a peer-to-peer warmline (*with certified peer support specialists, certified family and parent peer supports, and resource foster parent peer supports*), a NMConnect Smartphone app, a dedicated mental health resource website, an online self-guided digital 5-Actions Program™ for people experiencing addiction, the Path to Wellness public awareness campaign, memorandums of understanding with public safety agencies (*to support mental health calls transferred from dispatch response centers*), community prevention training, and mental health advocacy.

We are proud to be the resource of choice that New Mexicans reach out to in the moment mental and behavioral health support is needed. We offer free and immediate professional mental health support to anyone that may want it. We understand that every struggle is different and proudly provide invaluable care in the moment a person needs it. We connect people to local services when appropriate. We know that being here to hear people, and offering a simple act of kindness, can help a person feel less alone, supported, and able to keep going.

**There is always someone here to hear you, and offer support.**

Overview of Calls	YTD 2021	Sept '21	*Aug '21	Sept '20
New Mexico Crisis and Access Line	26,010	2,237	3,421	2,814
National Suicide Prevention Lifeline	9,696	1,116	1,019	960
Healthcare Worker & First Responder Line	152	11	11	19
Core Service Agency Programs	8,100	647	913	826
Rio Grande Gorge Bridge Intercoms	139	8	21	49
Peer to Peer Warmlines <sup>^</sup>	25,721	4,041	4,594	989
<b>Total Calls - All NM Accounts</b>	<b>69,818</b>	<b>8,060</b>	<b>9,979</b>	<b>5,657</b>

*\*Due to a telephony database issue, some calls from August 2021 were not originally counted in the crisis line data. The data and metrics reflected in this report offers the updated August 2021 data.*

*<sup>^</sup> NOTE: Warmlines call center hours expanded from 3:30 p.m. – 11:30 p.m. to 7:00 a.m. – 11:30 p.m. effective 5/31/2021*

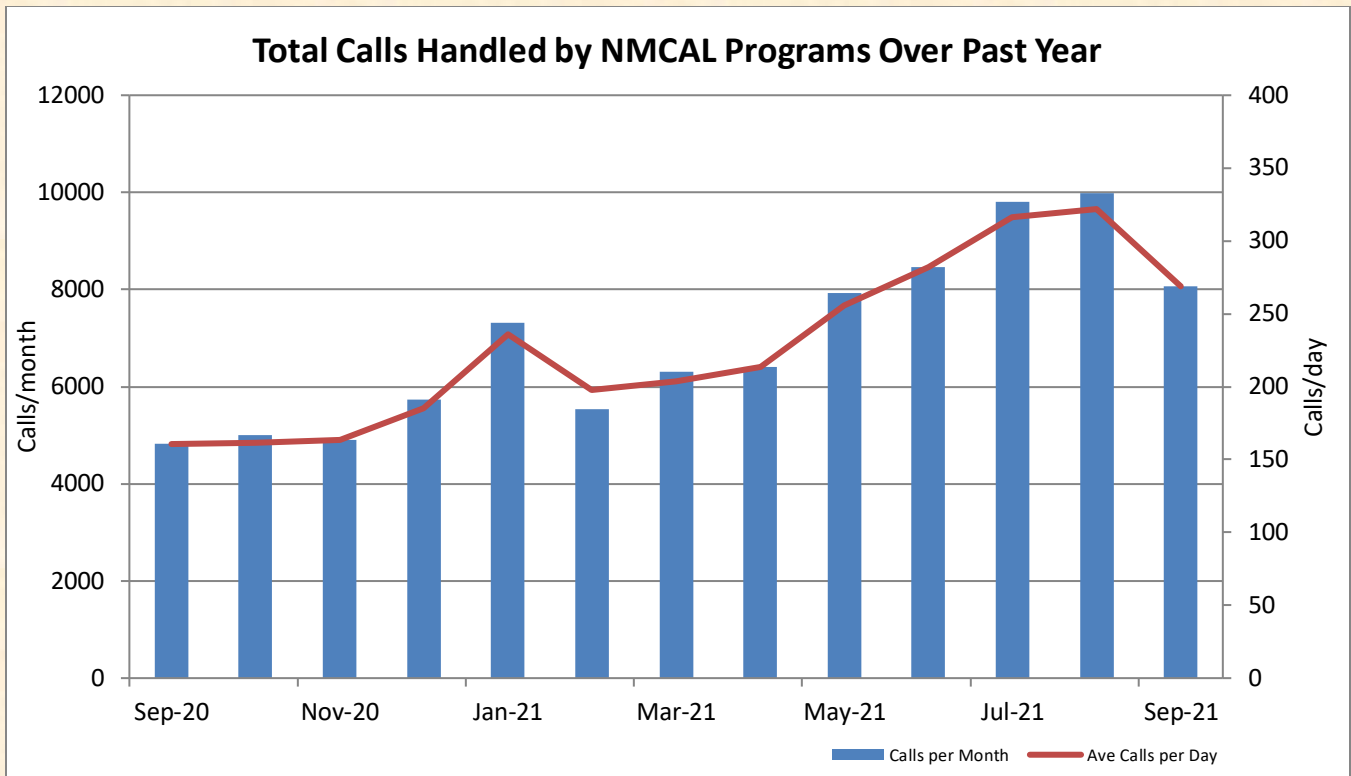
Overview of Digital Programs	YTD 2021	Sept '21	Aug '21	Sept '20
Warmlines Text Message Conversations	1,623	120	214	122
Warmlines Text Messages Exchanged	27,282	2,632	3,638	2,830
NMConnect Smartphone App Downloads	1,262	163	123	200
NMConnect – Activated Call to NMCAL	626	86	3	78
NMConnect – Activated Call to Warmlines	657	105	2	126
NMConnect – Activated Text to Warmlines	743	72	3	109
NMConnect – Activated Call to Healthcare Line	*66	66	N/A	N/A
NM 5-Actions Program Unique Visitors	4,916	416	516	N/A
NM 5-Actions Program Registered Users	502	34	48	N/A
NMCAL Website Pageviews	104,472	8,731	7,810	6,500
NMCAL Website Unique Sessions	78,613	5,257	5,463	3,960

*\* Began tracking activations from NMConnect to the Healthcare Worker Support Line in September 2021*

* <b>Coronavirus/COVID</b> concerns reported	YTD 2021	Sept '21	Aug '21	Sept '20
New Mexico Crisis and Access Line	2.7%	2.9%	5.1%	8.2%
National Suicide Prevention Lifeline	1.4%	1.9%	1.4%	6.7%
Warmlines	7.9%	4.6%	7.5%	23.7%
Healthcare Worker & First Responder Line	11.8%	18.2%	9.1%	35.7%
CSA Programs	0.8%	1.7%	0.9%	5.6%
<b>Total All New Mexico Accounts</b>	<b>4.3%</b>	<b>7.1%</b>	<b>10.0%</b>	<b>11.1%</b>

*\*Began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call on March 17, 2020*





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 '21	Sept'21	Aug '21	Sept'20	YTD '21	Sept'21	Aug '21	Sept'20
Community Event	24	5	3	5				
Present on Program	38	4	1	3	1,608	226	33	12
Prevention Training	17	2	1	0	435	68	33	0
Community Meeting	254	22	22	26				
BH Provider Meeting	214	17	29	19				
Legislative Encounter	36	1	1	1				
Media Interviews	5	1	1	6				
<b>TOTALS^</b>	<b>588</b>	<b>52</b>	<b>58</b>	<b>60</b>	<b>2,043</b>	<b>294</b>	<b>66</b>	<b>12</b>

*^Media Mentions have been removed from the totals in 2021 as there are multiple media and public awareness campaigns being hosted in the community by our partners. ProtoCall is very appreciative of this collaboration, and formally thank each of you that are hosting a campaign. However, as our agency is not the lead on all of these efforts, we can no longer report on media mentions, as we do not have access to offer an accurate reporting of all the incredible efforts occurring.*



## CRISIS LINE UTILIZATION DATA

The following tables and charts provide information about crisis line calls handled by mental health professionals 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.

*NOTE: \*2020 (and prior) crisis line data previously reflected information for only the New Mexico Crisis and Access Line, the National Suicide Prevention Lifeline, and the Rio Grande Gorge Bridge Intercoms. Effective January 2021, the following tables and charts includes crisis line data for Core Service Agencies After Hours Support Services and the Healthcare Worker and First Responder Support Line.*

Overview of Calls	YTD 2021	Sept '21	Aug '21	*Sept '20
** Total Inbound Crisis Line Calls Handled	36,388	3,698	4,904	*2,980
**Total Inbound Clinical Calls Handled	18,665	1,610	2,055	*2,160
Calling about Self	15,304	1,287	1,670	*2,160
Calling about a Child	503	53	61	*127
Calling about Another Adult	2,858	270	324	*283
Outbound Crisis Line Calls	4,169	321	481	*358
Information/Referral Calls	1,038	117	177	*69
Seeking info about Program(s)	114	11	17	*20
Public Safety Calls	113	10	11	*3
Administrative Calls	348	10	9	*8
Other Calls	2,854	158	361	*283
<b>**Total All Crisis Line Calls Handled</b>	<b>43,309</b>	<b>4,019</b>	<b>5,385</b>	<b>*3,362</b>

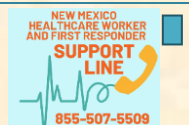
*\*\*Total calls handled does not include fax signals, hang ups, etc...*

Crisis Line Calls	YTD 2021	Sept '21	Aug '21	*Sept '20
**Average Clinical Call Length	26.4 min	27.0 min	24.4 min	27.8 min
Service Level (answered under 30 sec)	75.8%	39.6%	61.2%	69.9%
Abandonment Rate	8.5%	28.2%	15.3%	8.1%
Average Speed of Answer	30 sec	87 sec	46 sec	41 sec

*\*\*Data is for clinical crisis line calls only*

Professional counseling staff determine a Level of Care for each clinical call. This determination guides conversations to understand if the matter can be resolved on that call, or if a higher level of response is necessary. Most crisis line calls are resolved through supportive telephone counseling.

Level of Care Clinical Crisis Calls	YTD 2021	Sept '21	Aug '21	*Sept '20
Routine	51.8%	48.7%	48.6%	53.9%
Urgent	42.0%	46.0%	45.3%	39.9%
Emergent	5.3%	5.3%	6.1%	6.2%



It is important to note that demographic information is not gathered on all calls, as callers may decline to provide this information, may not know how to answer, or the call taker may not have asked the question (due to the nature of the call). Because of this dynamic, the total number of calls reflected in each county is less than the full total number of calls reported each year.

Some things to keep in mind when reviewing demographic information of crisis line callers include: (1) a small number of callers contact NMCAL quite frequently, (2) some callers chose not to share their demographic information during the call, and (3) there are community members that do not yet know about the NMCAL resource.

County of Residence	Total Calls			
	YTD 2021	Sept '21	Aug '21	*Sept '20
Bernalillo	7041	640	759	795
Catron	11	1	2	0
Chaves	308	35	50	20
Cibola	114	10	11	9
Colfax	79	7	14	4
Curry	181	15	18	18
De Baca	4	0	1	2
Dona Ana	1045	110	139	227
Eddy	243	14	40	28
Grant	256	22	39	18
Guadalupe	23	3	3	0
Harding	2	0	1	0
Hidalgo	11	1	1	1
Lea	175	14	23	18
Lincoln	156	11	12	7
Los Alamos	62	13	5	5
Luna	86	4	13	5
McKinley	322	34	48	40
Mora	23	2	1	3
Otero	254	23	23	22
Quay	51	6	7	3
Rio Arriba	303	28	34	25
Roosevelt	69	9	5	4
San Juan	1141	63	136	108
San Miguel	189	21	27	14
Sandoval	695	67	91	70
Santa Fe	1374	147	145	114
Sierra	101	11	12	9
Socorro	91	7	6	8
Taos	490	90	47	36
Torrance	84	8	11	13
Union	15	3	1	0
Valencia	402	47	40	44
Outside NM	779	79	123	64



Primary presenting reason for the call is determined from the general theme of the caller's concerns. Within each primary category, additional details and other concerns may be discussed.

Primary Presenting Reason - Crisis Line Clinical Calls	YTD 2021	Sept '21	Aug '21	*Sept '20
Suicide	21.5%	23.6%	24.1%	20.8%
Substance Use	16.9%	18.7%	17.0%	16.0%
Situational Stress	10.1%	11.6%	9.5%	11.6%
Anxiety	11.7%	9.7%	8.9%	13.0%
Cognitive Concerns/Psychosis	5.7%	5.6%	6.3%	5.7%
Depression	6.0%	4.7%	5.9%	7.1%
Family Concerns	3.4%	3.6%	2.4%	2.7%
Intimate Partner Relationship/Marital	3.7%	3.1%	3.8%	3.2%
Trauma	1.9%	2.3%	2.5%	1.9%
Health Issue/Chronic Pain	1.9%	1.7%	2.1%	1.5%
Intentional Self Injury	1.2%	1.6%	1.3%	0.9%
Loneliness	2.1%	1.6%	2.2%	3.1%
Grief/Loss	2.4%	1.5%	1.6%	1.7%
Interpersonal Violence	1.4%	1.4%	1.2%	2.4%
Medication	1.5%	1.3%	1.8%	1.0%
Community Violence	0.6%	1.0%	0.9%	0.4%
Relationships (Non-Romantic)	0.7%	0.5%	1.0%	0.5%
Harm to Others**	0.0%	0.4%	N/A	N/A
Sexual Assault	0.3%	0.2%	0.2%	0.1%
Workplace Issue/Career Counseling	0.4%	0.2%	0.2%	0.3%
Sexuality/LGBTQ+ concerns	0.1%	0.5%	0.1%	0.2%
Other	6.5%	5.6%	6.9%	6.0%

\*\*Harm to others was added back into the data set as a selection in the primary reason for call in September 2021

Disposition at the end of the call - All Crisis Line Clinical Calls	YTD 2021	Sept '21	Aug '21	*Sept '20
Caller stabilized by counselor, and referred to community resources if appropriate	92.8%	93.5%	92.6%	92.7%
Counselor made an abuse report	1.1%	1.0%	1.4%	1.0%
Caller will take the person of concern to hospital	0.5%	0.2%	0.5%	0.7%
Caller agreed to go to the hospital	0.6%	0.6%	0.3%	0.3%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	2.1%	2.4%	2.3%	2.8%
Counselor contacted police with caller's consent	0.9%	0.7%	1.0%	0.4%
Counselor contacted police without caller's consent	1.9%	1.3%	1.8%	2.1%



## Calls Involving Thoughts of Suicide

While suicide is not always the presenting issue on a crisis line call, concerns related to suicide were reported on 36.5% of the calls in September (33.2% YTD). The callers reporting concerns about 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 also times when NMCAL involves hospital or emergency services, but only when there is not a less intrusive way to keep the caller safe.

Disposition at the end of the call - Crisis Line Clinical Calls Involving Suicide	YTD 2021	Sept '21	Aug '21	*Sept '20
Caller stabilized by counselor, and referred to community resources if appropriate	83.8%	86.2%	85.3%	83.3%
Caller will take the person of concern to the hospital	1.0%	0.5%	1.0%	1.8%
Caller agreed to go to the hospital	1.4%	1.0%	0.8%	0.5%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.3%	0.3%	0.0%
Caller conferenced to 911 due to immediate danger	5.7%	5.8%	5.4%	6.9%
Counselor contacted police with caller's consent	2.5%	2.4%	2.4%	1.3%
Counselor contacted police without caller's consent	5.3%	3.7%	4.8%	6.2%

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns in their life. In September 35.5% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 5.9% reported a history of substance use.

In September, callers identified Opioids as component of the primary reason for calling on 2.4% of NMCAL calls, and on 0.4% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	Sept '21	Aug '21	*Sept '20
NMCAL calls related to Opioid Use	1,057	95	138	111
Warmline calls related to Opioid Use	156	16	20	4

## Veterans and Active Service Military

Crisis feels different for everybody. While there is a National Veterans Crisis Line available for veterans, active service military, and their families to engage in, some prefer to call our local program for support.

Caller Identified as Veteran or Active Service Military	YTD 2021	Sept '21	Aug '21	*Sept '20
NMCAL and NSPL	1,393	122	113	99
Warmline	1,275	162	193	56



## Integrated Program

NMCAL is proud to manage an integrated program where callers have a choice to talk to a mental health professional on the crisis line, or a certified peer support on the Warmline. In addition, and because our staff work side-by-side, staff are able to engage callers to either program, during any call.

Calls Transferred Within Program	YTD 2021	Sept '21	Aug '21	*Sept '20
from NMCAL to Warmline	80	7	17	35
from Warmline to NMCAL	32	0	5	0

## 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	YTD 2021	Sept '21	Aug '21	Sept '20
Total Calls Handled <sup>^</sup>	25,111	4,041	4,594	989
Average Call Length	16.8 min	15.9 min	14.8 min	15.1 min

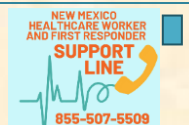
<sup>^</sup>Total calls handled does not include test calls, fax signals, etc...

\*Warmline hours to peer supports are available to support callers changed to 7:00 a.m. – 11:30 p.m. effective 5/31/2021

Warmline Text Message Data	YTD 2021	Sept '21	Aug '21	Sept '20
Total Conversations <sup>^</sup>	1,623	120	214	122
Text Messages Exchanged	27,282	2,632	3,638	2,830

<sup>^</sup>Text Message Conversation Data outlines the total conversations peer supports engaged in with people. These numbers do not outline the break down regarding the number of text messages that were exchanged during each of those conversations.

Outcome of Warmline Calls	YTD 2021	Sept '21	Aug '21	Sept '20
Caller reports feeling supported by the call	90.5%	91.1%	89.2%	97.0%
Caller received referrals	2.0%	2.0%	2.9%	0.7%
Caller was transferred to an NMCAL counselor	0.2%	0.0%	0.2%	0.0%
Emergency call to Public Safety was made	0.1%	0.0%	0.0%	0.0%
Other/None of the Above	7.2%	6.8%	7.8%	2.3%

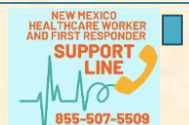




The Warmline service is grounded in recovery principles and facilitating mental health conversations to assist people during their path to recovery. The support system offered on the Warmline emphasizes non-crisis, pre-crisis, and post-crisis peer services by providing a supportive environment for people who are living with mental health, behavioral health, and substance use concerns. The Warmline provides a free program where people can engage in wellness conversations with a mental health professional.

Primary Presenting Problem in Warmline Calls	YTD 2021	Sept '21	Aug '21	Sept '20
Anxiety / Situational Stress	36.4%	39.6%	40.0%	19.3%
Isolation / Loneliness	19.6%	17.2%	14.8%	34.0%
Interpersonal Relationships	6.1%	5.8%	5.4%	6.7%
Depression	5.3%	5.1%	5.3%	7.6%
Anger Management	2.6%	2.4%	1.4%	6.2%
Grief / Loss	1.3%	1.3%	1.3%	0.3%
Substance Use	1.3%	1.2%	1.0%	0.5%
Healthcare	1.0%	0.7%	1.1%	N/A
Abuse/Neglect	0.4%	0.5%	0.6%	0.6%
Housing	0.6%	0.4%	0.6%	N/A
Resources / Community Referrals	0.4%	0.4%	0.6%	0.7%
Cognitive Concerns / Psychosis	0.4%	0.3%	0.5%	1.8%
Employment/Education	0.6%	0.3%	0.3%	N/A
Medication / Wellness Check In	0.5%	0.2%	0.3%	0.6%
Thoughts of Suicide	0.3%	0.2%	0.2%	0.3%
Spirituality	0.3%	0.2%	0.3%	N/A
Sexual Assault	0.2%	0.0%	0.3%	0.3%
Self-Injury Concerns	0.1%	0.0%	0.1%	0.0%
Immediate Support/Intervention	0.0%	0.0%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.1%
Other Mental Health Concern	0.8%	0.9%	1.2%	1.7%
Other	21.7%	23.2%	24.7%	19.2%

Parent/Family Peer Support Calls	YTD 2021	Sept '21	Aug '21	Sept '20
Parent	30	1	4	N/A
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	2	2	0	N/A
Resource/Foster Parent	5	0	1	N/A
Resource/Foster Child/Youth	0	0	0	N/A
Other Caregiver	7	2	1	N/A
<b>Total Family Peer Support Calls</b>	<b>44</b>	<b>5</b>	<b>6</b>	<b>N/A</b>



Warmline callers are asked for their county of residence, as a way for peer supports to assist the callers and texters to engage with additional resources and support services beyond the call or text. It is important to note that demographic information is not gathered on all calls, as callers may (1) decline providing information, (2) the caller may not know how to answer, or (3) the peer support may not ask the question (due to the nature of the call).

Like most Warmlines, there are a large number of callers who contact the Warmline peer-to-peer support program regularly.

County of Residence	Total Calls			
	YTD 2021	Sept '21	Aug '21	Sept '20
Bernalillo	6,186	923	954	339
Catron	8	0	0	0
Chaves	51	7	11	1
Cibola	51	6	4	1
Colfax	7	1	5	0
Curry	186	0	0	50
De Baca	0	0	0	0
Dona Ana	805	90	136	28
Eddy	430	80	85	2
Grant	459	111	63	7
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	0
Lincoln	20	0	0	9
Los Alamos	0	0	0	0
Luna	1	0	0	0
McKinley	7	0	0	4
Mora	0	0	0	0
Otero	278	58	56	17
Quay	0	0	0	0
Rio Arriba	100	28	34	1
Roosevelt	1	0	0	0
San Juan	75	0	0	40
San Miguel	308	17	48	17
Sandoval	938	119	89	39
Santa Fe	663	104	102	8
Sierra	1,181	236	193	66
Socorro	36	18	7	0
Taos	1,356	174	195	67
Torrance	0	0	0	0
Union	0	0	0	0
Valencia	97	13	8	91
Outside NM	2	0	0	4



## “Here to Hear You”

Call the **Crisis & Access Line** at **1-855-NMCRISIS (1-855-662-7474)**

Call or Text the **Peer-to-Peer Warmline** at **1-855-466-7100**

Call the **Healthcare Worker and First Responder Support Line** at **1-855-507-5509**

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

