New Mexico Crisis and Access Line
January 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 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, family and parent peer supports, and 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.

The NM Connect programs are proud to be the resource of choice that New Mexicans reach out to in the moment mental and behavioral health support is needed.

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

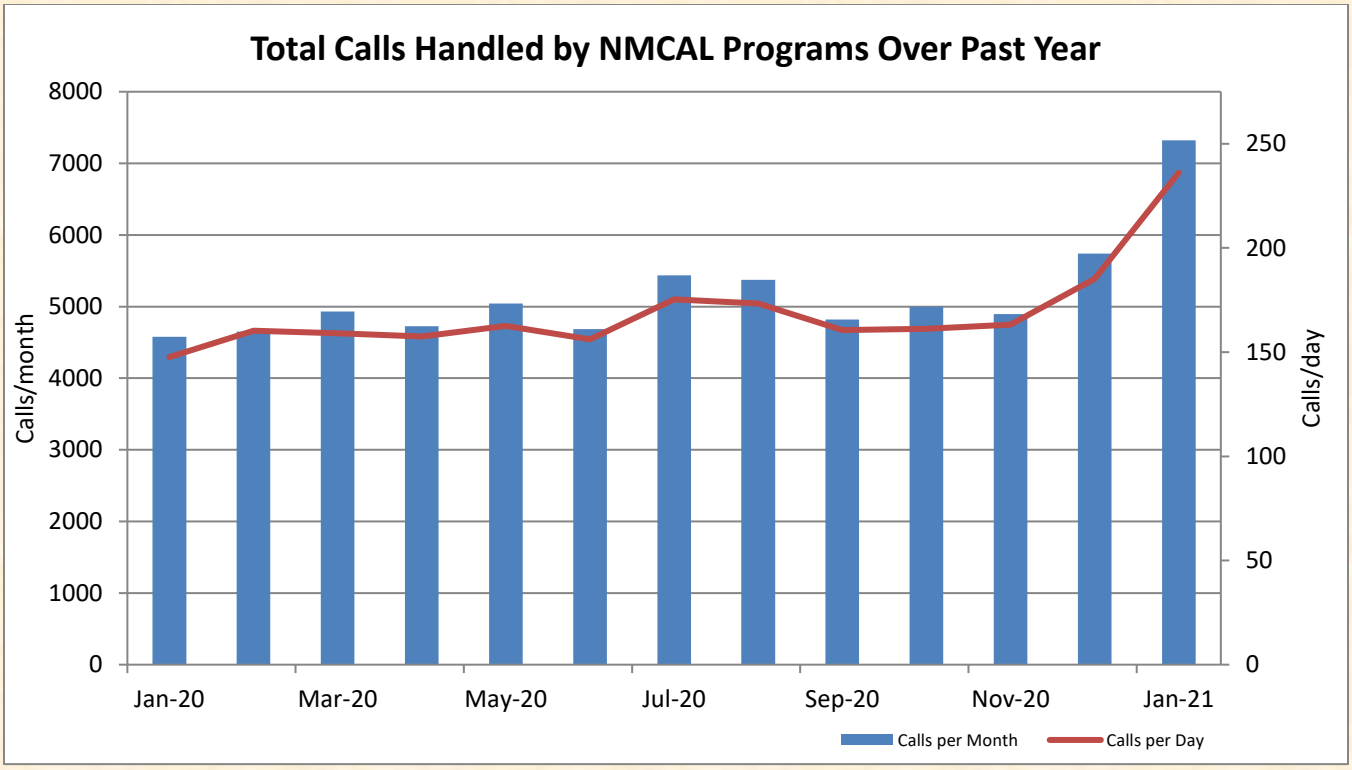
Overview of Calls	YTD 2021	Jan 2021	Dec 2020	Jan 2020
New Mexico Crisis and Access Line	3,118	3,118	2,569	1,790
National Suicide Prevention Lifeline	1,111	1,111	1,576	731
Healthcare Worker & First Responder Line	24	24	36	N/A
Core Service Agency Programs	854	854	787	945
Rio Grande Gorge Bridge Intercoms	14	14	16	10
Peer to Peer Warmline	2,200	2,200	1,342	1,101
Total Calls - All NM Accounts	**7,321**	**7,321**	**5,739**	**4,577**

Overview of Digital Programs	YTD 2021	Jan 2021	Dec 2020	Jan 2020
Warmline Text Message Conversations	217	217	89	72
Warmline Text Messages Exchanged	2,698	2,698	1,075	2,198
NMConnect Smartphone App Downloads	169	169	238	N/A
NMConnect – Activated Call to NMCAL	96	96	146	N/A
NMConnect – Activated Call to Warmline	100	100	149	N/A
NMConnect – Activated Text to Warmline	101	101	225	N/A
NM 5-Actions Program Unique Visitors	760	760	1,370	N/A
NM 5-Actions Program Registered Users	71	71	118	N/A
NMCAL Website Pageviews	6,473	6,473	7,874	2,765
NMCAL Website Unique Sessions	4,306	4,306	5,424	1,534

ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call on March 17, 2020

Coronavirus/COVID *concerns reported by caller*	YTD 2021	Jan 2021	Dec 2020	YTD 2020
New Mexico Crisis and Access Line	9.5%	9.5%	11.1%	10.2%
National Suicide Prevention Lifeline	5.2%	5.2%	10.3%	9.6%
Warmline	36.9%	36.9%	39.0%	26.7%
Healthcare Worker & First Responder Line	69.2%	69.2%	59.3%	58.4%
CSA Programs	4.5%	4.5%	5.3%	4.5%
Total All New Mexico Accounts	**16.2%**	**16.2%**	**18.2%**	**13.2%**

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.



We continue to find creative ways to engage in the community, let people know about the NM Connect program offerings, and participate as community advocates to support the New Mexico system of care.

Public Awareness & Community Engagement								
	# of encounters				# of participants			
	YTD '21	Jan '21	Dec '20	Jan '20	YTD '21	Jan '21	Dec '20	Jan '20
Community Event	3	3	7	3				
Present on Program	3	3	27	4	136	136	892	198
Prevention Training	0	0	2	3	0	0	116	167
Community Meeting	18	18	31	17				
BH Provider Meeting	15	15	17	11				
Legislative Encounter	3	3	9	31				
Media Encounter	1	1	5	1				
TOTALS^	**43**	**43**	**98**	**70**	**136**	**136**	**988**	**365**

^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 hosting a campaign. However, as our agency is not the lead on all of these efforts, we can no longer report on media mention, as we do not have access to offer an accurate reporting of all the incredible efforts occuring.

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	Jan 2021	Dec 2020	Jan 2020
Total Inbound All Calls Handled	3,121	3,121	3,600	3,476
Total Inbound Clinical Calls Handled	2,469	2,469	*2,124	*1,976
Calling about Self	2,085	2,085	*1,829	*1,779
Calling about a Child	68	68	*48	*40
Calling about Another Adult	316	316	*247	*157
Outbound Crisis Line Calls	466	466	*647	*65
Information/Referral Calls	134	134	*114	*50
Seeking info about Program(s)	23	23	*12	*34
Public Safety Calls	11	11	*8	*6
Administrative Calls	5	5	*8	*11
Other Calls	545	545	*596	*307
Total All Crisis Line Calls Handled	**4,082**	**4,082**	**4,418**	**3,541**

***Total cals handled does not include hang ups, test calls, fax signals, etc…*

Crisis Line Calls	YTD 2021	Jan 2021	*Dec 2020	*Jan 2020
**Average Clinical Call Length	26.7 min	26.7 min	25.2 min	20.3 min
Service Level (answered under 30 sec)	90.6%	90.6%	87.7%	95.2%
Abandonment Rate	2.2%	2.2%	3.1%	0.9%
Average Speed of Answer	14 sec	14 sec	18 sec	9 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	Jan 2021	*Dec 2020	*Jan 2020
Routine	59.3%	59.3%	56.4%	60.0%
Urgent	34.9%	34.9%	38.1%	35.8%
Emergent	5.8%	5.8%	5.6%	4.2%

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	Jan 2021	*Dec 2020	*Jan 2020
Bernalillo	871	871	800	646
Catron	0	0	1	1
Chaves	19	19	23	18
Cibola	11	11	8	7
Colfax	3	3	8	3
Curry	32	32	25	80
De Baca	1	1	0	1
Dona Ana	126	126	141	102
Eddy	25	25	23	12
Grant	28	28	25	10
Guadalupe	0	0	2	3
Harding	0	0	1	0
Hidalgo	1	1	1	3
Lea	17	17	13	6
Lincoln	13	13	11	9
Los Alamos	5	5	10	5
Luna	4	4	8	4
McKinley	40	40	38	16
Mora	5	5	2	0
Otero	25	25	24	35
Quay	4	4	2	3
Rio Arriba	37	37	32	21
Roosevelt	7	7	2	0
San Juan	239	239	137	28
San Miguel	28	28	23	10
Sandoval	78	78	85	50
Santa Fe	207	207	128	102
Sierra	8	8	9	7
Socorro	14	14	17	10
Taos	96	96	97	23
Torrance	15	15	8	8
Union	1	1	0	0
Valencia	72	72	43	21
Outside NM	67	67	68	75

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

Primary Presenting Reason - Crisis Line Clinical Calls	YTD 2021	Jan 2021	*Dec 2020	*Jan 2020
Suicide	16.2%	16.2%	20.5%	23.0%
Anxiety	14.4%	14.4%	14.0%	19.9%
Substance Use	14.3%	14.3%	13.0%	7.8%
Situational Stress	10.5%	10.5%	9.7%	12.5%
Cognitive Concerns/Psychosis	8.2%	8.2%	5.5%	4.1%
Depression	7.8%	7.8%	6.8%	8.2%
Loneliness	3.9%	3.9%	4.8%	3.0%
Family Concerns	3.2%	3.2%	4.0%	3.6%
Health Issue/Chronic Pain	3.0%	3.0%	2.8%	0.0%
Grief/Loss	2.7%	2.7%	3.1%	0.8%
Intimate Partner Relationship/Marital	2.7%	2.7%	2.9%	3.8%
Medication	1.9%	1.9%	0.8%	0.7%
Trauma	1.5%	1.5%	1.2%	1.2%
Interpersonal Violence	1.0%	1.0%	1.5%	0.8%
Intentional Self Injury	0.8%	0.8%	0.9%	0..8%
Relationships (Non-Romantic)	0.7%	0.7%	0.7%	7.9%
Community Violence	0.3%	0.3%	0.2%	0.1%
Sexual Assault	0.3%	0.3%	0.1%	0.0%
Workplace Issue/Career Counseling	0.2%	0.2%	0.6%	0.6%
Sexuality/LGBTQ+ concerns	0.1%	0.1%	0.2%	0.3%
Other	6.5%	6.5%	6.7%	7.9%

Disposition at the end of the call - All Crisis Line Clinical Calls	YTD 2021	Jan 2021	*Dec 2020	*Jan 2020
Caller stabilized by counselor, and referred to community resources if appropriate	92.9%	92.9%	92.8%	94.7%
Counselor made an abuse report	0.8%	0.8%	1.2%	0.5%
Caller will take the person of concern to hospital	0.5%	0.5%	0.3%	0.1%
Caller agreed to go to the hospital	0.7%	0.7%	0.2%	0.4%
Caller agreed to call 911 regarding immediate danger	0.1%	0.1%	0.2%	0.3%
Caller conferenced to 911 due to immediate danger	2.5%	2.5%	2.6%	2.3%
Counselor contacted police with caller's consent	0.6%	0.6%	0.5%	0.6%
Counselor contacted police without caller's consent	1.8%	1.8%	2.2%	1.2%

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 28.1% of the calls in January. The 712 callers reporting concerns about suicide on the crisis line either for themselves, or for the person of concern they called about were supported and when appropriate, a safety plan is created with the caller. At times 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	Jan 2021	*Dec 2020	*Jan 2020
Caller stabilized by counselor, and referred to community resources if appropriate	80.7%	80.7%	83.6%	86.3%
Caller will take the person of concern to the hospital	1.4%	1.4%	0.8%	0.2%
Caller agreed to go to the hospital	1.7%	1.7%	0.8%	1.0%
Caller agreed to call 911 regarding immediate danger to a third party	0.4%	0.4%	0.5%	0.8%
Caller conferenced to 911 due to immediate danger	7.6%	7.6%	6.5%	6.4%
Counselor contacted police with caller's consent	2.3%	2.3%	1.7%	1.7%
Counselor contacted police without caller's consent	5.9%	5.9%	6.3%	3.7%

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns in their life. In January 29.7% of crisis line callers (752 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.8% (147 people) reporting they had a history of substance use.

In January, callers identified that Opioids were a component of the primary reason for calling on 1.6% of the calls on the crisis line, and on 2.6% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	Jan 2021	*Dec 2020	*Jan 2020
NMCAL calls related to Opioid Use	128	128	102	36
Warmline calls related to Opioid Use	41	41	32	3

Veterans and Active Service Military

Crisis feels different for everybody. For veterans, active service military, and their families, crises can be heightened by experiences associated with their military service.

Caller Identified as Veteran or Active Service Military	YTD 2021	Jan 2021	*Dec 2020	*Jan 2020
NMCAL and NSPL	159	159	112	121
Warmline	88	88	97	12

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	Jan 2021	*Dec 2020	*Jan 2020
from NMCAL to Warmline	12	12	20	13
from Warmline to NMCAL	2	2	3	1

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 3:30 p.m. – 11:30 p.m. MT and through text between 6:00 p.m. – 11:00 p.m. MT.

Warmline Text Message Data	YTD 2021	Jan 2021	Dec 2020	Jan 2020
Total Calls Handled^	1,590	1,590	1,342	1,101
Average Call Length	17.2 min	17.2 min	21.5 min	17.5 min

^Total cals handled does not include hang ups, test calls, fax signals, etc…

Warmline Text Message Data	YTD 2021	Jan 2021	Dec 2020	Jan 2020
Total Conversations^	217	217	89	72
Text Messages Exchanged	2,698	2,698	1,075	2,198

^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.

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	Jan 2021	Dec 2020	Jan 2020
Anxiety / Situational Stress	36.1%	36.1%	38.4%	45.0%
Isolation / Loneliness	28.1%	28.1%	32.7%	23.6%
Interpersonal Relationships	5.1%	5.1%	5.4%	4.2%
Depression	4.5%	4.5%	5.3%	6.8%
Substance Use	3.0%	3.0%	0.5%	1.0%
Anger Management	2.7%	2.7%	4.1%	2.8%
Grief / Loss	2.1%	2.1%	2.4%	0.7%
Resources / Community Referrals	0.5%	0.5%	0.5%	0.8%
Cognitive Concerns / Psychosis	0.4%	0.4%	1.0%	0.8%
Abuse/Neglect	0.3%	0.3%	0.6%	0.5%
Medication / Wellness Check In	0.3%	0.3%	0.5%	0.5%
Thoughts of Suicide	0.3%	0.3%	0.2%	0.3%
Thoughts of Self-Injury	0.1%	0.1%	0.0%	0.2%
Sexual Assault	0.1%	0.1%	0.2%	0.2%
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	0.4%	0.4%	0.1%	0.2%
Other	16.0%	16.0%	8.1%	12.5%

Parent/Family Peer Support Calls	YTD 2021	Jan 2021	Dec 2020	Jan 2020
Parent	0	0	N/A	N/A
Legal Guardian (Step-Parent, Grandparent, Family Member)	0	0	N/A	N/A
Resource/Foster Parent	0	0	N/A	N/A
Resource/Foster Child/Youth	0	0	N/A	N/A
Other Caregiver	0	0	N/A	N/A
Total Family Peer Support Calls	0	0	N/A	N/A

Outcome of Warmline Calls	YTD 2021	Jan 2021	Dec 2020	Jan 2020
Caller reports feeling supported by the call	90.5%	90.5%	95.1%	97.8%
Caller received referrals	4.2%	4.2%	2.2%	0.8%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.2%	0.1%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	5.2%	5.2%	2.5%	1.4%

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	Jan 2021	*Dec 2020	* Jan 2020
Bernalillo	556	556	493	305
Catron	0	0	0	0
Chaves	0	0	1	0
Cibola	3	3	1	1
Colfax	0	0	0	0
Curry	0	0	103	69
De Baca	0	0	0	0
Dona Ana	71	71	48	49
Eddy	23	23	16	4
Grant	7	7	4	12
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	3
Lea	0	0	0	0
Lincoln	0	0	13	1
Los Alamos	0	0	0	0
Luna	0	0	0	2
McKinley	0	0	3	1
Mora	0	0	0	0
Otero	16	16	18	34
Quay	0	0	0	0
Rio Arriba	0	0	0	4
Roosevelt	0	0	0	0
San Juan	0	0	56	4
San Miguel	29	29	20	55
Sandoval	117	117	91	42
Santa Fe	96	96	43	19
Sierra	88	88	91	97
Socorro	1	1	0	3
Taos	141	141	150	68
Torrance	0	0	0	1
Union	0	0	0	0
Valencia	22	22	36	119
Outside NM	0	0	0	0

“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

Easily access any of our programs or resources through the NMConnect Smartphone app