



# New Mexico Crisis and Access Line March 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.

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.

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

Overview of Calls	YTD 2021	Mar 2021	Feb 2021	Mar 2020
New Mexico Crisis and Access Line	8,104	2,384	2,602	2,150
National Suicide Prevention Lifeline	3,027	1,012	904	857
Healthcare Worker & First Responder Line	70	27	19	N/A
Core Service Agency Programs	2,341	815	672	874
Rio Grande Gorge Bridge Intercoms	37	18	5	15
Peer to Peer Warmline	5,598	2,056	1,342	1,575
<b>Total Calls - All NM Accounts</b>	<b>19,177</b>	<b>6,312</b>	<b>5,544</b>	<b>5,471</b>

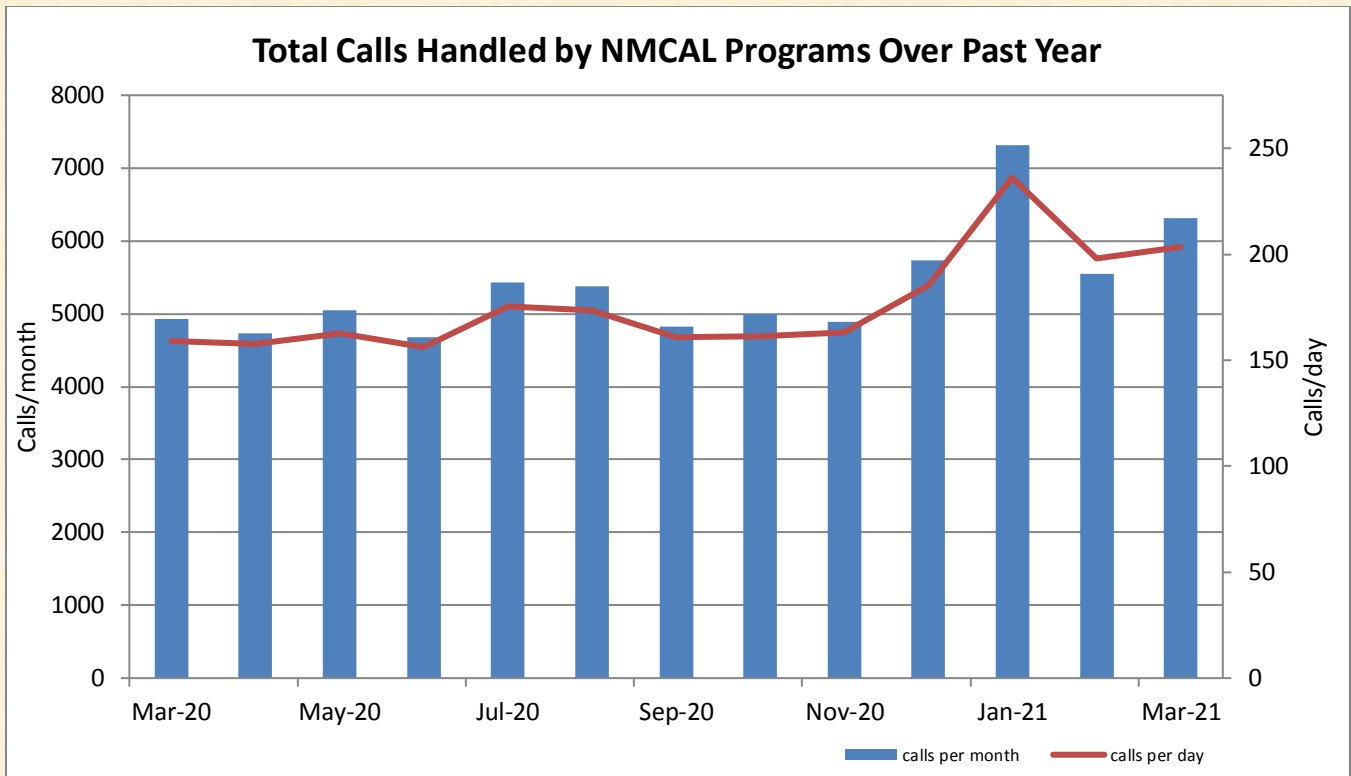
Overview of Digital Programs	YTD 2021	Mar 2021	Feb 2021	Mar 2020
Warmline Text Message Conversations	710	137	139	89
Warmline Text Messages Exchanged	9,469	3,798	2,973	2,073
NMConnect Smartphone App Downloads	533	153	211	N/A
NMConnect – Activated Call to NMCAL	357	134	127	N/A
NMConnect – Activated Call to Warmline	356	132	124	N/A
NMConnect – Activated Text to Warmline	387	161	125	N/A
NM 5-Actions Program Unique Visitors	2,241	754	671	N/A
NM 5-Actions Program Registered Users	223	62	90	N/A
NMCAL Website Pageviews	18,991	6,646	5,872	6,730
NMCAL Website Unique Sessions	12,682	4,448	3,928	4,360

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

Coronavirus/COVID <i>concerns reported</i>	YTD 2021	Mar 2021	Feb 2021	Mar 2020
New Mexico Crisis and Access Line	6.8%	6.3%	6.0%	17.2%
National Suicide Prevention Lifeline	3.0%	2.8%	2.9%	16.2%
Warmline	27.9%	24.6%	25.9%	N/A
Healthcare Worker & First Responder Line	22.9%	11.1%	23.5%	N/A
CSA Programs	1.6%	1.0%	1.3%	7.9%
<b>Total All New Mexico Accounts</b>	<b>11.8%</b>	<b>16.3%</b>	<b>9.5%</b>	<b>13.8%</b>

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	Mar '21	Feb '21	Mar '20	YTD '21	Mar '21	Feb '21	Mar '20
Community Event	6	1	2	0				
Present on Program	12	5	4	6	371	110	125	23
Prevention Training	3	3	0	0	66	66	0	0
Community Meeting	66	22	26	19				
BH Provider Meeting	71	35	21	3				
Legislative Encounter	30	10	17	0				
Media Encounter	1	0	0	3				
<b>TOTALS^</b>	<b>189</b>	<b>76</b>	<b>70</b>	<b>31</b>	<b>437</b>	<b>176</b>	<b>125</b>	<b>23</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	Mar '21	Feb '21	*Mar '20
Total Inbound All Calls Handled	8,887	3,140	2,626	3,007
Total Inbound Clinical Calls Handled	6,299	1,974	1,856	2,258
Calling about Self	5,187	1,579	1,523	1,972
Calling about a Child	198	70	60	57
Calling about Another Adult	914	325	273	229
Outbound Crisis Line Calls	1,152	359	327	56
Information/Referral Calls	319	82	103	109
Seeking info about Program(s)	46	11	12	23
Public Safety Calls	41	17	13	11
Administrative Calls	298	285	8	13
Other Calls	1,347	168	634	419
<b>Total All Crisis Line Calls Handled</b>	<b>12,791</b>	<b>4,256</b>	<b>4,453</b>	<b>3,896</b>

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

Crisis Line Calls	YTD 2021	Mar '21	Feb '21	*Mar '20
**Average Clinical Call Length	27.7 min	30.1 min	26.4 min	27.8 min
Service Level (answered under 30 sec)	82.6%	77.9%	79.4%	94.1%
Abandonment Rate	4.5%	5.9%	5.6%	1.2%
Average Speed of Answer	23 sec	28 sec	27 sec	11 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	Mar '21	Feb '21	*Mar '20
Routine	54.9%	48.5%	56.0%	61.5%
Urgent	39.0%	44.9%	38.1%	33.5%
Emergent	6.1%	6.6%	6.0%	5.0%





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	Mar '21	Feb '21	*Mar '20
Bernalillo	2278	697	710	758
Catron	5	2	3	2
Chaves	83	41	23	24
Cibola	29	10	8	14
Colfax	14	5	6	2
Curry	71	21	18	14
De Baca	1	0	0	1
Dona Ana	329	107	96	146
Eddy	75	34	16	21
Grant	89	34	27	21
Guadalupe	4	2	2	0
Harding	0	0	0	0
Hidalgo	3	2	0	1
Lea	49	21	11	18
Lincoln	50	18	19	14
Los Alamos	22	6	11	7
Luna	23	7	12	5
McKinley	105	31	34	19
Mora	11	2	4	1
Otero	87	41	21	59
Quay	14	7	3	1
Rio Arriba	99	25	37	36
Roosevelt	19	8	4	9
San Juan	537	106	192	82
San Miguel	56	14	14	19
Sandoval	192	61	53	58
Santa Fe	482	136	139	181
Sierra	39	24	7	11
Socorro	40	15	11	21
Taos	193	47	50	34
Torrance	30	9	6	9
Union	3	2	0	4
Valencia	147	29	46	28
Outside NM	191	107	61	84



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	Mar '21	Feb '21	*Mar '20
Suicide	19.0%	23.5%	18.3%	21.0%
Substance Use	15.6%	16.6%	16.4%	13.1%
Anxiety	14.1%	12.6%	15.1%	20.8%
Situational Stress	9.5%	8.7%	8.9%	12.2%
Cognitive Concerns/Psychosis	7.9%	7.3%	8.2%	3.1%
Depression	7.0%	5.3%	7.4%	7.0%
Intimate Partner Relationship/Marital	3.1%	4.1%	2.7%	2.7%
Family Concerns	3.2%	3.4%	3.1%	2.3%
Grief/Loss	2.5%	2.5%	2.2%	1.1%
Loneliness	2.7%	1.7%	1.9%	1.1%
Health Issue/Chronic Pain	2.0%	1.5%	1.3%	2.2%
Intentional Self Injury	1.1%	1.4%	1.3%	1.3%
Trauma	1.5%	1.3%	1.7%	1.7%
Interpersonal Violence	1.0%	1.1%	1.0%	0.6%
Medication	1.4%	1.0%	1.2%	1.1%
Sexual Assault	0.4%	0.7%	0.5%	0.1%
Workplace Issue/Career Counseling	0.5%	0.6%	0.7%	0.3%
Relationships (Non-Romantic)	0.5%	0.4%	0.4%	0.8%
Community Violence	0.4%	0.3%	0.8%	0.4%
Sexuality/LGBTQ+ concerns	0.1%	0.1%	0.2%	0.0%
Other	6.4%	5.9%	6.8%	5.7%

Disposition at the end of the call - All Crisis Line Clinical Calls	YTD 2021	Mar '21	Feb '21	*Mar '20
Caller stabilized by counselor, and referred to community resources if appropriate	92.9%	91.4%	94.0%	93.8%
Counselor made an abuse report	1.2%	1.8%	1.0%	0.7%
Caller will take the person of concern to hospital	0.5%	0.5%	0.4%	0.3%
Caller agreed to go to the hospital	0.7%	0.6%	0.7%	0.7%
Caller agreed to call 911 regarding immediate danger	0.1%	0.1%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	2.0%	2.1%	1.3%	2.1%
Counselor contacted police with caller's consent	0.7%	1.2%	0.5%	0.7%
Counselor contacted police without caller's consent	2.0%	2.3%	1.9%	1.6%



## 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 34.4% of the calls in March (31.4% 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	Mar '21	Feb '21	*Mar '20
Caller stabilized by counselor, and referred to community resources if appropriate	82.3%	83.5%	82.8%	84.2%
Caller will take the person of concern to the hospital	1.2%	1.0%	1.2%	0.7%
Caller agreed to go to the hospital	1.6%	0.9%	2.4%	2.0%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.1%	0.3%	0.4%
Caller conferenced to 911 due to immediate danger	6.2%	5.5%	5.3%	6.1%
Counselor contacted police with caller's consent	2.5%	3.1%	2.1%	2.0%
Counselor contacted police without caller's consent	5.9%	5.9%	5.8%	4.7%

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns in their life. In March 33.8% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 4.6% reported a history of substance use.

In March, callers identified Opioids as component of the primary reason for calling on 2.2% of NMCAL calls, and on 0.3% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	Mar '21	Feb '21	*Mar '20
NMCAL calls related to Opioid Use	324	92	104	72
Warmline calls related to Opioid Use	64	11	12	17

## 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	Mar '21	Feb '21	*Mar '20
NMCAL and NSPL	456	135	162	148
Warmline	322	126	108	42



## 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	Mar '21	Feb '21	*Mar '20
from NMCAL to Warmline	20	2	6	5
from Warmline to NMCAL	8	2	4	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 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	Mar 2021	Feb 2021	Mar 2020
Total Calls Handled <sup>^</sup>	4,988	2,056	1,342	1,067
Average Call Length	17.5 min	18.3 min	16.9 min	18.1 min

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

Warmline Text Message Data	YTD 2021	Mar 2021	Feb 2021	Mar 2020
Total Conversations <sup>^</sup>	493	137	139	89
Text Messages Exchanged	9,469	3,798	2,973	2,073

<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	Mar 2021	Feb 2021	Mar 2020
Caller reports feeling supported by the call	91.1%	93.5%	89.4%	96.3%
Caller received referrals	2.4%	1.0%	1.7%	0.9%
Caller was transferred to an NMCAL counselor	0.2%	0.2%	0.3%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.1%	0.0%
Other/None of the Above	6.3%	5.4%	8.5%	2.8%





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	Mar '21	Feb '21	Mar '20
Anxiety / Situational Stress	33.2%	30.8%	31.0%	29.9%
Isolation / Loneliness	26.3%	22.8%	28.4%	32.6%
Interpersonal Relationships	5.3%	6.1%	4.5%	6.9%
Depression	5.1%	5.9%	5.0%	5.6%
Anger Management	2.9%	2.9%	2.9%	5.5%
Healthcare	0.6%	1.9%	0.5%	N/A
Housing	0.4%	1.2%	0.2%	N/A
Substance Use	1.8%	1.2%	0.8%	0.4%
Employment/Education	0.4%	1.1%	0.8%	N/A
Grief / Loss	1.4%	0.9%	1.0%	0.7%
Spirituality	0.1%	0.3%	0.0%	N/A
Abuse/Neglect	0.2%	0.2%	0.2%	0.3%
Cognitive Concerns / Psychosis	0.3%	0.2%	0.2%	0.4%
Medication / Wellness Check In	0.5%	0.2%	0.8%	0.2%
Resources / Community Referrals	0.4%	0.2%	0.2%	0.7%
Thoughts of Suicide	0.2%	0.2%	0.2%	0.2%
Sexual Assault	0.2%	0.1%	0.4%	0.0%
Self-Injury	0.1%	0.1%	0.1%	0.0%
Immediate Support/Intervention	0.0%	0.0%	0.1%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.1%
Other Mental Health Concern	0.6%	0.5%	0.8%	0.5%
Other	20.2%	22.9%	21.9%	16.2%

Parent/Family Peer Support Calls	YTD 2021	Mar '21	Feb '21	Mar '20
Parent	6	1	5	N/A
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	0	0	0	N/A
Resource/Foster Parent	0	0	0	N/A
Resource/Foster Child/Youth	0	0	0	N/A
Other Caregiver	0	0	0	N/A
<b>Total Family Peer Support Calls</b>	<b>6</b>	<b>1</b>	<b>5</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	Mar '21	Jan '21	Mar '20
Bernalillo	1651	557	538	383
Catron	8	8	0	0
Chaves	0	0	0	1
Cibola	9	1	5	4
Colfax	0	0	0	1
Curry	186	90	96	26
De Baca	0	0	0	0
Dona Ana	211	77	63	45
Eddy	42	9	10	0
Grant	39	19	13	24
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	0
Lincoln	20	11	9	3
Los Alamos	0	0	0	2
Luna	1	1	0	1
McKinley	7	6	1	1
Mora	0	0	0	0
Otero	58	17	25	31
Quay	0	0	0	0
Rio Arriba	2	1	1	2
Roosevelt	1	1	0	0
San Juan	75	26	49	14
San Miguel	99	34	36	31
Sandoval	252	67	68	26
Santa Fe	184	30	58	34
Sierra	227	73	66	106
Socorro	2	1	0	0
Taos	324	104	79	52
Torrance	0	0	0	0
Union	0	0	0	0
Valencia	44	13	9	89
Outside NM	2	0	2	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](http://www.nmcrisisline.com)

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

