



New Mexico Crisis and Access Line February 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	Feb 2021	Jan 2021	Feb 2020
New Mexico Crisis and Access Line	5,720	2,602	3,118	1,988
National Suicide Prevention Lifeline	2,015	904	1,111	714
Healthcare Worker & First Responder Line	43	19	24	N/A
Core Service Agency Programs	1,526	672	854	1,021
Rio Grande Gorge Bridge Intercoms	19	5	14	29
Peer to Peer Warmline	3,542	1,342	2,200	927
Total Calls - All NM Accounts	12,865	5,544	7,321	4,679

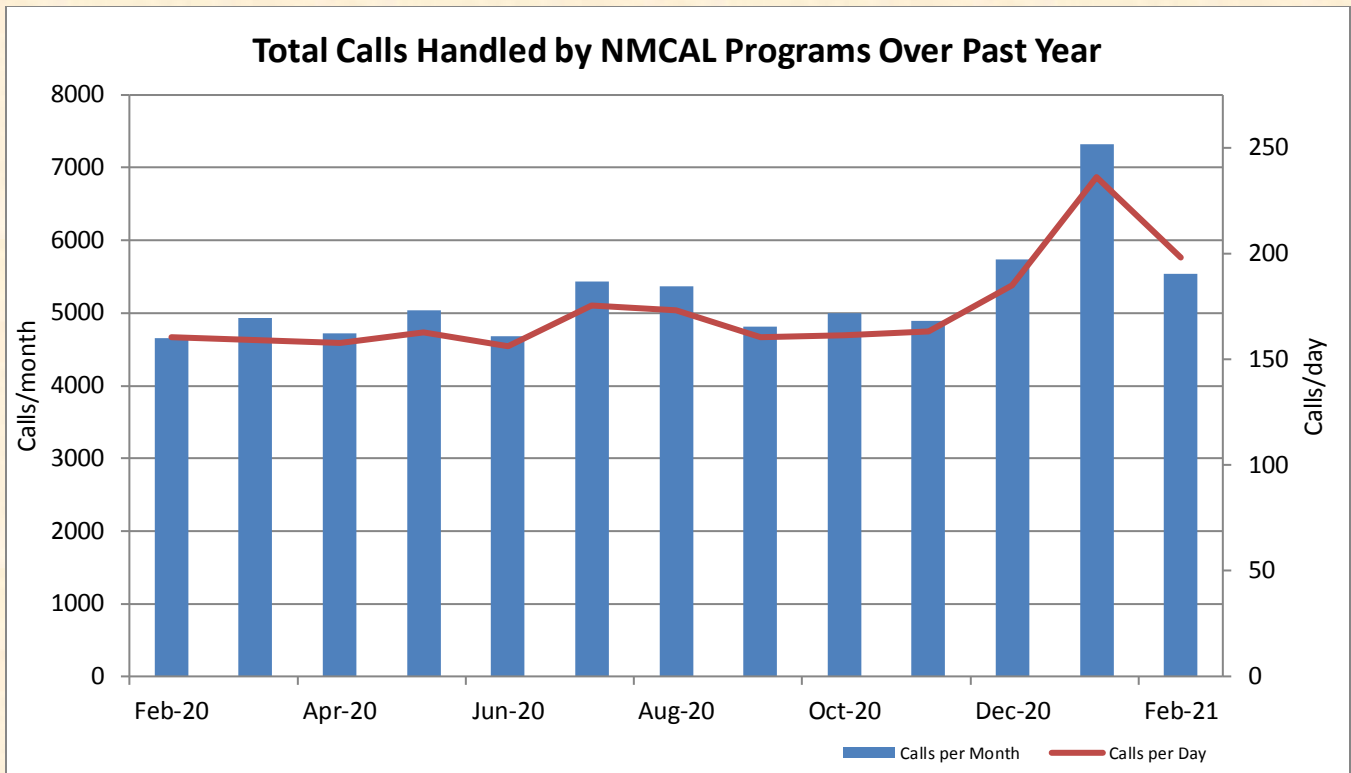
Overview of Digital Programs	YTD 2021	Feb 2021	Jan 2021	Feb 2020
Warmline Text Message Conversations	573	139	217	96
Warmline Text Messages Exchanged	5,671	2,973	2,698	2,755
NMConnect Smartphone App Downloads	380	211	169	N/A
NMConnect – Activated Call to NMCAL	223	127	96	N/A
NMConnect – Activated Call to Warmline	224	124	100	N/A
NMConnect – Activated Text to Warmline	226	125	101	N/A
NM 5-Actions Program Unique Visitors	1,487	671	816	N/A
NM 5-Actions Program Registered Users	161	90	71	N/A
NMCAL Website Pageviews	12,345	5,872	6,473	2,285
NMCAL Website Unique Sessions	8,234	3,928	4,306	1,355

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 by caller</i>	YTD 2021	Feb 2021	Jan 2021	All Calls Since 3/17/20
New Mexico Crisis and Access Line	7.7%	6.0%	9.5%	9.7%
National Suicide Prevention Lifeline	4.1%	2.9%	5.2%	8.7%
Warmline	32.0%	25.9%	36.9%	27.9%
Healthcare Worker & First Responder Line	43.3%	23.5%	69.2%	57.0%
CSA Programs	2.6%	1.3%	4.5%	5.3%
Total All New Mexico Accounts	12.8%	9.5%	16.2%	18.2%

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	Feb '21	Jan '21	Feb '20	YTD '21	Feb '21	Jan '21	Feb '20
Community Event	5	2	3	6				
Present on Program	7	4	3	17	261	125	136	97
Prevention Training	0	0	0	7	0	0	0	127
Community Meeting	44	26	18	27				
BH Provider Meeting	36	21	15	0				
Legislative Encounter	20	17	3	0				
Media Encounter	1	0	1	4				
TOTALS^	43	70	43	61	261	125	136	224

^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 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 February 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	Feb 2021	Jan 2021	*Feb 2020
Total Inbound All Calls Handled	5,747	2,626	3,121	2,575
Total Inbound Clinical Calls Handled	4,325	1,856	2,469	2,032
Calling about Self	3,608	1,523	2,085	1,792
Calling about a Child	128	60	68	49
Calling about Another Adult	589	273	316	191
Outbound Crisis Line Calls	793	327	466	64
Information/Referral Calls	237	103	134	49
Seeking info about Program(s)	35	12	23	20
Public Safety Calls	24	13	11	6
Administrative Calls	13	8	5	6
Other Calls	1,179	634	545	444
Total All Crisis Line Calls Handled	8,535	4,453	4,082	3,752

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

Crisis Line Calls	YTD 2021	Feb 2021	Jan 2021	*Feb 2020
**Average Clinical Call Length	26.5 min	26.4 min	26.7 min	19.7 min
Service Level (answered under 30 sec)	85.0%	79.4%	90.6%	95.2%
Abandonment Rate	3.9%	5.6%	2.2%	0.5%
Average Speed of Answer	21 sec	27 sec	14 sec	0.09 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	Feb 2021	Jan 2021	*Feb 2020
Routine	57.9%	56.0%	59.3%	56.9%
Urgent	36.3%	38.1%	34.9%	37.7%
Emergent	5.9%	6.0%	5.8%	5.3%



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	Feb 2021	Jan 2021	*Feb 2020
Bernalillo	1581	710	871	623
Catron	3	3	0	1
Chaves	42	23	19	30
Cibola	19	8	11	13
Colfax	9	6	3	2
Curry	50	18	32	29
De Baca	1	0	1	0
Dona Ana	222	96	126	119
Eddy	41	16	25	6
Grant	55	27	28	12
Guadalupe	2	2	0	1
Harding	0	0	0	0
Hidalgo	1	0	1	0
Lea	28	11	17	10
Lincoln	32	19	13	12
Los Alamos	16	11	5	3
Luna	16	12	4	7
McKinley	74	34	40	14
Mora	9	4	5	0
Otero	46	21	25	32
Quay	7	3	4	1
Rio Arriba	74	37	37	19
Roosevelt	11	4	7	7
San Juan	431	192	239	39
San Miguel	42	14	28	23
Sandoval	131	53	78	38
Santa Fe	346	139	207	108
Sierra	15	7	8	12
Socorro	25	11	14	15
Taos	146	50	96	39
Torrance	21	6	15	13
Union	1	0	1	1
Valencia	118	46	72	29
Outside NM	128	61	67	109



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	Feb 2021	Jan 2021	*Feb 2020
Suicide	17.3%	18.3%	16.2%	22.0%
Anxiety	14.7%	15.1%	14.4%	16.0%
Substance Use	15.2%	16.4%	14.3%	13.8%
Situational Stress	9.8%	8.9%	10.5%	11.4%
Cognitive Concerns/Psychosis	8.2%	8.2%	8.2%	4.0%
Depression	7.6%	7.4%	7.8%	9.6%
Loneliness	3.0%	1.9%	3.9%	2.2%
Family Concerns	3.1%	3.1%	3.2%	3.1%
Health Issue/Chronic Pain	2.2%	1.3%	3.0%	2.2%
Grief/Loss	2.5%	2.2%	2.7%	1.6%
Intimate Partner Relationship/Marital	2.7%	2.7%	2.7%	3.3%
Medication	1.6%	1.2%	1.9%	0.6%
Trauma	1.6%	1.7%	1.5%	1.5%
Interpersonal Violence	1.0%	1.0%	1.0%	1.2%
Intentional Self Injury	1.0%	1.3%	0.8%	1.0%
Relationships (Non-Romantic)	0.6%	0.4%	0.7%	5.4%
Community Violence	0.5%	0.8%	0.3%	0.1%
Sexual Assault	0.4%	0.5%	0.3%	0.2%
Workplace Issue/Career Counseling	0.4%	0.7%	0.2%	0.3%
Sexuality/LGBTQ+ concerns	0.1%	0.2%	0.1%	0.1%
Other	6.6%	6.8%	6.5%	5.4%

Disposition at the end of the call - All Crisis Line Clinical Calls	YTD 2021	Feb 2021	Jan 2021	*Feb 2020
Caller stabilized by counselor, and referred to community resources if appropriate	93.4%	94.0%	92.9%	91.5%
Counselor made an abuse report	0.9%	1.0%	0.8%	1.0%
Caller will take the person of concern to hospital	0.5%	0.4%	0.5%	2.3%
Caller agreed to go to the hospital	0.7%	0.7%	0.7%	0.5%
Caller agreed to call 911 regarding immediate danger	0.1%	0.1%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	1.9%	1.3%	2.5%	2.3%
Counselor contacted police with caller's consent	0.6%	0.5%	0.6%	0.7%
Counselor contacted police without caller's consent	1.9%	1.9%	1.8%	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 30.8% of the calls in February, equating to 29.2% of calls year to date. 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	Feb 2021	Jan 2021	*Feb 2020
Caller stabilized by counselor, and referred to community resources if appropriate	81.7%	82.8%	80.7%	85.6%
Caller will take the person of concern to the hospital	1.3%	1.2%	1.4%	1.1%
Caller agreed to go to the hospital	2.0%	2.4%	1.7%	1.0%
Caller agreed to call 911 regarding immediate danger to a third party	0.4%	0.3%	0.4%	0.0%
Caller conferenced to 911 due to immediate danger	6.6%	5.3%	7.6%	5.9%
Counselor contacted police with caller's consent	2.2%	2.1%	2.3%	2.1%
Counselor contacted police without caller's consent	5.9%	5.8%	5.9%	4.4%

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns in their life. In February 31.1% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives (30.3% YTD). Another 4.6% reported a history of substance use (5.3% YTD).

In February, callers identified Opioids as component of the primary reason for calling on 0.6% of calls on the crisis line (1.2% YTD), and on 0.9% of the calls on the Peer-to-Peer Warmline (1.8% YTD).

Calls Related to Opioid Use	YTD 2021	Feb 2021	Jan 2021	*Feb 2020
NMCAL calls related to Opioid Use	232	104	128	28
Warmline calls related to Opioid Use	53	12	41	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	Feb 2021	Jan 2021	*Feb 2020
NMCAL and NSPL	321	162	159	162
Warmline	196	108	88	22



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	Feb 2021	Jan 2021	*Feb 2020
from NMCAL to Warmline	18	6	12	17
from Warmline to NMCAL	6	4	2	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.

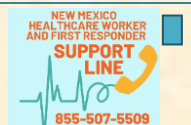
Warmline Call Center Data	YTD 2021	Feb 2021	Jan 2021	Feb 2020
Total Calls Handled [^]	3,542	1,342	2,200	927
Average Call Length	17.1 min	16.9 min	17.2 min	20.4 min

[^]Total calls handled does not include test calls, fax signals, etc...

Warmline Text Message Data	YTD 2021	Feb 2021	Jan 2021	Feb 2020
Total Conversations [^]	356	139	217	96
Text Messages Exchanged	5,671	2,973	2,698	2,755

[^]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	Feb 2021	Jan 2021	Feb 2020
Anxiety / Situational Stress	33.8%	31.0%	36.1%	43.2%
Isolation / Loneliness	28.3%	28.4%	28.1%	59.3%
Depression	4.7%	5.0%	4.5%	10.6%
Interpersonal Relationships	4.8%	4.5%	5.1%	14.9%
Anger Management	2.8%	2.9%	2.7%	3.5%
Grief / Loss	1.6%	1.0%	2.1%	1.5%
Employment/Education	0.4%	0.8%	0.0%	N/A
Medication / Wellness Check In	0.6%	0.8%	0.3%	0.5%
Substance Use	2.0%	0.8%	3.0%	0.7%
Healthcare	0.2%	0.5%	0.0%	N/A
Sexual Assault	0.2%	0.4%	0.1%	0.2%
Cognitive Concerns / Psychosis	0.3%	0.2%	0.4%	0.8%
Housing	0.1%	0.2%	0.0%	N/A
Resources / Community Referrals	0.4%	0.2%	0.5%	0.4%
Abuse/Neglect	0.2%	0.2%	0.3%	0.4%
Thoughts of Suicide	0.2%	0.2%	0.3%	0.2%
Self-Injury	0.1%	0.1%	0.1%	0.0%
Immediate Support/Intervention	0.0%	0.1%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	0.6%	0.8%	0.4%	0.1%
Other	18.7%	21.9%	16.0%	9.5%

Parent/Family Peer Support Calls	YTD 2021	Feb 2021	Jan 2021	Feb 2020
Parent	5	5	0	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
Total Family Peer Support Calls	5	5	0	N/A

Outcome of Warmline Calls	YTD 2021	Feb 2021	Jan 2021	Feb 2020
Caller reports feeling supported by the call	90.0%	89.4%	90.5%	94.8%
Caller received referrals	3.1%	1.7%	4.2%	0.4%
Caller was transferred to an NMCAL counselor	0.2%	0.3%	0.1%	0.0%
Emergency call to Public Safety was made	0.0%	0.1%	0.0%	0.0%
Other/None of the Above	6.7%	8.5%	5.2%	4.8%



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	Feb 2021	Jan 2021	Feb 2020
Bernalillo	1094	538	556	276
Catron	0	0	0	0
Chaves	0	0	0	2
Cibola	8	5	3	5
Colfax	0	0	0	0
Curry	96	96	0	40
De Baca	0	0	0	0
Dona Ana	134	63	71	22
Eddy	33	10	23	0
Grant	20	13	7	13
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	0
Lincoln	9	9	0	0
Los Alamos	0	0	0	0
Luna	0	0	0	2
McKinley	1	1	0	0
Mora	0	0	0	0
Otero	41	25	16	23
Quay	0	0	0	0
Rio Arriba	1	1	0	0
Roosevelt	0	0	0	0
San Juan	49	49	0	6
San Miguel	65	36	29	29
Sandoval	185	68	117	25
Santa Fe	154	58	96	19
Sierra	154	66	88	141
Socorro	1	0	1	0
Taos	220	79	141	52
Torrance	0	0	0	0
Union	0	0	0	0
Valencia	31	9	22	88
Outside NM	2	2	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

