



New Mexico Crisis and Access Line June 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, 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	June 2021	May 2021	June 2020
New Mexico Crisis and Access Line	17,325	3,292	3,400	3,054
National Suicide Prevention Lifeline	6,470	1,191	1,269	844
Healthcare Worker & First Responder Line	116	14	18	39
Core Service Agency Programs	4,781	781	784	868
Rio Grande Gorge Bridge Intercoms	81	22	10	4
Peer to Peer Warmline	13,200	*3,157	*2,451	939
Total Calls - All NM Accounts	41,973	*8,457	*7,932	5,748

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

Overview of Digital Programs	YTD 2021	June 2021	May 2021	June 2020
Warmline Text Message Conversations	1,136	179	122	76
Warmline Text Messages Exchanged	18,052	3,196	2,835	1,174
NMConnect Smartphone App Downloads	886	108	119	119
NMConnect – Activated Call to NMCAL	488	*2	47	N/A
NMConnect – Activated Call to Warmline	507	*2	47	N/A
NMConnect – Activated Text to Warmline	603	*1	74	N/A
NM 5-Actions Program Unique Visitors	3,560	355	503	N/A
NM 5-Actions Program Registered Users	364	49	51	N/A
NMCAL Website Pageviews	82,011	38,259	19,339	4,256
NMCAL Website Unique Sessions	63,865	31,520	15,807	2,932

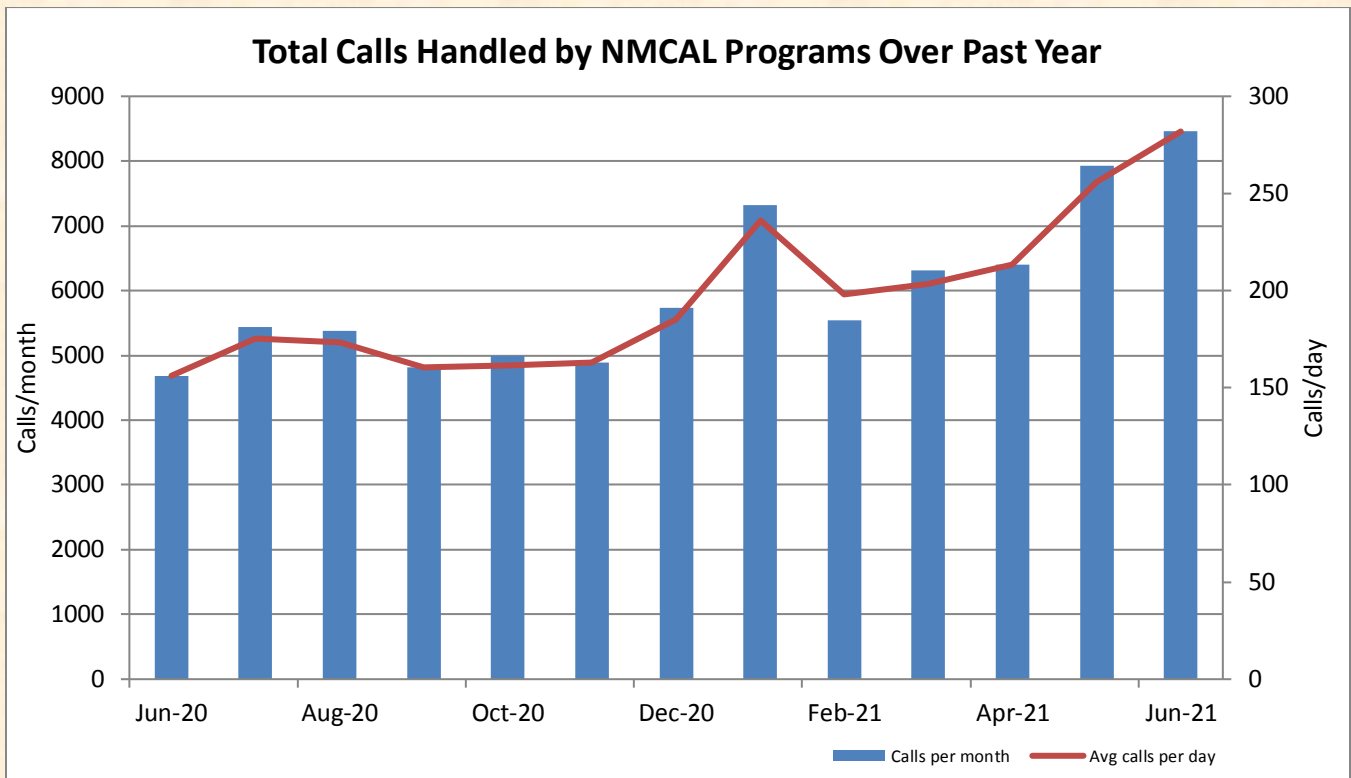
**Activations through NMConnect does not seem to be updating accurately at the time this report was generate. Protocol is currently in the prcess of verifying these numbers, and will update the report should this informaiton change.*

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	YTD 2021	June 2021	May 2021	June 2020
New Mexico Crisis and Access Line	3.5%	1.6%	2.9%	4.4%
National Suicide Prevention Lifeline	1.6%	0.8%	2.0%	6.0%
Warmline	13.3%	6.0%	12.0%	15.8%
Healthcare Worker & First Responder Line	13.8%	0.0%	0.0%	57.7%
CSA Programs	0.8%	0.3%	1.8%	1.0%
Total All New Mexico Accounts	6.0%	4.8%	7.9%	5.4%

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 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	June'21	May'21	June'20	YTD '21	June'21	May'21	June'20
Community Event	16	3	5	0				
Present on Program	32	6	6	1	1,324	192	695	62
Prevention Training	13	5	2	1	299	142	51	55
Community Meeting	180	38	34	28				
BH Provider Meeting	155	31	23	14				
Legislative Encounter	33	1	1	4				
Media Interviews	1	0	0	0				
TOTALS^	430	84	71	48	1,643	354	746	117

^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	June '21	May '21	*June '20
Total Inbound All Crisis Line Calls Handled	22,606	4,727	4,988	2,184
Total Inbound Clinical Calls Handled	12,822	2,212	2,380	1,799
Calling about Self	10,495	1,802	1,950	1,847
Calling about a Child	351	49	53	57
Calling about Another Adult	1,976	361	377	280
Outbound Crisis Line Calls	2,627	573	493	140
Information/Referral Calls	605	146	104	80
Seeking info about Program(s)	76	11	18	10
Public Safety Calls	83	13	15	4
Administrative Calls	319	13	7	7
Other Calls	2,046	332	213	434
Total All Crisis Line Calls Handled	27,985	5,300	5,481	3,746

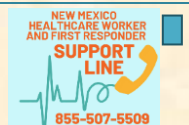
***Total calls handled does not include fax signals, hang ups, etc...*

Crisis Line Calls	YTD 2021	June '21	May '21	*June '20
**Average Clinical Call Length	26.9 min	25.5 min	25.4 min	22.7 min
Service Level (answered under 30 sec)	80.0%	84.6%	83.9%	83.5%
Abandonment Rate	4.9%	4.5%	4.6%	4.0%
Average Speed of Answer	23 sec	18 sec	22 sec	22 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	June '21	May '21	*June '20
Routine	52.9%	51.1%	51.7%	56.0%
Urgent	40.7%	42.5%	42.1%	37.7%
Emergent	6.4%	6.4%	6.2%	6.3%



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	June '21	May '21	*June '20
Bernalillo	4798	948	871	872
Catron	8	1	0	1
Chaves	191	36	32	22
Cibola	79	27	15	9
Colfax	43	12	8	6
Curry	131	26	21	25
De Baca	2	1	0	0
Dona Ana	679	124	121	148
Eddy	153	26	29	19
Grant	166	39	27	16
Guadalupe	16	5	4	4
Harding	1	0	1	0
Hidalgo	8	1	2	0
Lea	124	25	33	17
Lincoln	114	18	33	19
Los Alamos	38	6	4	6
Luna	51	12	7	6
McKinley	201	30	25	28
Mora	18	0	6	3
Otero	181	37	38	29
Quay	33	9	8	4
Rio Arriba	201	30	32	28
Roosevelt	49	6	15	9
San Juan	839	115	118	56
San Miguel	122	28	26	17
Sandoval	463	85	100	75
Santa Fe	951	135	182	109
Sierra	65	8	8	22
Socorro	72	7	17	14
Taos	312	45	46	31
Torrance	52	6	7	13
Union	9	5	1	0
Valencia	276	34	63	26
Outside NM	476	121	116	65



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	June '21	May '21	*June '20
Suicide	20.9%	23.6%	21.8%	22.9%
Substance Use	16.7%	18.6%	16.7%	13.2%
Anxiety	12.6%	10.9%	10.4%	13.7%
Situational Stress	9.9%	9.7%	10.5%	11.5%
Depression	6.3%	6.0%	5.5%	6.5%
Cognitive Concerns/Psychosis	5.6%	0.0%	5.1%	7.2%
Intimate Partner Relationship/Marital	3.7%	4.6%	4.1%	2.7%
Family Concerns	3.5%	4.6%	3.4%	3.7%
Grief/Loss	2.6%	2.9%	2.8%	1.9%
Loneliness	2.3%	2.4%	1.5%	1.7%
Health Issue/Chronic Pain	1.9%	1.7%	1.9%	1.8%
Trauma	1.8%	1.7%	2.2%	1.7%
Medication	1.4%	1.9%	1.0%	0.6%
Interpersonal Violence	1.4%	1.9%	1.6%	1.2%
Intentional Self Injury	1.2%	1.0%	1.8%	1.3%
Relationships (Non-Romantic)	0.7%	0.7%	1.0%	0.6%
Community Violence	0.5%	0.6%	0.6%	0.3%
Workplace Issue/Career Counseling	0.4%	0.4%	0.5%	0.3%
Sexual Assault	0.3%	0.1%	0.2%	0.2%
Sexuality/LGBTQ+ concerns	0.2%	0.2%	0.2%	0.1%
Other	6.5%	6.4%	7.1%	6.8%

Disposition at the end of the call - All Crisis Line Clinical Calls	YTD 2021	June '21	May '21	*June '20
Caller stabilized by counselor, and referred to community resources if appropriate	92.7%	92.7%	92.7%	92.1%
Counselor made an abuse report	1.1%	1.1%	0.9%	1.1%
Caller will take the person of concern to hospital	0.5%	0.3%	0.7%	0.7%
Caller agreed to go to the hospital	0.7%	0.9%	0.5%	0.6%
Caller agreed to call 911 regarding immediate danger	0.1%	0.2%	0.1%	0.2%
Caller conferenced to 911 due to immediate danger	2.2%	2.3%	2.0%	2.6%
Counselor contacted police with caller's consent	0.8%	1.0%	0.9%	0.5%
Counselor contacted police without caller's consent	2.0%	1.6%	2.2%	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 34.6% of the calls in June (32.5% 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	June '21	May '21	*June '20
Caller stabilized by counselor, and referred to community resources if appropriate	82.9%	84.9%	83.6%	81.7%
Caller will take the person of concern to the hospital	1.2%	0.7%	1.1%	1.7%
Caller agreed to go to the hospital	1.6%	2.0%	1.5%	1.3%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.3%	0.1%	0.2%
Caller conferenced to 911 due to immediate danger	6.0%	5.6%	4.6%	7.3%
Counselor contacted police with caller's consent	2.4%	2.3%	2.5%	1.7%
Counselor contacted police without caller's consent	5.7%	4.3%	6.5%	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 June 36.4% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 5.5% reported a history of substance use.

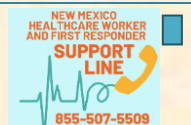
In June, callers identified Opioids as component of the primary reason for calling on 2.5% of NMCAL calls, and on 0.2% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	June '21	May '21	*June '20
NMCAL calls related to Opioid Use	707	130	139	59
Warmline calls related to Opioid Use	102	12	13	5

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	June '21	May '21	*June '20
NMCAL and NSPL	952	153	237	97
Warmline	744	169	140	25



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	June '21	May '21	*June '20
from NMCAL to Warmline	44	5	10	1
from Warmline to NMCAL	20	3	4	2

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	*June '21	*May '21	June '20
Total Calls Handled [^]	12,590	3,157	2,451	939
Average Call Length	18.3 min	19.3 min	17.8 min	15.3 min

[^]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	June '21	May '21	June '20
Total Conversations [^]	919	179	122	76
Text Messages Exchanged	18,052	3,196	2,835	1,174

[^]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	June '21	May '21	June '20
Caller reports feeling supported by the call	91.3%	88.9%	92.2%	97.2%
Caller received referrals	1.7%	1.6%	0.9%	0.5%
Caller was transferred to an NMCAL counselor	0.2%	0.1%	0.2%	0.2%
Emergency call to Public Safety was made	0.1%	0.1%	0.3%	0.0%
Other/None of the Above	6.7%	9.2%	6.3%	2.1%



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	June '21	May '21	June '20
Anxiety / Situational Stress	32.5%	33.3%	30.7%	26.3%
Isolation / Loneliness	22.4%	14.2%	18.5%	27.9%
Interpersonal Relationships	6.3%	8.4%	6.7%	7.8%
Depression	5.5%	5.8%	6.8%	7.8%
Anger Management	2.9%	2.5%	2.9%	5.2%
Grief / Loss	1.4%	1.7%	1.2%	0.9%
Healthcare	1.0%	1.4%	1.1%	N/A
Housing	0.7%	1.0%	0.6%	N/A
Substance Use	1.4%	1.0%	1.6%	0.1%
Employment/Education	0.7%	0.9%	0.9%	N/A
Abuse/Neglect	0.4%	0.7%	0.4%	0.8%
Medication / Wellness Check In	0.6%	0.7%	0.7%	0.6%
Spirituality	0.3%	0.5%	0.5%	N/A
Cognitive Concerns / Psychosis	0.3%	0.4%	0.3%	1.2%
Resources / Community Referrals	0.4%	0.4%	0.4%	0.3%
Sexual Assault	0.2%	0.3%	0.3%	0.1%
Thoughts of Suicide	0.3%	0.2%	0.6%	0.2%
Self-Injury Concerns	0.2%	0.0%	0.8%	0.5%
Immediate Support/Intervention	0.1%	0.2%	0.2%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	0.7%	1.0%	0.6%	0.9%
Other	21.7%	25.7%	24.2%	19.4%

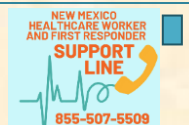
Parent/Family Peer Support Calls	YTD 2021	June '21	May '21	June '20
Parent	24	12	5	N/A
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	0	0	0	N/A
Resource/Foster Parent	2	2	0	N/A
Resource/Foster Child/Youth	0	0	0	N/A
Other Caregiver	2	1	1	N/A
Total Family Peer Support Calls	28	6	6	N/A



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	June '21	May '21	June '20
Bernalillo	3385	879	662	366
Catron	8	0	0	0
Chaves	3	3	0	0
Cibola	39	24	5	1
Colfax	0	0	0	0
Curry	186	0	0	44
De Baca	0	0	0	0
Dona Ana	468	100	93	44
Eddy	156	50	37	6
Grant	205	77	48	15
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	0
Lincoln	20	0	0	12
Los Alamos	0	0	0	0
Luna	1	0	0	1
McKinley	7	0	0	2
Mora	0	0	0	0
Otero	128	38	18	19
Quay	0	0	0	0
Rio Arriba	16	12	2	2
Roosevelt	1	0	0	0
San Juan	75	0	0	27
San Miguel	200	38	29	21
Sandoval	645	133	123	37
Santa Fe	335	72	43	6
Sierra	575	102	94	67
Socorro	8	0	5	0
Taos	777	196	148	61
Torrance	0	0	0	2
Union	0	0	0	0
Valencia	67	5	13	64
Outside NM	2	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

