



New Mexico Crisis and Access Line November 2021 Utilization Report

Overview of Programs.....	1-3
Crisis Line Call Data.....	4-7
Suicide Concerns Call Data.....	7
Substance Use and Veteran Data.....	7
Peer-to-Peer Warmline Data.....	8-

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	Nov '21	Oct '21	Nov '20
New Mexico Crisis and Access Line	30,261	2,103	2,148	2,676
National Suicide Prevention Lifeline	11,669	953	1,020	980
Healthcare Worker & First Responder Line	173	8	13	48
Core Service Agency Programs	9,321	600	621	798
Rio Grande Gorge Bridge Intercoms	164	15	10	11
Peer to Peer Warmlines [^]	33,313	4,017	3,575	1,110
Total Calls - All NM Accounts	84,901	7,696	7,387	5,623

[^] NOTE: Warmline 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	Nov '21	Oct '21	Nov '20
Warmline Text Message Conversations	2,193	297	273	102
Warmline Text Messages Exchanged	42,371	6,333	8,756	2,951
NMConnect Smartphone App Downloads	1,587	[^] 124	201	227
NMConnect – Activated Call to NMCAL	1,120	76	78	121
NMConnect – Activated Call to Warmline	1,135	104	98	168
NMConnect – Activated Text to Warmline	1,162	72	87	150
NMConnect – Activated Call to Healthcare Line	*445	73	59	N/A
NM 5-Actions Program Unique Visitors	5,702	355	431	433
NM 5-Actions Program Registered Users	572	33	37	39
NMCAL Website Pageviews	118,155	7,274	6,409	6,677
NMCAL Website Unique Sessions	89,058	6,349	4,096	4,708

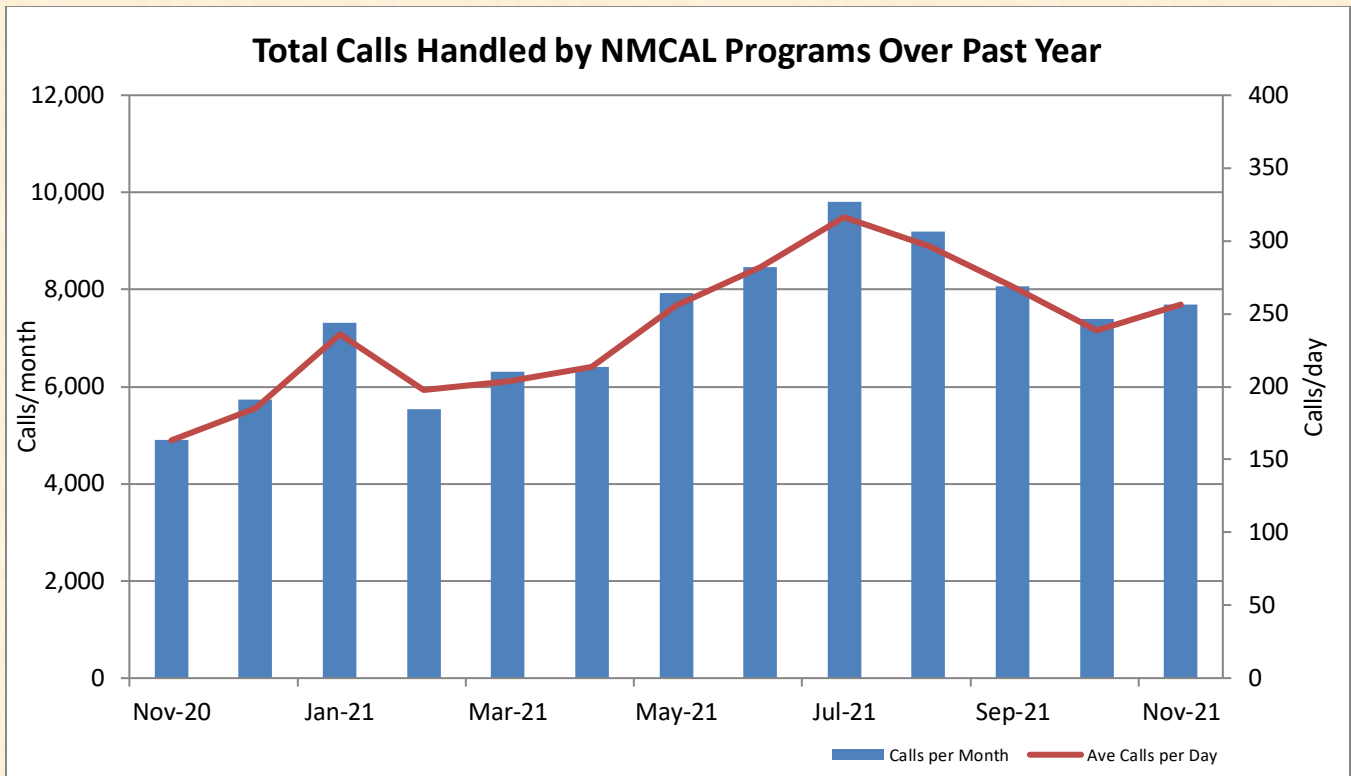
* Began tracking activations from NMConnect to the Healthcare Worker Support Line in June 2021

[^] Apple downloads data is unavailable for November 2021 at time of reporting

*Coronavirus/COVID concerns reported	YTD 2021	Nov '21	Oct '21	Nov '20
New Mexico Crisis and Access Line	2.2%	3.1%	1.8%	10.2%
National Suicide Prevention Lifeline	1.0%	1.0%	0.7%	7.7%
Warmline	5.7%	3.9%	4.1%	39.4%
Healthcare Worker & First Responder Line	9.8%	12.5%	7.7%	33.3%
CSA Programs	0.5%	1.7%	1.0%	3.3%
Total All New Mexico Accounts	3.2%	6.6%	5.2%	14.5%

*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	Nov' 21	Oct '21	Nov '20	YTD '21	Nov' 21	Oct '21	Nov '20
Community Event	26	0	2	0				
Present on Program	43	4	1	3	1,754	126	20	89
Prevention Training	18	1	0	1	536	101	0	34
Community Meeting	297	28	15	29				
BH Provider Meeting	233	5	14	23				
Legislative Encounter	36	0	0	5				
Media Interviews	5	0	0	2				
TOTALS^	658	32	32	63	2,290	227	20	123

^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	Nov '21	Oct '21	*Nov '20
** Total Inbound Crisis Line Calls Handled	43,048	3,274	3,386	2,981
**Total Inbound Clinical Calls Handled	21,566	1,415	1,486	1,908
Calling about Self	17,557	1,105	1,148	1,614
Calling about a Child	599	53	43	50
Calling about Another Adult	3,410	257	295	244
Outbound Crisis Line Calls	5,000	405	426	330
Information/Referral Calls	1,233	90	105	92
Seeking info about Program(s)	139	13	12	19
Public Safety Calls	126	3	10	11
Administrative Calls	370	5	17	8
Other Calls	3,162	156	152	514
**Total All Crisis Line Calls Handled	50,800	3,679	3,812	3,225

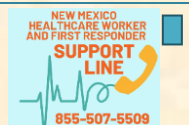
***Total calls handled does not include fax signals, hang ups, etc...*

Crisis Line Calls	YTD 2021	Nov '21	Oct '21	*Nov '20
**Average Clinical Call Length	27.0 min	28.8 min	29.0 min	26.3 min
Service Level (answered under 30 sec)	70.0%	44.5%	39.7%	81.9%
Abandonment Rate	11.1%	25.1%	23.6%	4.9%
Average Speed of Answer	42.7 sec	105 sec	107 sec	24 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	Nov '21	Oct '21	*Nov '20
Routine	50.5%	43.7%	40.4%	53.3%
Urgent	43.2%	48.7%	52.0%	41.2%
Emergent	6.3%	7.6%	7.6%	5.5%



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	Nov '21	Oct '21	*Nov '20
Bernalillo	8374	680	653	801
Catron	12	0	1	0
Chaves	370	28	34	25
Cibola	137	11	12	7
Colfax	95	7	9	12
Curry	224	22	21	14
De Baca	109	0	105	2
Dona Ana	1246	99	102	162
Eddy	284	26	15	35
Grant	297	21	20	25
Guadalupe	26	1	2	1
Harding	2	0	0	0
Hidalgo	15	2	2	2
Lea	219	24	20	14
Lincoln	172	5	11	15
Los Alamos	73	7	4	9
Luna	113	13	14	6
McKinley	372	24	26	40
Mora	26	1	2	2
Otero	305	27	24	25
Quay	59	6	2	9
Rio Arriba	352	20	29	26
Roosevelt	84	7	8	7
San Juan	1266	52	73	123
San Miguel	225	16	20	10
Sandoval	832	72	65	71
Santa Fe	1608	111	123	105
Sierra	120	11	8	11
Socorro	109	10	8	13
Taos	571	29	52	79
Torrance	104	7	13	15
Union	28	13	0	1
Valencia	468	33	33	62
Outside NM	917	73	65	56



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	Nov '21	Oct '21	*Nov '20
Suicide	22.4%	27.0%	29.1%	20.5%
Substance Use	17.1%	18.0%	18.7%	14.9%
Anxiety	11.5%	9.8%	10.8%	12.4%
Situational Stress	9.8%	8.3%	7.4%	9.8%
Cognitive Concerns/Psychosis	5.6%	6.6%	4.6%	6.0%
Depression	5.8%	4.4%	4.5%	7.5%
Family Concerns	3.3%	3.1%	2.8%	2.8%
Intimate Partner Relationship/Marital	3.6%	3.0%	3.3%	3.5%
Trauma	1.9%	2.1%	1.9%	1.7%
Intentional Self Injury	1.3%	2.1%	1.6%	0.5%
Grief/Loss	2.3%	2.0%	1.5%	1.9%
Interpersonal Violence	1.4%	1.8%	1.5%	1.1%
Loneliness	2.0%	1.7%	1.2%	5.0%
Health Issue/Chronic Pain	1.8%	1.4%	1.3%	3.5%
Medication	1.4%	1.1%	1.5%	0.6%
Community Violence	0.6%	0.7%	0.5%	0.4%
Relationships (Non-Romantic)	0.7%	0.6%	0.5%	1.2%
Harm to Others**	0.1%	0.6%	0.9%	N/A
Sexual Assault	0.3%	0.5%	0.1%	0.2%
Sexuality/LGBTQ+ concerns	0.1%	0.2%	0.1%	0.1%
Workplace Issue/Career Counseling	0.4%	0.1%	0.3%	0.3%
Other	6.4%	4.8%	6.2%	6.1%

**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	Nov '21	Oct '21	*Nov '20
Caller stabilized by counselor, and referred to community resources if appropriate	92.6%	91.1%	91.6%	93.8%
Counselor made an abuse report	1.1%	1.6%	0.9%	0.5%
Caller will take the person of concern to hospital	0.5%	0.6%	0.8%	0.3%
Caller agreed to go to the hospital	0.6%	0.6%	0.2%	0.5%
Caller agreed to call 911 regarding immediate danger	0.2%	0.3%	0.2%	0.4%
Caller conferenced to 911 due to immediate danger	2.2%	2.8%	2.3%	2.1%
Counselor contacted police with caller's consent	0.9%	0.8%	1.6%	1.0%
Counselor contacted police without caller's consent	1.9%	2.1%	2.4%	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 40.6% of the calls in November (34.5% 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	Nov '21	Oct '21	*Nov '20
Caller stabilized by counselor, and referred to community resources if appropriate	84.0%	84.3%	85.1%	86.3%
Caller will take the person of concern to the hospital	1.0%	0.7%	1.0%	0.6%
Caller agreed to go to the hospital	1.3%	1.6%	0.3%	1.0%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.7%	0.1%	0.9%
Caller conferenced to 911 due to immediate danger	5.6%	6.3%	4.7%	5.2%
Counselor contacted police with caller's consent	2.6%	1.9%	3.6%	2.1%
Counselor contacted police without caller's consent	5.2%	4.5%	5.2%	4.0%

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns. In November 36.1% 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 November, callers identified Opioids as component of the primary reason for calling on 2.0% of NMCAL calls, and on 0.2% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	Nov '21	Oct '21	*Nov '20
NMCAL calls related to Opioid Use	1229	74	98	87
Warmline calls related to Opioid Use	167	7	4	25

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	Nov '21	Oct '21	*Nov '20
NMCAL and NSPL	1622	114	115	108
Warmline	1578	151	152	55



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	Nov '21	Oct '21	*Nov '20
from NMCAL to Warmline	99	10	9	9
from Warmline to NMCAL	45	6	7	5

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	Nov '21	Oct '21	Nov '20
Total Calls Handled [^]	32,703	4,017	3,575	1,110
Average Call Length	17.0 min	14.9 min	15.6 min	22.9 min

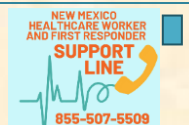
[^]Total calls handled does not include test calls, fax signals, etc...

*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	Nov '21	Oct '21	Nov '20
Total Conversations [^]	1,976	297	273	102
Text Messages Exchanged	42,371	6,333	8,756	2,951

[^]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	Nov '21	Oct '21	Nov '20
Caller reports feeling supported by the call	90.2%	88.6%	90.0%	96.2%
Caller received referrals	2.1%	2.9%	2.3%	0.3%
Caller was transferred to an NMCAL counselor	0.2%	0.3%	0.3%	0.5%
Emergency call to Public Safety was made	0.1%	0.0%	0.1%	0.0%
Other/None of the Above	7.3%	8.1%	7.3%	3.0%



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	Nov '21	Oct '21	Nov '20
Anxiety / Situational Stress	36.9%	39.9%	37.8%	42.0%
Isolation / Loneliness	19.3%	18.1%	18.2%	31.6%
Depression	5.3%	5.0%	5.3%	5.0%
Interpersonal Relationships	5.8%	4.5%	5.1%	3.0%
Anger Management	2.5%	1.7%	2.4%	3.9%
Grief / Loss	1.3%	1.3%	1.4%	1.6%
Substance Use	1.2%	0.7%	0.9%	0.6%
Cognitive Concerns / Psychosis	0.4%	0.6%	0.2%	1.0%
Healthcare	0.9%	0.6%	1.0%	N/A
Housing	0.6%	0.6%	0.3%	N/A
Thoughts of Suicide	0.3%	0.6%	0.6%	0.3%
Resources / Community Referrals	0.5%	0.5%	0.7%	0.6%
Spirituality	0.3%	0.3%	0.5%	N/A
Employment/Education	0.5%	0.3%	0.4%	N/A
Self-Injury Concerns	0.1%	0.2%	0.1%	0.0%
Abuse/Neglect	0.4%	0.2%	0.5%	0.1%
Medication / Wellness Check In	0.4%	0.1%	0.2%	0.5%
Sexual Assault	0.2%	0.0%	0.1%	0.0%
Immediate Support/Intervention	0.0%	0.0%	0.0%	0.1%
Administrative Call	0.0%	0.0%	0.0%	0.1%
Other Mental Health Concern	1.2%	3.1%	1.8%	1.1%
Other	21.8%	21.8%	22.5%	8.6%

Parent/Family Peer Support Calls	YTD 2021	Nov '21	Oct '21	*Nov '20
Parent	38	5	3	N/A
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	2	0	0	N/A
Resource/Foster Parent	5	0	0	N/A
Resource/Foster Child/Youth	0	0	0	N/A
Other Caregiver	7	0	0	N/A
Total Family Peer Support Calls	52	5	3	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	Nov '21	Oct '21	Nov '20
Bernalillo	7,725	776	763	393
Catron	8	0	0	0
Chaves	62	5	6	3
Cibola	66	6	9	1
Colfax	8	1	0	0
Curry	186	0	0	76
De Baca	0	0	0	0
Dona Ana	1,260	282	173	57
Eddy	518	29	59	14
Grant	583	72	52	8
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	0
Lincoln	20	0	0	8
Los Alamos	0	0	0	0
Luna	1	0	0	1
McKinley	7	0	0	0
Mora	0	0	0	0
Otero	387	62	47	26
Quay	0	0	0	0
Rio Arriba	111	5	6	4
Roosevelt	1	0	0	0
San Juan	75	0	0	55
San Miguel	396	40	48	25
Sandoval	1,166	119	109	51
Santa Fe	900	116	121	10
Sierra	1,596	228	187	61
Socorro	54	8	10	0
Taos	1,543	90	97	89
Torrance	0	0	0	0
Union	0	0	0	0
Valencia	175	41	37	61
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

