



New Mexico Crisis and Access Line October 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, 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	Oct '21	Sept '21	Oct '20
New Mexico Crisis and Access Line	28,158	2,148	2,237	2,527
National Suicide Prevention Lifeline	10,716	1,020	1,116	767
Healthcare Worker & First Responder Line	165	13	11	19
Core Service Agency Programs	8,721	621	647	810
Rio Grande Gorge Bridge Intercoms	149	10	8	21
Peer to Peer Warmlines [^]	29,296	3,575	4,041	1,180
Total Calls - All NM Accounts	77,205	7,387	8,060	5,324

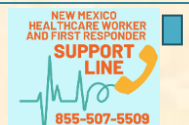
[^] NOTE: Warmlines call center hours expanded from 3:30 p.m. – 11:30 p.m. to 7:00 a.m. – 11:30 p.m. effective 5/31/2021

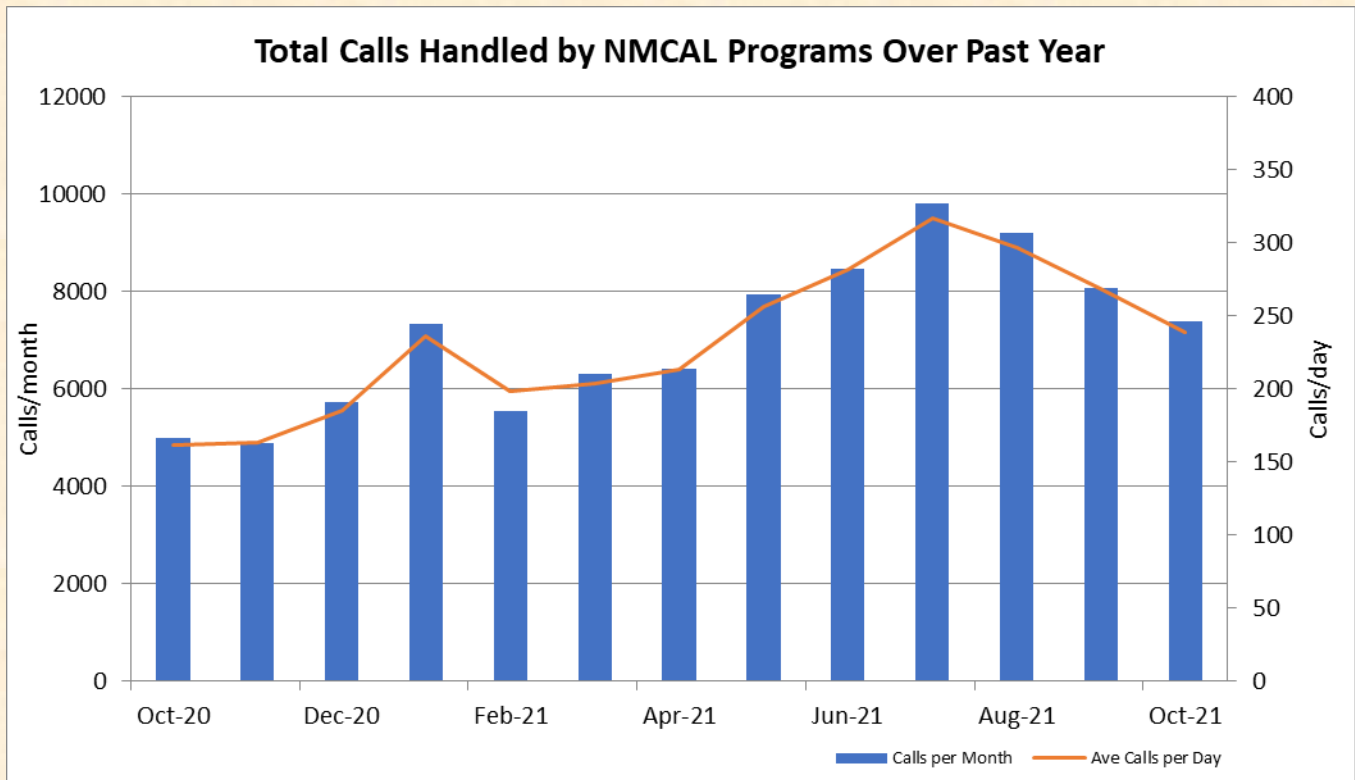
Overview of Digital Programs	YTD 2021	Oct '21	Sept '21	Oct '20
Warmlines Text Message Conversations	1,896	273	120	99
Warmlines Text Messages Exchanged	36,038	8,756	2,632	2,100
NMConnect Smartphone App Downloads	1,463	201	163	216
NMConnect – Activated Call to NMCAL	704	78	86	131
NMConnect – Activated Call to Warmlines	755	98	105	159
NMConnect – Activated Text to Warmlines	830	87	72	123
NMConnect – Activated Call to Healthcare Line	*125	59	66	N/A
NM 5-Actions Program Unique Visitors	5,347	431	416	433
NM 5-Actions Program Registered Users	539	37	34	39
NMCAL Website Pageviews	110,881	6,409	8,731	4,552
NMCAL Website Unique Sessions	82,709	4,096	5,257	3,163

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

*Coronavirus/COVID concerns reported	YTD 2021	Oct '21	Sept '21	Oct '20
New Mexico Crisis and Access Line	2.3%	1.8%	2.9%	8.9%
National Suicide Prevention Lifeline	1.0%	0.7%	1.9%	7.8%
Warmlines	6.5%	4.1%	4.6%	34.7%
Healthcare Worker & First Responder Line	10.3%	7.7%	18.2%	52.9%
CSA Programs	0.5%	1.0%	1.7%	4.1%
Total All New Mexico Accounts	3.5%	5.2%	7.1%	14.8%

*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	Oct'21	Sept '21	Oct'20	YTD '21	Oct'21	Sept'21	Oct'20
Community Event	26	2	5	0				
Present on Program	39	1	4	3	1,628	20	226	95
Prevention Training	17	0	2	1	435	0	68	60
Community Meeting	269	15	22	32				
BH Provider Meeting	228	14	17	16				
Legislative Encounter	36	0	1	3				
Media Interviews	5	0	1	3				
TOTALS^	620	32	52	58	2,063	20	294	155

^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	Oct '21	Sept '21	*Oct '20
** Total Inbound Crisis Line Calls Handled	39,774	3,386	3,698	*2,994
**Total Inbound Clinical Calls Handled	20,151	1,486	1,610	*2,128
Calling about Self	16,452	1,148	1,287	*1,816
Calling about a Child	546	43	53	*47
Calling about Another Adult	3,153	295	270	*265
Outbound Crisis Line Calls	4,595	426	321	*386
Information/Referral Calls	1,143	105	117	*82
Seeking info about Program(s)	126	12	11	*9
Public Safety Calls	123	10	10	*6
Administrative Calls	365	17	10	*5
Other Calls	3,006	152	158	*318
**Total All Crisis Line Calls Handled	47,121	3,812	4,019	*3,819

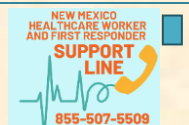
***Total calls handled does not include fax signals, hang ups, etc...*

Crisis Line Calls	YTD 2021	Oct '21	Sept '21	*Oct '20
**Average Clinical Call Length	26.6 min	29.0 min	27.0 min	28.8 min
Service Level (answered under 30 sec)	72.6%	39.7%	39.6%	66.9%
Abandonment Rate	9.9%	23.6%	28.2%	10.0%
Average Speed of Answer	36 sec	107 sec	87 sec	76 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	Oct '21	Sept '21	*Oct '20
Routine	51.0%	40.4%	48.7%	50.8%
Urgent	42.8%	52.0%	46.0%	42.6%
Emergent	6.3%	7.6%	5.3%	6.6%



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	Oct '21	Sept '21	*Oct '20
Bernalillo	7694	653	640	947
Catron	12	1	1	2
Chaves	342	34	35	16
Cibola	126	12	10	15
Colfax	88	9	7	9
Curry	202	21	15	12
De Baca	109	105	0	0
Dona Ana	1147	102	110	289
Eddy	258	15	14	23
Grant	276	20	22	20
Guadalupe	25	2	3	5
Harding	2	0	0	0
Hidalgo	13	2	1	0
Lea	195	20	14	15
Lincoln	167	11	11	9
Los Alamos	66	4	13	7
Luna	100	14	4	4
McKinley	348	26	34	32
Mora	25	2	2	0
Otero	278	24	23	23
Quay	53	2	6	3
Rio Arriba	332	29	28	25
Roosevelt	77	8	9	8
San Juan	1214	73	63	179
San Miguel	209	20	21	24
Sandoval	760	65	67	60
Santa Fe	1497	123	147	131
Sierra	109	8	11	13
Socorro	99	8	7	31
Taos	542	52	90	59
Torrance	97	13	8	4
Union	15	0	3	2
Valencia	435	33	47	34
Outside NM	844	65	79	82



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	Oct '21	Sept '21	*Oct '20
Suicide	22.0%	29.1%	23.6%	22.3%
Substance Use	17.1%	18.7%	18.7%	16.2%
Anxiety	11.7%	10.8%	9.7%	8.5%
Situational Stress	9.9%	7.4%	11.6%	11.1%
Cognitive Concerns/Psychosis	5.6%	4.6%	5.6%	6.8%
Depression	5.9%	4.5%	4.7%	7.1%
Intimate Partner Relationship/Marital	3.6%	3.3%	3.1%	2.8%
Family Concerns	3.3%	2.8%	3.6%	3.6%
Trauma	1.9%	1.9%	2.3%	1.5%
Intentional Self Injury	1.2%	1.6%	1.6%	1.2%
Grief/Loss	2.3%	1.5%	1.5%	1.5%
Interpersonal Violence	1.4%	1.5%	1.4%	0.8%
Medication	1.5%	1.5%	1.3%	0.5%
Health Issue/Chronic Pain	1.8%	1.3%	1.7%	2.2%
Loneliness	2.0%	1.2%	1.6%	5.0%
Harm to Others**	0.1%	0.9%	0.4%	N/A
Community Violence	0.6%	0.5%	1.0%	0.3%
Relationships (Non-Romantic)	0.7%	0.5%	0.5%	0.7%
Workplace Issue/Career Counseling	0.4%	0.3%	0.2%	0.3%
Sexual Assault	0.3%	0.1%	0.2%	0.4%
Sexuality/LGBTQ+ concerns	0.1%	0.1%	0.5%	0.2%
Other	6.5%	6.2%	5.6%	6.9%

**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	Oct '21	Sept '21	*Oct '20
Caller stabilized by counselor, and referred to community resources if appropriate	92.7%	91.6%	93.5%	92.6%
Counselor made an abuse report	1.1%	0.9%	1.0%	0.7%
Caller will take the person of concern to hospital	0.5%	0.8%	0.2%	0.5%
Caller agreed to go to the hospital	0.6%	0.2%	0.6%	0.4%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.2%	0.1%
Caller conferenced to 911 due to immediate danger	2.1%	2.3%	2.4%	3.3%
Counselor contacted police with caller's consent	0.9%	1.6%	0.7%	0.8%
Counselor contacted police without caller's consent	1.9%	2.4%	1.3%	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 45.5% of the calls in October (34.1% 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	Oct '21	Sept '21	*Oct '20
Caller stabilized by counselor, and referred to community resources if appropriate	84.0%	85.1%	86.2%	84.4%
Caller will take the person of concern to the hospital	1.0%	1.0%	0.5%	1.3%
Caller agreed to go to the hospital	1.3%	0.3%	1.0%	0.6%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.1%	0.3%	0.0%
Caller conferenced to 911 due to immediate danger	5.6%	4.7%	5.8%	7.6%
Counselor contacted police with caller's consent	2.6%	3.6%	2.4%	1.8%
Counselor contacted police without caller's consent	5.3%	5.2%	3.7%	4.3%

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns in their life. In October 40.6% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 4.7% reported a history of substance use.

In October, callers identified Opioids as component of the primary reason for calling on 2.6% of NMCAL calls, and on 0.1% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	YTD 2021	Oct '21	Sept '21	*Oct '20
NMCAL calls related to Opioid Use	1,155	98	95	104
Warmline calls related to Opioid Use	160	4	16	21

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	Oct '21	Sept '21	*Oct '20
NMCAL and NSPL	1,508	115	122	69
Warmline	1,427	152	162	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	Oct '21	Sept '21	*Oct '20
from NMCAL to Warmline	89	9	7	4
from Warmline to NMCAL	39	7	0	3

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	Oct '21	Sept '21	Oct '20
Total Calls Handled [^]	28,686	3,575	4,041	1,180
Average Call Length	16.7 min	15.6 min	15.9 min	20.3 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	Oct '21	Sept '21	Oct '20
Total Conversations [^]	1,679	273	120	99
Text Messages Exchanged	36,038	8,756	2,632	2,100

[^]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	Oct '21	Sept '21	Oct '20
Caller reports feeling supported by the call	90.4%	90.0%	91.1%	95.8%
Caller received referrals	2.1%	2.3%	2.0%	0.9%
Caller was transferred to an NMCAL counselor	0.2%	0.3%	0.0%	0.3%
Emergency call to Public Safety was made	0.1%	0.1%	0.0%	0.0%
Other/None of the Above	7.2%	7.3%	6.8%	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	Oct '21	Sept '21	Oct '20
Anxiety / Situational Stress	36.5%	37.8%	39.6%	29.4%
Isolation / Loneliness	19.4%	18.2%	17.2%	39.6%
Depression	5.3%	5.3%	5.1%	4.7%
Interpersonal Relationships	6.0%	5.1%	5.8%	4.3%
Anger Management	2.6%	2.4%	2.4%	3.8%
Grief / Loss	1.3%	1.4%	1.3%	1.3%
Healthcare	1.0%	1.0%	0.7%	N/A
Substance Use	1.3%	0.9%	1.2%	0.5%
Resources / Community Referrals	0.5%	0.7%	0.4%	0.4%
Thoughts of Suicide	0.3%	0.6%	0.2%	0.2%
Abuse/Neglect	0.4%	0.5%	0.5%	0.2%
Spirituality	0.3%	0.5%	0.2%	N/A
Employment/Education	0.6%	0.4%	0.3%	N/A
Housing	0.6%	0.3%	0.4%	N/A
Medication / Wellness Check In	0.5%	0.2%	0.2%	0.4%
Cognitive Concerns / Psychosis	0.4%	0.2%	0.3%	0.7%
Sexual Assault	0.2%	0.1%	0.0%	0.9%
Self-Injury Concerns	0.1%	0.1%	0.0%	0.0%
Immediate Support/Intervention	0.0%	0.0%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	0.9%	1.8%	0.9%	0.5%
Other	21.8%	22.5%	23.2%	13.3%

Parent/Family Peer Support Calls	YTD 2021	Oct '21	Sept '21	Oct '20
Parent	33	3	1	N/A
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	2	0	2	N/A
Resource/Foster Parent	5	0	0	N/A
Resource/Foster Child/Youth	0	0	0	N/A
Other Caregiver	7	0	2	N/A
Total Family Peer Support Calls	47	3	5	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	Oct '21	Sept '21	Oct '20
Bernalillo	6,949	763	923	396
Catron	8	0	0	0
Chaves	57	6	7	0
Cibola	60	9	6	0
Colfax	7	0	1	0
Curry	186	0	0	77
De Baca	0	0	0	0
Dona Ana	978	173	90	50
Eddy	489	59	80	7
Grant	511	52	111	3
Guadalupe	0	0	0	0
Harding	0	0	0	0
Hidalgo	0	0	0	0
Lea	0	0	0	0
Lincoln	20	0	0	5
Los Alamos	0	0	0	0
Luna	1	0	0	3
McKinley	7	0	0	0
Mora	0	0	0	0
Otero	325	47	58	0
Quay	0	0	0	0
Rio Arriba	106	6	28	1
Roosevelt	1	0	0	0
San Juan	75	0	0	87
San Miguel	356	48	17	28
Sandoval	1,047	109	119	67
Santa Fe	784	121	104	16
Sierra	1,368	187	236	56
Socorro	46	10	18	0
Taos	1,453	97	174	68
Torrance	0	0	0	0
Union	0	0	0	0
Valencia	134	37	13	81
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

