

# New Mexico Crisis and Access Line February 2022 Utilization Report

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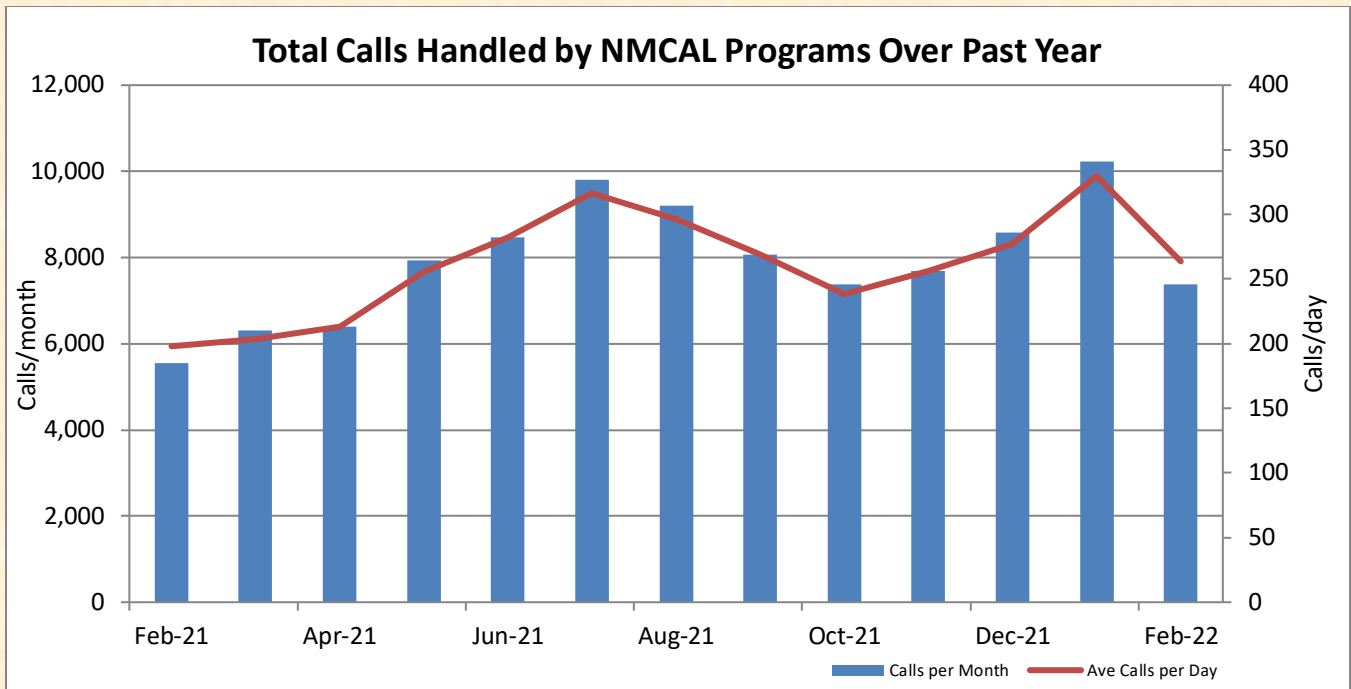


## PROGRAM OVERVIEW

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, and the Department of Health Office of School and Adolescent Health to deliver trauma informed responsive care through the least restrictive and most culturally inclusive approach available.

Overview of Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
New Mexico Crisis and Access Line	20,949	5,274	1,958	3,316	2,602
National Suicide Prevention Lifeline	8,436	2,176	1,008	1,168	904
Healthcare Worker & First Responder Line	109	38	19	19	19
Core Service Agency Programs	7,273	2,050	1,079	971	672
Rio Grande Gorge Bridge Intercoms	119	23	6	17	5
Peer to Peer Warmlines <sup>^</sup>	32,229	8,047	3,316	4,731	1,342
<b>Total Calls - All NM Accounts</b>	<b>69,115</b>	<b>17,608</b>	<b>7,386</b>	<b>10,222</b>	<b>5,544</b>

Overview of Digital Programs	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Warmlines Text Message Conversations	1,686	410	191	219	356
Warmlines Text Messages Exchanged	38,292	9,481	4,840	4,641	2,973
NMConnect Smartphone Downloads	1,372	314	174	140	211
– Activated Call to NMCAL	772	129	77	52	127
– Activated Call to Warmlines	873	190	96	94	124
– Activated Text to Warmlines	706	142	67	75	125
– Activated Call to Healthcare Line	566	104	51	53	N/A
NM 5-Actions Program Unique Visitors	3,760	1,211	510	701	671
NM 5-Actions Program Registered Users	299	55	24	31	90
NMCAL Website Pageviews	138,030	74,026	36,889	37,137	5,872
NMCAL Website Unique Sessions	111,043	63,004	32,367	30,637	3,928
Social Media Facebook Page Reach	835,666	523,397	260,873	262,524	N/A
Social Media Facebook Page Visits	2,113	1,259	686	573	N/A
Path to Wellness Email Sends	876,437	244,499	113,223	131,276	N/A

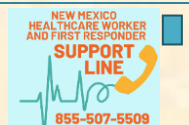


We continue engaging in the community, sharing information about the programs array of services, and participating as behavioral health advocates supporting New Mexicans and the system of care.

Public Awareness & Community Engagement								
	# of encounters				# of participants			
	YTD '22	Feb '22	Jan '22	Feb '21	YTD '22	Feb '22	Jan '22	Feb '21
Community Engagements	100	52	48	49				
Program Presentations	11	6	5	4	283	223	60	125
Prevention Trainings	3	2	1	0	333	153	180	0
Legislative Encounters	25	4	21	17				
Media Interviews	4	1	3	1				
<b>TOTALS</b>	<b>143</b>	<b>65</b>	<b>68</b>	<b>71</b>	<b>616</b>	<b>376</b>	<b>240</b>	<b>125</b>

*Coronavirus/COVID concerns reported	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
New Mexico Crisis and Access Line	3.6%	3.1%	1.6%	4.0%	6.0%
National Suicide Prevention Lifeline	1.7%	2.0%	1.6%	2.3%	2.9%
Warmline	5.5%	4.8%	5.8%	4.1%	25.9%
Healthcare Worker & First Responder Line	11.0%	13.2%	10.5%	15.8%	23.5%
CSA Programs	0.9%	0.6%	0.5%	0.8%	1.3%
<b>Total All New Mexico Accounts</b>	<b>4.0%</b>	<b>3.5%</b>	<b>6.1%</b>	<b>6.7%</b>	<b>9.5%</b>

\*Began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call on March 17, 2020



## CRISIS LINE UTILIZATION DATA

The following tables and charts provide information about crisis line calls handled by mental health professionals 24 hours a day, 7 days a week, 365 days a year 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.

Overview of Crisis Line Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
* Total Inbound Crisis Line Calls Handled	33,152	8,686	3,651	5,035	2,626
*Total Inbound Clinical Calls Handled	13,557	3,100	1,434	1,666	1,856
Calling about Self	10,936	2,497	1,148	1,349	1,523
Calling about a Child	379	83	46	37	60
Calling about Another Adult	2,242	520	240	280	273
Outbound Crisis Line Calls	3,734	875	419	456	327
Information/Referral Calls	870	182	84	98	103
Seeking info about Program(s)	85	17	8	9	12
Public Safety Calls	66	15	7	8	13
Administrative Calls	62	9	4	5	8
Other Calls	1,780	423	181	242	634
<b>*Total All Crisis Line Calls Handled</b>	<b>36,886</b>	<b>9,561</b>	<b>4,070</b>	<b>5,491</b>	<b>4,453</b>

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

Crisis Line Call Statistics	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
*Average Clinical Call Length	27.0 min	26.9 min	27.0 min	26.5 min	26.4 min
Service Level (answered under 30 sec)	53.4%	49.9%	43.6%	54.5%	79.4%
Abandonment Rate	19.9%	22.4%	24.9%	20.0%	5.6%
Average Speed of Answer	75 sec	87 sec	105 sec	72 sec	27 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	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Routine	45.9%	46.1%	45.1%	46.8%	56.0%
Urgent	47.7%	47.8%	49.1%	46.6%	38.1%
Emergent	6.4%	6.2%	5.8%	6.6%	6.0%



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	SFY22 (7/1-6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Bernalillo	5,709	1,344	640	704	710
Catron	14	7	6	1	3
Chaves	272	65	38	27	23
Cibola	104	29	17	12	8
Colfax	78	16	9	7	6
Curry	169	42	16	26	18
De Baca	4	1	1	0	0
Dona Ana	846	156	61	95	96
Eddy	202	55	29	26	16
Grant	191	36	17	19	27
Guadalupe	13	2	0	2	2
Harding	1	0	0	0	0
Hidalgo	10	3	3	0	0
Lea	168	48	17	31	11
Lincoln	103	30	10	20	19
Los Alamos	53	7	4	3	11
Luna	91	19	9	10	12
McKinley	260	56	29	27	34
Mora	14	3	2	1	4
Otero	236	70	30	40	21
Quay	41	9	5	4	3
Rio Arriba	266	69	35	34	37
Roosevelt	56	13	9	4	4
San Juan	665	153	67	86	192
San Miguel	185	61	22	39	14
Sandoval	546	114	53	61	53
Santa Fe	1,045	251	102	149	139
Sierra	68	8	4	4	7
Socorro	72	30	15	15	11
Taos	386	72	37	35	50
Torrance	87	25	7	18	6
Union	25	7	6	1	0
Valencia	284	88	35	53	46
Outside NM	722	175	67	108	61



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	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Suicide	25.3%	26.3%	26.9%	25.8%	18.3%
Substance Use	17.7%	17.7%	17.2%	18.0%	16.4%
Anxiety	9.8%	9.2%	9.0%	9.3%	15.1%
Situational Stress	9.4%	9.0%	8.6%	9.3%	8.9%
Depression	5.3%	5.6%	6.2%	5.1%	7.4%
Cognitive Concerns/Psychosis	5.6%	5.6%	3.9%	7.0%	8.2%
Family Concerns	3.2%	3.7%	3.9%	3.6%	3.1%
Intimate Partner Relationship/Marital	3.4%	3.4%	3.9%	3.0%	2.7%
Grief/Loss	2.1%	2.5%	2.3%	2.6%	2.2%
Interpersonal Violence	1.5%	1.4%	2.3%	0.7%	1.0%
Intentional Self Injury	1.6%	1.9%	2.2%	1.6%	1.3%
Medication	1.5%	1.4%	1.7%	1.1%	1.2%
Loneliness	1.6%	1.3%	1.4%	1.2%	1.9%
Trauma	1.9%	1.3%	1.4%	1.3%	1.7%
Health Issue/Chronic Pain	1.5%	1.3%	1.1%	1.4%	1.3%
Workplace Issue/Career Counseling	0.3%	0.5%	0.6%	0.4%	0.7%
Harm to Others	0.7%	0.6%	0.6%	0.6%	N/A
Relationships (Non-Romantic)	0.6%	0.4%	0.3%	0.5%	0.4%
Community Violence	0.6%	0.2%	0.1%	0.2%	0.8%
Sexual Assault	0.2%	0.2%	0.1%	0.2%	0.5%
Sexuality/LGBTQ+ concerns	0.1%	0.1%	0.1%	0.1%	0.2%
Other	6.2%	6.5%	6.2%	6.8%	6.8%

Crisis Line Referrals^ - to community resources	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Referred to Community BH Agency	3,650	840	378	462	450
*Submitted OpenBeds Referral	26	20	5	15	N/A
Recommended Wraparound Program	65	33	18	15	3
Recommended Family Peer Support	9	3	1	2	0
*Suggested NM 5-Actions Program	83	68	28	40	0
*Offered Warmline Program	56	39	19	20	0
Already in Services	2,001	599	262	337	294
Referral Declined	1,883	412	187	225	274
Situation Ineligible for Referral	1,740	369	188	181	396

\*Option added in December 2021

^Multiple options can be selected, resulting in a data collection in more than one field within this table

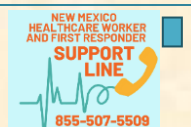


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Caller stabilized by counselor, and referred to community resources if appropriate	92.5%	92.9%	92.1%	93.6%	94.0%
Counselor made an abuse report	1.2%	1.0%	1.3%	0.7%	1.0%
Caller will take person of concern to hospital	0.4%	0.3%	0.4%	0.2%	0.4%
Caller agreed to go to the hospital	0.5%	0.5%	0.7%	0.2%	0.7%
Caller agreed to call 911 regarding immediate danger	0.2%	0.1%	0.1%	0.2%	0.1%
Caller conferenced to 911 due to immediate danger	2.1%	1.9%	1.9%	2.0%	1.3%
Counselor contacted police with caller's consent	1.1%	1.1%	1.4%	0.9%	0.5%
Counselor contacted police without caller's consent	1.9%	2.2%	2.1%	2.2%	1.9%

### 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 39.2% of the calls. 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 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	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Caller stabilized by counselor, and referred to community resources if appropriate	85.5%	85.7%	84.9%	86.5%	82.8%
Caller will take person of concern to hospital	0.7%	0.5%	0.5%	0.5%	1.2%
Caller agreed to go to the hospital	1.1%	0.7%	1.2%	0.3%	2.4%
Caller agreed to call 911 regarding immediate danger	0.3%	0.1%	0.2%	0.0%	0.3%
Caller conferenced to 911 due to immediate danger	4.8%	4.4%	4.3%	4.5%	5.3%
Counselor contacted police with caller's consent	2.8%	2.8%	3.0%	2.6%	2.1%
Counselor contacted police without caller's consent	4.8%	5.8%	5.9%	5.7%	5.8%



## 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 in collaboration, we are able to connect callers to either program during an engagement.

Calls Transferred Within Program	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
from NMCAL to Warmline	80	15	11	4	6
from Warmline to NMCAL	34	2	1	1	4

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns. In February 34.8% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 5.0% reported a history of substance use.

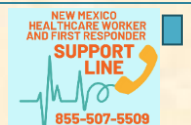
In February, callers identified Opioids as component of the primary reason for calling on 5.8% of NMCAL calls, and on 0.4% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
NMCAL calls related to Opioid Use	805	188	93	105	104
Warmline calls related to Opioid Use	93	18	13	5	12

## Calls from 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	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
NMCAL and NSPL	988	172	86	86	162
Warmline	1,240	244	106	138	108



## 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	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
*Total Calls Handled	32,229	8,047	3,316	4,731	1,342
Average Call Length	16.4 min	17.1 min	18.2 min	16.9 min	16.9 min

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

Warmline Text Message Data	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Total Conversations	1,686	410	191	219	356
Text Messages Exchanged in Conversations	38,292	9,481	4,840	4,641	2,973

Parent/Family Peer Support Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Parent	25	3	0	3	5
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	2	0	0	0	0
Resource/Foster Parent	2	0	0	0	0
Resource/Foster Child/Youth	342	48	31	17	0
Other Caregiver	29	17	11	6	0
Noted as a Family Peer Support Call	400	68	42	11	0

Outcome of Warmline Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Caller reports feeling supported by the call	89.8%	90.9%	91.7%	90.2%	89.4%
Caller received referrals	3.0%	3.7%	3.6%	3.9%	1.7%
Caller was transferred to an NMCAL counselor	0.2%	0.0%	0.0%	0.0%	0.3%
Emergency call to Public Safety was made	0.0%	0.1%	0.0%	0.1%	0.1%
Other/None of the Above	7.0%	5.3%	4.7%	5.8%	8.5%

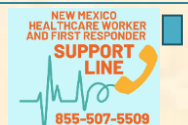
Peer support is grounded in recovery principles and provides a supportive environment for wellness conversations. The Warmline is appropriate for people experiencing non-crisis, pre-crisis, and post-crisis experiences with mental health, behavioral health, and substance use concerns.





Primary Presenting Problem in Warmline Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Anxiety / Situational Stress	37.2%	32.1%	31.9%	32.3%	31.0%
Isolation / Loneliness	19.2%	23.3%	23.0%	23.6%	28.4%
Depression	5.6%	5.7%	5.8%	5.7%	5.0%
Interpersonal Relationships	5.4%	4.7%	4.2%	5.2%	4.5%
Anger Management	2.1%	2.0%	2.3%	1.7%	2.9%
Grief / Loss	1.5%	2.0%	2.2%	1.8%	1.0%
Healthcare	1.2%	1.8%	1.8%	1.9%	0.2%
Housing	0.6%	0.8%	1.2%	0.4%	0.2%
Substance Use	1.0%	0.8%	1.1%	0.5%	0.8%
Employment and Education	0.4%	0.6%	0.5%	0.7%	0.8%
Thoughts of Suicide	0.4%	0.3%	0.4%	0.2%	0.2%
Abuse/Neglect	0.4%	0.3%	0.3%	0.4%	0.2%
Cognitive Concerns / Psychosis	0.4%	0.2%	0.3%	0.2%	0.2%
Sexual Assault	0.1%	0.2%	0.3%	0.1%	0.4%
Spirituality	0.3%	0.3%	0.3%	0.2%	N/A
Resources / Community Referrals	0.5%	0.4%	0.2%	0.5%	0.2%
Self-Injury	0.1%	0.2%	0.2%	0.2%	0.1%
Medication / Wellness Check In	0.3%	0.2%	0.1%	0.2%	0.8%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.1%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Other	20.8%	19.2%	18.2%	20.0%	21.9%
Other Mental Health Concern	2.5%	4.9%	5.8%	4.1%	0.8%

Warmline Referrals <sup>^</sup> - to community resources	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Referred to Community BH Agency	249	22	13	9	26
*Submitted OpenBeds Referral	0	0	0	0	N/A
Referred to Community Support Services	993	93	53	40	15
Recommended Support Meeting	207	31	18	13	2
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	4	0	0	0	0
*Suggested NM 5-Actions Program	11	9	5	4	0
Already in Services	2,842	753	316	437	88
Referral Declined	285	32	10	22	0
Situation Ineligible for Referral	11,450	2,762	1,491	1,271	898



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 -Warmline Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Feb 2022	Jan 2022	Feb 2021
Bernalillo	6,993	1,809	883	926	538
Catron	0	0	0	0	0
Chaves	77	8	3	5	0
Cibola	42	9	3	6	5
Colfax	20	8	6	2	0
Curry	0	0	0	0	96
De Baca	0	0	0	0	0
Dona Ana	1,480	458	244	214	63
Eddy	380	14	4	10	10
Grant	573	140	69	71	13
Guadalupe	0	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	0	0	0	0	0
Lea	0	0	0	0	0
Lincoln	0	0	0	0	9
Los Alamos	0	0	0	0	0
Luna	0	0	0	0	0
McKinley	0	0	0	0	1
Mora	19	19	0	19	0
Otero	336	45	45	0	25
Quay	0	0	0	0	0
Rio Arriba	109	5	0	5	1
Roosevelt	6	6	6	0	0
San Juan	0	0	0	0	49
San Miguel	317	71	30	41	36
Sandoval	869	221	95	126	68
Santa Fe	838	166	76	90	58
Sierra	1,757	522	206	316	66
Socorro	70	11	8	3	0
Taos	1,018	180	87	93	79
Torrance	0	0	0	0	0
Union	0	0	0	0	0
Valencia	191	18	4	14	9
Outside NM	0	0	0	0	2



The New Mexico Crisis and Access Line offers a variety of services to support people, and ensure that there is a continuum of care. When you, or someone you know, is ready for mental health assistance, access any of these programs in the moment support is needed:

## “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



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. And, 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 have incorporated these additional programs into our array of services to ensure there is no wrong door to accessing help:

- Answering calls as an accredited provider on the 988 National Suicide Prevention Lifeline,
- Supporting people Taos Rio Grande Gorge Bridge,
- Providing after hours support for community mental health agencies (CSA),
- Following up with an outbound call to youth and young adults (*Garrett Lee Smith grant*),
- Posting information on a dedicated mental health resource website,
- Providing an online self-guided digital 5-Actions Program™ for people experiencing addiction,
- Delivering Path to Wellness public awareness messages of hope,
- Creating memorandums of understanding with public safety agencies (*to support mental health calls transferred from dispatch response centers*),
- Facilitating community prevention trainings,
- Advocating for mental health wellness, and
- Delivering easy access to our services through our NMConnect Smartphone app.