

# New Mexico Crisis and Access Line January 2022 Utilization Report

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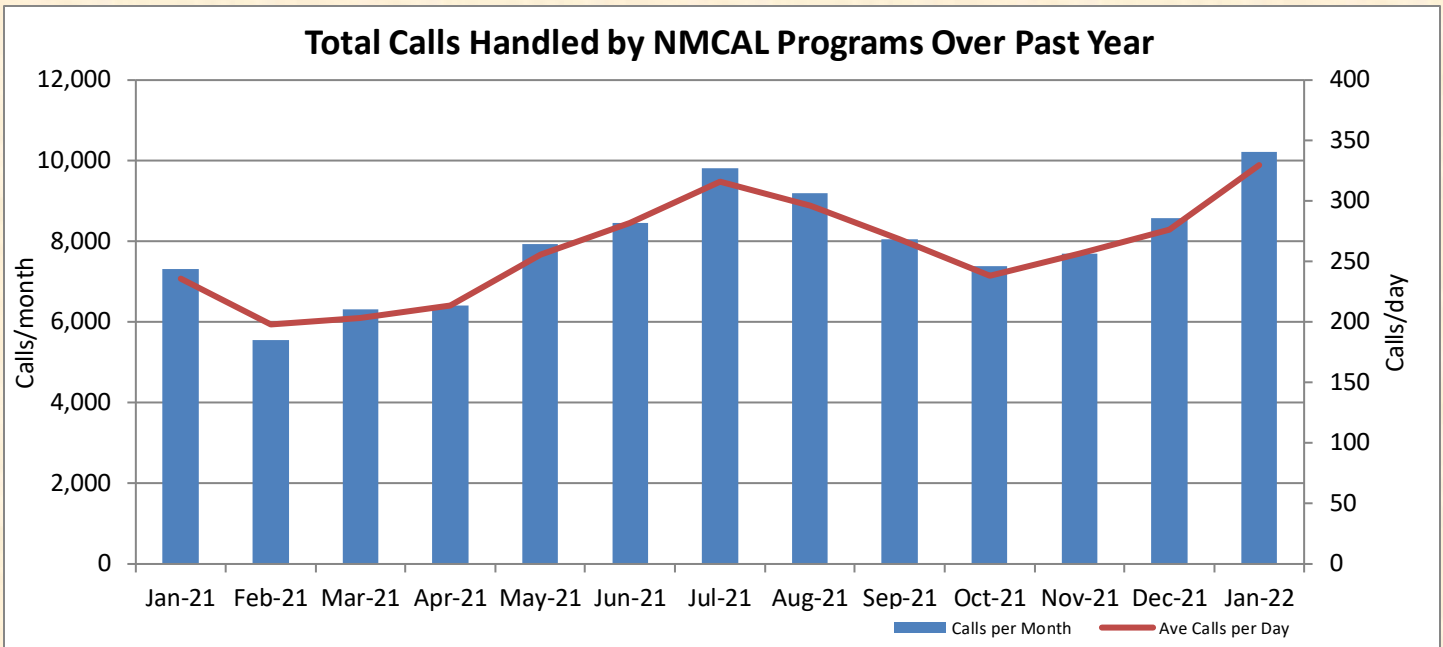


## PROGRAM OVERVIEW

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<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022   | Dec<br>2021  | Jan<br>2021  |
|--|----------------------|-------------------------|---------------|--------------|--------------|
| New Mexico Crisis and Access Line        | 18,991               | 3,316                   | 3,316         | 2,739        | 3,118        |
| National Suicide Prevention Lifeline     | 7,428                | 1,168                   | 1,168         | 1,061        | 1,111        |
| Healthcare Worker & First Responder Line | 90                   | 19                      | 19            | 14           | 24           |
| Core Service Agency Programs             | 6,194                | 971                     | 971           | 683          | 854          |
| Rio Grande Gorge Bridge Intercoms        | 113                  | 17                      | 17            | 13           | 14           |
| Peer to Peer Warmlines <sup>^</sup>      | 28,913               | 4,731                   | 4,731         | 4,069        | 2,200        |
| <b>Total Calls - All NM Accounts</b>     | <b>61,729</b>        | <b>10,222</b>           | <b>10,222</b> | <b>8,579</b> | <b>7,321</b> |

| Overview of Digital Programs          | SFY22<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|---------------------------------------|----------------------|-------------------------|-------------|-------------|-------------|
| Warmlines Text Message Conversations  | 1,495                | 219                     | 219         | 219         | 217         |
| Warmlines Text Messages Exchanged     | 33,452               | 4,641                   | 4,641       | 4,492       | 2,698       |
| NMConnect Smartphone Downloads        | 1,198                | 140                     | 140         | 163         | 169         |
| – Activated Call to NMCAL             | 695                  | 52                      | 52          | 67          | 96          |
| – Activated Call to Warmlines         | 777                  | 94                      | 94          | 97          | 100         |
| – Activated Text to Warmlines         | 639                  | 75                      | 75          | 59          | 101         |
| – Activated Call to Healthcare Line   | 515                  | 53                      | 53          | 50          | N/A         |
| NM 5-Actions Program Unique Visitors  | 3,250                | 701                     | 701         | 407         | 816         |
| NM 5-Actions Program Registered Users | 275                  | 31                      | 31          | 35          | 71          |
| NMCAL Website Pageviews               | 102,091              | 37,137                  | 37,137      | 27,860      | 5,312       |
| NMCAL Website Unique Sessions         | 79,651               | 30,637                  | 30,637      | 22,846      | 4,306       |
| Social Media Facebook Page Reach      | 574,793              | 262,524                 | 262,524     | 213,569     | N/A         |
| Social Media Facebook Page Visits     | 1,427                | 573                     | 573         | 479         | N/A         |
| Path to Wellness Email Sends          | 763,214              | 131,276                 | 131,276     | 109,444     | N/A         |

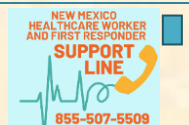


We continue engaging in the community, sharing information about the programs array of services, and participating as behavioral health advocates supporting New Mexicans and the system of care.

| Public Awareness & Community Engagement |                 |           |           |           |                   |            |            |            |
|---|-----------------|-----------|-----------|-----------|-------------------|------------|------------|------------|
|   | # of encounters |           |           |           | # of participants |            |            |            |
|   | YTD '22         | Jan '22   | Dec '21   | Jan '21   | YTD '22           | Jan '22    | Dec '21    | Jan '21    |
| Community Engagements                   | 48              | 48        | 33        | 36        |                   |            |            |            |
| Program Presentations                   | 5               | 5         | 4         | 3         | 60                | 60         | 142        | 136        |
| Prevention Trainings                    | 1               | 1         | 3         | 0         | 180               | 180        | 159        | 0          |
| Legislative Encounters                  | 21              | 21        | 1         | 3         |                   |            |            |            |
| Media Interviews                        | 3               | 3         | 0         | 1         |                   |            |            |            |
| <b>TOTALS</b>                           | <b>68</b>       | <b>68</b> | <b>41</b> | <b>43</b> | <b>240</b>        | <b>240</b> | <b>301</b> | <b>136</b> |

| *Coronavirus/COVID concerns reported     | SFY22<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021  |
|--|----------------------|-------------------------|-------------|-------------|--------------|
| New Mexico Crisis and Access Line        | 3.8%                 | 4.0%                    | 4.0%        | 5.5%        | 9.5%         |
| National Suicide Prevention Lifeline     | 1.7%                 | 2.3%                    | 2.3%        | 2.2%        | 5.2%         |
| Warmline                                 | 5.4%                 | 4.1%                    | 4.1%        | 3.9%        | 36.9%        |
| Healthcare Worker & First Responder Line | 11.1%                | 15.8%                   | 15.8%       | 7.1%        | 69.2%        |
| CSA Programs                             | 1.0%                 | 0.8%                    | 0.8%        | 0.7%        | 4.5%         |
| <b>Total All New Mexico Accounts</b>     | <b>4.0%</b>          | <b>6.7%</b>             | <b>6.7%</b> | <b>7.5%</b> | <b>21.0%</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<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022  | Dec<br>2021  | Jan<br>2021  |
|---|----------------------|-------------------------|--------------|--------------|--------------|
| * Total Inbound Crisis Line Calls Handled   | 29,501               | 5,035                   | 5,035        | 4,024        | 3,121        |
| *Total Inbound Clinical Calls Handled       | 12,123               | 1,666                   | 1,666        | 1,713        | 2,469        |
| Calling about Self                          | 9,788                | 1,349                   | 1,349        | 1,377        | 2,085        |
| Calling about a Child                       | 333                  | 37                      | 37           | 48           | 68           |
| Calling about Another Adult                 | 2,002                | 280                     | 280          | 288          | 316          |
| Outbound Crisis Line Calls                  | 3,315                | 456                     | 456          | 486          | 466          |
| Information/Referral Calls                  | 786                  | 98                      | 98           | 60           | 134          |
| Seeking info about Program(s)               | 77                   | 9                       | 9            | 5            | 23           |
| Public Safety Calls                         | 59                   | 8                       | 8            | 8            | 11           |
| Administrative Calls                        | 58                   | 5                       | 5            | 2            | 5            |
| Other Calls                                 | 1,599                | 242                     | 242          | 241          | 545          |
| <b>*Total All Crisis Line Calls Handled</b> | <b>32,816</b>        | <b>5,491</b>            | <b>5,491</b> | <b>4,510</b> | <b>4,082</b> |

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

| Crisis Line Call Statistics           | SFY22<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|---------------------------------------|----------------------|-------------------------|-------------|-------------|-------------|
| *Average Clinical Call Length         | 26.9 min             | 26.5 min                | 26.5 min    | 28.7 min    | 26.7 min    |
| Service Level (answered under 30 sec) | 54.8%                | 54.5%                   | 54.5%       | 61.4%       | 90.6%       |
| Abandonment Rate                      | 19.1%                | 20.0%                   | 20.0%       | 17.0%       | 2.2%        |
| Average Speed of Answer               | 71 sec               | 72 sec                  | 72 sec      | 56 sec      | 14 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<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|-------------------------------------|----------------------|-------------------------|-------------|-------------|-------------|
| Routine                             | 46.0%                | 46.8%                   | 46.8%       | 43.1%       | 59.3%       |
| Urgent                              | 47.5%                | 46.6%                   | 46.6%       | 50.5%       | 34.9%       |
| Emergent                            | 6.5%                 | 6.6%                    | 6.6%        | 6.4%        | 5.8%        |



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<br>(7/1-6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|---------------------|---------------------|-------------------------|-------------|-------------|-------------|
| Bernalillo          | 5,069               | 704                     | 704         | 789         | 871         |
| Catron              | 8                   | 1                       | 1           | 3           | 0           |
| Chaves              | 234                 | 27                      | 27          | 28          | 19          |
| Cibola              | 87                  | 12                      | 12          | 17          | 11          |
| Colfax              | 69                  | 7                       | 7           | 10          | 3           |
| Curry               | 153                 | 26                      | 26          | 34          | 32          |
| De Baca             | 3                   | 0                       | 0           | 1           | 1           |
| Dona Ana            | 785                 | 95                      | 95          | 123         | 126         |
| Eddy                | 173                 | 26                      | 26          | 16          | 25          |
| Grant               | 174                 | 19                      | 19          | 24          | 28          |
| Guadalupe           | 13                  | 2                       | 2           | 1           | 0           |
| Harding             | 1                   | 0                       | 0           | 0           | 0           |
| Hidalgo             | 7                   | 0                       | 0           | 0           | 1           |
| Lea                 | 151                 | 31                      | 31          | 25          | 17          |
| Lincoln             | 93                  | 20                      | 20          | 15          | 13          |
| Los Alamos          | 49                  | 3                       | 3           | 11          | 5           |
| Luna                | 82                  | 10                      | 10          | 10          | 4           |
| McKinley            | 231                 | 27                      | 27          | 33          | 40          |
| Mora                | 12                  | 1                       | 1           | 3           | 5           |
| Otero               | 206                 | 40                      | 40          | 42          | 25          |
| Quay                | 36                  | 4                       | 4           | 6           | 4           |
| Rio Arriba          | 231                 | 34                      | 34          | 46          | 37          |
| Roosevelt           | 47                  | 4                       | 4           | 8           | 7           |
| San Juan            | 598                 | 86                      | 86          | 85          | 239         |
| San Miguel          | 163                 | 39                      | 39          | 21          | 28          |
| Sandoval            | 493                 | 61                      | 61          | 63          | 78          |
| Santa Fe            | 943                 | 149                     | 149         | 137         | 207         |
| Sierra              | 64                  | 4                       | 4           | 5           | 8           |
| Socorro             | 57                  | 15                      | 15          | 5           | 14          |
| Taos                | 349                 | 35                      | 35          | 55          | 96          |
| Torrance            | 80                  | 18                      | 18          | 10          | 15          |
| Union               | 19                  | 1                       | 1           | 1           | 1           |
| Valencia            | 249                 | 53                      | 53          | 43          | 72          |
| Outside NM          | 655                 | 108                     | 108         | 106         | 67          |



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<br>-Crisis Line Clinical Calls | SFY22<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|--|----------------------|-------------------------|-------------|-------------|-------------|
| Suicide  | 25.0%                | 25.8%                   | 25.8%       | 25.1%       | 16.2%       |
| Substance Use  | 17.8%                | 18.0%                   | 18.0%       | 16.7%       | 14.3%       |
| Anxiety  | 9.9%                 | 9.3%                    | 9.3%        | 9.6%        | 14.4%       |
| Situational Stress                                       | 9.5%                 | 9.3%                    | 9.3%        | 9.6%        | 10.5%       |
| Cognitive Concerns/Psychosis                             | 5.8%                 | 7.0%                    | 7.0%        | 5.3%        | 8.2%        |
| Depression   | 5.2%                 | 5.1%                    | 5.1%        | 6.3%        | 7.8%        |
| Family Concerns  | 3.1%                 | 3.6%                    | 3.6%        | 2.8%        | 3.2%        |
| Intimate Partner Relationship/Marital                    | 3.3%                 | 3.0%                    | 3.0%        | 3.2%        | 2.7%        |
| Grief/Loss   | 2.1%                 | 2.0%                    | 2.6%        | 2.8%        | 2.7%        |
| Intentional Self Injury                                  | 1.5%                 | 1.6%                    | 1.6%        | 1.4%        | 0.8%        |
| Health Issue/Chronic Pain                                | 1.6%                 | 1.4%                    | 1.4%        | 1.4%        | 3.0%        |
| Trauma   | 2.0%                 | 1.3%                    | 1.3%        | 1.7%        | 1.5%        |
| Loneliness   | 1.6%                 | 1.2%                    | 1.2%        | 1.9%        | 3.9%        |
| Medication   | 1.4%                 | 1.1%                    | 1.1%        | 1.4%        | 1.9%        |
| Interpersonal Violence                                   | 1.4%                 | 0.7%                    | 0.7%        | 1.4%        | 1.0%        |
| Harm to Others   | 0.7%                 | 0.6%                    | 0.6%        | 1.3%        | N/A         |
| Relationships (Non-Romantic)                             | 06.0%                | 0.5%                    | 0.5%        | 0.5%        | 0.7%        |
| Workplace Issue/Career Counseling                        | 0.3%                 | 0.4%                    | 0.4%        | 0.3%        | 0.2%        |
| Community Violence                                       | 0.7%                 | 0.2%                    | 0.2%        | 0.4%        | 0.3%        |
| Sexual Assault   | 0.3%                 | 0.2%                    | 0.2%        | 0.3%        | 0.3%        |
| Sexuality/LGBTQ+ concerns                                | 0.1%                 | 0.1%                    | 0.1%        | 0.1%        | 0.1%        |
| Other  | 6.2%                 | 6.8%                    | 6.8%        | 6.6%        | 6.5%        |

| Crisis Line Referrals <sup>^</sup><br>- to community resources | SFY22<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|--|----------------------|-------------------------|-------------|-------------|-------------|
| Referred to Community BH Agency                                | 3,374                | 462                     | 462         | 505         | 536         |
| *Submitted OpenBeds Referral                                   | 21                   | 15                      | 15          | 6           | N/A         |
| Recommended Wraparound Program                                 | 62                   | 15                      | 15          | 13          | 5           |
| Recommended Family Peer Support                                | 10                   | 2                       | 2           | 1           | 0           |
| *Suggested NM 5-Actions Program                                | 55                   | 40                      | 40          | 15          | 0           |
| *Offered Warmline Program                                      | 37                   | 20                      | 20          | 17          | 0           |
| Already in Services  | 2,076                | 337                     | 337         | 321         | 362         |
| Referral Declined  | 1,921                | 225                     | 225         | 241         | 406         |
| Situation Ineligible for Referral                              | 1,733                | 181                     | 181         | 231         | 527         |

\*Option added in December 2021

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

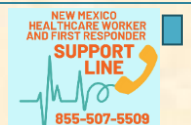


| Disposition at the end of the call<br>-All Crisis Line Clinical Calls              | SFY22<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|--|----------------------|-------------------------|-------------|-------------|-------------|
| Caller stabilized by counselor, and referred to community resources if appropriate | 92.5%                | 93.6%                   | 93.6%       | 92.0%       | 92.9%       |
| Counselor made an abuse report   | 1.2%                 | 0.7%                    | 0.7%        | 1.6%        | 0.8%        |
| Caller will take person of concern to hospital                                     | 0.5%                 | 0.2%                    | 0.2%        | 0.4%        | 0.5%        |
| Caller agreed to go to the hospital  | 0.5%                 | 0.2%                    | 0.2%        | 1.0%        | 0.7%        |
| Caller agreed to call 911 regarding immediate danger                               | 0.2%                 | 0.2%                    | 0.2%        | 0.2%        | 0.1%        |
| Caller conferenced to 911 due to immediate danger                                  | 2.2%                 | 2.0%                    | 2.0%        | 1.8%        | 2.5%        |
| Counselor contacted police with caller's consent                                   | 1.1%                 | 0.9%                    | 0.9%        | 1.4%        | 0.6%        |
| Counselor contacted police without caller's consent                                | 1.9%                 | 2.2%                    | 2.2%        | 1.6%        | 1.8%        |

### 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 39.1% 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<br>-Crisis Line Clinical Calls Involving Suicide | SFY22<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|---|----------------------|-------------------------|-------------|-------------|-------------|
| Caller stabilized by counselor, and referred to community resources if appropriate  | 85.6%                | 86.5%                   | 86.5%       | 85.8%       | 80.7%       |
| Caller will take person of concern to hospital                                      | 0.7%                 | 0.5%                    | 0.5%        | 2.3%        | 1.4%        |
| Caller agreed to go to the hospital   | 1.0%                 | 0.3%                    | 0.3%        | 0.1%        | 1.7%        |
| Caller agreed to call 911 regarding immediate danger                                | 0.3%                 | 0.0%                    | 0.0%        | 3.7%        | 0.4%        |
| Caller conferenced to 911 due to immediate danger                                   | 4.9%                 | 4.5%                    | 4.5%        | 3.3%        | 7.6%        |
| Counselor contacted police with caller's consent                                    | 2.8%                 | 2.6%                    | 2.6%        | 4.0%        | 2.3%        |
| Counselor contacted police without caller's consent                                 | 4.7%                 | 5.7%                    | 5.7%        | 1.6%        | 5.9%        |



## 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<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|----------------------------------|----------------------|-------------------------|-------------|-------------|-------------|
| from NMCAL to Warmline           | 69                   | 4                       | 4           | 10          | 12          |
| from Warmline to NMCAL           | 33                   | 1                       | 1           | 7           | 2           |

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns. In December 35.9% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 5.8% reported a history of substance use.

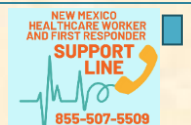
In December, callers identified Opioids as component of the primary reason for calling on 6.3% of NMCAL calls, and on 0.1% of the calls on the Peer-to-Peer Warmline.

| Calls Related to Opioid Use          | SFY22<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|--------------------------------------|----------------------|-------------------------|-------------|-------------|-------------|
| NMCAL calls related to Opioid Use    | 722                  | 105                     | 105         | 95          | 128         |
| Warmline calls related to Opioid Use | 80                   | 5                       | 5           | 10          | 41          |

## 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<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|---|----------------------|-------------------------|-------------|-------------|-------------|
| NMCAL and NSPL  | 902                  | 86                      | 86          | 146         | 159         |
| Warmline  | 1,134                | 138                     | 138         | 162         | 88          |



## 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<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|---------------------------|----------------------|-------------------------|-------------|-------------|-------------|
| *Total Calls Handled      | 28,913               | 4,731                   | 4,731       | 4,069       | 1590        |
| Average Call Length       | 16.1 min             | 16.9 min                | 16.9 min    | 17.4 min    | 17.2 min    |

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

| Warmline Text Message Data               | SFY22<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|--|----------------------|-------------------------|-------------|-------------|-------------|
| Total Conversations                      | 1,495                | 219                     | 219         | 219         | 217         |
| Text Messages Exchanged in Conversations | 33,452               | 4,641                   | 4,641       | 4,492       | 2,698       |

| Parent/Family Peer Support Calls                                | SFY22<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|---|----------------------|-------------------------|-------------|-------------|-------------|
| Parent  | 25                   | 3                       | 3           | 6           | N/A         |
| Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i> | 2                    | 0                       | 0           | 0           | N/A         |
| Resource/Foster Parent  | 2                    | 0                       | 0           | 0           | N/A         |
| Resource/Foster Child/Youth                                     | 311                  | 17                      | 17          | 107         | N/A         |
| Other Caregiver   | 18                   | 6                       | 6           | 8           | N/A         |
| Noted as a Family Peer Support Call                             | 65                   | 11                      | 11          | 14          | N/A         |

| Outcome of Warmline Calls                    | SFY22<br>(7/1– 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|--|----------------------|-------------------------|-------------|-------------|-------------|
| Caller reports feeling supported by the call | 89.5%                | 90.2%                   | 90.2%       | 89.4%       | 90.5%       |
| Caller received referrals                    | 2.9%                 | 3.9%                    | 3.9%        | 4.0%        | 4.2%        |
| Caller was transferred to an NMCAL counselor | 0.2%                 | 0.0%                    | 0.0%        | 0.3%        | 0.1%        |
| Emergency call to Public Safety was made     | 0.0%                 | 0.1%                    | 0.1%        | 0.0%        | 0.0%        |
| Other/None of the Above                      | 7.3%                 | 5.8%                    | 5.8%        | 6.2%        | 5.2%        |

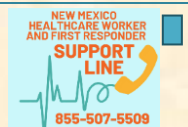
Peer support is grounded in recovery principles and provides a supportive environment for wellness conversations. The Warmline is appropriate for people experiencing non-crisis, pre-crisis, and post-crisis experiences with mental health, behavioral health, and substance use concerns.





| Primary Presenting Problem in Warmline Calls | SFY22<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|--|----------------------|-------------------------|-------------|-------------|-------------|
| Anxiety / Situational Stress                 | 37.9%                | 32.3%                   | 32.3%       | 32.7%       | 36.1%       |
| Isolation / Loneliness                       | 18.7%                | 23.6%                   | 23.6%       | 22.3%       | 28.1%       |
| Depression                                   | 5.5%                 | 5.7%                    | 5.7%        | 7.2%        | 4.5%        |
| Interpersonal Relationships                  | 5.6%                 | 5.2%                    | 5.2%        | 6.6%        | 5.1%        |
| Healthcare                                   | 1.1%                 | 1.9%                    | 1.9%        | 1.3%        | N/A         |
| Grief / Loss                                 | 1.4%                 | 1.8%                    | 1.8%        | 1.5%        | 2.1%        |
| Anger Management                             | 2.1%                 | 1.7%                    | 1.7%        | 2.3%        | 2.7%        |
| Employment and Education                     | 0.4%                 | 0.7%                    | 0.7%        | 0.3%        | N/A         |
| Resources / Community Referrals              | 0.5%                 | 0.5%                    | 0.5%        | 0.2%        | 0.5%        |
| Substance Use                                | 1.0%                 | 0.5%                    | 0.5%        | 1.4%        | 3.0%        |
| Housing                                      | 0.5%                 | 0.4%                    | 0.4%        | 0.4%        | N/A         |
| Abuse/Neglect                                | 0.4%                 | 0.4%                    | 0.4%        | 0.3%        | 0.3%        |
| Spirituality                                 | 0.3%                 | 0.2%                    | 0.2%        | 0.4%        | N/A         |
| Cognitive Concerns / Psychosis               | 0.4%                 | 0.2%                    | 0.2%        | 0.3%        | 0.4%        |
| Medication / Wellness Check In               | 0.3%                 | 0.2%                    | 0.2%        | 0.3%        | 0.3%        |
| Self-Injury                                  | 0.1%                 | 0.2%                    | 0.2%        | 0.2%        | 0.1%        |
| Thoughts of Suicide                          | 0.4%                 | 0.2%                    | 0.2%        | 0.6%        | 0.3%        |
| Sexual Assault                               | 0.1%                 | 0.1%                    | 0.1%        | 0.0%        | 0.1%        |
| Immediate support                            | 0.0%                 | 0.0%                    | 0.0%        | 0.0%        | 0.0%        |
| Administrative Call                          | 0.0%                 | 0.0%                    | 0.0%        | 0.0%        | 0.0%        |
| Other  | 21.2%                | 20.0%                   | 20.0%       | 19.2%       | 16.0%       |
| Other Mental Health Concern                  | 2.1%                 | 4.1%                    | 4.1%        | 2.4%        | 0.4%        |

| Warmline Referrals^<br>- to community resources | SFY22<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|---|----------------------|-------------------------|-------------|-------------|-------------|
| Referred to Community BH Agency                 | 236                  | 9                       | 9           | 13          | N/A         |
| *Submitted OpenBeds Referral                    | 0                    | 0                       | 0           | 0           | N/A         |
| Referred to Community Support Services          | 940                  | 40                      | 40          | 55          | N/A         |
| Recommended Support Meeting                     | 189                  | 13                      | 13          | 13          | N/A         |
| Recommended Wraparound Program                  | 0                    | 0                       | 0           | 0           | N/A         |
| Recommended Family Peer Support                 | 4                    | 0                       | 0           | 0           | N/A         |
| *Suggested NM 5-Actions Program                 | 6                    | 4                       | 4           | 2           | N/A         |
| Already in Services                             | 2,526                | 437                     | 437         | 406         | N/A         |
| Referral Declined                               | 275                  | 22                      | 22          | 28          | N/A         |
| Situation Ineligible for Referral               | 9,959                | 1,271                   | 1,271       | 1,271       | 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<br>-Warmline Calls | SFY22<br>(7/1- 6/30) | YTD 2022<br>(1/1-12/31) | Jan<br>2022 | Dec<br>2021 | Jan<br>2021 |
|--|----------------------|-------------------------|-------------|-------------|-------------|
| Bernalillo                             | 6,110                | 926                     | 926         | 844         | 556         |
| Catron                                 | 0                    | 0                       | 0           | 0           | 0           |
| Chaves                                 | 74                   | 5                       | 5           | 10          | 0           |
| Cibola                                 | 39                   | 6                       | 6           | 6           | 3           |
| Colfax                                 | 14                   | 2                       | 2           | 4           | 0           |
| Curry                                  | 0                    | 0                       | 0           | 0           | 0           |
| De Baca                                | 0                    | 0                       | 0           | 0           | 0           |
| Dona Ana                               | 1,236                | 214                     | 214         | 230         | 71          |
| Eddy                                   | 376                  | 10                      | 10          | 4           | 23          |
| Grant                                  | 504                  | 71                      | 71          | 55          | 7           |
| 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           | 0           |
| Los Alamos                             | 0                    | 0                       | 0           | 0           | 0           |
| Luna                                   | 0                    | 0                       | 0           | 0           | 0           |
| McKinley                               | 0                    | 0                       | 0           | 0           | 0           |
| Mora                                   | 19                   | 19                      | 19          | 0           | 0           |
| Otero                                  | 291                  | 0                       | 0           | 32          | 16          |
| Quay                                   | 0                    | 0                       | 0           | 0           | 0           |
| Rio Arriba                             | 109                  | 5                       | 5           | 9           | 0           |
| Roosevelt                              | 0                    | 0                       | 0           | 0           | 0           |
| San Juan                               | 0                    | 0                       | 0           | 0           | 0           |
| San Miguel                             | 287                  | 41                      | 41          | 50          | 29          |
| Sandoval                               | 774                  | 126                     | 126         | 127         | 117         |
| Santa Fe                               | 762                  | 90                      | 90          | 107         | 96          |
| Sierra                                 | 1,551                | 316                     | 316         | 214         | 88          |
| Socorro                                | 62                   | 3                       | 3           | 13          | 1           |
| Taos                                   | 931                  | 93                      | 93          | 72          | 141         |
| Torrance                               | 0                    | 0                       | 0           | 0           | 0           |
| Union                                  | 0                    | 0                       | 0           | 0           | 0           |
| Valencia                               | 187                  | 14                      | 14          | 65          | 22          |
| Outside NM                             | 0                    | 0                       | 0           | 0           | 0           |



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.