

New Mexico Crisis and Access Line April 2022 Utilization Report

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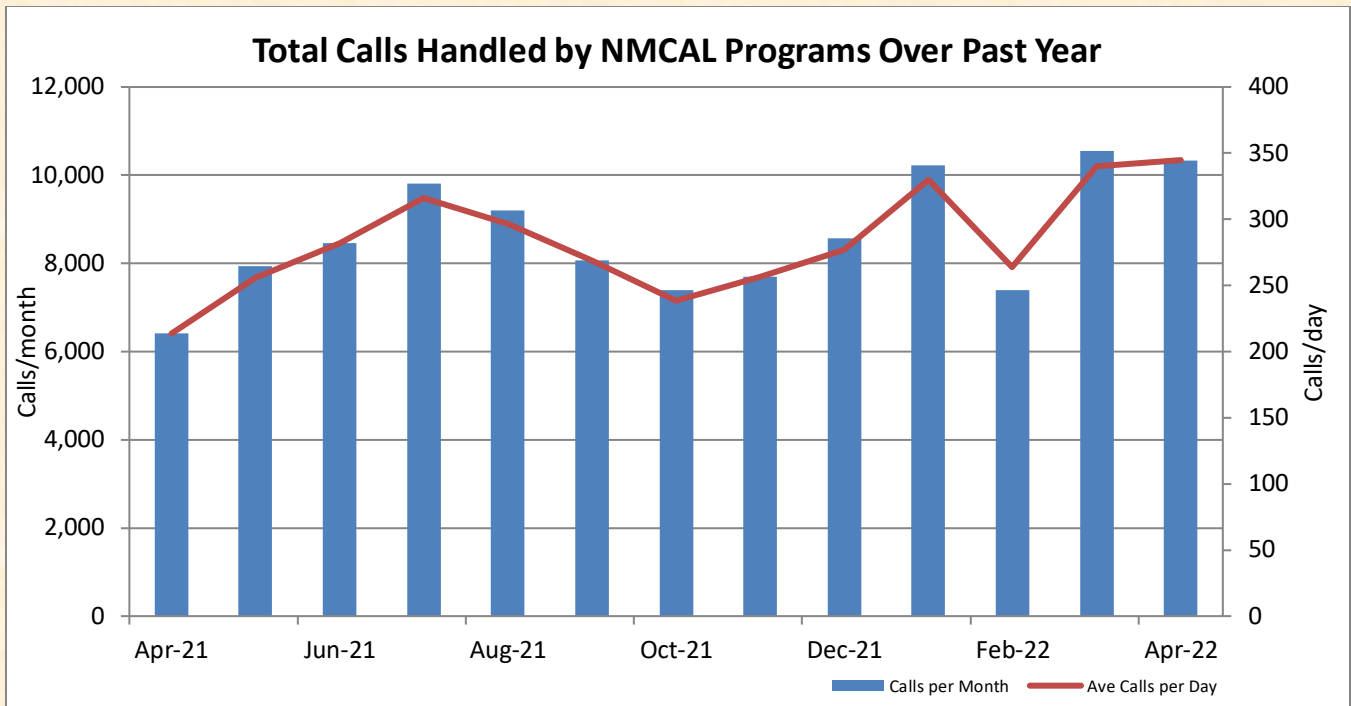


PROGRAM OVERVIEW

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)	Apr 2022	Mar 2022	Apr 2021
New Mexico Crisis and Access Line	28,018	12,343	3,567	3,502	2,529
National Suicide Prevention Lifeline	11,061	4,801	1,323	1,302	983
Healthcare Worker & First Responder Line	152	81	13	30	14
Core Service Agency Programs	9,006	3,783	849	884	875
Rio Grande Gorge Bridge Intercoms	183	87	50	14	12
Peer to Peer Warmlines [^]	41,588	17,406	4,541	4,818	1,994
Total Calls - All NM Accounts	90,008	38,501	10,343	10,550	6,407

Overview of Digital Programs	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Apr 2022	Mar 2022	Apr 2021
Warmlines Text Message Conversations	1,995	719	176	133	125
Warmlines Text Messages Exchanged	47,207	18,396	4,305	4,610	2,552
NMConnect Smartphone Downloads	1,818	760	225	221	126
– Activated Call to NMCAL	904	261	63	69	82
– Activated Call to Warmlines	1,109	426	117	119	102
– Activated Text to Warmlines	850	286	71	73	141
– Activated Call to Healthcare Line	693	231	59	68	N/A
NM 5-Actions Program Unique Visitors	4,871	2,322	753	358	461
NM 5-Actions Program Registered Users	362	118	43	20	41
NMCAL Website Pageviews	183,551	119,547	31,757	13,764	5,422
NMCAL Website Unique Sessions	150,053	102,014	26,644	12,366	3,856
Social Media Facebook Page Reach	1,261,559	949,290	290,896	134,997	N/A
Social Media Facebook Page Visits	7,834	2,013	415	339	N/A
Path to Wellness Email Sends	1,084,362	452,424	94,684	113,241	107,517



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	Apr'22	Mar'22	Apr '21	YTD '22	Apr '22	Mar '22	Apr'21
Community Engagements	172	53	19	74				
Program Presentations	19	7	1	8	698	365	50	66
Prevention Trainings	8	2	3	3	777	382	62	40
Legislative Encounters	26	1	0	1				
Media Interviews	7	3	0	1				
TOTALS	230	65	23	86	1,475	747	112	106

*Coronavirus/COVID concerns reported	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Apr 2022	Mar 2022	Apr 2021
New Mexico Crisis and Access Line	2.9%	1.6%	0.6%	0.5%	5.0%
National Suicide Prevention Lifeline	1.4%	1.1%	0.5%	0.5%	1.6%
Warmline	4.7%	3.4%	1.8%	0.4%	18.3%
Healthcare Worker & First Responder Line	9.9%	9.9%	15.4%	2.5%	7.1%
CSA Programs	0.8%	0.5%	0.1%	3.3%	1.4%
Total All New Mexico Accounts	3.3%	2.3%	2.0%	0.6%	11.8%

*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)	Apr 2022	Mar 2022	Apr 2021
* Total Inbound Crisis Line Calls Handled	43,515	19,049	5,226	5,137	4,004
*Total Inbound Clinical Calls Handled	17,270	6,813	1,933	1,780	1,931
Calling about Self	13,909	5,470	1,577	1,396	1,556
Calling about a Child	496	200	45	72	51
Calling about Another Adult	2,865	1,143	311	312	324
Outbound Crisis Line Calls	4,905	2,046	576	595	409
Information/Referral Calls	1,090	402	77	143	36
Seeking info about Program(s)	101	33	9	7	1
Public Safety Calls	90	39	13	11	14
Administrative Calls	79	26	7	10	1
Other Calls	2,440	1,083	335	325	154
*Total All Crisis Line Calls Handled	43,622	21,095	5,802	5,732	4,413

**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)	Apr 2022	Mar 2022	Apr 2021
*Average Clinical Call Length	26.1 min	25.5 min	23.1 min	26.5 min	28.1 min
Service Level (answered under 30 sec)	64.0%	64.0%	78.0%	55.4%	75.9%
Abandonment Rate	18.2%	18.0%	8.2%	18.8%	7.2%
Average Speed of Answer	133 sec	70.5 sec	31 sec	74 sec	34 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)	Apr 2022	Mar 2022	Apr 2021
Routine	47.3%	47.6%	52.0%	45.3%	49.9%
Urgent	46.1%	45.8%	41.1%	47.6%	42.7%
Emergent	6.6%	6.6%	6.9%	7.0%	7.4%



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)	*Apr 2022	Mar 2022	Apr 2021
Bernalillo	7,336	2,971	851	776	701
Catron	17	10	1	2	2
Chaves	343	136	42	29	40
Cibola	136	61	15	17	8
Colfax	92	30	6	8	9
Curry	219	92	28	22	13
De Baca	5	2	1	0	0
Dona Ana	1,030	340	105	79	105
Eddy	247	100	29	16	23
Grant	238	83	28	19	11
Guadalupe	23	12	4	6	3
Harding	7	6	6	0	0
Hidalgo	12	5	0	2	2
Lea	208	88	16	24	17
Lincoln	136	63	16	17	13
Los Alamos	61	15	4	4	6
Luna	125	53	18	16	9
McKinley	321	117	29	32	41
Mora	16	5	1	1	1
Otero	346	180	70	40	19
Quay	43	11	1	1	2
Rio Arriba	370	173	42	62	40
Roosevelt	76	33	13	7	9
San Juan	848	336	77	106	69
San Miguel	225	101	19	21	12
Sandoval	703	271	77	80	86
Santa Fe	1,303	509	135	123	152
Sierra	82	22	11	3	10
Socorro	134	92	36	26	8
Taos	500	186	55	59	28
Torrance	99	37	7	5	9
Union	29	9	1	1	0
Valencia	426	191	54	49	32
Outside NM	870	323	70	78	49

*County data is not available in the month of April 2022 due to a system change that impacted reporting



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)	Apr 2022	Mar 2022	Apr 2021
Suicide	24.5%	24.4%	20.9%	25.2%	22.9%
Substance Use	17.8%	18.0%	17.3%	19.4%	17.9%
Anxiety	9.8%	9.4%	10.9%	8.2%	12.1%
Situational Stress	9.2%	8.7%	9.0%	7.8%	10.8%
Cognitive Concerns	5.6%	5.5%	5.8%	5.1%	4.6%
Depression	5.5%	5.7%	5.5%	6.2%	10.8%
Family Concerns	3.4%	3.8%	4.2%	3.5%	4.6%
Intimate Partner/Marital	3.4%	3.4%	3.9%	2.8%	4.2%
Grief/Loss	2.1%	2.2%	2.1%	1.9%	2.0%
*Health Issue/Chronic Pain	1.6%	1.6%	2.0%	1.7%	1.4%
*Trauma	1.9%	1.7%	1.9%	2.0%	2.2%
Medication	1.5%	1.5%	1.6%	1.7%	1.1%
*Loneliness	1.6%	1.4%	1.5%	1.6%	1.8%
Interpersonal Violence	1.4%	1.3%	1.1%	1.4%	1.6%
Intentional Self-Injury	1.5%	1.5%	1.0%	1.4%	1.0%
*Relationship (Non-Romantic)	0.6%	0.6%	0.7%	0.7%	0.8%
Workplace Issue	0.4%	0.5%	0.6%	0.5%	0.3%
Harm to Others	0.5%	0.6%	0.4%	0.7%	N/A
Sexual Assault**	0.3%	0.3%	0.3%	0.3%	0.1%
* Community Violence	0.5%	0.1%	0.1%	0.1%	0.5%
*Sexuality/LGBTQ+ Concerns	0.1%	0.2%	0.1%	0.3%	0.1%
Other	6.7%	7.5%	9.0%	7.4%	6.1%

Crisis Line Referrals^ - to community resources	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Apr 2022	Mar 2022	Apr 2021
Referred to Community BH Agency	4547	1737	443	454	434
*Submitted OpenBeds Referral	38	32	2	10	N/A
Recommended Wraparound Program	110	78	28	17	3
Recommended Family Peer Support	17	11	4	4	0
*Suggested NM 5-Actions Program	190	175	53	54	0
*Offered Warmline Program	160	143	59	45	0
Already in Services	2662	1260	403	258	259
Referral Declined	2558	1087	370	305	296
Situation Ineligible for Referral	2185	814	240	205	365

*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)	Apr 2022	Mar 2022	Apr 2021
Caller stabilized by counselor, and referred to community resources if appropriate	92.3%	92.1%	91.8%	91.1%	91.8%
Counselor made an abuse report	1.1%	0.9%	0.8%	0.8%	1.1%
Caller will take person of concern to hospital	0.5%	0.5%	0.6%	0.9%	0.8%
Caller agreed to go to the hospital	0.6%	0.7%	0.6%	1.1%	0.5%
Caller agreed to call 911 regarding immediate danger	0.2%	0.3%	0.4%	0.4%	0.2%
Caller conferenced to 911 due to immediate danger	2.1%	2.0%	2.3%	1.8%	2.9%
Counselor contacted police with caller's consent	1.1%	1.1%	0.9%	1.3%	0.9%
Counselor contacted police without caller's consent	2.0%	2.4%	2.6%	2.5%	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 35.6% 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)	Apr 2022	Mar 2022	Apr 2021
Caller stabilized by counselor, and referred to community resources if appropriate	84.8%	83.9%	81.3%	83.4%	81.9%
Caller will take person of concern to hospital	0.9%	1.1%	1.5%	1.6%	1.6%
Caller agreed to go to the hospital	1.2%	1.4%	1.5%	2.3%	1.0%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.3%	0.4%	0.3%
Caller conferenced to 911 due to immediate danger	4.8%	4.5%	5.5%	3.8%	7.5%
Counselor contacted police with caller's consent	2.7%	2.6%	2.6%	2.3%	2.2%
Counselor contacted police without caller's consent	5.3%	6.3%	7.4%	6.2%	5.6%



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)	Apr 2022	Mar 2022	Apr 2021
from NMCAL to Warmline	108	43	18	10	9
from Warmline to NMCAL	43	11	3	6	5

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that may be experiencing substance use concerns. In April 35.6% of crisis line callers reported current concerns were related to the impact drugs and/or alcohol have in their lives. Another 5.3% reported a history of substance use.

In April, callers identified Opioids as component of the primary reason for calling on 5.4% of NMCAL calls, and on 0.2% 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)	Apr 2022	Mar 2022	Apr 2021
NMCAL calls related to Opioid Use	1,032	415	105	122	114
Warmline calls related to Opioid Use	110	35	7	10	13

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)	Apr 2022	Mar 2022	Apr 2021
NMCAL and NSPL	1,262	446	139	135	106
Warmline	1,617	621	218	159	113



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)	Apr 2022	Mar 2022	Apr 2021
*Total Calls Handled	41,588	17,406	4,541	4,818	1,994
Average Call Length	16.4 min	17.8 min	18.9 min	17.2 min	20.4 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)	Apr 2022	Mar 2022	Apr 2021
Total Conversations	1,995	719	176	133	125
Text Messages Exchanged in Conversations	47,207	18,396	4,305	4,610	2,552

Parent/Family Peer Support Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Apr 2022	Mar 2022	Apr 2021
Parent	33	11	4	4	1
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	369	75	2	25	0
Other Caregiver	39	27	3	7	0
Noted as a Family Peer Support Call	94	38	9	14	1

Outcome of Warmline Calls	SFY22 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Apr 2022	Mar 2022	Apr 2021
Caller reports feeling supported by the call	89.3%	89.1%	86.9%	87.8%	95.0%
Caller received referrals	3.4%	4.5%	4.9%	5.4%	0.4%
Caller was transferred to an NMCAL counselor	0.2%	0.1%	0.1%	0.3%	0.4%
Emergency call to Public Safety was made	0.0%	0.1%	0.0%	0.1%	0.0%
Other/None of the Above	7.1%	6.3%	8.1%	6.5%	4.3%



Peer support is grounded in recovery principles and provides a supportive environment for wellness conversations.

Primary Presenting Problem in Warmline Calls	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Apr 2022	Mar 2022	Apr 2021
Abuse/Neglect	0.4%	0.3%	0.1%	0.3%	0.1%
Anger Management	2.1%	2.1%	1.8%	2.6%	3.9%
Anxiety / Situational Stress	36.4%	32.4%	35.2%	30.0%	31.3%
Cognitive Concerns / Psychosis	0.3%	0.2%	0.4%	0.1%	0.4%
Depression	5.5%	5.6%	4.1%	6.9%	4.3%
Employment and Education	0.4%	0.5%	0.5%	0.5%	1.4%
Grief / Loss	1.5%	1.9%	1.7%	1.8%	1.0%
Healthcare	1.3%	1.9%	1.9%	2.0%	1.4%
Housing	0.6%	0.8%	0.8%	0.6%	1.2%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.0%
Interpersonal Relationships	5.7%	5.7%	7.5%	5.7%	5.1%
Isolation / Loneliness	19.3%	21.7%	17.2%	23.0%	29.3%
Medication / Wellness Check In	0.3%	0.2%	0.3%	0.2%	0.6%
Resources / Community Referrals	0.5%	0.4%	0.3%	0.6%	0.5%
Sexual Assault	0.1%	0.2%	0.3%	0.0%	0.2%
Spirituality	0.3%	0.3%	0.3%	0.3%	N/A
Substance Use	1.1%	1.0%	1.3%	1.3%	1.0%
Self-Injury	0.1%	0.2%	0.2%	0.3%	0.0%
Thoughts of Suicide	0.4%	0.3%	0.2%	0.3%	0.5%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	2.8%	4.5%	3.2%	5.1%	0.8%
Other	20.8%	19.9%	22.7%	18.5%	16.8%

Warmline Referrals^ - to community resources	SFY22 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Apr 2022	Mar 2022	Apr 2021
Referred to Community BH Agency	292	65	35	8	9
*Submitted OpenBeds Referral	0	0	0	0	N/A
Referred to Community Support Services	1,133	233	69	71	60
Recommended Support Meeting	223	47	6	10	3
Recommended Wraparound Program	0	0	0	0	1
Recommended Family Peer Support	5	1	0	1	0
*Suggested NM 5-Actions Program	23	21	7	5	0
Already in Services	3,269	1,180	351	76	213
Referral Declined	325	72	19	21	0
Situation Ineligible for Referral	13,406	4,718	184	1,772	198

*Option added in December 2021

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



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)	Apr 2022	Mar 2022	Apr 2021
Bernalillo	8,565	3,381	762	810	193
Catron	0	0	0	0	0
Chaves	78	9	0	1	0
Cibola	60	27	12	6	1
Colfax	20	8	0	0	0
Curry	1	1	0	1	0
De Baca	0	0	0	0	0
Dona Ana	1,978	956	210	288	64
Eddy	386	20	1	5	27
Grant	786	353	81	132	41
Guadalupe	0	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	8	8	5	3	0
Lea	1	1	1	0	0
Lincoln	37	37	1	36	0
Los Alamos	0	0	0	0	0
Luna	17	17	8	9	0
McKinley	13	13	7	6	0
Mora	19	19	0	0	0
Otero	393	102	35	22	14
Quay	1	1	1	0	0
Rio Arriba	138	34	15	14	0
Roosevelt	17	17	1	10	0
San Juan	164	164	55	109	0
San Miguel	402	156	54	31	34
Sandoval	1,070	422	97	104	137
Santa Fe	921	249	33	50	36
Sierra	2,245	1,010	196	292	152
Socorro	91	32	12	9	1
Taos	1,214	376	98	98	109
Torrance	1	1	0	1	0
Union	0	0	0	0	0
Valencia	201	28	5	5	5
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. Services are appropriate for people experiencing non-crisis, pre-crisis, crisis, and post-crisis experiences with mental health, behavioral health, and substance use concerns. 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



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.

