

New Mexico Crisis and Access Line July 2022 Utilization Report

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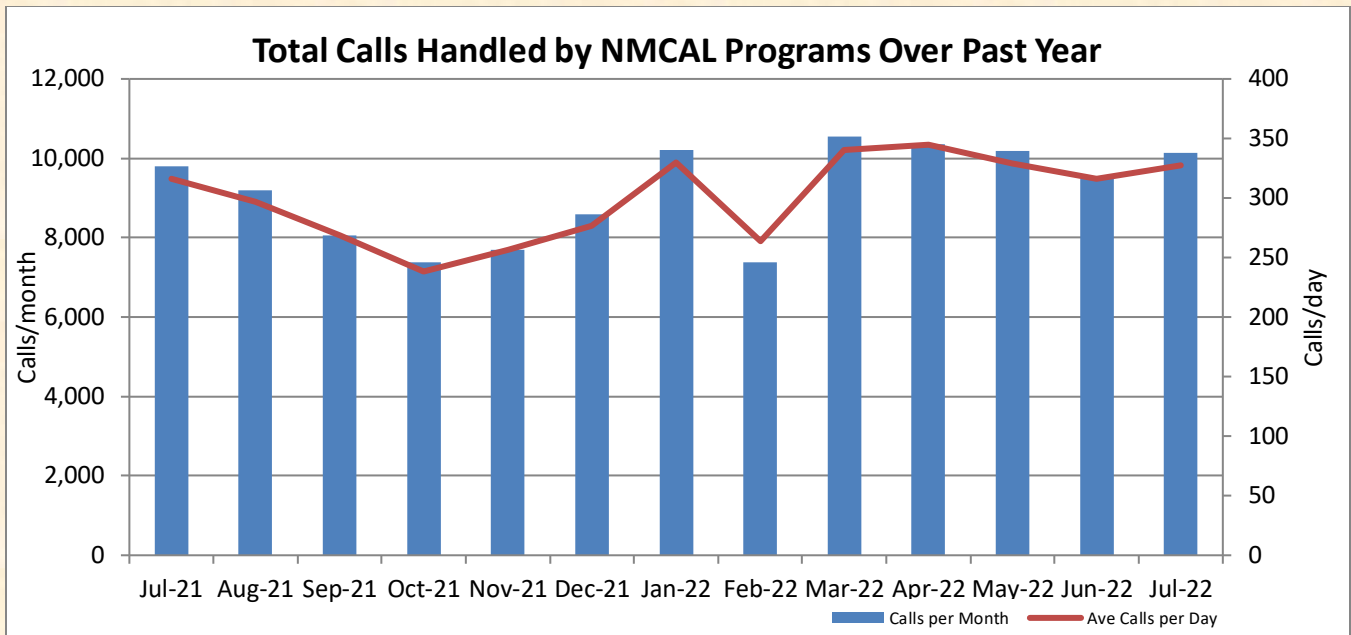


PROGRAM OVERVIEW

ProtoCall Services, Inc. is contracted by the State of New Mexico Behavioral Health Collaborative Agencies to deliver trauma informed responsive care through the least restrictive and most culturally and inclusive approach available. The programs offer people an opportunity to engage in conversations with a mental health professional in the moment support is needed.

Overview of Calls	SFY23 (7/1-6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
New Mexico Crisis and Access Line	3,536	23,509	3,536	3,939	3,027
988 New Mexico Suicide and Crisis Lifeline	2,154	6,467	2,154	1,334	1,091
Healthcare Worker & First Responder Line	86	234	86	44	14
Core Service Agency Programs	706	6,013	706	711	1,759
Rio Grande Gorge Bridge Intercoms	34	193	34	43	29
Peer to Peer Warmline	3,631	28,420	3,631	3,411	3,886
Total Calls - All NM Accounts	10,147	68,324	10,147	10,194	9,806

Overview of Digital Programs	SFY23 (7/1-6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
988 Text and Chat Message Conversations	611	631	611	N/A	N/A
Warmline Text Message Conversations	222	1,307	222	152	153
Warmline Text Messages Exchanged	N/A	25,200	N/A	2,355	2,960
NMConnect Smartphone Downloads	151	1,385	151	216	90
– Activated Call to NMCAL	69	469	69	66	26
– Activated Call to Warmline	93	708	93	91	22
– Activated Text to Warmline	58	487	58	62	30
– Activated Call to Healthcare Line	62	407	62	57	117
NM 5-Actions Program Unique Visitors	446	3,596	446	308	424
NM 5-Actions Program Registered Users	32	207	32	29	57
NMCAL Website Pageviews	37,351	249,990	37,351	54,590	5,920
NMCAL Website Unique Sessions	31,106	211,069	31,106	45,522	4,028
Social Media Facebook Page Reach	236,888	1,662,709	236,888	212,142	10,818
Social Media Facebook Page Visits	689	3,959	689	667	35
Path to Wellness Email Sends	91,979	761,153	91,979	99,279	53,988

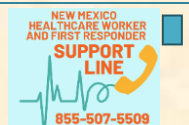


We continue engaging in the community, sharing information about the programs array of services, and participating as behavioral health advocates supporting New Mexicans and the system of care.

Public Awareness & Community Engagement								
	# of encounters				# of participants			
	YTD '22	July'22	Jun'22	July'21	YTD '22	July'22	Jun '22	July'21
Community Engagements	254	35	7	43				
Program Presentations	25	1	2	1	575	10	27	25
Prevention Trainings	12	1	2	1	627	30	56	35
Legislative Encounters	27	0	0	1				
Media Interviews	15	6	2	2				
TOTALS	333	43	13	48	1,202	40	83	60

*Coronavirus/COVID concerns reported	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
New Mexico Crisis and Access Line	0.7%	1.1%	0.7%	0.5%	1.7%
National Suicide Prevention Lifeline	0.5%	0.8%	0.5%	0.5%	1.2%
Warmline	2.3%	3.1%	2.3%	2.6%	5.1%
Healthcare Worker & First Responder Line	0.0%	3.8%	0.0%	0%	7.1%
CSA Programs	0.8%	0.6%	0.8%	0.7%	0.6%
Total All New Mexico Accounts	1.2%	1.8%	1.9%	2.0%	4.7%

*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	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
* Total Inbound Crisis Line Calls Handled	5,710	35,632	5,710	5,389	5,180
*Total Inbound Clinical Calls Handled	2,732	14,394	2,732	2,483	2,178
Calling about Self	2,222	11,716	2,222	2,064	1,852
Calling about a Child	53	361	53	58	38
Calling about Another Adult	457	2,317	457	361	288
Outbound Crisis Line Calls	806	4,272	806	682	740
Information/Referral Calls	198	1,035	198	228	139
Seeking info about Program(s)	30	98	30	17	10
Public Safety Calls	27	89	27	11	9
Administrative Calls	22	81	22	14	10
Other Calls	367	2,176	367	389	289
*Total All Crisis Line Calls Handled	3,631	39,904	3,631	6,071	5,920

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

Crisis Line Call Statistics	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
*Average Clinical Call Length	23.4 min	24.9 min	23.4 min	23.4 min	24.2 min
Service Level (answered under 30 sec)	90.1%	74.6%	90.1%	90.3%	82.7%
Abandonment Rate	3.6%	12.5%	3.6%	3.3%	4.9%
Average Speed of Answer	16 sec	39 sec	16 sec	16 sec	22 sec

**Data is for clinical crisis line calls only*

Mental health professionals determine a Level of Care for each clinical encounter. This determination guides conversations and the understandings which establish if the matter can be resolved on that engagement, or if a higher level of response is necessary. Most engagements are resolved through the conversations that occur during the interaction between the community member and the support center staff.

Level of Care Clinical Crisis Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Routine	52.8%	50.0%	52.8%	52.4%	50.8%
Urgent	40.8%	43.52%	40.8%	41.3%	43.7%
Emergent	6.4%	6.5%	6.4%	6.3%	5.6%



It is important to note that demographic information is not gathered on all encounters as people may decline to provide this information, may not know how to answer, or the support center staff may not have asked the question due to the nature of the engagement. Because of this dynamic, the total number of engagements reflected in each county is less than the total number of engagements reported in the overview of services.

Some things to keep in mind when reviewing demographic information include: (1) a small number of people contact our programs quite frequently, (2) some people chose not to share their demographic information during the encounter, and (3) there are people that do not yet know about the resources.

County of Residence	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Bernalillo	1,348	6,688	1,348	1,227	844
Catron	3	16	3	0	0
Chaves	43	266	43	44	32
Cibola	18	111	18	18	14
Colfax	12	66	12	14	15
Curry	30	194	30	37	17
De Baca	0	3	0	1	1
Dona Ana	161	767	161	131	117
Eddy	38	196	38	33	36
Grant	55	243	55	75	29
Guadalupe	2	21	2	3	1
Harding	1	8	1	1	0
Hidalgo	5	20	5	4	1
Lea	32	173	32	27	14
Lincoln	11	112	11	17	19
Los Alamos	13	59	13	19	6
Luna	14	105	14	23	18
McKinley	56	246	56	33	39
Mora	2	32	2	9	2
Otero	43	400	43	105	27
Quay	11	39	11	4	5
Rio Arriba	56	349	56	61	40
Roosevelt	18	80	18	13	6
San Juan	106	622	106	87	103
San Miguel	19	194	19	25	19
Sandoval	127	579	127	96	74
Santa Fe	233	1078	233	182	131
Sierra	15	56	15	14	13
Socorro	30	213	30	54	6
Taos	76	478	76	124	41
Torrance	23	86	23	19	13
Union	4	16	4	2	2
Valencia	88	385	88	42	39
Outside NM	144	543	144	76	76



Primary presenting reason is determined from the general theme of the person's concerns. Within each primary category, additional details and other concerns may be discussed during an engagement.

Primary Presenting Reason -Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Suicide	24.2%	23.3%	24.2%	19.4%	20.8%
Substance Use	14.8%	16.8%	14.8%	17.5%	17.2%
Situational Stress	10.7%	10.2%	10.7%	10.9%	10.5
Anxiety	10.7%	10.0%	10.7%	10.0%	11.1%
Cognitive Concerns	5.9%	5.8%	5.9%	6.0%	5.7%
Depression	5.6%	5.3%	5.6%	5.1%	5.7%
Family Concerns	3.9%	3.8%	3.9%	3.4%	3.4%
Intimate Partner/Marital	3.8%	3.2%	3.8%	3.3%	3.8%
Grief/Loss	1.7%	1.9%	1.7%	1.5%	2.6%
Health Issue/Chronic Pain	1.6%	1.7%	1.6%	1.7%	1.7%
Trauma	1.3%	1.6%	1.3%	1.7%	2.1%
Loneliness	2.0%	1.7%	2.0%	1.5%	1.6%
Medication	1.0%	1.4%	1.0%	1.2%	1.8%
Interpersonal Violence	1.0%	1.3%	1.0%	1.6%	1.8%
Intentional Self-Injury	0.9%	1.2%	0.9%	1.1%	0.9%
Harm to Others	1.3%	1.0%	1.3%	1.9%	NA
Relationship (Non-Romantic)	0.7%	0.7%	0.7%	1.0%	0.6%
Workplace Issue	0.3%	0.5%	0.3%	0.4%	0.5%
Sexual Assault	0.4%	0.3%	0.4%	0.3%	0.2%
Community Violence	0.3%	0.2%	0.3%	0.3%	0.9%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.0%	0.1%
Other	7.7%	8.0%	7.7%	9.0%	6.8%

Crisis Line Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Referred to Community BH Agency	648	3,414	648	530	567
*Submitted OpenBeds Referral	31	77	31	8	0
Recommended Wraparound Program	38	171	38	28	2
Recommended Family Peer Support	9	42	9	13	2
*Suggested NM 5-Actions Program	58	331	58	69	0
*Offered Warmline Program	111	425	111	74	0
Already in Services	472	2,624	472	424	311
Referral Declined	553	2,578	553	522	362
Situation Ineligible for Referral	276	1,697	276	305	330

*Option added in December 2021

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

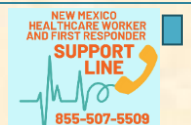


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Caller stabilized by counselor, and referred to community resources if appropriate	91.6%	92.0%	91.6%	92.2%	93.4%
Counselor made an abuse report	0.7%	0.8%	0.7%	0.6%	1.0%
Caller will take person of concern to hospital	0.4%	0.5%	0.4%	0.3%	0.4%
Caller agreed to go to the hospital	1.0%	0.7%	1.0%	0.8%	0.5%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.3%	0.2%	0.2%
Caller conferenced to 911 due to immediate danger	2.2%	2.0%	2.2%	2.1%	1.6%
Counselor contacted police with caller's consent	1.8%	1.4%	1.8%	1.5%	1.2%
Counselor contacted police without caller's consent	2.0%	2.3%	2.0%	2.2%	1.7%

Calls Involving Thoughts of Suicide

While suicide is not always the presenting issue during the support center engagement, concerns related to suicide were reported on 35.7% of the engagements on the crisis lines during the month of July 2022. The person reporting concerns regarding 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 the New Mexico support center staff request assistance from hospitals, mobile crisis teams (where available), and when necessary, emergency services. These higher levels of care are only implemented when there is not a less intrusive way to keep the person of concern safe.

Disposition at the end of the call -Crisis Line Clinical Calls Involving Suicide	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Caller stabilized by counselor, and referred to community resources if appropriate	81.9%	83.3%	81.9%	82.9%	85.7%
Caller will take person of concern to hospital	0.9%	1.0%	0.9%	1.0%	0.8%
Caller agreed to go to the hospital	1.6%	1.4%	1.6%	1.0%	1.0%
Caller agreed to call 911 regarding immediate danger	0.6%	0.4%	0.6%	0.2%	0.4%
Caller conferenced to 911 due to immediate danger	5.0%	4.6%	5.0%	5.0%	4.0%
Counselor contacted police with caller's consent	4.8%	3.5%	4.8%	4.4%	3.3%
Counselor contacted police without caller's consent	5.0%	5.9%	5.0%	5.6%	4.8%



Integrated Programs

NMCAL is proud to manage an integrated program where people have a choice to talk to a mental health professional on one of our crisis lines, or to a certified mental health peer support specialist on the Warmline. Because our staff work in collaboration, we are able to connect people to either program during an engagement.

Calls Transferred Within Program	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
from NMCAL to Warmline	10	72	10	6	12
from Warmline to NMCAL	0	18	0	2	7

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In July 2022, engagements on the crisis lines reflected that 31.6% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.6% reported a history of substance use.

In July 2022, people identified Opioids as component of the primary reason for interacting with us on 5.1% of crisis line engagements, and on 0.2% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
NMCAL calls related to Opioid Use	140	814	140	152	117
Warmline calls related to Opioid Use	6	63	6	9	18

Calls from Veterans and Active Service Military

While there is a 988 Veterans Crisis Line available for veterans, active service military, and their families, some people prefer to engage with the local programs for support.

Caller Identified as Veteran or Active Service Military	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
NMCAL and 988 Suicide & Crisis Lifeline	182	988	182	163	206
Warmline	213	1,455	213	283	176



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	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
*Total Calls Handled	3,631	28,420	3,631	3,411	3,886
Average Call Length	9.95 min	17.1 min	9.95 min	14.8 min	17.3 min

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

Warmline Text Message Data	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Total Conversations	222	1,307	222	152	153
Text Messages Exchanged in Conversations	N/A	25,200	N/A	2,355	2,960

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Parent	3	22	3	1	1
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	0	0	0	0	0
Resource/Foster Parent	0	0	0	0	2
Resource/Foster Child/Youth	80	213	80	55	0
Other Caregiver	1	29	1	1	2
Noted as a Family Peer Support Call	7	37	7	2	5

There are a large number of people who contact the Warmline regularly.

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Caller reports feeling supported by the call	89.9%	89.1%	89.9%	87.6%	88.3%
Caller received referrals	5.0%	4.9%	5.0%	6.4%	2.3%
Caller was transferred to an NMCAL counselor	0.0%	0.1%	0.0%	0.1%	0.3%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.1%
Other/None of the Above	5.1%	5.9%	5.1%	5.9%	9.0%

The Warmline service is grounded in recovery principles and facilitating mental health conversations to assist people during their path to wellness. The Warmline support system 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.



Primary Presenting Concern in Warmline Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Anxiety / Situational Stress	33.5%	33.2%	33.5%	34.2%	43.1%
Isolation / Loneliness	20.3%	20.3%	20.3%	17.8%	16.8%
Interpersonal Relationships	5.4%	5.9%	5.4%	5.3%	6.5%
Depression	3.3%	4.9%	3.3%	3.9%	5.1%
Anger Management	2.5%	2.1%	2.5%	2.2%	2.6%
Substance Use	1.3%	1.2%	1.3%	1.6%	1.4%
Grief / Loss	1.5%	1.7%	1.5%	1.2%	1.2%
Healthcare	1.4%	1.7%	1.4%	1.2%	0.9%
Housing	0.8%	0.7%	0.8%	0.5%	0.7%
Resources / Community Referrals	0.4%	0.4%	0.4%	0.4%	0.4%
Thoughts of Suicide	0.2%	0.3%	0.2%	0.4%	0.3%
Abuse/Neglect	0.4%	0.3%	0.4%	0.3%	0.4%
Cognitive Concerns / Psychosis	0.4%	0.3%	0.4%	0.2%	0.5%
Employment and Education	0.6%	0.5%	0.6%	0.2%	0.6%
Spirituality	0.2%	0.3%	0.2%	0.2%	0.4%
Self-Injury	0.0%	0.2%	0.0%	0.2%	0.0%
Medication / Wellness Check In	0.1%	0.2%	0.1%	0.1%	0.8%
Sexual Assault	0.3%	0.2%	0.3%	0.0%	0.2%
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 Mental Health Concern	2.4%	4.0%	2.4%	4.2%	0.9%
Other	25.0%	21.9%	25.0%	25.7%	17.1%

Many people who engage with the Warmline are already involved in behavioral health services.

Warmline Referrals [^] - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Referred to Community BH Agency	88	252	88	62	41
*Submitted OpenBeds Referral	0	0	0	0	0
Referred to Community Support Services	29	360	29	41	284
Recommended Support Meeting	2	64	2	3	12
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	1	4	1	1	0
*Suggested NM 5-Actions Program	2	30	2	3	0
Already in Services	74	1,339	74	53	159
Referral Declined	13	120	13	11	0
Situation Ineligible for Referral	1,782	11,284	1,782	1,545	1,817

*Option added in December 2021

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



People engaging with the Warmline are asked for their county of residence as a way to find and offer services and additional resources beyond the support center encounter. It is important to note that demographic information is not gathered on all engagements, as people may (1) decline providing information, (2) the person may not know how to answer, or (3) the support center staff may not ask the question due to the nature of the engagement.

County of Residence -Warmline Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	July 2022	June 2022	July 2021
Bernalillo	569	5,186	569	635	924
Catron	0	0	0	0	0
Chaves	0	9	0	0	30
Cibola	0	40	0	7	2
Colfax	0	8	0	0	1
Curry	6	7	6	0	0
De Baca	0	0	0	0	0
Dona Ana	102	1,301	102	125	111
Eddy	0	28	0	0	109
Grant	50	528	50	62	80
Guadalupe	0	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	0	8	0	0	0
Lea	0	2	0	0	0
Lincoln	4	42	4	1	0
Los Alamos	0	0	0	0	0
Luna	1	30	1	2	0
McKinley	5	29	5	6	0
Mora	0	19	0	0	0
Otero	3	120	3	2	36
Quay	0	1	0	0	0
Rio Arriba	7	53	7	5	22
Roosevelt	1	29	1	2	0
San Juan	25	256	25	32	0
San Miguel	57	299	57	39	43
Sandoval	74	692	74	84	85
Santa Fe	54	396	54	40	122
Sierra	242	1,681	242	171	177
Socorro	0	32	0	0	3
Taos	117	798	117	147	210
Torrance	3	7	3	3	0
Union	0	1	0	1	0
Valencia	0	29	0	0	9
Outside NM	0	0	0	0	0

The New Mexico Crisis and Access Line offers a variety of services to assist 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, suicide, and substance use concerns. When you, or someone you know, is ready to talk to a mental health professional, support is available.



“Here to Hear You”

Call the **New Mexico Crisis & Access Line** at **1-855-NMCRISIS (1-855-662-7474)**
Call or Text the **New Mexico 988 Suicide and Crisis Lifeline** by dialing **988**
Chat with the **New Mexico 988 Suicide and Crisis Lifeline** at <https://988lifeline.org/chat/>
Call or Text the **Peer-to-Peer Warmline** at **1-855-466-7100**

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**

NMCAL is proud to be the resource of choice that New Mexicans reach out to in the moment mental and behavioral health assistance is needed. We offer free and immediate professional support to anyone who wants it. We understand that every experience is different and we provide invaluable care in the moment a person needs it. We connect people to local services when appropriate.

At NMCAL we know that being here to hear people, and offer a space where they can talk about the distress they are experiencing, can help a person feel less alone, feel supported, discuss a way to keep going, and begin to feel like there is a pathway to wellness.

NMCAL offers an array of services to ensure there is no wrong door to accessing support:

- Supporting people who call, text, or chat the New Mexico 988 Suicide & Crisis Lifeline,
- Supporting people who call the New Mexico Crisis and Access Line
- Supporting people who call or text the New Mexico Peer-to-Peer Warmline
- Supporting people reaching out from the Taos Rio Grande Gorge Bridge intercoms,
- Providing after hours support for clients of community mental health agencies (CSA),
- Providing an online self-guided digital 5-Actions Program™ for people experiencing addiction,
- Delivering Path to Wellness public awareness messages of hope,
- Posting information on a dedicated mental health resource website,
- Facilitating community prevention and intervention trainings,
- Advocating for mental health wellness, and
- Delivering easy access to our services through our NMConnect Smartphone app.

