

New Mexico Crisis and Access Lines

October 2022 Utilization Report

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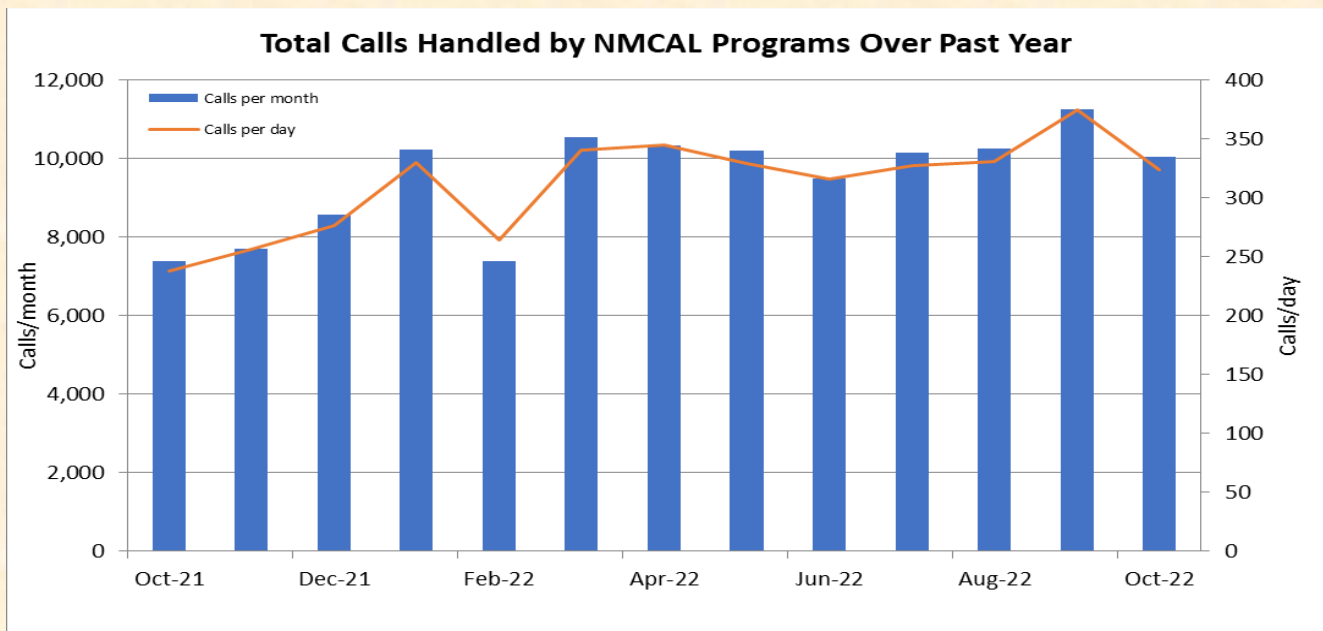
PROGRAM OVERVIEW

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.

Note: Due to a software platform upgrade on the Warmlines, some data is not currently available.

Overview of Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
New Mexico Crisis and Access Line	13,532	33,505	3,218	3,387	2,148
988 New Mexico Suicide and Crisis Lifeline	10,084	17,885	2,332	2,853	1,020
Healthcare Worker & First Responder Line	285	433	50	48	13
Core Service Agency Programs	3,768	9,075	1,092	1,218	621
Rio Grande Gorge Bridge Intercoms	135	294	42	33	10
Peer to Peer Warmlines	13,878	38,667	3,298	3,704	3,575
Total Calls - All NM Accounts	41,682	99,859	10,032	11,243	7,387

Overview of Digital Programs	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
988 Text and Chat Message Conversations	2,285	2,285	460	624	N/A
Warmlines Text Message Conversations	454	1,539	147	92	273
Warmlines Text Messages Exchanged	12,982	38,182	3,031	3,514	8,756
NMConnect Smartphone Downloads	724	1,958	199	201	201
– Activated Call to NMCAL	299	699	61	85	78
– Activated Call to Warmlines	378	993	79	105	98
– Activated Text to Warmlines	284	713	63	88	87
– Activated Call to Healthcare Line	246	591	54	66	59
NM 5-Actions Program Unique Visitors	2,083	5,233	367	627	431
NM 5-Actions Program Registered Users	116	291	16	26	37
NMCAL Website Pageviews	125,039	337,678	40,802	41,913	6,409
NMCAL Website Unique Sessions	141,843	321,806	35,081	36,036	4,096
Social Media Facebook Page Reach	744,249	2,170,070	151,145	166,206	32,917
Social Media Facebook Page Visits	11,610	14,880	4,996	5,267	90
Path to Wellness Email Sends	280,082	949,256	45,847	61,123	126,618



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 2022	Oct 2022	Sept 2022	Oct 2021	YTD 2022	Oct 2022	Sept 2022	Oct 2021
Community Engagements	364	45	25	31				
Program Presentations	31	3	2	1	992	45	87	20
Prevention Trainings	22	5	2	0	1,340	101	155	0
Legislative Encounters	41	3	1	0				
Media Interviews	19	0	1	0				
TOTALS	477	56	31	32	2,332	146	242	20

*Coronavirus/COVID concerns reported	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
New Mexico Crisis and Access Line	0.5%	0.9%	0.3%	0.4%	1.8%
National Suicide Prevention Lifeline	0.3%	0.5%	0.1%	0.3%	0.7%
Warmline	1.8%	2.7%	1.3%	1.3%	4.1%
Healthcare Worker & First Responder Line	0.4%	2.3%	0.0%	0.0%	7.7%
CSA Programs	0.4%	0.5%	0.4%	0.3%	1.0%
Total All New Mexico Accounts	0.9%	1.5%	0.6%	0.7%	5.2%

*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)	Oct 2022	Sept 2022	Oct 2021
* Total Inbound Crisis Line Calls Handled	24,319	54,241	5,828	6,596	3,386
*Total Inbound Clinical Calls Handled	9,778	21,440	1,738	2,624	1,486
Calling about Self	7,965	17,459	1,426	2,117	1,148
Calling about a Child	210	518	34	67	43
Calling about Another Adult	1,603	3,463	278	440	295
Outbound Crisis Line Calls	3,485	6,951	906	943	426
Information/Referral Calls	698	1,535	92	188	105
Seeking info about Program(s)	100	168	9	28	12
Public Safety Calls	57	119	7	19	10
Administrative Calls	70	129	5	23	17
Other Calls	1,411	3,220	265	344	152
*Total All Crisis Line Calls Handled	24,368	61,192	6,734	7,539	3,812

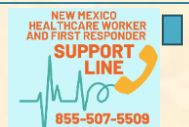
**Total calls handled does not include fax signals, hang ups, etc...*

Crisis Line Call Statistics	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
*Average Clinical Call Length	24.0 min	24.6 min	22.7 min	26.3 min	29.0 min
Service Level (answered under 30 sec)	86.6%	75.4%	83.7%	82.8%	39.7%
Abandonment Rate	4.7%	10.5%	5.7%	6.0%	23.6%
Average Speed of Answer	18.3 sec	41.9 sec	20 sec	23 sec	107 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)	Oct 2022	Sept 2022	Oct 2021
Routine	50.8%	50.1%	50.5%	46.2%	40.4%
Urgent	42.1%	43.1%	41.8%	45.8%	52.0%
Emergent	7.1%	6.8%	7.6%	8.0%	7.6%



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)	Oct 2022	Sept 2022	Oct 2021
Bernalillo	5,043	10,383	1,090	1,297	653
Catron	6	19	0	2	1
Chaves	184	407	41	43	34
Cibola	73	166	17	13	12
Colfax	56	110	8	28	9
Curry	102	266	24	15	21
De Baca	2	5	0	2	0
Dona Ana	625	1,231	159	166	102
Eddy	145	303	31	33	15
Grant	194	382	36	48	20
Guadalupe	9	28	0	6	2
Harding	2	9	0	1	0
Hidalgo	20	35	3	2	2
Lea	123	264	30	28	20
Lincoln	72	173	24	20	11
Los Alamos	38	84	5	8	4
Luna	68	159	15	28	14
McKinley	243	433	47	77	26
Mora	7	37	1	2	2
Otero	281	638	79	79	24
Quay	62	90	10	14	2
Rio Arriba	234	527	48	77	29
Roosevelt	68	130	19	23	8
San Juan	343	859	82	82	73
San Miguel	121	296	50	29	20
Sandoval	516	968	116	136	65
Santa Fe	857	1,702	171	212	123
Sierra	65	106	18	10	8
Socorro	119	302	33	30	8
Taos	316	718	64	82	52
Torrance	96	159	29	19	13
Union	12	24	2	4	0
Valencia	294	591	36	80	33
Outside NM	498	897	133	126	653



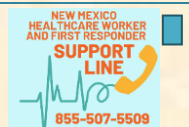
Primary presenting reason is determined from the general theme of the person's concerns. Within each primary category, additional details and other concerns may be discussed during an engagement.

Primary Presenting Reason -Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
Suicide	25.9%	24.4%	28.2%	27.8%	29.1%
Substance Use	15.6%	16.4%	15.5%	16.7%	18.7%
Situational Stress	11.2%	10.6%	11.0%	10.3%	7.4%
Anxiety	9.3%	9.6%	7.6%	8.3%	10.8%
Cognitive Concerns	5.5%	5.6%	5.7%	5.2%	4.6%
Depression	4.9%	5.1%	5.3%	4.7%	4.5%
Family Concerns	3.5%	3.6%	4.0%	3.5%	3.3%
Intimate Partner/Marital	3.5%	3.3%	2.8%	3.1%	2.8%
Health Issue/Chronic Pain	1.8%	1.7%	2.0%	2.5%	1.5%
Loneliness	2.0%	1.8%	1.8%	2.2%	1.2%
Grief/Loss	2.0%	2.0%	1.5%	1.8%	1.3%
Trauma	1.4%	1.5%	1.2%	1.2%	1.9%
Intentional Self-Injury	1.1%	1.2%	1.2%	1.2%	0.9%
Interpersonal Violence	1.0%	1.2%	1.2%	1.0%	1.5%
Harm to Others	1.3%	1.1%	1.1%	1.0%	1.6%
Medication	1.1%	1.3%	1.1%	0.9%	1.5%
Relationship (Non-Romantic)	0.7%	0.7%	0.6%	0.9%	0.5%
Workplace Issue	0.5%	0.5%	0.5%	0.5%	0.3%
Community Violence	0.2%	0.2%	0.2%	0.4%	0.5%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.2%	0.1%	0.1%
Sexual Assault	0.2%	0.3%	0.1%	0.1%	0.1%
Other	7.3%	7.7%	7.4%	7.0%	6.2%

Crisis Line Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
Referred to Community BH Agency	2,308	5,074	459	609	464
*Submitted OpenBeds Referral	252	298	74	74	0
Recommended Wraparound Program	120	253	21	27	5
Recommended Family Peer Support	20	53	4	4	0
*Suggested NM 5-Actions Program	205	478	51	49	0
*Offered Warmline Program	467	781	93	114	0
Already in Services	1,897	4,049	441	482	207
Referral Declined	1,947	3,972	471	434	226
Situation Ineligible for Referral	1,035	2,456	236	270	200

*Option added in December 2021

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

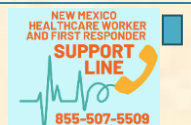


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
Caller stabilized by counselor, and referred to community resources if appropriate	91.3%	91.7%	91.2%	90.4%	91.6%
Counselor made an abuse report	0.8%	0.8%	0.7%	0.9%	0.9%
Caller will take person of concern to hospital	0.4%	0.5%	0.3%	0.5%	0.8%
Caller agreed to go to the hospital	1.0%	0.9%	1.1%	1.2%	0.2%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.3%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	2.5%	2.2%	2.7%	3.0%	2.3%
Counselor contacted police with caller's consent	1.5%	1.4%	1.6%	1.3%	1.6%
Counselor contacted police without caller's consent	2.1%	2.2%	2.2%	2.5%	2.4%

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 47.4% of the engagements on the crisis lines during the month of October 2022 (37.4% YTD). 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)	Oct 2022	Sept 2022	Oct 2021
Caller stabilized by counselor, and referred to community resources if appropriate	81.8%	82.8%	81.1%	83.0%	85.1%
Caller will take person of concern to hospital	0.9%	1.0%	0.6%	0.9%	1.0%
Caller agreed to go to the hospital	2.0%	1.6%	2.2%	2.1%	0.3%
Caller agreed to call 911 regarding immediate danger	0.5%	0.4%	0.4%	0.5%	0.1%
Caller conferenced to 911 due to immediate danger	5.5%	5.0%	6.0%	5.9%	4.7%
Counselor contacted police with caller's consent	4.0%	3.5%	4.0%	2.8%	3.6%
Counselor contacted police without caller's consent	5.2%	5.7%	5.7%	4.9%	5.2%



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)	Oct 2022	Sept 2022	Oct 2021
from NMCAL to Warmline	41	103	6	18	9
from Warmline to NMCAL	6	24	1	4	7

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In October 2022, engagements on the crisis lines reflected that 48.0% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.2% reported a history of substance use.

In October 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)	Oct 2022	Sept 2022	Oct 2021
NMCAL calls related to Opioid Use	487	1,161	89	138	98
Warmline calls related to Opioid Use	20	77	5	5	4

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)	Oct 2022	Sept 2022	Oct 2021
NMCAL and 988 Suicide & Crisis Lifeline	631	1,437	137	136	115
Warmline	594	1,836	102	129	152



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)	Oct 2022	Sept 2022	Oct 2021
Total Calls Handled*	13,878	38,667	3,298	3,704	3,575
Average Call Length^	Not Available	17.1 min as of 7/31/2022	Not Available	Not Available	15.6 min

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

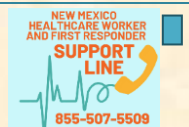
^ **Note:** Due to a software platform upgrade on the Warmline, phone metric data is not currently available.

Warmline Text Message Data	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
Total Conversations	454	1,539	147	92	273
Text Messages Exchanged in Conversations	12,982	38,182	3,031	3,514	8,756

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
Parent	13	32	3	1	3
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	0	0	0	0	0
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	1	29	0	0	0
Support Provided to Parent/Family Members	14	61	3	1	7

Foster Child/Youth Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
Support Provided to Foster Child/Youth	84	217	1	1	42

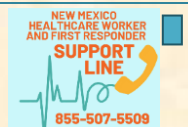
Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
Caller reports feeling supported by the call	91.9%	90.2%	94.0%	94.5%	90.0%
Caller received referrals	3.4%	4.3%	1.5%	1.4%	2.3%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.0%	0.2%	0.3%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.1%
Other/None of the Above	4.6%	5.5%	4.4%	3.9%	7.3%



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)	Oct 2022	Sept 2022	Oct 2021
Anxiety / Situational Stress	31.5%	32.5%	31.1%	29.1%	37.8%
Isolation / Loneliness	24.9%	22.1%	27.3%	30.1%	18.2%
Depression	4.7%	5.0%	6.6%	5.7%	5.3%
Interpersonal Relationships	6.3%	6.1%	5.5%	6.5%	5.1%
Anger Management	2.3%	2.2%	2.3%	1.5%	2.4%
Grief / Loss	1.7%	1.7%	2.2%	1.9%	1.4%
Healthcare	1.3%	1.6%	1.2%	1.6%	1.0%
Substance Use	1.0%	1.1%	1.2%	0.7%	0.9%
Housing	0.7%	0.7%	0.7%	1.0%	0.3%
Resources / Community Referrals	0.4%	0.4%	0.6%	0.3%	0.7%
Employment and Education	0.6%	0.5%	0.5%	0.6%	0.4%
Thoughts of Suicide	0.4%	0.3%	0.4%	0.5%	0.6%
Self-Injury	0.1%	0.2%	0.3%	0.1%	0.1%
Abuse/Neglect	0.3%	0.3%	0.2%	0.3%	0.5%
Medication / Wellness Check In	0.2%	0.2%	0.2%	0.1%	0.2%
Cognitive Concerns / Psychosis	0.2%	0.3%	0.1%	0.3%	0.2%
Sexual Assault	0.2%	0.2%	0.1%	0.1%	0.1%
Spirituality	0.2%	0.2%	0.1%	0.2%	0.5%
Immediate support	0.0%	0.0%	0.1%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.1%	0.0%	0.0%
Other Mental Health Concern	3.0%	3.8%	2.7%	3.3%	1.8%
Other	20.0%	20.8%	16.6%	16.0%	22.5%

Warmline Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Oct 2022	Sept 2022	Oct 2021
Abuse/Neglect Report Made	8	11	4	2	N/A
Referred to Community BH Agency	162	326	1	8	37
*Submitted OpenBeds Referral	1	1	0	1	1
Referred to Community Support Services	207	538	52	79	80
Recommended Support Meeting	24	86	10	7	50
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	1	4	0	0	1
*Suggested NM 5-Actions Program	26	54	6	10	0
Already in Services	605	1,870	193	258	380



Referral Declined	55	162	15	12	31
Situation Ineligible for Referral	7,654	17,156	1,949	2,088	1,143

*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)	Oct 2022	Sept 2022	Oct 2021
Bernalillo	2,440	7,057	488	774	763
Catron	0	0	0	0	0
Chaves	0	9	0	0	6
Cibola	23	63	5	12	9
Colfax	0	8	0	0	0
Curry	6	7	0	0	0
De Baca	1	1	0	0	0
Dona Ana	564	1,763	103	213	173
Eddy	2	30	1	1	59
Grant	196	674	34	84	52
Guadalupe	0	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	6	14	0	5	0
Lea	1	3	0	1	0
Lincoln	14	52	0	1	0
Los Alamos	0	0	0	0	0
Luna	16	45	3	9	0
McKinley	23	47	3	8	0
Mora	0	19	0	0	0
Otero	58	175	8	35	47
Quay	1	2	0	1	0
Rio Arriba	33	79	7	15	6
Roosevelt	2	30	0	1	0
San Juan	144	375	42	56	0
San Miguel	185	427	30	54	48
Sandoval	332	950	70	97	109
Santa Fe	146	488	19	35	121
Sierra	1,046	2,485	249	325	187
Socorro	13	45	0	12	10
Taos	409	1,090	96	102	97
Torrance	4	8	0	0	0
Union	0	1	0	0	0
Valencia	7	36	2	5	37
Outside NM	0	0	0	0	0



The New Mexico Crisis and Access Line offers a variety of services to assist people, and to 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 mental health support to anyone that may want it. We understand that every experience is different, and proudly 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.

