



New Mexico 988 Engagement Center

February 2024 Utilization Report

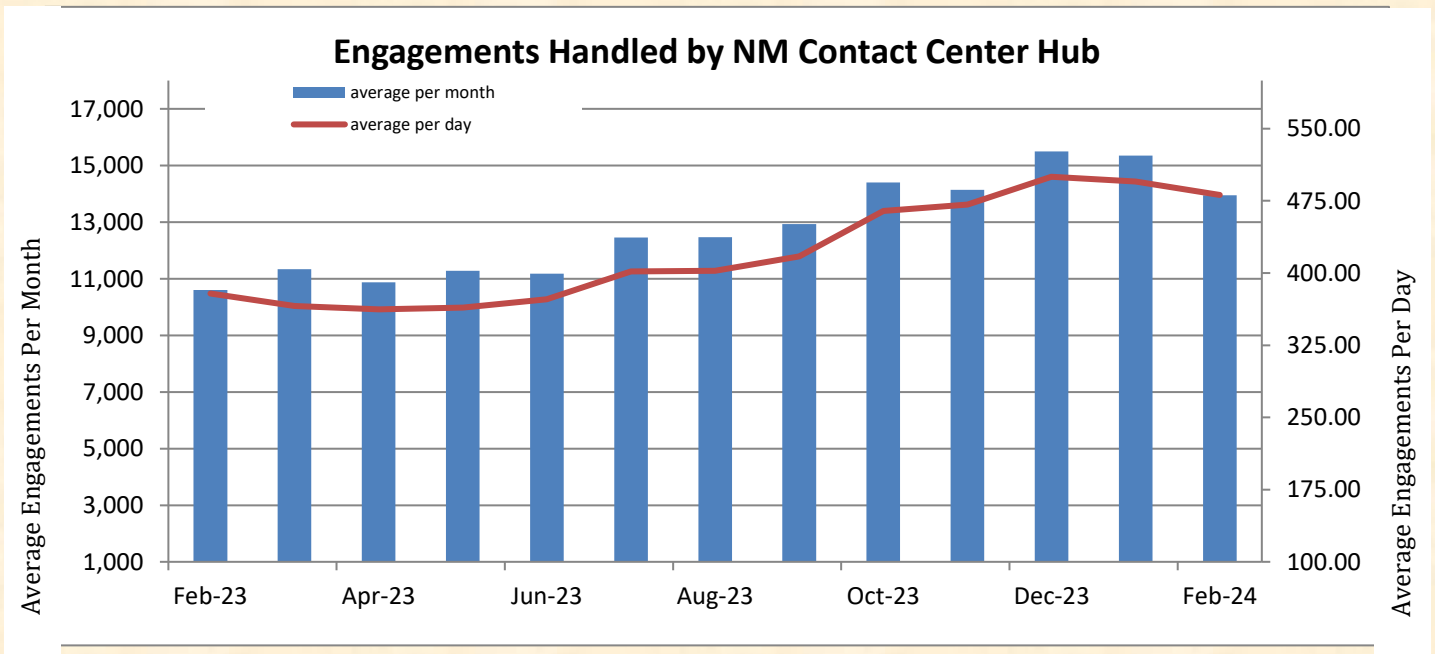


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PROGRAM OVERVIEW

Protocall Welltrack Services, Inc. is an accredited 988 Lifeline provider contracted by 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 array of services offer people interdisciplinary approaches to engage in free, private, and confidential support for any emotional, mental, behavioral, or substance use concern. New Mexicans can access care through digital CBT based self-help wellness tools and call, text, or chat when they want to engage in compassionate, non-judgmental conversations with a professional mental health crisis counselor or certified peer support specialist, get a referral for services, or request a mobile response team engagement.

Overview of Call Center Programs	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
New Mexico Crisis and Access Line	32,691	8,021	3,688	4,333	3,079
988 New Mexico Suicide and Crisis Lifeline	28,783	6,910	2,979	3,931	2,525
Healthcare Worker & First Responder Line	1,527	714	489	225	42
Core Service Agency Programs	5,093	1,257	662	595	1,175
Rio Grande Gorge Bridge Intercoms	305	47	14	33	5
Peer to Peer Warmline	37,007	10,579	4,887	5,692	3,080
Total Calls - All NM Accounts	105,406	27,528	12,719	14,809	9,906



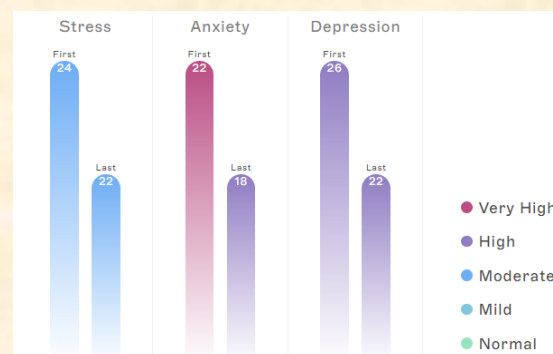
*Engagements include inbound and outbound phone calls, text message conversations, and chat conversations that were supported by all accounts in the New Mexico 988 portfolio.

Overview of Digital Programs	SFY24 (7/1–6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
988 Text & Chat Message Conversations	3,727	913	467	446	613
Warmline Text Message Conversations	1,523	319	222	97	87
NMConnect Smartphone Downloads	1,448	445	208	237	299
– Activated Call to NMCAL	71	18	6	12	9
– Activated Call to Warmline	73	23	9	14	8
– Activated Text to Warmline	38	7	1	6	7
– Activated Chat or Text to 988	111	34	16	18	4
– Activated Call to 911	0	0	0	0	0
Welltrack Boost Self-Help Account Created	421	114	42	72	n/a
NM 5-Actions Program Unique Visitors	4,393	1,732	1,160	572	305
NM 5-Actions Program Registered Users	175	38	15	23	13
NMCAL Website Pageviews	40,032	18,453	8,184	10,269	4,870
NMCAL Website Unique Sessions	3,631	368	84	284	2,931
Social Media Pages Reach	436,044	288,667	178,005	110,662	22,839
Social Media Pages Visits	2,506	857	396	461	787
Path to Wellness Email Sends	425,451	130,648	18,626	112,022	46,417

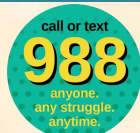
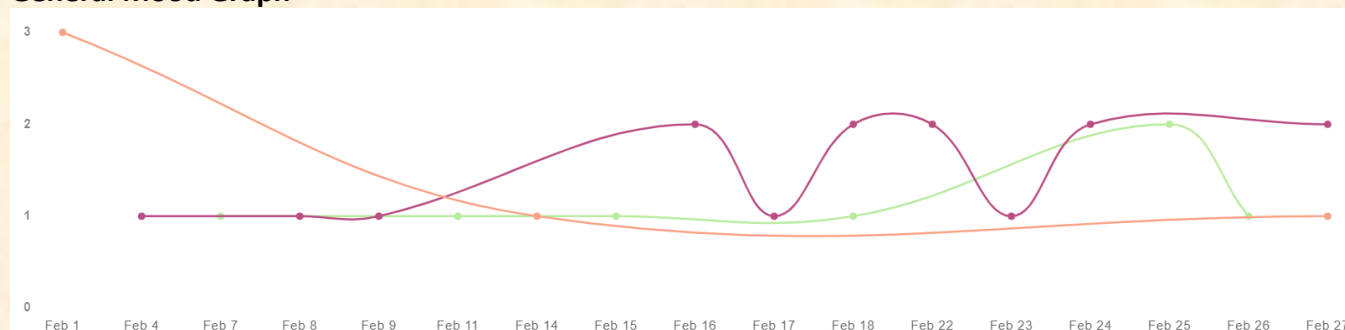
NMConnect Welltrack Boost User Experience Data

Daily Assessment of Symptoms (DAS) Improvement Scores

- People that reported getting better when using Boost: 70%
 - People that got better on 2 levels: 88
 - People that got better on 3 levels: 51
- People that reported their depression getting better: 52%
- People that reported their anxiety getting better: 48%
- People that reported their stress level getting better: 44%
- Depression level changes: From High (26) to High (22)
- Anxiety level changes: From Very High (22) to High (18)
- Stress level changes: From Moderate (24) to Moderate (22)



General Mood Graph



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	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
*Total Inbound Crisis Line Calls Handled	60,059	15,061	7,008	8,053	5,847
*Total Inbound Clinical Calls Handled	22,215	5,466	2,624	2,842	2,437
Calling about Self	18,886	4,638	2,225	2,413	2,019
Calling about a Child	402	112	56	56	66
Calling about Another Adult	2,927	716	343	373	352
Outbound Crisis Line Calls	8,340	1,888	824	1,064	979
Information/Referral Calls	1,156	268	132	136	180
Seeking info about Program(s)	238	58	23	35	26
Public Safety Calls	83	19	13	6	14
Administrative Calls	91	13	5	8	17
Other Calls	1,615	387	174	213	192
*Total All Crisis Line Calls Handled	68,399	16,949	7,832	9,117	6,826

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

Crisis Line Call Statistics	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
*Average Clinical Call Length	22.6 min	23.0 min	22.6 min	23.9 min	23.6 min
Service Level (answered under 30 sec)	84.2%	90.8%	84.2%	90.2%	84.6%
Abandonment Rate	4.1%	5.8%	7.7%	4.0%	5.1%
Average Speed of Answer	9 sec	19 sec	18 sec	13 sec	20 sec

**Data is for clinical crisis line calls only*

Mental health professionals determine a Level of Care for each crisis line 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 members and the support center staff.

Level of Care Clinical Crisis Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Routine	50.4%	50.1%	50.1%	50.2%	52.7%
Urgent	43.1%	43.8%	43.7%	43.9%	41.7%
Emergent	6.5%	6.1%	6.2%	5.9%	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	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Bernalillo	9,871	2,431	1,155	1,276	1,051
Catron	23	6	4	2	0
Chaves	335	76	42	34	38
Cibola	162	42	27	15	15
Colfax	107	34	13	21	11
Curry	248	62	14	48	22
De Baca	4	0	0	0	3
Dona Ana	1,213	292	125	167	128
Eddy	313	80	42	38	25
Grant	568	115	47	68	88
Guadalupe	25	3	2	1	1
Harding	3	1	0	1	0
Hidalgo	26	4	0	4	4
Lea	222	51	31	20	54
Lincoln	113	25	10	15	22
Los Alamos	105	35	19	16	16
Luna	147	35	23	12	20
McKinley	536	147	50	97	40
Mora	36	9	2	7	4
Otero	434	90	46	44	100
Quay	45	9	4	5	3
Rio Arriba	411	86	40	46	62
Roosevelt	121	24	17	7	11
San Juan	846	223	97	126	101
San Miguel	217	70	34	36	22
Sandoval	873	220	88	132	100
Santa Fe	1,496	305	167	138	177
Sierra	186	59	27	32	32
Socorro	132	24	7	17	43
Taos	690	212	84	128	75
Torrance	113	29	15	14	20
Union	11	3	2	1	1
Valencia	444	116	66	50	68
Outside NM	1,567	363	178	185	126



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	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Suicide	27.1%	27.4%	28.6%	26.3%	21.0%
Substance Use	16.6%	16.7%	17.1%	16.2%	11.7%
Situational Stress	9.3%	10.5%	10.8%	10.2%	9.1%
Anxiety	7.4%	6.9%	7.2%	6.6%	8.2%
Cognitive Concerns	6.4%	6.4%	6.2%	6.5%	5.1%
Depression	4.7%	3.1%	3.1%	3.0%	3.5%
Family Concerns	2.7%	2.2%	2.4%	2.0%	2.4%
Grief/Loss	2.2%	2.6%	2.1%	3.1%	2.1%
Loneliness	2.0%	2.0%	1.9%	2.1%	1.7%
Intimate Partner/Marital	2.5%	2.1%	1.8%	2.4%	2.0%
Interpersonal Violence	1.8%	2.1%	1.8%	2.4%	1.2%
Harm to Others	2.0%	1.8%	1.7%	2.0%	1.2%
Health Issue/Chronic Pain	1.3%	1.3%	1.3%	1.3%	0.8%
Medication	1.0%	1.1%	1.0%	1.3%	0.7%
Relationship (Non-Romantic)	0.6%	0.7%	0.9%	0.6%	1.0%
Trauma	1.1%	0.9%	0.8%	0.9%	1.1%
Intentional Self-Injury	0.8%	0.8%	0.7%	0.9%	1.5%
Workplace Issue	0.4%	0.4%	0.3%	0.5%	0.2%
Sexual Assault	0.2%	0.2%	0.1%	0.3%	0.2%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Community Violence	0.2%	0.1%	0.1%	0.2%	0.2%
Other	9.5%	10.6%	10.0%	11.2%	8.3%

Crisis Line Referrals^ - to community resources	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Referred to Community BH Agency	3,943	769	380	389	573
Submitted OpenBeds Referral	1,030	264	129	135	94
Recommended Wraparound Program	33	7	0	7	16
Recommended Family Peer Support	46	10	1	9	11
Suggested NMConnect Self-Help App	1,581	405	214	191	134
Suggested NM 5-Actions Program	538	168	84	84	52
Offered Warmline Program	796	173	67	106	75
Already in Services	2,954	557	246	311	542
Referral Declined	5,593	1,494	740	754	492
Situation Ineligible for Referral	6,067	1,557	743	814	523

^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	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Caller stabilized by counselor, and referred to community resources if appropriate	92.1%	92.7%	92.6%	92.8%	93.2%
Counselor made an abuse report	0.8%	0.6%	0.6%	0.6%	0.6%
Caller will take person of concern to hospital	0.4%	0.4%	0.4%	0.4%	0.5%
Caller agreed to go to the hospital	0.7%	0.8%	0.9%	0.6%	0.5%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.3%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	2.5%	1.7%	1.5%	1.9%	2.7%
Counselor contacted police with caller's consent	1.5%	1.5%	1.5%	1.6%	1.0%
Counselor contacted police without caller's consent	1.8%	2.0%	2.2%	1.9%	1.5%

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 37% of the engagements on the crisis lines during the month of February 2024 (35.8% YTD). The person reporting concerns regarding suicide on the crisis line, either for themselves or for another person of concern, was 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	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Caller stabilized by counselor, and referred to community resources if appropriate	82.8%	84.1%	83.9%	84.3%	84.7%
Caller will take person of concern to hospital	0.8%	0.8%	0.6%	1.0%	1.3%
Caller agreed to go to the hospital	1.6%	1.6%	2.1%	1.1%	1.4%
Caller agreed to call 911 regarding immediate danger	0.4%	0.4%	0.5%	0.3%	0.1%
Caller conferenced to 911 due to immediate danger	5.7%	3.8%	3.5%	4.1%	5.9%
Counselor contacted police with caller's consent	3.9%	4.0%	3.8%	4.3%	2.6%
Counselor contacted police without caller's consent	4.8%	5.2%	5.6%	4.9%	4.1%



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 works in collaboration, we can connect people to either program during an engagement.

Calls Transferred Within Program	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
from NMCAL to Warmline	108	19	7	12	43
from Warmline to NMCAL	56	14	5	9	3

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In February 2024, engagements on the crisis lines reflected that 33.5% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.5% reported a history of substance use.

In February 2024, people identified Opioids as component of the primary reason for interacting with us on 6.1% of crisis line engagements, and on 0.1% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
NMCAL calls related to Opioid Use	1,072	159	314	155	135
Warmline calls related to Opioid Use	41	4	9	5	15

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	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
NMCAL and 988 Suicide & Crisis Lifeline	1,339	348	177	171	276
Warmline	1,252	310	96	214	85



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	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Total Calls Handled*	37,007	10,579	4,887	5,692	3,080
Average Call Length^	14.7 min	13.6 min	14.7 min	13.5 min	Not Available

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

^ **Note:** Due to a software platform upgrade on the Warmline, phone metric data was not available in SFY23.

Warmline Text Message Data	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Total Conversations	1,523	319	222	97	87

Outcome of Warmline Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Caller reports feeling supported by the call	80.3%	88.0%	53.6%	93.5%	93.8%
Caller received referrals	2.2%	3.0%	11.0%	1.7%	1.4%
Caller was transferred to an NMCAL counselor	0.3%	0.5%	1.2%	0.3%	0.1%
Emergency call to Public Safety was made	0.7%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	16.5%	8.6%	34.3%	4.5%	4.7%

Warmline Parent/Family Peer Support Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Parent	18	0	0	0	3
Legal Guardian (Stepparent, Grandparent, Family Member)	0	0	0	0	1
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	4	1	0	1	1
Support Provided to Parent/Family Members	22	1	0	1	5

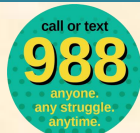
Warmline Foster Child or Youth Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Identified as Foster Child or Youth During Call	50	4	3	1	0



Primary Presenting Concern in Warmline Calls	SFY24 (7/1-6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Anxiety / Situational Stress	42.7%	42.9%	42.7%	43.1%	36.3%
Isolation / Loneliness	17.5%	15.8%	17.5%	14.3%	21.4%
Interpersonal Relationships	9.5%	10.0%	9.5%	10.5%	4.5%
Depression	4.3%	4.3%	4.3%	4.3%	2.7%
Anger Management	1.9%	1.6%	1.9%	3.3%	1.4%
Grief / Loss	1.5%	2.4%	1.5%	1.4%	0.1%
Cognitive Concerns / Psychosis	1.4%	1.4%	1.4%	1.3%	1.8%
Employment and Education	1.3%	1.2%	1.3%	1.1%	0.6%
Healthcare	1.2%	1.1%	1.2%	1.0%	0.8%
Spirituality	0.7%	0.9%	0.7%	1.0%	1.3%
Housing	0.5%	0.5%	0.5%	0.6%	0.2%
Resources / Community Referrals	0.5%	0.5%	0.5%	0.4%	0.5%
Substance Use	0.5%	0.4%	0.5%	0.4%	0.2%
Thoughts of Suicide	0.4%	0.5%	0.4%	0.3%	0.1%
Medication / Wellness Check In	0.2%	0.3%	0.2%	0.3%	0.0%
Sexual Assault	0.2%	0.3%	0.2%	0.3%	0.2%
Abuse/Neglect	0.2%	0.2%	0.2%	0.1%	0.2%
Self-Injury	0.1%	0.1%	0.1%	0.1%	0.1%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	1.9%	1.8%	1.9%	1.6%	3.1%
Other	13.4%	13.9%	13.4%	14.4%	24.5%

Warmline Referrals^ - to community resources	SFY24 (7/1-6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Referred to Community BH Agency	151	7	4	3	99
Submitted OpenBeds Referral	2	0	0	0	0
Referred to Community Support Services	199	53	29	24	6
Recommended Support Meeting	49	6	2	4	1
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	1	0	1	0
Suggested NMConnect Self-Help App	306	66	25	41	24
Suggested NM 5-Actions Program	77	7	4	3	10
Already in Services	305	26	23	3	273
Referral Declined	379	104	27	77	17
Situation Ineligible for Referral	16,756	4,276	2,098	2,178	2,241
Abuse/Neglect Report Made	4	0	0	0	0

^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	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Feb 2024	Jan 2024	Feb 2023
Bernalillo	7,873	2,094	1,006	1,088	728
Catron	1	0	0	0	0
Chaves	139	49	25	24	0
Cibola	98	36	26	10	13
Colfax	148	80	40	40	4
Curry	12	2	2	0	0
De Baca	0	0	0	0	0
Dona Ana	1,754	451	234	217	91
Eddy	19	10	7	3	1
Grant	660	131	70	61	115
Guadalupe	14	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	9	0	0	0	0
Lea	39	14	8	6	4
Lincoln	130	36	16	20	14
Los Alamos	12	2	1	1	2
Luna	44	22	13	9	0
McKinley	285	63	29	34	4
Mora	7	7	5	2	0
Otero	606	111	65	46	48
Quay	1	0	0	0	0
Rio Arriba	475	130	43	87	25
Roosevelt	5	2	1	1	0
San Juan	468	135	64	71	18
San Miguel	291	76	49	27	15
Sandoval	932	242	113	129	92
Santa Fe	1,367	363	161	202	112
Sierra	739	212	117	95	361
Socorro	123	17	7	10	10
Taos	1,015	266	98	168	195
Torrance	128	31	12	19	2
Union	2	0	0	0	0
Valencia	810	209	114	95	250
Outside NM	182	64	29	35	0



The New Mexico 988 Crisis and Access Line array of services offers a variety of opportunities to assist people. 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.

Access CBT based **self-help courses, assessments, and wellness tools** when you create a free [Welltrack Boost account through your NMConnect app](#)

Utilize the self-guided online **NM 5-Actions Program™** at <https://nm5actions.com/> to navigate your way to recovery and resiliency from substance use and behavioral addictions

Easily access any of our programs and find resources through the **NMConnect** Smartphone app



At NMCAL 988 and the Warmline we know that being here to support people through a variety of platforms creates the space that allow people to find pathways to wellness. When these safe spaces are created people feel more comfortable talking about the distress they are experiencing, assist a person in feeling less alone, offer a person a way to feel supported, facilitate discussions that help a person find a way to keep going, and allow a person to begin to feel like there is hope.

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.

Information on all available programs located online at www.nmcrisisline.com

