



New Mexico 988 Engagement Center

April 2024 Utilization Report

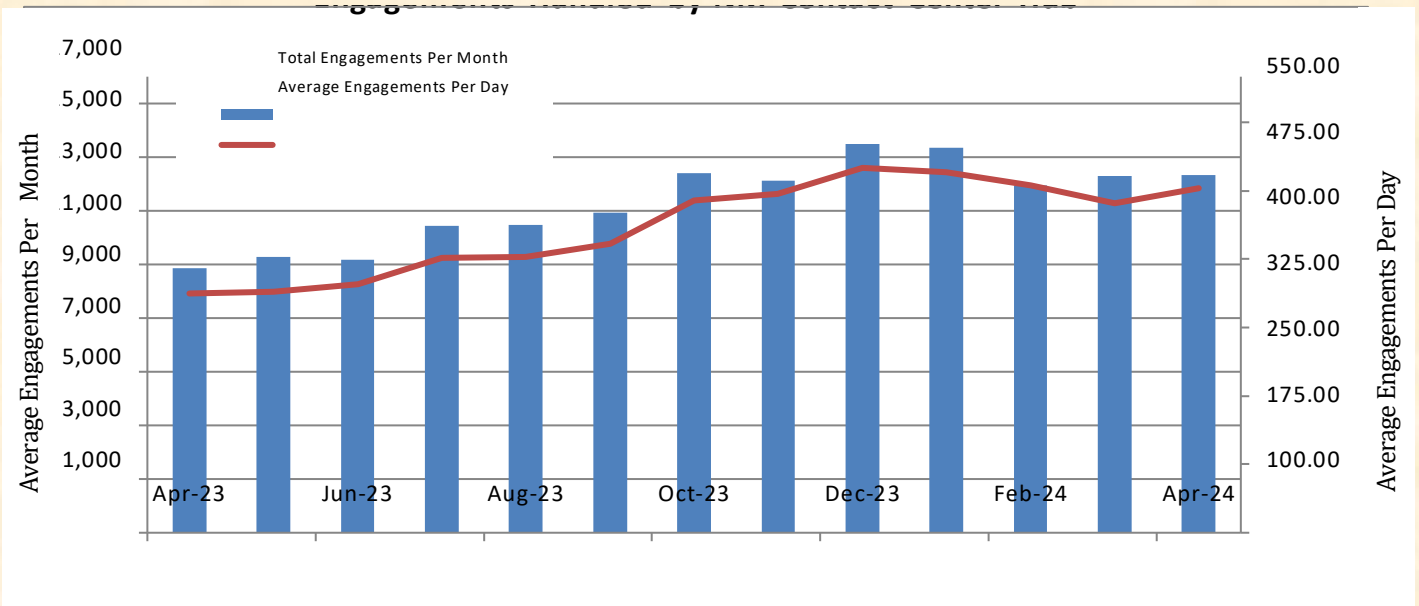


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PROGRAM OVERVIEW

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)	Apr 2024	Mar 2024	Apr 2023
New Mexico Crisis and Access Line	40,564	15,894	3,548	4,325	3,018
988 New Mexico Suicide and Crisis Lifeline	35,574	13,701	3,575	3,216	2,650
Healthcare Worker & First Responder Line	1,960	1,147	282	151	33
Core Service Agency Programs	6,306	2,470	606	607	608
Rio Grande Gorge Bridge Intercoms	325	67	2	18	0
Peer to Peer Warmline	47,955	21,527	5,572	5,376	3,694
Total Calls - All NM Accounts	132,684	54,806	13,585	13,693	10,003

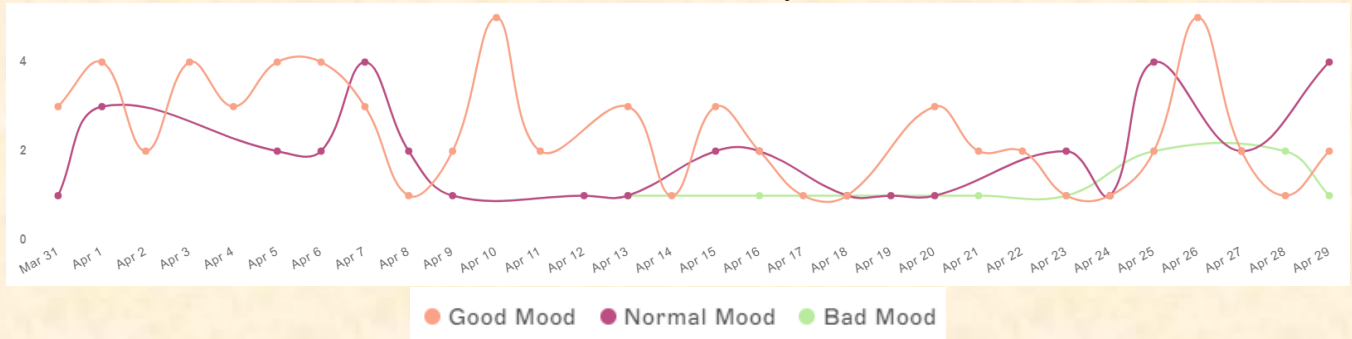


*Engagements include inbound and outbound phone calls, text message conversations, and chat conversations that were supported by all accounts in the New Mexico 988 portfolio.

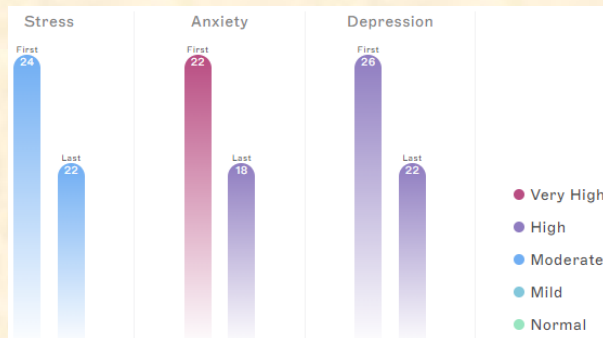
Overview of Digital Programs	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Apr 2024	Mar 2024	Apr 2023
988 Text & Chat Message Conversations	4,946	2,132	712	507	644
Warmline Text Message Conversations	1,669	465	49	97	222
NMConnect Smartphone Downloads	1,834	831	187	199	273
– Activated Call to NMCAL	83	30	5	7	11
– Activated Call to Warmline	89	39	6	10	18
– Activated Text to Warmline	45	14	4	3	11
– Activated Chat or Text to 988	133	56	6	16	6
– Activated Call to 911	0	0	0	0	0
Welltrack Boost Self-Help Account Created	462	155	0	41	398
NM 5-Actions Program Unique Visitors	5,635	2,974	886	356	299
NM 5-Actions Program Registered Users	540	403	25	340	33
NMCAL Website Pageviews	59,653	38,074	9,860	9,761	42,654
NMCAL Website Unique Sessions	3,950	687	229	90	35,106
Social Media Pages Reach	982,876	835,499	308,268	238,564	3,035
Social Media Pages Visits	3,996	2,347	926	564	121
Path to Wellness Email Sends	462,801	167,998	37,350	0	49,008

NMConnect Welltrack Boost User Experience Data

General Mood Graph



Average Wellness Change of Welltrack Boost Users



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)	Apr 2024	Mar 2024	Apr 2023
*Total Inbound Crisis Line Calls Handled	74,723	29,725	7,158	7,506	5,070
*Total Inbound Clinical Calls Handled	27,836	11,087	2,723	2,898	2,419
Calling about Self	23,722	9,474	2,356	2,480	2,011
Calling about a Child	499	209	41	56	73
Calling about Another Adult	3,615	1,404	326	362	335
Outbound Crisis Line Calls	10,006	3,554	855	811	1,239
Information/Referral Calls	1,386	498	116	114	148
Seeking info about Program(s)	292	112	32	22	21
Public Safety Calls	101	37	10	8	16
Administrative Calls	121	43	18	12	5
Other Calls	2,009	781	190	204	167
*Total All Crisis Line Calls Handled	84,729	33,279	8,013	8,317	6,309

**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)	Apr 2024	Mar 2024	Apr 2023
*Average Clinical Call Length	21.2 min	22.9 min	21.2 min	22.4 min	23.2 min
Service Level (answered under 30 sec)	90.7%	90.9%	90.7%	92.5%	88.4%
Abandonment Rate	4.0%	4.8%	3.9%	3.6%	3.7%
Average Speed of Answer	9 sec	19 sec	14 sec	11 sec	16 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)	Apr 2024	Mar 2024	Apr 2023
Routine	50.2%	49.7%	48.8%	49.9%	46.0%
Urgent	43.6%	44.8%	46.3%	45.3%	45.4%
Emergent	6.2%	5.5%	4.9%	4.8%	8.6%



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)	Apr 2024	Mar 2024	Apr 2023
Bernalillo	12,270	4,830	1,165	1,234	1,076
Catron	28	11	2	3	2
Chaves	428	169	38	55	37
Cibola	187	67	12	13	24
Colfax	142	69	8	27	6
Curry	299	113	29	22	24
De Baca	8	4	3	1	3
Dona Ana	1,537	616	138	186	143
Eddy	376	143	27	36	23
Grant	630	177	26	36	61
Guadalupe	29	7	3	1	4
Harding	3	1	0	0	0
Hidalgo	34	12	3	5	4
Lea	274	103	21	31	25
Lincoln	158	70	29	16	20
Los Alamos	134	64	11	18	19
Luna	183	71	15	21	15
McKinley	657	268	63	58	35
Mora	45	18	4	5	7
Otero	511	167	34	43	46
Quay	72	36	4	23	2
Rio Arriba	500	175	43	46	60
Roosevelt	142	45	12	9	46
San Juan	1,063	440	112	105	80
San Miguel	272	125	25	30	35
Sandoval	1,049	396	84	92	93
Santa Fe	1,932	741	218	218	195
Sierra	227	100	14	27	26
Socorro	158	50	15	11	23
Taos	906	428	80	136	49
Torrance	138	54	10	15	16
Union	12	4	0	1	3
Valencia	602	274	80	78	38
Outside NM	1,936	732	173	196	165



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)	Apr 2024	Mar 2024	Apr 2023
Suicide	27.2%	27.5%	27.6%	27.6%	29.7%
Substance Use	16.7%	17.1%	17.4%	17.5%	13.3%
Situational Stress	9.7%	10.8%	12.5%	9.9%	8.6%
Anxiety	7.2%	6.7%	6.0%	7.0%	6.6%
Cognitive Concerns	6.3%	6.0%	5.4%	5.9%	5.3%
Depression	4.4%	2.9%	2.8%	2.7%	3.0%
Grief/Loss	2.2%	2.4%	2.8%	1.7%	2.0%
Family Concerns	2.7%	2.5%	2.7%	2.9%	3.7%
Intimate Partner/Marital	2.4%	2.1%	2.2%	2.1%	3.2%
Interpersonal Violence	1.8%	2.1%	2.0%	2.3%	1.9%
Loneliness	2.2%	2.5%	2.0%	4.0%	2.0%
Health Issue/Chronic Pain	1.4%	1.4%	1.8%	1.3%	1.4%
Medication	1.1%	1.2%	1.6%	1.0%	1.5%
Harm to Others	1.8%	1.5%	1.0%	1.4%	2.2%
Trauma	1.0%	0.8%	0.9%	0.6%	1.4%
Intentional Self-Injury	0.8%	0.9%	0.8%	1.0%	2.0%
Relationship (Non-Romantic)	0.6%	0.7%	0.8%	0.6%	1.1%
Workplace Issue	0.4%	0.5%	0.7%	0.4%	0.5%
Sexual Assault	0.2%	0.2%	0.5%	0.2%	0.5%
Community Violence	0.2%	0.1%	0.2%	0.1%	0.3%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.0%	0.1%	0.1%
Other	9.4%	9.8%	8.5%	9.5%	9.8%

Crisis Line Referrals^ - to community resources	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Apr 2024	Mar 2024	Apr 2023
Referred to Community BH Agency	4,850	1,676	410	497	491
Submitted OpenBeds Referral	1,209	443	70	109	82
Recommended Wraparound Program	33	7	0	0	15
Recommended Family Peer Support	46	10	0	0	6
Suggested NMConnect Self-Help App	1,854	678	100	173	266
Suggested NM 5-Actions Program	669	299	66	65	59
Offered Warmline Program	993	370	72	125	91
Already in Services	3,521	1,124	309	258	444
Referral Declined	6,883	2,784	555	735	437
Situation Ineligible for Referral	7,966	3,456	939	960	525

^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)	Apr 2024	Mar 2024	Apr 2023
Caller stabilized by counselor, and referred to community resources if appropriate	92.4%	93.1%	93.8%	93.2%	90.0%
Counselor made an abuse report	0.8%	0.7%	0.8%	0.7%	1.2%
Caller will take person of concern to hospital	0.4%	0.4%	0.6%	0.3%	0.4%
Caller agreed to go to the hospital	0.7%	0.8%	0.8%	0.9%	0.7%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.2%	0.2%	0.2%
Caller conferenced to 911 due to immediate danger	2.3%	1.6%	1.1%	1.8%	3.3%
Counselor contacted police with caller's consent	1.5%	1.4%	1.3%	1.3%	1.3%
Counselor contacted police without caller's consent	1.7%	1.7%	1.4%	1.5%	3.0%

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 35.9% of the engagements on the crisis lines during the month of April 2024 (35.7% 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)	Apr 2024	Mar 2024	Apr 2023
Caller stabilized by counselor, and referred to community resources if appropriate	83.5%	85.2%	86.5%	85.9%	90.0%
Caller will take person of concern to hospital	0.8%	0.8%	1.2%	0.3%	0.4%
Caller agreed to go to the hospital	1.6%	1.7%	1.5%	2.0%	0.7%
Caller agreed to call 911 regarding immediate danger	0.4%	0.4%	0.3%	0.4%	0.2%
Caller conferenced to 911 due to immediate danger	5.2%	3.5%	2.8%	3.6%	3.3%
Counselor contacted police with caller's consent	3.8%	3.8%	3.7%	3.4%	1.3%
Counselor contacted police without caller's consent	4.7%	4.7%	4.0%	4.3%	3.0%



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)	Apr 2024	Mar 2024	Apr 2023
from NMCAL to Warmline	139	50	13	18	13
from Warmline to NMCAL	63	21	4	3	2

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In April 2024, engagements on the crisis lines reflected that 33.7% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 6.8% reported a history of substance use.

In April 2024, people identified Opioids as component of the primary reason for interacting with us on 2.8% 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)	Apr 2024	Mar 2024	Apr 2023
NMCAL calls related to Opioid Use	1,267	509	75	120	96
Warmline calls related to Opioid Use	54	22	6	7	7

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)	Apr 2024	Mar 2024	Apr 2023
NMCAL and 988 Suicide & Crisis Lifeline	1,835	844	189	307	199
Warmline	1,514	572	145	117	101



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)	Apr 2024	Mar 2024	Apr 2023
Total Calls Handled*	47,955	21,527	5,572	5,376	3,694
Average Call Length^	13.4 min	13.7 min	13.4 min	14.6 min	Not Available
Service Level (answered under 30 sec)^	75.8%	80.5%	75.8%	77.9%	Not Available
Abandonment Rate^	11.6%	17.4%	17.8%	18.8%	Not Available
Average Speed of Answer^	47.6 sec	48 sec	50 sec	53 sec	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)	Apr 2024	Mar 2024	Apr 2023
Total Conversations	1,669	465	49	97	22

Outcome of Warmline Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Apr 2024	Mar 2024	Apr 2023
Caller reports feeling supported by the call	81.8%	88.1%	89.8%	86.6%	93.0%
Caller received referrals	2.5%	3.6%	3.1%	4.8%	1.0%
Caller was transferred to an NMCAL counselor	0.3%	0.3%	0.2%	0.1%	0.1%
Emergency call to Public Safety was made	0.6%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	14.8%	8.1%	7.0%	8.4%	6.0%

Warmline Parent/Family Peer Support Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Apr 2024	Mar 2024	Apr 2023
Parent	21	3	1	2	7
Legal Guardian (Stepparent, Grandparent, Family Member)	1	1	1	0	1
Resource/Foster Parent	0	0	0	0	1
Other Caregiver	6	3	1	1	3
Support Provided to Parent/Family Members	28	7	3	3	12

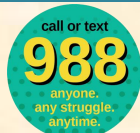
Warmline Foster Child or Youth Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Apr 2024	Mar 2024	Apr 2023
Identified as Foster Child or Youth During Call	50	4	0	0	0



Primary Presenting Concern in Warmline Calls	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Apr 2024	Mar 2024	Apr 2023
Anxiety / Situational Stress	41.5%	42.2%	47.7%	35.0%	28.7%
Isolation / Loneliness	16.3%	15.9%	15.1%	17.0%	22.2%
Interpersonal Relationships	9.1%	8.7%	7.0%	7.4%	9.7%
Depression	3.9%	4.1%	3.5%	4.2%	2.9%
Employment and Education	0.8%	1.1%	1.6%	0.5%	0.4%
Grief / Loss	2.4%	2.1%	1.6%	1.8%	1.3%
Healthcare	1.1%	1.4%	1.4%	1.8%	1.8%
Spirituality	1.1%	1.0%	1.2%	0.2%	0.7%
Cognitive Concerns / Psychosis	0.8%	1.1%	1.0%	0.4%	0.1%
Anger Management	1.6%	1.5%	0.9%	1.8%	1.3%
Resources / Community Referrals	0.4%	0.5%	0.5%	0.3%	0.2%
Abuse/Neglect	0.2%	0.2%	0.4%	0.2%	0.0%
Housing	0.5%	0.5%	0.3%	0.8%	0.3%
Medication / Wellness Check In	0.2%	0.3%	0.3%	0.2%	0.3%
Self-Injury	0.2%	0.2%	0.3%	0.2%	0.2%
Substance Use	0.2%	0.3%	0.2%	1.3%	0.1%
Thoughts of Suicide	0.3%	0.4%	0.2%	0.2%	0.0%
Sexual Assault	0.2%	0.2%	0.0%	0.2%	0.3%
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	2.0%	2.3%	2.2%	3.4%	1.9%
Other	17.1%	16.3%	14.6%	22.9%	27.6%

Warmline Referrals [^] - to community resources	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Apr 2024	Mar 2024	Apr 2023
Referred to Community BH Agency	162	18	3	8	89
Submitted OpenBeds Referral	2	0	0	0	0
Referred to Community Support Services	255	109	27	29	9
Recommended Support Meeting	58	15	7	2	3
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	1	0	0	0
Suggested NMConnect Self-Help App	346	106	11	29	12
Suggested NM 5-Actions Program	90	20	3	10	14
Already in Services	341	62	14	22	164
Referral Declined	453	178	29	45	7
Situation Ineligible for Referral	21,238	8,758	2,181	2,301	2,215
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)	Apr 2024	Mar 2024	Apr 2023
Bernalillo	9,576	3,797	929	774	934
Catron	5	4	4	0	2
Chaves	148	58	9	0	2
Cibola	111	49	1	12	22
Colfax	156	88	8	0	1
Curry	15	5	3	0	2
De Baca	0	0	0	0	0
Dona Ana	2,279	976	312	213	70
Eddy	21	12	1	1	3
Grant	815	286	71	84	161
Guadalupe	14	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	15	6	1	5	1
Lea	42	17	2	1	0
Lincoln	158	64	27	1	23
Los Alamos	13	3	1	0	0
Luna	53	31	0	9	3
McKinley	305	83	12	8	7
Mora	8	8	1	0	1
Otero	684	189	43	35	77
Quay	2	1	0	1	0
Rio Arriba	545	200	55	15	27
Roosevelt	6	3	0	1	0
San Juan	601	268	77	56	23
San Miguel	442	227	97	54	8
Sandoval	1,153	463	124	97	144
Santa Fe	1,542	538	140	35	325
Sierra	1,039	512	104	196	233
Socorro	142	36	7	12	9
Taos	1,253	504	136	102	80
Torrance	139	42	11	0	7
Union	3	1	1	0	0
Valencia	961	360	146	5	189
Outside NM	220	102	38	0	11



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** SAptphone 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 SAptphone app.

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

