



New Mexico 988 Engagement Center

May 2024 Utilization Report

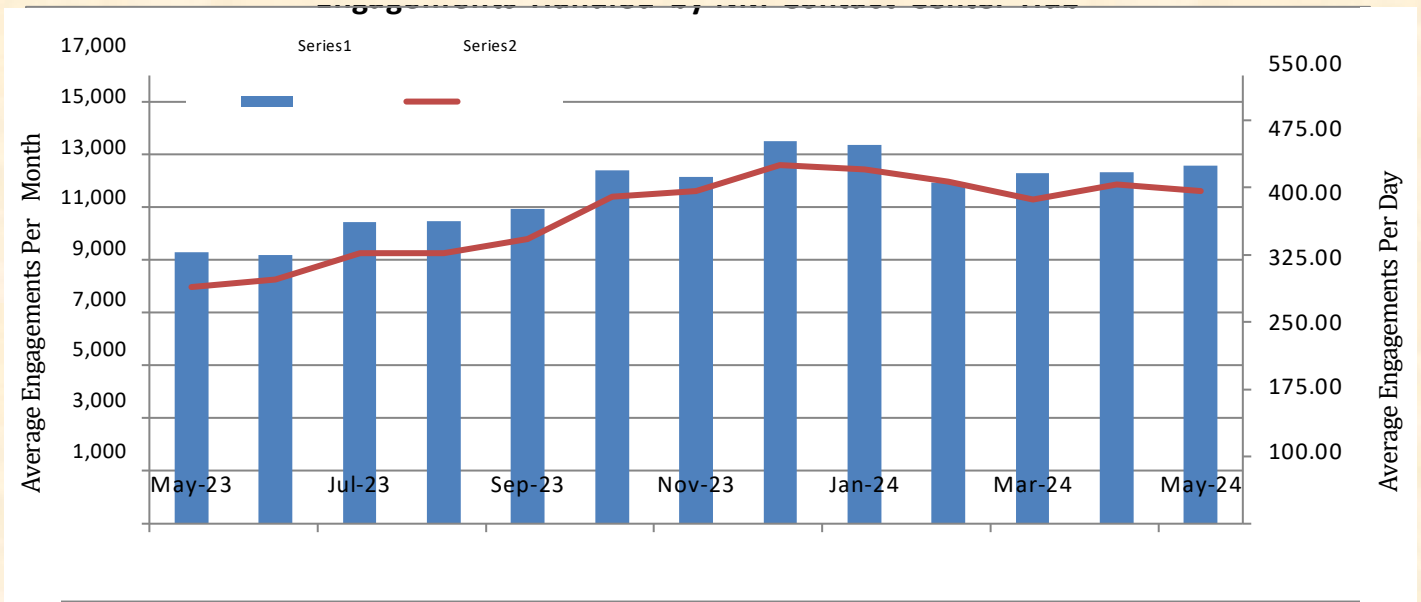


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PROGRAM OVERVIEW

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 invasive 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)	May 2024	Apr 2024	May 2023
New Mexico Crisis and Access Line	44,670	20,000	4,106	3,548	2,957
988 New Mexico Suicide and Crisis Lifeline	39,678	17,805	4,104	3,575	3,022
Healthcare Worker & First Responder Line	2,303	1,490	343	282	82
Core Service Agency Programs	6,886	3,050	580	606	591
Rio Grande Gorge Bridge Intercoms	386	128	61	2	0
Peer to Peer Warmline	52,502	26,074	4,547	5,572	2
Total Calls - All NM Accounts	146,425	68,547	13,741	13,585	6,654

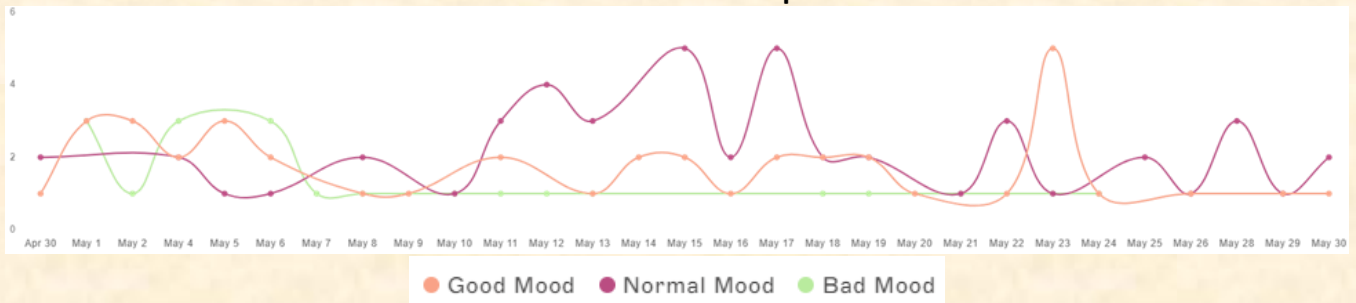


*Engagements include inbound and outbound phone calls, text message conversations, and chat conversations that were supported by all accounts in the New Mexico 988 portfolio.

Overview of Digital Programs	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	May 2024	Apr 2024	May 2023
988 Text & Chat Message Conversations	5,708	2,894	762	712	668
Warmline Text Message Conversations	1,755	551	86	49	72
NMConnect Smartphone Downloads	2,066	1,063	232	187	311
– Activated Call to NMCAL	89	36	6	5	10
– Activated Call to Warmline	98	48	9	6	13
– Activated Text to Warmline	49	18	4	4	5
– Activated Chat or Text to 988	137	60	4	6	26
– Activated Call to 911	0	0	0	0	0
Welltrack Boost Self-Help Account Created	502	195	40	0	505
NM 5-Actions Program Unique Visitors	5,967	3,306	332	886	396
NM 5-Actions Program Registered Users	554	417	14	25	24

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)	May 2024	Apr 2024	May 2023
*Total Inbound Crisis Line Calls Handled	82,850	37,852	8,127	7,158	5,468
*Total Inbound Clinical Calls Handled	30,976	14,227	3,140	2,723	2,622
Calling about Self	26,464	12,216	2,742	2,356	2,171
Calling about a Child	560	270	61	41	61
Calling about Another Adult	3,952	1,741	337	326	390
Outbound Crisis Line Calls	11,073	4,621	1,067	855	1,184
Information/Referral Calls	1,529	641	143	116	158
Seeking info about Program(s)	336	156	44	32	19
Public Safety Calls	111	47	10	10	9
Administrative Calls	137	59	16	18	12
Other Calls	2,193	965	184	190	204
*Total All Crisis Line Calls Handled	93,923	42,473	9,194	8,013	6,652

**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)	May 2024	Apr 2024	May 2023
*Average Clinical Call Length	23.1 min	23.2 min	21.6 min	21.2 min	23.7 min
Service Level (answered under 30 sec)	90.9%	89.8%	91.2%	90.7%	91.4%
Abandonment Rate	4.1%	4.6%	4.1%	3.9%	3.1%
Average Speed of Answer	13 sec	14 sec	13 sec	14 sec	13 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)	May 2024	Apr 2024	May 2023
Routine	49.9%	49.3%	47.6%	48.8%	46.1%
Urgent	44.0%	45.2%	46.8%	46.3%	45.9%
Emergent	6.1%	5.5%	5.6%	4.9%	8.0%



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)	May 2024	Apr 2024	May 2023
Bernalillo	13,579	6,139	1,165	1,165	1,215
Catron	31	14	2	2	1
Chaves	463	204	38	38	39
Cibola	212	92	12	12	15
Colfax	157	84	8	8	13
Curry	338	152	29	29	20
De Baca	9	5	3	3	3
Dona Ana	1,728	807	138	138	167
Eddy	400	167	27	27	27
Grant	676	223	26	26	78
Guadalupe	32	10	3	3	5
Harding	4	2	0	0	0
Hidalgo	39	17	3	3	2
Lea	306	135	21	21	46
Lincoln	302	214	29	29	13
Los Alamos	148	78	11	11	11
Luna	197	85	15	15	25
McKinley	719	330	63	63	55
Mora	48	21	4	4	0
Otero	551	207	34	34	32
Quay	76	40	4	4	8
Rio Arriba	547	222	43	43	36
Roosevelt	154	57	12	12	23
San Juan	1,164	541	112	112	125
San Miguel	314	167	25	25	29
Sandoval	1,164	516	84	84	110
Santa Fe	2,140	949	218	218	224
Sierra	249	122	14	14	23
Socorro	171	63	15	15	21
Taos	975	497	80	80	41
Torrance	145	61	10	10	17
Union	13	5	0	0	2
Valencia	666	338	80	80	58
Outside NM	2,093	889	173	173	135



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)	May 2024	Apr 2024	May 2023
Suicide	27.5%	28.2%	30.5%	27.6%	31.8%
Substance Use	16.8%	17.0%	17.0%	17.4%	12.8%
Situational Stress	9.9%	10.9%	11.3%	12.5%	9.3%
Cognitive Concerns	6.2%	6.0%	5.9%	5.4%	6.0%
Anxiety	7.0%	6.3%	4.8%	6.0%	8.5%
Depression	4.2%	2.9%	2.7%	2.8%	4.0%
Family Concerns	2.7%	2.5%	2.7%	2.7%	2.7%
Intimate Partner/Marital	2.5%	2.3%	2.7%	2.2%	2.1%
Interpersonal Violence	1.9%	2.2%	2.6%	2.0%	1.6%
Loneliness	2.2%	2.3%	1.8%	2.0%	2.0%
Grief/Loss	2.1%	2.2%	1.4%	2.8%	3.3%
Trauma	1.0%	0.9%	1.2%	0.9%	1.2%
Intentional Self-Injury	0.9%	0.9%	1.2%	0.8%	1.0%
Health Issue/Chronic Pain	1.3%	1.4%	1.1%	1.8%	1.2%
Harm to Others	1.8%	1.4%	1.1%	1.0%	2.2%
Medication	1.1%	1.1%	0.9%	1.6%	1.0%
Relationship (Non-Romantic)	0.6%	0.7%	0.5%	0.8%	0.6%
Workplace Issue	0.4%	0.5%	0.4%	0.7%	0.3%
Community Violence	0.2%	0.1%	0.1%	0.2%	0.1%
Sexual Assault	0.2%	0.2%	0.1%	0.5%	0.4%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.0%	0.0%
Other	9.5%	9.8%	9.8%	8.5%	7.9%

Crisis Line Referrals^ - to community resources	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	May 2024	Apr 2024	May 2023
Referred to Community BH Agency	5,238	2,064	388	410	484
Submitted OpenBeds Referral	1,290	524	81	70	124
Recommended Wraparound Program	33	7	0	0	20
Recommended Family Peer Support	46	10	0	0	10
Suggested NMConnect Self-Help App	2,042	866	188	100	238
Suggested NM 5-Actions Program	748	378	79	66	68
Offered Warmline Program	1,104	481	111	72	108
Already in Services	3,824	1,427	303	309	530
Referral Declined	7,560	3,461	677	555	489
Situation Ineligible for Referral	9,073	4,563	1,107	939	530

^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)	May 2024	Apr 2024	May 2023
Caller stabilized by counselor, and referred to community resources if appropriate	92.4%	93.0%	92.8%	93.8%	90.2%
Counselor made an abuse report	0.8%	0.7%	0.8%	0.8%	1.2%
Caller will take person of concern to hospital	0.4%	0.4%	0.4%	0.6%	0.3%
Caller agreed to go to the hospital	0.8%	0.8%	0.9%	0.8%	0.5%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.3%	0.2%	0.5%
Caller conferenced to 911 due to immediate danger	2.3%	1.7%	1.9%	1.1%	3.0%
Counselor contacted police with caller's consent	1.4%	1.4%	1.4%	1.3%	1.9%
Counselor contacted police without caller's consent	1.7%	1.7%	1.6%	1.4%	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 38.1% of the engagements on the crisis lines during the month of May 2024 (36.2% 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)	May 2024	Apr 2024	May 2023
Caller stabilized by counselor, and referred to community resources if appropriate	83.7%	85.2%	85.2%	86.5%	90.2%
Caller will take person of concern to hospital	0.8%	0.8%	1.0%	1.2%	1.2%
Caller agreed to go to the hospital	1.6%	1.6%	1.5%	1.5%	0.3%
Caller agreed to call 911 regarding immediate danger	0.4%	0.3%	0.2%	0.3%	0.5%
Caller conferenced to 911 due to immediate danger	5.2%	3.8%	4.8%	2.8%	0.5%
Counselor contacted police with caller's consent	3.8%	3.7%	3.2%	3.7%	3.0%
Counselor contacted police without caller's consent	4.6%	4.6%	4.1%	4.0%	1.9%



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)	May 2024	Apr 2024	May 2023
from NMCAL to Warmline	148	59	9	13	10
from Warmline to NMCAL	68	26	5	4	4

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In May 2024, engagements on the crisis lines reflected that 35.9% 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.

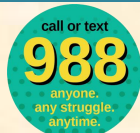
In May 2024, people identified Opioids as component of the primary reason for interacting with us on 3.1% of crisis line engagements, and on 0.2% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	May 2024	Apr 2024	May 2023
NMCAL calls related to Opioid Use	1,365	607	98	75	115
Warmline calls related to Opioid Use	65	33	11	6	11

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)	May 2024	Apr 2024	May 2023
NMCAL and 988 Suicide & Crisis Lifeline	2,199	1,208	364	189	183
Warmline	1,693	751	179	145	155



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)	May 2024	Apr 2024	May 2023
Total Calls Handled*	52,502	26,074	4,547	5,572	3,892
Average Call Length^	14.2 min	14.1 min	15.3 min	13.4 min	Not Available
Service Level (answered under 30 sec)^	76.9%	74.3%	64.3%	75.8%	Not Available
Abandonment Rate^	12.5%	18.7%	26.1%	17.8%	Not Available
Average Speed of Answer^	57 sec	50 sec	82 sec	50 sec	Not Available

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

Warmline Text Message Data	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	May 2024	Apr 2024	May 2023
Total Conversations	1,755	551	86	49	72

Outcome of Warmline Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	May 2024	Apr 2024	May 2023
Caller reports feeling supported by the call	83.8%	90.4%	89.7%	89.8%	91.8%
Caller received referrals	2.5%	3.0%	3.5%	3.1%	1.6%
Caller was transferred to an NMCAL counselor	0.2%	0.2%	0.2%	0.2%	0.2%
Emergency call to Public Safety was made	0.5%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	13.0%	6.5%	6.6%	7.0%	6.5%

Warmline Parent/Family Peer Support Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	May 2024	Apr 2024	May 2023
Parent	22	4	1	1	10
Legal Guardian (Stepparent, Grandparent, Family Member)	1	1	0	1	0
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	7	4	1	1	0
Support Provided to Parent/Family Members	30	9	2	3	10

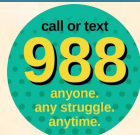
Warmline Foster Child or Youth Calls	SFY24 (7/1– 6/30)	YTD 2024 (1/1-12/31)	May 2024	Apr 2024	May 2023
Identified as Foster Child or Youth During Call	51	5	1	0	0



Primary Presenting Concern in Warmline Calls	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	May 2024	Apr 2024	May 2023
Anxiety / Situational Stress	51.2%	44.1%	51.2%	47.7%	33.8%
Isolation / Loneliness	10.6%	14.8%	10.6%	15.1%	21.4%
Interpersonal Relationships	6.4%	8.2%	6.4%	7.0%	6.7%
Depression	4.4%	4.1%	4.4%	3.5%	2.5%
Employment and Education	1.6%	1.2%	1.6%	1.6%	0.6%
Grief / Loss	1.7%	2.0%	1.7%	1.6%	2.2%
Healthcare	1.6%	1.4%	1.6%	1.4%	1.3%
Spirituality	1.0%	1.0%	0.1%	1.2%	0.1%
Cognitive Concerns / Psychosis	0.9%	1.0%	0.9%	1.0%	0.2%
Anger Management	0.8%	1.3%	0.4%	0.9%	1.3%
Resources / Community Referrals	0.4%	0.5%	0.4%	0.5%	0.4%
Abuse/Neglect	0.3%	0.2%	0.3%	0.4%	0.1%
Housing	1.0%	0.6%	1.0%	0.3%	0.5%
Medication / Wellness Check In	0.4%	0.3%	0.4%	0.3%	0.3%
Self-Injury	0.4%	0.2%	0.4%	0.3%	0.0%
Substance Use	0.4%	0.3%	1.0%	0.2%	0.7%
Thoughts of Suicide	0.6%	0.4%	0.6%	0.2%	0.2%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Immediate support	0.0%	0.0%	0.0%	0.0%	0.0%
Sexual Assault	0.1%	0.2%	0.4%	0.3%	0.1%
Other Mental Health Concern	1.9%	2.2%	1.9%	2.2%	1.1%
Other	14.4%	15.9%	14.4%	14.6%	26.6%

Warmline Referrals^ - to community resources	SFY24 (7/1- 6/30)	YTD 2024 (1/1-12/31)	May 2024	Apr 2024	May 2023
Referred to Community BH Agency	164	20	2	3	104
Submitted OpenBeds Referral	2	0	0	0	0
Referred to Community Support Services	307	135	26	27	10
Recommended Support Meeting	65	22	7	7	4
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	1	0	0	1
Suggested NMConnect Self-Help App	358	118	12	11	20
Suggested NM 5-Actions Program	92	22	2	3	10
Already in Services	342	63	1	14	1
Referral Declined	481	206	28	29	13
Situation Ineligible for Referral	23,529	11,049	2,291	2,181	2,289
Abuse/Neglect Report Made	4	0	0	0	1

^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)	May 2024	Apr 2024	May 2023
Bernalillo	10,730	4,951	1,154	929	886
Catron	32	31	27	4	0
Chaves	189	99	41	9	7
Cibola	113	51	2	1	27
Colfax	158	90	2	8	3
Curry	16	6	1	3	1
De Baca	0	0	0	0	0
Dona Ana	2,664	1,361	385	312	71
Eddy	23	14	2	1	2
Grant	876	347	61	71	265
Guadalupe	14	0	0	0	1
Harding	0	0	0	0	10
Hidalgo	15	6	0	1	0
Lea	43	18	1	2	2
Lincoln	189	95	31	27	19
Los Alamos	13	3	0	1	5
Luna	55	33	2	0	6
McKinley	315	93	10	12	9
Mora	23	23	15	1	1
Otero	730	235	46	43	86
Quay	2	1	0	0	1
Rio Arriba	594	249	49	55	22
Roosevelt	6	3	0	0	0
San Juan	657	324	56	77	46
San Miguel	554	339	112	97	23
Sandoval	1,251	561	98	124	116
Santa Fe	1,726	722	184	140	311
Sierra	1,170	643	131	104	121
Socorro	146	40	4	7	23
Taos	1,356	607	103	136	128
Torrance	145	48	6	11	23
Union	5	3	2	1	0
Valencia	1,046	445	85	146	198
Outside NM	248	130	28	38	26



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 SMaytphone 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 SMaytphone app.

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

