

July 2024 New Mexico 988 Monthly Overview

Overview of 988 Encounters	SFY25 (July 1 - June 30)	YTD 24 (Jan 1 - Dec 31)	Jul '24	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23	Sept '23	Aug '23
988 Call Engagements*	4,073	25,636	4,073	3,758	4,104	3,575	3,216	2,979	3,931	3,833	3,633	3,746	3,855	3,446
988 Text and Chat Conversations	941	4,681	941	846	762	712	507	467	446	582	512	544	470	451



Monthly Utilization Report
New Mexico 988 Suicide Prevention Lifeline

Month	Speed of Service					Accessibility			
	Total Number of Incoming Calls	Total Number of Calls Answered	Number of Calls Answered within 30 seconds	Percentage of Calls Answered within 30 seconds	Average Speed of Answer (sec)	Average Length of Call (mm:ss)	Abandonment Rate*	Calls Abandoned Before 30 seconds	Calls Abandoned After 30 seconds
Jul 2023	2035	1942	1916	97.4	8	14:49	1.3	68	25
Aug 2023	2214	2071	2032	96.8	9	14:25	1.4	114	29
Sep 2023	2698	2545	2460	95.3	10	13:04	1.4	117	36
Oct 2023	2659	2451	2288	90.9	12	12:46	2.7	141	67
Nov 2023	2575	2324	2139	87.3	12	11:35	5.1	125	126
Dec 2023	2576	2294	2107	88.1	12	12:53	4.1	183	99
Jan 2024	2709	2504	2332	91.0	12	12:42	2.3	145	60
Feb 2024	2389	2128	1935	86.8	13	13:16	4.5	160	101
Mar 2024	2573	2393	2281	93.8	10	13:58	1.6	142	38
Apr 2024	2906	2691	2554	92.6	12	12:44	2.4	148	67
May 2024	3245	3003	2831	91.7	12	13:01	2.8	157	85
Jun 2024	2955	2721	2590	92.7	12	12:50	2.6	160	74
Jul 2024	3085	2778	2587	89.0	13	12:30	4.5	177	130
Past 13 mo's	34619	31845	30052	89.2	11	13:07	2.8	1837	937

*Engagements include inbound and outbound calls

*Definitions

- Number of Calls Answered within 30 seconds: Total number of all incoming calls not terminating prior to 30 seconds that were live answered.
- Percentage of calls answered within 30 seconds: Percentage of all incoming calls not terminating prior to 30 seconds that were live answered.
- Abandonment Rate: Percentage of all incoming calls not terminating prior to 30 seconds that terminated after 30 seconds prior to receiving a live answer.



Overview of 988 Outbound Calls	SFY25 (Jul 1 - Jun 30)	YTD 24 (Jan 1 - Dec 31)	Jul '24	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23	Sept '23	Aug '23
988 Outbound Calls	647	4,540	647	660	750	641	574	581	687	679	620	557	649	709
Warmline OpenBeds FollowUps	137	911	137	114	108	104	169	155	124	124	80	42	47	53

Overview of 988 Encounters - Inbound Calls: Clinical	SFY25 (Jul 1 - Jun 30)	YTD 24 (Jan 1 - Dec 31)	Jul '24	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23	Sept '23	Aug '23
Calling about self	1,328	8,651	1,328	1,295	1,483	1,212	1,199	1,005	1,129	1,048	905	1,163	1,261	1,037
Calling about a child	26	154	26	17	26	20	23	20	22	17	13	23	32	41
Calling about another adult	171	1,027	171	176	168	154	149	94	115	108	126	114	116	110

Overview of 988 Encounters - Inbound Calls: Other	SFY25 (Jul 1 - Jun 30)	YTD 24 (Jan 1 - Dec 31)	Jul '24	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23	Sept '23	Aug '23
Information and Referral Calls	25	252	25	38	54	47	30	23	35	23	42	32	43	35
Law Enforcement	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative	0	10	0	2	0	3	4	1	0	0	4	6	4	6
Wrong Number	45	312	45	31	54	46	46	33	57	41	46	56	61	46
Other	636	4,135	636	675	636	620	463	470	635	550	675	496	514	379

Level of Care: 988 Encounters - Clinical Calls, Chats, and Texts	SFY25 (Jul 1 - Jun 30)	YTD 24 (Jan 1 - Dec 31)	Jul '24	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23	Sept '23	Aug '23
Routine	40.7%	40.6%	40.7%	41.0%	40.6%	39.7%	40.2%	40.9%	41.2%	40.6%	41.9%	42.4%	43.6%	36.4%
Urgent	51.7%	51.6%	51.7%	51.8%	52.1%	53.1%	52.7%	49.3%	49.7%	51.2%	48.4%	49.5%	47.8%	52.8%
Emergent	7.6%	7.8%	7.6%	7.2%	7.3%	7.3%	7.1%	9.8%	9.1%	8.1%	9.7%	8.1%	8.7%	10.8%

Referrals Made to 988 Callers - to community resources	SFY25 (Jul 1 - Jun 30)	YTD 24 (Jan 1 - Dec 31)	Jul '24	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23	Sept '23	Aug '23
Referred to Community BH Agency	129	1,439	129	212	238	261	220	178	201	161	173	224	234	291
Submitted OpenBeds Referral	8	89	8	9	8	6	8	23	27	27	21	18	16	23
Recommend Wraparound Program	0	2	0	0	0	0	0	0	2	1	2	5	5	2
Recommended Family Peer Support	0	6	0	0	0	0	0	1	5	2	4	3	5	6
Recommended NMConnect	63	677	63	102	112	100	94	102	104	93	71	97	133	123
Suggested NM 5-Actions Program	15	204	15	36	33	49	30	21	20	17	14	18	16	21
Offered Warmline Program	31	342	31	38	63	38	65	42	65	55	48	68	69	55
Already in Services	110	1,087	110	132	192	200	155	130	168	212	160	252	239	311
Referral Declined	233	2,539	233	365	393	318	397	408	425	439	472	414	387	287
Situation Ineligible for Referral	397	3,263	397	556	555	500	450	369	436	452	521	435	388	604

Disposition At End of Encounter - Clinical Calls	SFY25 (Jul 1 - Jun 30)	YTD 24 (Jan 1 - Dec 31)	Jul '24	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23	Sept '23	Aug '23
Stabilized by counselor, referred to resources if appropriate	1,577	10,074	1,577	1,486	1,726	1,427	1,420	1,132	1,306	1,230	1,034	1,335	1,428	1,166
Counselor made an abuse report	18	106	18	15	20	18	16	10	9	16	14	22	9	23
Caller will take person of concern to hospital	8	44	8	6	8	12	5	3	2	6	3	6	4	7
Caller agreed to go to the hospital	12	111	12	16	19	12	24	20	8	11	11	7	18	19
Caller agreed to call 911 regarding immediate danger	7	32	7	3	6	6	4	3	3	4	6	6	1	4
Caller conferenced to 911 due to immediate danger	25	248	25	44	48	28	36	26	41	37	56	48	42	53
Counselor contacted police with caller's consent	23	236	23	28	38	36	29	40	42	35	23	25	21	34
Counselor contacted police without caller's consent	27	292	27	42	46	43	37	57	40	26	39	47	45	31

