

**September 2024 New Mexico 988 Monthly Overview**

Overview of 988 Encounters	SFY25 (July 1 - June 30)	YTD 24 (Jan 1 - Dec 31)	Sep '24	Aug '24	Jul '24	Jun '24	May '24	Apr '24	Mar '24	Feb '24	Jan '24	Dec '23	Nov '23	Oct '23
988 Call Engagements*	10,814	32,377	3,331	3,410	4,073	3,758	4,104	3,575	3,216	2,979	3,931	3,833	3,633	3,746
988 Text and Chat Conversations	2,858	6,598	1,064	853	941	846	762	712	507	467	446	582	512	544



## 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
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
Aug 2024	2833	2563	2320	86.2	14	12:55	4.8	140	130
Sep 2024	2786	2393	2069	78.9	17	13:11	8.7	165	228
<b>Past 13 mo's</b>	<b>35989</b>	<b>32788</b>	<b>30493</b>	<b>87.8</b>	<b>12</b>	<b>12:53</b>	<b>3.7</b>	<b>1960</b>	<b>1241</b>

\*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.

<b>Overview of 988 Outbound Calls</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Aug '24</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>
988 Outbound Calls	1,669	5,562	520	502	647	660	750	641	574	581	687	679	620	557
Warmline OpenBeds FollowUps	427	1,201	127	163	137	114	108	104	169	155	124	124	80	42

<b>Overview of 988 Encounters - Inbound Calls: Clinical</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Aug '24</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>
Calling about self	3,950	11,273	1,410	1,212	1,328	1,295	1,483	1,212	1,199	1,005	1,129	1,048	905	1,163
Calling about a child	61	189	15	20	26	17	26	20	23	20	22	17	13	23
Calling about another adult	465	1,321	140	154	171	176	168	154	149	94	115	108	126	114

<b>Overview of 988 Encounters - Inbound Calls: Other</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Aug '24</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>
Information and Referral Calls	92	319	49	18	25	38	54	47	30	23	35	23	42	32
Law Enforcement	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative	9	19	6	3	0	2	0	3	4	1	0	0	4	6
Wrong Number	136	403	45	46	45	31	54	46	46	33	57	41	46	56
Other	1,825	5,324	569	620	636	675	636	620	463	470	635	550	675	496

<b>Level of Care: 988 Encounters - Clinical Calls, Chats, and Texts</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Sep '24</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>
Routine	38.7%	40.1%	47.4%	36.6%	40.7%	41.0%	40.6%	39.7%	40.2%	40.9%	41.2%	40.6%	41.9%	42.4%
Urgent	54.6%	52.4%	49.1%	57.8%	51.7%	51.8%	52.1%	53.1%	52.7%	49.3%	49.7%	51.2%	48.4%	49.5%
Emergent	6.7%	7.5%	3.5%	5.6%	7.6%	7.2%	7.3%	7.3%	7.1%	9.8%	9.1%	8.1%	9.7%	8.1%

<b>Referrals Made to 988 Callers - to community resources</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Sep '24</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>
Referred to Community BH Agency	544	1,854	216	199	129	212	238	261	220	178	201	161	173	224
Submitted OpenBeds Referral	16	97	4	4	8	9	8	6	8	23	27	27	21	18
Recommend Wraparound Program	0	2	0	0	0	0	0	0	0	0	2	1	2	5
Recommended Family Peer Support	0	6	0	0	0	0	0	0	0	1	5	2	4	3
Recommended NMConnect	300	914	124	113	63	102	112	100	94	102	104	93	71	97
Suggested NM 5-Actions Program	130	333	71	44	15	36	33	49	30	21	20	17	14	18
Offered Warmline Program	102	413	45	26	31	38	63	38	65	42	65	55	48	68
Already in Services	392	1,369	160	122	110	132	192	200	155	130	168	212	160	252
Referral Declined	972	3,278	373	366	233	365	393	318	397	408	425	439	472	414
Situation Ineligible for Referral	1,431	4,292	530	504	397	556	555	500	450	369	436	452	521	435

<b>Disposition At End of Encounter - Clinical Calls</b>	<b>SFY25 (Jul 1 - Jun 30)</b>	<b>YTD 24 (Jan 1 - Dec 31)</b>	<b>Sep '24</b>	<b>Aug '24</b>	<b>Jul '24</b>	<b>Jun '24</b>	<b>May '24</b>	<b>Apr '24</b>	<b>Mar '24</b>	<b>Feb '24</b>	<b>Jan '24</b>	<b>Dec '23</b>	<b>Nov '23</b>	<b>Oct '23</b>
Stabilized by counselor, referred to resources if appropriate	5,998	14,495	2,916	1,505	1,577	1,486	1,726	1,427	1,420	1,132	1,306	1,230	1,034	1,335
Counselor made an abuse report	51	139	17	16	18	15	20	18	16	10	9	16	14	22
Caller will take person of concern to hospital	22	58	7	7	8	6	8	12	5	3	2	6	3	6
Caller agreed to go to the hospital	51	150	23	16	12	16	19	12	24	20	8	11	11	7
Caller agreed to call 911 regarding immediate danger	28	53	9	12	7	3	6	6	4	3	3	4	6	6
Caller conferenced to 911 due to immediate danger	91	314	35	31	25	44	48	28	36	26	41	37	56	48
Counselor contacted police with caller's consent	79	292	33	23	23	28	38	36	29	40	42	35	23	25
Counselor contacted police without caller's consent	92	357	36	29	27	42	46	43	37	57	40	26	39	47

