



New Mexico 988 Engagement Center July 2024 Utilization Report

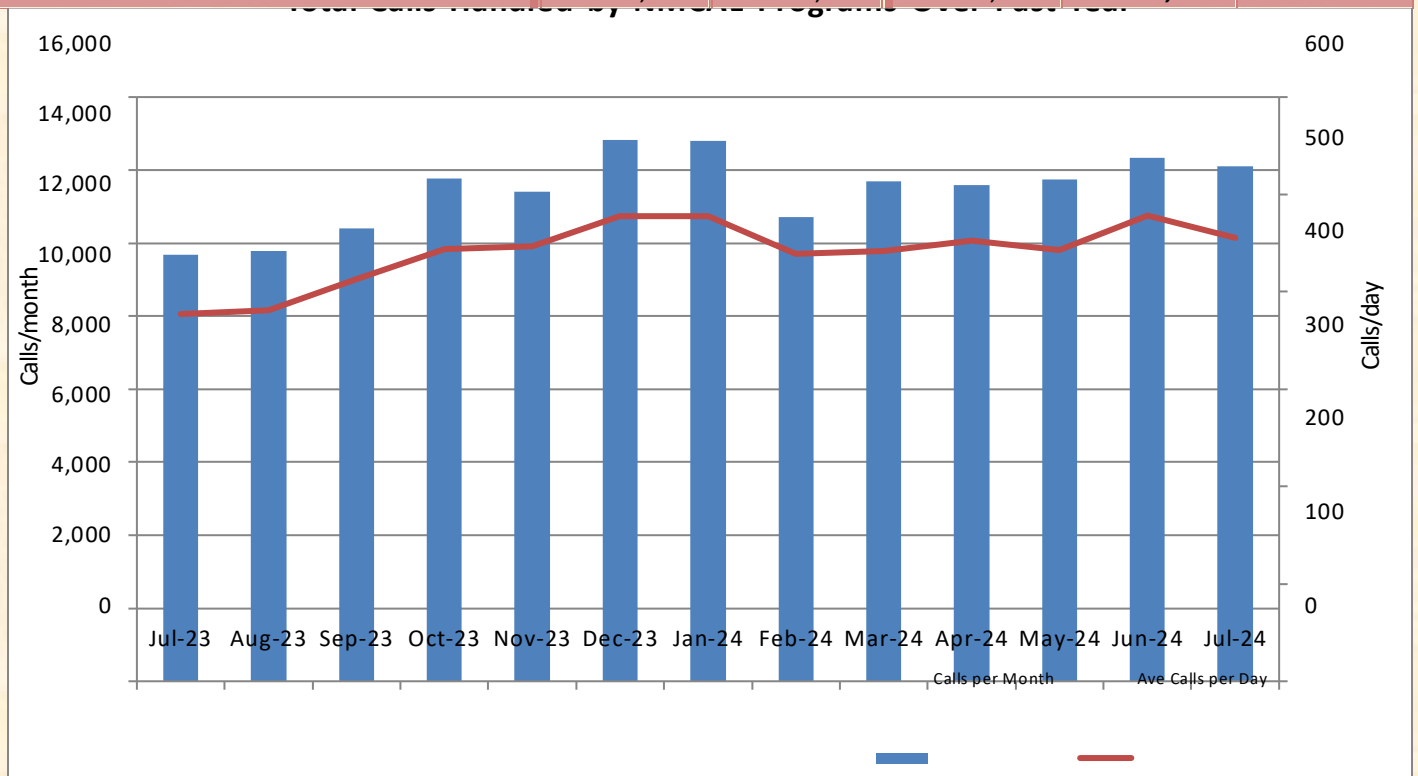


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PROGRAM OVERVIEW

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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
New Mexico Crisis and Access Line	3,946	27,559	3,946	3,613	3,516
988 New Mexico Suicide and Crisis Lifeline	4,073	25,636	4,073	3,758	3,360
Healthcare Worker & First Responder Line	461	2,767	461	816	93
Core Service Agency Programs	490	3,961	490	421	757
Rio Grande Gorge Bridge Intercoms	40	277	40	109	9
Peer to Peer Warmline	5,105	36,810	5,105	5,631	3,957
Total Calls - All NM Accounts	14,115	97,010	14,115	14,348	11,692

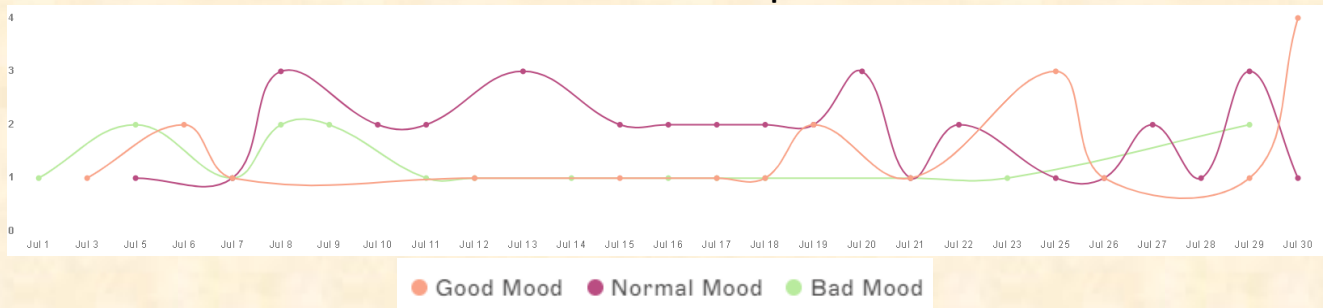


*Engagements include inbound and outbound phone calls, text message conversations, and chat conversations that were supported by all accounts in the New Mexico 988 portfolio.

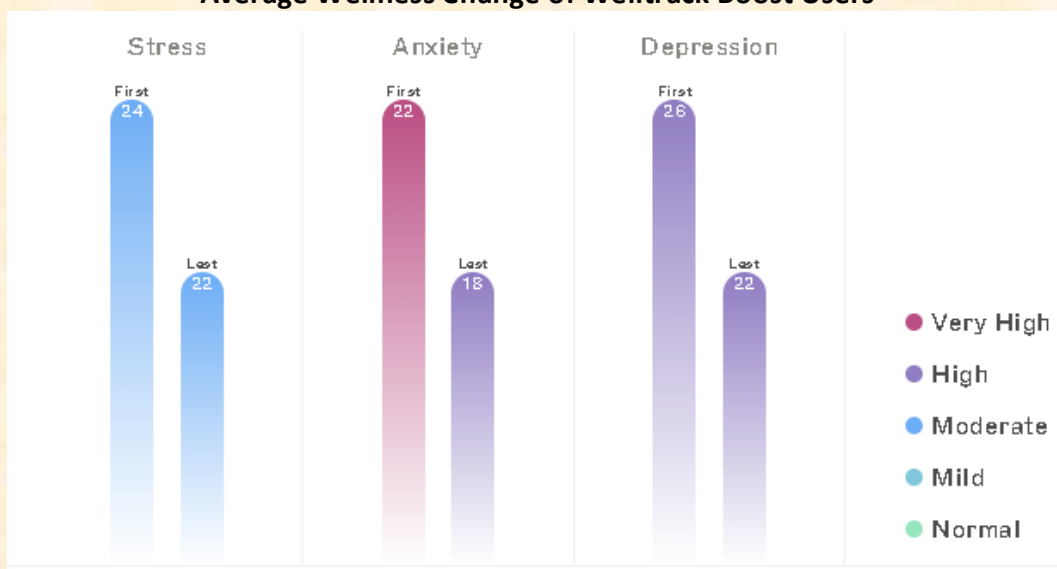
Overview of Digital Programs	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
988 Text & Chat Message Conversations	941	4,681	941	846	255
Warmline Text Message Conversations	34	639	34	54	506
NMConnect Smartphone Downloads	211	1,490	211	216	193
– Activated Call to NMCAL	5	47	5	6	7
– Activated Call to Warmline	4	57	4	5	11
– Activated Text to Warmline	6	30	6	6	7
– Activated Chat or Text to 988	8	78	8	10	17
– Activated Call to 911	0	0	0	0	0
Welltrack Boost Self-Help Account Created	35	262	35	32	69
NM 5-Actions Program Unique Visitors	439	4,665	439	920	296
NM 5-Actions Program Registered Users	17	453	17	19	23

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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
*Total Inbound Crisis Line Calls Handled	8,100	53,781	8,100	7,829	6,494
*Total Inbound Clinical Calls Handled	3,074	20,332	3,074	3,031	2,795
Calling about Self	2,641	17,468	2,641	2,611	2,304
Calling about a Child	44	352	44	38	40
Calling about Another Adult	389	2,512	389	382	451
Outbound Crisis Line Calls	910	6,419	910	888	1,241
Information/Referral Calls	85	856	85	130	139
Seeking info about Program(s)	19	200	19	25	37
Public Safety Calls	13	68	13	8	12
Administrative Calls	9	77	9	9	10
Other Calls	249	1,363	249	149	205
*Total All Crisis Line Calls Handled	9,010	60,200	9,010	8,717	7,735

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

Crisis Line Call Statistics	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
*Average Clinical Call Length	23.2 min	23.2 min	23.2 min	22.2 min	23.3 min
Service Level (answered under 30 sec)	88.9%	90.0%	88.9%	92.4%	97.2%
Abandonment Rate	5.3%	4.5%	5.3%	3.1%	1.1%
Average Speed of Answer	15 sec	14 sec	15 sec	12 sec	9 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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Routine	48.8%	48.8%	48.8%	46.8%	49.3%
Urgent	45.9%	45.7%	45.9%	47.6%	43.3%
Emergent	5.3%	5.5%	5.3%	5.6%	7.4%



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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Bernalillo	788	8,043	788	1,116	1,329
Catron	2	18	2	2	3
Chaves	23	264	23	37	36
Cibola	16	138	16	30	23
Colfax	5	96	5	7	10
Curry	19	184	19	13	28
De Baca	0	6	0	1	0
Dona Ana	108	1,054	108	139	133
Eddy	18	233	18	48	32
Grant	29	281	29	29	76
Guadalupe	0	15	0	5	2
Harding	0	2	0	0	0
Hidalgo	3	23	3	3	2
Lea	17	179	17	27	36
Lincoln	72	438	72	152	17
Los Alamos	15	111	15	18	9
Luna	21	126	21	20	16
McKinley	44	436	44	62	56
Mora	1	27	1	5	6
Otero	25	274	25	42	63
Quay	1	47	1	6	6
Rio Arriba	26	287	26	39	46
Roosevelt	12	86	12	17	18
San Juan	74	745	74	130	91
San Miguel	12	208	12	29	23
Sandoval	66	687	66	105	97
Santa Fe	98	1,228	98	181	187
Sierra	3	138	3	13	25
Socorro	3	76	3	10	22
Taos	61	626	61	68	101
Torrance	8	87	8	18	19
Union	1	7	1	1	2
Valencia	51	453	51	64	52
Outside NM	108	1,116	108	119	153



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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Suicide	30.7%	29.0%	30.7%	32.1%	27.7%
Substance Use	15.2%	16.7%	15.2%	16.3%	14.4%
Situational Stress	12.0%	10.9%	12.0%	10.2%	8.8%
Anxiety	7.7%	6.5%	7.7%	6.7%	7.4%
Cognitive Concerns	5.8%	5.9%	5.8%	5.4%	6.5%
Family Concerns	3.2%	2.7%	3.2%	2.8%	4.3%
Intimate Partner/Marital	2.3%	2.4%	2.3%	2.8%	3.3%
Interpersonal Violence	2.1%	2.3%	2.1%	2.9%	1.8%
Depression	1.9%	2.8%	1.9%	2.9%	3.4%
Loneliness	1.5%	2.1%	1.5%	1.6%	2.2%
Harm to Others	1.3%	1.4%	1.3%	1.2%	2.0%
Health Issue/Chronic Pain	1.3%	1.3%	1.3%	1.2%	0.9%
Grief/Loss	1.2%	1.9%	1.2%	1.1%	2.0%
Intentional Self-Injury	1.1%	0.9%	1.1%	0.8%	1.1%
Medication	1.0%	1.1%	1.0%	0.9%	1.0%
Trauma	0.9%	0.9%	0.9%	1.1%	1.8%
Relationship (Non-Romantic)	0.4%	0.7%	0.4%	0.7%	0.6%
Community Violence	0.4%	0.2%	0.4%	0.2%	0.2%
Workplace Issue	0.4%	0.4%	0.4%	0.4%	0.4%
Sexual Assault	0.1%	0.2%	0.1%	0.3%	0.3%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Other	9.5%	9.5%	9.5%	8.1%	9.9%

Crisis Line Referrals^ - to community resources	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Referred to Community BH Agency	220	2,531	220	356	639
Submitted OpenBeds Referral	69	691	69	98	140
Recommended Wraparound Program	0	7	0	0	2
Recommended Family Peer Support	0	10	0	0	3
Suggested NMConnect Self-Help App	104	1,268	104	198	251
Suggested NM 5-Actions Program	35	494	35	81	61
Offered Warmline Program	50	603	50	72	112
Already in Services	192	1,878	192	259	506
Referral Declined	381	4,497	381	655	484
Situation Ineligible for Referral	707	6,246	707	976	557

^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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Caller stabilized by counselor, and referred to community resources if appropriate	92.5%	93.0%	92.5%	93.2%	91.2%
Counselor made an abuse report	1.0%	0.7%	1.0%	0.6%	0.7%
Caller will take person of concern to hospital	0.5%	0.4%	0.5%	0.3%	0.5%
Caller agreed to go to the hospital	1.0%	0.8%	1.0%	0.8%	0.5%
Caller agreed to call 911 regarding immediate danger	0.4%	0.2%	0.4%	0.2%	0.1%
Caller conferenced to 911 due to immediate danger	1.4%	1.7%	1.4%	1.9%	3.5%
Counselor contacted police with caller's consent	1.5%	1.4%	1.5%	1.4%	1.8%
Counselor contacted police without caller's consent	1.7%	1.7%	1.7%	1.6%	1.7%

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 24.9% of the engagements on the crisis lines during the month of July 2024 (34.9% 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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Caller stabilized by counselor, and referred to community resources if appropriate	85.7%	85.3%	85.7%	85.4%	91.2%
Caller will take person of concern to hospital	1.0%	0.8%	1.0%	0.6%	0.7%
Caller agreed to go to the hospital	1.7%	1.7%	1.7%	2.0%	0.5%
Caller agreed to call 911 regarding immediate danger	0.7%	0.3%	0.7%	0.1%	0.5%
Caller conferenced to 911 due to immediate danger	3.1%	3.9%	3.1%	4.5%	0.1%
Counselor contacted police with caller's consent	3.3%	3.5%	3.3%	3.2%	3.5%
Counselor contacted police without caller's consent	4.5%	4.5%	4.5%	4.3%	1.8%



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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
from NMCAL to Warmline	2	69	2	8	15
from Warmline to NMCAL	2	32	2	4	8

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In July 2024, engagements on the crisis lines reflected that 20.5% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 3.7% reported a history of substance use.

In July 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	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
NMCAL calls related to Opioid Use	87	810	87	116	122
Warmline calls related to Opioid Use	4	43	4	6	5

Calls from Veterans and Active Service Military

The following table shows the number of veterans who received support from NMCAL and the Warmline. 988 also has a Veterans Crisis Line available for veterans, active service military, and their families.

Caller Identified as Veteran or Active Service Military	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
NMCAL and 988 Suicide & Crisis Lifeline	158	1,733	158	367	180
Warmline	107	996	107	138	121



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	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Total Calls Handled*	5,105	36,810	5,105	5,631	3,957
Average Call Length^	12.9 min	13.9 min	12.9 min	13.2 min	14.1 min
Service Level (answered under 30 sec)^	74.2%	74.3%	74.2%	83.1%	83.8%
Abandonment Rate^	12.8%	17.1%	12.8%	14.8%	7.1%
Average Speed of Answer^	91 sec	71 sec	91 sec	83 sec	36 sec

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

Warmline Text Message Data	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Total Conversations	34	639	34	54	506

Outcome of Warmline Calls	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Caller reports feeling supported by the call	91.9%	90.6%	91.9%	90.8%	92.2%
Caller received referrals	1.5%	2.7%	1.5%	1.9%	0.9%
Caller was transferred to an NMCAL counselor	0.1%	0.2%	0.1%	0.2%	0.3%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.1%
Other/None of the Above	6.5%	6.6%	6.5%	7.1%	6.4%

Warmline Parent/Family Peer Support Calls	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Parent	0	4	0	0	6
Legal Guardian (Stepparent, Grandparent, Family Member)	0	0	0	0	0
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	0	6	0	0	0
Support Provided to Parent/Family Members	0	10	0	0	6

Warmline Foster Child or Youth Calls	SFY25 (7/1– 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Identified as Foster Child or Youth During Call	0	7	0	0	0



Primary Presenting Concern in Warmline Calls	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Anxiety / Situational Stress	51.4%	45.8%	51.4%	50.8%	37.2%
Isolation / Loneliness	13.7%	14.3%	13.7%	12.5%	16.0%
Interpersonal Relationships	7.4%	8.1%	7.4%	8.4%	8.8%
Depression	2.5%	3.8%	2.5%	2.8%	3.9%
Employment and Education	1.7%	1.4%	1.7%	2.0%	0.5%
Grief / Loss	1.3%	1.7%	1.3%	0.7%	1.2%
Healthcare	1.2%	1.4%	1.2%	1.3%	0.7%
Anger Management	0.8%	1.3%	0.8%	1.2%	1.4%
Cognitive Concerns / Psychosis	0.7%	0.9%	0.7%	0.6%	0.2%
Spirituality	0.5%	0.9%	0.5%	0.6%	0.3%
Thoughts of Suicide	0.4%	0.4%	0.4%	0.4%	0.1%
Housing	0.3%	0.6%	0.3%	0.7%	0.6%
Substance Use	0.2%	0.3%	0.2%	0.3%	2.0%
Abuse/Neglect	0.2%	0.3%	0.2%	0.4%	0.3%
Medication / Wellness Check In	0.2%	0.3%	0.2%	0.1%	0.2%
Resources / Community Referrals	0.2%	0.4%	0.2%	0.3%	0.8%
Self-Injury	0.1%	0.2%	0.1%	0.1%	0.4%
Sexual Assault	0.1%	0.2%	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	1.4%	2.1%	1.4%	2.1%	2.1%
Other	15.5%	15.7%	15.5%	14.7%	23.2%

Warmline Referrals^ - to community resources	SFY25 (7/1- 6/30)	YTD 2024 (1/1-12/31)	Jul 2024	Jun 2024	Jul 2023
Referred to Community BH Agency	1	19	1	1	105
Submitted OpenBeds Referral	0	0	0	0	0
Referred to Community Support Services	11	163	11	17	9
Recommended Support Meeting	3	30	3	5	3
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	0	1	0	0	0
Suggested NMConnect Self-Help App	12	136	12	6	28
Suggested NM 5-Actions Program	2	23	2	1	15
Already in Services	0	171	0	108	85
Referral Declined	9	232	9	17	26
Situation Ineligible for Referral	1,582	14,783	1,582	2,152	2,184
Abuse/Neglect Report Made	0	1	0	1	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 (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	SFY25 (7/1- 6/30)	YTD 2024 (1/1- 12/31)	Jul 2024	Jun 2024	Jul 2023
Bernalillo	825	6,959	825	1,183	836
Catron	0	32	0	1	0
Chaves	13	152	13	40	18
Cibola	1	53	1	1	11
Colfax	19	119	19	10	3
Curry	0	9	0	3	3
De Baca	0	0	0	0	0
Dona Ana	208	1,786	208	217	126
Eddy	0	15	0	1	2
Grant	41	428	41	40	108
Guadalupe	1	1	1	0	8
Harding	0	1	0	1	0
Hidalgo	0	6	0	0	4
Lea	1	19	1	0	8
Lincoln	16	128	16	17	17
Los Alamos	0	3	0	0	1
Luna	5	46	5	8	6
McKinley	10	122	10	19	18
Mora	2	63	2	38	0
Otero	26	278	26	17	76
Quay	0	1	0	0	0
Rio Arriba	31	314	31	34	41
Roosevelt	0	7	0	4	2
San Juan	37	417	37	56	33
San Miguel	100	525	100	86	24
Sandoval	90	767	90	116	129
Santa Fe	99	975	99	154	372
Sierra	82	837	82	112	71
Socorro	0	47	0	7	18
Taos	53	774	53	114	141
Torrance	1	58	1	9	14
Union	0	5	0	2	0
Valencia	57	585	57	83	167
Outside NM	15	167	15	22	27



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

