

# New Mexico Crisis and Access Line Array of Services- February

## 1. Program Overview

**Service Provider:** Protocall Services, Inc. operates NM Crisis and Access Line (NMCAL) 988 Life Line, and other crisis support lines on behalf of the NM Behavioral Health Services Division (BHSD) Health Care Authority(HCA).

**Services:** Provides crisis support through calls, texts, chats, and digital tools (e.g., NMConnect app, 5-Actions Program™) for mental health, substance use, and other behavioral concerns.

## 2. Trends to Note for the Month:

- We continued to meet with CYFD staff and resource parents across the state.
- We successfully launched a new initiative where our counselors are offering follow-up to callers from their Medicaid provider. We send about 5 calls per day to each Medicaid provider who can support the help seeker with care coordination.

## 3. Call Center Utilization-

This is a representation of all the engagements we get through each separate phone line.

New Mexico Crisis and Access Line (NMCAL): 3,113

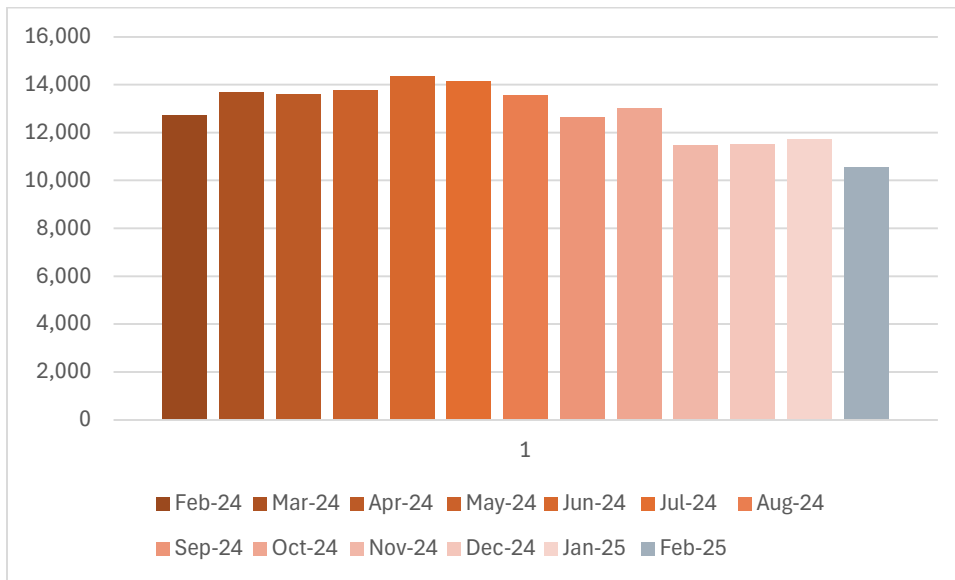
988 New Mexico Suicide and Crisis Lifeline (NM 988): 2,418

Core Service Agency Programs: 271

Rio Grande Gorge Bridge Intercoms: 46

Peer to Peer Warmline: 3,772

### Total Calls - All NM Lines



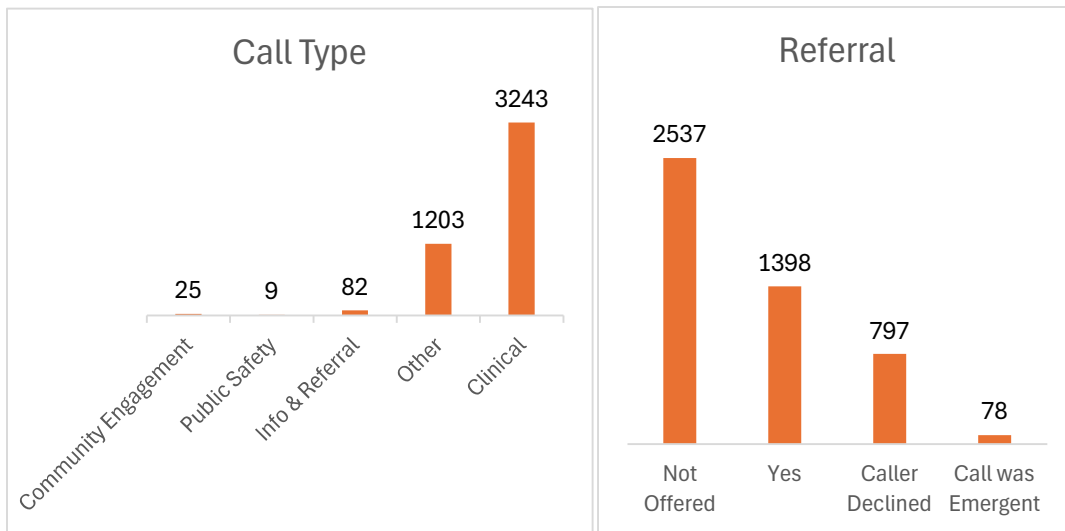
## 4. Chat and Text-

New Mexicans are able to chat 988 on the web or text “talk” to 988 to receive immediate support 24/7. Our Warmline accepts texts between 6pm and 11pm daily.

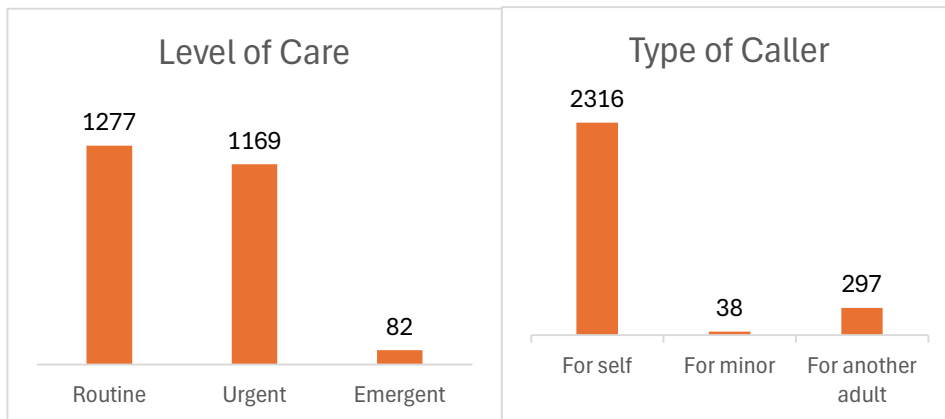
NM 988: 876

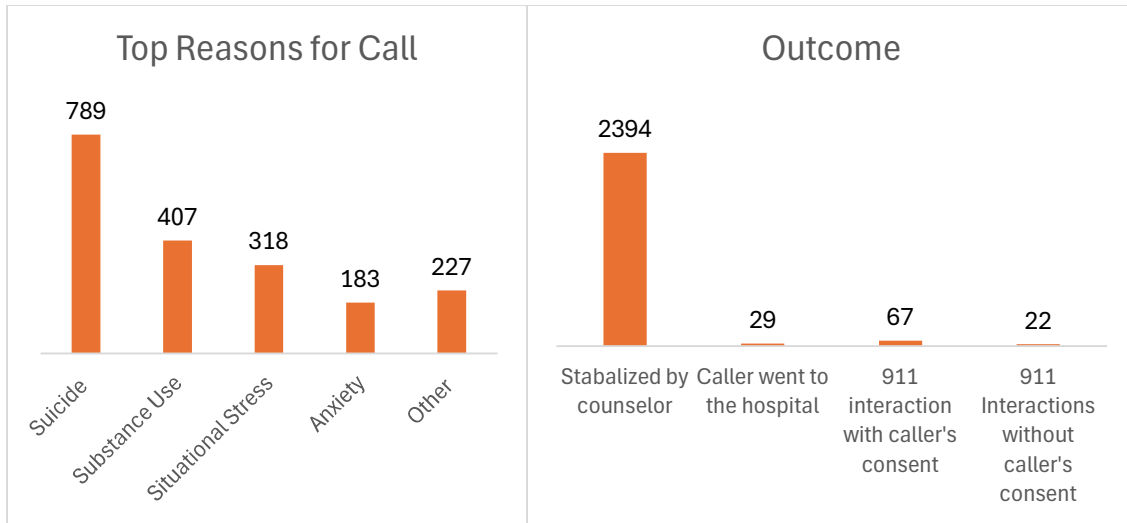
Warmline: 44

**5. All Crisis Line Interactions (calls, chats and texts)-** These are all the interactions that our trained counselors answer which includes calls to NMCAL, NM988, Core Service Agency after-hours coverage, and Rio Grande Bridge Intercoms.



**Clinical Call Breakdown-** Clinical calls are all calls where some area of risk is identified, or the caller is seeking in-the-moment support





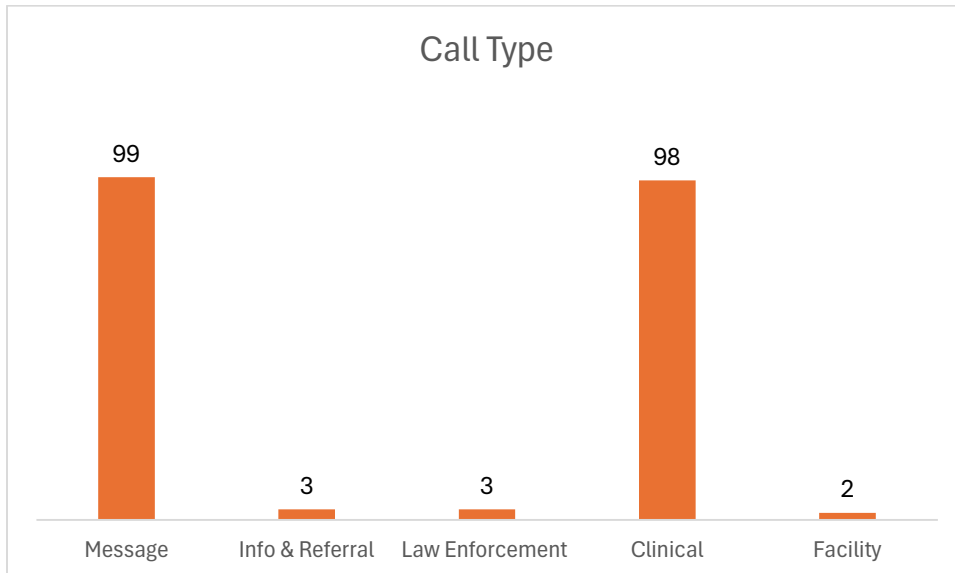
**Statistics:**

Average Call Length: 10 minutes and 1 second  
 Service Level (percent of calls answered under 30 sec): 74.88%  
 Abandonment Rate: 10.75%  
 Average Speed of Answer: 21.85 seconds

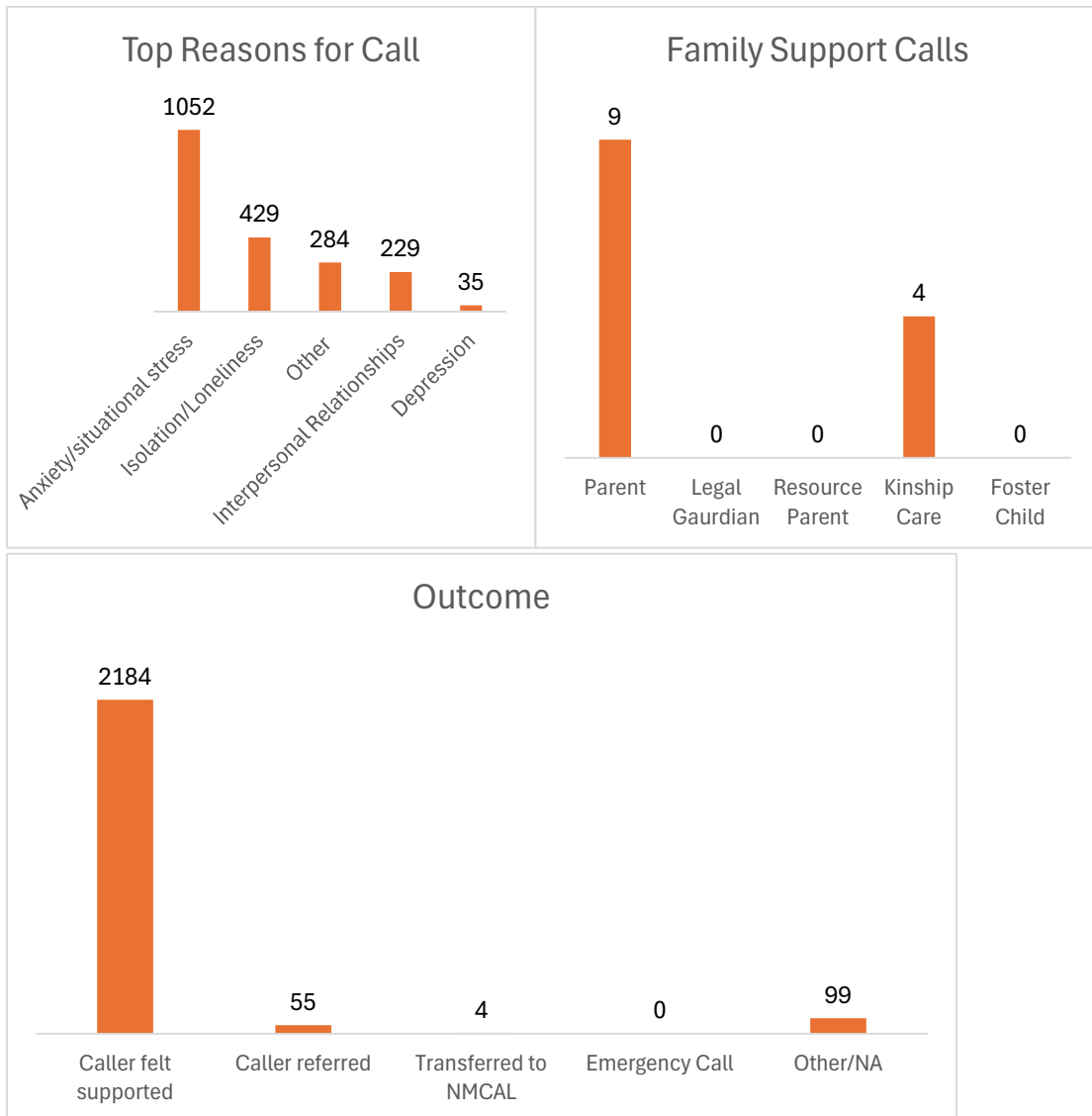
**Mobile Crisis Dispatch-** This reflects the times our staff dispatched or attempted to dispatch a mobile crisis team either directly or through a 911 contact center.

Successful dispatches: 13  
 Unable to dispatch: 1

**6. Core Service Agency Afterhours Calls**



**7. All Warmline Interactions (calls and texts)-** The calls and texts received by our Certified Peer Specialists.



**8. NMConnect-** A digital self-help app where New Mexicans can get evidence-based mental health support.

Total Downloads: 238

Daily Active Users: 479

**9. 5Actions-** A subcontract with Digital Therapeutics Group, LLC (DTG) to provide a digital health and education tool that addresses addiction behaviors.

New Registered Users: 35

**10. Highlights of Outreach and Marketing:** We partner with local health organizations, educational bodies, and community influencers to co-promote our array of services. They shared NMConnect, NM 5Actions, for their community's adding credibility and increasing reach. During community workshops, meetings and presentations at conferences, we used interactive slides,

demos, and infographics. Attendees are encouraged to download the app in real-time using QR codes on presentation slides. We find that this hands-on engagement significantly boosts app downloads during these events.

- Unite us Summit 2/6 about 150 social services providers were in attendance
- Presented at CYFD all staff meetings for Eddy and San Juan Counties
- Presented at the Resource Parent quarterly meeting in Dona Ana and Valencia Counties with about 100 resource parents in attendance at each
- Presented on 2/11 at the Advocacy in Action Day for Suicide Prevention with about 20 people in attendance
- Tabled at the Advocacy in Action Day at the state legislature with about 200 people in attendance
- Presented at the Special Health Council meeting on 2/19
- Tabled at the 43rd Annual Winter Refresher with about 120 medical providers in attendance.
- Attended the 988 Region 6 Convening meeting 2/24-2/26
- Tabled the Behavioral Health Day at the Roundhouse with about 500 people in attendance and spoke in the rotunda.

## 11. Other

Veterans Status

NMCAL and NM988: 147

Warmline: 211

Interactions by County

County	Crisis line interactions	Warmline Interactions
Bernalillo	1087	1046
Catron	1	0
Chaves	20	19
Cibola	10	1
Colfax	3	2
Curry	27	0
De Baca	0	0
Dona Ana	106	111
Eddy	17	3
Grant	33	216
Guadalupe	1	0
Harding	0	0
Hidalgo	1	0
Lea	20	14
Lincoln	47	23
Los Alamos	10	0
Luna	28	3
McKinley	42	9

Mora	2	0
Otero	34	38
Quay	10	2
Rio Arriba	41	33
Roosevelt	2	11
San Juan	91	56
San Miguel	41	199
Sandoval	76	113
Santa Fe	147	188
Sierra	17	67
Socorro	17	4
Taos	18	19
Torrance	12	20
Union	1	1
Valencia	56	89
Outside NM	95	13

**Definitions:**

- **New Mexico Crisis and Access Line (NMCAL):** For the purposes of this report NMCAL represents the calls we get on our ten-digit phone line (1-855-662-7474).
- **New Mexico 988 (NM988):** For the purposes of this report NM988 represents the interactions we receive when New Mexicans dial 988. The only distinction between NMCAL and NM988 is the number dialed by the help seeker. These interactions are managed by the same counselors following the same procedures.
- **Core Service Agencies:** Through out contract with HCA we provide after-hours coverage for several Core Service Agencies throughout the state.
- **Rio Grande Bridge Intercom:** There are 10 intercom boxes on the Rio Grande Bridge. When people press the button on the intercom box they are connected to our counselors.
- **Peer-to- Peer Warmline (Warmline):** The 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.
- **Chat:** Interactions from people who indicate they are in New Mexico after initiating a chat to 988 through <https://chat.988lifeline.org/>.
- **Text:** Interactions from people with 505 or 575 area codes who text “talk” to 988 or people who text the Warmline at 1-855-466-7100 between 6 and 11pm.
- **Crisis line interactions:** All calls, texts, and chats answered by our counselors through NMCAL, NM988, Core Service Agency after-hours, and the Rio Grande Bridge Intercoms.
- **Call type:** For crisis line interactions our counselors will determine the type of call based on what the caller is asking for as well clinical considerations.
  - **Community Engagement:** These are calls for information about our programs, requests for presentations or marketing, employment questions, records requests, and other administrative requests.
  - **Public Safety:** Calls from emergency personnel like police, fire or 911 dispatchers.
  - **Info & Referral:** People looking for resources or connection to mental health services who decline in-the-moment support.
  - **Other:** These calls are follow-up calls from a previous call as well as calls that are discontinued before interventions take place. These calls include calls where the caller intended to reach a state agency.
  - **Clinical:** Calls where there is some thoughts of suicide or homicide, substance use concerns, or the caller accepts in-the-moment support.
- **Level of Care:** On all clinical calls our counselors will assign a level of care which indicates the level of risk on the call.
  - **Routine:** Low to no risk related to functional status, substance use, or safety.
  - **Urgent:** Moderate to serious risk related to functional status, substance use, or safety. Requires some immediate interventions around risk mitigation and safety planning.
  - **Emergent:** Severe to extreme risk related to functional status, substance use, or safety. Requiring immediate in-person intervention.

- Referrals: We offer connections to local resources or services to further support the caller after the call.
  - Yes: A referral was offered and accepted by the caller
  - Not offered: No referral or connection was offered. Which would include the following.
    - Not clinically indicated: When we intentionally do not offer a referral or connection based on clinical considerations on the call. This could include when offering a referral could break rapport.
    - Call ended unexpectedly: When the call is discontinued before we are able to offer a referral.
    - Referral not offered in error: This would capture when we don't offer a referral although it was appropriate to do so.
  - This was an emergent LOC: Any emergent LOC where there is a connection made to a hospital or EMS.