

New Mexico Crisis and Access Line Array of Services- January

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 began the process of presenting our array of services to all the CYFD workers across the state.
- We have begun the process of transitioning all of our Quality Assurance for calls coming in on New Mexico 988 to being within the Vibrant Unified Platform.

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): 3,414

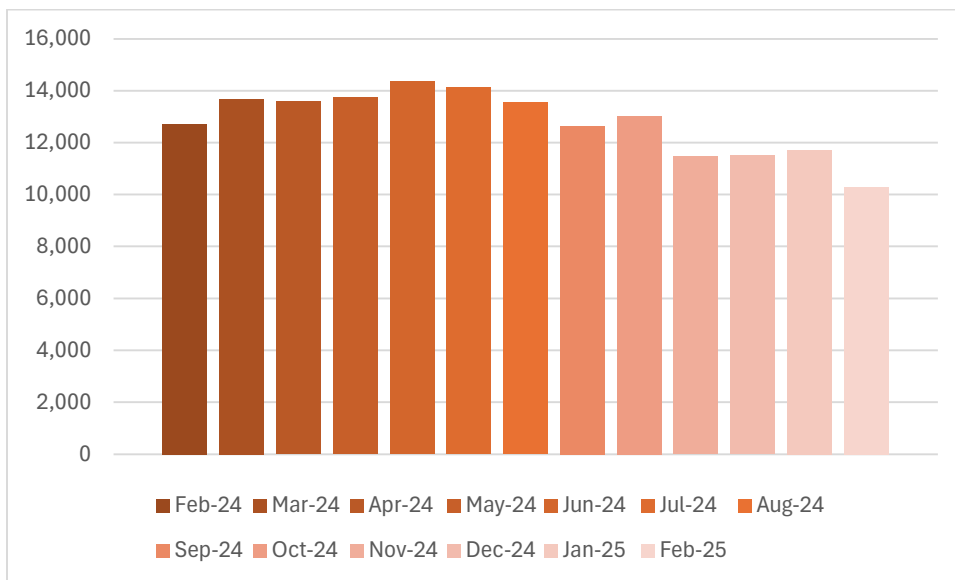
988 New Mexico Suicide and Crisis Lifeline (NM 988): 3,653

Core Service Agency Programs: 22

Rio Grande Gorge Bridge Intercoms: 40

Peer to Peer Warmline: 4,534

Total Calls - All NM Lines



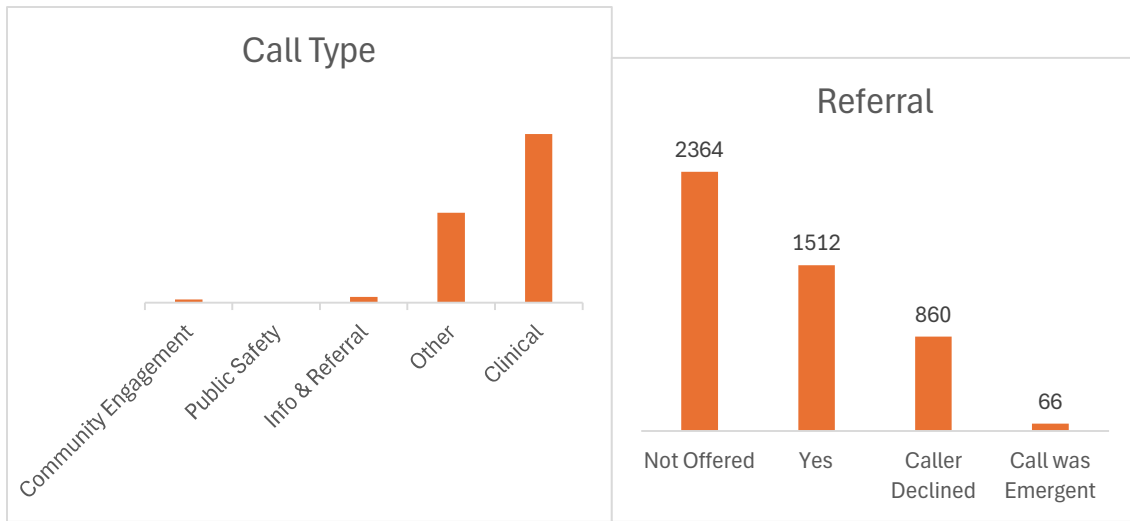
4. Chat and Text-

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.

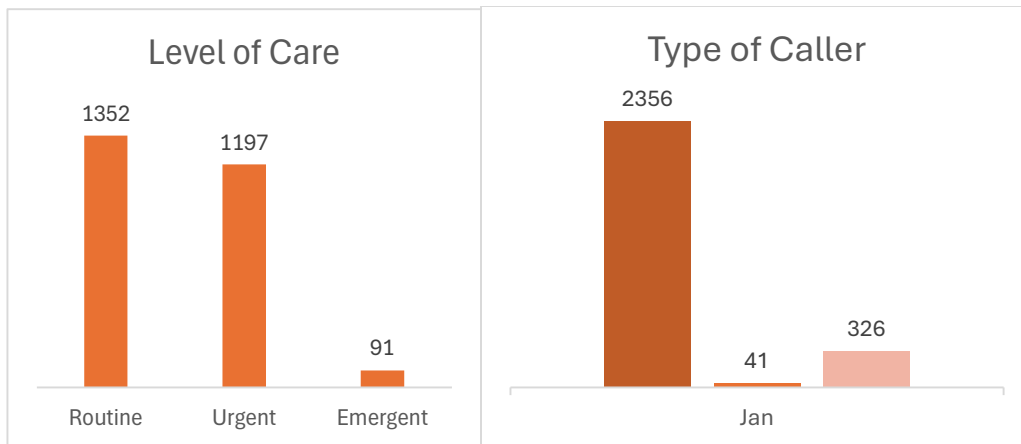
NM 988: 968

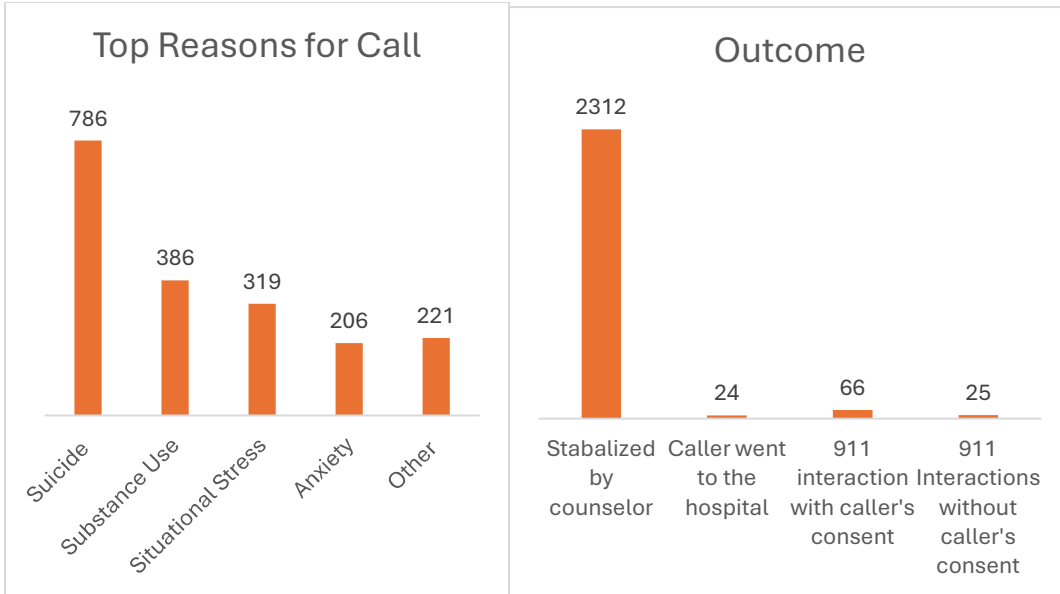
Warmline: 54

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: 9 minutes and 40 seconds

Service Level (percent of calls answered under 30 sec): 92.95%

Abandonment Rate: 7%

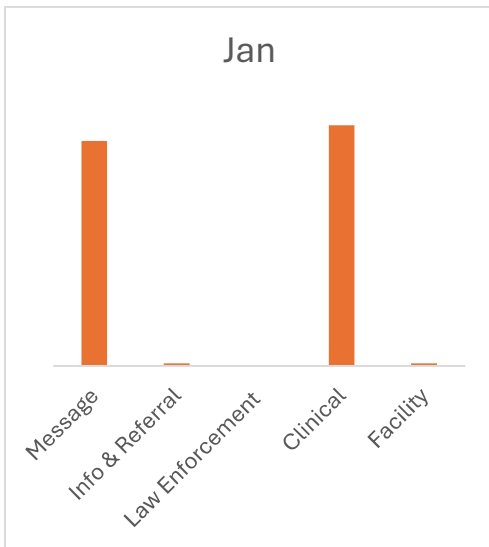
Average Speed of Answer: 18.67 seconds

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.

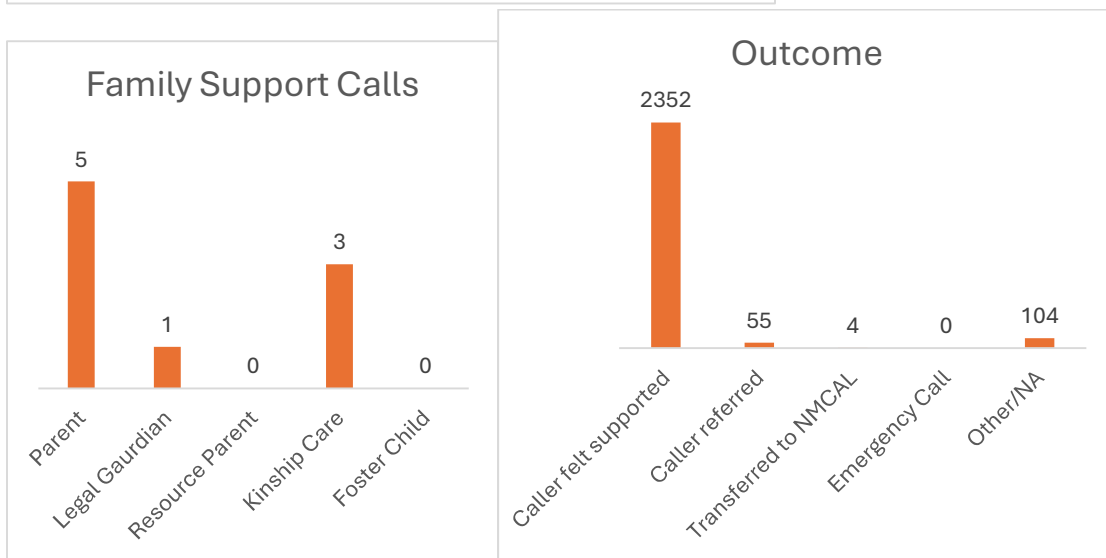
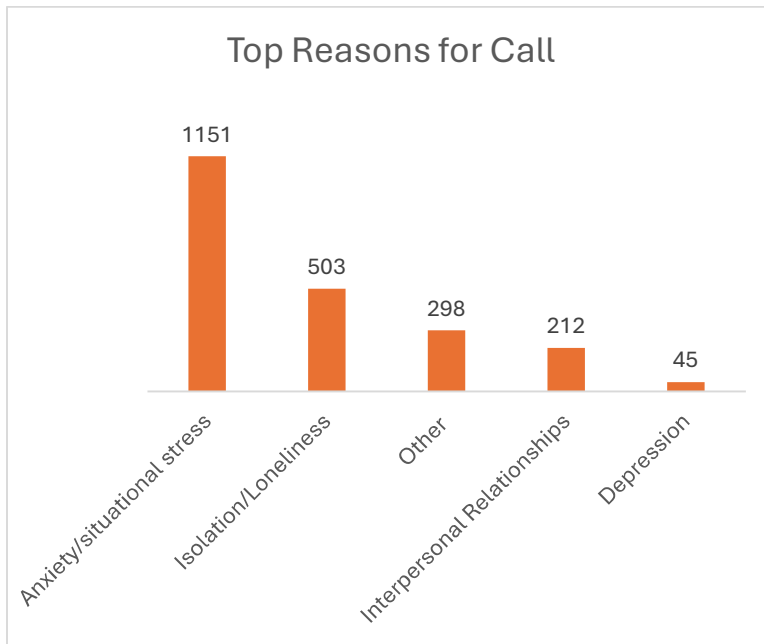
Successful dispatches: 10

Unable to dispatch: 0

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: 273

Daily Active Users: 533

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: 16

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.

- Presented to the New Mexico Tribal Opioid Response Grant Sub-awardees with ASTEC.
- Attended the New Mexico Advocacy in Action Conference which had about 500 attendees. We also did a presentation at this conference about our array of services.
- Participated in the NMBHPA Day at the state legislature.
- Presented our array of services to several CYFD All Staff Meetings including Cibola and Lea County.

11. Other

Veterans Status
 NMCAL and NM988: 102
 Warmline: 190

Interactions by County

County	Crisis line interactions	Warmline Interactions
Bernalillo	1165	1245
Catron	2	0
Chaves	38	35
Cibola	12	5
Colfax	8	3
Curry	29	7
De Baca	3	1
Dona Ana	138	175
Eddy	27	12
Grant	26	128
Guadalupe	3	10
Harding	0	0
Hidalgo	3	0
Lea	21	0
Lincoln	29	27
Los Alamos	11	0
Luna	15	3
McKinley	63	7
Mora	4	0
Otero	34	56
Quay	4	0

Rio Arriba	43	20
Roosevelt	12	21
San Juan	112	66
San Miguel	25	277
Sandoval	84	93
Santa Fe	218	152
Sierra	14	104
Socorro	15	3
Taos	80	66
Torrance	10	22
Union	0	0
Valencia	80	116
Outside NM	173	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.