

# New Mexico Crisis and Access Line Array of Services - December 2025

## 1. Program Overview

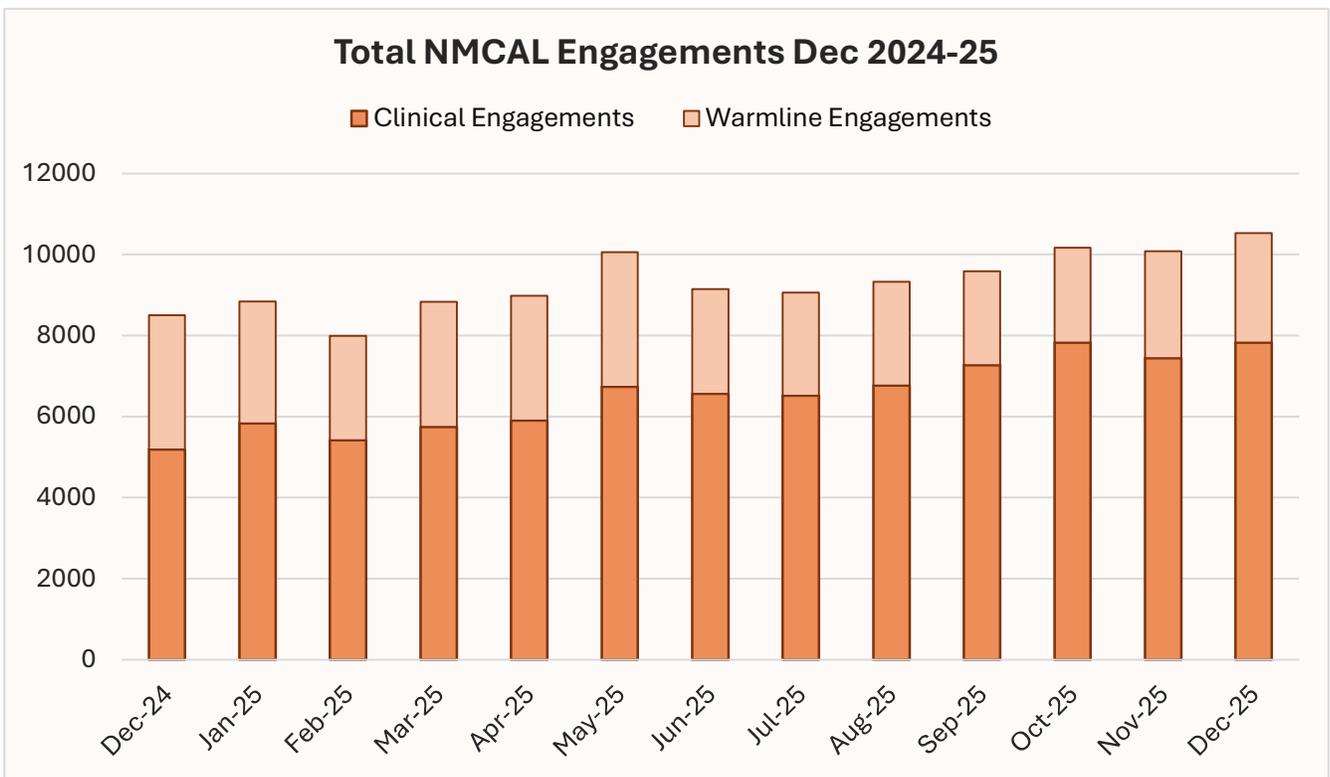
**Service Provider:** Protocall Services, Inc. operates NM Crisis and Access Line (NMCAL) 988 Life Line, and other crisis support lines on behalf of the NM Behavioral Health Services Division (BHSD) Health Care Authority(HCA).

**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.

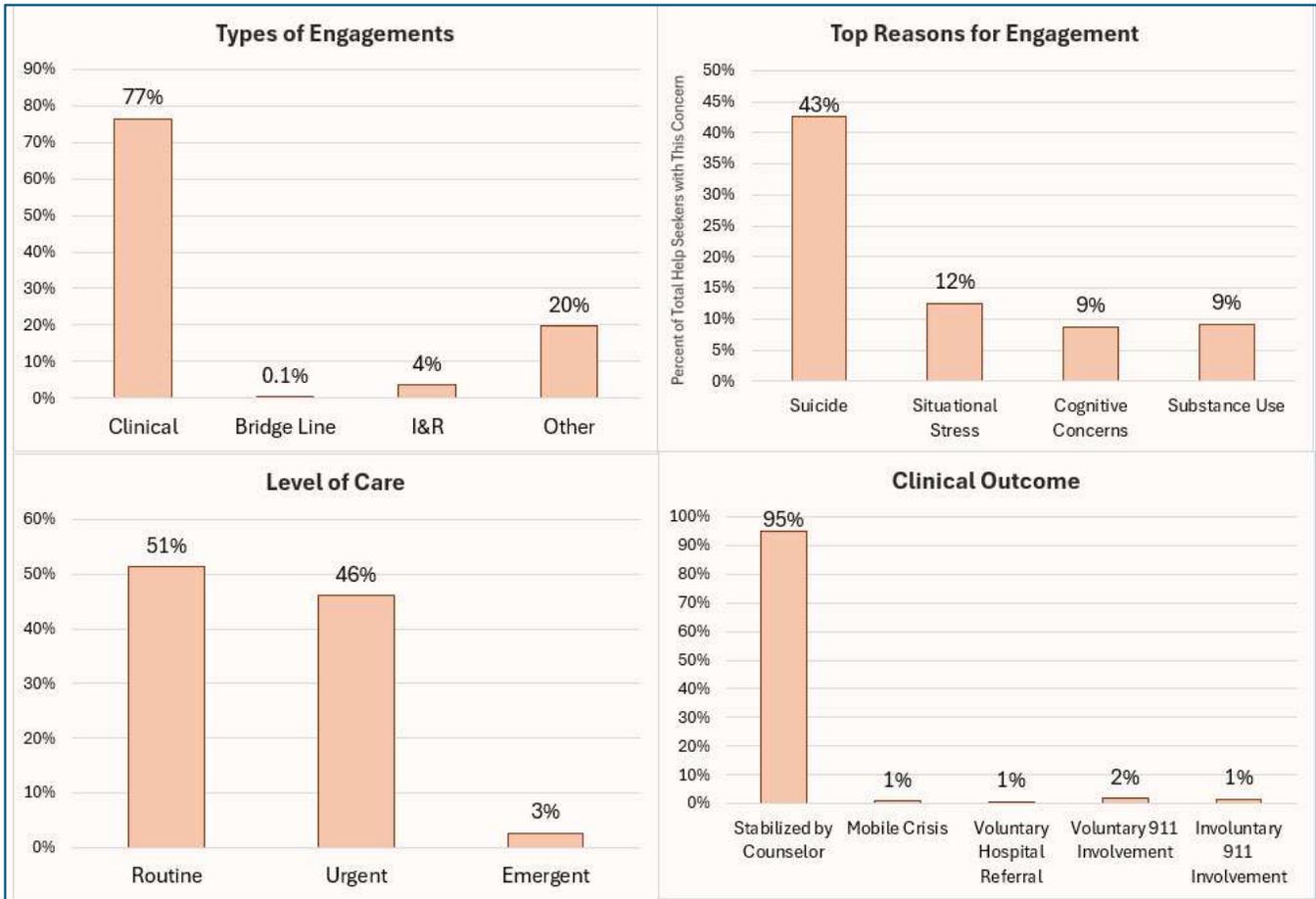
## 2. Trends to Note for the Month:

- New Mexico dramatically expanded 988 capacity in 2025 while improving performance. From December 2024 to December 2025, routed contacts rose 82%, answered contacts rose 101%, the in-state answer rate increased from 82% to 90%, and average speed to answer improved from 28.1 seconds to 20.2 seconds.

**3. NMCAL Utilization-** This represents the total engagements we handled each month across all NMCAL scopes. An engagement includes all attempts to support a help seeker in the moment; one engagement might consist of multiple contacts across inbound calls, outbound calls, texts, or chats. Contacts without a help seeker, such as hang-ups, are excluded.



**4. All Clinical Engagements (Calls, Chats and Texts)-** Detailed information related to the engagements handled by our trained counselors on NMCAL, New Mexico 988, Core Service Agency after-hours coverage, and Rio Grande Bridge Intercoms.



**Call Handling Metrics:**

Average Inbound Call Length: 12.4 minutes  
 Service Level (percent of calls answered within 30 sec): 91.1%  
 Call Abandonment Rate: 2.8%  
 Average Speed of Answer: 13 seconds

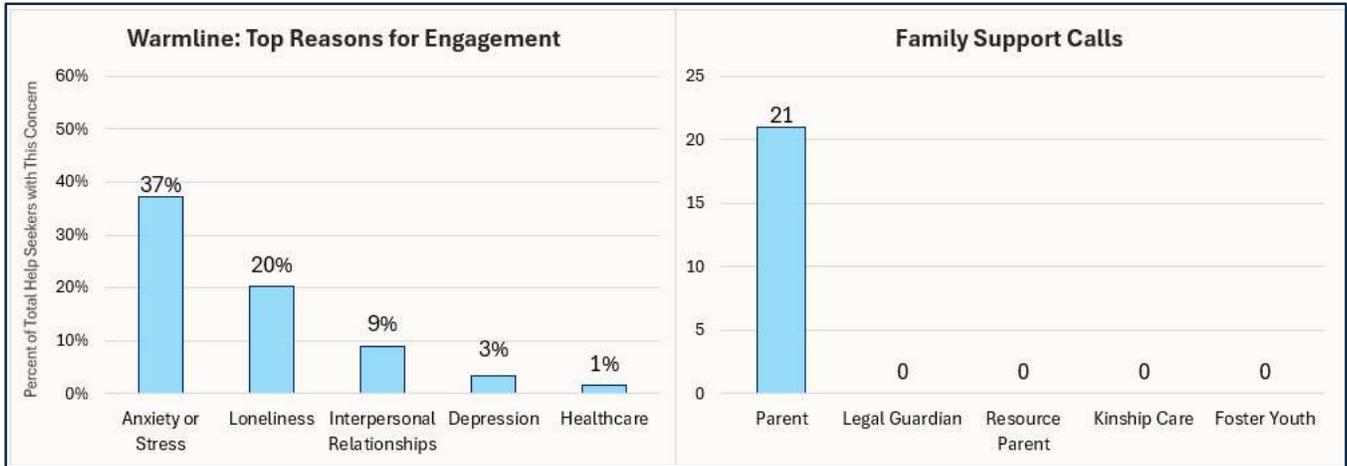
**Referrals Made:**

Person of Concern Referred to Services: 1361  
 Referral was Declined: 825  
 Engagement was Emergent: 77

**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: 33  
 Unable to dispatch: 5  
 Caller declined: 112

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



**6. NMConnect-** A digital self-help app where New Mexicans can get evidence-based mental health support.  
 Total Downloads: 198  
 Daily Active Users: 460

**7. 5Actions-** A subcontract with Digital Therapeutics Group, LLC (DTG) to provide a digital health and education tool that addresses addiction behaviors.  
 New Mexicans no longer need to create a login to access 5Actions materials. We are currently working on creating another data point to show the engagement with 5Actions.

**8. 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.

- Conducted two virtual NMConnect Workbook Zoom overview meetings with: Communities in Schools of New Mexico & Mountain Mahogany Community School. Provided a guided overview of the NMConnect Adult and Youth Workbooks, the NMConnect app, and how these tools support emotional wellness, self-help, and connection to resources. The session focused on walking participants through how to use the workbook and app in practice, highlighting key sections, intended use, and ways the tools can be incorporated into existing programming.
- Presented at Transgender Resource Center of New Mexico (TGRCNM) Staff Training with 22 people in attendance. Delivered an in-person training focused on 988, the New Mexico Peer-to-Peer Warmline, and NMConnect resources. Provided a comprehensive overview of how 988 operates, including when and how to call, what to expect when connecting with a counselor, and how the service supports individuals experiencing emotional distress beyond crisis situations.
- Tabled at the Holiday Fun for Foster Families (CYFD) with 574 people in attendance. Participated in a CYFD-hosted holiday event supporting children in foster care and their

foster families. Staffed an outreach table where partner families and children approached to receive resources and information related to emotional wellness and support services.

- Tabled at the Humble Coffee Company Holiday Event with 87 people in attendance. Participated in a community outreach event at Humble Coffee Company, providing informational cards and brochures to individuals attending throughout the day. Engaged community members in brief, one-on-one conversations about 988 and available behavioral-health and peer-support resources.
- Tabled at the Compassion Through Action Event in Española with 224 people in attendance. Participated in a community outreach event alongside Compassion Through Action – Española Chapter. At the request of the organization’s leadership, returned to table alongside their team to share information about 988 and the New Mexico Peer-to-Peer Warmline.

Total Combined Outreach: 909 individuals. These efforts reinforced statewide access to emotional support, strengthened trust with community partners, and ensured individuals and families across diverse settings were equipped with tools and information to seek help when needed.

## 9. Engagements by County

County	Clinal Line Engagements	Warmline Engagements
Bernalillo	1830	1298
Catron	37	0
Chaves	48	0
Cibola	20	0
Colfax	24	22
Curry	20	1
De Baca	2	0
Dona Ana	187	92
Eddy	36	2
Grant	38	115
Guadalupe	1	0
Harding	0	0
Hidalgo	5	0
Lea	58	9
Lincoln	79	57
Los Alamos	11	2
Luna	17	2
McKinley	95	5
Mora	3	0
Otero	81	0
Quay	16	0
Rio Arriba	62	44
Roosevelt	19	13
San Juan	240	65
San Miguel	33	66
Sandoval	154	51
Santa Fe	280	283
Sierra	12	81
Socorro	32	0
Taos	49	6
Torrance	34	22
Union	1	0
Valencia	92	85
Outside NM	106	19

## 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.
  - 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.