



# New Mexico Crisis and Access Line Array of Services

## PROGRAM OVERVIEW

### Service Provider

Protocall Services, Inc. operates New Mexico Crisis and Access Line (NMCAL), 988 Lifeline, and the New Mexico Warmline on behalf of the New Mexico Behavioral Health Services Division (BHSD) Health Care Authority (HCA) and the New Mexico Children Youth and Families Department (CYFD).

### 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.

- > 988 Suicide & Crisis Lifeline: Free, 24/7 support via call or text for people in emotional distress or crisis, connecting them to trained counselors for immediate help.
- > New Mexico Peer-to-Peer Warmline: A non-crisis line offering compassionate listening and support from trained peers with lived experience.
- > NMConnect: A self-help app with tools and resources to support mental wellness and coping skills.

### Report Introduction

This report provides a monthly overview of NMCAL services and is intended to highlight key trends in service utilization and interactions. It includes overall volume and phone metrics (page 2), information about interactions (pages 3–4), a breakdown of interaction volume by county (page 5), and outreach efforts (pages 6-7). The report is designed as a high-level snapshot in time. Additional data can be requested from NMCAL.



TOTAL CRISIS INTERACTIONS

7,030

TOTAL WARMLINE INTERACTIONS

4,342

TOTAL BRIDGE LINE INTERACTIONS

5

SERVICE LEVEL

87.9%

ABANDONMENT RATE

3.7%

AVERAGE SPEED OF ANSWER

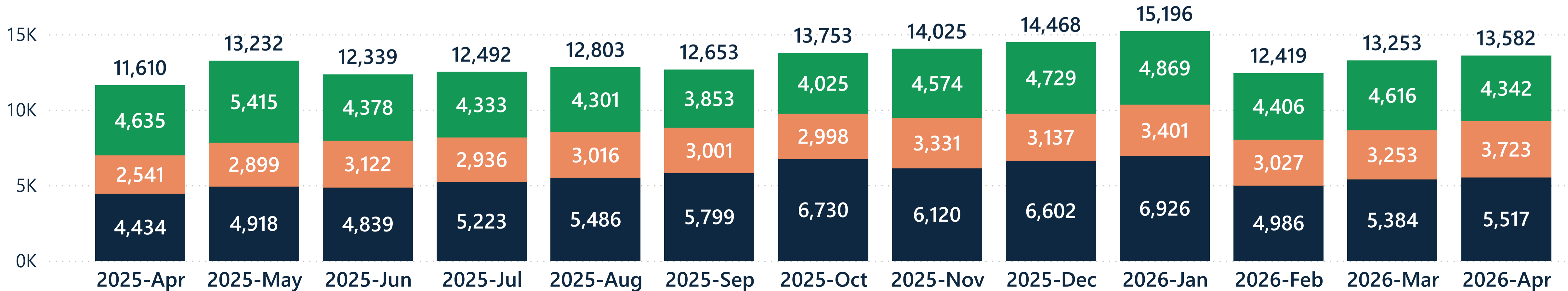
18.5

AVG INBOUND CALL LENGTH (Min)

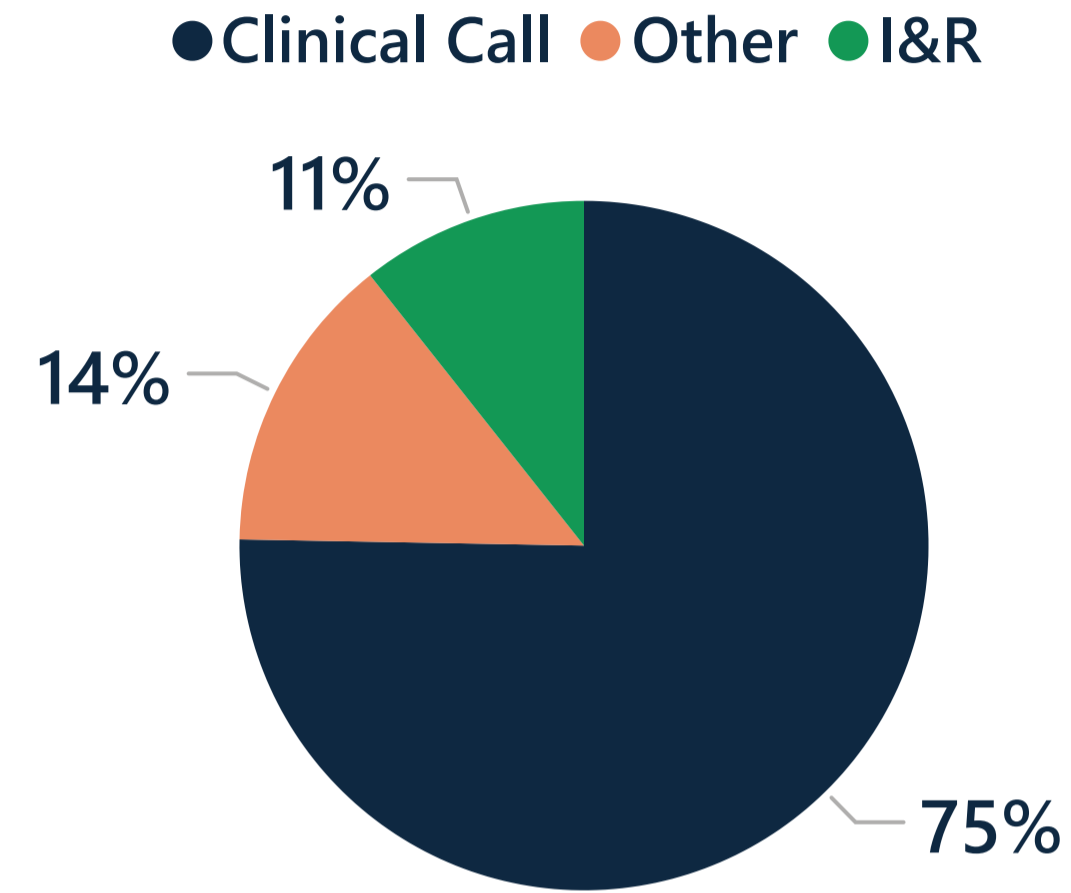
11.5

INTERACTIONS

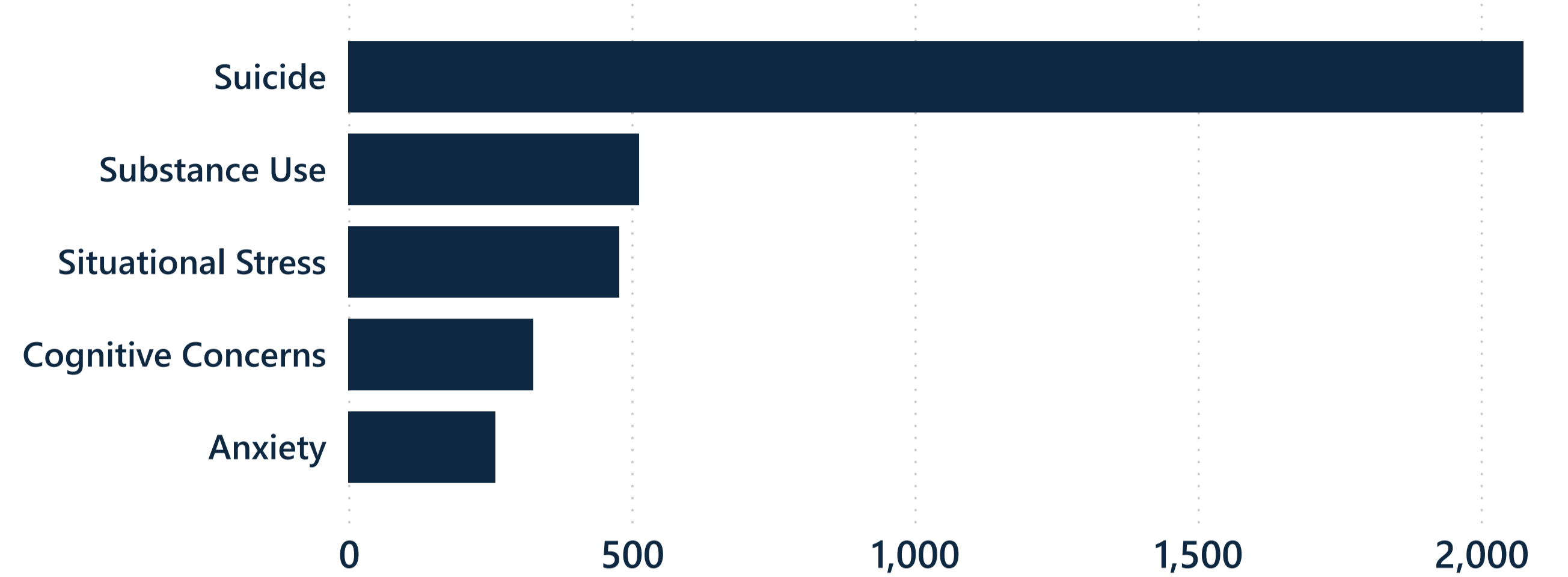
● 988 New Mexico ● New Mexico Crisis and Access Line ● New Mexico Peer-To-Peer Warmline



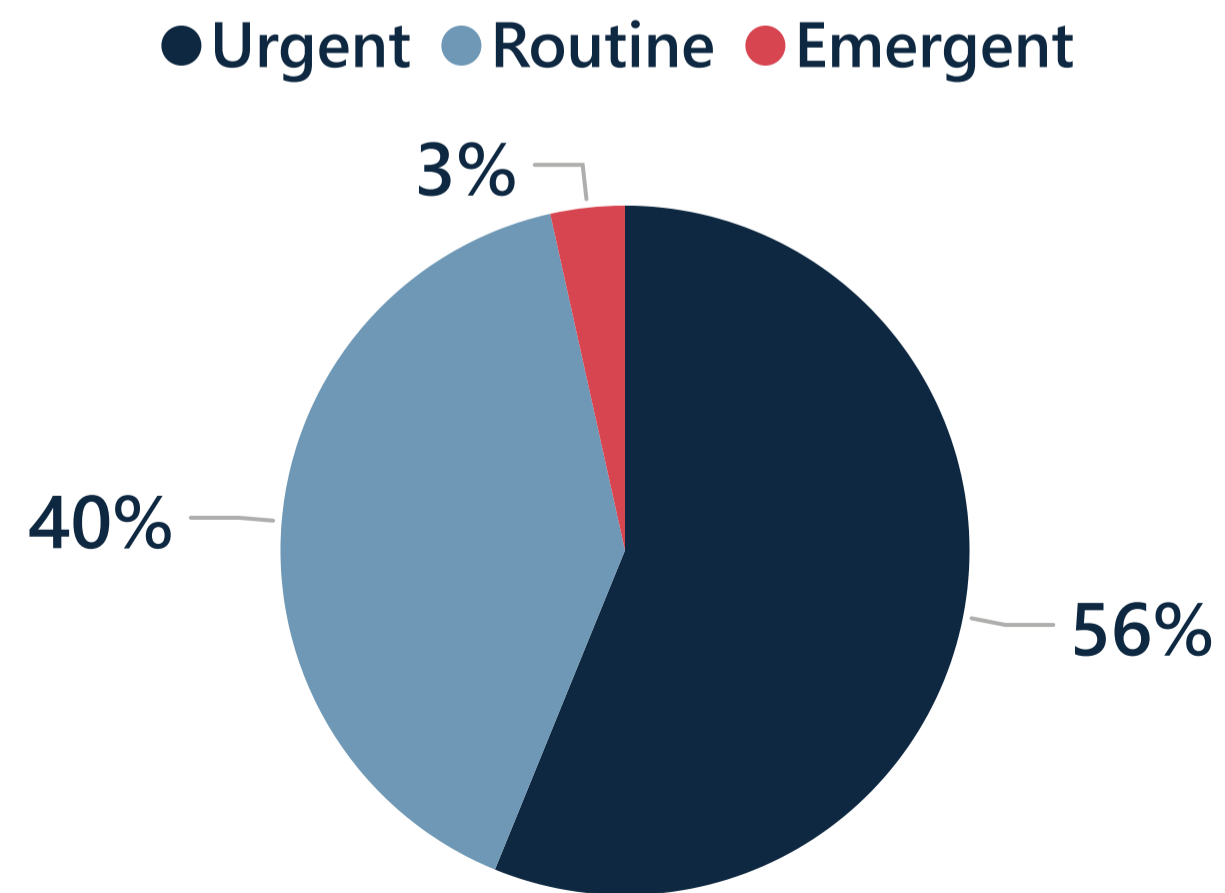
### INTERACTION TYPES



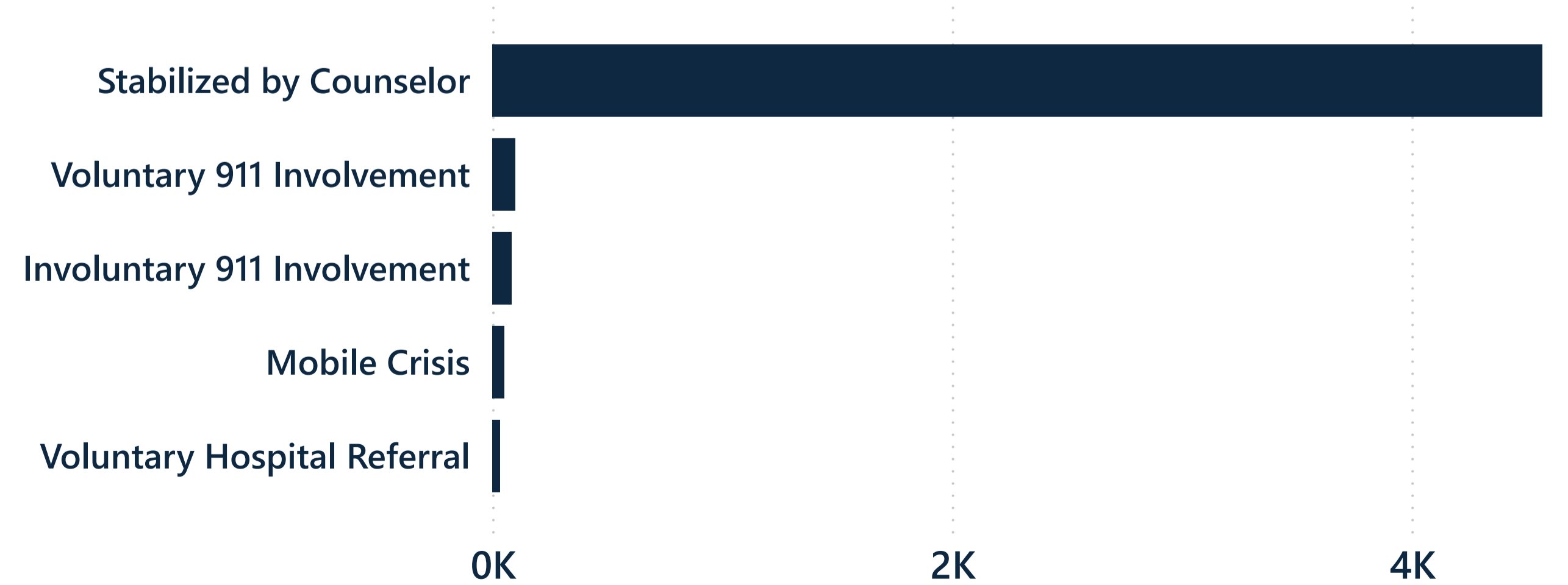
### TOP 5 PRESENTING PROBLEMS



### LEVEL OF CARE



### CLINICAL OUTCOMES





TOTAL REFERRALS MADE

1,878

TOTAL REFERRALS DECLINED

1,018

EMERGENT INTERACTIONS

91

VETERAN INTERACTIONS

385

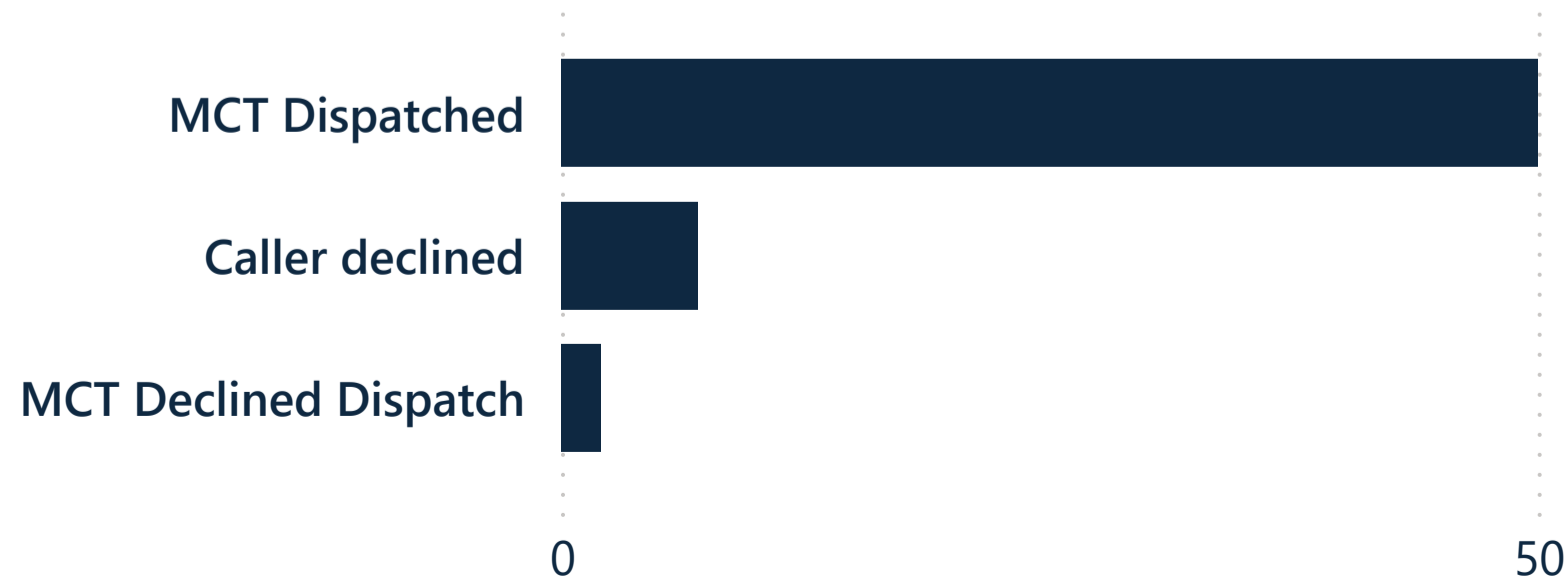
NMConnect DOWNLOADS

215

NMConnect DAILY USERS

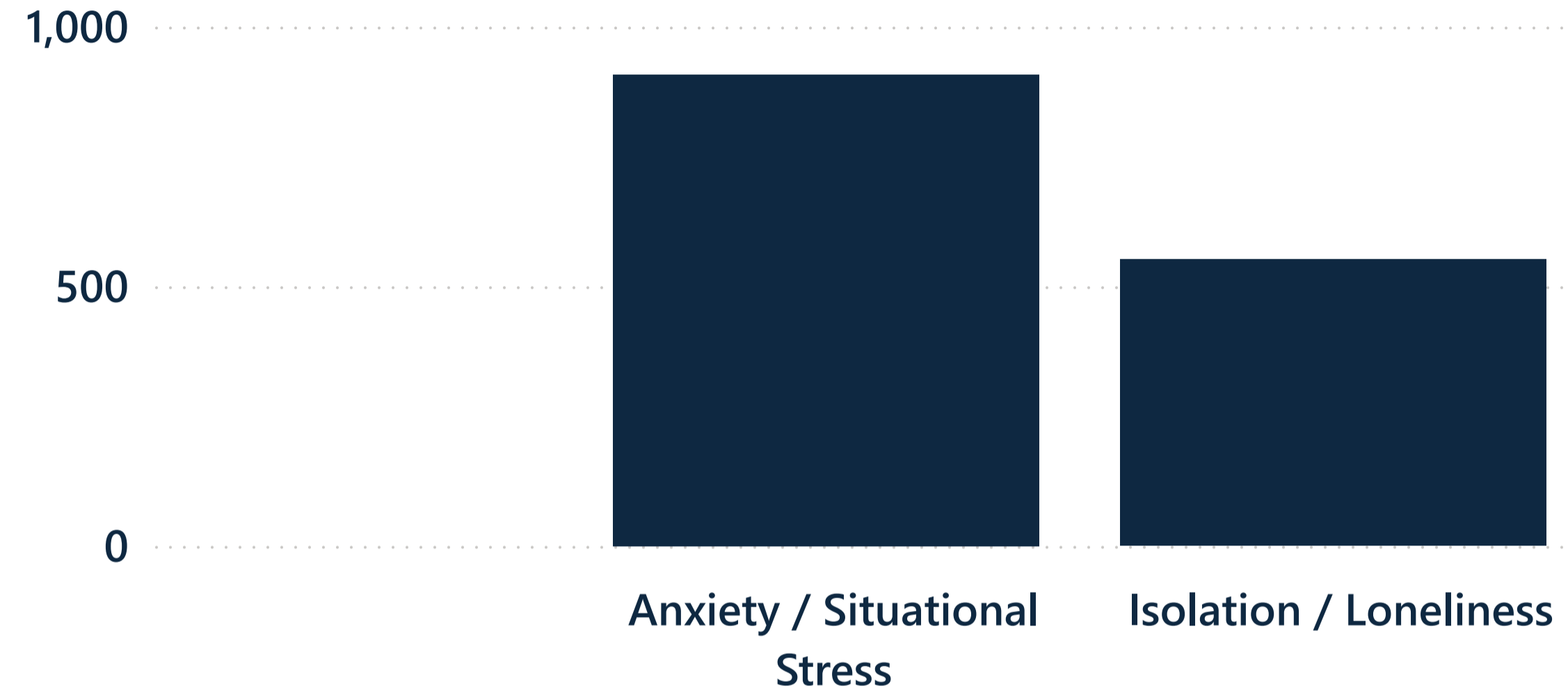
551

MOBILE CRISIS RESPONSES

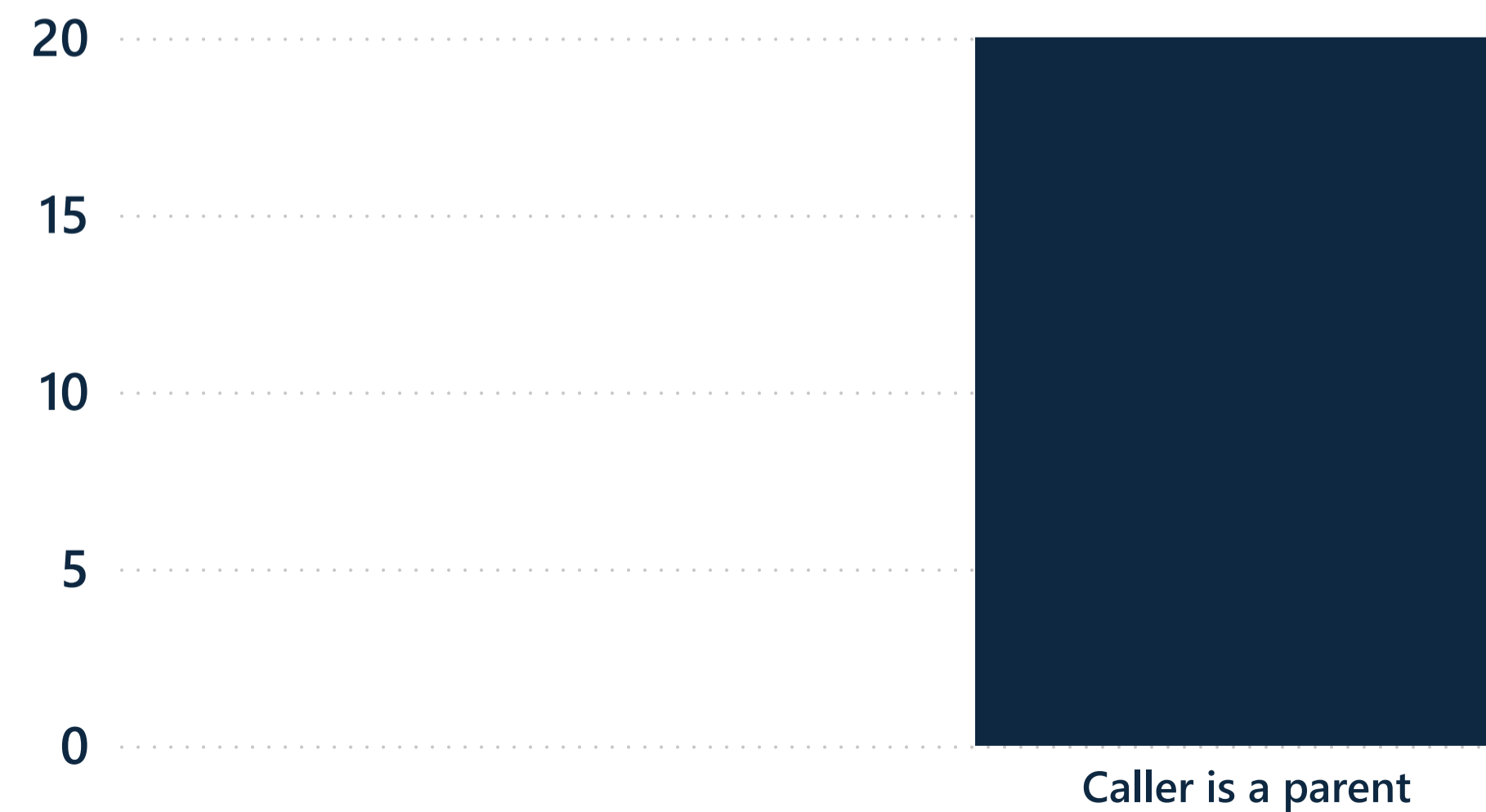


WARMLINE ACCOUNT ONLY

TOP REASONS FOR INTERACTIONS



FAMILY SUPPORT CALLS





INTERACTIONS BY COUNTY

NM COUNTY	INTERACTIONS
Bernalillo	1,970
Catron	12
Chaves	115
Cibola	35
Colfax	19
Curry	77
De Baca	1
Dona Ana	341
Eddy	65
Grant	53
Guadalupe	24
Hidalgo	1
Lea	59
Lincoln	99
Los Alamos	26
Luna	23

INTERACTIONS BY COUNTY

NM COUNTY	INTERACTIONS
McKinley	95
Mora	4
Otero	70
Quay	17
Rio Arriba	86
Roosevelt	23
San Juan	211
San Miguel	52
Sandoval	200
Santa Fe	259
Sierra	26
Socorro	28
Taos	53
Torrance	14
Union	4
Valencia	161

<b>TOTAL ATTENDEES</b> 1,870	<b>TOTAL TABLED</b> 4	<b>TOTAL PRESENTED</b> 9	<b>TOTAL BOTH</b> 1
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OUTREACH HIGHLIGHT	ATTENDEES	TYPE
<p>2026 Children Law Institute conference</p> <p>This was a 3 day event, and our engagement supported an increase awareness of available resources and reinforced pathways to emotional and how our Peer-to-Peer Warmline can be an added support. Highlighting accessible support for individuals and families.</p>	350	Tabled
<p>2026 NMAEYC Annual Conference</p> <p>NMCAL Presented and tabling outreach engaged in a high volume of attendees, including students, staff and community partners. Conversation center on 988, the Peer-to-Peer Warmline and NMConnect App, with many individuals stopping to ask questions and learn more about available resources. We had a lot join the presentation after coming by the table</p>	445	Both
<p>Bear Canyon Senior Center (VFW Post Members)</p> <p>The presentation provided an overview of 988 services, the Peer-to Peer Warmline, and the New Mexico 5-Action Program, highlighting accessible support for individuals and familes with the focus of how we support veterans and people serving the military.</p>	40	Presented
<p>New Mexico Public Healh Association 2026 Annual Conference (Virtual)</p>	17	Presented
<p>Presented at the 2026 MOOR Equity in Mental Health Youth Summit.</p>	32	Presented
<p>Presented at the CYFD all staff meeting on NMCAL and NMConnect.</p>	66	Presented
<p>School-Based Health Center Regional Meeting (Española)</p>	40	Tabled



**TOTAL ATTENDEES**  
1,870

**TOTAL TABLED**  
4

**TOTAL PRESENTED**  
9

**TOTAL BOTH**  
1

OUTREACH HIGHLIGHT	ATTENDEES	TYPE
2026 Health Fair – Pueblo of Sandia	260	Tabled
Annual CAP YDI Car show  NMCAL supported with tabling reaching resource parents and community partners. This was a free public event that brought a lot of families together. Shared information on our Peer-to-Peer Warmline and our NMConnect App and workbook. Addressing questions and increasing awareness	520	Tabled
Bear Canyon Senior Center, Engaged with veterans and community members, answered questions, and shared 988 informational materials. Help normalized help-seeking and strengthened connections with a key community partner supporting those who have served.	28	Presented
Presented about NMCAL and NM 5-actions with representatives from each Managed Care Organization.	8	Presented
Presented at the 2026 New Mexico Health Council Talks	7	Presented
School Based Health Center Regional Meeting  NMCAL was able to present to attendees, sharing information on 988, the New Mexico Peer-to-Peer Warmline, and engaging in meaningful discussions around available support services. A demonstration of the NMConnect App was also provided, allowing attendees to better understand how to access and utilize available tools	27	Presented
Southwestern Indian Polytechnic Institute 988 Presentation  Reaching students and school faculty staff sharing information on 988, the New Mexico Peer-to-Peer Warmline. Went over our Mobile Crisis teams and also gave a demonstration of the NMConnect App. This all allowed attendees to better understand how to access available resources	30	Presented



- > 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 our 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.
  - o Info & Referral: People looking for resources or connection to mental health services who decline in-the-moment support.
  - o 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.
  - o 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.
  - o Routine: Low to no risk related to functional status, substance use, or safety.
  - o Urgent: Moderate to serious risk related to functional status, substance use, or safety. Requires some immediate interventions around risk mitigation and safety planning.
  - o 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.
  - o Yes: A referral was offered and accepted by the caller
  - o 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.
  - o This was an emergent LOC: Any emergent LOC where there is a connection made to a hospital or EMS.