

New Mexico Crisis and Access Line Array of Services- April 2025

1. Program Overview

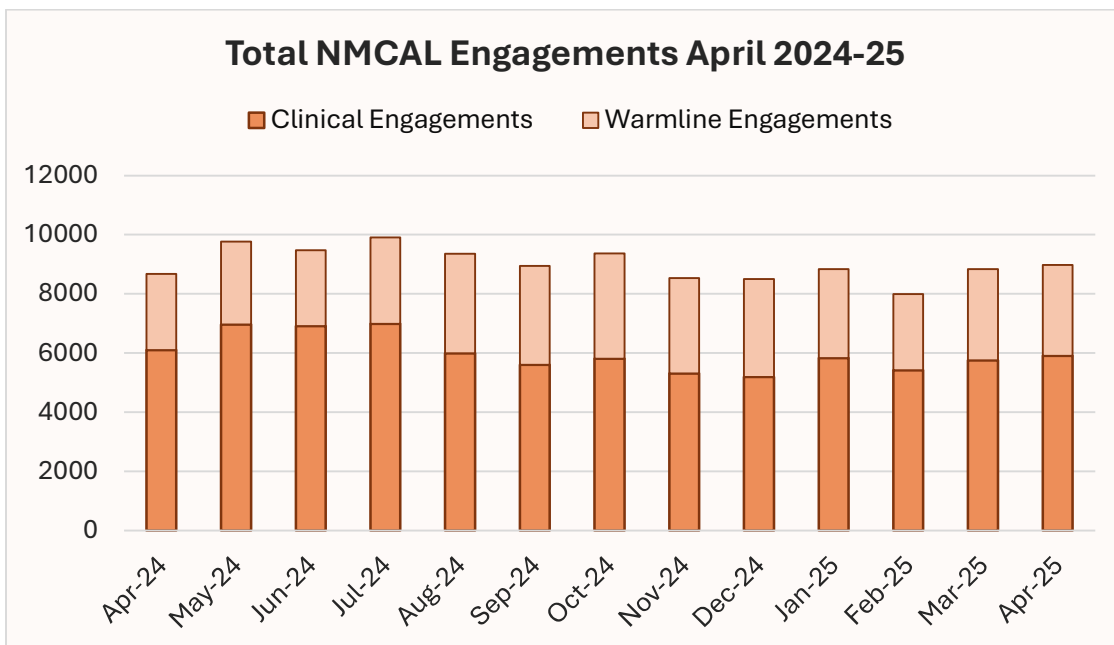
Service Provider: Protocall Services, Inc. operates NM Crisis and Access Line (NMCAL) 988 Life Line, and other crisis support lines on behalf of the NM Behavioral Health Services Division (BHSD) Health Care Authority(HCA).

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.

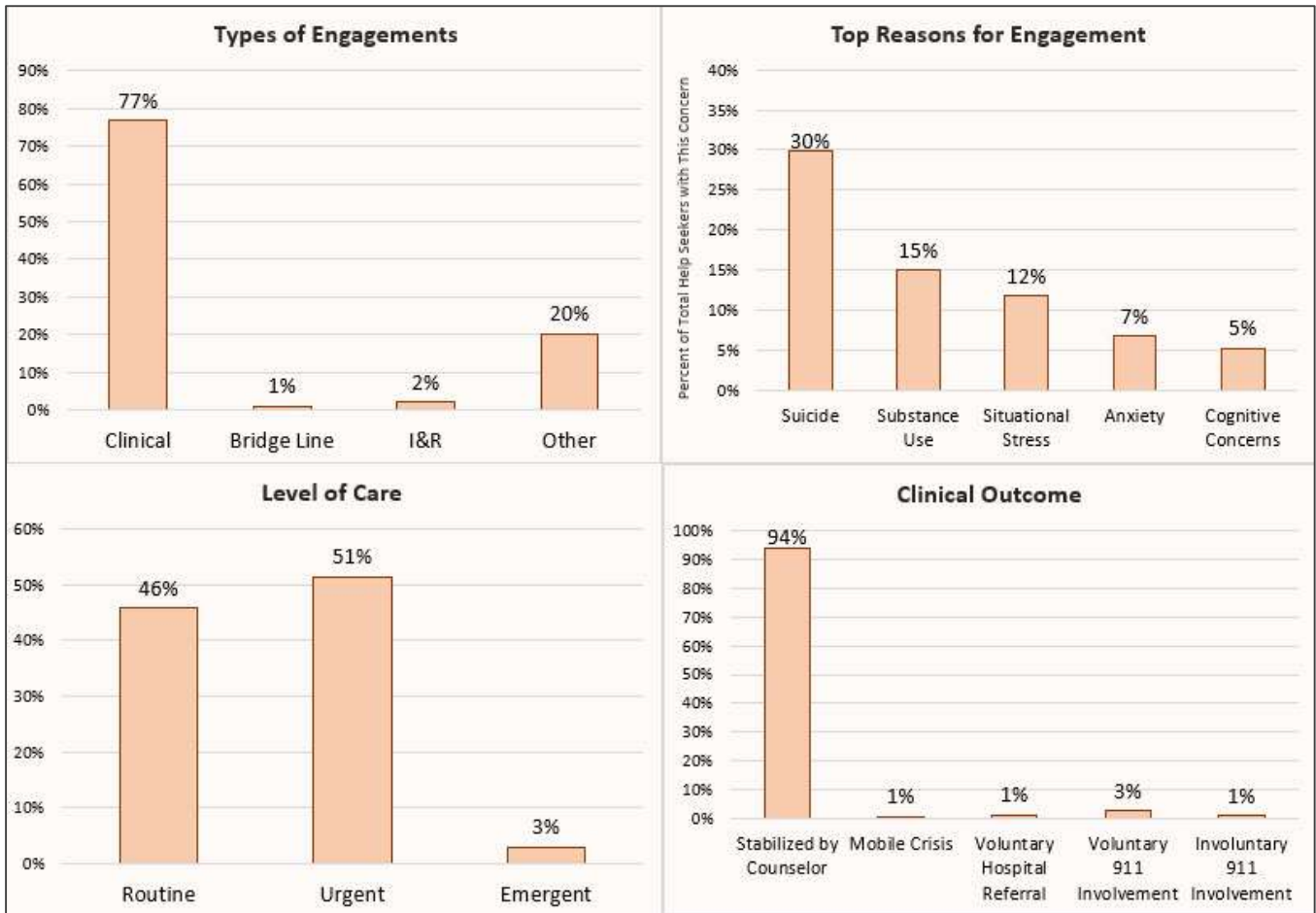
2. Trends to Note for the Month:

- We have consulted with our internal data team to ensure we are using standardized data reporting formats. Therefore, you will see a change in our visual aids.
- We have seen an increase in family support calls on the Warmline after our outreach to CYFD staff and resource parents.

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: 12.2 minutes
 Service Level (percent of calls answered within 30 sec): 94.4%
 Call Abandonment Rate: 1.5%
 Average Speed of Answer: 12 seconds

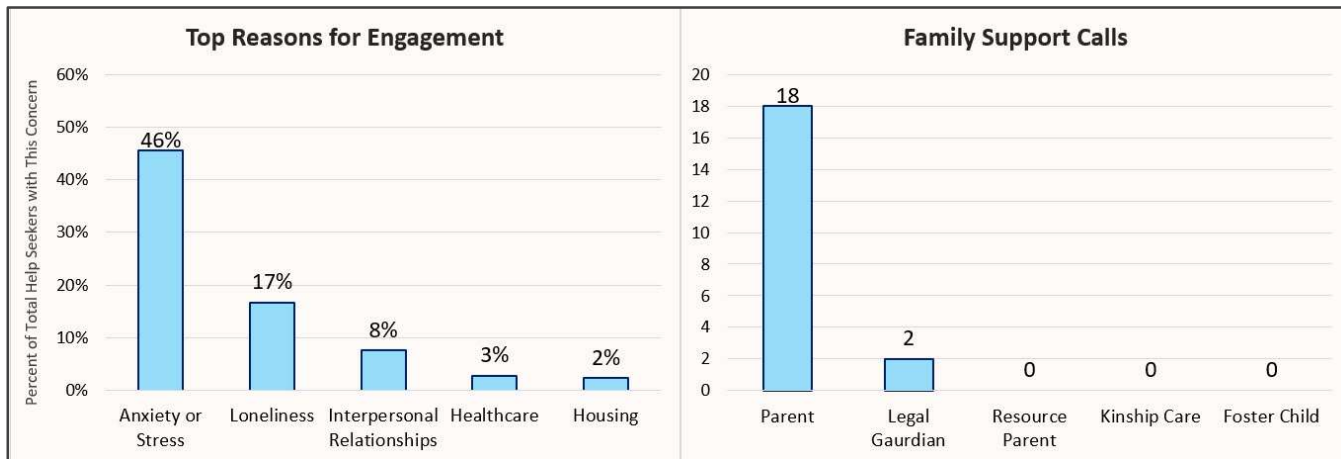
Referrals Made:

Person of Concern Referred to Services: 1775
 Referral was Declined: 904
 Engagement was Emergent: 113

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: 34
 Unable to dispatch: 5
 Caller declined: 121

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: 315
 Daily Active Users: 593

7. 5Actions- A subcontract with Digital Therapeutics Group, LLC (DTG) to provide a digital health and education tool that addresses addiction behaviors.
 New Registered Users: 26

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.

- Tabled the 46th Annual Meeting of the Society for the Study of Psychiatry- 165 attendees
- Tabled at the Young Child with the Coalition for Science Learning in Early Childhood at Explora- 100 attendees
- Tabled at the YDI-Child Abuse Prevention Day- 80 attendees
- Presented at The GREAT Academy in Albuquerque Health Fair
- Tabled at the Children’s Law Institute Conference- 1,047 attendees
- Presented at the LC7

9. Engagements by County

County	Clinal Line Engagements	Warmline Engagements
Bernalillo	1327	1345
Catron	9	0
Chaves	56	0
Cibola	20	0
Colfax	17	31
Curry	26	2
De Baca	1	0
Dona Ana	165	160
Eddy	41	1
Grant	35	199
Guadalupe	4	0
Harding	1	0
Hidalgo	4	0
Lea	27	8
Lincoln	96	17
Los Alamos	10	0
Luna	60	2
McKinley	80	16
Mora	3	1
Otero	41	0
Quay	23	6
Rio Arriba	46	26
Roosevelt	7	39
San Juan	200	65
San Miguel	30	125
Sandoval	83	105
Santa Fe	205	175
Sierra	31	71
Socorro	29	0
Taos	35	12
Torrance	8	2
Union	3	0
Valencia	83	114
Outside NM	70	0

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.