



New Mexico Crisis and Access Line Array of Services

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.



TOTAL CRISIS INTERACTIONS

6,950

TOTAL WARMLINE INTERACTIONS

4,616

% OF CALLS USING BRIDGE LINE

0.11%

SERVICE LEVEL

83.7%

ABANDONMENT RATE

5.5%

AVERAGE SPEED OF ANSWER

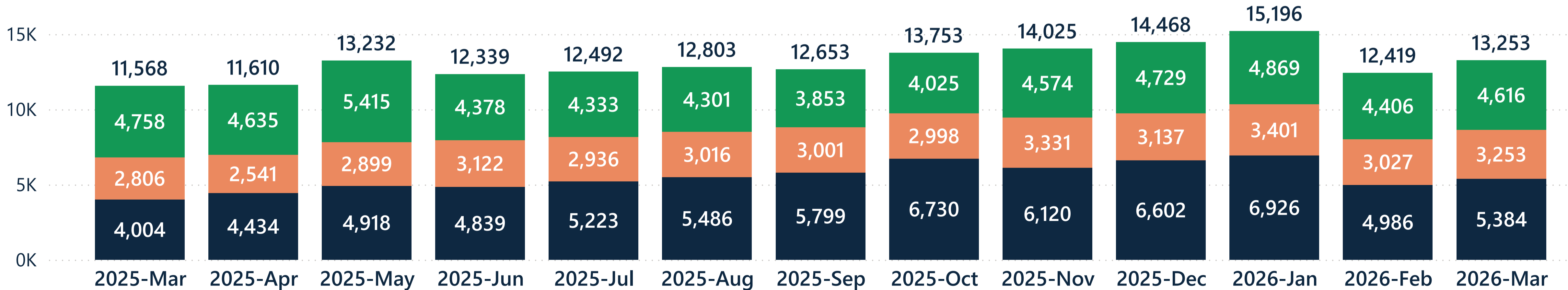
16.1

AVG INBOUND CALL LENGTH (Min)

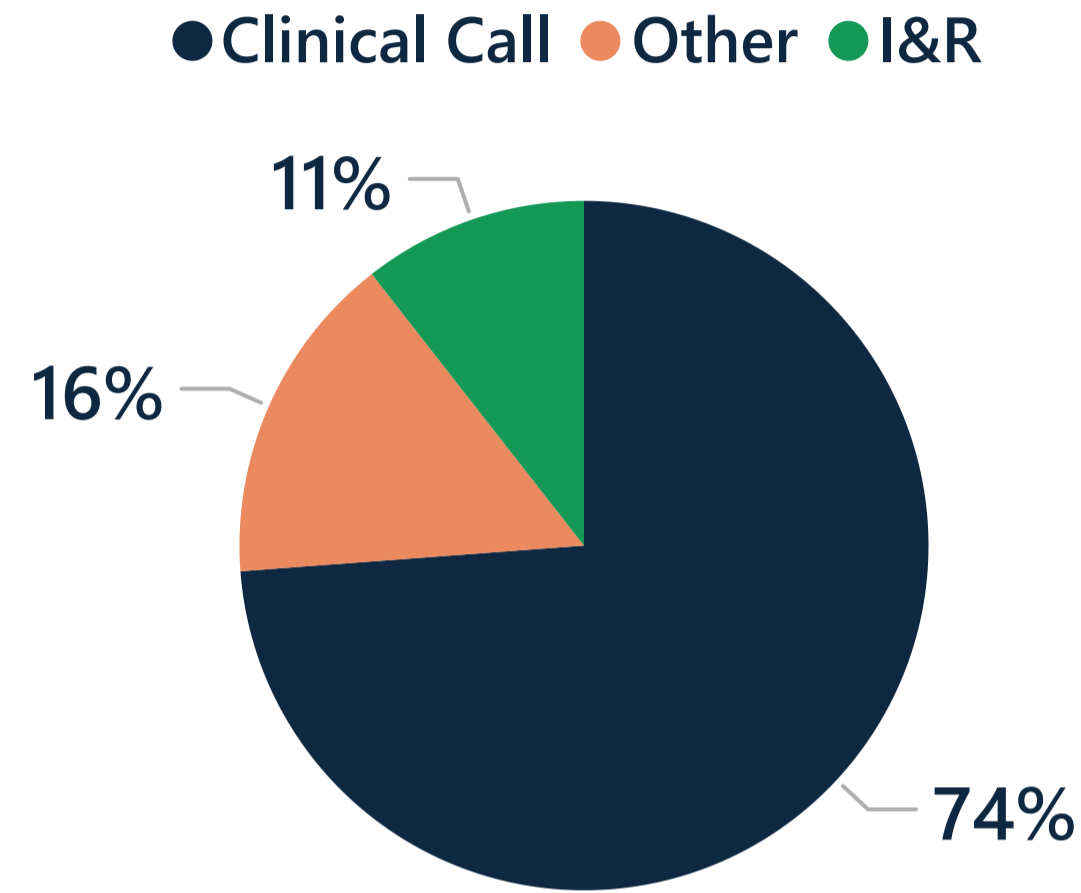
11.9

INTERACTIONS

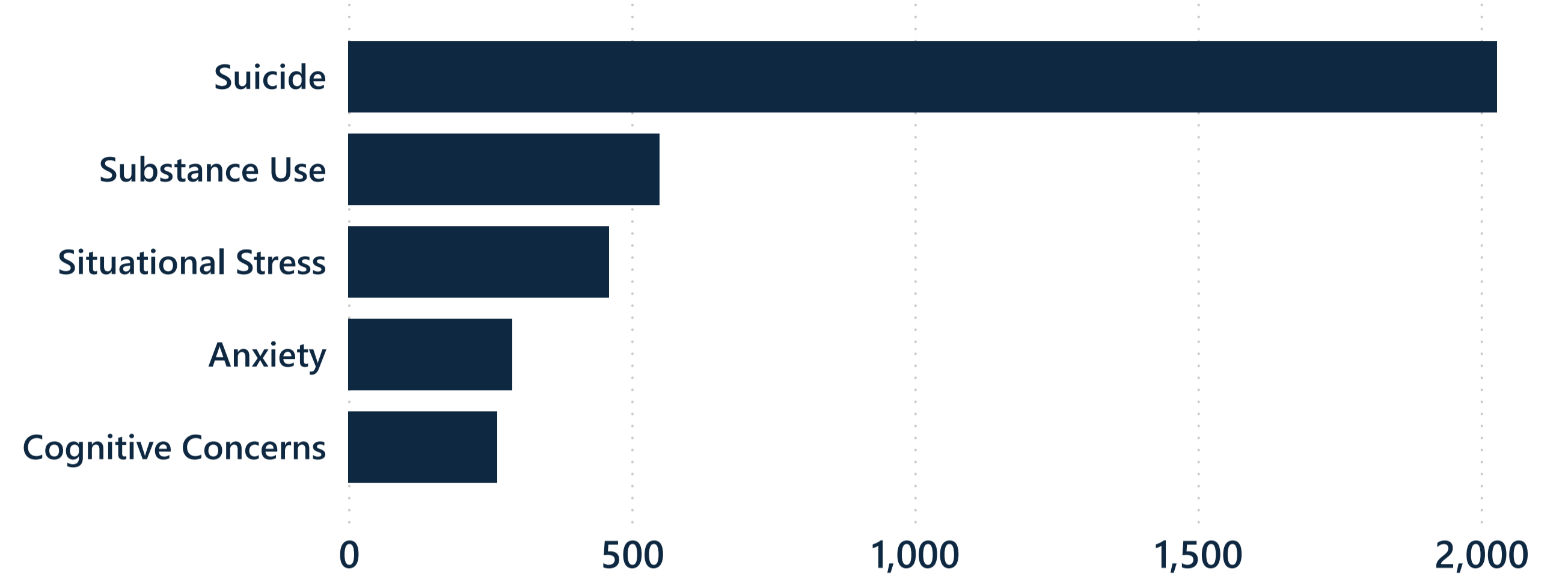
● 988 New Mexico ● New Mexico Crisis and Access Line ● New Mexico Peer-To-Peer Warmline



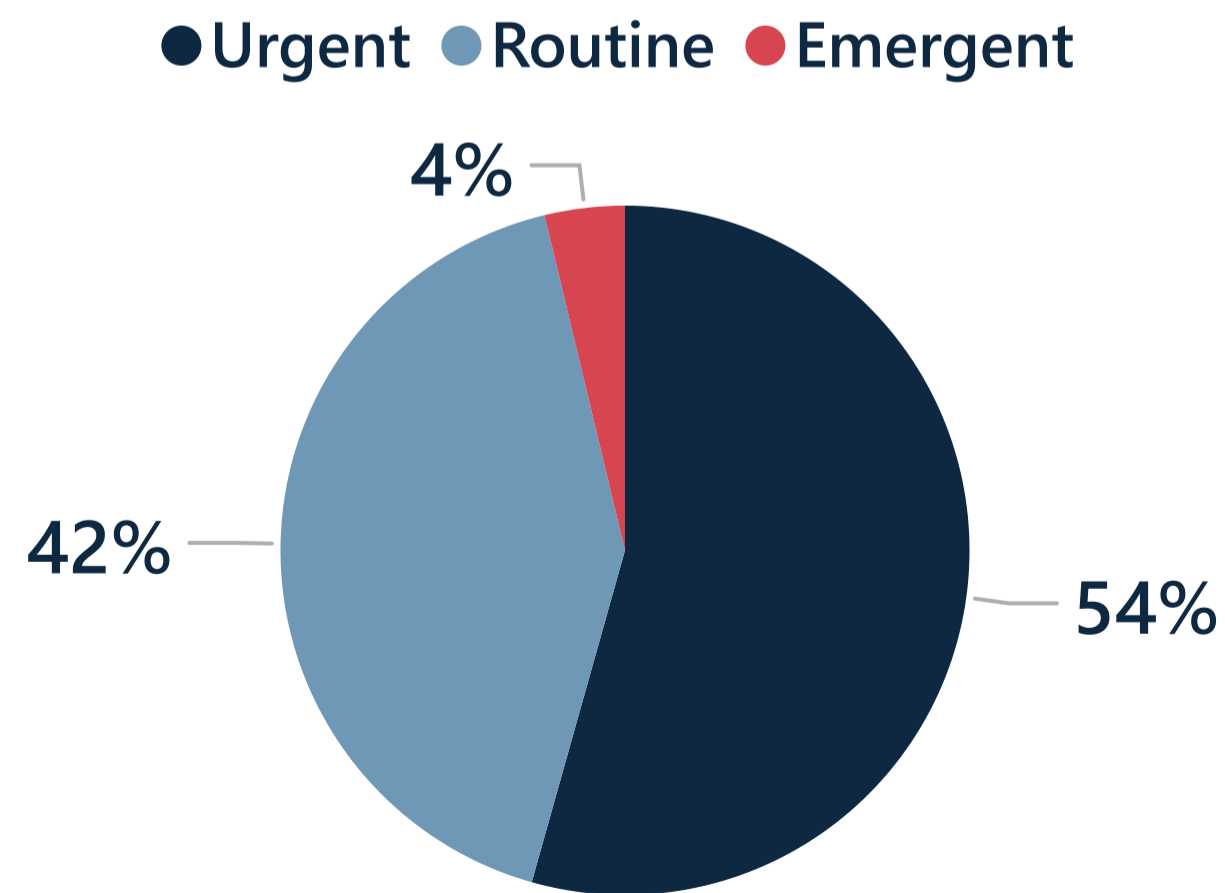
INTERACTION TYPES



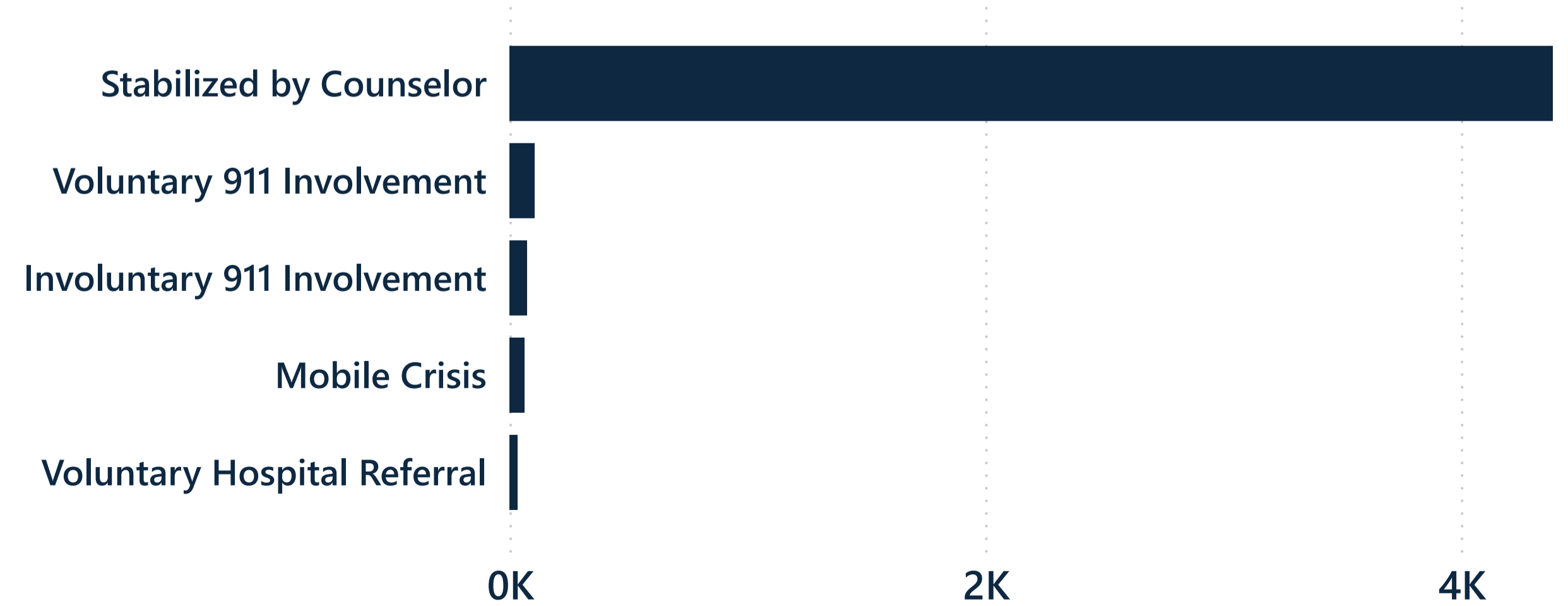
TOP 5 PRESENTING PROBLEMS



LEVEL OF CARE



CLINICAL OUTCOMES





TOTAL REFERRALS MADE

1,827

DECLINED REFERRALS

5,210

EMERGENT INTERACTION

96

VETERANS SERVED

391 3%

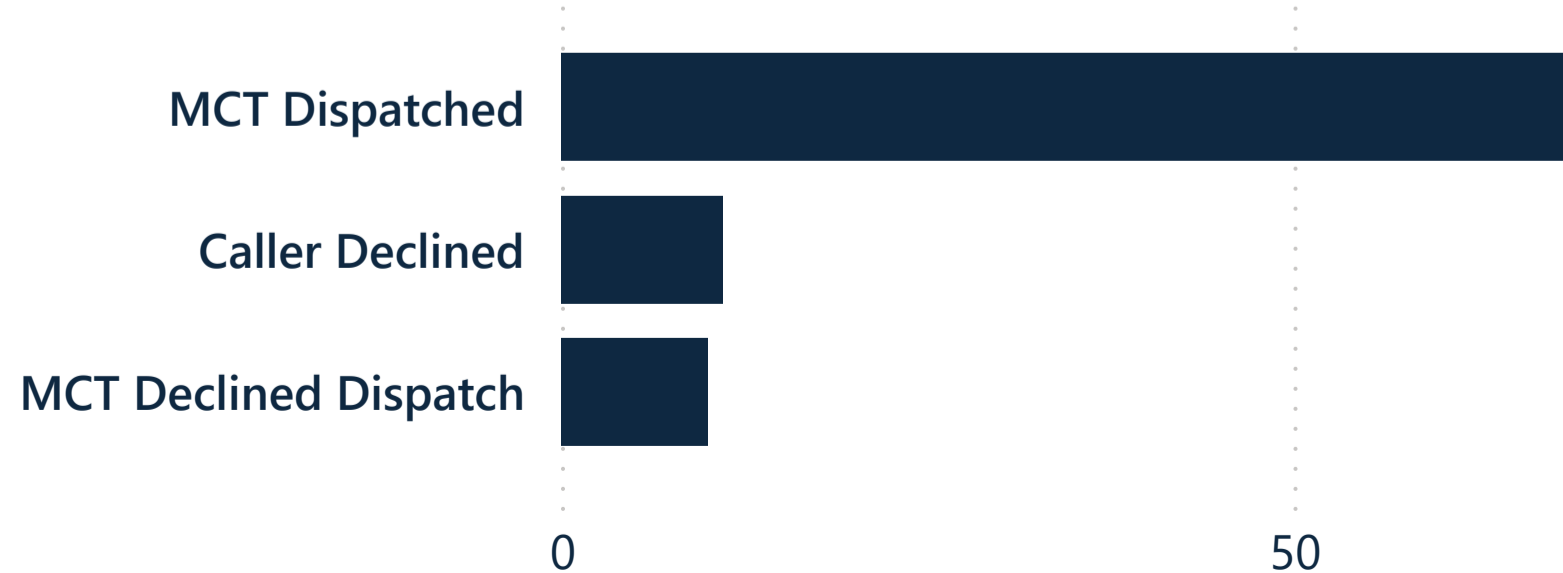
NMConnect DOWNLOADS

249

NMConnect DAILY USERS

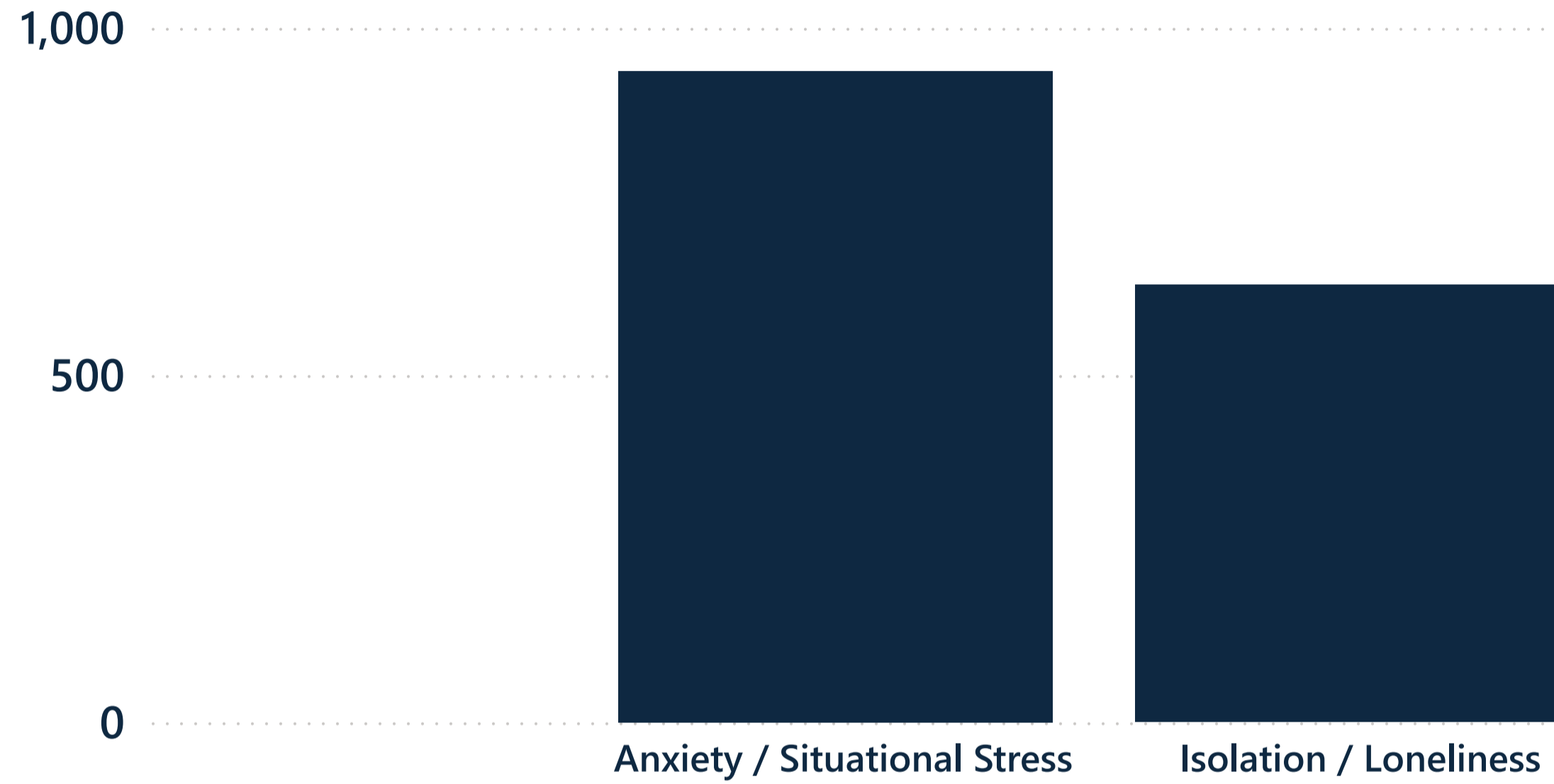
534

MOBILE CRISIS RESPONSE STATUSES

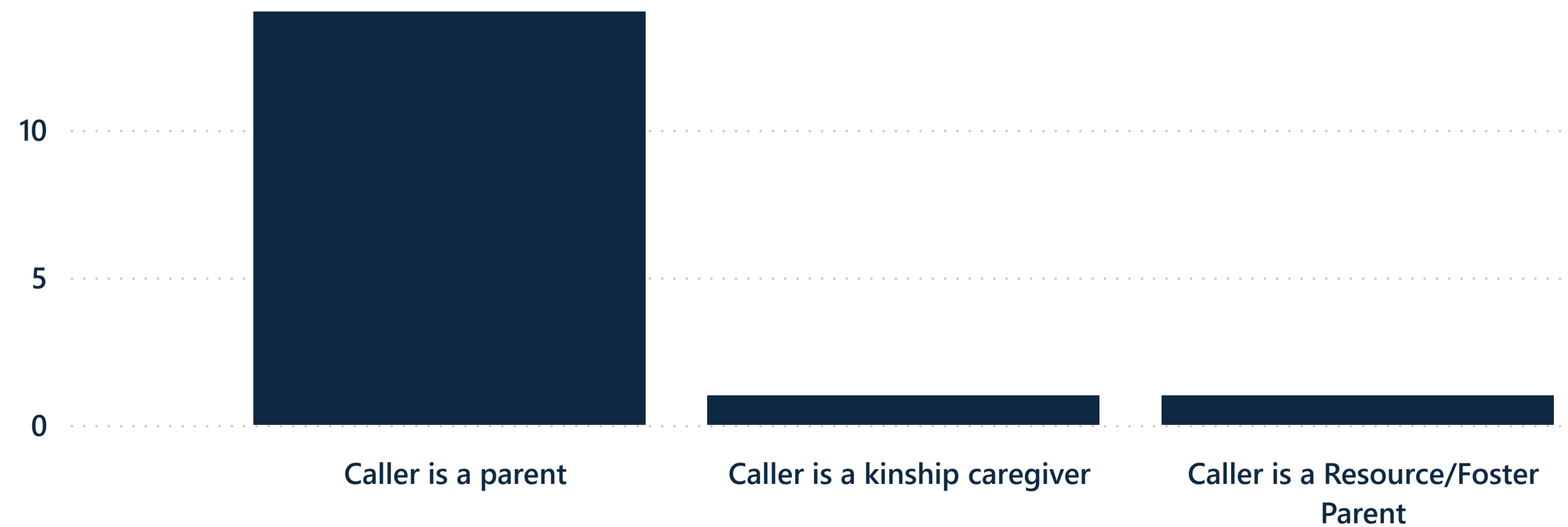


WARMLINE ACCOUNT ONLY

TOP REASONS FOR INTERACTIONS



FAMILY SUPPORT CALLS





INTERACTIONS PER 1K POPULATION

NM COUNTY	Warmline Interactions	Clinical Interactions
Bernalillo	284	1922
Catron		9
Chaves		117
Cibola		40
Colfax	1	18
Curry	8	71
De Baca		4
Declined	1	1060
Dona Ana	28	378
Eddy	2	55
Grant	83	65
Guadalupe		5
Hidalgo		4
Lea	1	46
Lincoln	12	79
Los Alamos		15
Luna	1	80

INTERACTIONS PER 1K POPULATION

NM COUNTY	Warmline Interactions	Clinical Interactions
McKinley	7	94
Mora		4
Not Affiliated w/NM Cty		121
Otero		73
Quay		21
Rio Arriba	17	101
Roosevelt		38
San Juan	10	200
San Miguel	21	48
Sandoval	19	175
Santa Fe	54	290
Sierra	23	23
Socorro		58
Taos	1	42
Torrance	2	29
Union		4
Unknown		1323
Valencia	18	150



TOTAL ATTENDEES

1,417

TOTAL TABLED

2

TOTAL PRESENTED

6

TOTAL BOTH

1

DATE	OUTREACH HIGHLIGHT	ATTENDEES	TYPE
2026-Mar	The 4th Annual Social Conference saw a strong turnout creating valuable outreach opportunities. We engaged with attendees, shared resources, and increased awareness of our services. It was a 3 day event from 11-13th	485	Tabled
2026-Mar	Presented at the McKinley and Cibola County Resource Parent Quarterly Meeting	13	Presented
2026-Mar	Presented at the Grant County Quarterly Resource Parent Meeting.	15	Presented
2026-Mar	Presented at the Grant County Quarterly Resource Parent Meeting	22	Presented
2026-Mar	Presented at the Foothills Community Policing Council	22	Presented
2026-Mar	Presented at the CYFD Town Hall Meeting in Farmington	45	Presented
2026-Mar	Presented and tabled at the SEL Mental Health Day at The Ask Academy	530	Both
2026-Mar	NM Brain injury screening and resource fair, Located at Santa Fe community college. We were invited back next year, (angelia.velarde-logsdon@gcd.nm.gov)	280	Tabled
2026-Mar	NM 988 Presentation- Luna County Health Council	5	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 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.
 - 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.