



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).

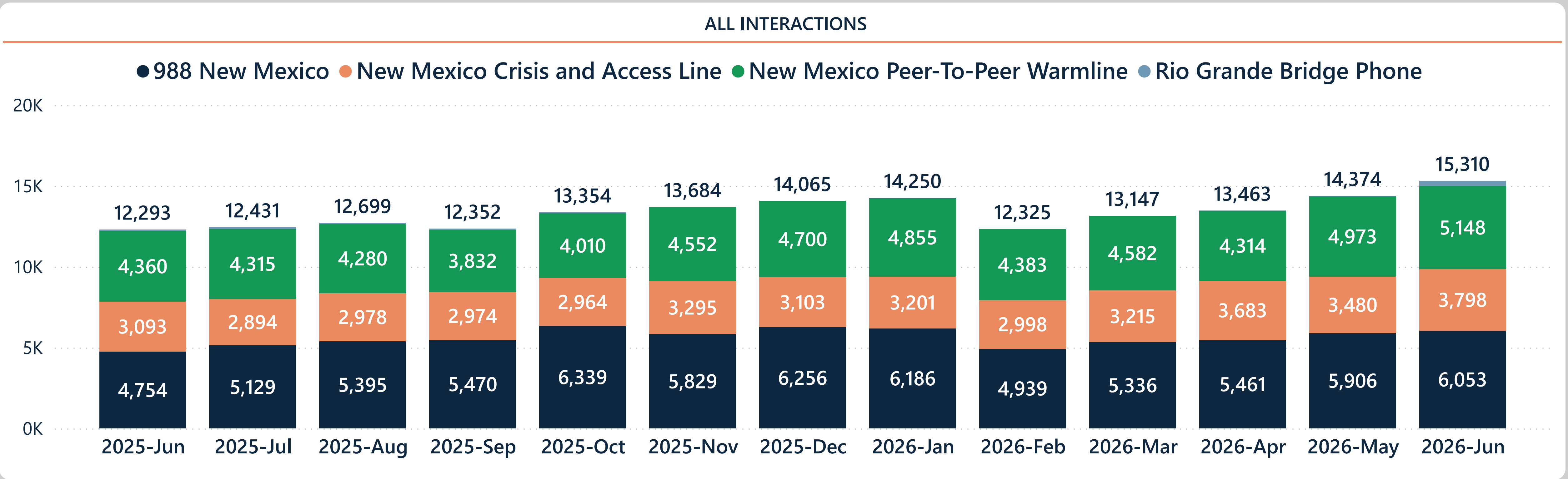
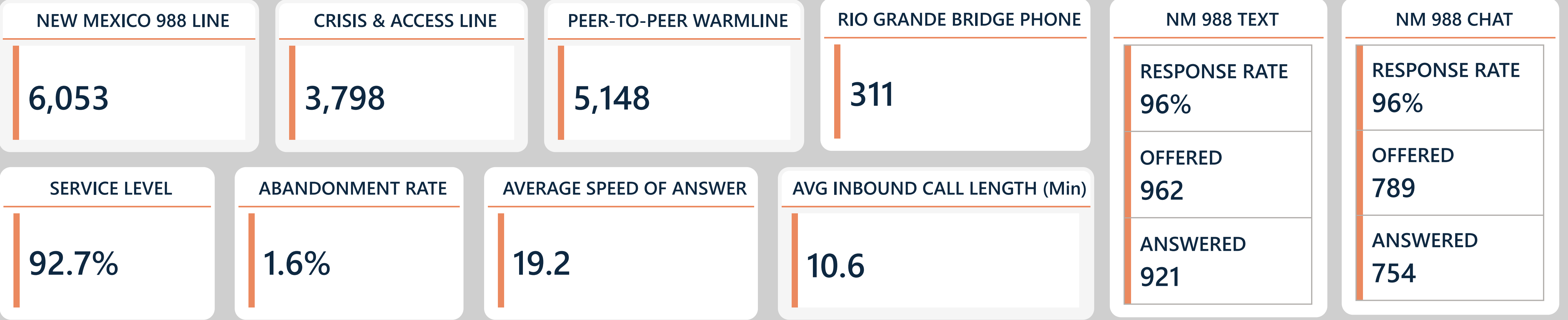
Services

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.

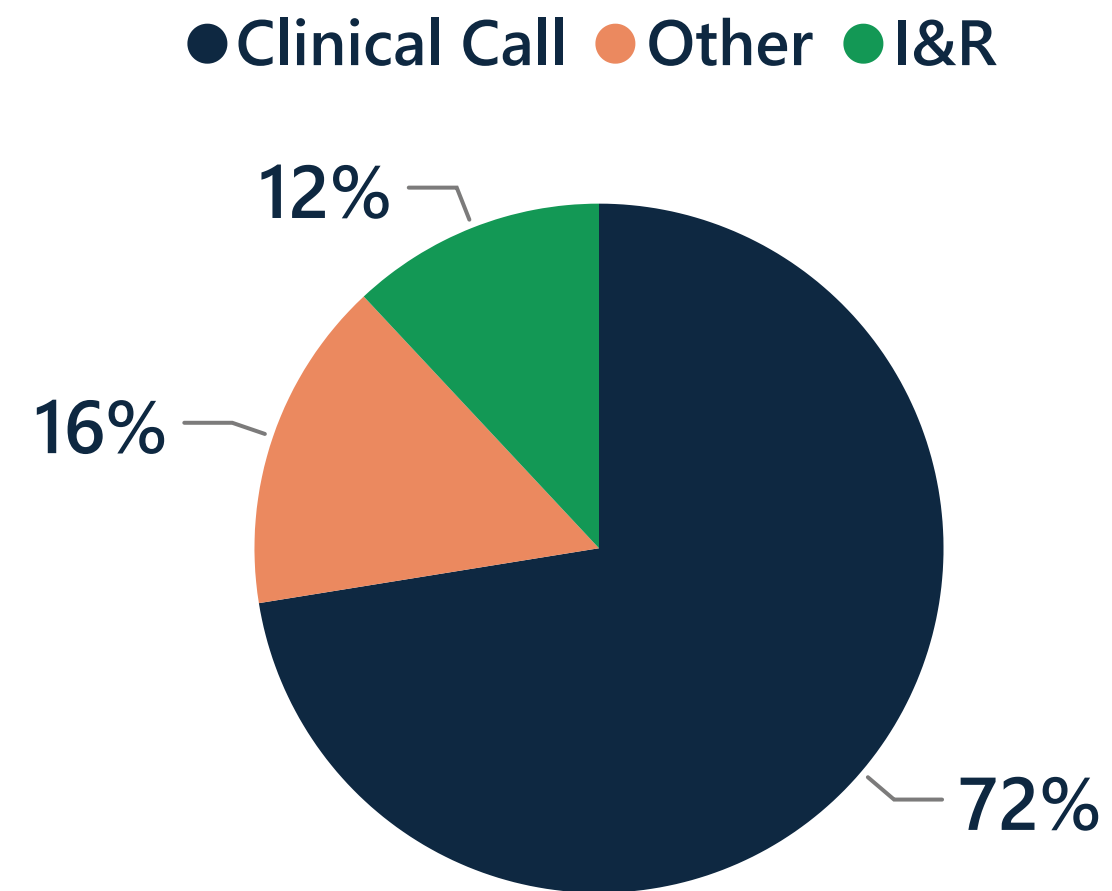
Report Introduction

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.

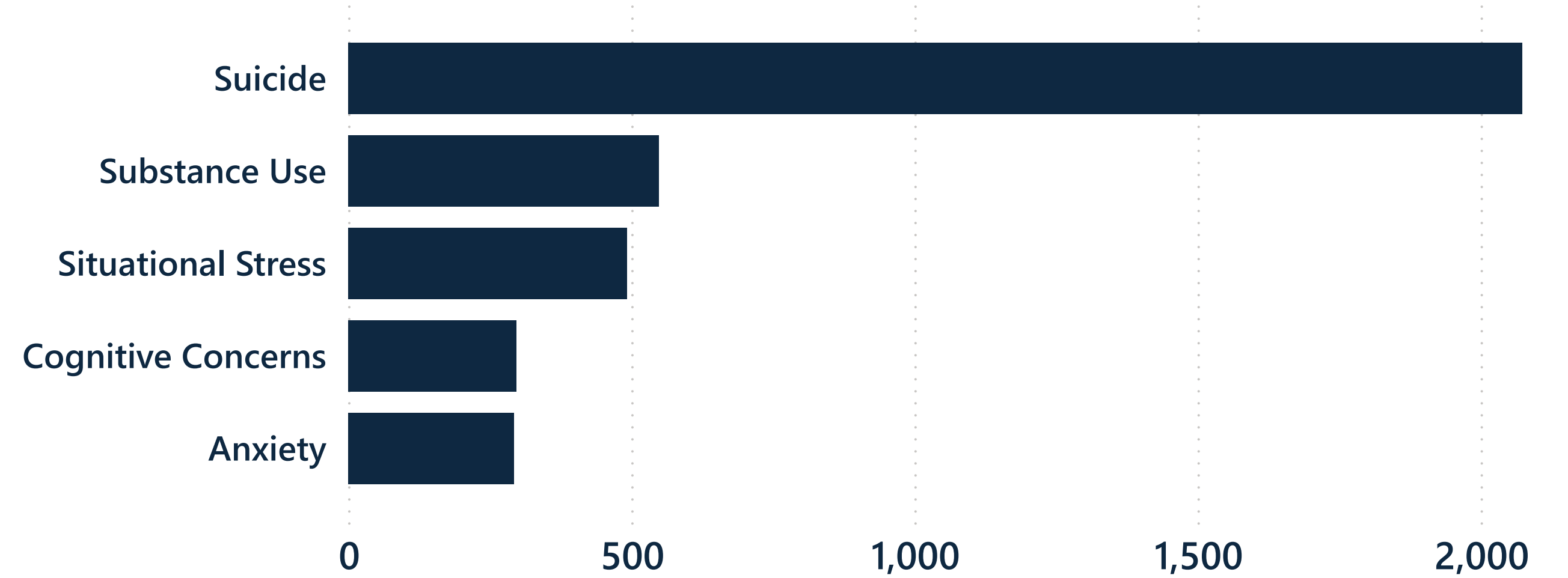




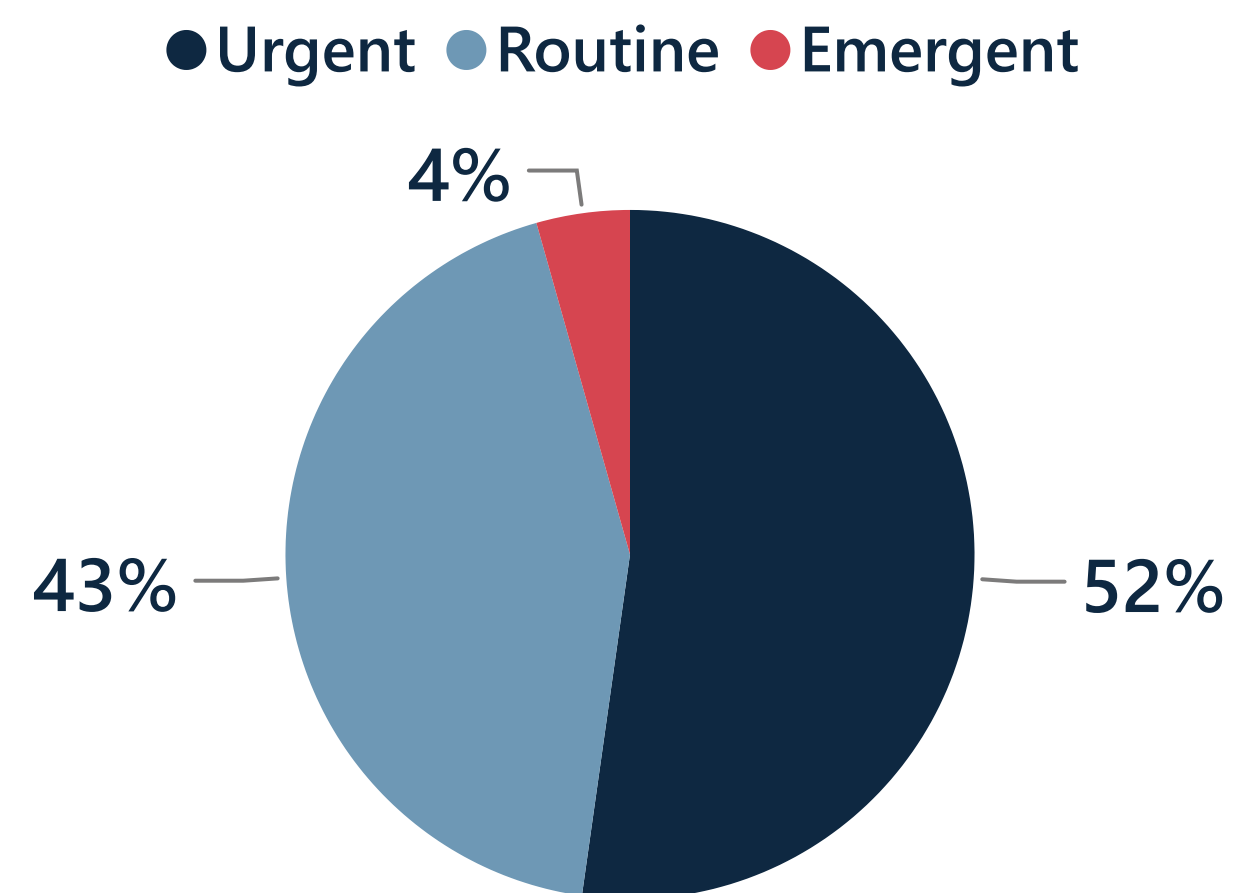
INTERACTION TYPES



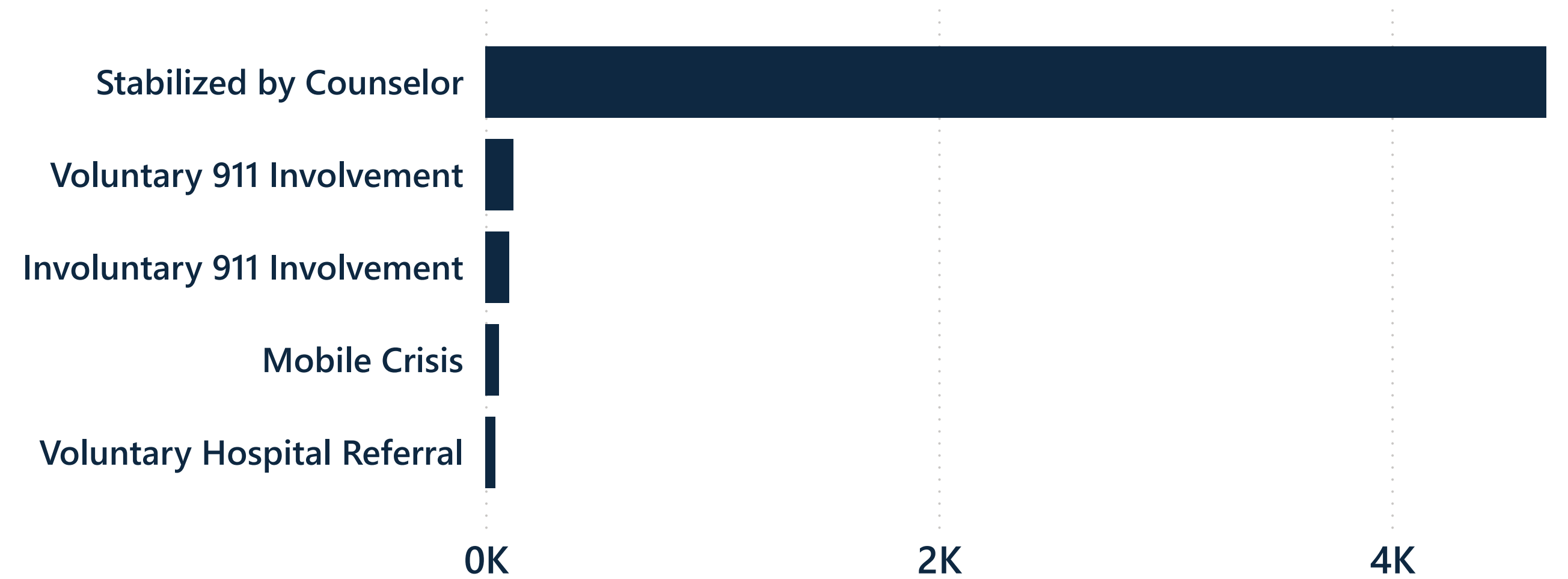
TOP 5 PRESENTING PROBLEMS



LEVEL OF CARE



CLINICAL OUTCOMES





TOTAL REFERRALS MADE

1,735

TOTAL REFERRALS DECLINED

1,094

EMERGENT INTERACTIONS

112

VETERAN INTERACTIONS

381

NMConnect DOWNLOADS

16

NMConnect DAILY USERS

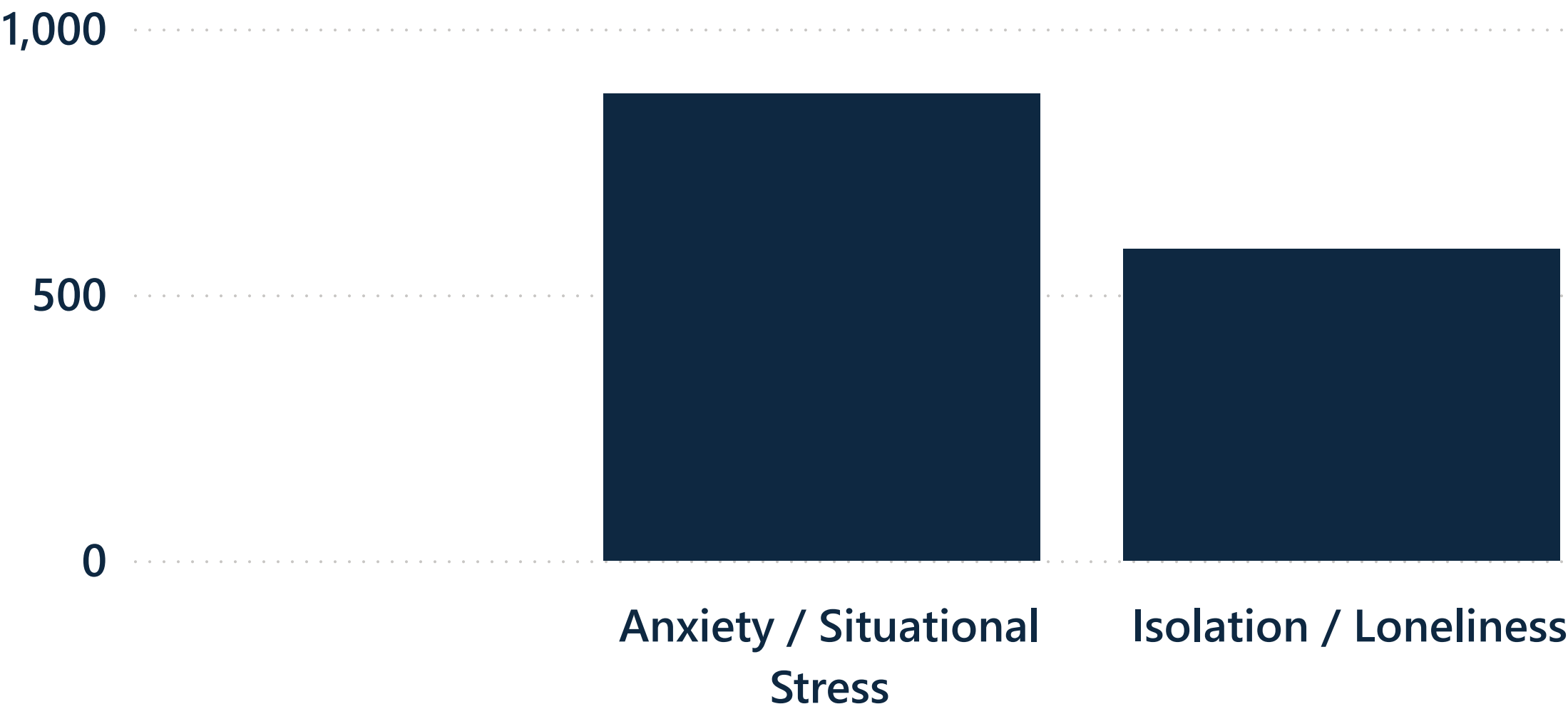
503

MOBILE CRISIS RESPONSES

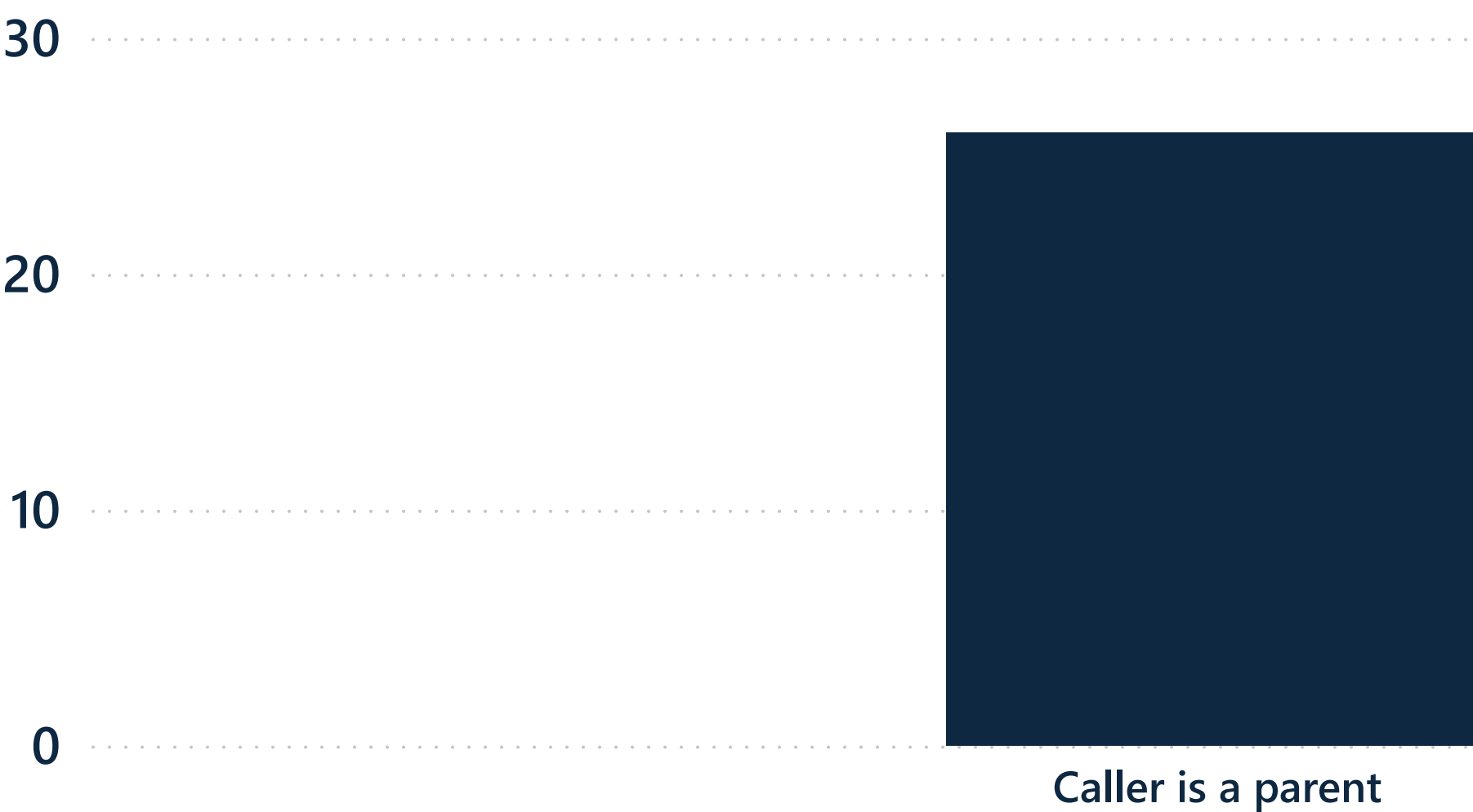


WARMLINE ACCOUNT ONLY

TOP REASONS FOR INTERACTIONS



FAMILY SUPPORT CALLS



INTERACTIONS BY COUNTY

▲ NM COUNTY	INTERACTIONS
Bernalillo	2,021
Catron	4
Chaves	75
Cibola	33
Colfax	26
Curry	55
Dona Ana	290
Eddy	60
Grant	44
Guadalupe	9
Hidalgo	2
Lea	38
Lincoln	81
Los Alamos	31
Luna	29

INTERACTIONS BY COUNTY

▲ NM COUNTY	INTERACTIONS
McKinley	82
Mora	2
Otero	79
Quay	17
Rio Arriba	75
Roosevelt	16
San Juan	258
San Miguel	48
Sandoval	314
Santa Fe	275
Sierra	21
Socorro	37
Taos	55
Torrance	23
Union	6
Valencia	107

TOTAL ATTENDEES	TOTAL TABLED	TOTAL PRESENTED	TOTAL BOTH
3,755	10	2	--

OUTREACH HIGHLIGHT	ATTENDEES	TYPE
2nd Annual New Mexico Alchohol Misuse Prevention Summit	100	Tabled
Advocacy in Action 2026	450	Tabled
Growing up New Mexico Father's day community event	130	Tabled
LOPD warrant forgiveness workshop	100	Tabled
NASW Annual Conference	800	Tabled
NAVI Wellness Festival	200	Tabled
Ohkay Owingeh Feast day (2 day event) 6/23-24/26	650	Tabled
Portales Library Summer young adult program	20	Presented
Portales Summer Launch Resource Fair	100	Tabled
Presented to the DOH Survey Administrators	25	Presented
Sandoval County First Pride Event	580	Tabled
UNM Truman ABQ PrideFest	600	Tabled



- > 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.