



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.

NEW MEXICO 988 LINE

5,906

CRISIS & ACCESS LINE

3,480

PEER-TO-PEER WARMLINE

4,973

RIO GRANDE BRIDGE PHONE

15

NM 988 TEXT

RESPONSE RATE
96%

OFFERED
947

ANSWERED
913

NM 988 CHAT

RESPONSE RATE
94%

OFFERED
777

ANSWERED
729

SERVICE LEVEL

91.4%

ABANDONMENT RATE

2.0%

AVERAGE SPEED OF ANSWER

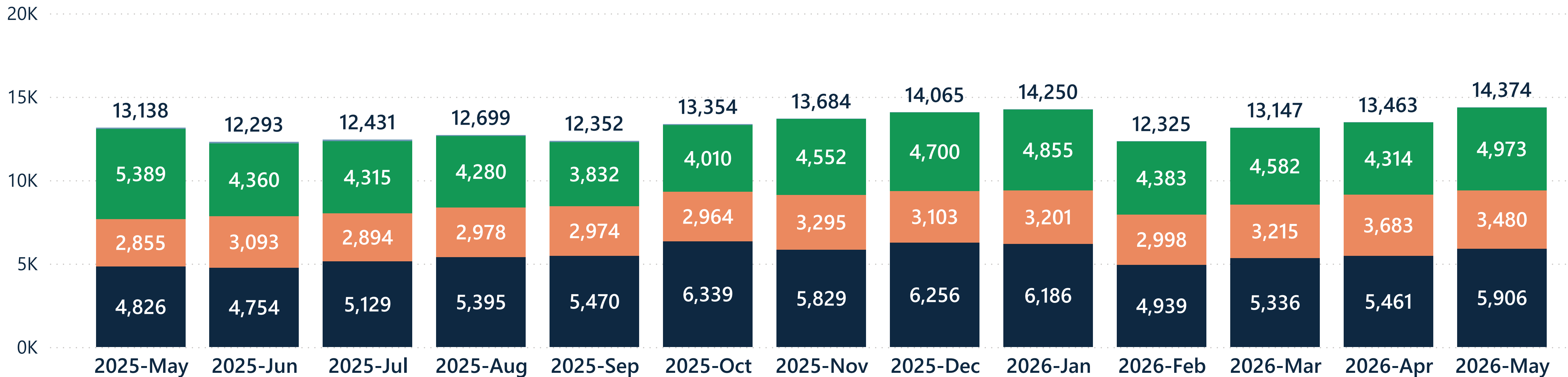
18.8

AVG INBOUND CALL LENGTH (Min)

12.0

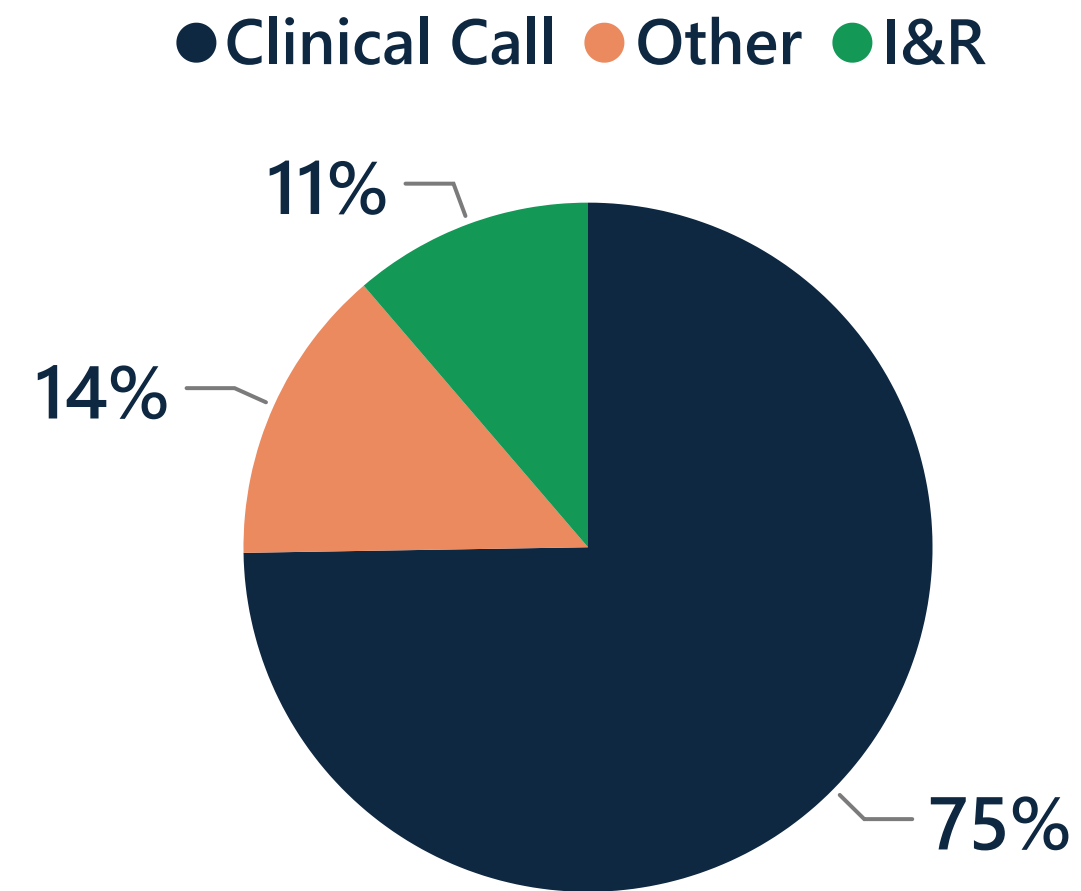
ALL INTERACTIONS

● 988 New Mexico ● New Mexico Crisis and Access Line ● New Mexico Peer-To-Peer Warmline ● Rio Grande Bridge Phone

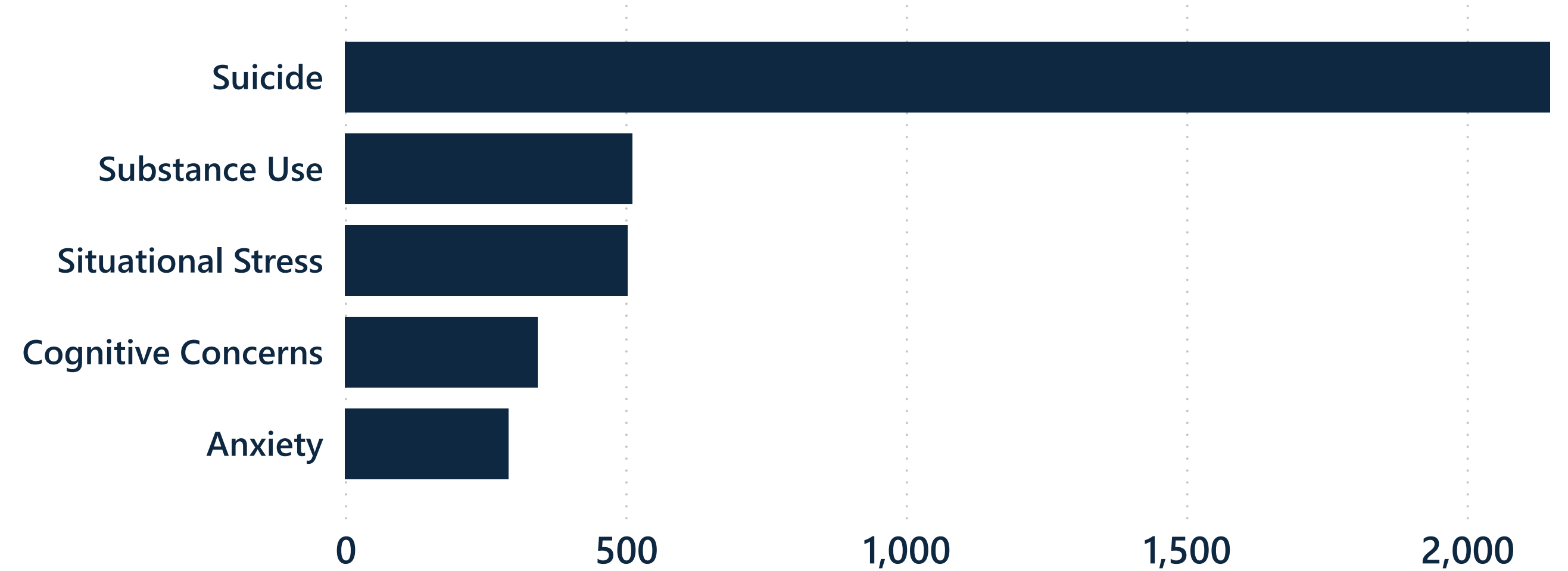




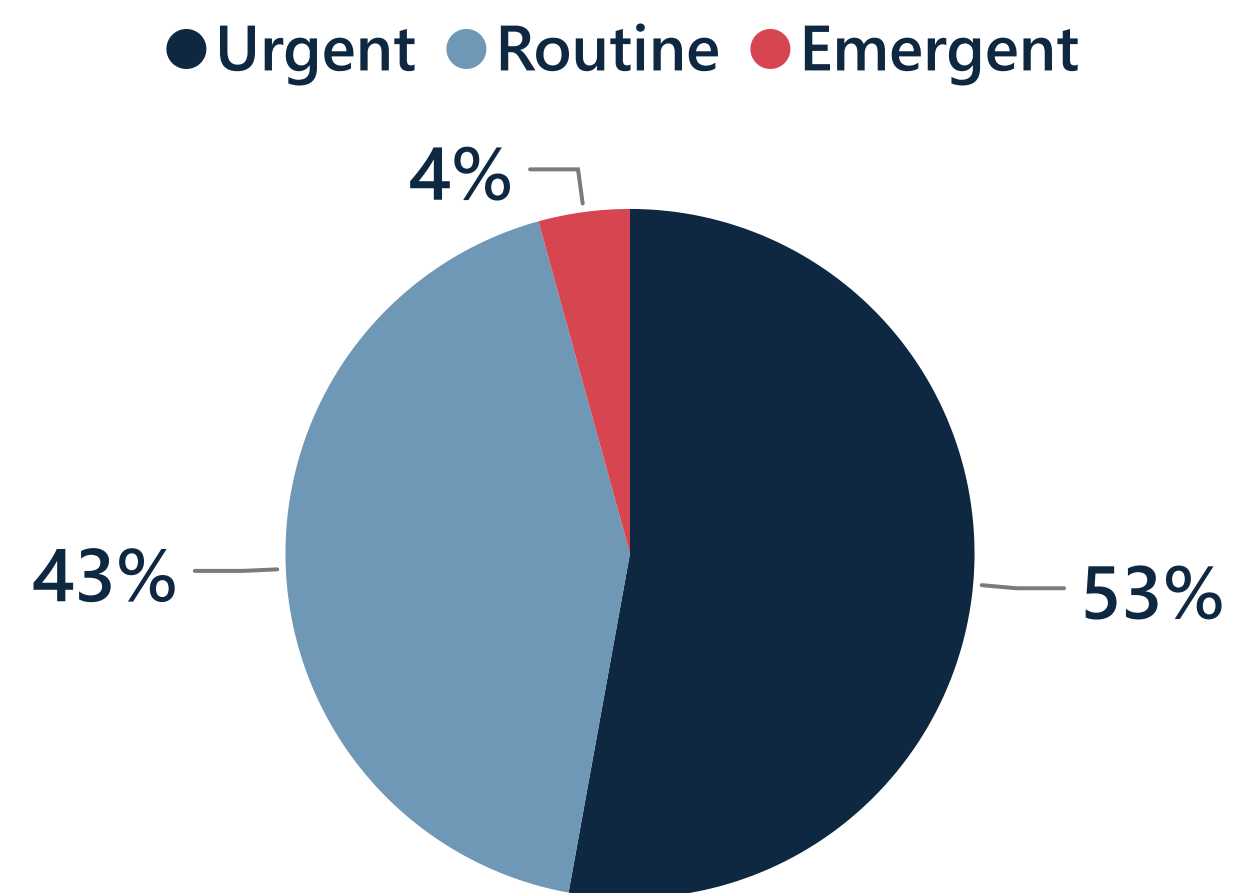
INTERACTION TYPES



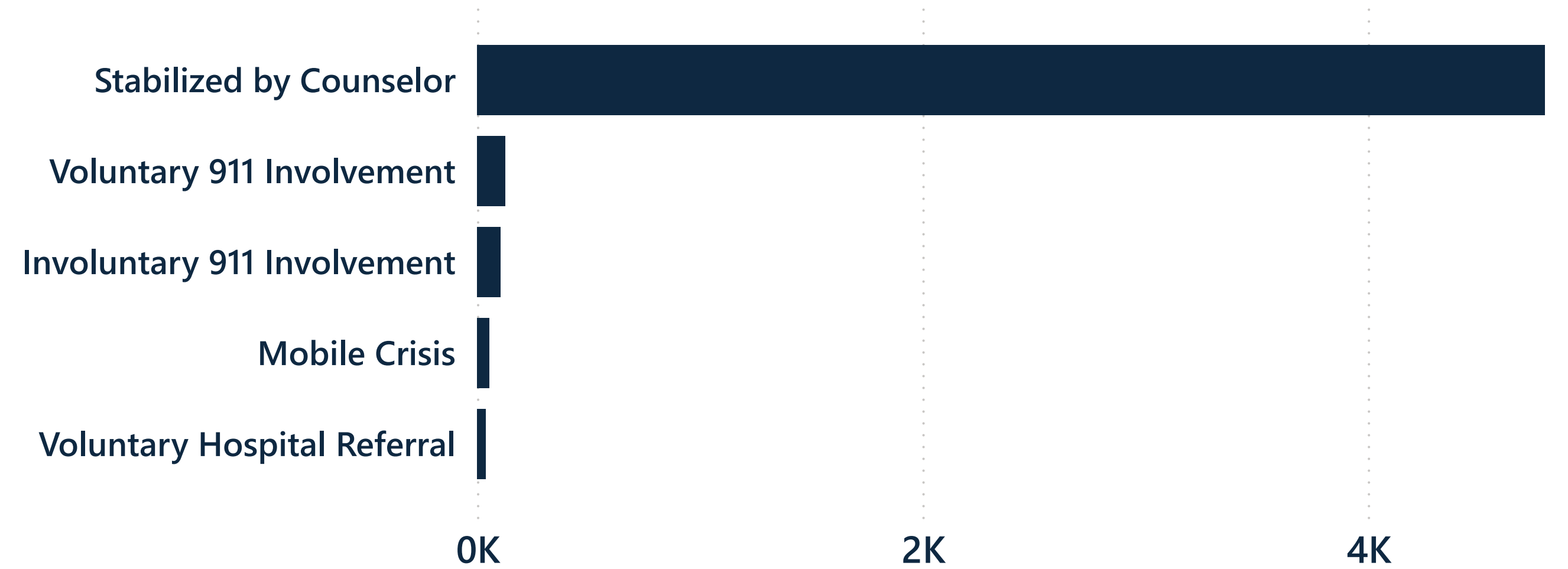
TOP 5 PRESENTING PROBLEMS



LEVEL OF CARE



CLINICAL OUTCOMES





TOTAL REFERRALS MADE

1,906

TOTAL REFERRALS DECLINED

1,064

EMERGENT INTERACTIONS

101

VETERAN INTERACTIONS

468

NMConnect DOWNLOADS

17

NMConnect DAILY USERS

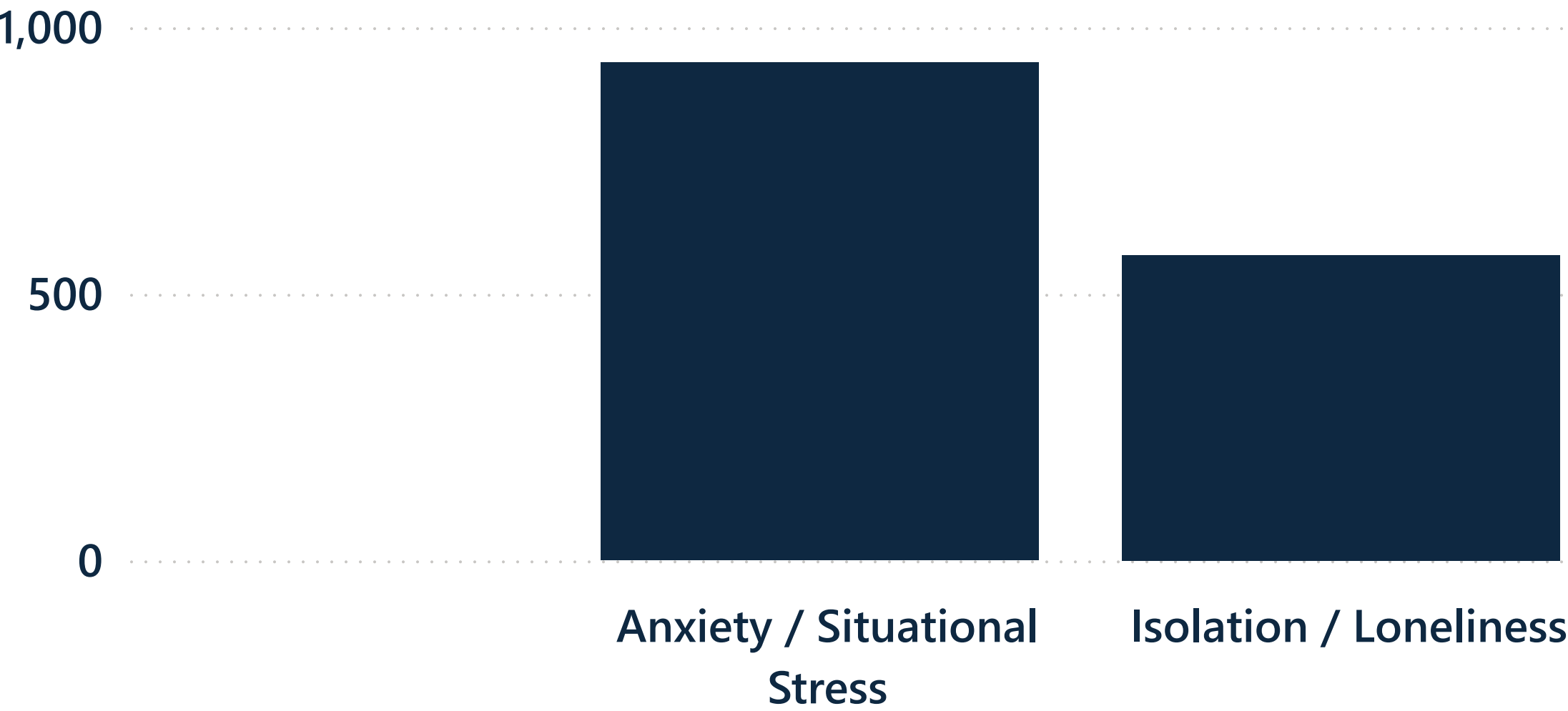
553

MOBILE CRISIS RESPONSES

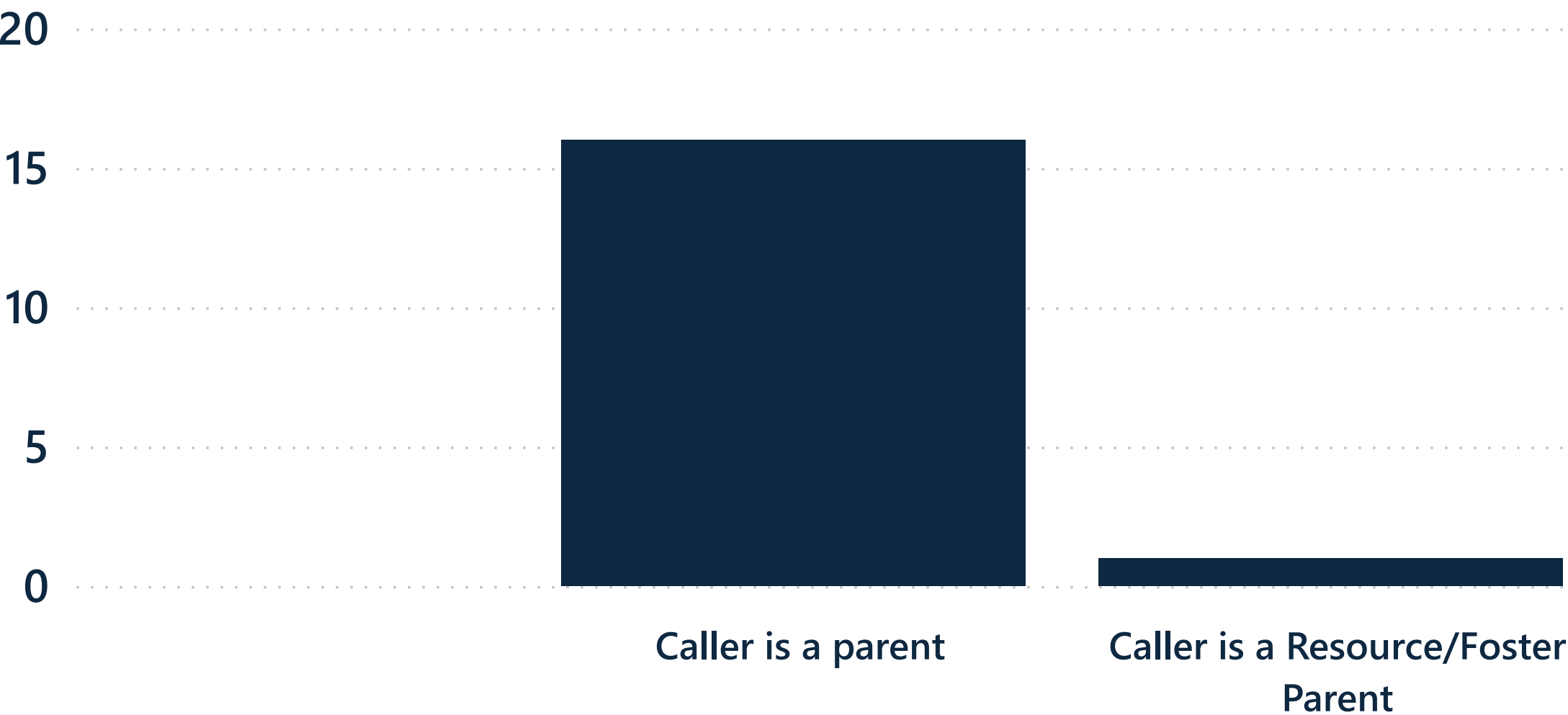


WARMLINE ACCOUNT ONLY

TOP REASONS FOR INTERACTIONS



FAMILY SUPPORT CALLS



Interactions by County	
NM County	Interactions
▲	
Bernalillo	2,010
Catron	7
Chaves	120
Cibola	29
Colfax	17
Curry	44
De Baca	3
Dona Ana	365
Eddy	53
Grant	54
Guadalupe	14
Hidalgo	13
Lea	45
Lincoln	112
Los Alamos	12
Luna	18

Interactions by County	
NM County	Interactions
▲	
McKinley	96
Mora	3
Otero	87
Quay	24
Rio Arriba	92
Roosevelt	18
San Juan	216
San Miguel	90
Sandoval	292
Santa Fe	279
Sierra	28
Socorro	34
Taos	57
Torrance	27
Union	10
Valencia	139

TOTAL ATTENDEES	TOTAL TABLED	TOTAL PRESENTED	TOTAL BOTH
2,030	9	2	1

OUTREACH HIGHLIGHT	ATTENDEES	TYPE
"Stronger" Scope youth summit 2026	250	Tabled
2026 HIV Glow-Out	220	Tabled
Be kind to your mind mental health and wellbeing festival	80	Tabled
Community Collaborative Forum (New Mexico Alliance of Health Councils)	280	Tabled
Eastern NM SBHC Regional Meeting	40	Presented
Las Cruces Recovery Summit Series (healing together bringing systems and spirit)	70	Both
Mental Health Resource Fair - La Cueva High School	240	Tabled
NAMIWalks Santa Fe	140	Tabled
New Mexico National Guard during Sexual Assault Awareness and Prevention Event	280	Tabled
Spring into wellness community mental health event	120	Tabled
The 2026 New Mexico Symposium on Health (two day event 12-13th)	250	Tabled
The PB&J Family Services Inc presentation	60	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.