



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 Peer-to-Peer Warmline on behalf of the New Mexico Behavioral Health Services Division (BHSD), Health Care Authority (HCA).

Services

Provides crisis support through calls, texts, chats, and digital tools (e.g., 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.
- > Mobile Crisis Team (MCT) Dispatch: Coordinates referrals and dispatch to participating Mobile Crisis Team providers throughout New Mexico, facilitating timely access to in-person crisis response when clinically appropriate.
- > Outreach and Public Awareness: Leads statewide education and community outreach efforts to promote awareness of 988, the New Mexico Peer-to-Peer Warmline, and available behavioral health resources while strengthening partnerships with communities and stakeholders.

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 (page 6). The report is designed as a high-level snapshot in time. Additional data can be requested from NMCAL.

NEW MEXICO 988 LINE

6,295

CRISIS & ACCESS LINE

4,799

PEER-TO-PEER WARMLINE

2,846

RIO GRANDE BRIDGE PHONE

167

NM 988 TEXT

RESPONSE RATE
94%

OFFERED
941

ANSWERED
886

NM 988 CHAT

RESPONSE RATE
95%

OFFERED
830

ANSWERED
789

SERVICE LEVEL

94.6%

ABANDONMENT RATE

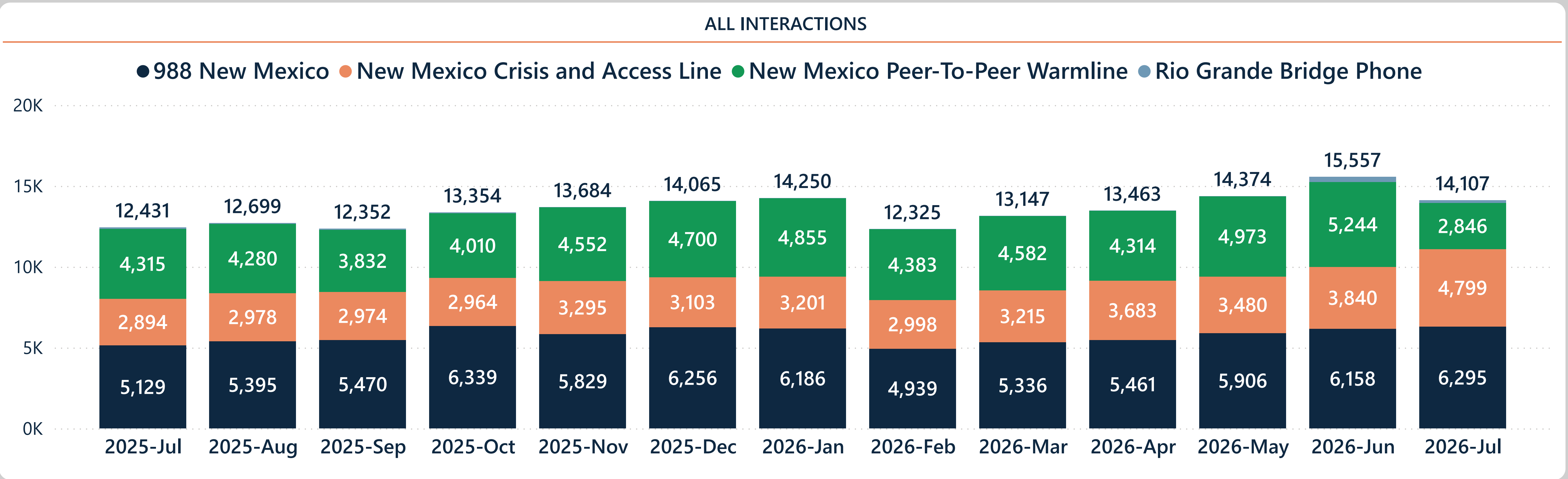
1.7%

AVERAGE SPEED OF ANSWER

12.9

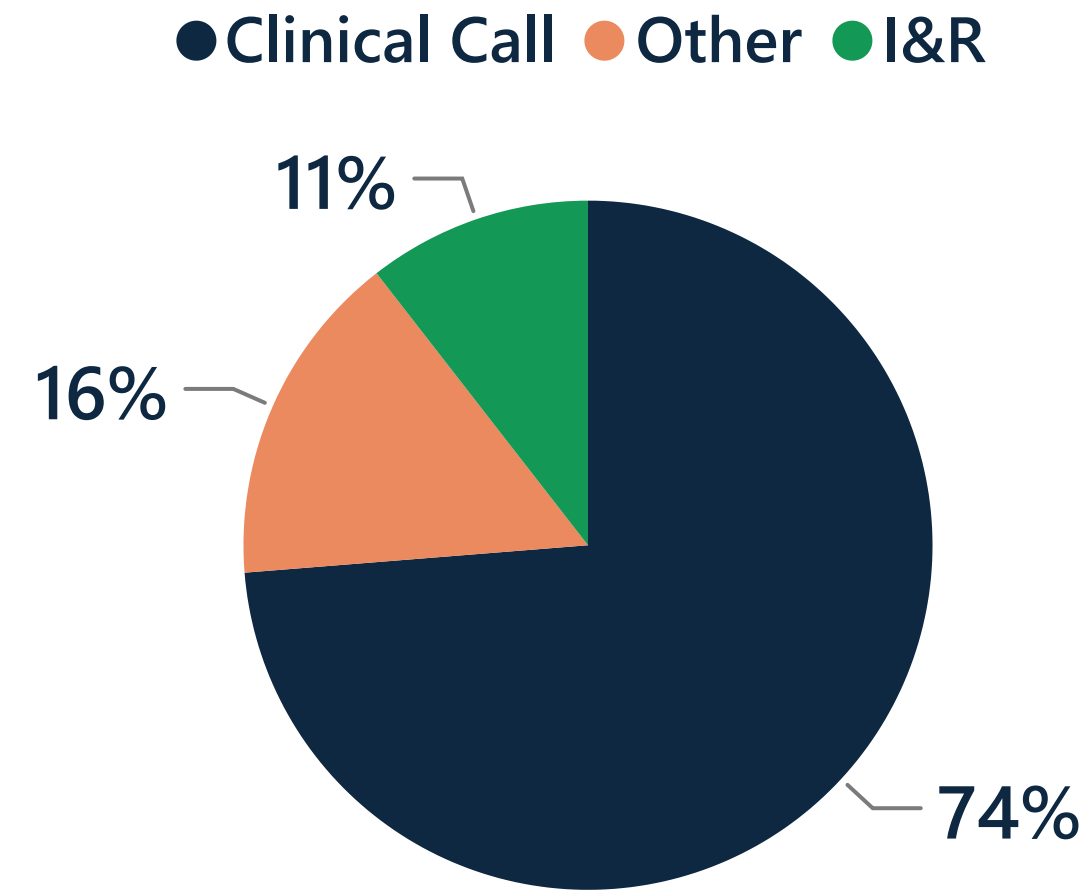
AVG INBOUND CALL LENGTH (Min)

10.6

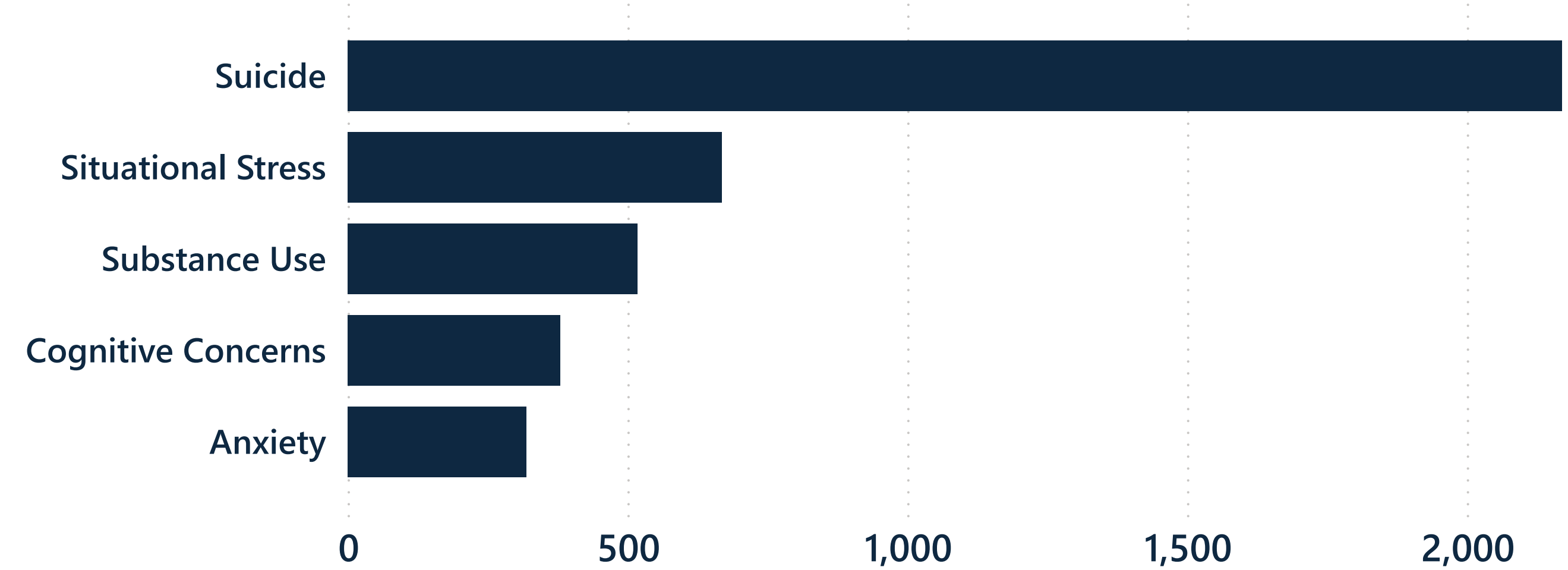




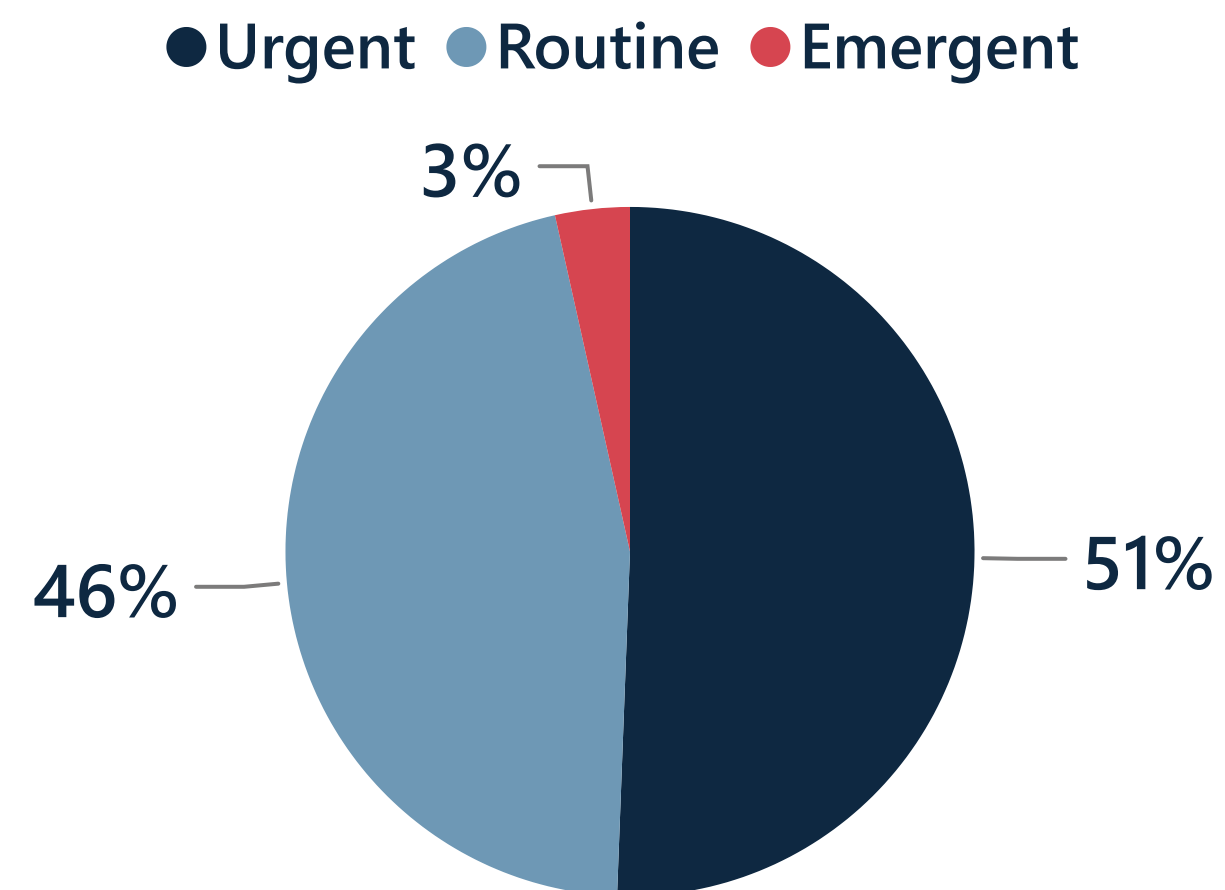
INTERACTION TYPES



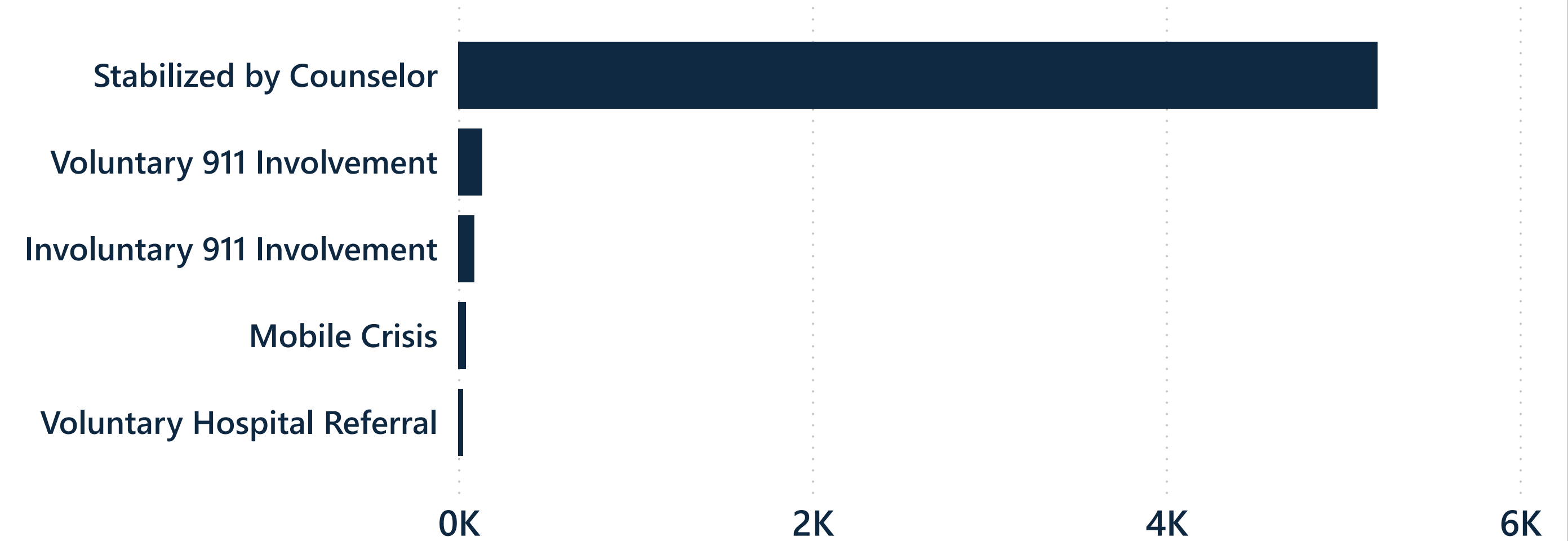
TOP 5 PRESENTING PROBLEMS



LEVEL OF CARE



CLINICAL OUTCOMES





TOTAL REFERRALS MADE

1,854

TOTAL REFERRALS DECLINED

1,206

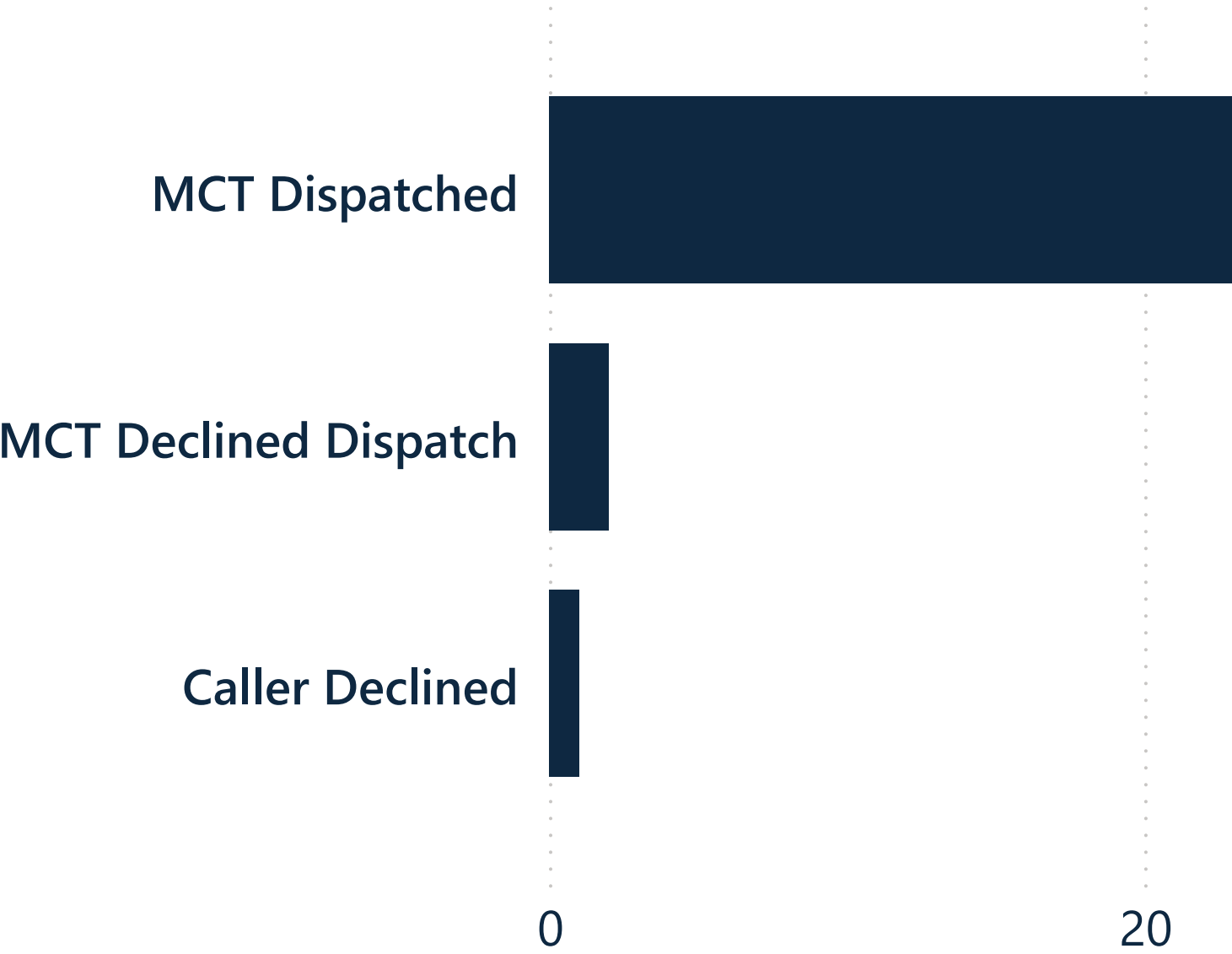
EMERGENT INTERACTIONS

98

VETERAN INTERACTIONS

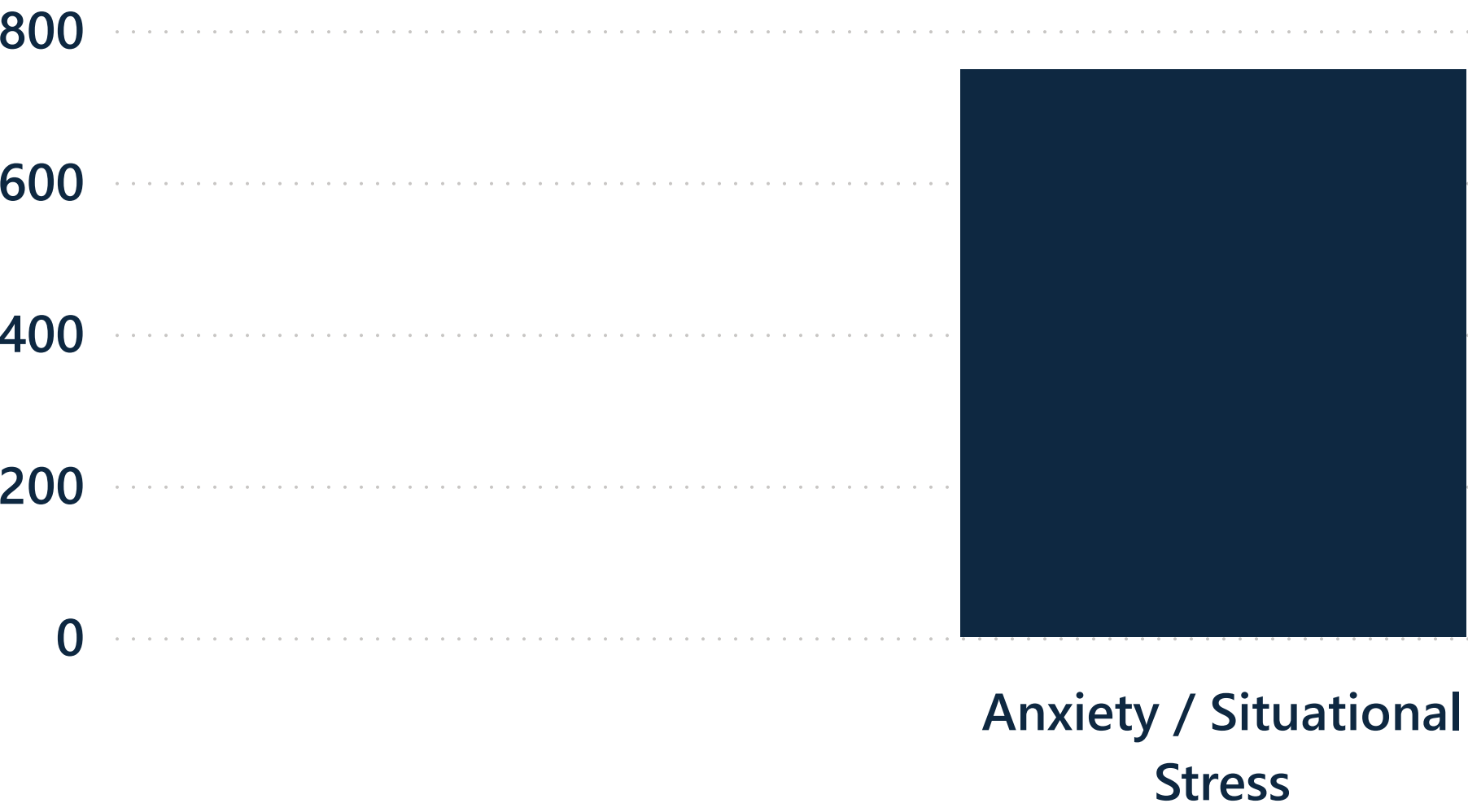
347

MOBILE CRISIS RESPONSES

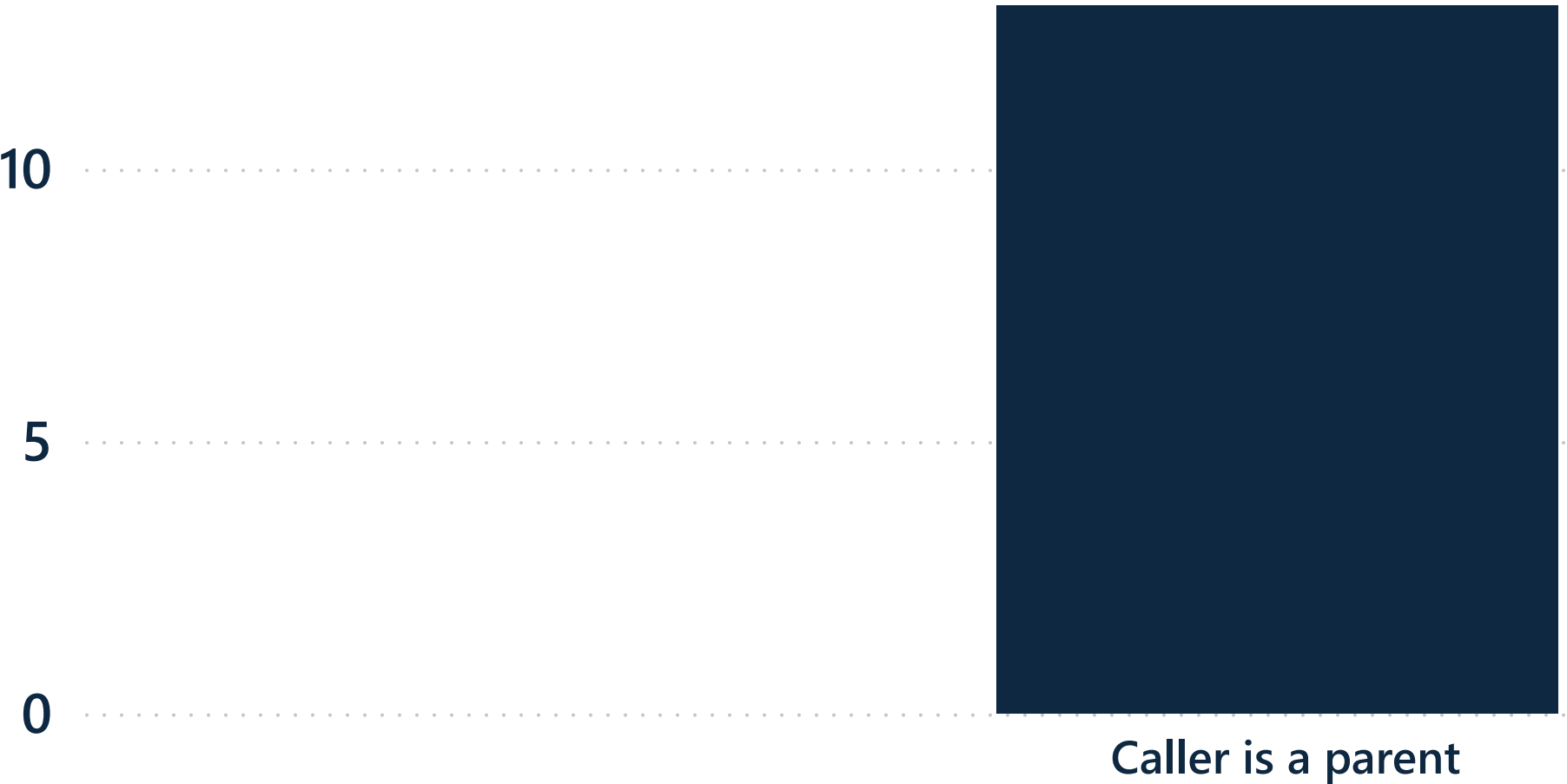


WARMLINE ACCOUNT ONLY

TOP REASONS FOR INTERACTIONS



FAMILY SUPPORT CALLS



INTERACTIONS BY COUNTY

NM COUNTY	INTERACTIONS
▲	
Bernalillo	2,155
Catron	1
Chaves	72
Cibola	35
Colfax	19
Curry	90
Dona Ana	343
Eddy	76
Grant	143
Guadalupe	4
Harding	4
Hidalgo	6
Lea	43
Lincoln	20
Los Alamos	16
Luna	29

INTERACTIONS BY COUNTY

NM COUNTY	INTERACTIONS
▲	
McKinley	83
Mora	7
Otero	112
Quay	14
Rio Arriba	85
Roosevelt	17
San Juan	235
San Miguel	45
Sandoval	261
Santa Fe	304
Sierra	28
Socorro	42
Taos	49
Torrance	21
Union	3
Valencia	92

TOTAL ATTENDEES	TOTAL TABLED	TOTAL PRESENTED	TOTAL BOTH
1,724	4	3	--

DATE	OUTREACH HIGHLIGHT	ATTENDEES	TYPE
07/10/2026	Socorro Plaza Community Resource Event	200	Tabled
07/11/2026	Las Cruces community Rise Up Youth Fest	670	Tabled
07/15/2026	City of Albuquerque RIDE's 3rd Annual Sumer resource fair	270	Tabled
07/17/2026	PB&J Back to school event	480	Tabled
07/24/2026	NM High School Summer Sports Conference	12	Presented
07/29/2026	Placeholder- Health Equity Training Series- 988 New Mexico Crisis Line	74	Presented
07/30/2026	988 NMCAL -UNM Presentation	18	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.