



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.

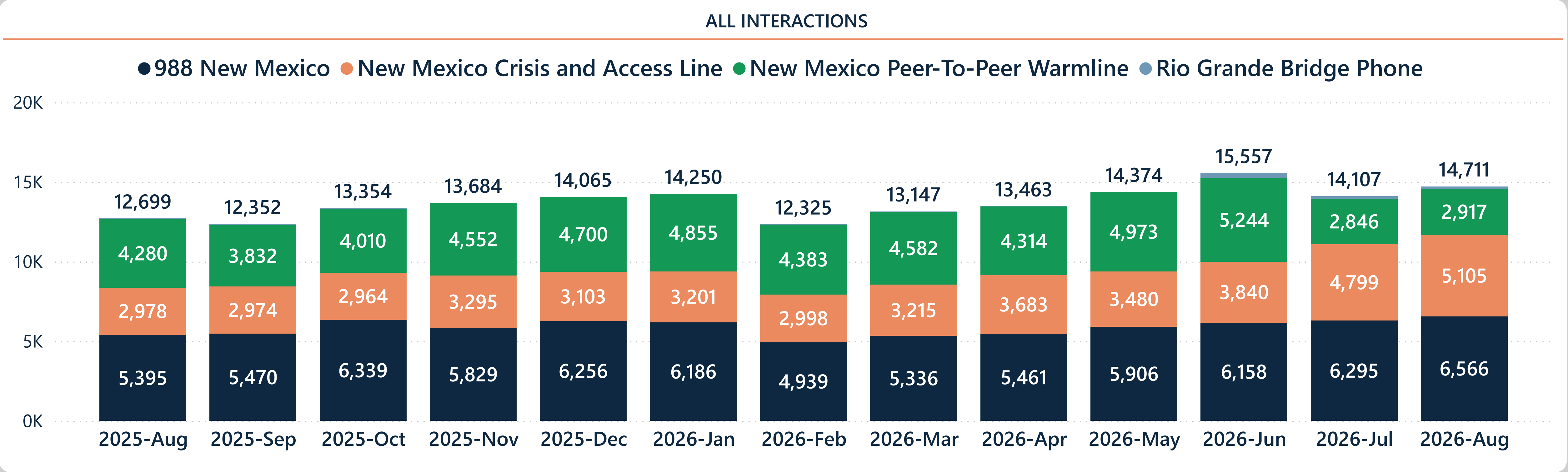
- > 988 Suicide & Crisis Lifeline: Free, 24/7 support via call or text for people in emotional distress or crisis, connecting them to trained counselors for immediate help.
- > New Mexico Peer-to-Peer Warmline: A non-crisis line offering compassionate listening and support from trained peers with lived 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.

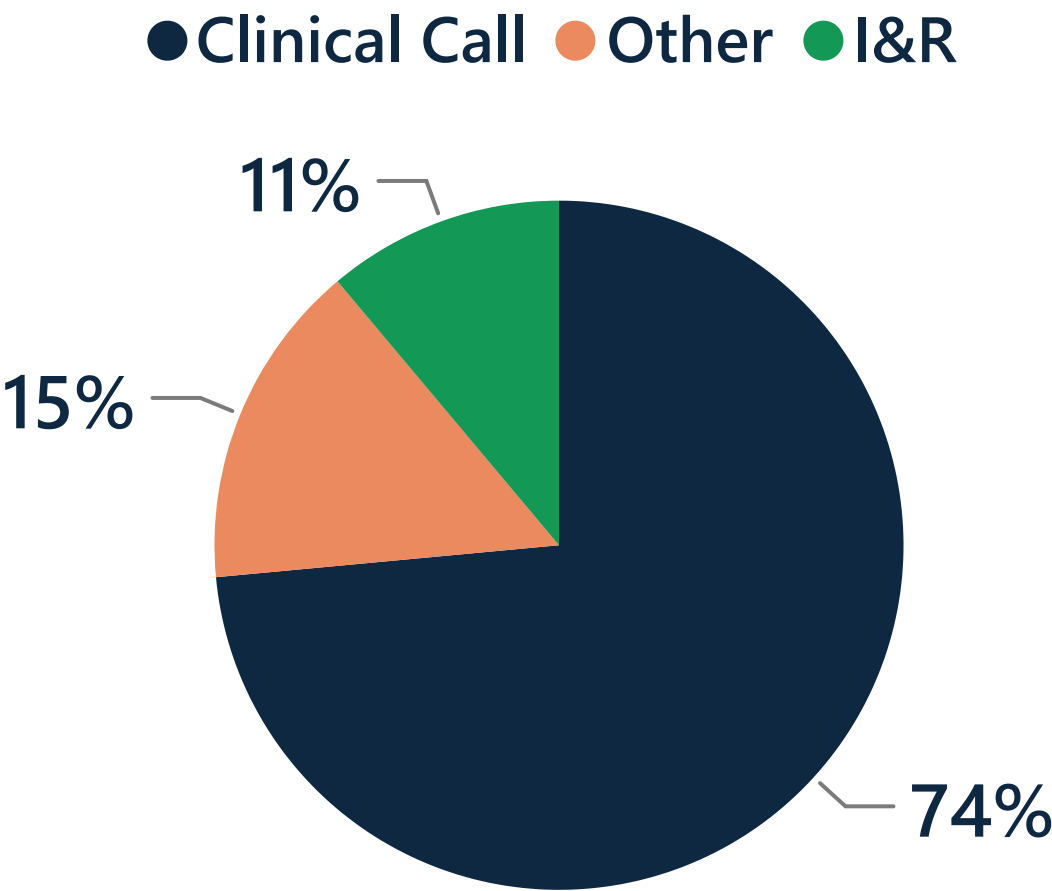


NEW MEXICO 988 LINE	CRISIS & ACCESS LINE	PEER-TO-PEER WARMLINE	RIO GRANDE BRIDGE PHONE	NM 988 TEXT		NM 988 CHAT	
6,566	5,105	2,917	123	RESPONSE RATE 97%		RESPONSE RATE 95%	
				OFFERED 1,013		OFFERED 863	
SERVICE LEVEL	ABANDONMENT RATE	AVERAGE SPEED OF ANSWER	AVG INBOUND CALL LENGTH (Min)	ANSWERED 979		ANSWERED 817	
94.4%	1.7%	11.8	10.7				

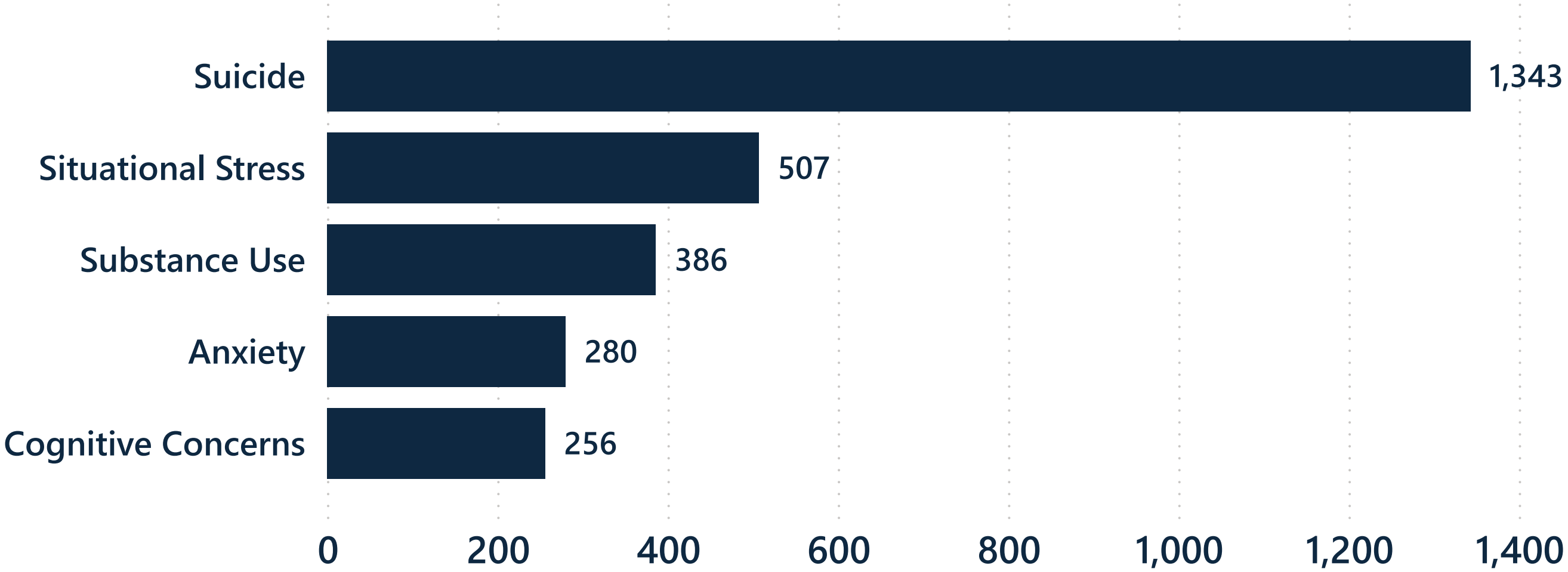




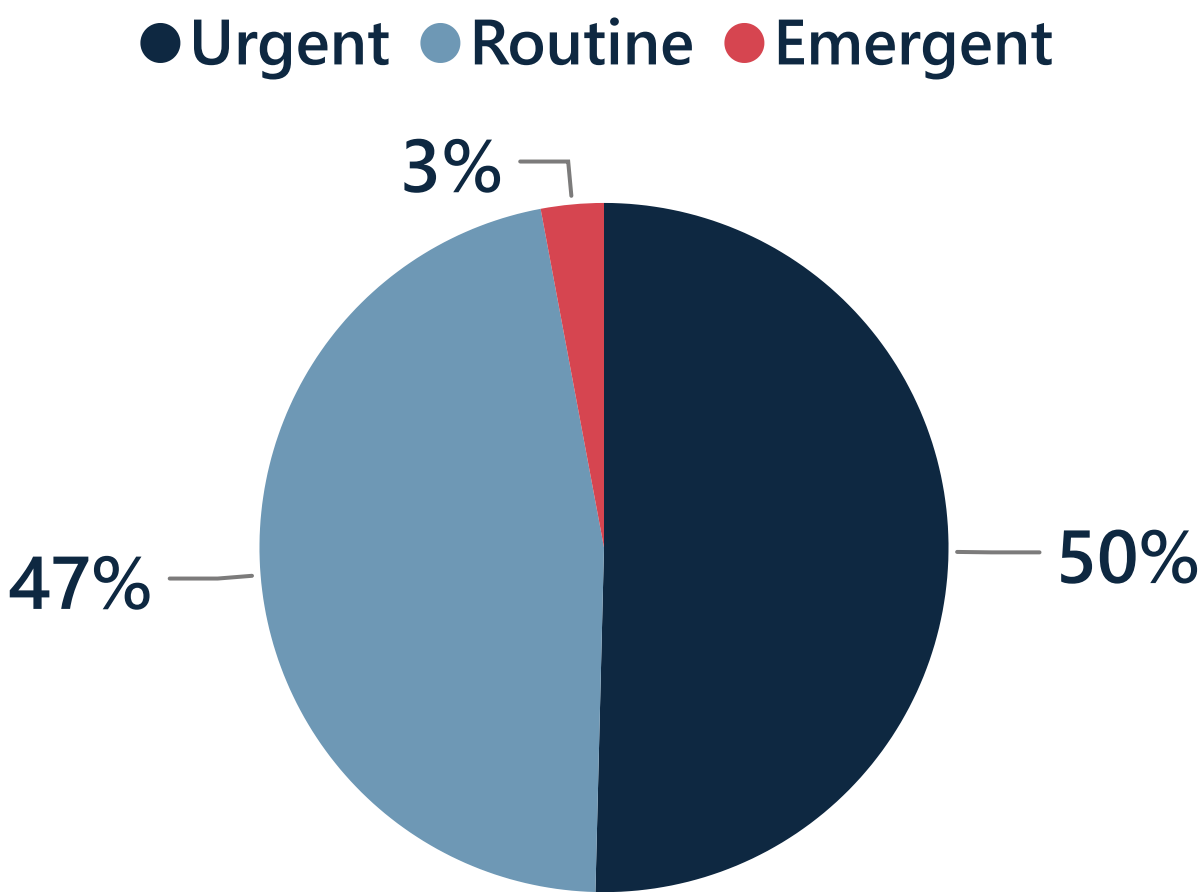
INTERACTION TYPES



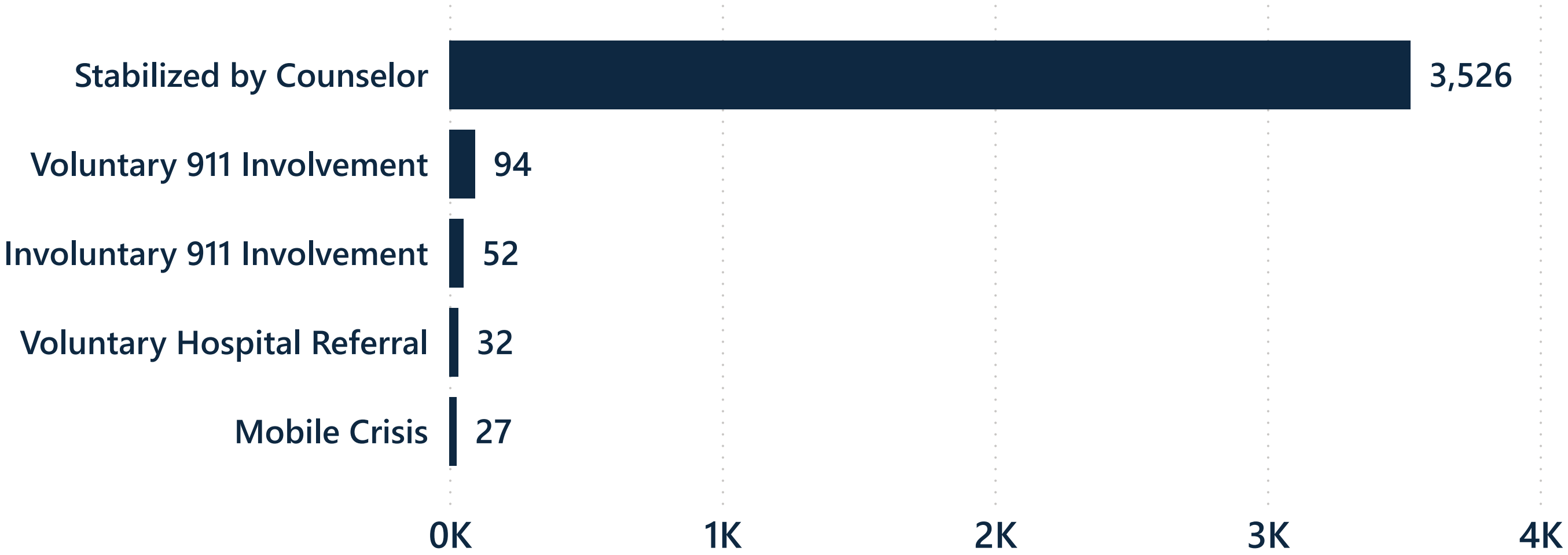
TOP 5 PRESENTING PROBLEMS



LEVEL OF CARE



CLINICAL OUTCOMES





TOTAL REFERRALS MADE

1,268

TOTAL REFERRALS DECLINED

758

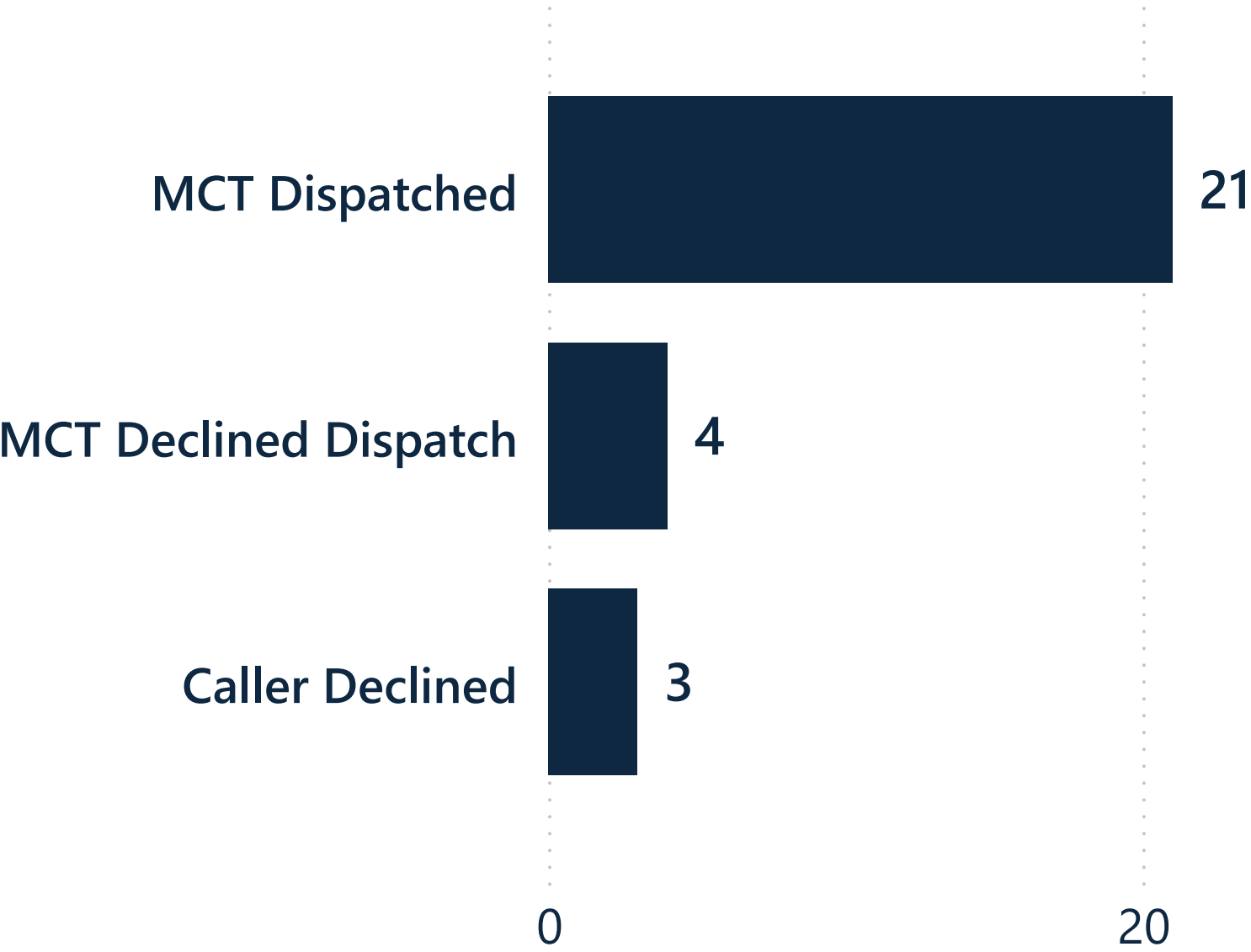
EMERGENT INTERACTIONS

69

VETERAN INTERACTIONS

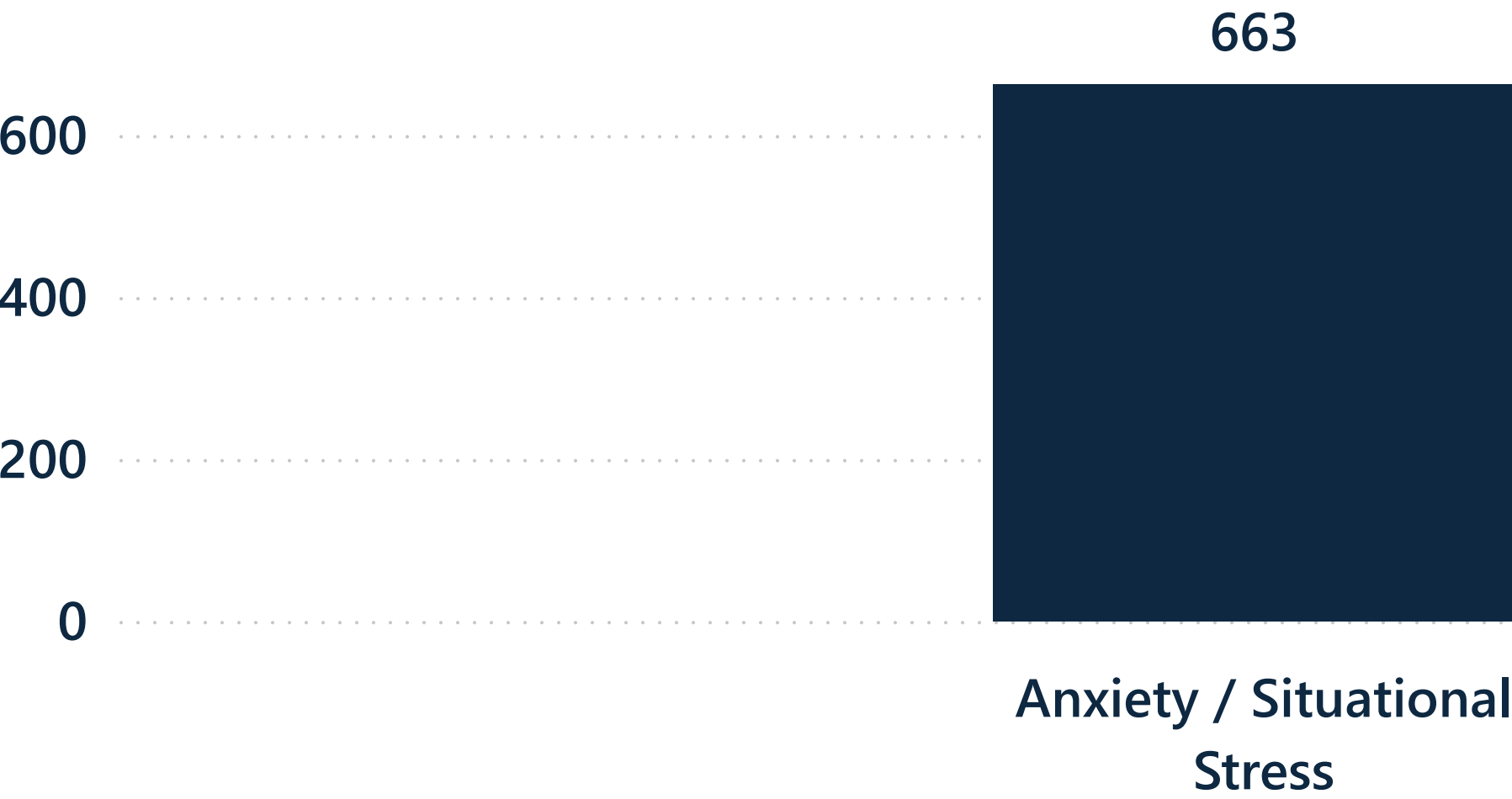
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MOBILE CRISIS RESPONSES

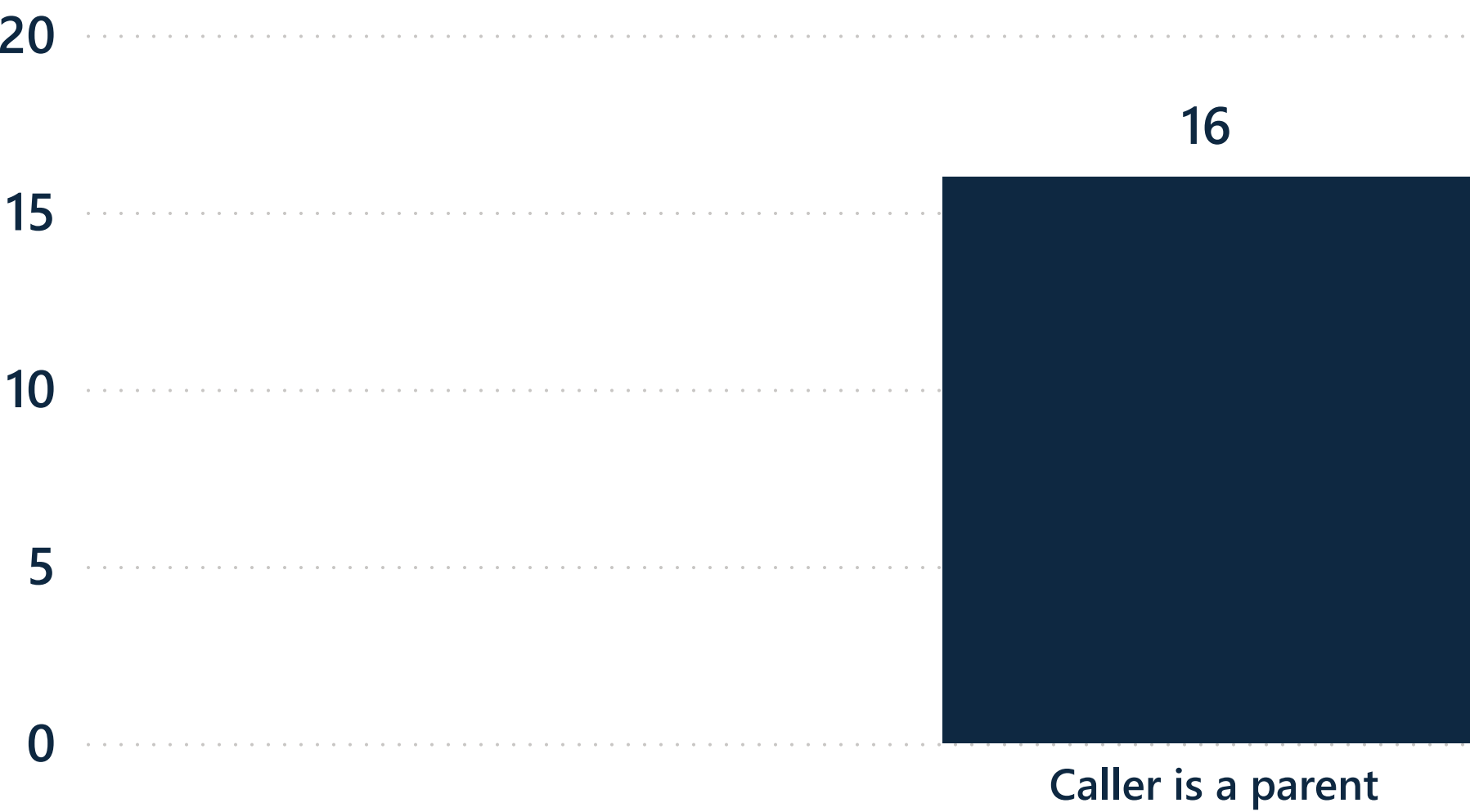


WARMLINE ACCOUNT ONLY

TOP REASONS FOR INTERACTIONS



FAMILY SUPPORT CALLS



INTERACTIONS BY COUNTY

▲ NM COUNTY	INTERACTIONS
Bernalillo	2,261
Catron	3
Chaves	83
Cibola	28
Colfax	23
Curry	67
De Baca	4
Dona Ana	311
Eddy	82
Grant	128
Guadalupe	12
Harding	3
Hidalgo	6
Lea	38
Lincoln	13
Los Alamos	9
Luna	22

INTERACTIONS BY COUNTY

▲ NM COUNTY	INTERACTIONS
McKinley	51
Mora	2
Otero	74
Quay	25
Rio Arriba	81
Roosevelt	21
San Juan	193
San Miguel	31
Sandoval	272
Santa Fe	281
Sierra	18
Socorro	36
Taos	36
Torrance	17
Union	1
Valencia	91

TOTAL EVENTS	TOTAL ATTENDEES	TOTAL TABLED	TOTAL PRESENTED	TOTAL BOTH	TOTAL OTHER
9	1,824	5	4	--	--

DATE	EVENT NAME	ATTENDEES	TYPE
08/01/2026	Back to School Event - Santa Ana	280	Tabled
08/12/2026	ABQ RIDE 3rd Annual Summer Resource Fair	260	Tabled
08/20/2026	Haven Behavioral Health 988 Presentation	9	Presented
08/20/2026	NM Workers' Compensation Resource Fair	48	Presented
08/21/2026	Friday at the Courthouse- resource sharing event	180	Tabled
08/22/2026	Healing together Summit - Las Cruces	345	Tabled
08/23/2026	NM High School Summer Sports Conference	685	Tabled
08/25/2026	Tewa Roots Society	8	Presented
08/27/2026	JJCS Luna County Liaison 988 Presentation	9	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.