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 help seekers 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. Definitions can be found on Page 7.

NMCAL Utilization & Call, Text & Chat Handling Metrics

September 2026

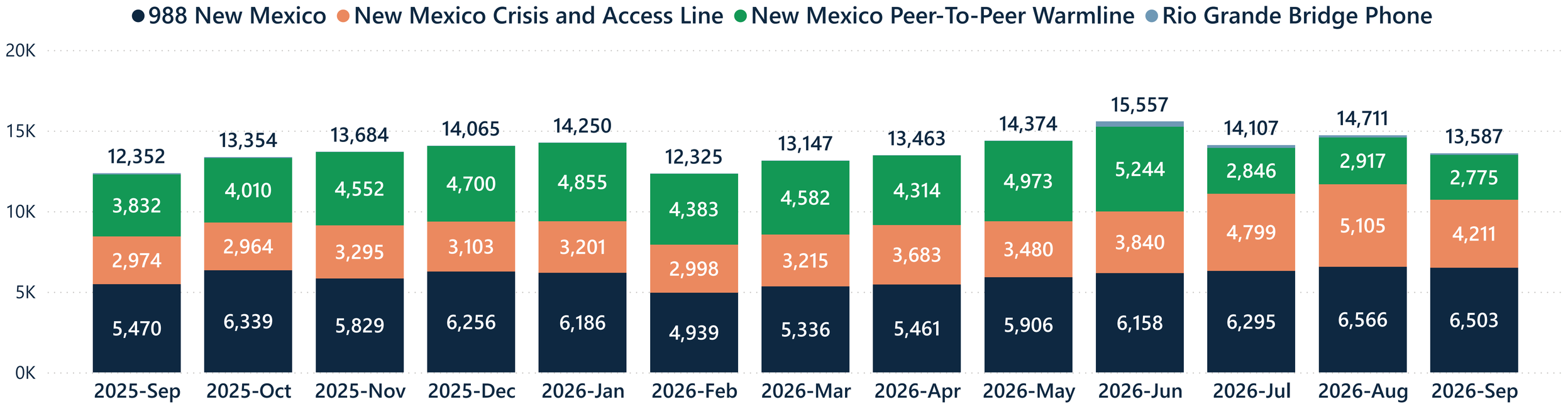
NEW MEXICO 988 LINE	CRISIS & ACCESS LINE	PEER-TO-PEER WARMLINE	RIO GRANDE BRIDGE PHONE
6,503	4,211	2,775	98

SERVICE LEVEL	ABANDONMENT RATE	AVERAGE SPEED OF ANSWER	AVG INBOUND CALL LENGTH (Min)
94.5%	1.6%	11.3	11.4

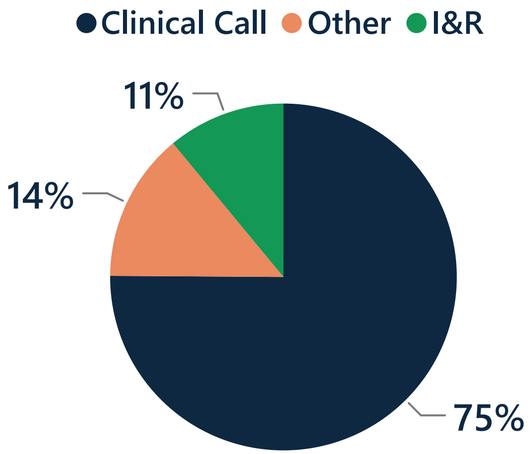
NM 988 TEXT	
RESPONSE RATE	96%
OFFERED	1,026
ANSWERED	985

NM 988 CHAT	
RESPONSE RATE	95%
OFFERED	893
ANSWERED	848

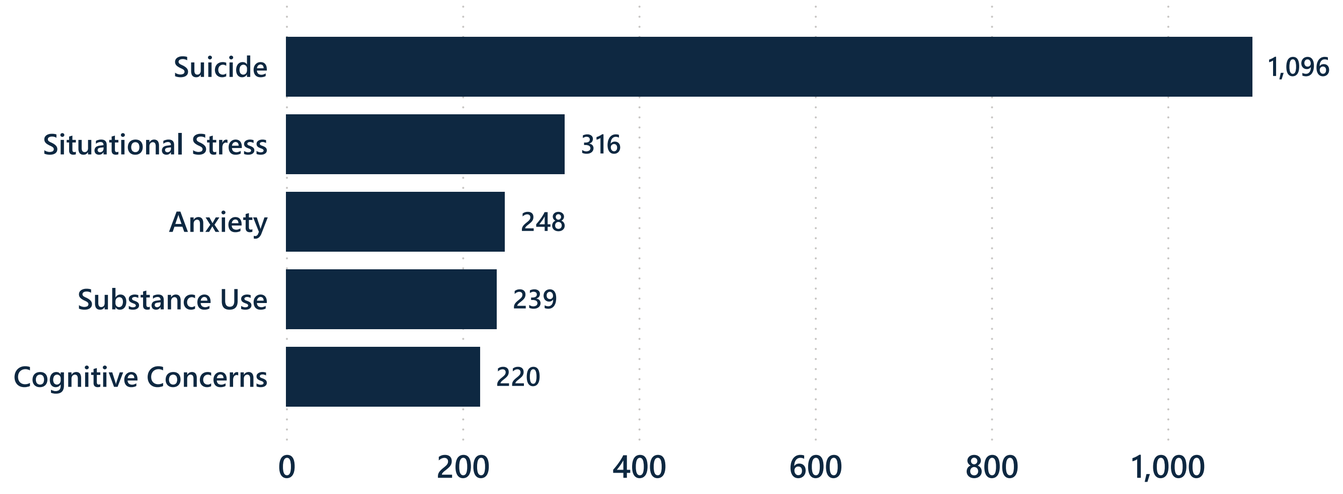
ALL INTERACTIONS



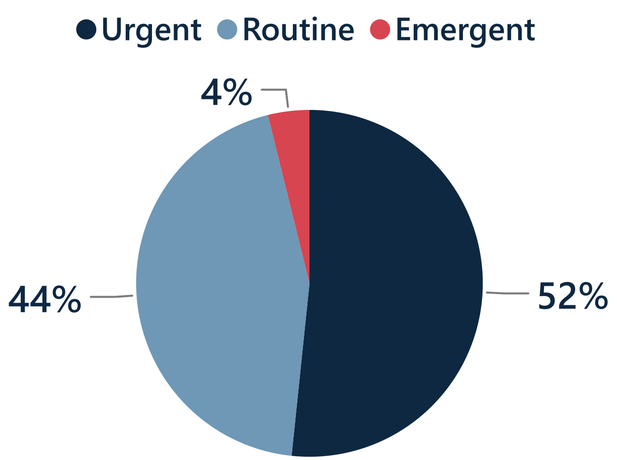
INTERACTION TYPES



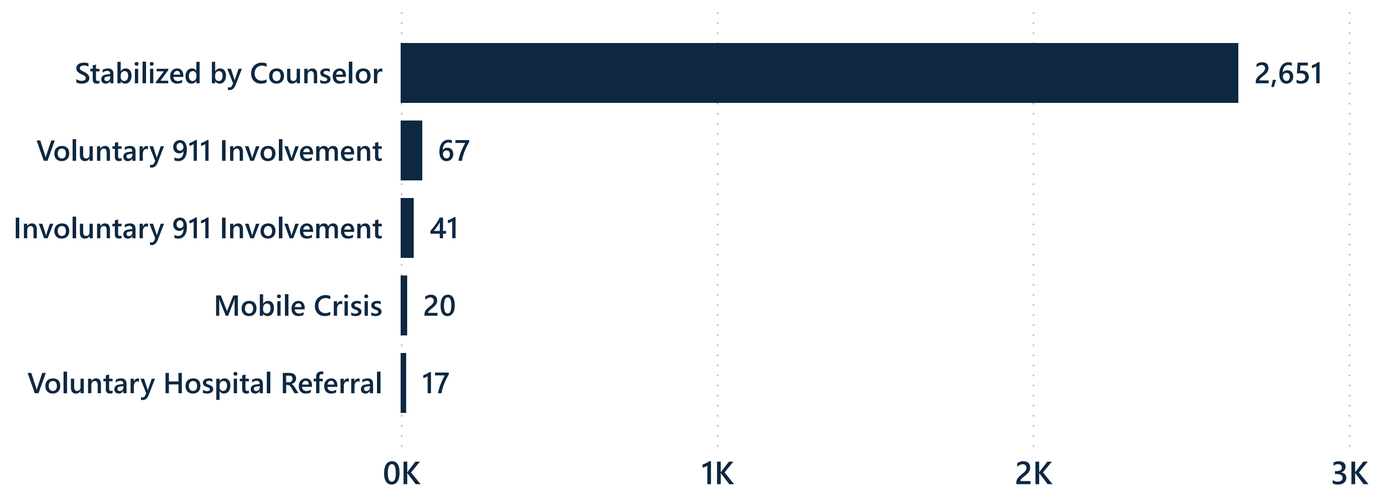
TOP 5 PRESENTING PROBLEMS



LEVEL OF CARE



CLINICAL OUTCOMES



TOTAL REFERRALS MADE

937

TOTAL REFERRALS DECLINED

589

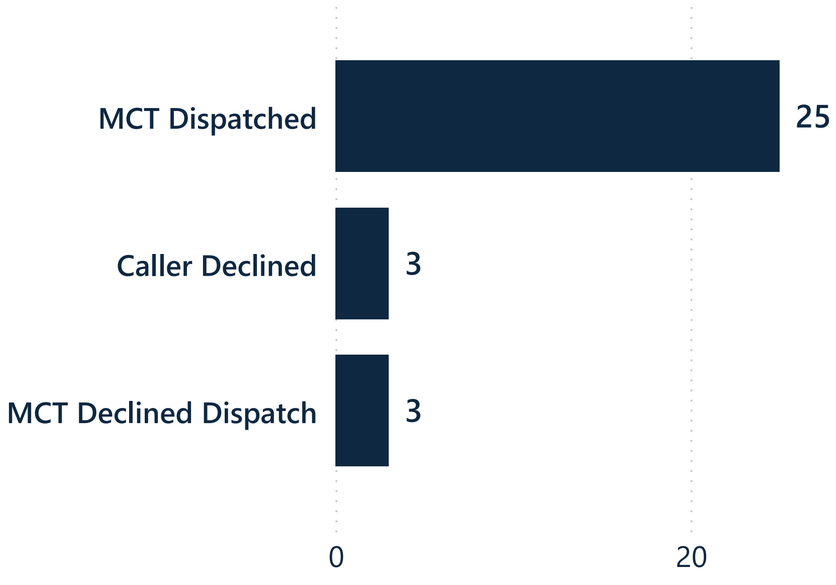
EMERGENT INTERACTIONS

51

VETERAN INTERACTIONS

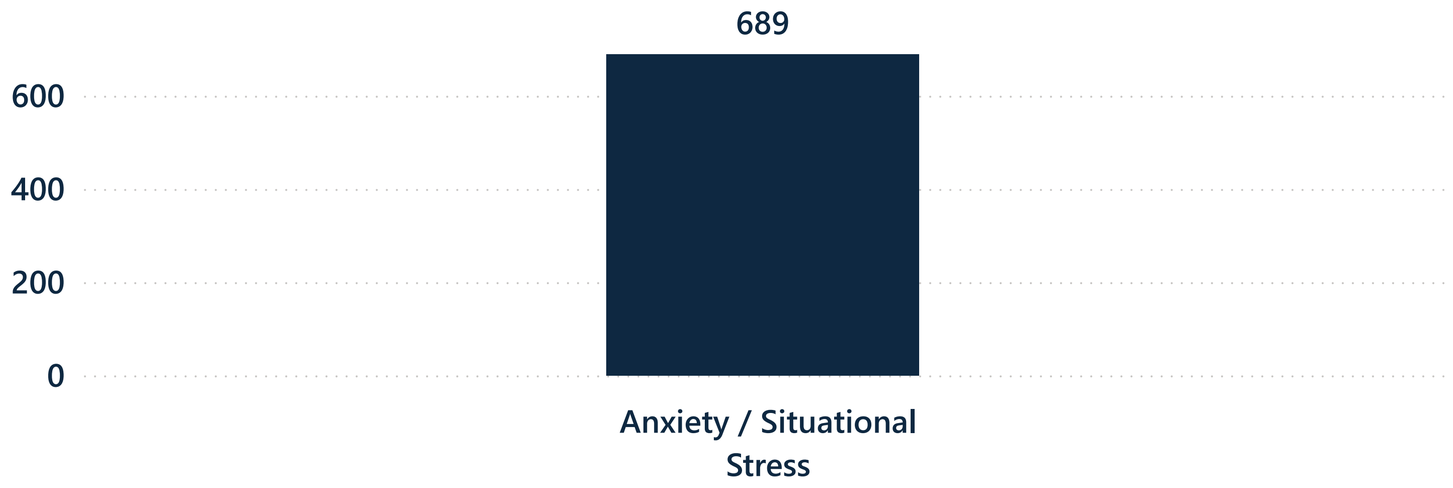
121

MOBILE CRISIS RESPONSES

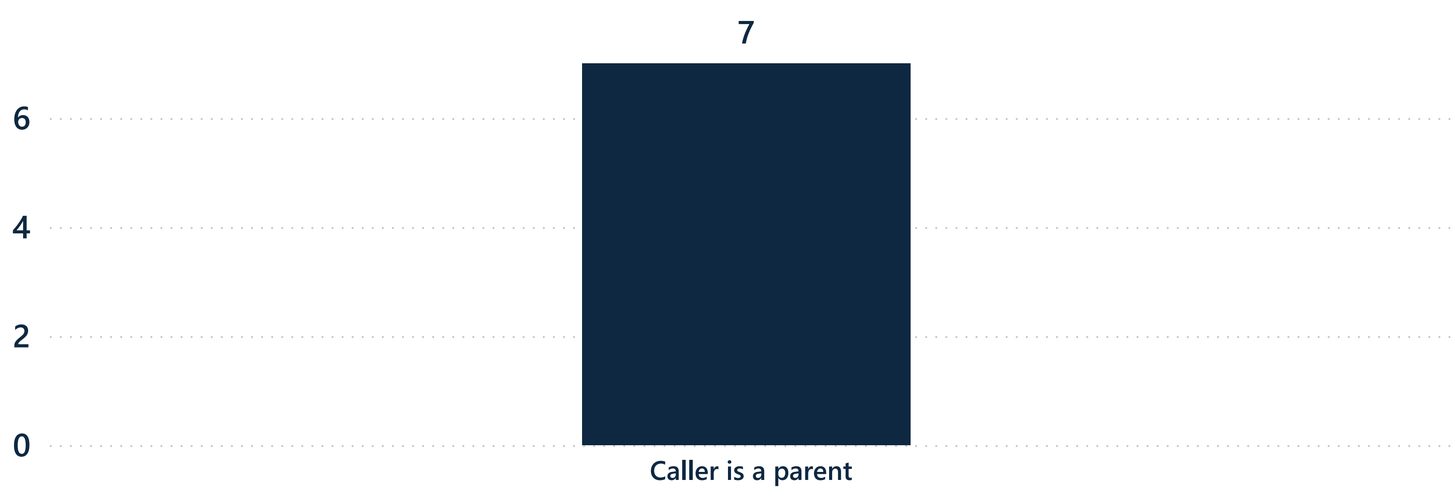


WARMLINE ACCOUNT ONLY

TOP REASONS FOR INTERACTIONS



FAMILY SUPPORT CALLS



INTERACTIONS BY COUNTY

NM COUNTY	INTERACTIONS
Bernalillo	2,509
Catron	2
Chaves	69
Cibola	43
Colfax	28
Curry	73
De Baca	2
Dona Ana	467
Eddy	83
Grant	95
Guadalupe	20
Hidalgo	12
Lea	50
Lincoln	24
Los Alamos	19
Luna	25
McKinley	100
Mora	2

INTERACTIONS BY COUNTY

NM COUNTY	INTERACTIONS
Otero	79
Quay	52
Rio Arriba	71
Roosevelt	14
San Juan	212
San Miguel	56
Sandoval	337
Santa Fe	297
Sierra	15
Socorro	35
Taos	52
Torrance	16
Union	17
Valencia	133

Outreach Highlights

September 2026

TOTAL EVENTS	TOTAL ATTENDEES	TOTAL TABLED	TOTAL PRESENTED	TOTAL BOTH	TOTAL OTHER
22	6,861	17	5	--	--

DATE	EVENT NAME	ATTENDEES	TYPE
09/30/2026	Out of the Darkness Walk Suicide Prevention and Awareness	130	Tabled
09/30/2026	Student Leadership Advisory Council (SLAC)/NMCAL Presentation	53	Presented
09/29/2026	2026 Las Cruces First Responder Crisis and Wellness Conference	250	Tabled
09/26/2026	Stomp Out the Stigma	50	Tabled
09/25/2026	Annual Recovery Resolana to continue to celebrate National Recovery Month	525	Tabled
09/24/2026	Albuquerque Celebrates Recovery	850	Tabled
09/24/2026	Student Leadership Advisory Council (SLAC) NMCAL presentation (Farmington)	40	Presented
09/23/2026	Warrant Forgiveness Workshop	200	Tabled
09/19/2026	Albuquerque Out of the Darkness Walk	750	Tabled
09/17/2026	De Baca Family Practice Clinic (Health & Wellness Fair)	80	Tabled
09/17/2026	The Taste of AHA! At Atrisco Heritage Academy High School Event	380	Tabled
09/16/2026	6th Annual Healthy Knights Fair	140	Tabled
09/16/2026	Mental Health & Suicide Prevention Week at Intel	1,250	Tabled
09/13/2026	2nd Annual Suicide Awareness Event	75	Tabled
09/12/2026	5th Annual Walk for Recovery	280	Tabled
09/10/2026	BCHVWG Coalition/ NMCAL	75	Presented
09/09/2026	2026 National Latino Behavioral Health Conference (3-day event 9-11th)	785	Tabled
09/08/2026	Foster & Adoptive Family Back-to-School Bash & Community Care Fair	750	Tabled
09/05/2026	Grandparents Raising Grandkids	75	Tabled
09/05/2026	Made for More Recovery	60	Tabled
09/02/2026	Student Leadership Advisory Council (SLAC) Santa Fe	23	Presented
09/01/2026	NMAA SLAC / NMCAL Presentation - Roswell	40	Presented

Definitions

> New Mexico Crisis and Access Line (NMCAL): For the purposes of this report, NMCAL represents the calls received through 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 help seekers 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 help seekers 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 condition, 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 help seekers who indicate they are in New Mexico after initiating a chat with 988 through https://chat.988lifeline.org/.
> Text: Interactions from help seekers with 505 or 575 area codes who text "talk" to 988 or help seekers who text the Warmline at 1-855-466-7100 between 6 p.m. and 11 p.m.
> 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 help seeker is asking for, as well as on clinical considerations.
    o Info & Referral: Help seekers looking for resources or connection to mental health services who decline in-the-moment support.
    o Other: Follow-ups to a previous call, calls discontinued before interventions take place, and calls where the help seeker intended to reach a state agency.
    o Clinical: Calls where there are thoughts of suicide or homicide or substance use concerns, or where the help seeker accepts in-the-moment support.
> Level of Care (LOC): On all clinical calls, our counselors will assign a level of care that 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. Requires immediate in-person intervention.
> Referrals: We offer connections to local resources or services to further support the help seeker after the call.
    o Yes: A referral was offered and accepted by the help seeker.
    o Not offered: No referral or connection was offered. This includes 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 a connection is made to a hospital or EMS.