

Protocall Services & NMCAL Impact in New Mexico

Legislative Briefing for NM State
Legislators



- Introduction & Purpose
- Who We Are: Protocol Services-New Mexico Crisis and Access Line-NMCAL
- Our Core Services in New Mexico
- Why People Call & Who Answers
- Impact & Outcomes

Who is Protocol Services?

“We provide timely effective assessment and intervention to people in times of crisis, and ensure continuous, quality access to professional behavioral health and wellness services.”

- National leader in behavioral health crisis response
- Founded in 1992, we bring 30+ years of crisis line experience

- Accredited by AAS and CARF for excellence
- Managing the New Mexico Crisis & Access Line (NMCAL) since 2013



NMCAL – Behavioral Health Support

Our Work in New Mexico

Serving New Mexico since **2013** through the NMCAL-10 digit crisis and access line.

2015 Launched the NM Peer-to-Peer Warmline

July 2022 NM 988 launched, connecting callers nationwide to local crisis support

2022 Expanded services to include **chat and text**

Reach us at **1-855-NMCRISIS (662-7474)** or **988**





For Myself



Help a Loved One



For Professionals

NM 988 Call Center

Why do people call?

Thoughts of suicide, self-harm, or harm to others
Experiencing overwhelming stress, anxiety, depression, or substance use crisis

Needing immediate emotional support for themselves or guidance in a behavioral health crisis for a loved one.

Who Answers?

Calls are answered by **BA/MA-level licensed or provisionally licensed counselors** trained in crisis intervention and suicide prevention.

Calls are free, confidential, and typically focused on immediate stabilization and safety planning.

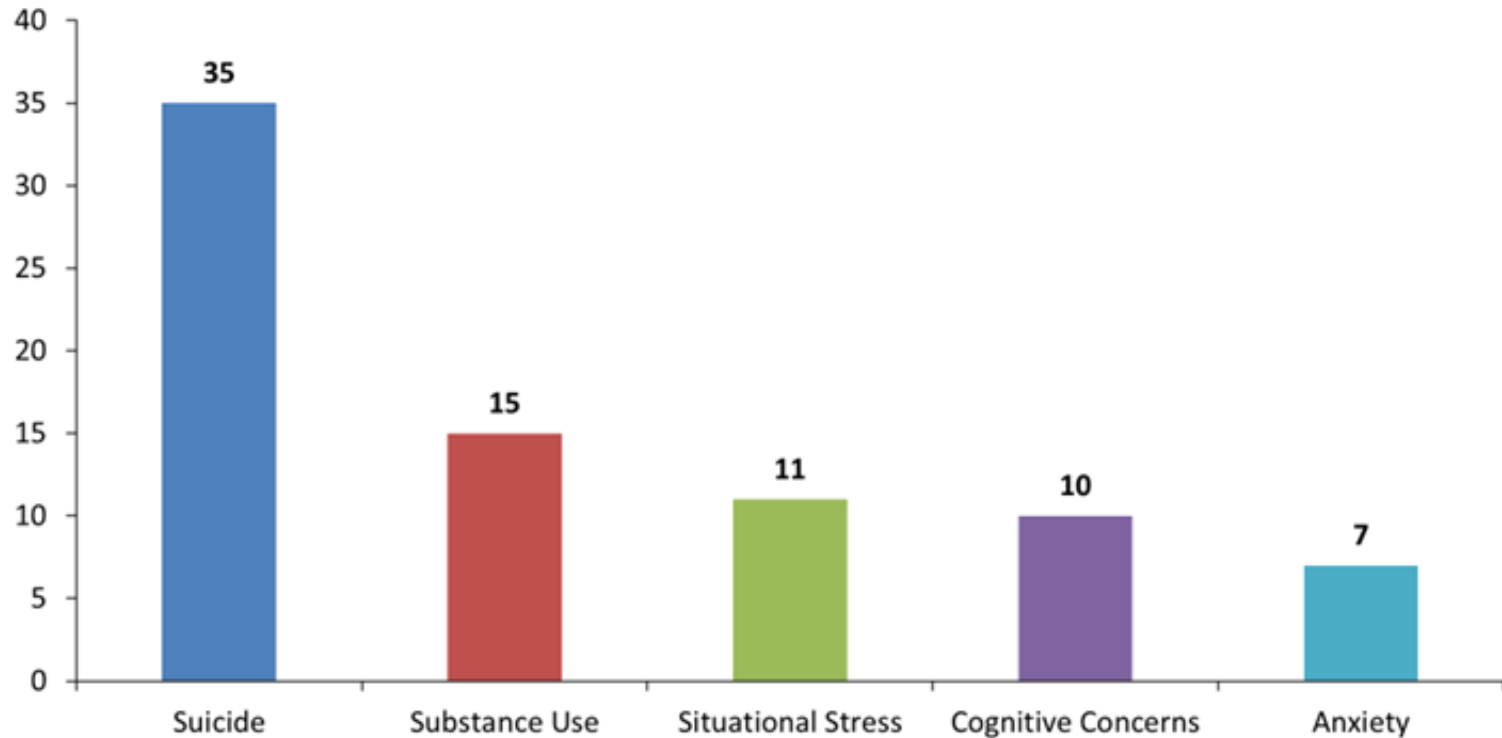


NMCAL Data

From Jan- Aug in 2025 we have taken 41,067 crisis calls, 8,402 crisis chats and texts, and 22,759 warmline interactions

Top Reasons for Engagement

Percent of Total Help Seekers



NMCAL/988: Connecting People to Resources

Outpatient Counseling
→ Nurstead Mental Health
Courageous Transformations

Mental Health Evaluation
→ Guidance Center of Lea County

Grief Support
→ Community Grief Resources

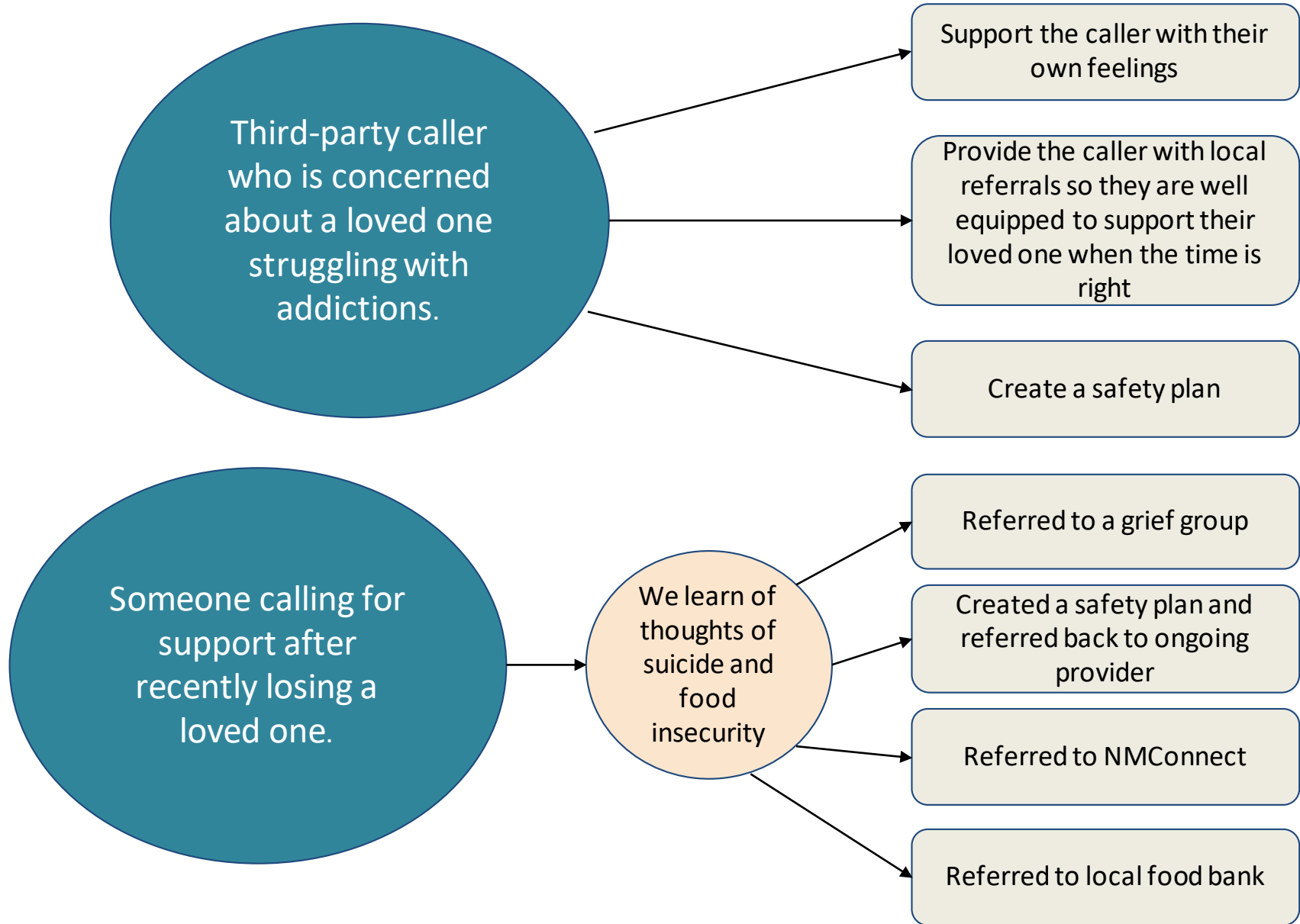


Detox & Rehab
→ UNM Hospital Crisis Triage

Residential Treatment
→ Carlsbad LifeHouse Inc.

Housing
→ Local Housing Authorities

Food
→ Community Food Programs



Ways that we refer

- OpenBeds
- List of state and local resources that we update
- Mobile Crisis Teams that we dispatch directly
- Crisis Triage Centers or hospitals
- Law Enforcement



Peer-to-Peer Warmline

Who Answers?

Certified Peer Support Specialists (with lived experience and specialized training) are available to provide meaningful support through each call, tailored to the caller's needs.

Why do people call?

Loneliness or Isolation

Need Connection with someone who understands-no judgement

Ongoing emotional support for recovery

Frequent callers seeking encouragement





SINCE 2013

the New Mexico Crisis and Access Line has been responding to Calls, Texts, and Chats from New Mexicans on the Statewide Crisis Line, Warmline, and now 988-free, confidential, and always available.



New Mexico's Crisis Line received **85,703 Calls** in 2024, indicating a substantial community reliance on this service



The Warmline, which began in 2015, is recognized as one of the most efficient in the country, validating its cost-effectiveness and user satisfaction
63,885 Warmline Contacts in 2024



New Mexico is a national leader in promoting 988 awareness.
5th in the nation per capita use of 988
(Source: US Census data SAMHSA's state-by-state volumes)

NEW MEXICO IS THE 1st & ONLY STATE

Where digital tools integration is available to help seekers. Our counselors send a link to download the NMConnect app, or to use the NM5-Actions addiction support online, after the call for callers to get further support.



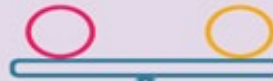
DIGITAL WELLNESS

NMConnect provides coping/thriving skills AND access to immediate support at the touch of a button. NM5-Actions is a self-roadmap to recovery support for addictions

94% SAY IT HELPED



94% help seekers answered YES to "Did you find this call helpful?" and 96% answered YES to "Did you and your counselor agree on any plans for after the call?"



94.6% STABILIZED

94.6% of calls resulted in stabilization during the call, with a focus on connecting individuals to ongoing support services in the community.

57% INCREASE IN REFERRALS

There has been a 57% increase in referrals to ongoing services via OpenBeds since last year, showcasing improved access to mental health resources.

NM DOUBLED CALL VOLUME

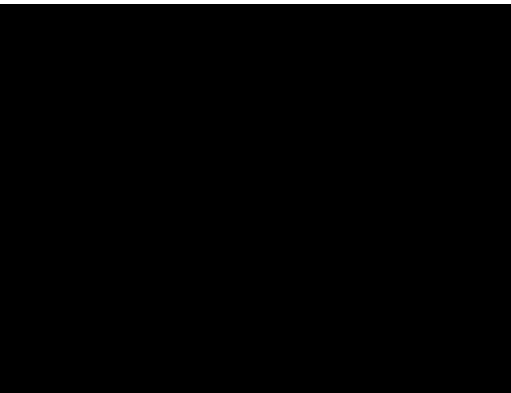
and maintained response levels. With an average answer time of



New Mexico's response time significantly better the national standard of 35 seconds for crisis calls.



Supportive Tools



- NM 5-Actions Program: self-guided recovery support
- NMConnect mobile app: coping skills + direct access
- NMConnect Workbook for Youth and Adults

Beyond the Crisis Line – Additional Services



After-hours call coverage for NM Core Service Agencies & CCBHCs

Referrals to local behavioral health providers

Answer intercom boxes at Rio Grande Gorge Bridge

Dispatch to NM Mobile Crisis Teams (MCT)

Providing an optional link to a care coordinator with the help seeker's MCO if they are on Medicaid.

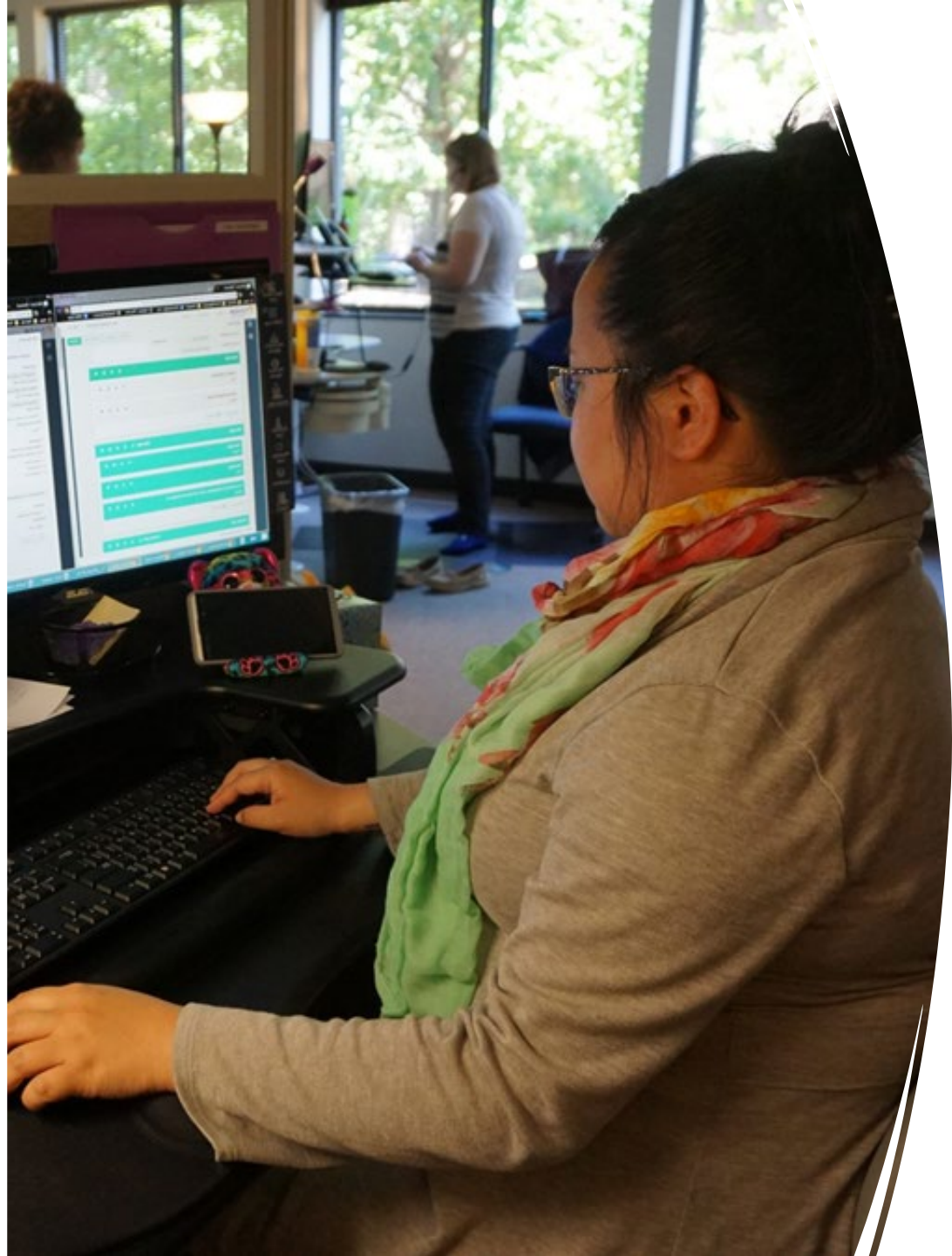
Supports the Opioid Remediation Collaborative project in NM by providing outbound calls across seven counties, ensuring community members receive timely follow-up and connection to care

Participation in CASC, the Governors Challenge with DVS

Member of NM Providers Association & AFSP New Mexico

Commitment to New Mexico

- 40+ New Mexicans employed locally
- Top Workplace in NM and nationally (multiple years)
- Culturally Responsive Services
- Accredited by AAS & CARF
- 2,500+ community events, 35,000+ residents reached





Our Legislative Ask

- **Recurring Funding:** In order to keep providing top-notch crisis and behavioral health services to New Mexicans, we need stable, recurring funding. This ensures continuity of care, reliable staffing, and uninterrupted 24/7 access to lifesaving support.
- **Increased Funding:** To improve access and quality, we are requesting increased funding that will allow us to sustain and expand services such as **Peer Support, Chat and Text**, strengthen digital tools: **NMConnect app + workbook**, and Outreach Efforts
- **Public-Facing NM 988 Dashboard**-eliminating the need for a third party and ensuring timely, accurate, and transparent reporting directly to the public. Additional funding would also allow us to develop a **statewide public-facing NM 988 dashboard**, similar to those in other states.

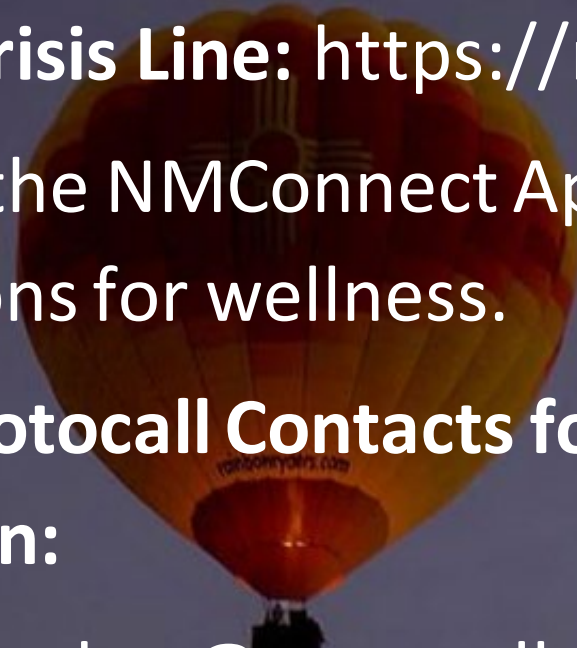
Stay Informed and Connected

Visit NM Crisis Line: <https://nmcrisisline.com/>

Check out the NMConnect App and explore the NM 5 Actions for wellness.

NMCAL-Protocall Contacts for More Information:

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- Paul.Galloway@protocallservices.com



Our Accreditations



A M E R I C A N
ASSOCIATION OF SUICIDOLOGY

