

Note: This is a transcript of my voice conversation to “test the system” at the US state of New Mexico Crisis and Access Line (NMCAL), a 988 Lifeline provider. This conversation occurred during 2023. I’ve redacted the date and worker’s name. (I make an exception to my own standards for consent by sharing this, so others can review it.) I was also testing because of a [press release](#) from Lyssn.io, Inc. that it was [conducting research](#) to implement an “AI”-assisted evaluation system in cooperation with ProtoCall Services, Inc. the contractor providing crisis line services for the state of New Mexico. Tim Reiersen

[DATE REDACTED], 2023

00:00: Tim: [dialing tones to NMCAL 1-855-662-7474]

00:15: NMCAL Automated Message: This call may be recorded for quality purposes.

00:20: [ringing]

00:28: NMCAL: New Mexico Crisis and Access Line this is [Redacted Worker Name] how can I help you?

00:33: Tim: Hi [Redacted Worker Name] my name’s Tim and I’m not calling about a crisis I’m just calling to test the system and see how the flow of the call goes. Um is this a super busy time that I should do this later or do you have a few minutes?

00:51: NMCAL: No we can definitely talk, so um what usually would happen is uh when you call in I would gather some information, things like demographics and things like that, and after that we could talk about whatever’s going on or what kind of support or like resources are needed and then from there we would go ahead and make a plan for how um you know myself or another counselor would support you, and then see if there’s any support you might need after our brief call is over today.

01:19: Tim: Okay um that’s helpful and I have some other questions about um like I read an article that there’s a dashboard that’s being researched about um using assistance from “AI” to help the um the person answering the call, to provide them with some optional prompts, is that system in place yet?

01:53: NMCAL: So not that I’m aware of I have not been notified of anything of that nature however what I’d be more than happy to do I can take a message and have one of our administrators call you and they can give you more information about our program and how we operate.

02:11: Tim: Okay, yeah that would be fine.

02:15: NMCAL: Tim what is your last name?

02:17: Tim: It’s spelled R-E-I-E-R-S-O-N it’s “RYE er sun”

02:24: NMCAL: R-E-I-E-R-S-O-N?

02:27: Tim: Mm hm

02:29: NMCAL: And what's a good call back number?

[Tim: gives number]

02:42: NMCAL: Is that your cell?

02:44: Tim: No, it's a landline.

02:46: NMCAL: Okay and then is it okay to leave messages for you there if need be?

02:50: Tim: Sure, mm hm

02:52: NMCAL: Okay great.

03:05: NMCAL: Are you from New Mexico?

03:07: Tim: No, Washington state.

03:10: NMCAL: Okay. And then, I'm sorry, I should have been more specific, do you reside in New Mexico?

03:15: Tim: No, I don't.

03:35: NMCAL: Okay. And, remind me again, you wanted to know if there was any AI generated system that was in place to provide additional prompts help...is that correct?

03:47: Tim: Yes, it's um another way to put it was there was an article about a research project that ProtoCall is involved with and the research project would put in a dashboard that would do voice to text and you know basically provide some automation behind the service that...that people like...that would be available to you um when a call's ongoing.

04:28: NMCAL: Okay gotcha gotcha um where was this article from just so I can reference it?

04:36: Tim: Yeah, let's see. It was in Stat News um June 22 this year.

04:54: NMCAL: All righty well um I'll go ahead and make sure this information gets over to the right people so they can give you a call back. Do you have an email address for me to share?

05:07: Tim: Mm hm it's tim at wait let me give you a different one, sorry [redacted email].

05:37: NMCAL: Okay thanks and then okay uh Are you interested in receiving any New Mexico Crisis and Access Line material?

05:52: Tim: Um no.

05:54: NMCAL: Okay um I might actually give them a try right now. okay uh just one moment then are you like with an agency or are you just an individual?

06:32: Tim: I'm an individual but before-and I appreciate your help-but before you transfer me I have a quick question. So if a person calls in um it says the call may be recorded but are they all recorded?

06:51: NMCAL: Not all of them, no.

06:53: Tim: Okay and then can a person request to delete the conversation?

07:00: NMCAL: I've never been asked that but we definitely respect everyone's right to you know their own agency so you know we do what we can to ensure that we're being, that the caller's as comfortable as possible. Do I have a direct answer for you on that? No, I would probably um that would be something I would refer to one of our management.

07:22: Tim: Okay and then um the last thing I want to say is I want to thank you for what you're doing. I volunteered for Crisis Text Line for about a year and a half and so I understand a little bit about what that involves and I'm very grateful that you're willing to do that. And just talking with you now I feel that, you know, you have a very easy manner and it would be comforting for someone calling in so, thank you.

07:58: NMCAL: Well thank you I appreciate that. Yeah can you well hold on one second I'm going to see if I can get you in touch with our program manager okay?

08:05: Tim: Thank you.

08:06: NMCAL: All right.

[music plays while on hold]

08:54: NMCAL: Okay thank you for patience. So our program manager actually is not available at this moment. I can make sure that this information gets through to her and then have her give you a call back at her earliest convenience. Outside of that I also do want to let you know that if you ever would like to email us, you're always welcome to email us at info at nmcrisisline dot com.

09:20: Tim: Okay. And um if I were to text, go the texting route to test that system that's just a totally different area or is that, should I just talk with...

09:39: NMCAL: You would do it directly the same way I would, only it takes much longer [Tim laughs] um you can definitely ask all those same questions to [program manager name redacted] when she gets back with you.

09:50: Tim: Okay, thank you.

09:52: NMCAL: Of course, all right well you take care of yourself, have a great day, and if you do need us, we're here.

09:57: Tim: Thank you again. Bye bye

09:59: NMCAL: All right bye bye.

END TRANSCRIPT

NOTE: As of October 28, 2023, the manager has not called me (more than 3 weeks).