

New Mexico Crisis and Access Line & Peer to Peer Warmline: 2017 Annual Report

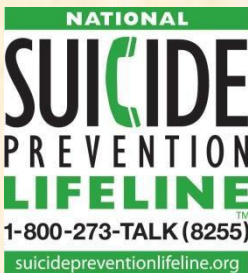


Table of Contents

<i>Content</i>	<i>Page #</i>
Overview of calls	3
NMCAL Program Call Volume	4
Crisis and Access Line Utilization Data	5 - 7
Calls Concerning Thoughts of Suicide	8
Calls Concerning Substance Use	9
Crisis Line Callers Demographic Information	10 - 15
Peer-to-Peer Warmline Utilization Data	16 - 17
NMCAL Goal, Mission, and Vision	17
Community Outreach and Engagement	18 - 21





Overview

New Mexico Crisis and Access Line & Peer to Peer Warmline

From February 2013 through December of 2017, New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 121,751 calls.

Of the 121,751 calls NMCAL handled: 59,757 calls on the Statewide Crisis and Access Line, 11,338 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 26,719 after-hours calls were answered for New Mexico Behavioral Health Core Service Agencies (CSA's) and other BHSD approved agencies under separate contracts, as well as 23,937 calls have been answered on the Peer-to-Peer Warmline since August 2015.

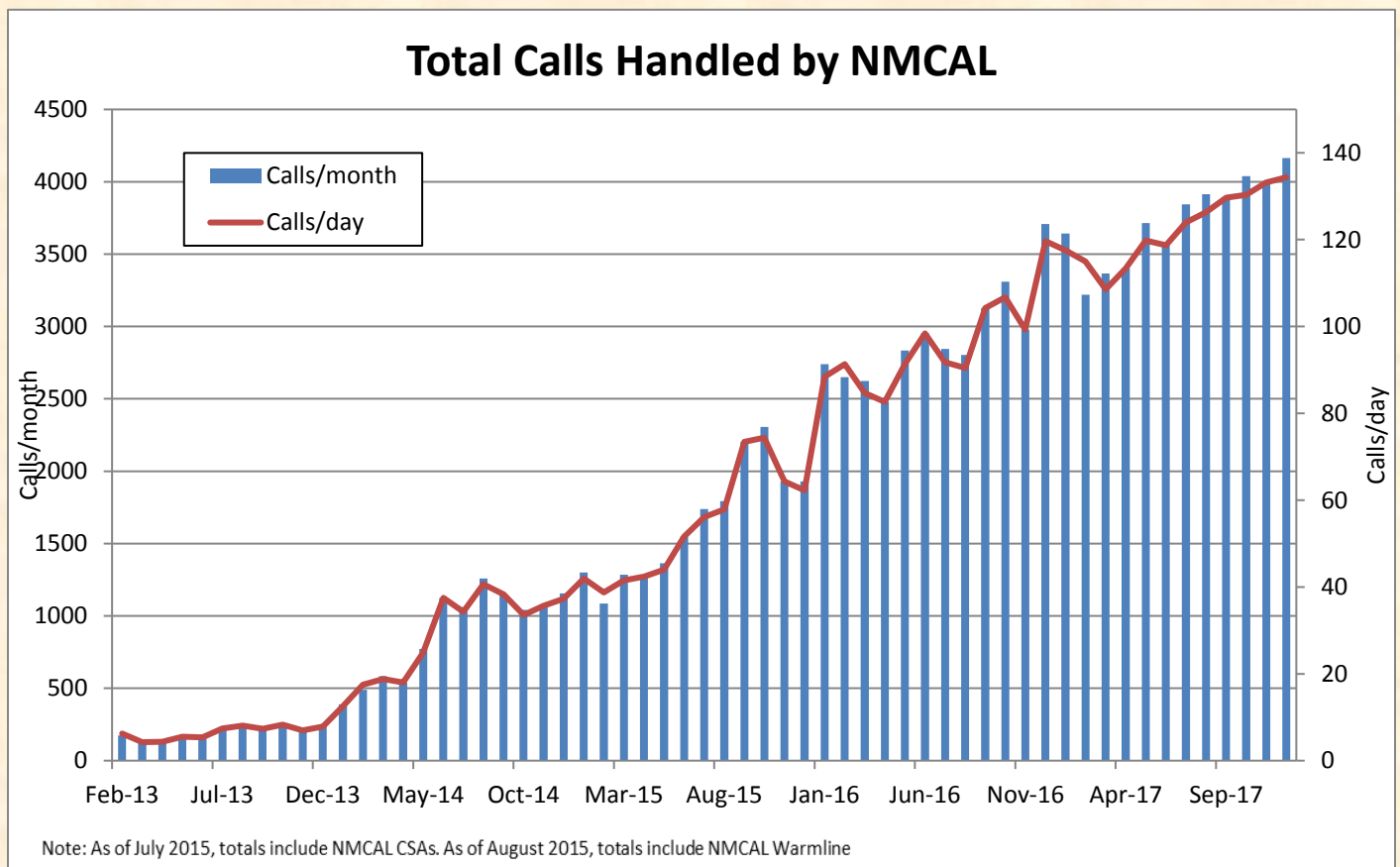
Calls Answered by Type	2017	2015	2013
Total Statewide Crisis and Access Line + NSPL	24,271	15,994	3,093
Total Inbound Calls	19,110	13,603	1,974
Calling about Self	17,293	11,882	1,522
Calling about a Child	394	277	84
Calling about another Adult	1,423	1,444	368
Outbound Calls	1,356	1,247	226
Information/Referral Calls	389	584	193
Seeking information about NMCAL	167	279	113
Public Safety/Law Enforcement Calls	78	N/A	N/A
Administrative	155	163	69
Other	10,869	118	518
Warmline Calls	12,629	2,334	N/A
Calls Answered For Core Service Agencies	7,853	2,961	3,711
TOTAL CALLS ANSWERED for NEW MEXICO	44,753	21,289	6,804



CALL VOLUME

Call volume continues to increase for the New Mexico Crisis and Access Line programs. We attribute this growth to our consistent availability over the last 5 years, increasing trust and awareness within the community, and the expanding partnerships throughout the community, which include:

- Statements of Work with behavioral health agencies.
- Agreements to answer the Rio Grande Gorge Bridge Intercoms.
- The addition of the Peer to Peer Warmline.
- Concerted outreach and engagement efforts.
- A successful public awareness campaign.
- Increased collaboration with community and state programs.
- Prevention trainings that help people recognize signs and symptoms of mental health, suicide, and substance use addictions.
- Sustained partnership with the National Suicide Prevention Lifeline.



CRISIS LINE UTILIZATION

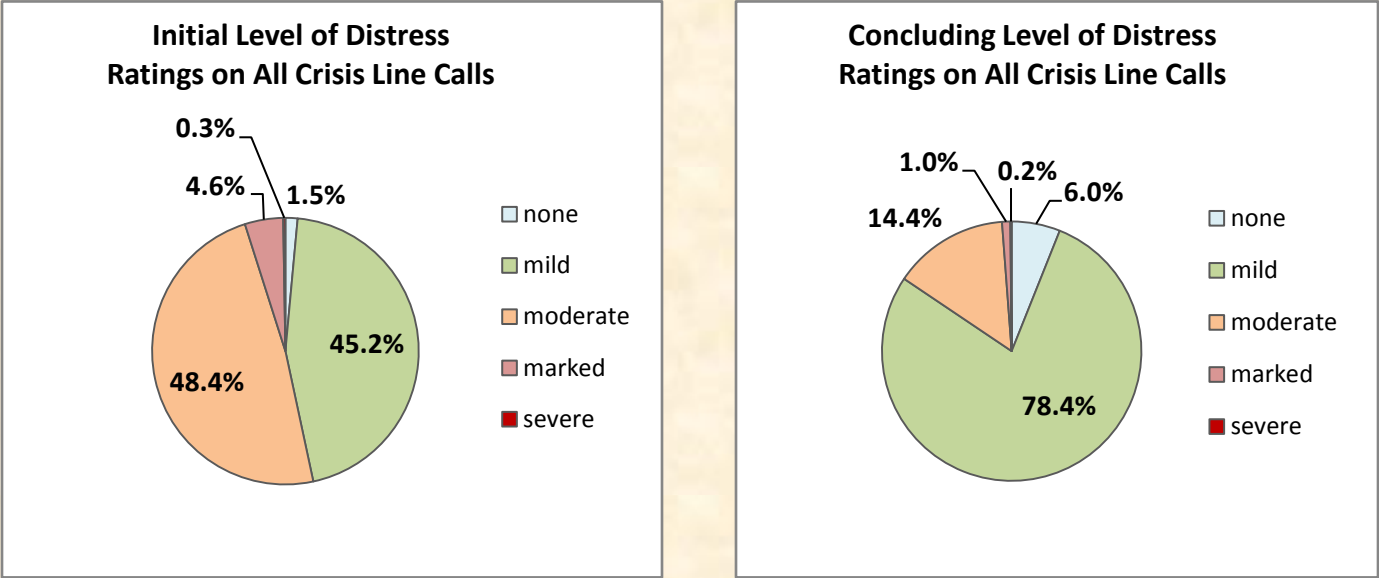
The following tables and charts provide information about the crisis line calls handled by professional mental health counselors on the New Mexico Crisis and Access Line and National Suicide Prevention Lifeline from January 2017 through December 2017.

Crisis Line Utilization	
Total Crisis Line Calls Handled	24,271
Service Level (answered under 30 sec)	83.8%
Abandonment Rate	3.7%
Average Speed of Answer	19.5 sec
Average Call Length (Clinical calls)	17.0 min

Primary Presenting Problem during Crisis Line Calls					
Presenting Problem	# of Calls	% of Calls	Presenting Problem	# of Calls	% of Calls
Anxiety	4,367	24.5%	Intentional Self Injury	243	1.4%
Situational Stress	2,633	14.8%	Anger Management	221	1.2%
Suicide	2,596	14.6%	Medication	187	1.0%
Depression	1,810	10.2%	Child	170	1.0%
Cognitive Concern/Psychosis	1,520	8.5%	Domestic Violence	99	0.6%
Alcohol/Drugs	967	5.4%	Sexual Assault	59	0.3%
Relationship/Marital	601	3.4%	Danger to Others	59	0.3%
Family	576	3.2%	Workplace Issue	33	0.2%
Grief/Loss	325	1.8%	Other	1,357	7.6%



Crisis and Access Line counselors rate the initial and concluding level of distress on every crisis line call. Level of distress is based on both the caller’s presentation or overt behavior, and an assessment of the caller’s situation. Even if a caller is not emotional or upset, the callers level of distress is rated higher if their specific situation appears acute.



On every crisis line call, the counselor assesses the current situation and evaluates how the caller can be supported through the call. The counselor determines if the matter can be resolved on that call, or if a higher level of response is necessary. For nearly 98% of crisis line calls, the immediate situation was resolved through supportive telephone counseling. The following charts identify the outcomes of the crisis line calls.

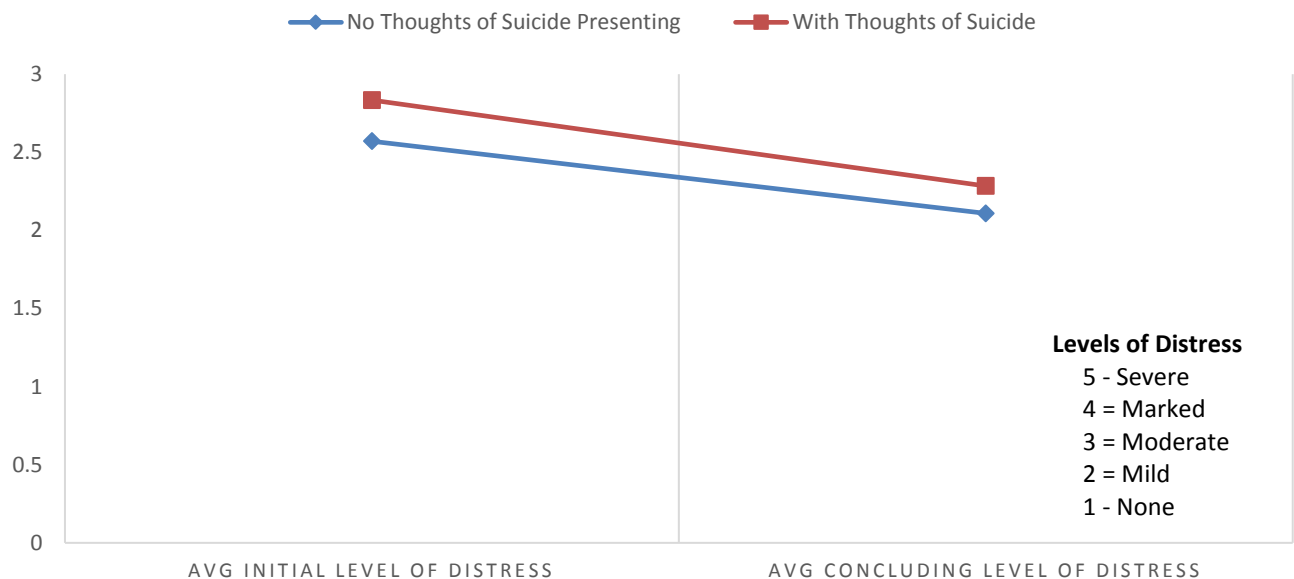
Level of Care for Crisis Line Calls		
Level of Care	# of calls	% of calls
Routine	11,780	66.2%
Urgent	5,649	31.7%
Emergent	377	2.1%



Clinical Disposition of NM Crisis Line Crisis Line Calls

	# of calls	% of calls
Caller stabilized by counselor, referred to community resources.	17,178	96.7%
Counselor made a report of abuse to CPS or APS.	105	0.6%
Caller agreed to go to the hospital.	47	0.3%
Caller agreed to take person of concern to the hospital.	41	0.2%
Caller identified that they would call 911 regarding immediate danger to person of concern.	55	0.3%
Caller conferenced to 911 due to immediate danger.	143	0.8%
Counselor contacted police with caller's consent.	51	0.3%
Counselor contacted police without caller's consent.	140	0.8%

LEVEL OF DISTRESS CHANGES THROUGHOUT CALL



CONCERNING THOUGHTS OF SUICIDE

NMCAL looks closely at the outcome of calls where concerns about suicide are discussed. While it was not always the presenting issue, concerns related to thoughts of suicide were reported on 27.9% of crisis line calls. Of the calls answered between the end of March through the end of December in 2017, 5,016 crisis line callers reported concerns about suicide, either for themselves, or for another person of concern.

In 92.4% of calls related to suicide, the crisis line counselor was able to support the caller during the phone call; without needing to involve police, a hospital, or other more restrictive option.

Disposition of All Crisis Line Calls Involving Suicide		
	# of calls	% of calls
Caller supported by counselor, referred to community resources.	4,574	92.4%
Caller agreed to go to the hospital.	33	0.7%
Caller agreed to take person of concern to the hospital.	31	0.6%
Caller identified that they would call 911 regarding immediate danger to person of concern.	40	0.8%
Caller conferenced to 911 due to immediate danger.	112	2.3%
Counselor contacted police with caller's consent.	39	0.8%
Counselor contacted police without caller's consent.	120	2.4%



CALLS INVOLVING SUBSTANCE USE

NMCAL is here to hear people experiencing any sort of mental health, suicide, or substance use concern. Concerns related to mental health often co-occur with substance use. In 2017 concerns related to drug and/or alcohol use were identified on 14.8% of the crisis line calls.

Opioid Use Disorders

The New Mexico Department of Human Services, Behavioral Health Services Division (BHSD) was awarded a State Targeted Response (STR) Grant in 2017 from the Substance Abuse and Mental Health Services Administration (SAMHSA). The grant is addressing the Opioid Use Disorder (OUD) epidemic in New Mexico.

NMCAL is here to support people that may be experiencing OUD concerns either for themselves, or for the person of concern they are calling about. In November of 2017 NMCAL began tracking the calls that were related to OUD. In November and December 439 crisis line callers reported concerns related to drug and/or alcohol use. Of those calls, 33 were related to OUD.

Calls Related to Opioid Use	November	December	2017
NMCAL Clinical calls related to Opioid Use	21	12	33
Warmline calls related to Opioid Use	6	7	13

Note: NMCAL and the Warmline began tracking the calls related to OUD in November of 2017

Visit the Dose of Reality website at <https://www.doseofrealitynm.com/> to get information and facts on substance use, find naloxone distribution sites, obtain information on safe medication uses, find substance use resources & treatment centers, and learn how to stop the stigma.

Prevention works.
Treatment is effective.
Recovery is possible.



CALLER DEMOGRAPHIC INFORMATION

Crisis and Access Line

The following tables summarize the descriptive demographic information gathered from 59% of crisis line callers. All demographic information reported is based on a caller's choice to self-report. This data is not externally verified.

It is important to note that demographic information is not gathered on all calls because callers may decline providing information, or not know how to answer. In some cases, the clinician did not ask the question, due to the nature of the call.

Like most crisis lines, NMCAL has a small number of callers who contact us frequently, and generally talk to crisis line clinicians for only a minute or two. This brief contact with a crisis line clinician can support these callers in staying healthy, and living independently within their communities.

**NOTE: Some 2017 demographic data is unavailable due to technology changes made in March 2017.*

The average caller contacted NMCAL twice. 21% of the total calls are identifiably unique callers. To control for this small number of callers, data is presented for both total calls, and for individual callers (aka: identifiably unique callers).

NMCAL is accessible to:

- *Non-English speaking callers through a language interpretation service provider*
- *Speech and/or hearing impaired callers through TTY and Relay services*

Primary Language	Total Calls			Individual Callers		
	2017	2015	2013	2017	2015	2013
English	95%	89%	88%	93%	93%	94%
Eng/Span Bilingual	2%	10%	8%	3%	4%	2%
Spanish	1%	1%	3%	1%	2%	3%
Other	2%	1%	1%	3%	1%	1%



In 2016 we began engaging with callers from every county in the state.

County of Residence	Total Calls			Individual Callers		
	2017	2015	2013	2017	2015	2013
Bernalillo	6,482	4,784	716	2,404	2,612	437
Dona Ana	1,993	2,329	87	308	447	70
San Juan	1,450	123	57	124	97	27
Santa Fe	593	569	144	403	408	86
Sandoval	528	367	70	320	293	55
Taos	391	106	9	74	77	8
Valencia	324	324	38	152	176	28
Otero	303	239	35	127	135	19
Chaves	277	156	44	108	107	17
Grant	271	2,244	351	69	82	39
McKinley	164	325	33	100	86	17
Socorro	152	141	5	39	43	3
Rio Arriba	120	143	19	84	101	16
Curry	107	88	7	63	69	7
Eddy	94	202	46	69	118	21
Cibola	78	78	26	33	42	10
Lea	77	80	4	18	58	2
Sierra	71	52	9	25	20	6
San Miguel	66	54	106	44	46	24
Luna	65	90	28	30	48	13
Lincoln	52	75	70	38	43	8
Torrance	51	124	10	35	42	6
Los Alamos	30	49	12	25	40	10



County of Residence	Total Calls			Individual Callers		
	2017	2015	2013	2017	2015	2013
Roosevelt	21	77	4	10	38	4
Colfax	13	15	2	9	15	2
Quay	9	8	2	7	7	2
Guadalupe	9	16	3	7	13	2
Mora	8	7	1	3	7	1
Hidalgo	5	13	5	4	12	3
De Baca	4	0	0	1	0	0
Catron	4	11	4	2	9	4
Union	2	10	3	2	9	3
Harding	1	0	3	1	0	1
outside NM	391	210	17	242	184	11
<i>Total Reporting</i>	14,206	13,109	1,970	4,980	5,484	962

We are proud to manage an integrated program where callers have a choice to talk to a crisis line counselor or a warmline peer support specialist. There are several crisis line callers that began calling the Warmline, rather than the crisis line, when the Warmline launched in August of 2015. We believe that the lower number of individual crisis line callers reporting across the span of the years is due to callers transitioning to the Warmline for support.

Some callers engage with both the crisis line and the warmline on a regular basis. It is important to offer choice to allow callers to meet their individual recovery and resiliency goals.



Gender of Caller	Total Calls			Individual Callers		
	2017	2015	2013	2017	2015	2013
Male	47%	48%	53%	53%	51%	47%
Female	53%	52%	47%	46%	48%	53%
Other	0.4%	0.2%	N/A	0.9%	0.5%	N/A

Age of Caller	Total Calls			Individual Callers		
	2017	2015	2013	2017	2015	2013
Under 18	4%	4%	5%	12%	10%	10%
18-24	16%	17%	8%	19%	16%	12%
25-34	31%	21%	17%	23%	24%	22%
35-44	12%	9%	17%	16%	15%	18%
45-54	17%	19%	22%	14%	16%	19%
55-64	18%	9%	28%	10%	14%	15%
65+	3%	21%	3%	6%	6%	5%

Callers Race/Ethnicity	Total Calls			Individual Callers		
	2017	2015	2013	2017	2015	2013
White/Caucasian	49%	47%	38%	40%	46%	43%
Hispanic	21%	19%	30%	40%	40%	43%
American Indian	5%	5%	5%	8%	7%	6%
Black or African	2%	1%	2%	3%	3%	3%
Asian	2%	7%	1%	1%	1%	1%
Multiracial	8%	21%	23%	4%	4%	4%
Other	13%	0.4%	1%	3%	0.5%	1%



Callers Housing Status	Total Calls	Individual Callers
Has permanent housing	86%	79%
Has temporary housing	7%	12%
Homeless	6%	8%
Resides in a residential facility	0.8%	1%

Callers Health Insurance	Total Calls	Individual Callers
Medicaid	59%	51%
Other insurance	29%	28%
No insurance	8%	14%
Insured, but type unknown	4%	7%

Individual Callers Reporting That They Are Receiving Behavioral Health Treatment?	No	Yes
Insured	34%	66%
Uninsured	84%	16%

Callers housing status and if they are: ...Receiving treatment ...What their insured status is	No	Yes
Homeless, and in treatment	80%	20%
Homeless, and insured	29%	71%
Housed, and in treatment	41%	59%
Housed, and insured	95%	5%



You may hear about NMCAL in numerous places. We attend and participate in meetings, conferences, summits, exhibits, workshops, health fairs, trainings, consortiums, and various other events statewide.

How did you hear about NMCAL?	Total Calls			Individual Callers		
	2017	2015	2013	2017	2015	2013
Internet	18%	19%	14%	24%	25%	26%
Counselor/Therapist	15%	44%	39%	10%	15%	14%
Family or Friend	7%	6%	7%	9%	9%	11%
Other Crisis Line or	7%	7%	16%	7%	11%	10%
Medical or Behavioral Health Facility	5%	8%	7%	8%	11%	11%
Public Awareness Materials	3%	1%	3%	3%	3%	3%
Governmental or Other Public Service Agency	2%	3%	3%	3%	5%	5%
Media	1%	1%	1%	2%	2%	2%
Support Group	1%	0%	1%	1%	0%	1%
Insurance Provider	N/A	2%	3%	N/A	3%	5%
Nurseline	N/A	1%	4%	N/A	2%	7%
Other Resource	41%	8%	1%	33%	4%	2%



PEER SUPPORT CALL INFORMATION

Peer to Peer Warmline

The Peer-to-Peer Warmline has answered 23,937 calls since August 2015. The following tables provide information about the calls handled by Certified Peer Support Specialists on the New Mexico Peer-to-Peer Warmline, during Warmline operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization	2017	2016	2015
Total Warmline Calls Handled	12,629	9,410	2,334
Average Call Length, Warmline Calls	14.9 min	15.5 min	N/A

Primary Presenting Problem	# of calls		% of calls	
	2017	2016	2017	2016
Mental Health	10,441	5,242	82.7%	61.3%
Relationships	281	865	2.2%	10.1%
Healthcare	243	636	1.9%	7.4%
Family	152	477	1.2%	5.6%
Substance Use	109	183	0.9%	2.1%
Housing	74	237	0.6%	2.8%
Spirituality	57	254	0.5%	3.0%
Friendships	42	97	0.3%	1.1%
Legal	39	140	0.6%	1.6%
Employment/Education	42	169	0.3%	2.0%
Finances	23	110	0.2%	1.3%
Food/Nutrition	23	94	0.2%	1.1%
Administrative Call	12	28	0.1%	0.3%
Abuse/Neglect	9	20	0.1%	0.2%



Outcome of Warmline Calls	# of calls		% of calls	
	2017	2016	2017	2016
Caller was supported by the call	11,653	8,685	92.2%	92.3%
Caller received referrals	56	127	0.4%	1.3%
Caller was transferred to NMCAL	42	73	0.3%	0.8%
Emergency call	11	0	0.1%	0.0%
Other	234	518	1.9%	5.5%

Warmline Peers work side by side with NMCAL's professional crisis line counselors to ensure that callers have access to the most appropriate services. To facilitate this, calls will sometimes be transferred to/from the NMCAL crisis line.

Calls Transferred between Warmline and NMCAL	# of calls		% of calls	
	2017	2016	2017	2016
from NMCAL to Warmline	143	103	0.7%	1.1%
from Warmline to NMCAL	42	73	0.3%	0.8%

GOAL, MISSION, and VISION

The New Mexico Crisis and Access Line and Peer-to-Peer Warmline programs are contracted by the New Mexico Department of Human Services, Behavioral Health Services Division (BHSD). We work in conjunction with BHSD to increase awareness that the Crisis Line and Peer Warmline are here to hear you.

- **Goal:** To close gaps in access to crisis help when New Mexicans need it most.
- **Mission:** To provide timely, effective assessment and intervention in times of crisis; while ensuring there is continuous, quality access to professional behavioral health and wellness services.
- **Vision:** To lead the behavioral health community in providing continuous access to care; bringing light and hope to those in need during their darkest hour.



COMMUNITY OUTREACH AND ENGAGEMENT

The following is a summary of the outreach and engagement activities NMCAL participated in from January through December of 2017.

STATEMENTS of WORK (SOW) with BHSD

STR OUD SAMHSA GRANT: NMCAL has been awarded a SOW to work to address the tremendous opioid crisis in New Mexico.

PUBLIC AWARENESS: NMCAL has been awarded a SOW to update the NMCAL website, develop new public awareness materials, and increase the distribution of materials throughout the state.

WARMLINE TEXT PROGRAM: NMCAL has been awarded a SOW to build a texting program to offer this much requested service to New Mexicans.

CORE SERVICE AGENCY AFTERHOURS PROGRAM: NMCAL continues to manage a SOW to work with New Mexico Behavioral Health Core Service Agencies, and other BHSD approved New Mexico Behavioral Health Medicaid Agencies, to provide afterhours and weekend coverage services.

MEMORANDUMS of UNDERSTANDING (MOU)

RIO GRANDE TAOS GORGE BRIDGE INTERCOMS: NMCAL continues to answer the intercoms that are placed on the Rio Grande Taos Gorge Bridge, to engage people in distress with an intervention, and a response from local public safety.

NATIONAL SUICIDE PREVENTION LIFELINE (NSPL): NMCAL is one of 3 qualified providers answering NSPL calls with the highest of standards established. NMCAL is 'here to hear' people that call the nationally recognized suicide prevention resource, 1-800-273-TALK or 1-800-SUICIDE.

BERNALILLO COUNTY COMMUNICATION CENTER: NMCAL continues to work with the Bernalillo County communication center emergency and non-emergency response dispatch center to create an avenue of support that engages people experiencing a behavioral crisis, to the right care at the right time.



NM AWARE: NMCAL provides data to support the Children Youth and Families Department (CYFD) and University of New Mexico (UNM) SAMHSA Grant that provides Mental Health First Aid training for public safety officials in Bernalillo County, Santa Fe County, CYFD, and New Mexico State Police that serve transition age youth 14 – 24.

PUBLIC AWARENESS

MEDIA MENTIONS and ENCOUNTERS: The following chart represents the number of times where NMCAL can verify it has been mentioned in the media as a result of an interview, a published or broadcasted media story, and/or through the public awareness campaign. While NMCAL monitors news feeds closely, it is assumed that this number is underrepresented.

Media Mentions and Encounters		
Newspapers Interviews		31
Newspaper Mentions (print and online)	an estimated	519+
Radio Interviews		18
Radio Mentions	an estimated	151+
Television Appearances		3
Television Interviews		6
Television Mentions	an estimated	392+
Online Media Encounters	an estimated	115+
Other Media Encounters	an estimated	70+
Total Mentions and Encounters	Approximately	1,306+

CAMPAIGN: NMCALs public awareness campaign “Here to Hear You,” continues to air on public television and radio, encouraging New Mexicans to call during a mental health concern. <https://www.youtube.com/watch?v=7gRYg5AS1Lg&autoplay=1>

PROGRAM AWARENESS and COMMUNITY PREVENTION TRAININGS: NMCAL partners with the community to present trainings which help people recognize the signs and symptoms of mental health, substance use, and suicide.



Awareness and Training Events Delivered by NMCAL Staff		
	# of participants	# of trainings
NMCAL Presentations	3,884	64
Mental Health First Aid Trainings	541	16
QPR Suicide Prevention Trainings	1,772	30
Managing your Chronic Disease Trainings	49	1
TOTALS	6,246	111

COMMUNITY INVOLVEMENT: NMCAL staff are regular participants in multiple city, county, state, and community meetings. NMCAL staff attend and participate in, numerous community-based conferences, summits, exhibits, workshops, trainings, health fairs, and various other awareness events throughout the state:

January – December 2017: Community Events	
Conferences	33
Summits	22
Health Fairs	48
Resource Fairs	27
Career/Job Fair	9
Advocacy and Awareness Events	61
Advocacy and Awareness Walks/Runs	8
Town Hall Meetings	3
Governance Meetings	9
Community Based Public Trainings	91
Legislative Events	15
Special Events	2
Other Community Events	25
Total Community Events Attended	353



PUBLIC AWARENESS MATERIALS: NMCAL distributes public awareness materials to the community, to increase awareness that NMCAL is here 24 hours a day, 7 days a week, 365 days a year to call and access support for a personal reason, or to learn how to help someone else.

Public Awareness Materials Distributed			
Posters			912
English	610	Spanish	302
8.5 x 11 Fliers (Reversible English/Spanish)			4,158
Informational Brochure Cards			54,620
English	37,548	Spanish	17,072
Magnets			30,365
English	20,160	Spanish	10,205
Wallet Cards			89,883
English	63,811	Spanish	26,072
TOTAL PUBLIC AWARENESS MATERIALS			179,938

COMMUNITY RESOURCE

NMCAL continues to collaborate with agencies to build state resource directories that ensure people know that there is someone to call in the moment they need someone here to hear them, 24/7/365.

NETWORK OF CARE (NoC): Behavioral Health Services Division (BHSD) Statewide Resource Directory is designed to bring all New Mexico behavioral health resources together in an easily accessible forum for all New Mexicans.

<http://newmexico.networkofcare.org/mh/index.aspx>

PULL TOGETHER: Children Youth and Families Department (CYFD) Pull Together Campaign is designed to bring resources together in an easily accessible forum for New Mexicans to find support services for families and children in the communities that they live. <https://pulltogether.org/>

