



January 2018 New Mexico Utilization Report

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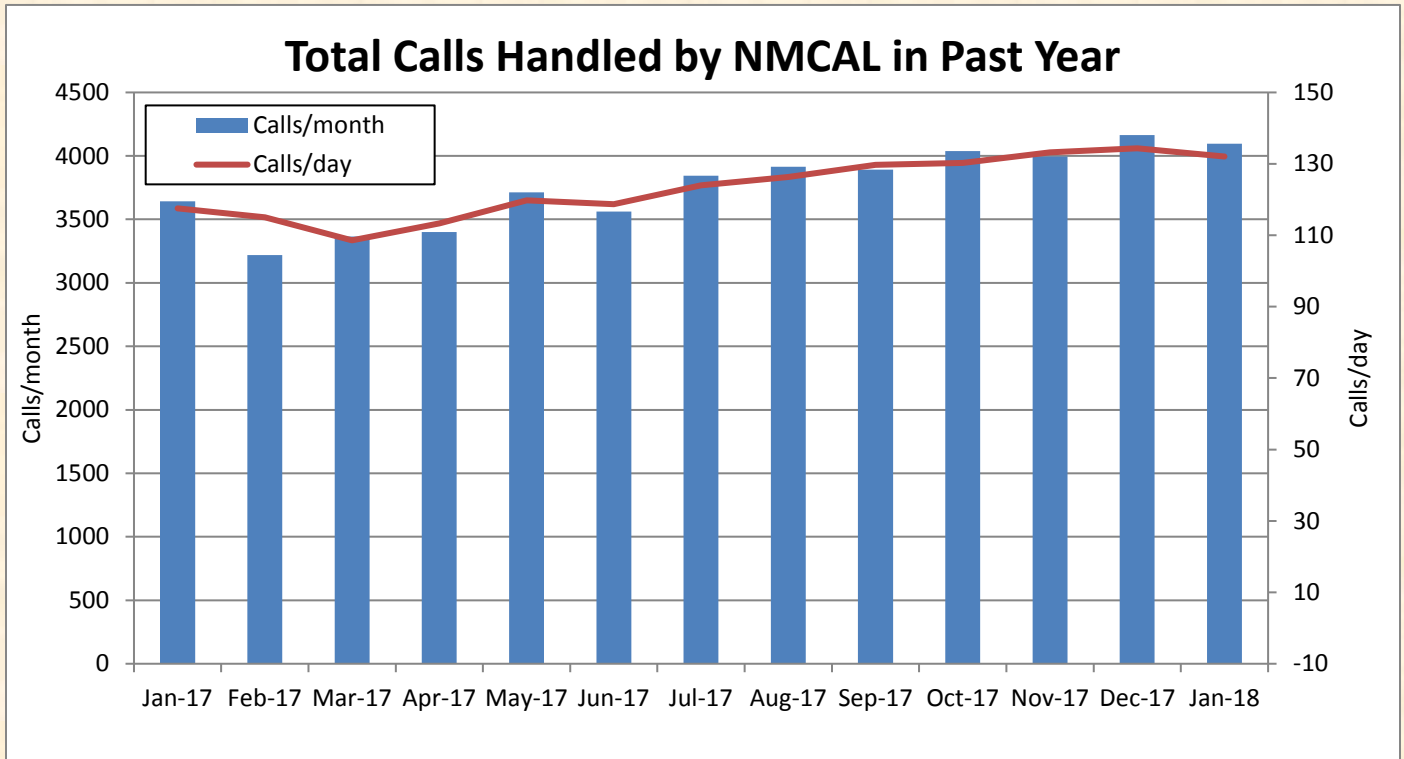
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 4,095 calls. This includes 1,820 calls on the Statewide Crisis and Access Line, 448 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 828 calls on the Peer-to-Peer Warmline, and 999 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

| Calls Answered by Type | Jan 2018 | Dec 2017 | Jan 2017 |
|-------------------------------------------------|--------------|--------------|--------------|
| Total Statewide Crisis Line + NSPL Calls | 2,268 | 2,258 | 1,732 |
| Total Inbound Calls | 1,708 | 1,689 | 1,386 |
| Calling about Self | 1,541 | 1,531 | 1,228 |
| Calling about a Child | 39 | 35 | 33 |
| Calling about another Adult | 128 | 123 | 125 |
| Outbound Crisis Line Calls | 124 | 142 | 107 |
| Information/Referral Calls | 30 | 32 | 47 |
| Seeking information about NMCAL | 11 | 12 | 19 |
| Public Safety Calls | 3 | 1 | 13 |
| Administrative | 9 | 8 | 12 |
| Other | 383 | 374 | 148 |
| Warmline Calls | 828 | 1,188 | 1,033 |
| Calls Answered For Core Service Agencies | 999 | 719 | 708 |
| TOTAL CALLS ANSWERED | 4,095 | 4,165 | 3,643 |



There is always someone here to hear you at NMCAL and the Warmline.



| Community Outreach and Engagement | | | | | | |
|-----------------------------------|-----------------|------------|------------|-------------------|------------|------------|
| | # of encounters | | | # of participants | | |
| | Jan '18 | Dec '17 | Jan '17 | Jan '18 | Dec '17 | Jan '17 |
| Community Events | 8 | 10 | 7 | | | |
| Job Fair | 0 | 0 | 0 | | | |
| NMCAL Presentations | 5 | 7 | 12 | 438 | 285 | 238 |
| Prevention Trainings | 2 | 6 | 7 | 63 | 296 | 152 |
| Community Meetings | 21 | 10 | 15 | | | |
| Media Encounters | 1 | 1 | 0 | | | |
| Media Mentions | 90+ | 120+ | 75+ | | | |
| TOTALS | 127 | 154 | 116 | 501 | 581 | 390 |



CRISIS LINE UTILIZATION DATA

New Mexico Crisis and Access Line

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 during the month of January 2018.

| Crisis Line Utilization | Jan '18 | Dec '17 | Jan '17 |
|-----------------------------------------|----------------|----------------|----------------|
| Total Calls Handled on the Crisis Line | 2,268 | 2,258 | 1,732 |
| Service Level (answered under 30 sec) | 93.3% | 92.0% | 82.0% |
| Abandonment Rate | 1.1% | 1.3% | 3.9% |
| Average Speed of Answer | 11 sec | 13 sec | 20 sec |
| Average Call Length (Crisis Line calls) | 16.7 min | 16.5 min | 17.0 min |

| Level of Care Crisis Line Calls | Jan '18 | Dec '17 | Jan '17 |
|--------------------------------------------|----------------|----------------|----------------|
| Routine | 67.7 % | 71.3 % | 64.4% |
| Urgent | 29.7% | 26.3 % | 33.9% |
| Emergent | 2.6 % | 2.4 % | 1.7% |



Callers are asked for their county of residence; these responses cannot be independently verified. It is important to note that this data is not necessarily predictive of an overall need for services in each county. Some things to keep in mind when reviewing demographic information of crisis line callers include: (1) a small number of callers contact NMCAL quite frequently, (2) some callers chose not to share their demographic information during the call, and (3) there are community members that do not yet know about the NMCAL resource.

| County of Residence | Total Calls | | | County of Residence | Total Calls | | |
|---------------------|-------------|---------|---------|---------------------|-------------|---------|---------|
| | Jan '18 | Dec '17 | Jan '17 | | Jan '18 | Dec '17 | Jan '17 |
| Bernalillo | 652 | 589 | 677 | San Miguel | 7 | 6 | 7 |
| San Juan | 158 | 150 | 50 | Roosevelt | 6 | 0 | 1 |
| Dona Ana | 88 | 78 | 183 | Sierra | 6 | 12 | 6 |
| Santa Fe | 74 | 69 | 79 | Lea | 5 | 7 | 7 |
| Sandoval | 62 | 61 | 41 | Luna | 4 | 6 | 1 |
| Taos | 45 | 85 | 13 | Los Alamos | 3 | 1 | 2 |
| Curry | 40 | 9 | 4 | Lincoln | 2 | 5 | 2 |
| Grant | 39 | 30 | 6 | Colfax | 1 | 2 | 5 |
| Otero | 38 | 36 | 36 | Guadalupe | 1 | 0 | 0 |
| Chaves | 34 | 23 | 24 | Catron | 0 | 0 | 2 |
| Socorro | 26 | 9 | 3 | Mora | 0 | 1 | 1 |
| Valencia | 23 | 18 | 43 | Quay | 0 | 1 | 0 |
| McKinley | 13 | 11 | 13 | Union | 0 | 0 | 1 |
| Eddy | 12 | 13 | 6 | De Baca | 0 | 0 | 0 |
| Torrance | 12 | 7 | 9 | Harding | 0 | 0 | 0 |
| Rio Arriba | 10 | 9 | 19 | Hidalgo | 0 | 0 | 0 |
| Cibola | 7 | 5 | 5 | (outside NM) | 38 | 36 | 30 |



The primary presenting problem is determined based on the general theme of the caller's concerns. Within each primary category, additional details may be discussed that might relate to the primary presenting problem.

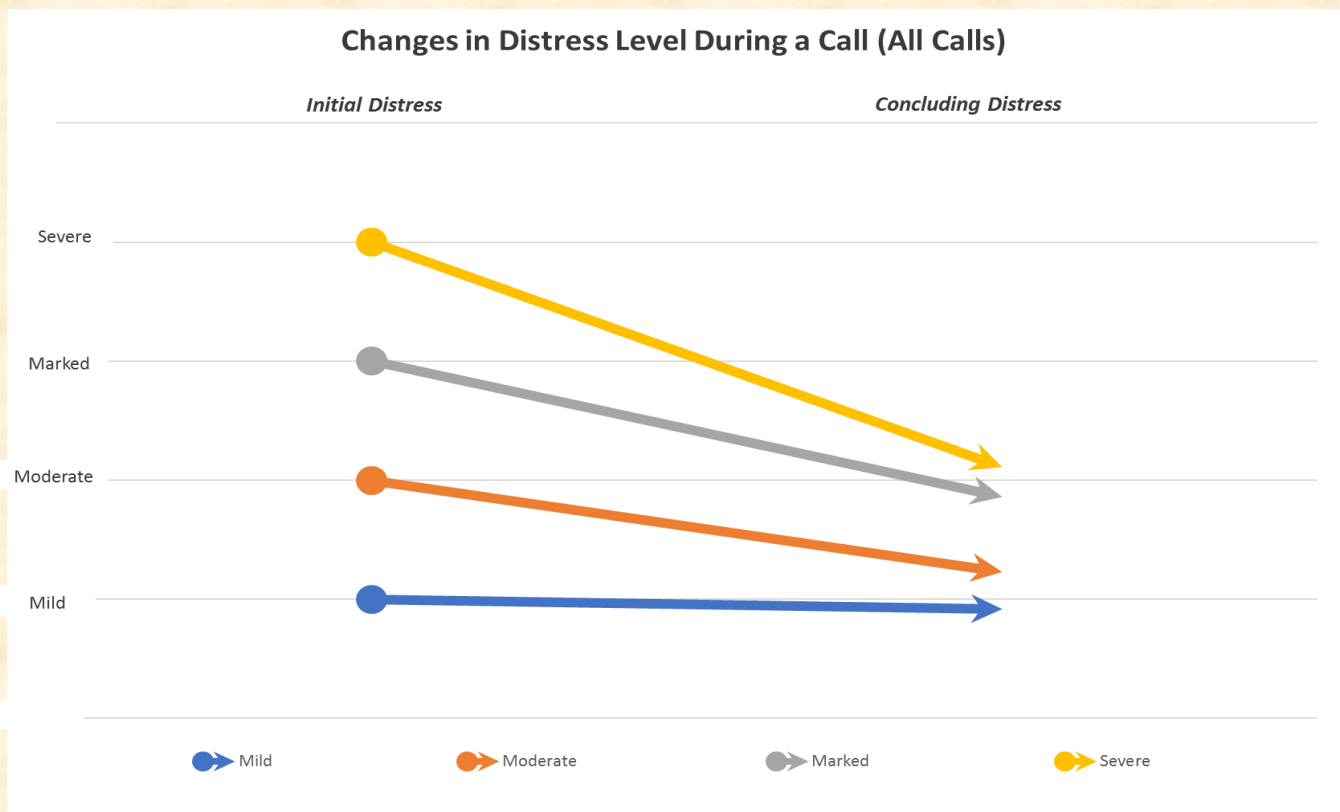
| Primary Presenting Problem During Crisis Line Calls | Jan '18 | Dec '17 | Jan '17 |
|-----------------------------------------------------|---------|---------|---------|
| Anxiety | 23.8 % | 21.9 % | 28.4% |
| Situational Stress | 15.6 % | 18.0 % | 12.9% |
| Suicide | 14.6 % | 12.9 % | 14.4% |
| Cognitive Concerns/Psychosis | 11.6 % | 12.2 % | 4.5% |
| Depression | 8.5 % | 11.4 % | 10.5% |
| Alcohol/Drugs | 6.0 % | 4.8 % | 6.3% |
| Relationship/Marital | 3.1 % | 3.5 % | 2.3% |
| Family | 2.1 % | 2.8 % | 4.0% |
| Grief/Loss | 1.5 % | 1.5 % | 1.8% |
| Intentional Self Injury | 1.4 % | 1.3 % | 0.6% |
| Medication | 1.1 % | 1.1 % | 0.5% |
| Child | 1.0 % | 0.7 % | 0.8% |
| Anger Management | 0.8 % | 0.5 % | 2.9% |
| Domestic Violence | 0.7 % | 0.5 % | 0.8% |
| Danger to Others | 0.4 % | 0.2 % | 0.8% |
| Workplace Issue/Career Assistance | 0.4 % | 0.0 % | 0.2% |
| Sexual Assault | 0.2 % | 0.2 % | 0.2% |
| Other | 7.2 % | 6.5 % | 8.2% |



Levels of Distress and Clinical Disposition on Crisis Line Calls

During a call the NMCAL counselor assesses the current situation and evaluates how the caller can be supported through the call. Counselors rate the initial and concluding level of distress and determines if the matter can be resolved on that call, or if a higher level of response is necessary.

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.



| Clinical Disposition All Crisis Line Calls | Jan '18 | Dec '17 | Jan '17 |
|---------------------------------------------------------------------------------------|---------|---------|---------|
| Caller stabilized by counselor, and referred to community resources if appropriate | 96.2 % | 96.2 % | 96.8% |
| Counselor made an abuse report | 0.3 % | 0.7 % | 0.5% |
| Caller will take the person of concern to the hospital | 0.3 % | 0.1 % | 0.3% |
| Caller agreed to go to the hospital | 0.6 % | 0.3 % | 0.2% |
| Caller agreed to call 911 regarding immediate danger | 0.2 % | 0.2 % | 0.4% |
| Caller conferenced to 911 due to immediate danger | 1.0 % | 1.5 % | 1.0% |
| Counselor contacted police with caller's consent | 0.7 % | 0.3 % | 0.1% |
| Counselor contacted police without caller's consent | 0.6 % | 0.7 % | 0.8% |

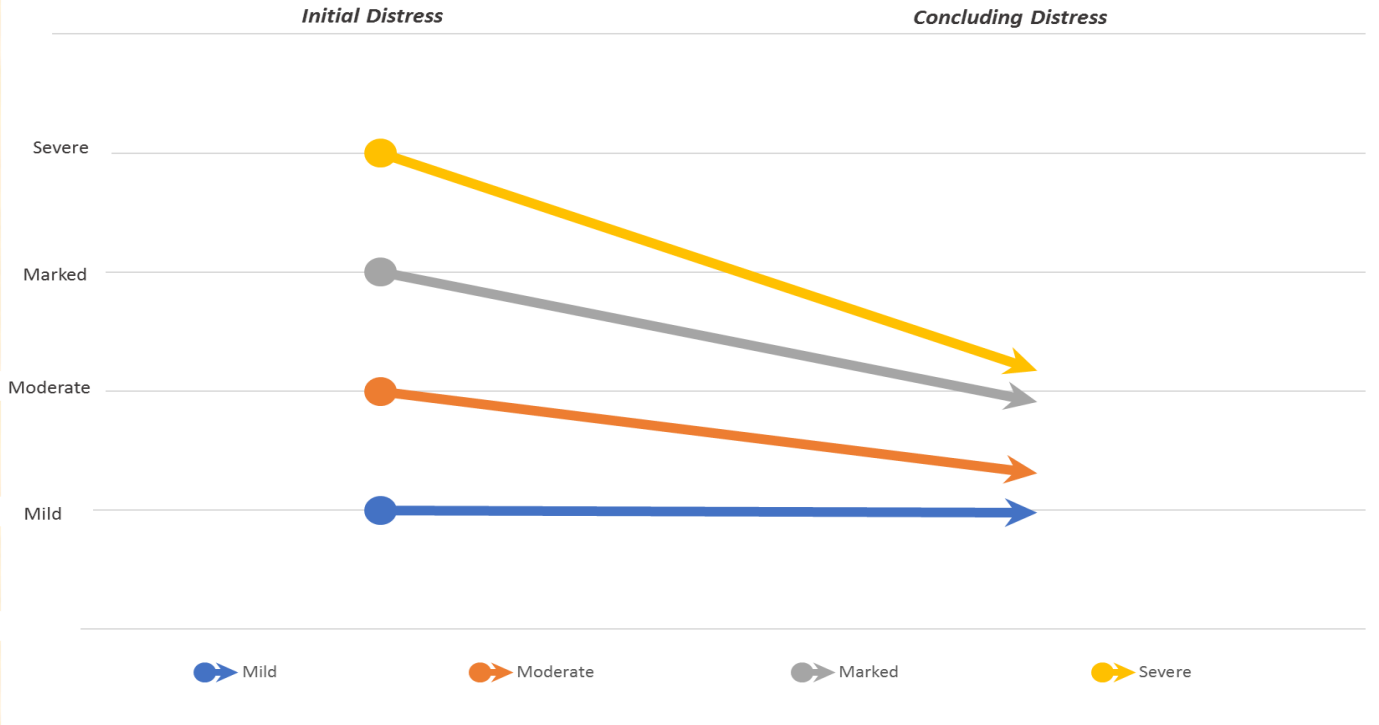
Calls Involving Thoughts of Suicide

While suicide is not always the presenting issue on a crisis line call, concerns related to suicide were reported on 26.9% of the calls in January. The 440 callers reporting concerns about suicide on the crisis line - either for themselves, or for the person of concern they called about - were supported and when appropriate a safety plan is created with the caller. At times NMCAL involves hospital or emergency services, but only when there is not a less intrusive way to keep the caller safe.

| Clinical Disposition Crisis Line Calls Involving Suicide | Jan '18 | Dec '17 | Jan '17 |
|---------------------------------------------------------------------------------------|---------|---------|---------|
| Caller stabilized by counselor, and referred to community resources if appropriate | 89.7 % | 89.1 % | 93.2% |
| Caller will take the person of concern to the hospital | 0.7 % | 0.0 % | 0.6% |
| Caller agreed to go to the hospital | 1.6 % | 1.0 % | 0.3% |
| Caller agreed to call 911 regarding immediate danger to a third party | 0.9 % | 0.7 % | 0.8% |
| Caller conferenced to 911 due to immediate danger | 3.4 % | 5.4 % | 2.5% |
| Counselor contacted police with caller's consent | 1.8 % | 1.0 % | 0.3% |
| Counselor contacted police without caller's consent | 1.8 % | 2.7 % | 2.3% |



Changes in Distress Level (During Calls Involving Thoughts of Suicide)



Calls Involving Substance Use

Concerns related to mental health often co-occur with substance use. In January 21% of crisis line callers (343 people) reported concerns related to drug and/or alcohol use impacting their lives.

Substance use covers the spectrum of alcohol, prescribed medications, legal, and illegal drugs. We know that our nation is currently experiencing an opioid use disorder (OUD) epidemic and want our community members to know that 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.

| Calls Related to Opioid Use | Jan '18 | Dec '17 | Jan '17 |
|--------------------------------------------|---------|---------|---------|
| NMCAL Clinical calls related to Opioid Use | 30 | 12 | N/A |
| Warmline calls related to Opioid Use | 5 | 7 | N/A |



WARMLINE UTILIZATION DATA

Peer to Peer Warmline

The Peer-to-Peer Warmline is answered by certified peer support specialists 7 days a week, 365 days a year. Year to date the Peer-to-Peer Warmline has handled 828 calls during its operating hours of 3:30pm to 11:30pm MT.

| Warmline Utilization Data | Jan 2018 | Dec 2017 | Jan 2017 |
|------------------------------------------|----------|----------|----------|
| Total Calls Handled | 828 | 1,188 | 1033 |
| Average Call Length (all Warmline calls) | 13.4 min | 14.3 min | 15.7 min |

Community members select to call or text the Peer-to-Peer Warmline because they want to talk to someone that has “been there”; has lived experience with some of the same things they, or a loved one, may be going through; and/or to talk to a peer support that can offer information and support on how to take the next step in recovery and build resiliency from a mental health, behavioral health, and/or substance use concern.

| Outcome of Warmline Calls | Jan '18 | Dec '17 | Jan '17 |
|----------------------------------------------|---------|---------|---------|
| Caller reports feeling supported by the call | 97.7 % | 96.9 % | 95.3% |
| Caller received referrals | 1.1 % | 0.6 % | 1.0% |
| Caller was transferred to an NMCAL counselor | 0.4 % | 0.3 % | 0.8% |
| Emergency call to Public Safety was made | 0.0 % | 0.2 % | 0.0% |
| Other/None of the Above | 0.9 % | 2.0 % | 3.0% |



The Warmline answers calls and text messages for people seeking support for themselves, or someone else. Callers discuss struggles that are being experienced related to health concerns regarding mental, behavioral, emotional, social, and/or one's well being. Additional details may be discussed that could be associated to other secondary presenting problem(s).

| Primary Presenting Problem in Warmline Calls | Jan '18 | Dec '17 | Jan '17 |
|----------------------------------------------|---------|---------|---------|
| Mental Health | 94.6% | 95.9 % | 82.6% |
| Relationships | 2.1% | 0.7 % | 2.5% |
| Healthcare | 1.0% | 1.4 % | 4.9% |
| Substance Use | 0.6% | 0.4 % | 3.9% |
| Spirituality | 0.5% | 0.3 % | 0.5% |
| Family | 0.4% | 0.6 % | 1.5% |
| Finances | 0.3% | 0.1 % | 0.4% |
| Employment/Education | 0.1% | 0.0 % | 0.3% |
| Food/Nutrition | 0.1% | 0.0 % | 0.4% |
| Housing | 0.1% | 0.2 % | 1.8% |
| Abuse/Neglect | 0.0% | 0.3 % | 0.0% |
| Friends | 0.0% | 0.2 % | 0.4% |
| Legal | 0.0% | 0.1 % | 0.6% |
| Administrative Call | 0.1% | 0.0 % | 0.1% |

NMCAL works in conjunction with the Warmline to ensure that callers are receiving the most appropriate services. There are times when calls will be transferred to or from the crisis line.

| Calls Transferred between Warmline and NMCAL | Jan '18 | Dec '17 | Jan '17 |
|----------------------------------------------|---------|---------|---------|
| from NMCAL to Warmline | 7 | 14 | 6 |
| from Warmline to NMCAL | 3 | 4 | 8 |

