



February 2018 New Mexico Utilization Report

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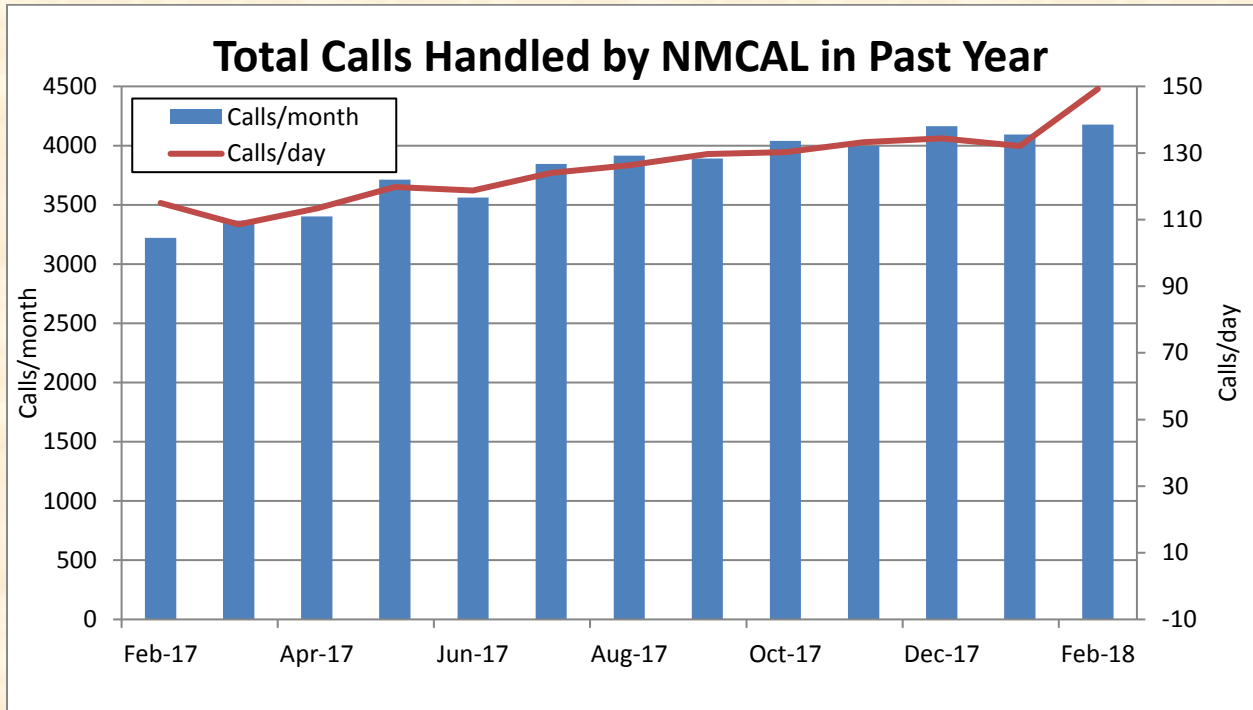
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 8,273 calls. This includes 3,602 calls on the Statewide Crisis and Access Line, 889 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 1,814 calls on the Peer-to-Peer Warmline, and 1,968 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Feb 2018	Jan 2018	Feb 2017
Total Statewide Crisis Line + NSPL Calls	2,223	2,268	1,637
Total Inbound Calls	1,581	1,708	1,320
Calling about Self	1,411	1,541	1,181
Calling about a Child	35	39	31
Calling about another Adult	135	128	108
Outbound Crisis Line Calls	134	124	102
Information/Referral Calls	26	30	36
Seeking information about NMCAL	9	11	26
Public Safety Calls	0	3	15
Administrative	20	9	23
Other	453	383	115
Warmline Calls	986	828	955
Calls Answered For Core Service Agencies	969	999	628
TOTAL CALLS ANSWERED	4,178	4,095	3,220



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



Community Outreach and Engagement

	# of encounters			# of participants		
	Feb '18	Jan '18	Feb '17	Feb '18	Jan '18	Feb '17
Community Events	7	8	6			
NMCAL Presentations	10	5	7	130	438	102
Prevention Trainings	2	2	4	60	63	74
Community Meetings	20	21	17			
Media Encounters	0	1	2			
Media Mentions	40+	90+	47+			
TOTALS	79	127	83	190	501	176



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 February 2018.

Crisis Line Utilization	Feb '18	Jan '18	Feb '17
Total Calls Handled on the Crisis Line	2,223	2,268	1,637
Service Level (answered under 30 sec)	92.3%	93.3%	78.5%
Abandonment Rate	1.8%	1.1%	5.5%
Average Speed of Answer	12 sec	11 sec	21 sec
Average Call Length (Crisis Line calls)	16.5 min	16.7 min	16.9 min

Level of Care Crisis Line Calls	Feb '18	Jan '18	Feb '17
Routine	68%	67.7 %	62.8%
Urgent	30%	29.7%	34.3%
Emergent	2%	2.6 %	2.9%



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		
	Feb '18	Jan '18	Feb '17		Feb '18	Jan '18	Feb '17
Bernalillo	713	652	607	Otero	6	38	38
San Juan	112	158	78	Lincoln	5	2	4
Dona Ana	92	88	209	Lea	5	5	7
Santa Fe	55	74	31	Torrance	4	12	8
Sandoval	51	62	76	Roosevelt	4	6	5
Curry	46	40	8	Quay	3	0	1
Valencia	41	23	41	Sierra	2	6	2
Grant	35	39	5	Hidalgo	2	0	0
Taos	26	45	10	Colfax	2	1	4
McKinley	19	13	9	Mora	1	0	0
Chaves	17	34	35	Los Alamos	1	3	5
Eddy	15	12	2	Harding	1	0	0
Rio Arriba	12	10	21	Catron	1	0	0
Cibola	12	7	6	Guadalupe	0	1	0
Socorro	10	26	7	Union	0	0	2
San Miguel	10	7	1	De Baca	0	0	0
Luna	7	4	1	(outside NM)	29	38	25



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.

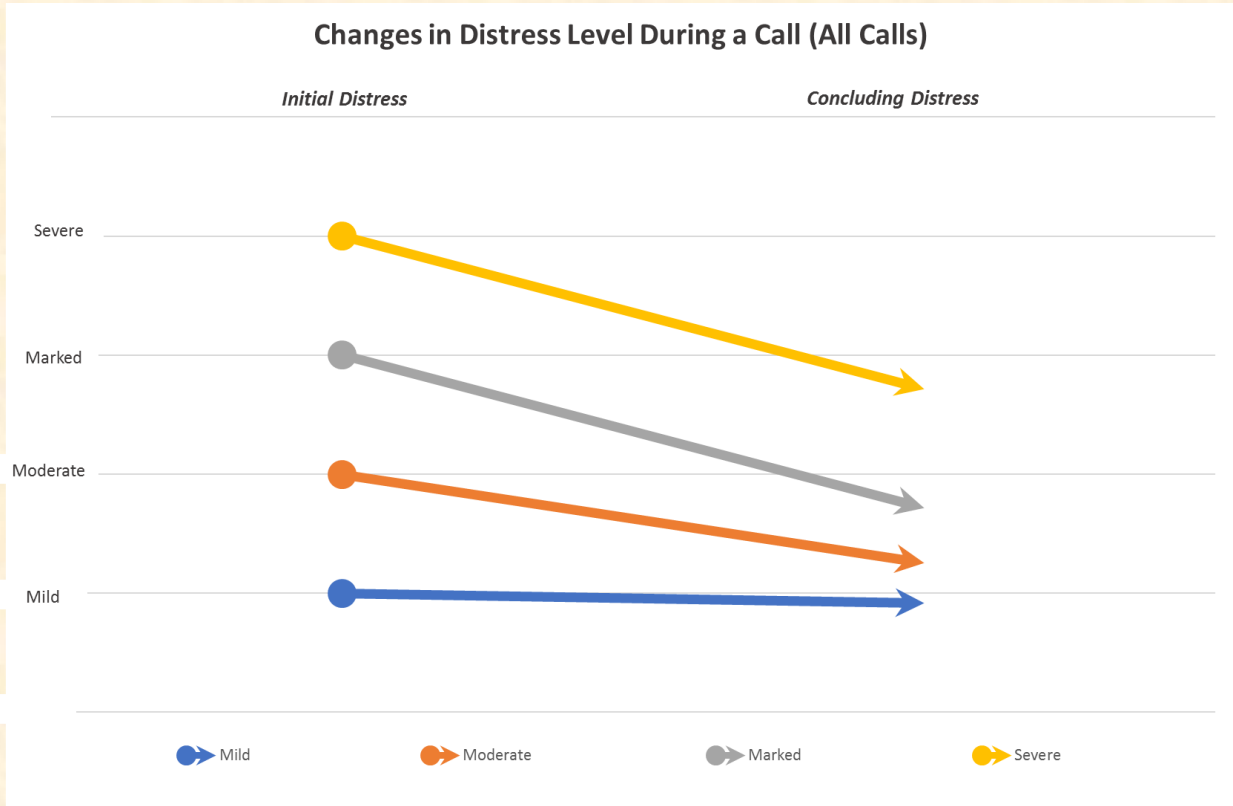
Primary Presenting Problem During Crisis Line Calls	Feb '18	Jan '18	Feb '17
Anxiety	24.8 %	23.8 %	27.2%
Situational Stress	15.6 %	15.6 %	14.4%
Suicide	15.4 %	14.6 %	14.0%
Cognitive Concerns/Psychosis	13.0 %	11.6 %	4.6%
Depression	7.3 %	8.5 %	7.2%
Alcohol/Drugs	5.3 %	6.0 %	4.7%
Relationship/Marital	2.8 %	3.1 %	4.1%
Family	2.2 %	2.1 %	3.5%
Intentional Self Injury	1.5 %	1.4 %	2.5%
Grief/Loss	1.3 %	1.5 %	2.2%
Child	1.0 %	1.0 %	1.1%
Medication	0.8 %	1.1 %	1.2%
Anger Management	0.7 %	0.8 %	1.7%
Danger to Others	0.5 %	0.4 %	0.5%
Workplace Issue/Career Assistance	0.2 %	0.4 %	0.1%
Domestic Violence	0.1 %	0.7 %	0.8%
Sexual Assault	0.1 %	0.2 %	0.4%
Other	7.3 %	7.2 %	9.8%



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	Feb '18	Jan '18	Feb '17
Caller stabilized by counselor, and referred to community resources if appropriate	96.6 %	96.2 %	96.0%
Counselor made an abuse report	0.9 %	0.3 %	0.3%
Caller will take the person of concern to the hospital	0.3 %	0.3 %	0.3%
Caller agreed to go to the hospital	0.3 %	0.6 %	0.2%
Caller agreed to call 911 regarding immediate danger	0.3 %	0.2 %	0.6%
Caller conferenced to 911 due to immediate danger	0.8 %	1.0 %	1.0%
Counselor contacted police with caller's consent	0.1 %	0.7 %	0.3%
Counselor contacted police without caller's consent	0.6 %	0.6 %	1.3%

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 27% of the calls in February. The 402 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	Feb '18	Jan '18	Feb '17
Caller stabilized by counselor, and referred to community resources if appropriate	92.2 %	89.7 %	91.2%
Caller will take the person of concern to the hospital	0.5 %	0.7 %	0.8%
Caller agreed to go to the hospital	1.0 %	1.6 %	0.3%
Caller agreed to call 911 regarding immediate danger to a third party	1.3 %	0.9 %	1.3%
Caller conferenced to 911 due to immediate danger	2.5 %	3.4 %	2.6%
Counselor contacted police with caller's consent	0.5 %	1.8 %	0.8%
Counselor contacted police without caller's consent	2.0 %	1.8 %	3.1%



Calls Involving Substance Use

Concerns related to mental health often co-occur with substance use. NMCAL is here to support people that may be experiencing any substance use concern, either for themselves, or for the person of concern they are calling about. In February 15.5% of crisis line callers (231 people) reported concerns related to drug and/or alcohol use impacting their lives.

Calls related specifically to Opioid Use Disorders (OUD) include:

Calls Related to Opioid Use	Feb '18	Jan '18	Feb '17
NMCAL Clinical calls related to Opioid Use	30	30	N/A
Warmline calls related to Opioid Use	3	5	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 1,814 calls during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	Feb 2018	Jan 2018	Feb 2017
Total Calls Handled	986	828	955
Average Call Length (all Warmline calls)	17.5 min	13.4 min	16.5 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	Feb '18	Jan '18	Feb '17
Caller reports feeling supported by the call	98.0 %	97.7 %	95.7%
Caller received referrals	0.5 %	1.1 %	0.5%
Caller was transferred to an NMCAL counselor	0.1 %	0.4 %	0.5%
Emergency call to Public Safety was made	0.0 %	0.0 %	0.0%
Other/None of the Above	1.3 %	0.9 %	3.3%



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	Feb '18	Jan '18	Feb '17
Mental Health	95.0%	94.6%	85.3%
Relationships	1.4%	2.1%	1.9%
Healthcare	0.9%	1.0%	4.1%
Family	0.5%	0.4%	1.9%
Employment/Education	0.3%	0.1%	0.2%
Friends	0.3%	0.0%	0.7%
Housing	0.3%	0.1%	0.8%
Substance Use	0.3%	0.6%	1.9%
Spirituality	0.2%	0.5%	0.8%
Finances	0.1%	0.3%	0.4%
Food/Nutrition	0.1%	0.1%	0.5%
Legal	0.1%	0.0%	1.3%
Abuse/Neglect	0.0%	0.0%	0.0%
Administrative Call	0.4%	0.1%	0.0%

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	Feb '18	Jan '18	Feb '17
from NMCAL to Warmline	7	7	3
from Warmline to NMCAL	1	3	5

