



June 2018 New Mexico Utilization Report

- Program Overview Summary (p. 1-2)
- Crisis and Access Line and NSPL Data (p. 3-8)
- Peer-to-Peer Warmline Data (p. 9-10)

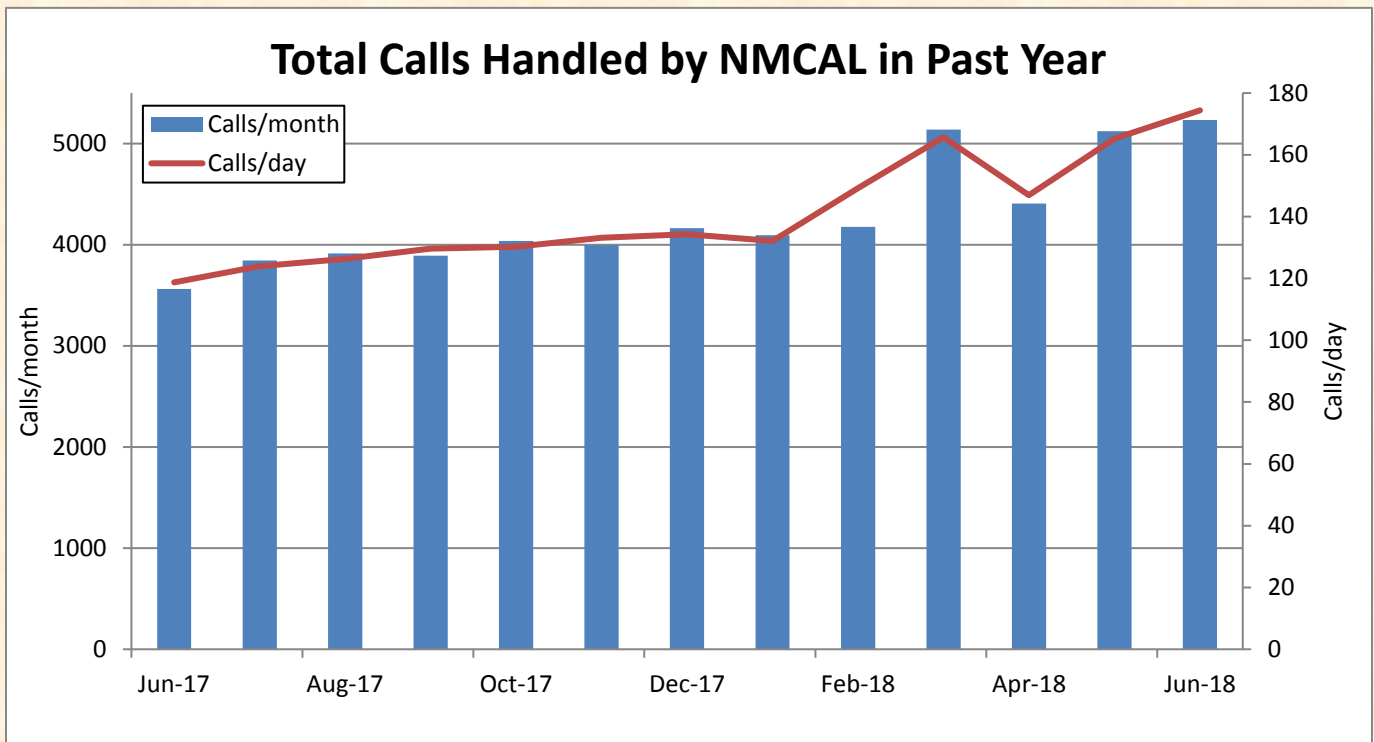
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 28,173 calls. This includes 12,306 calls on the Statewide Crisis and Access Line, 2,975 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 7,089 calls on the Peer-to-Peer Warmline, and 5,803 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	June 2018	May 2018	June 2017
Total Statewide Crisis Line + NSPL Calls	3,076	2,715	1,973
Total Inbound Calls	2,437	2,144	1,532
Calling about Self	2,220	1,913	1,404
Calling about a Child	37	44	27
Calling about another Adult	180	169	101
Outbound Crisis Line Calls	249	165	161
Information/Referral Calls	33	32	21
Seeking information about NMCAL	13	14	10
Public Safety Calls	4	5	3
Administrative	14	9	14
Other	326	346	232
Warmline Calls	1,284	1,466	966
Calls Answered For Core Service Agencies	872	941	623
TOTAL CALLS ANSWERED	5,232	5,122	3,562



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



Community Outreach and Engagement

	# of encounters			# of participants		
	June '18	May '18	June '17	June '18	May '18	June '17
Community Events	19	8	9			
NMCAL Presentations	12	11	4	192	219	167
Prevention Trainings	4	3	1	118	34	18
Community Meetings	26	19	17			
Media Encounters	0	0	2			
Media Mentions	40+	32+	73+			
TOTALS	101	73	106	310	253	185



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 June 2018.

Crisis Line Utilization	June '18	May '18	June '17
Total Calls Handled on the Crisis Line	3,076	2,715	1,973
Service Level (answered under 30 sec)	85.2%	88.9%	84.9%
Abandonment Rate	4.3%	3.1%	4.3%
Average Speed of Answer	17 sec	13 sec	19 sec
Average Call Length (Crisis Line calls)	20.1 min	17.5 min	18.2 min

Level of Care Crisis Line Calls	June '18	May '18	June '17
Routine	64.1%	70.0%	65.5%
Urgent	32.6%	27.1%	32.2%
Emergent	3.3%	2.9%	2.3%



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		
	June '18	May '18	June '17		June '18	May '18	June '17
Bernalillo	1,053	958	501	Cibola	12	6	3
Curry	94	133	12	Lincoln	11	5	9
Dona Ana	86	93	246	Rio Arriba	11	14	6
Sandoval	83	65	47	San Miguel	10	9	11
Santa Fe	75	95	41	Lea	9	5	9
Taos	75	36	24	Los Alamos	3	2	5
San Juan	69	73	34	Roosevelt	2	3	2
Chaves	54	24	29	De Baca	1	1	0
Otero	43	31	32	Colfax	1	0	0
Socorro	28	22	9	Mora	1	0	0
Valencia	23	28	29	Hidalgo	1	0	0
Grant	20	28	17	Catron	0	0	1
McKinley	19	20	25	Quay	0	0	1
Eddy	18	10	3	Harding	0	0	0
Luna	15	17	6	Union	0	0	0
Sierra	15	20	3	Guadalupe	0	0	0
Torrance	15	19	3	(outside NM)	40	36	14



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.

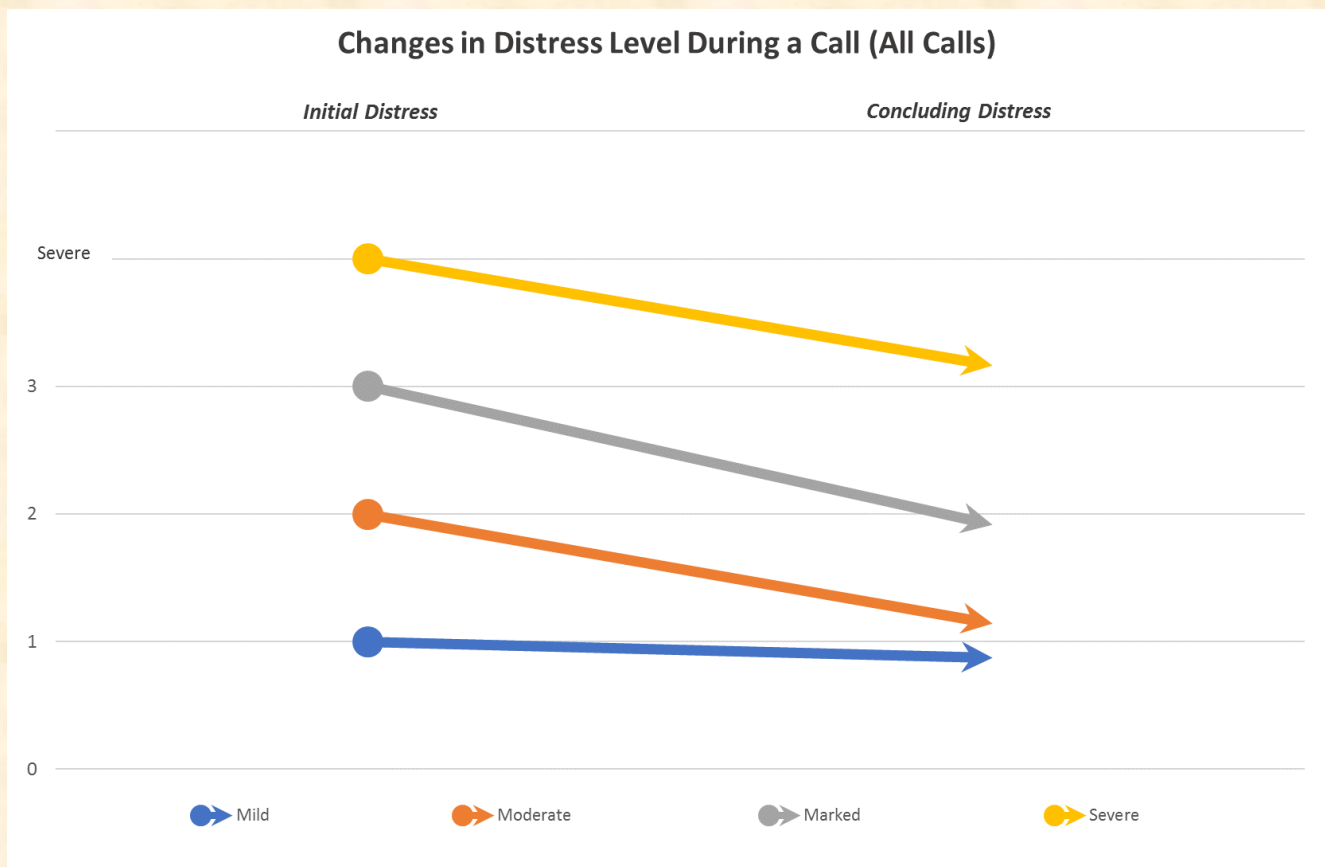
Primary Presenting Problem During Crisis Line Calls	June '18	May '18	June '17
Anxiety	27.1 %	28.4 %	21.2%
Suicide	19.5 %	13.9 %	14.2%
Situational Stress	13.0 %	17.7 %	16.1%
Depression	10.3 %	8.2 %	9.5%
Cognitive Concerns/Psychosis	5.3 %	5.4 %	9.0%
Alcohol/Drugs	4.2 %	5.2 %	5.3%
Relationship/Marital	3.3 %	3.4 %	3.9%
Family	2.3 %	2.4 %	4.0%
Grief/Loss	1.8 %	1.1 %	2.7%
Anger Management	1.2 %	0.9 %	1.1%
Intentional Self Injury	1.0 %	0.9 %	0.7%
Child	0.8 %	1.0 %	1.0%
Medication	0.7 %	1.4 %	0.8%
Interpersonal Violence	0.7 %	0.6 %	0.7%
Danger to Others	0.6 %	0.4 %	0.3%
Sexual Assault	0.3 %	0.3 %	0.3 %
Workplace Issue/Career Assistance	0.2 %	0.2 %	0.1%
Other	8.0 %	8.5 %	9.0%



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	June '18	May '18	June '17
Caller stabilized by counselor, and referred to community resources if appropriate	95.3%	96.2%	96.5%
Counselor made an abuse report	0.4%	0.7%	0.8%
Caller will take the person of concern to the hospital	0.4%	0.1%	0.2%
Caller agreed to go to the hospital	0.3%	0.2%	0.2%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	1.4%	1.2%	0.9%
Counselor contacted police with caller's consent	0.6%	0.3%	0.3%
Counselor contacted police without caller's consent	1.4%	1.1%	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 29.8% of the calls in June. The 598 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	June '18	May '18	June '17
Caller stabilized by counselor, and referred to community resources if appropriate	87.5%	87.0%	92.8%
Caller will take the person of concern to the hospital	0.7%	1.4%	0.7%
Caller agreed to go to the hospital	1.0%	2.0%	0.0%
Caller agreed to call 911 regarding immediate danger to a third party	0.5%	0.3%	0.5%
Caller conferenced to 911 due to immediate danger	4.1%	3.4%	3.2%
Counselor contacted police with caller's consent	2.2%	2.0%	0.5%
Counselor contacted police without caller's consent	3.9%	4.0%	2.2%



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 June 16.5% of crisis line callers (332 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	June '18	May '18	June '17
NMCAL Clinical calls related to Opioid Use	28	48	N/A
Warmline calls related to Opioid Use	9	10	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 7,089 calls during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	June 2018	May 2018	June 2017
Total Calls Handled	1,284	1,244	966
Average Call Length (all Warmline calls)	18.6 min	16.2 min	14.6 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	June '18	May '18	June '17
Caller reports feeling supported by the call	97.7%	97.8%	97.3%
Caller received referrals	0.6%	0.5%	0.7%
Caller was transferred to an NMCAL counselor	0.4%	0.6%	0.6%
Emergency call to Public Safety was made	0.0%	0.1%	0.0%
Other/None of the Above	1.3%	1.0%	1.5%



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	June '18	May '18	June '17
Mental Health	94.4%	90.9%	92.4%
Relationships	2.8%	3.1%	2.7%
Healthcare	1.0%	1.4%	1.1%
Housing	0.4%	0.4%	0.6%
Employment/Education	0.3%	0.8%	0.2%
Family	0.3%	1.7%	0.9%
Finances	0.2%	0.6%	0.0%
Spirituality	0.2%	0.3%	0.5%
Legal	0.2%	0.1%	0.5%
Substance Use	0.1%	0.4%	0.3%
Friends	0.0%	0.2%	0.1%
Abuse/Neglect	0.0%	0.0%	0.0%
Food/Nutrition	0.0%	0.0%	0.1%
Administrative Call	0.0%	0.2%	0.6%

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	June '18	May '18	June '17
from NMCAL to Warmline	3	3	12
from Warmline to NMCAL	5	9	5

