



August 2018 New Mexico Utilization Report

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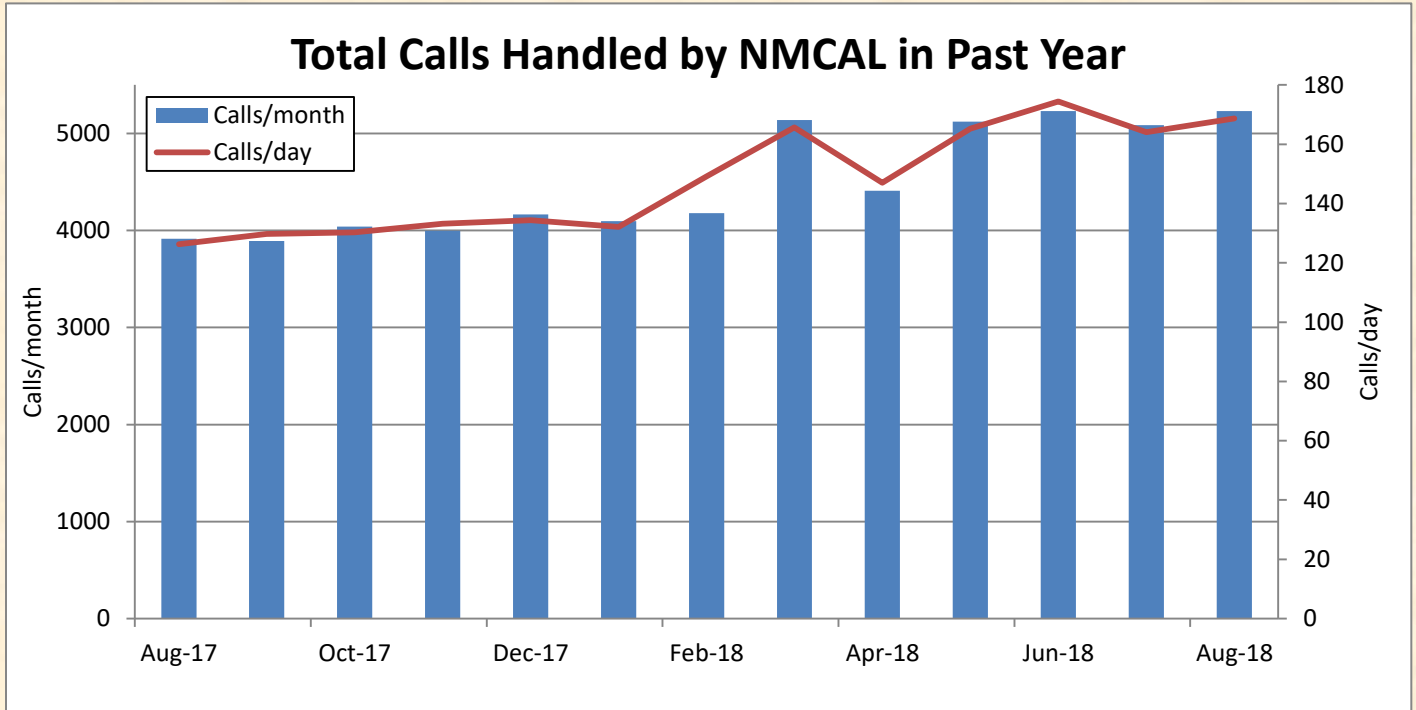
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 38,489 calls. This includes 16,866 calls on the Statewide Crisis and Access Line, 4,175 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 9,908 calls on the Peer-to-Peer Warmline, and 7,540 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Aug 2018	July 2018	Aug 2017
Total Statewide Crisis Line + NSPL Calls	2,269	2,904	2,319
Total Inbound Calls	2,216	2,257	1,802
Calling about Self	1,966	2,047	1,604
Calling about a Child	54	43	34
Calling about another Adult	196	167	164
Outbound Crisis Line Calls	223	236	153
Information/Referral Calls	239	20	31
Seeking information about NMCAL	10	9	13
Public Safety Calls	5	3	8
Administrative	18	10	16
Other	355	369	296
Warmline Calls	1,531	1,288	1,021
Calls Answered For Core Service Agencies	843	894	575
TOTAL CALLS ANSWERED	5,230	5,086	3,915



**There is always someone here to hear you at
the New Mexico Crisis and Access Line (NMCAL) and
the Peer to Peer Warmline**



**We continue to outreach, collaborate, and partner with people,
communities, and stakeholders throughout New Mexico.**

Community Outreach and Engagement						
	# of encounters			# of participants		
	Aug '18	July '18	Aug '17	Aug '18	July '18	Aug '17
Community Events	12	2	13			
NMCAL Presentations	5	8	5	178	346	553
Prevention Trainings	1	2	1	15	199	6
Community Meetings	13	15	25			
Media Encounters	3	1	41			
Media Mentions	57+	63+	132+			
TOTALS	91	91	217	193	545	559



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 August 2018.

Crisis Line Utilization	Aug '18	July '18	Aug '17
Total Calls Handled on the Crisis Line	2,856	2,904	2,329
Service Level (answered under 30 sec)	72.9%	78.9%	81.2%
Abandonment Rate	7.7%	7.4%	4.5%
Average Speed of Answer	34 sec	23 sec	22 sec
Average Call Length (Crisis Line calls)	23.0 min	17.4 min	16.7 min

Level of Care Crisis Line Calls	Aug '18	July '18	Aug '17
Routine	61.8%	63.4%	62.5%
Urgent	35.0%	33.8%	35.1%
Emergent	3.3%	2.8%	2.4%



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		
	Aug '18	July '18	Aug '17		Aug '18	July '18	Aug '17
Bernalillo	1,000	959	672	Sierra	12	16	7
Curry	110	100	11	Cibola	10	16	10
Taos	92	95	24	Lea	10	6	9
Santa Fe	85	59	56	Lincoln	7	4	8
Sandoval	84	80	55	San Miguel	6	8	4
Dona Ana	70	84	153	Colfax	2	2	4
San Juan	53	67	87	Guadalupe	2	0	1
Otero	26	39	32	Los Alamos	2	3	2
Torrance	26	25	5	Catron	1	0	1
Chaves	25	38	18	Roosevelt	1	4	1
Valencia	23	37	51	Union	1	2	0
Grant	21	20	41	De Baca	0	1	1
Socorro	20	36	6	Harding	0	0	1
Rio Arriba	18	13	11	Hidalgo	0	1	0
McKinley	16	16	22	Quay	0	1	0
Eddy	15	12	22	Mora	0	1	0
Luna	12	21	11	(outside NM)	43	49	32



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.

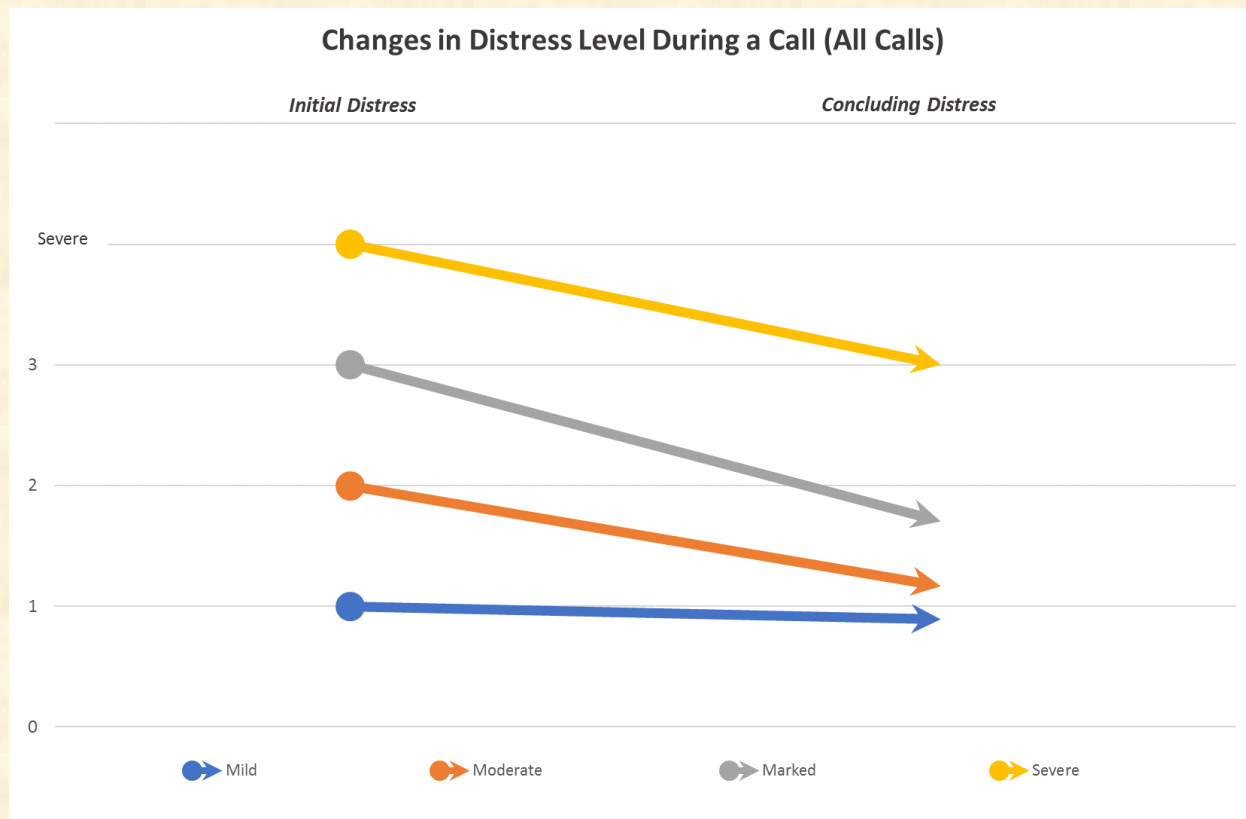
Primary Presenting Problem During Crisis Line Calls	Aug '18	July '18	Aug '17
Anxiety	29.0%	26.8%	29.6%
Suicide	17.6%	18.6%	15.4%
Situational Stress	14.7%	15.2%	11.5%
Depression	11.2%	9.6%	9.6%
Alcohol/Drugs	5.9%	5.2%	8.3%
Cognitive Concerns/Psychosis	5.2%	5.2%	6.2%
Family	2.8%	4.2%	2.8%
Relationship/Marital	2.1%	2.7%	3.7%
Child	1.3%	0.8%	0.9%
Intentional Self Injury	1.2%	1.0%	1.0%
Grief/Loss	1.1%	1.3%	1.4%
Interpersonal Violence	0.6%	0.4%	0.4%
Anger Management	0.5%	0.8%	0.7%
Medication	0.4%	0.7%	1.3%
Danger to Others	0.2%	0.5%	0.3%
Workplace Issue/Career Assistance	0.2%	0.2%	0.3%
Sexual Assault	0.1%	0.2%	0.2%
Other	5.8%	6.6%	6.4%



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	Aug '18	July '18	Aug '17
Caller stabilized by counselor, and referred to community resources if appropriate	95.7%	96.1%	96.5%
Counselor made an abuse report	0.9%	1.0%	0.4%
Caller will take the person of concern to the hospital	0.5%	0.1%	0.1%
Caller agreed to go to the hospital	0.2%	0.3%	0.3%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.5%
Caller conferenced to 911 due to immediate danger	1.1%	0.9%	0.6%
Counselor contacted police with caller's consent	0.3%	0.3%	0.3%
Counselor contacted police without caller's consent	1.1%	1.1%	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 29.9% of the calls in August. The 529 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	Aug '18	July '18	Aug '17
Caller stabilized by counselor, and referred to community resources if appropriate	91.5%	90.7%	92.2%
Caller will take the person of concern to the hospital	1.4%	0.2%	0.0%
Caller agreed to go to the hospital	0.8%	1.1%	0.4%
Caller agreed to call 911 regarding immediate danger to a third party	0.8%	0.5%	1.2%
Caller conferenced to 911 due to immediate danger	2.3%	3.0%	1.6%
Counselor contacted police with caller's consent	0.4%	1.1%	0.8%
Counselor contacted police without caller's consent	2.9%	3.4%	3.9%



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 August 16.3% of crisis line callers (289 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	Aug '18	July '18	Aug '17
NMCAL Clinical calls related to Opioid Use	23	24	N/A
Warmline calls related to Opioid Use	10	11	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 9,908 calls during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	Aug 2018	July 2018	Aug 2017
Total Calls Handled	1,531	1,288	1,021
Average Call Length (all Warmline calls)	18.3 min	17.1 min	16.0 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/text with 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	Aug '18	July '18	Aug '17
Caller reports feeling supported by the call	97.2%	94.8%	97.7%
Caller received referrals	1.4%	1.9%	0.1%
Caller was transferred to an NMCAL counselor	0.2%	0.5%	0.4%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	1.3%	2.8%	1.8%



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	Aug '18	July '18	Aug '17
Mental Health	89.2%	82.0%	92.9%
Relationships	3.4%	6.4%	1.5%
Healthcare	3.1%	3.0%	1.3%
Family	1.0%	2.8%	1.1%
Employment/Education	1.0%	1.0%	0.3%
Housing	0.8%	0.8%	0.3%
Finances	0.4%	1.3%	0.1%
Friends	0.3%	0.4%	0.2%
Substance Use	0.3%	1.1%	1.0%
Spirituality	0.2%	0.3%	0.4%
Food/Nutrition	0.1%	0.6%	0.3%
Legal	0.0%	0.2%	0.2%
Abuse/Neglect	0.0%	0.1%	0.1%
Administrative Call	0.1%	0.1%	0.1%

NMCAL counselors work in conjunction with Warmline peer support

Calls Transferred between Warmline and NMCAL	Aug '18	July '18	Aug '17
from NMCAL to Warmline	3	3	18
from Warmline to NMCAL	2	6	4



specialists to ensure that callers are receiving the most appropriate services. There are times when calls will be transferred to, or from, the crisis line.

