



July 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)

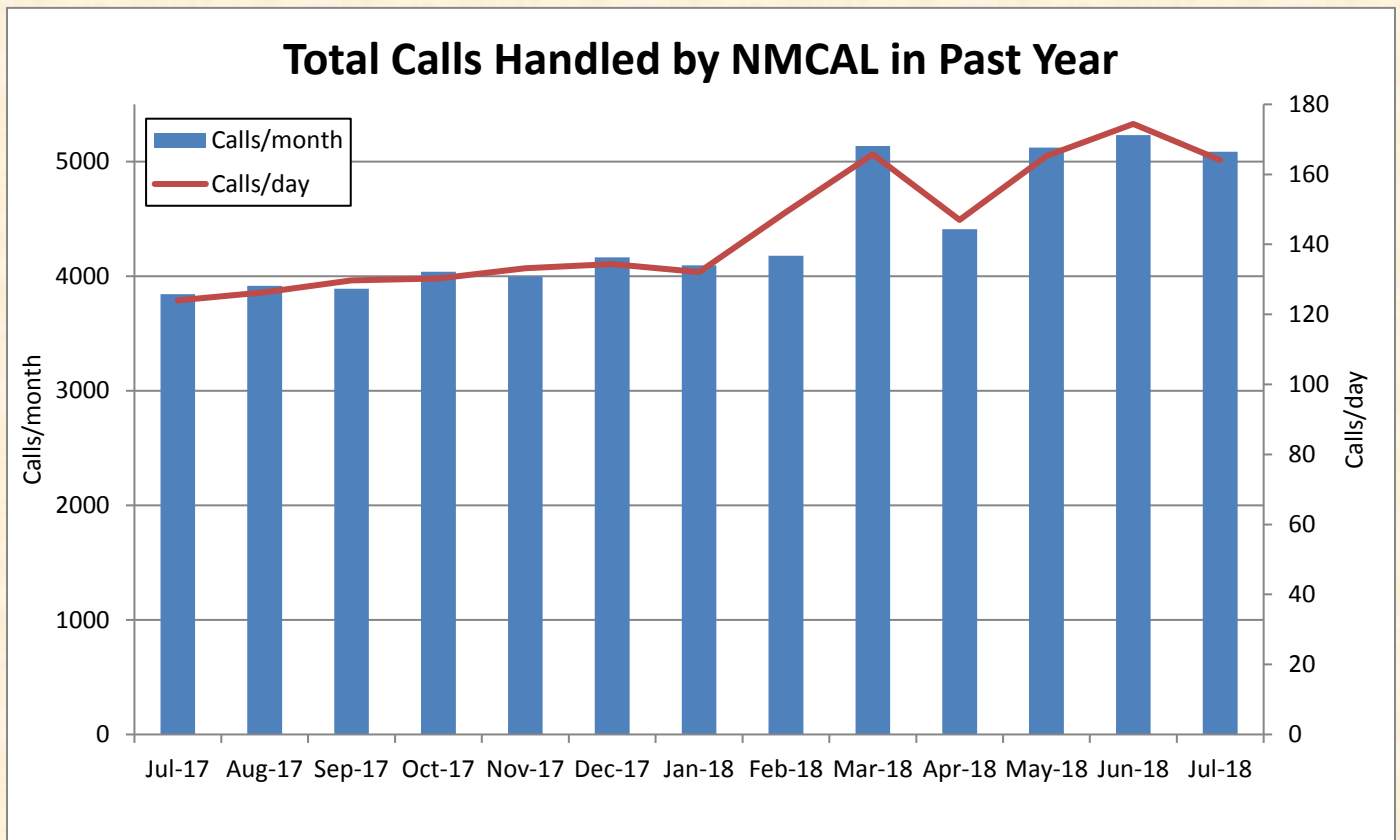
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 33,259 calls. This includes 14,597 calls on the Statewide Crisis and Access Line, 3,588 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 8,377 calls on the Peer-to-Peer Warmline, and 6,697 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	July 2018	June 2018	July 2017
Total Statewide Crisis Line + NSPL Calls	2,904	3,076	2,075
Total Inbound Calls	2,257	2,437	1,657
Calling about Self	2,047	2,220	1,523
Calling about a Child	43	37	22
Calling about another Adult	167	180	112
Outbound Crisis Line Calls	236	249	108
Information/Referral Calls	20	33	38
Seeking information about NMCAL	9	13	8
Public Safety Calls	3	4	1
Administrative	10	14	5
Other	369	326	258
Warmline Calls	1,288	1,284	1,060
Calls Answered For Core Service Agencies	894	872	709
TOTAL CALLS ANSWERED	5,086	5,232	3,844



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



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

Community Outreach and Engagement						
	# of encounters			# of participants		
	July '18	June '18	July '17	July '18	June '18	July '17
Community Events	2	19	13			
NMCAL Presentations	8	12	7	346	192	613
Prevention Trainings	2	4	1	199	118	25
Community Meetings	15	26	23			
Media Encounters	1	0	4			
Media Mentions	63+	40+	105+			
TOTALS	91	101	153	545	310	638



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 July 2018.

Crisis Line Utilization	July '18	June '18	July '17
Total Calls Handled on the Crisis Line	2,904	3,076	2,075
Service Level (answered under 30 sec)	78.9%	85.2%	86.7%
Abandonment Rate	7.4%	4.3%	3.6%
Average Speed of Answer	23 sec	17 sec	16 sec
Average Call Length (Crisis Line calls)	17.4 min	20.1 min	17.4 min

Level of Care Crisis Line Calls	July '18	June '18	July '17
Routine	63.4%	64.1%	66.6%
Urgent	33.8%	32.6%	31.8%
Emergent	2.8%	3.3%	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		
	July '18	June '18	July '17		July '18	June '18	July '17
Bernalillo	959	1,053	539	Rio Arriba	13	11	19
Curry	100	94	14	Eddy	12	18	9
Taos	95	75	23	San Miguel	8	10	5
Dona Ana	84	86	175	Lea	6	9	11
Sandoval	80	83	82	Lincoln	4	11	3
San Juan	67	69	125	Roosevelt	4	2	2
Santa Fe	59	75	61	Los Alamos	3	3	2
Otero	39	43	33	Colfax	2	1	1
Chaves	38	54	22	Union	2	0	0
Valencia	37	23	37	Mora	1	1	1
Socorro	36	28	9	Hidalgo	1	1	3
Torrance	25	15	2	Quay	1	0	2
Luna	21	15	12	De Baca	1	1	0
Grant	20	20	25	Catron	0	0	0
Cibola	16	12	5	Harding	0	0	0
McKinley	16	19	14	Guadalupe	0	0	3
Sierra	16	15	9	(outside NM)	49	40	38



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.

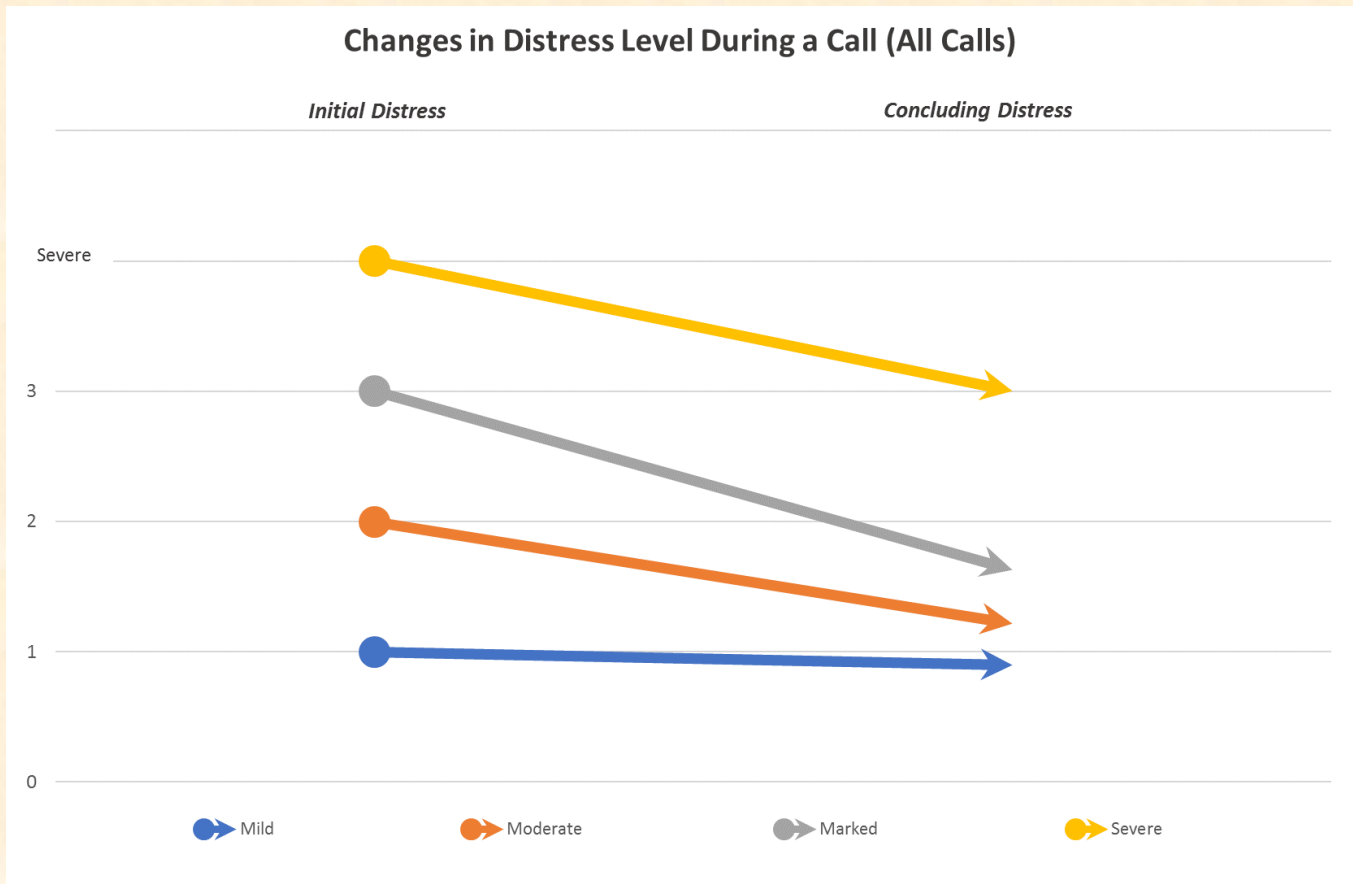
Primary Presenting Problem During Crisis Line Calls	July '18	June '18	July '17
Anxiety	26.8%	27.1%	22.8%
Suicide	18.6%	19.5%	16.0%
Situational Stress	15.2%	13.0%	15.2%
Depression	9.6%	10.3 %	9.2%
Alcohol/Drugs	5.2%	4.2 %	6.2%
Cognitive Concerns/Psychosis	5.2%	5.3 %	8.4%
Family	4.2%	2.3 %	3.5%
Relationship/Marital	2.7%	3.3 %	4.9%
Grief/Loss	1.3%	1.8 %	1.1%
Intentional Self Injury	1.0%	1.0 %	1.2%
Anger Management	0.8%	1.2 %	1.0%
Child	0.8%	0.8 %	0.5%
Medication	0.7%	0.7 %	1.2%
Danger to Others	0.5%	0.6 %	0.4%
Interpersonal Violence	0.4%	0.7 %	0.7%
Sexual Assault	0.2%	0.3 %	0.7%
Workplace Issue/Career Assistance	0.2%	0.2 %	0.4%
Other	6.6%	8.0 %	6.8%



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	July '18	June '18	July '17
Caller stabilized by counselor, and referred to community resources if appropriate	96.1%	95.3%	97.2%
Counselor made an abuse report	1.0%	0.4%	0.5%
Caller will take the person of concern to the hospital	0.1%	0.4%	0.2%
Caller agreed to go to the hospital	0.3%	0.3%	0.5%
Caller agreed to call 911 regarding immediate danger	0.2%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	0.9%	1.4%	0.7%
Counselor contacted police with caller's consent	0.3%	0.6%	0.2%
Counselor contacted police without caller's consent	1.1%	1.4%	0.4%

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 31.8% of the calls in July. The 577 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	July '18	June '18	July '17
Caller stabilized by counselor, and referred to community resources if appropriate	90.7%	87.5%	92.9%
Caller will take the person of concern to the hospital	0.2%	0.7%	0.9%
Caller agreed to go to the hospital	1.1%	1.0%	1.5%
Caller agreed to call 911 regarding immediate danger to a third party	0.5%	0.5%	0.9%
Caller conferenced to 911 due to immediate danger	3.0%	4.1%	1.9%
Counselor contacted police with caller's consent	1.1%	2.2%	0.6%
Counselor contacted police without caller's consent	3.4%	3.9%	1.3%



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 July 16.4% of crisis line callers (298 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	July '18	June '18	July '17
NMCAL Clinical calls related to Opioid Use	24	28	N/A
Warmline calls related to Opioid Use	11	9	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 8,377 calls during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	July 2018	June 2018	July 2017
Total Calls Handled	1,288	1,284	1,060
Average Call Length (all Warmline calls)	17.1 min	18.6 min	14.4 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	July '18	June '18	July '17
Caller reports feeling supported by the call	94.8%	97.7%	96.8%
Caller received referrals	1.9%	0.6%	0.4%
Caller was transferred to an NMCAL counselor	0.5%	0.4%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	2.8%	1.3%	2.8%



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	July '18	June '18	July '17
Mental Health	82.0%	94.4%	88.9%
Relationships	6.4%	2.8%	3.5%
Healthcare	3.0%	1.0%	1.9%
Family	2.8%	0.3%	1.6%
Finances	1.3%	0.2%	0.3%
Substance Use	1.1%	0.1%	0.3%
Employment/Education	1.0%	0.3%	1.4%
Housing	0.8%	0.4%	0.3%
Food/Nutrition	0.6%	0.0%	0.3%
Friends	0.4%	0.0%	0.8%
Spirituality	0.3%	0.2%	0.6%
Legal	0.2%	0.2%	0.0%
Abuse/Neglect	0.1%	0.0%	0.0%
Administrative Call	0.1%	0.0%	0.0%

NMCAL counselors work in conjunction with Warmline peer support 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.

Calls Transferred between Warmline and NMCAL	July '18	June '18	July '17
from NMCAL to Warmline	3	3	26
from Warmline to NMCAL	6	5	0

