



September 2018 New Mexico Utilization Report

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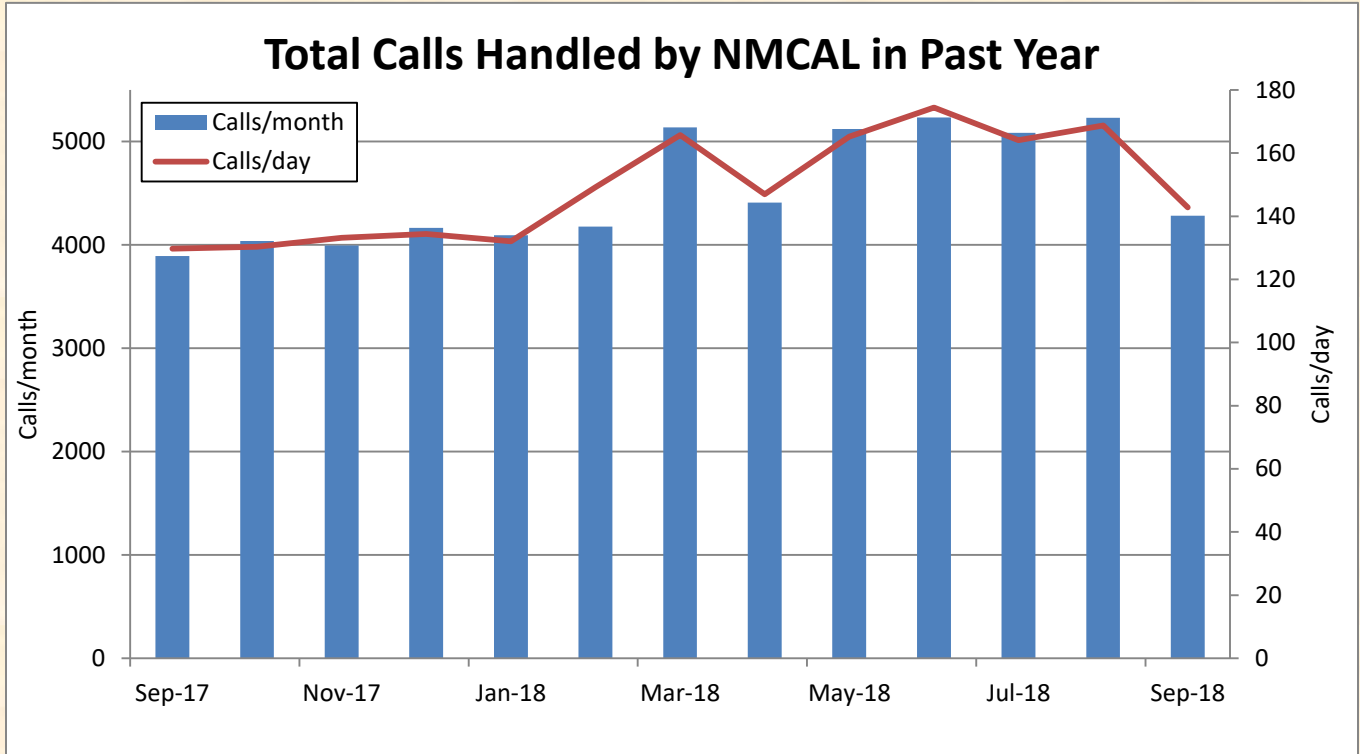
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 42,772 calls. This includes 18,848 calls on the Statewide Crisis and Access Line, 4,644 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 11,161 calls on the Peer-to-Peer Warmline, and 8,119 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Sept 2018	Aug 2018	Sept 2017
Total Statewide Crisis Line + NSPL Calls	2,451	2,856	2,214
Total Inbound Calls	1,966	2,216	1,735
Calling about Self	1,741	1,966	1,565
Calling about a Child	66	54	45
Calling about another Adult	159	196	125
Outbound Crisis Line Calls	185	223	144
Information/Referral Calls	36	239	40
Seeking information about NMCAL	9	10	17
Public Safety Calls	11	5	7
Administrative	6	18	14
Other	238	355	257
Warmline Calls	1,253	1,531	1,129
Calls Answered For Core Service Agencies	579	843	548
TOTAL CALLS ANSWERED	4,283	5,230	3,891



**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		
	Sept '18	Aug '18	Sept '17	Sept '18	Aug '18	Sept '17
Community Events	3	12	26			
NMCAL Presentations	8	5	2	690	178	356
Prevention Trainings	5	1	0	510	15	0
Community Meetings	13	13	10			
Media Encounters	2	3	41			
Media Mentions	300+	57+	158+			
TOTALS	331	91	237	1,200	193	356



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 September 2018.

Crisis Line Utilization	Sept '18	Aug '18	Sept '17
Total Calls Handled on the Crisis Line	2,451	2,856	2,214
Service Level (answered under 30 sec)	62.5%	72.9%	75.7%
Abandonment Rate	10.8%	7.7%	6.2%
Average Speed of Answer	52 sec	34 sec	28 sec
Average Call Length (Crisis Line calls)	22.4 min	23.0 min	18.6 min

Level of Care Crisis Line Calls	Sept '18	Aug '18	Sept '17
Routine	59.2%	61.8%	64.4%
Urgent	36.8%	35.0%	33.2%
Emergent	4.1%	3.3%	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		
	Sept '18	Aug '18	Sept '17		Sept '18	Aug '18	Sept '17
Bernalillo	906	1,000	613	Lea	11	10	6
Dona Ana	78	70	162	Los Alamos	11	2	2
Curry	58	110	9	Colfax	7	2	1
Sandoval	57	84	56	Lincoln	6	7	6
Santa Fe	56	85	77	Cibola	5	10	13
Torrance	38	26	6	San Miguel	5	6	7
Taos	34	92	24	Sierra	5	12	2
San Juan	26	53	131	Quay	4	0	2
Socorro	26	20	26	Roosevelt	3	1	6
Valencia	24	23	29	Catron	1	1	0
Otero	23	26	30	De Baca	1	0	1
Chaves	18	25	16	Guadalupe	1	2	0
McKinley	18	16	21	Hidalgo	1	0	2
Eddy	17	15	7	Harding	0	0	0
Grant	21	21	24	Mora	0	0	3
Rio Arriba	13	18	11	Union	0	1	0
Luna	12	12	4	(outside NM)	53	43	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.

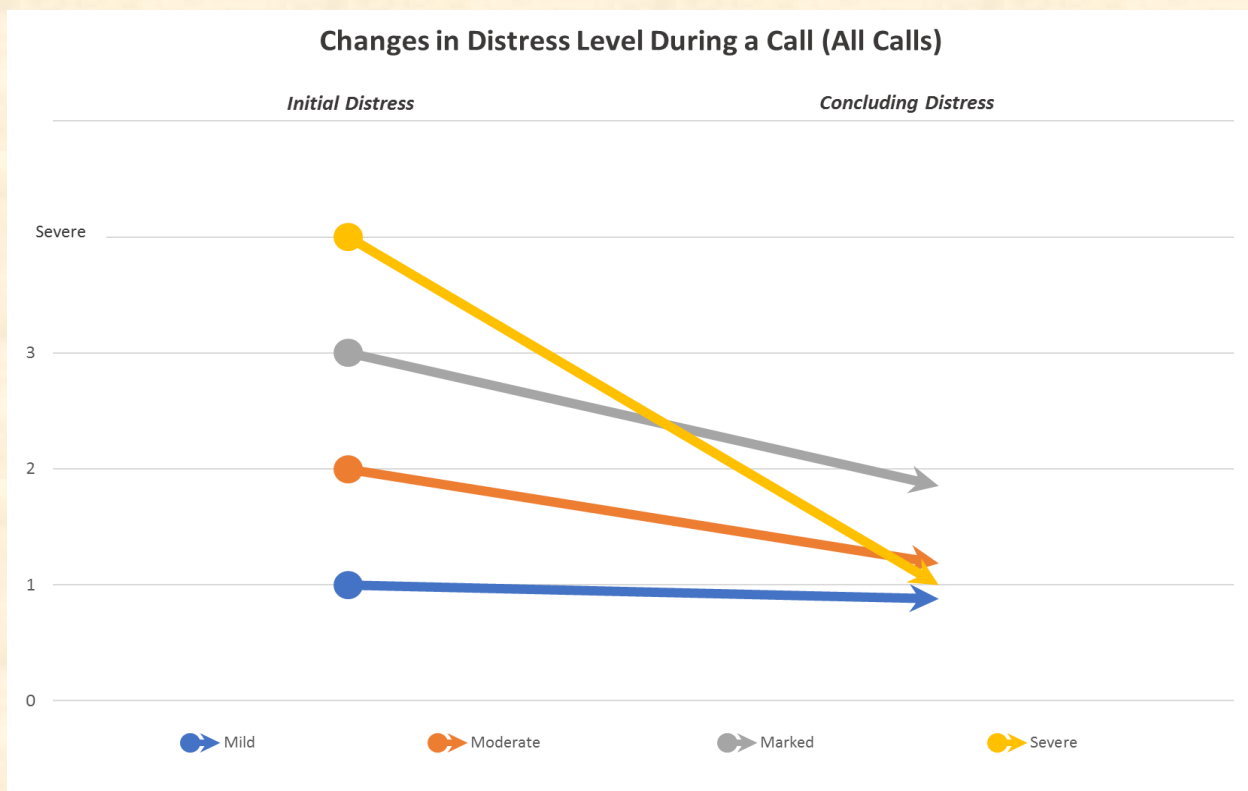
Primary Presenting Problem During Crisis Line Calls	Sept '18	Aug '18	Sept '17
Anxiety	26.7%	29.0%	23.7%
Suicide	17.9%	17.6%	17.0%
Situational Stress	15.3%	14.7%	12.7%
Depression	8.6%	11.2%	10.5%
Alcohol/Drugs	7.5%	5.9%	5.5%
Cognitive Concerns/Psychosis	4.3%	5.2%	10.7%
Relationship/Marital	2.8%	2.1%	3.7%
Family	2.7%	2.8%	2.9%
Child	2.4%	1.3%	1.2%
Grief/Loss	1.5%	1.1%	1.9%
Intentional Self Injury	1.3%	1.2%	1.2%
Interpersonal Violence	0.7%	0.6%	0.9%
Medication	0.7%	0.4%	0.9%
Danger to Others	0.5%	0.2%	0.2%
Anger Management	0.5%	0.5%	0.9%
Workplace Issue/Career Assistance	0.3%	0.2%	0.1%
Sexual Assault	0.3%	0.1%	0.1%
Other	6.3%	5.8%	6.0%



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	Sept '18	Aug '18	Sept '17
Caller stabilized by counselor, and referred to community resources if appropriate	93.9%	95.7%	95.5%
Counselor made an abuse report	1.3%	0.9%	1.2%
Caller will take the person of concern to the hospital	0.3%	0.5%	0.2%
Caller agreed to go to the hospital	0.9%	0.2%	0.4%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.5%
Caller conferenced to 911 due to immediate danger	1.5%	1.1%	1.1%
Counselor contacted police with caller's consent	0.3%	0.3%	0.5%
Counselor contacted police without caller's consent	1.5%	1.1%	0.6%

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 34.1% of the calls in September. The 517 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	Sept '18	Aug '18	Sept '17
Caller stabilized by counselor, and referred to community resources if appropriate	87.6%	91.5%	91.9%
Caller will take the person of concern to the hospital	1.0%	1.4%	0.4%
Caller agreed to go to the hospital	1.8%	0.8%	0.8%
Caller agreed to call 911 regarding immediate danger to a third party	0.6%	0.8%	0.8%
Caller conferenced to 911 due to immediate danger	4.0%	2.3%	3.0%
Counselor contacted police with caller's consent	0.8%	0.4%	1.2%
Counselor contacted police without caller's consent	4.2%	2.9%	1.8%



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 September 20.8% of crisis line callers (316 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	Sept '18	Aug '18	Sept '17
NMCAL Clinical calls related to Opioid Use	30	23	N/A
Warmline calls related to Opioid Use	16	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 11,161 calls, and 363 text conversations, during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	Sept 2018	Aug 2018	Sept 2017
Total Calls Handled	1,253	1,531	1,129
Average Call Length (all Warmline calls)	18.3 min	18.3 min	14.5 min

People 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	Sept '18	Aug '18	Sept '17
Caller reports feeling supported by the call	95.6%	97.2%	98.2%
Caller received referrals	1.6%	1.4%	0.1%
Caller was transferred to an NMCAL counselor	0.2%	0.2%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	2.6%	1.3%	1.7%

Warmline Text Message Data	Sept 2018	Aug 2018	Sept 2017
Total *Conversations	100	67	N/A

**Text Message Conversation Data outlines the total conversations peer supports engaged in with people. These numbers do not outline the break down regarding the number of text messages that were exchanged during each of those conversations.*



The Warmline answers calls and text messages for people seeking support for themselves, or someone else. Callers discuss struggles 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	Sept '18	Aug '18	Sept '17
Mental Health	88.6%	89.2%	96.0%
Relationships	3.8%	3.4%	0.8%
Healthcare	2.9%	3.1%	0.4%
Substance Use	1.0%	0.3%	0.9%
Family	0.8%	1.0%	0.7%
Housing	0.7%	0.8%	0.1%
Spirituality	0.6%	0.2%	0.0%
Finances	0.5%	0.4%	0.0%
Employment/Education	0.4%	1.0%	0.0%
Food/Nutrition	0.3%	0.1%	0.1%
Abuse/Neglect	0.1%	0.0%	0.0%
Friends	0.3%	0.3%	0.0%
Legal	0.1%	0.0%	0.0%
Administrative Call	0.1%	0.1%	0.0%

Crisis Line counselors work in conjunction with Warmline peer support specialists to ensure that callers receive the most appropriate services. There are times when calls will be transferred to, or from, the crisis line.

Calls Transferred between Warmline and NMCAL	Sept '18	Aug '18	Sept '17
from NMCAL to Warmline	16	3	10
from Warmline to NMCAL	2	2	0

