



November 2018 New Mexico Utilization Report

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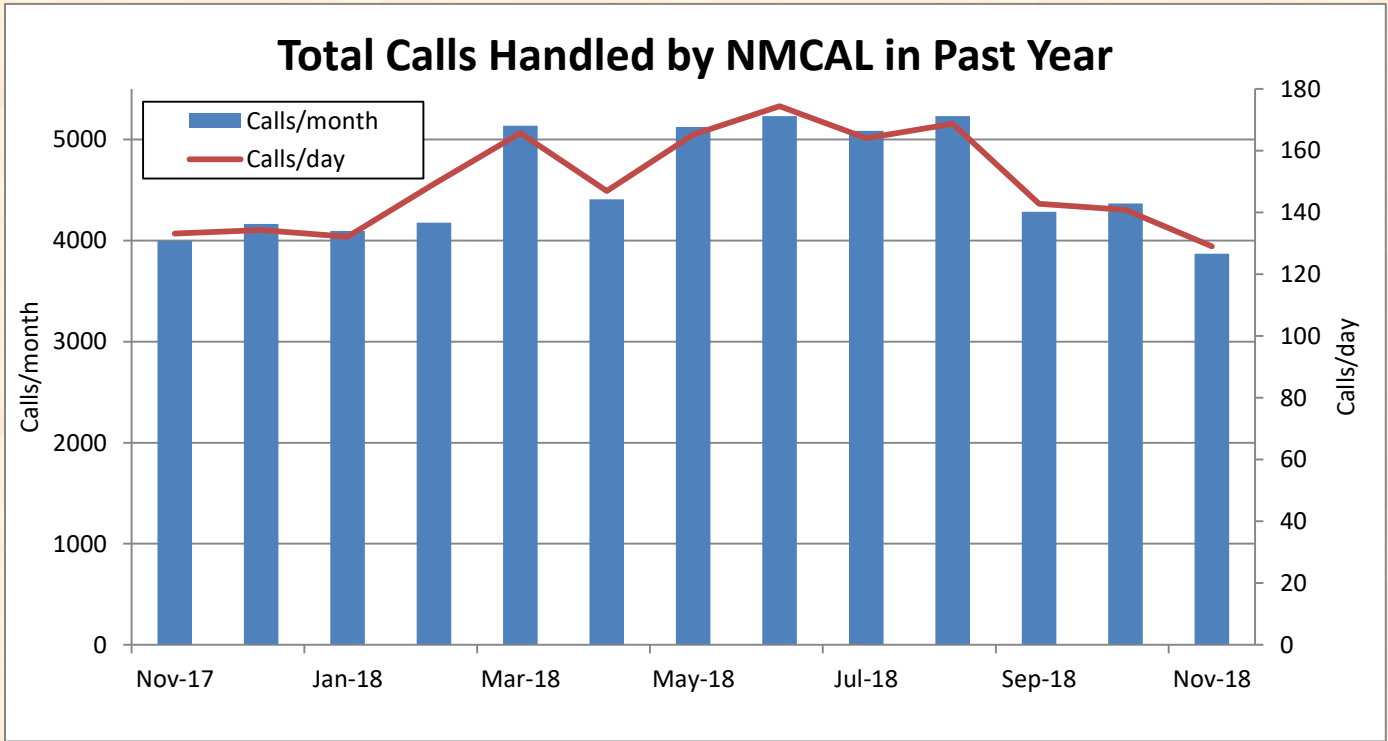
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 51,009 calls. This includes 22,434 calls on the Statewide Crisis and Access Line, 5,693 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 13,164 calls on the Peer-to-Peer Warmline, and 9,352 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Nov 2018	Oct 2018	Nov 2017
Total Statewide Crisis Line + NSPL Calls	2,175	2,460	2,221
Total Inbound Calls	1,754	2,019	1,748
Calling about Self	1,601	1,846	1,583
Calling about a Child	31	36	41
Calling about another Adult	122	137	124
Outbound Crisis Line Calls	164	164	79
Information/Referral Calls	25	43	21
Seeking information about NMCAL	96	9	18
Public Safety Calls	8	5	4
Administrative	8	6	9
Other	210	214	342
Warmline Calls	1,031	1,338	1,115
Calls Answered For Core Service Agencies	665	568	660
TOTAL CALLS ANSWERED	3,871	4,366	3,996



**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		
	Nov '18	Oct '18	Nov '17	Nov '18	Oct '18	Nov '17
Community Events	14	5	13			
NMCAL Presentations	15	11	9	2,106	1,224	1,369
Prevention Trainings	19	10	8	2,355	1,189	1,278
Community Meetings	20	7	31			
Media Encounters	1	1	5			
Media Mentions	59+	125+	226+			
TOTALS	128	159	292	4,461	2,143	2,647



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 November 2018.

Crisis Line Utilization	Nov '18	Oct '18	Nov '17
Total Calls Handled on the Crisis Line	2,175	2,460	2,221
Service Level (answered under 30 sec)	75.5%	57.4%	91.2%
Abandonment Rate	5.2%	12.1%	1.4%
Average Speed of Answer	34 sec	66 sec	14 sec
Average Call Length (Crisis Line calls)	19.9 min	20.6 min	15.3 min

Level of Care Crisis Line Calls	Nov '18	Oct '18	Nov '17
Routine	60.4%	63.1%	69.1%
Urgent	35.7%	33.2%	29.5%
Emergent	3.8%	3.7%	1.4%



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		
	Nov '18	Oct '18	Nov '17		Nov '18	Oct '18	Nov '17
Bernalillo	692	888	553	Eddy	5	10	9
Dona Ana	137	82	157	Sierra	5	8	1
Santa Fe	55	51	53	Cibola	3	4	5
Taos	50	54	56	Lea	3	4	6
Sandoval	33	54	43	Lincoln	3	11	2
Socorro	28	18	12	Los Alamos	3	5	2
Otero	24	18	16	Quay	3	2	2
Valencia	24	43	28	Roosevelt	3	7	3
Torrance	23	26	8	Colfax	2	2	3
San Juan	20	32	151	Guadalupe	2	1	0
Chaves	17	16	32	De Baca	1	0	0
Curry	11	13	8	Union	1	1	0
McKinley	10	24	14	Catron	0	1	0
Grant	9	23	23	Harding	0	0	0
Rio Arriba	9	22	11	Mora	0	0	1
San Miguel	7	11	5	Hidalgo	0	0	0
Luna	6	18	7	(outside NM)	33	41	30



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.

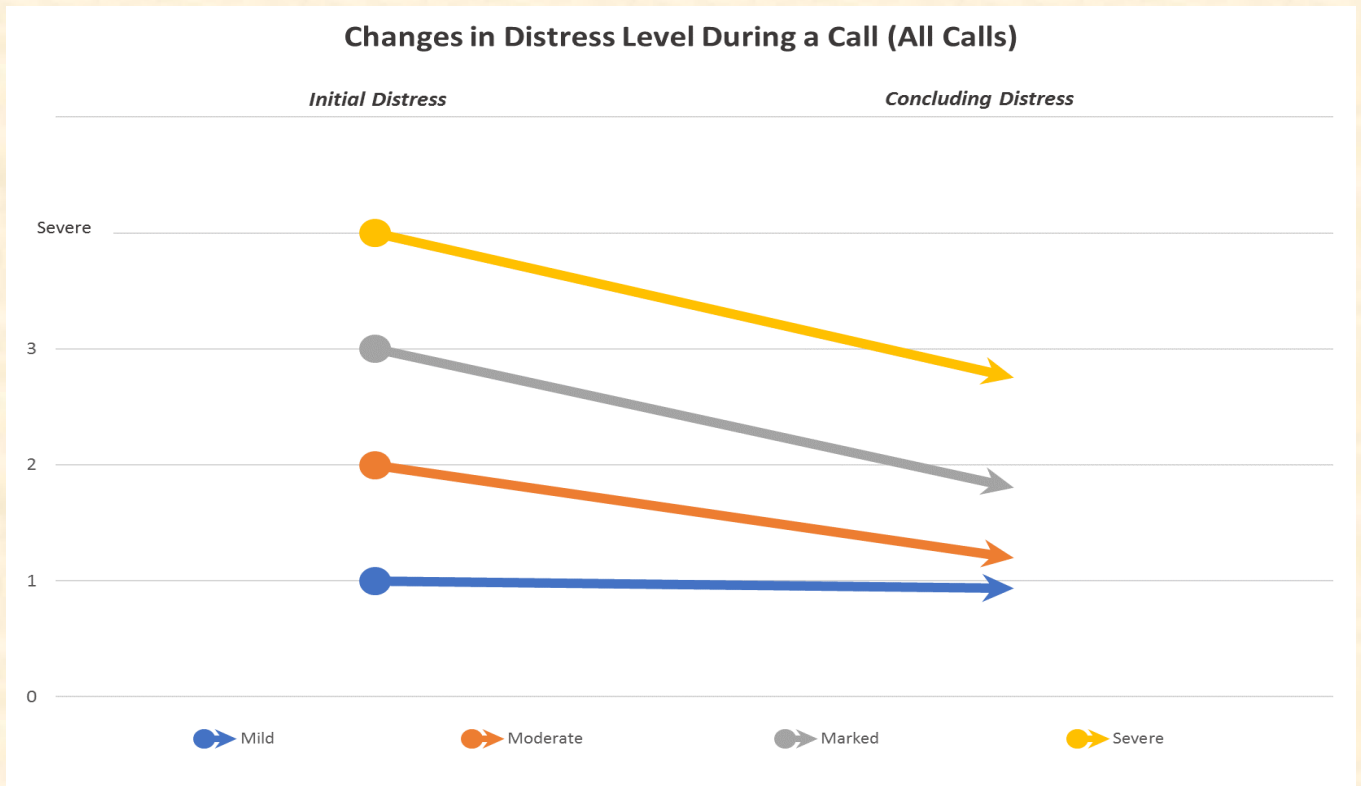
Primary Presenting Problem During Crisis Line Calls	Nov '18	Oct '18	Nov '17
Anxiety	25.5%	36.9%	21.8%
Suicide	20.0%	24.9%	14.4%
Situational Stress	16.6%	22.6%	16.7%
Depression	10.9%	15.1%	11.2%
Alcohol/Drugs	6.5%	8.3%	4.8%
Cognitive Concerns/Psychosis	3.5%	5.5%	11.9%
Relationship/Marital	3.4%	4.0%	2.6%
Family	3.4%	3.5%	2.2%
Intentional Self Injury	0.9%	2.1%	1.4%
Child	0.9%	1.2%	0.8%
Grief/Loss	0.9%	1.0%	1.7%
Anger Management	0.6%	1.8%	0.8%
Danger to Others	0.5%	0.4%	0.5%
Medication	0.4%	0.4%	1.4%
Interpersonal Violence	0.3%	0.4%	0.5%
Sexual Assault	0.2%	0.4%	0.4%
Workplace Issue/Career Assistance	0.2%	0.5%	0.1%
Other	5.0%	7.9%	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	Nov '18	Oct '18	Nov '17
Caller stabilized by counselor, and referred to community resources if appropriate	94.5%	95.4%	97.2%
Counselor made an abuse report	1.1%	0.5%	0.8%
Caller will take the person of concern to the hospital	0.3%	0.3%	0.1%
Caller agreed to go to the hospital	0.1%	0.3%	0.2%
Caller agreed to call 911 regarding immediate danger	0.5%	0.2%	0.2%
Caller conferenced to 911 due to immediate danger	1.6%	1.6%	0.7%
Counselor contacted police with caller's consent	0.6%	0.6%	0.4%
Counselor contacted police without caller's consent	1.2%	1.1%	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 30.6% of the calls in November. The 432 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	Nov '18	Oct '18	Nov '17
Caller stabilized by counselor, and referred to community resources if appropriate	88.3%	87.9%	93.6%
Caller will take the person of concern to the hospital	1.0%	1.1%	0.4%
Caller agreed to go to the hospital	0.2%	0.9%	0.4%
Caller agreed to call 911 regarding immediate danger to a third party	1.0%	0.7%	0.7%
Caller conferenced to 911 due to immediate danger	3.8%	5.1%	2.2%
Counselor contacted police with caller's consent	1.9%	1.5%	1.3%
Counselor contacted police without caller's consent	3.8%	2.9%	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 November 16.9% of crisis line callers (238 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	Nov '18	Oct '18	Nov '17
NMCAL Clinical calls related to Opioid Use	27	38	31
Warmline calls related to Opioid Use	8	14	6



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 13,520 calls, and 755 text conversations, during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	Nov 2018	Oct 2018	Nov 2017
Total Calls Handled	1,031	1,338	1,115
Average Call Length (all Warmline calls)	17.0 min	16.6 min	11.9 min

Outcome of Warmline Calls	Nov '18	Oct '18	Nov '17
Caller reports feeling supported by the call	98.0%	96.1%	98.3%
Caller received referrals	0.9%	1.5%	0.4%
Caller was transferred to an NMCAL counselor	0.2%	0.7%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.1%
Other/None of the Above	0.9%	1.7%	1.2%

Warmline Text Message Data	Nov 2018	Oct 2018	Nov 2017
Total *Conversations	179	213	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	Nov '18	Oct '18	Nov '17
Mental Health	88.3%	88.9%	96.7%
Relationships	4.2%	4.6%	0.9%
Healthcare	2.3%	2.5%	0.6%
Family	0.9%	0.6%	0.5%
Housing	0.8%	0.7%	0.1%
Employment/Education	0.8%	0.7%	0.2%
Spirituality	0.6%	0.4%	0.0%
Substance Use	0.5%	0.4%	0.6%
Finances	0.5%	0.2%	0.1%
Food/Nutrition	0.5%	0.2%	0.1%
Legal	0.4%	0.3%	0.1%
Friends	0.1%	0.4%	0.3%
Abuse/Neglect	0.1%	0.2%	0.0%
Administrative Call	0.0%	0.0%	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	Nov '18	Oct '18	Nov '17
from NMCAL to Warmline	7	0	2
from Warmline to NMCAL	2	8	0

