

New Mexico Crisis and Access Line & Peer to Peer Warmline: 2018 Annual Report

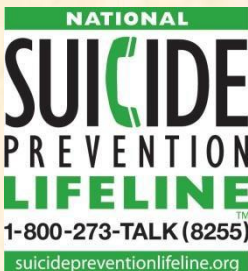


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The following tables and charts provide information regarding the Department of Human Services, Behavioral Health Services Division (BHSD) programs that are delivered through contract with ProtoCall Services, Inc. for the 2018 calendar year (from January 2018 through December 2018).





Overview

New Mexico Crisis and Access Line & Peer to Peer Warmline

From inception of the New Mexico Crisis and Access Line (NMCAL) program in February of 2013 through December 2018, there have been a total of 177,072 calls and 918 text messages handled.

Of the 177,072 calls NMCAL handled: 83,960 calls on the Statewide Crisis and Access Line, 17,608 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), and 36,833 after-hours calls were answered for New Mexico Behavioral Health Core Service Agencies (CSA's) and other Behavioral Health Services Division (BHSD) approved agencies under separate contracts. On the Peer-to-Peer Warmline 38,671 calls have been handled since it launched in August 2015, and 918 text messages have been handled since January 2018.

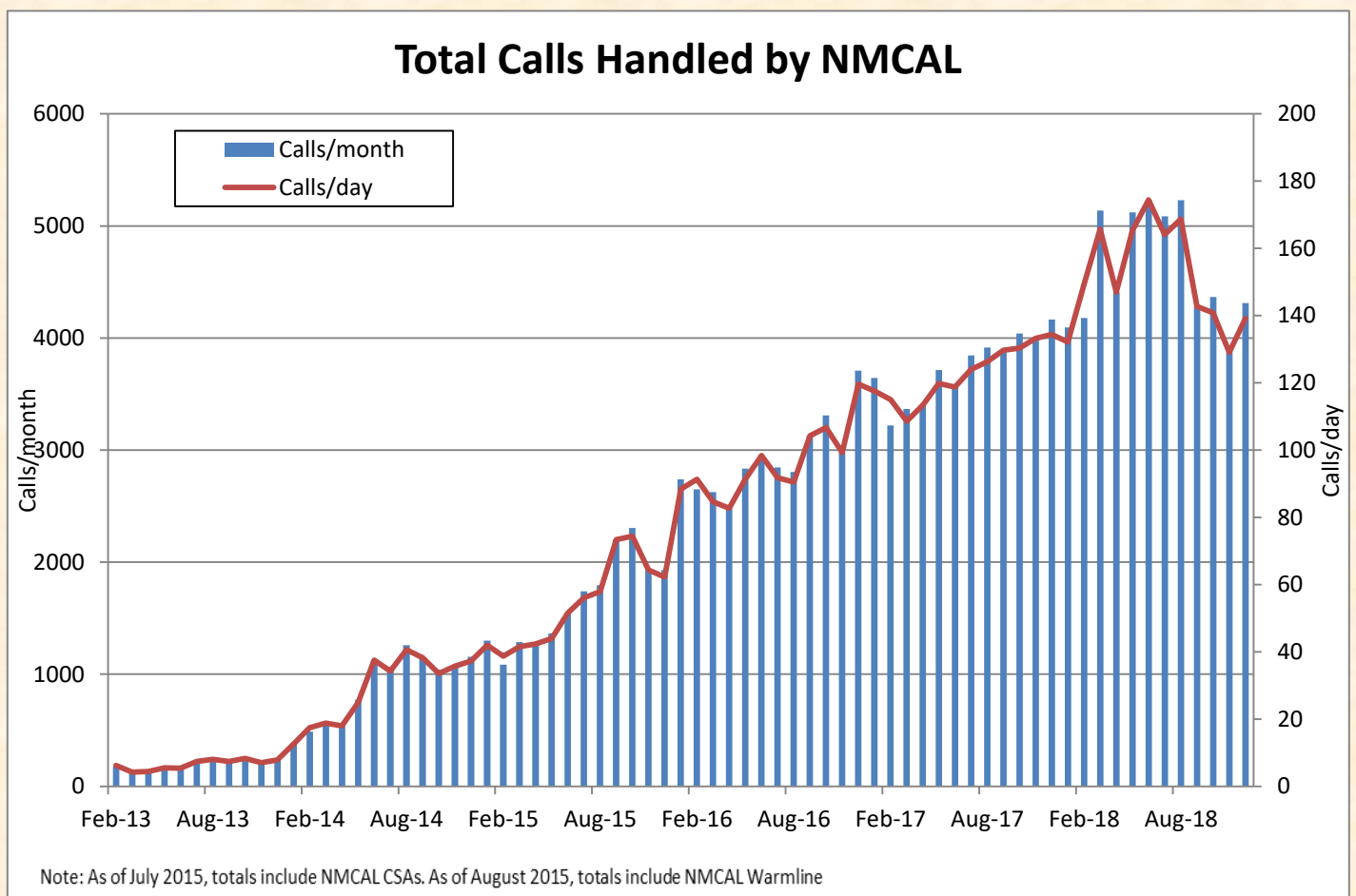
Calls Answered by Type	2018	2017	2016
Total Statewide Crisis and Access Line + NSPL	30,473	24,271	16,666
Total Inbound Calls	23,618	19,110	13,171
Calling about Self	21,305	17,293	11,557
Calling about a Child	511	394	343
Calling about another Adult	1,802	1,423	1,271
Outbound Calls	2,099	1,356	1,308
Information/Referral Calls	391	389	643
Seeking information about NMCAL	119	167	280
Public Safety/Law Enforcement Calls	48	78	111
Administrative	125	155	141
Other	4,073	10,869	1,012
Warmline Calls	14,734	12,629	9,410
Warmline Text Message Conversations	918	N/A	N/A
Calls Answered For Core Service Agencies	10,114	7,853	8,974
TOTAL CALLS ANSWERED for NEW MEXICO	55,321	44,753	35,050



CALL VOLUME

Helplines nationwide have been experiencing an increase in calls for the last several years. This increased call volume is attributed to multiple factors including, but not limited to: a rise in suicide rates; society openly talking about mental health; media campaigns increasing awareness on resources, recovery, and resiliency; communities striving to reduce stigmas about mental health; and people promoting resources where support can be found.

During 2018 there were several local and national campaigns that created increased awareness on suicide, mental health, and substance use. These campaigns promote the use of helplines for support. The New Mexico Crisis and Access Line and Peer to Peer Warmline are proud to be one of the first points of contact that New Mexicans are reaching out to for support.



CRISIS LINE UTILIZATION

The following tables and charts provide information about crisis line calls handled by professional mental health care associates and clinical counselors on New Mexico Crisis and Access Line & National Suicide Prevention Lifeline.

Crisis Line Utilization	2018	2017	2016
Total Calls Handled on the Crisis Line	30,473	24,271	16,666
Service Level (answered under 30 sec)	83.0%	83.8%	87.5%
Abandonment Rate	4.5%	3.7%	2.7%
Average Speed of Answer	22.8 sec	19.5 sec	16.3 sec
Average Call Length (Crisis Line calls)	18.8 min	17.0 min	16.6 min

NMCAL supports people experiencing any mental health concern.

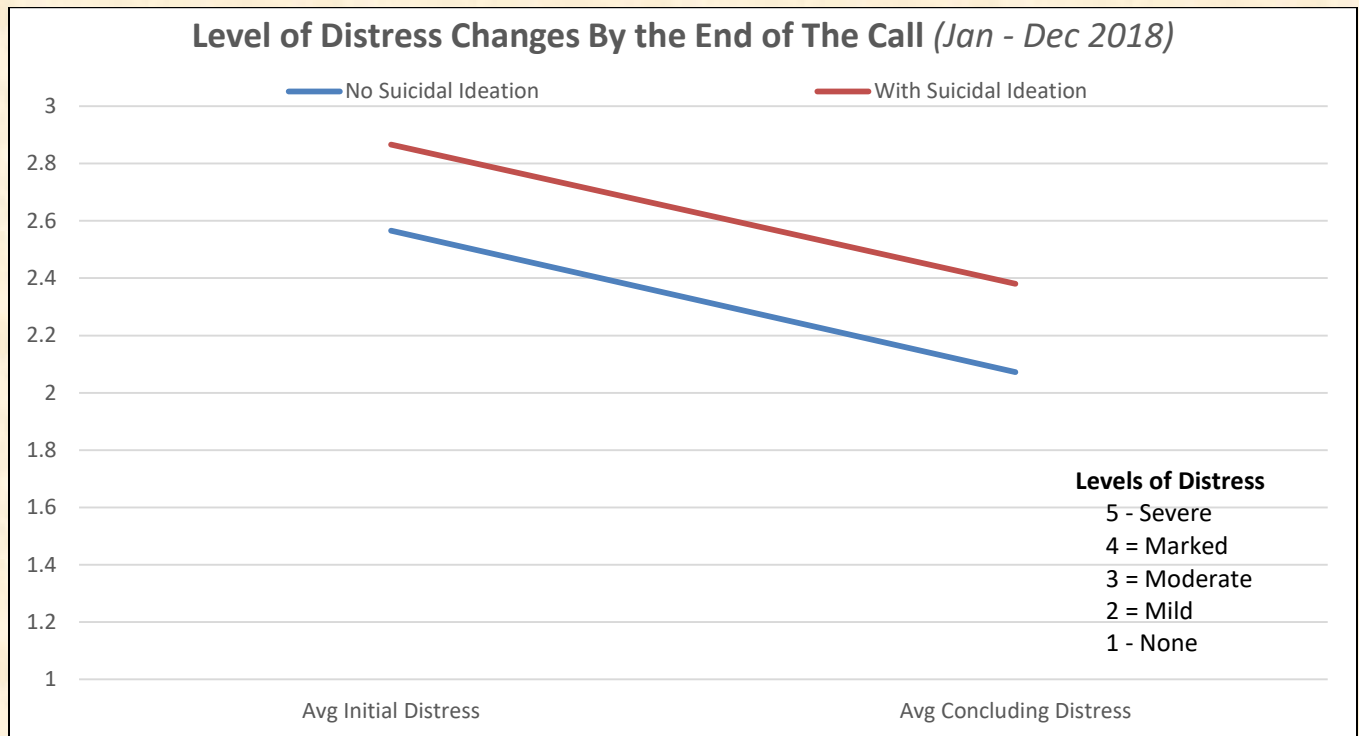
Primary Presenting Problem during Crisis Line Calls						
	2018		2017		2016	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Anxiety	5,148	26.1%	4,367	24.5%	3,526	28.4%
Suicide	3,372	17.1%	2,596	14.6%	1,881	15.1%
Situational Stress	3,065	15.5%	2,633	14.8%	1,251	10.1%
Depression	1,816	9.2%	1,810	10.2%	1,140	9.2%
Cognitive Concerns or Psychosis	1,345	6.8%	1,520	8.5%	409	3.3%
Alcohol/Drugs	1,162	5.9%	967	5.4%	818	6.6%
Relationship or Marital	601	3.0%	601	3.4%	600	4.8%
Family	517	2.6%	576	3.2%	629	5.1%
Grief or Loss	279	1.4%	325	1.8%	211	1.8%
Intentional Self-Injury	222	1.1%	243	1.4%	243	1.7%
Child	209	1.1%	170	1.0%	131	1.1%



Primary Presenting Problem during Crisis Line Calls *(continued)*

	2018		2017		2016	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Medication	160	0.8%	187	1.0%	116	0.9%
Anger Management	146	0.7%	221	1.2%	210	1.7%
Interpersonal Violence	114	0.6%	99	0.6%	124	1.0%
Danger to Others	94	0.5%	59	0.3%	78	0.6%
Workplace Issue	50	0.3%	33	0.2%	17	0.1%
Sexual Assault	47	0.2%	59	0.3%	27	0.2%
Other	1,370	6.9%	1,357	7.6%	1,171	9.4%

The Crisis and Access Line rates the initial and concluding level of distress on every crisis line call. 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.



During a call, the callers current situation is assessed and evaluated. The crisis line determines how the caller can be supported through the call, and decides if the matter can be resolved on that call, or if a higher level of response is necessary. For nearly 97% of crisis line calls, the immediate situation was resolved through supportive telephone counseling.

Level of Care for Crisis Line Calls						
	2018		2017		2016	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Routine	13,010	64.6%	11,780	66.2%	7,777	64.2%
Urgent	6,478	32.2%	5,649	31.7%	4,377	33.0%
Emergent	640	3.2%	377	2.1%	370	2.8%

NMCAL is here to hear people in the moment they need to talk. Serving as an initial point of contact for people seeking support for themselves, or someone they know, when they are experiencing concerns related to mental health and/or substance use. Addressing both immediate and non-imminent safety concerns people face by offering: crisis intervention, suicide risk assessments, safety planning, conflict management, and a variety of other behavioral health emergency and non-emergency services. Striving to help individuals and families in developing plans of action that promote problem-solving and positive choices, in the least restrictive way possible. Assisting people with referrals to services and programs in the community.

Clinical Disposition of All Crisis Line Calls						
	2018		2017		2016	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Caller stabilized by crisis line, referred to community resources	18,721	95.6%	17,178	96.7%	12,007	95.9%
Crisis line made a report of abuse to CPS or APS	142	0.7%	105	0.6%	65	0.5%
Caller agreed to go to the hospital	79	0.4%	47	0.3%	54	0.4%



Disposition at the End of the Call, for All Crisis Line Calls *(continued)*

	2018		2017		2016	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Caller agreed to take person of concern to the hospital	55	0.3%	41	0.2%	52	0.4%
Caller identified that they would call 911 regarding immediate danger to person of concern	47	0.2%	55	0.3%	60	0.5%
Due to immediate danger, Caller was conferenced into 911 by crisis line	236	1.2%	143	0.8%	127	1.0%
Crisis line contacted police with caller's consent	80	0.4%	51	0.3%	39	0.3%
Crisis line contacted police without caller's consent	216	1.1%	140	0.8%	119	1.0%

CALLS CONCERNING THOUGHTS OF SUICIDE

While suicide is not always the presenting issue during a call, when suicide is discussed, NMCAL looks closely at the outcome of the calls where concerns regarding suicide were discussed.

Conversations involving thoughts of suicide were reported on 29.1% of crisis line calls answered between January and December of 2018 with 5,760 crisis line callers reported concerns regarding suicide, either for themselves, or for another person of concern. Of those calls, 89.2% of the callers were supported through the dialogue on the crisis line phone call; without the need to involve police, a hospital, or another more restrictive option.



Disposition at the End of the Call, for Crisis Line Calls Involving Suicide

	2018		2017		2016	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Caller stabilized by crisis line, referred to community resources	5,011	89.2%	4,574	92.4%	3,540	91.0%
Caller agreed to go to the hospital	66	1.2%	33	0.7%	40	1.0%
Caller agreed to take person of concern to the hospital	41	0.7%	31	0.6%	37	1.0%
Caller identified that they would call 911 regarding immediate danger to person of concern	38	0.7%	40	0.8%	41	1.1%
Due to immediate danger, Caller was conferenced into 911 by crisis line	201	3.6%	112	2.3%	101	2.6%
Crisis line contacted police with caller's consent	68	1.2%	39	0.8%	30	0.8%
Crisis line contacted police without caller's consent	190	3.4%	120	2.4%	99	2.5%

CALLS INVOLVING SUBSTANCE USE

NMCAL is here to support people experiencing any sort of mental health, suicide, or substance use concern. Concerns related to mental health often co-occur with substance use. In 2018 concerns related to drug and/or alcohol use were identified on 3,705 calls (18.7%) of the crisis line calls.



Opioid Use Disorders

The misuse of prescription pain relievers containing opioids and illicit drugs such as heroin is a serious and challenging public health concern. BHSD was awarded a SAMHSA State Targeted Response to the Opioid Crisis Grant (Opioid-STR) in 2017. The Opioid-STR grant program helps New Mexico expand prevention, treatment and recovery support services for individuals with an opioid use disorder (OUD) by increasing access to treatment, reducing unmet treatment need, and reducing opioid overdose related deaths through the provision of prevention, treatment and recovery activities for opioid use disorder (OUD) (including prescription opioids, as well as illicit drugs such as heroin). NMCAL supports the BHSD grant program in addressing the opioid crisis, by reporting the number of callers that reported opioids to be a primary reason related to their call.

Calls Related to Opioid Use	2018	2017	2016
NMCAL Clinical calls related to Opioid Use	429	33	N/A
Warmline calls related to Opioid Use	113	13	N/A

Note: NMCAL and the Warmline began tracking the calls related to OUD in November of 2017

CALLER DEMOGRAPHIC INFORMATION

Crisis and Access Line

The following tables summarize the descriptive demographic information gathered from 34% of crisis line callers. All demographic information reported is based on a caller's choice to self-report. This data is not externally verified.

It is important to note that demographic information is not gathered on all calls because callers may decline providing information, or not know how to answer. There are also some calls that occur where the crisis line may not ask the question, due to the nature of the call.

Like most crisis lines, NMCAL has a small number of callers who contact the crisis line frequently, and generally talk for only a minute or two. This brief contact with the crisis line often offers the support these community members need to maintain their recovery and resiliency, support them in staying healthy, and offer them strength to live independently within their communities.



The average caller contacted NMCAL twice. 13% of the total calls are identifiably unique callers. To control for this small number of callers, data is presented for both total calls, and for individual callers (aka: identifiably unique callers).

**NOTE: Some 2017 demographic data is unavailable due to technology changes made in March 2017.*

NMCAL supports people in every county in New Mexico

County of Residence	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
Bernalillo	10,524	6,482	5,917	3,239	2,404	2,272
Dona Ana	1,141	1,993	3,164	407	308	307
Santa Fe	893	593	748	520	403	476
San Juan	815	1,450	140	182	124	92
Curry	812	107	96	79	63	52
Sandoval	741	528	532	464	320	333
Taos	584	391	126	125	74	90
Valencia	375	324	427	221	152	163
Otero	352	303	421	169	127	139
Chaves	338	277	371	146	108	123
Socorro	311	152	114	61	39	34
Grant	301	271	104	93	69	53
Torrance	251	51	87	64	35	30
McKinley	200	164	164	141	100	85
Rio Arriba	166	120	159	138	84	111
Eddy	156	94	91	84	69	69
Luna	138	65	39	48	30	26
Sierra	118	71	51	38	25	25
Cibola	103	78	45	53	33	29
San Miguel	100	66	79	80	44	55
Lea	84	77	132	73	18	61
Lincoln	66	52	99	43	38	45
Los Alamos	48	30	42	30	25	35



County of Residence (continued)	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
Roosevelt	42	21	67	35	10	16
Colfax	21	13	22	19	9	20
Quay	17	9	22	13	7	16
Guadalupe	13	9	4	12	7	4
Union	7	2	2	4	2	2
Hidalgo	6	5	9	6	4	7
Catron	5	4	19	4	2	7
De Baca	4	4	2	4	1	2
Mora	4	8	3	3	3	3
Harding	1	1	3	1	1	2
outside NM	484	391	483	366	242	200
Total	18,951	14,206	13,784	6,965	4,980	4,984

NMCAL is Accessible

- Available for any New Mexican to utilize regardless of gender, age, culture, diagnosis, disability, trauma, literacy level, socio-economic status, or insured status
- Non-English speaking callers can access support through a language interpretation service provider
- Speech and/or hearing impaired callers can access support through TTY and Relay services

Primary Language	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
English	90%	95%	94%	91%	93%	92%
Eng/Span Bilingual	3%	2%	5%	3%	3%	5%
Spanish	0%	1%	1%	1%	1%	2%
Other	7%	2%	0%	5%	3%	1%



Gender of Caller	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
Male	39%	47%	36%	47%	53%	47%
Female	60%	53%	63%	52%	46%	52%
Other	0.5%	0.4%	1.2%	0.9%	0.9%	0.8%

Age of Caller	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
Under 18	6%	4%	4%	15%	12%	11%
18-24	24%	16%	9%	18%	19%	16%
25-34	37%	31%	37%	25%	23%	24%
35-44	11%	12%	14%	17%	16%	17%
45-54	10%	17%	19%	11%	14%	14%
55-64	8%	18%	13%	9%	10%	11%
65+	3%	3%	3%	5%	6%	5%

Callers Race/Ethnicity	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
White/Caucasian	44%	49%	67%	40%	40%	40%
Hispanic	28%	21%	25%	42%	40%	45%
American Indian or Alaskan Native	4%	5%	5%	8%	8%	7%
Black or African American	2%	2%	1%	3%	3%	3%
Asian	4%	2%	0%	1%	1%	1%
Multiracial	2%	8%	1%	3%	4%	4%
Other	13.2%	13%	0.6%	3.8%	3%	1.1%



Callers Housing Status	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
Has permanent housing	86%	86%	90%	77%	79%	77%
Has temporary housing	7%	7%	6%	14%	12%	13%
Houseless	6%	6%	0.8%	8%	8%	2%
Resides in a residential facility	0.6%	0.8%	4%	1%	1%	9%

Callers Reported Health Insurance	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
Medicaid	66%	59%	68%	48%	51%	49%
Insured, type unknown	4%	4%	8%	8%	7%	24%
Other insurance	23%	8%	16%	29%	28%	17%
No insurance	7%	9%	9%	15%	14%	11%

Callers Reported Treatment Plan	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
In Treatment	54%	55%	66%	38%	37%	39%
Not in Treatment	46%	45%	34%	62%	63%	61%



Individual Callers	No			Yes		
	2018	2017	2016	2018	2017	2016
Insured and in Treatment	62%	66%	42%	38%	34%	58%
Uninsured and in Treatment	84%	16%	15%	16%	84%	85%
Housed and in Treatment	64%	41%	59%	36%	59%	41%
Houseless and in Treatment	79%	80%	69%	21%	20%	31%
Housed and Insured	13%	95%	10%	87%	5%	90%
Houseless And Insured	18%	29%	20%	82%	71%	80%

How did you hear about NMCAL?	Total Calls			Individual Callers		
	2018	2017	2016	2018	2017	2016
Internet	17%	18%	13%	24%	24%	26%
Counselor/Therapist	9%	15%	42%	7%	10%	14%
Other Crisis Line or Warmline	8%	7%	11%	9%	7%	9%
Family or Friend	7%	7%	6%	9%	9%	9%
Medical or Behavioral Health Facility	7%	5%	9%	9%	8%	13%
Governmental Public Service Agency	4%	2%	4%	6%	3%	7%
Public Awareness Materials	2%	3%	2%	2%	3%	3%
Media	2%	1%	1%	3%	2%	2%
Support Group	0%	1%	4%	0%	1%	1%
Other Resource	43%	41%	7%	30%	33%	13%



NMCAL is proud to manage an integrated program where callers have a choice to talk to a crisis line care associate, crisis line clinical specialist, crisis line counselor, or a warmline peer support specialist. While some callers engage with either the crisis line or the warmline, there are some callers that engage with both programs on a regular basis. BHSD and NMCAL believe it is important to offer choice which will allow New Mexicans to meet their individual recovery and resiliency goals utilizing the resource they feel works best for them, in the moment they need someone to talk to. Warmline peers work side by side with the NMCAL crisis line staff, to ensure that callers have access to the most appropriate support to support them with their mental health and/or substance use concern. To facilitate this, calls will sometimes be transferred to/from the NMCAL crisis line.

Calls Transferred between Warmline and NMCAL						
	2018		2017		2016	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
from NMCAL to Warmline	90	0.4%	143	0.7%	103	1.09%
from Warmline to NMCAL	48	0.3%	42	0.3%	73	0.78%

PEER SUPPORT CALL INFORMATION

Peer to Peer Warmline

The Peer-to-Peer Warmline has handled a total of 38,671 calls during Warmline operating call hours (3:30pm to 11:30pm MT) since its inception in August of 2015; and the texting program has handled 918 text messages during text program operating hours (6:00pm – 11:00pm MT) since January of 2018. The following tables provide information about calls handled by certified peer support specialists on the Warmline.

Warmline Utilization	2018	2017	2016
Total Warmline Calls Handled	14,734	12,629	9,410
Average Call Length, Warmline Calls	17.1 min	14.9 min	15.5 min



Text Conversations

	2018	2017	2016
Total Text *Conversations	918	N/A	N/A

**Texting data does not outline the number of text messages that were exchanged during each conversation, but rather the number of unique individual people that have texted*

Warmline Primary Presenting Problems

	2018		2017		2016	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Mental Health	11,566	78.5%	10,441	82.7%	5,242	61.3%
Relationships	489	3.3%	281	2.2%	865	10.1%
Healthcare	247	1.7%	243	1.9%	636	7.4%
Family	160	1.1%	152	1.2%	477	5.6%
Employment	79	0.5%	42	0.3%	169	2.0%
Education	78	0.5%	74	0.6%	237	2.8%
Housing	64	0.4%	23	0.2%	110	1.3%
Finances	60	0.4%	109	0.9%	183	2.1%
Substance Use	44	0.3%	57	0.5%	254	3.0%
Spirituality	43	0.3%	42	0.3%	97	1.1%
Friendships	22	0.1%	23	0.2%	94	1.1%
Food/Nutrition	21	0.1%	39	0.6%	140	1.6%
Legal	6	0.0%	9	0.1%	20	0.2%
Abuse/Neglect	15	0.1%	12	0.1%	28	0.3%
Administrative Call						

Outcome of Warmline Calls

	2018		2017		2016	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Supported by the call	12,950	87.9%	11,653	92.2%	8,685	92.3%
Received referrals	134	0.9%	56	0.4%	127	1.3%
Transferred to NMCAL	48	0.3%	42	0.3%	73	0.8%
Emergency call made	1	0.0%	11	0.1%	0	0.0%
Other	226	1.5%	234	1.9%	518	5.5%



COMMUNITY OUTREACH AND ENGAGEMENT

PUBLIC AWARENESS

MEDIA MENTIONS and ENCOUNTERS: The following chart represents the number of times where NMCAL can verify it has been mentioned in the media as a result of an interview, a published or broadcasted media story, and/or through the public awareness campaign. While NMCAL monitors news feeds closely, it is assumed that this number is underrepresented.

Media Mentions and Encounters	2018	2017	2016
Newspapers Interviews	15	31	0
Newspaper Mentions (print and online)	~ 423+	~ 519+	~ 167+
Radio Interviews	3	18	3
Radio Mentions	~ 140+	~ 151+	~ 773+
Television Appearances	5	3	6
Television Interviews	3	6	5
Television Mentions	~ 158+	~ 392+	~ 686+
Online Media Encounters	~ 79+	~ 115+	~ 52+
Other Media Encounters	~ 57+	~ 70+	~ 99+
Total Mentions and Encounters	~ 883+	~ 1,306+	~ 1,797+

PROGRAM AWARENESS and COMMUNITY PREVENTION TRAININGS: NMCAL is a leader in offering mental health and suicide prevention awareness and trainings to adults and youth in communities throughout New Mexico. Providing these trainings assist people in recognizing the signs and symptoms of mental health, substance use, suicide, and the resources (such as NMCAL and the Warmline) that are available to connect with.

Through these trainings NMCAL is helping people to imagine a world where no one died by suicide... a world where there is hope and help for everyone experiencing unbearable emotional or psyche pain... a world where the stigmas associated with addiction and other self-harming behaviors did not prevent people from seeking support.



Awareness and Training Events

Delivered by NMCAL Staff	Total Trainings			Total Participants		
	2018	2017	2016	2018	2017	2016
NMCAL Presentations	104	64	78	6,666	3,884	1,827
Mental Health First Aid	18	16	27	489	541	693
QPR Suicide Prevention	43	30	7	4,466	1,772	343
Opioid Use Disorder	14	1	1	282	10	10
Managing Chronic Disease	0	1	2	0	49	40
Peer Support Certification	1	1	N/A	35	30	N/A
Totals	180	113	114	11,938	6,286	2,903

COMMUNITY INVOLVEMENT: NMCAL staff are regular participants in multiple city, county, state, and community meetings, conferences, summits, exhibits, workshops, trainings, health fairs, and various other awareness events throughout the state; to create awareness that the New Mexico Crisis and Access Line and Peer to Peer Warmline offer a place where people can find someone here to hear them when they need to talk about the things that may drive them, or someone they know, to consider doing something harmful to themselves.

Community Events	2018	2017	2016
Conferences	32	33	14
Summits	29	22	6
Health Fairs	19	48	10
Resource Fairs	9	27	8
Career/Job Fair	2	9	2
Advocacy and Awareness Events	14	61	16
Advocacy and Awareness Walks/Runs	10	8	4
Town Hall Meetings	8	3	3
Governance Meetings	3	9	2



Community Events <i>(continued)</i>	2018	2017	2016
Community Based Public Trainings	30	91	9
Legislative Events	22	15	5
Special Events	3	2	2
Other Community Events and Meetings	195	25	4
Total Community Events Attended	376	353	88

PUBLIC AWARENESS MATERIALS: NMCAL distributes public awareness materials to the community, to increase awareness that NMCAL is here 24 hours a day, 7 days a week, 365 days a year to call and access support for a personal reason, or to learn how to help someone else.

Public Awareness Materials Distributed	English			Spanish		
	2018	2017	2016	2018	2017	2016
Wallet Cards	59,523	63,811	45,135	14,815	26,072	24,130
Informational Brochure	27,669	37,548	39,525	10,735	17,072	24,695
Magnets	29,681	20,160	31,950	12,621	10,205	15,585
11 x 17 Poster	451	610	1,963	N/A	302	1,639
8.5 x 11 Poster <i>(Reversible English on one side, Spanish on the other side)</i>	14,069	4,158	6,362	N/A	N/A	N/A
Totals	131,393	126,287	124,935	38,171	53,651	66,049

NMCAL is “Here to Hear You”

For more information on the New Mexico Crisis and Access Line, the Peer-to-Peer Warmline, or any of its programs, please visit the NMCAL website at www.nmcrisisline.com

