



February 2019

New Mexico Utilization Report

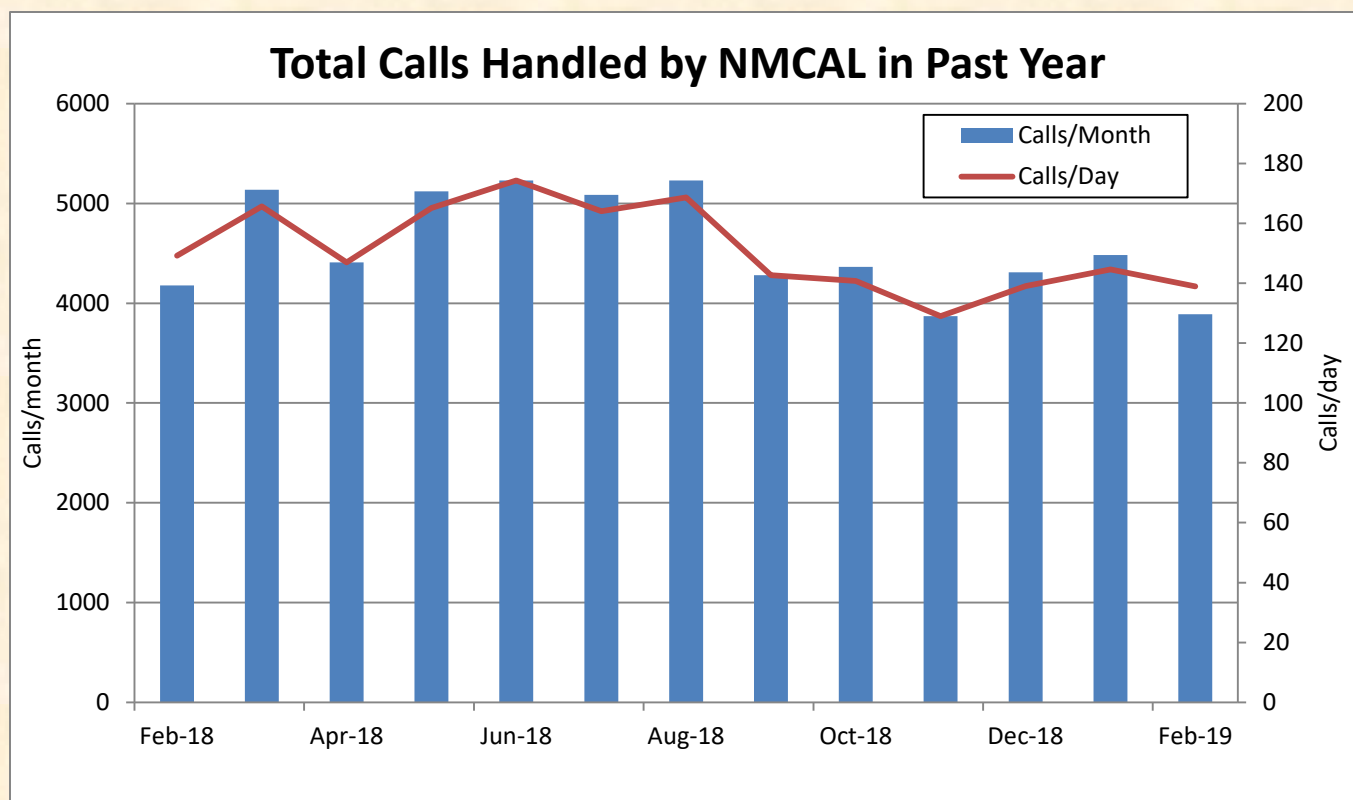
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PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 8,375 calls. This includes 3,373 calls on the Statewide Crisis and Access Line, 1,103 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 2,325 calls and 216 text conversations on the Peer-to-Peer Warmline, and 1,574 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Feb 2019	Jan 2019	Feb 2018
Total Statewide Crisis Line + NSPL Calls	2,096	2,380	2,223
Total Inbound Calls	1,654	1,892	1,581
Calling about Self	1,464	1,725	1,411
Calling about a Child	40	38	35
Calling about another Adult	150	129	135
Outbound Crisis Line Calls	143	166	134
Information/Referral Calls	27	34	26
Seeking information about NMCAL	15	12	9
Public Safety Calls	6	7	0
Administrative	9	7	20
Other	242	262	453
Warmline Calls	1,089	1,236	986
Warmline Text Message	81	135	6
Calls Answered For Core Service Agencies	706	868	969
TOTAL CALLS ANSWERED	3,891	4,484	4,178

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



Integrated Program

Everyone deals with pain and emotions differently. As such, NMCAL offers an integrated program where crisis line counselors, care associates, and crisis responders work in conjunction with Warmline peer support specialists to ensure that callers receive the most appropriate level of care. There are times when calls will be transferred to, or from, the crisis line.

Calls Transferred between Programs	Feb '19	Jan '19	Feb '18
from NMCAL to Warmline	3	7	7
from Warmline to NMCAL	0	2	1



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 February 2019.

Crisis Line Utilization	Feb '19	Jan '19	Feb '18
Total Calls Handled on the Crisis Line	2,096	2,380	2,223
Service Level (answered under 30 sec)	81.4%	82.9%	92.3%
Abandonment Rate	3.6%	4.2%	1.8%
Average Speed of Answer	21 sec	23 sec	12 sec
Average Call Length (Crisis Line calls)	20.5 min	20.0 min	16.5 min

We understand that every struggle is different. NMCAL offers immediate counseling to anyone that may need it, and provides invaluable support at critical times by connecting individuals to local services, when needed. We know that a being here to hear people, and offering a simple act of kindness, can help a person feel less alone, supported, and able to keep going.

Level of Care Crisis Line Calls	Feb '19	Jan '19	Feb '18
Routine	59.6%	62.7%	68%
Urgent	35.2%	33.4%	30%
Emergent	5.2%	4.0%	2%



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		
	Feb '19	Jan '19	Feb '18		Feb '19	Jan '19	Feb '18
Bernalillo	677	811	713	Sierra	7	6	2
Santa Fe	103	94	55	Roosevelt	6	2	4
Sandoval	80	53	51	Catron	5	2	1
Otero	71	24	6	Lea	5	5	5
Curry	58	34	46	Luna	5	4	7
Dona Ana	50	107	92	Torrance	5	15	4
Valencia	34	22	41	Colfax	4	7	2
Socorro	20	12	10	Lincoln	4	4	5
San Juan	18	23	112	San Miguel	4	7	10
Eddy	16	9	15	Hidalgo	2	1	2
Grant	16	9	35	Quay	2	2	3
Taos	14	33	26	De Baca	1	1	0
Cibola	13	50	12	Guadalupe	1	2	0
Chaves	12	27	17	Mora	1	1	1
McKinley	12	18	19	Union	0	1	0
Rio Arriba	11	23	12	Harding	0	0	1
Los Alamos	7	5	1	(outside NM)	29	37	29



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.

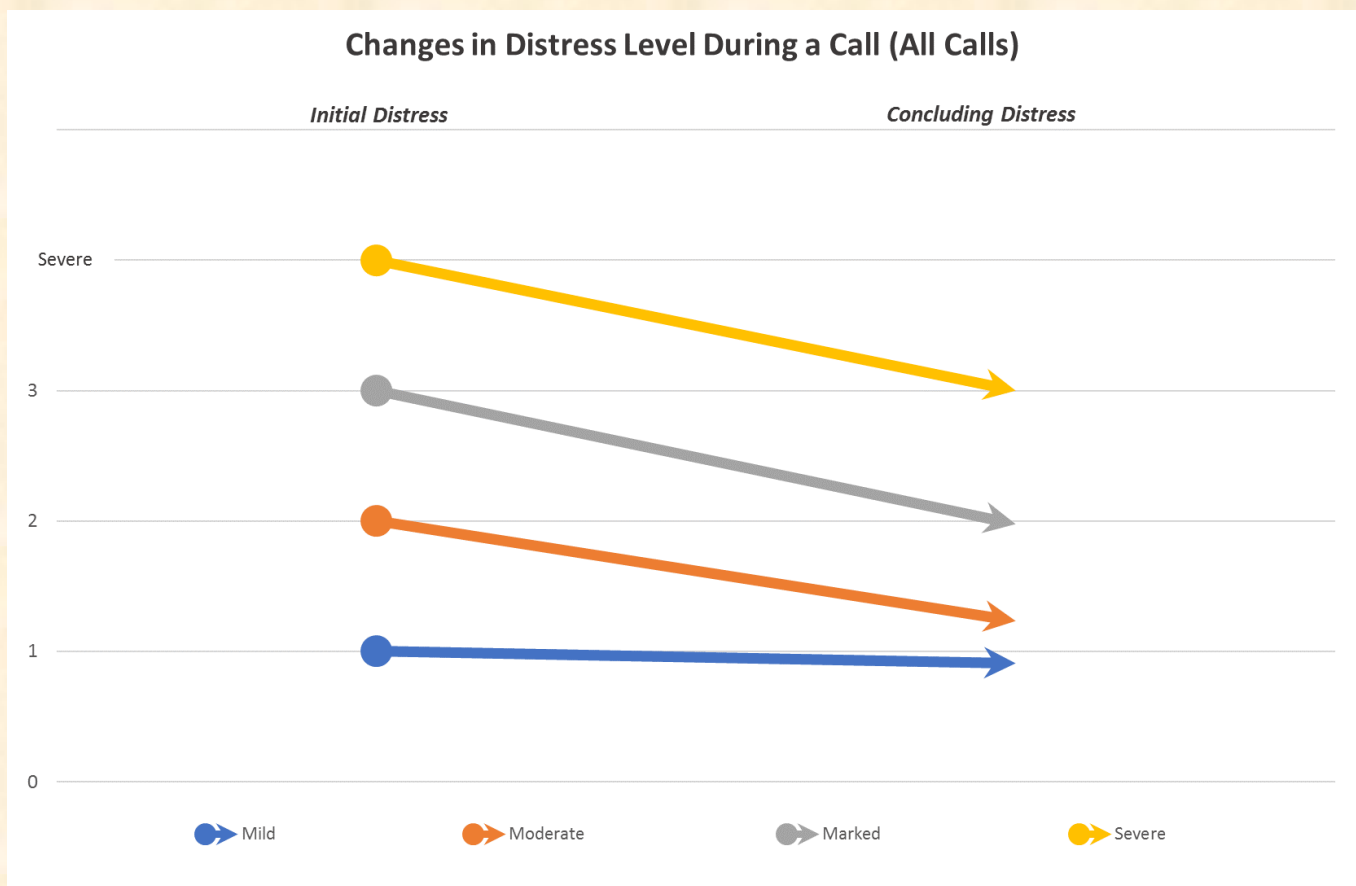
Primary Presenting Problem During Crisis Line Calls	Feb '19	Jan '19	Feb '18
Anxiety	21.8%	23.5%	24.8 %
Suicide	19.2%	18.2%	15.4 %
Situational Stress	18.3%	18.3%	15.6 %
Alcohol/Drugs	9.4%	5.9%	5.3 %
Depression	8.5%	7.8%	7.3 %
Relationship/Marital	3.9%	5.0%	2.8 %
Family	3.5%	3.5%	2.2 %
Cognitive Concerns/Psychosis	3.1%	3.9%	13.0 %
Child	1.1%	0.9%	1.0%
Grief/Loss	1.1%	1.5%	1.3%
Interpersonal Violence	1.0%	1.1%	0.1%
Intentional Self Injury	0.7%	0.6%	1.5%
Anger Management	0.6%	0.7%	0.7%
Workplace Issue/Career Assistance	0.4%	0.4%	0.2%
Medication	0.4%	0.6%	0.8%
Danger to Others	0.2%	1.0%	0.5%
Sexual Assault	0.1%	0.1%	0.1%
Other	6.7%	7.1%	7.3%



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	Feb '19	Jan '19	Feb '18
Caller stabilized by counselor, and referred to community resources if appropriate	93.9%	94.2%	96.6 %
Counselor made an abuse report	1.0%	0.8%	0.9 %
Caller will take the person of concern to hospital	0.4%	0.1%	0.3 %
Caller agreed to go to the hospital	0.3%	0.9%	0.3 %
Caller agreed to call 911 regarding immediate danger	0.1%	0.4%	0.3 %
Caller conferenced to 911 due to immediate danger	2.6%	1.6%	0.8 %
Counselor contacted police with caller's consent	0.4%	0.1%	0.1 %
Counselor contacted police without caller's consent	1.3%	1.8%	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 32.3% of the calls in February. The 437 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	Feb '19	Jan '19	Feb '18
Caller stabilized by counselor, and referred to community resources if appropriate	85.3%	86.1%	92.2 %
Caller will take the person of concern to the hospital	0.9%	0.2%	0.5 %
Caller agreed to go to the hospital	0.7%	2.6%	1.0 %
Caller agreed to call 911 regarding immediate danger to a third party	0.0%	0.9%	1.3 %
Caller conferenced to 911 due to immediate danger	7.9%	4.7%	2.5 %
Counselor contacted police with caller's consent	1.4%	0.4%	0.5 %
Counselor contacted police without caller's consent	3.7%	5.2%	2.0 %



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 February 22.5% of crisis line callers (304 people) reported concerns related to drug and/or alcohol use impacting their lives.

With the Opioid epidemic currently being experienced in our community, NMCAL has begun tracking the number of calls that identified their concern is related specifically to an Opioid Use Disorder (OUD).

Calls Related to Opioid Use	Feb '19	Jan '19	Feb '18
NMCAL Clinical calls related to Opioid Use	28	36	30
Warmline calls related to Opioid Use	4	9	3

Veterans

Crisis feels different for everybody. For veterans, crises can be heightened by experiences they may have had associated with their military service. Veterans often have concerns related to mental health and substance use which arose from a wide range of situations that were experienced before, during, and/or after their military service.

Veterans, active service members, and their loved ones can find relief by talking to someone.

Caller Identified as a Veteran	Feb '19	Jan '19	Feb '18
NMCAL calls	114	127	113
Warmline calls	23	18	12

A simple act of kindness to people can help someone feel less alone



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 2,325 calls during phone operating hours of 3:30pm to 11:30pm MT, and 216 text conversations during text operating hours of 6:00pm to 11:00pm MT. The Warmline answers calls and text messages for people seeking support for themselves, or someone else.

Warmline Utilization Data	Feb 2019	Jan 2019	Feb 2018
Total Calls Handled	1,089	1,236	986
Average Call Length (all Warmline calls)	17.7 min	16.9 min	17.5 min

The Warmline answers calls and text messages for people seeking support for themselves, or someone else.

Outcome of Warmline Calls	Feb '19	Jan '19	Feb '18
Caller reports feeling supported by the call	98.9%	96.9%	98.0 %
Caller received referrals	0.1%	1.5%	0.5 %
Caller was transferred to an NMCAL counselor	0.0%	0.2%	0.1 %
Emergency call to Public Safety was made	0.0%	0.0%	0.0 %
Other/None of the Above	1.0%	1.5%	1.3 %

Warmline Text Message Data	Feb 2019	Jan 2019	Feb 2018
Total *Conversations	81	135	6

**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.*



Callers discuss matters regarding physical, mental, behavioral, emotional, and/or social well being for themselves, or someone they know. Callers may share thoughts which could be associated with a secondary concern.

*Primary Presenting Problem in Warmline Calls	Feb '19	Jan '19	Feb '18
Mental Health	N/A	N/A	95.0%
Isolation / Loneliness	59.3%	38.0%	N/A
Anxiety / Situational Stress	43.2%	26.8%	N/A
Interpersonal Relationships	14.9%	7.9%	1.4%
Depression	10.6%	5.9%	N/A
Anger Management	3.5%	3.5%	N/A
Abuse/Neglect	1.9%	0.5%	0.0%
Grief / Loss	1.5%	2.7%	N/A
Cognitive Concerns / Psychosis	1.0%	1.2%	N/A
Medication / Wellness Check In	1.0%	1.2%	N/A
Healthcare	N/A	N/A	0.9%
Family	N/A	N/A	0.5%
Substance Use	0.5%	1.1%	0.3%
Thoughts of Suicide	0.5%	0.5%	N/A
Friends	N/A	N/A	0.3%
Employment/Education	N/A	N/A	0.3%
Housing	N/A	N/A	0.3%
Spirituality	N/A	N/A	0.2%
Thoughts of Self-Injury	0.2%	0.2%	N/A
Sexual Assault	0.2%	0.5%	N/A
Resources / Community Referrals	0.2%	0.5%	N/A
Administrative Call	0.2%	0.1%	0.4%
Finances	N/A	N/A	0.1%
Food/Nutrition	N/A	N/A	0.1%
Legal	N/A	N/A	0.1%
Other Mental Health Concern	1.9%	1.1%	N/A
Other	18.9%	8.7%	N/A

**Primary Presenting Problem of Warmline Calls was updated in January 2019, in an effort to capture greater understanding of the mental health concern Warmline callers were seeking support for.*



Warmline callers are asked for their county of residence, as a way for peer supports to assist the callers in engaging with additional resources and support services beyond the call.

It is important to note that the responses are not independently verified, that this data is not necessarily predictive of an overall need for services in a county, and that there are community members that do not yet know about the Warmline resource.

Some things to keep in mind when reviewing demographic information include: (1) multiple callers chose not to share their demographic information during the call, (2) a large number of Warmline callers contact the program frequently, and (3) being an integrated program, callers have choice: some callers contact both the crisis line and the warmline, while other callers contact either the crisis line or the warmline.

*County of Residence	Total Calls			*County of Residence	Total Calls		
	Feb '19	Jan '19	Feb '18		Feb '19	Jan '19	Feb '18
Bernalillo	463	487	N/A	Curry	0	0	N/A
Valencia	159	167	N/A	De Baca	0	0	N/A
Sierra	59	72	N/A	Guadalupe	0	0	N/A
Taos	50	70	N/A	Harding	0	0	N/A
San Miguel	43	44	N/A	Hidalgo	0	0	N/A
Grant	40	29	N/A	Lea	0	0	N/A
Santa Fe	39	21	N/A	Lincoln	0	0	N/A
Sandoval	28	48	N/A	Los Alamos	0	0	N/A
Rio Arriba	23	34	N/A	Luna	0	0	N/A
Dona Ana	21	29	N/A	McKinley	0	0	N/A
Eddy	7	1	N/A	Mora	0	0	N/A
Otero	2	21	N/A	Quay	0	0	N/A
Chaves	1	11	N/A	Roosevelt	0	0	N/A
Socorro	0	7	N/A	San Juan	0	0	N/A
Cibola	0	2	N/A	Torrance	0	0	N/A
Colfax	0	2	N/A	Union	0	0	N/A
Catron	0	0	N/A	(outside NM)	0	0	N/A

**Reporting on County of Residence for Warmline Calls began in January 2019.*



PUBLIC AWARENESS

Community Engagement

Outreach, collaborations, trainings, and partnership building continues between NMCAL and shareholders, organizations, hospitals, public safety, communities, schools, volunteers, and stakeholders throughout the state.

Public Awareness & Community Engagement						
	# of encounters			# of participants		
	Feb '19	Jan '19	Feb '18	Feb '19	Jan '19	Feb '18
Community Events	6	5	7			
NMCAL Presentations	17	5	10	291	57	130
Prevention Trainings	7	3	2	170	68	60
Community Meetings	27	17	20			
Media Encounters	4	2	0			
Media Mentions	207+	102+	40+			
TOTALS	268	134	79	461	125	190

NMCAL is “Here to Hear You”

Call the Crisis Line 24 hours a day, 7 days a week, 365 days a year
1-855-NMCRISIS (1-855-662-7474)

Call the Peer to Peer Warmline from 3:30p - 11:30p MT everyday
1-855-4NM-7100 (1-855-466-7100)

Text the Peer to Peer Warmline from 6:00p - 11:00p MT everyday
1-855-4NM-7100 (1-855-466-7100)

TTYL Access available by calling 1-855-227-5485

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

