



August 2019

New Mexico Utilization Report

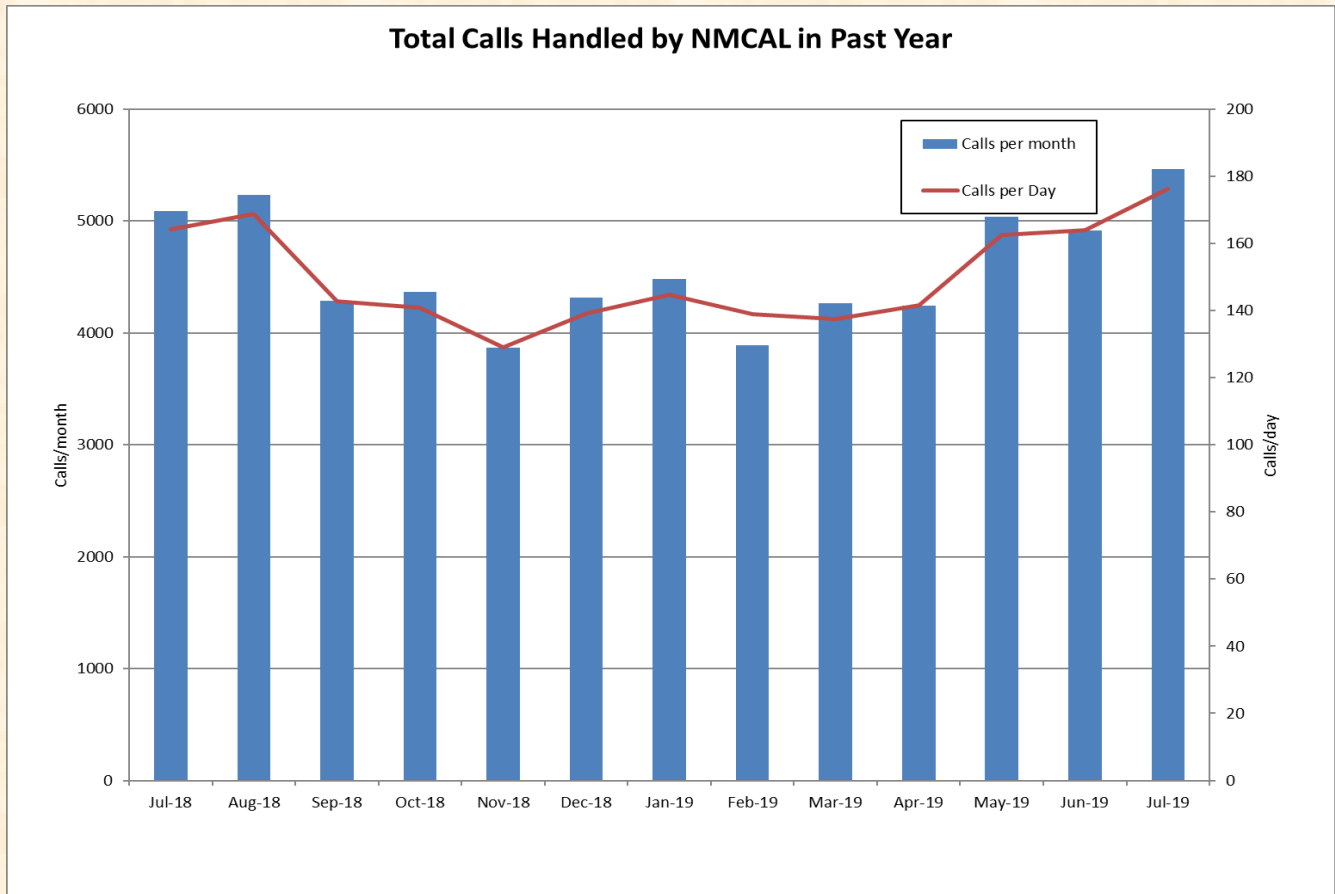
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PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 37,809 calls.-This includes 11,618 calls on the Statewide Crisis and Access Line, 6,186 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 11,728 calls and 680 text conversations on the Peer-to-Peer Warmline, and 6,517 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Aug 2019	July 2019	Aug 2018
Total Statewide Crisis Line + NSPL	2,940	2,692	2,856
Total Inbound Clinical Calls	2,494	2,277	2,216
Calling about Self	2,261	2,064	1,966
Calling about a Child	48	36	54
Calling about another Adult	185	177	196
Outbound Crisis Line Calls	47	101	223
Information/Referral Calls	32	51	239
Seeking info about NMCAL/Warmline	16	11	10
Public Safety Calls	5	4	5
Administrative	12	5	18
Other	334	243	355
Warmline Calls	1,698	1,750	1,531
Warmline Text Message	100	65	67
Core Service Agencies (CSAs) Calls	870	1,019	1,531
TOTAL CALLS ANSWERED	5,508	5,461	5,230

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	Aug '19	July '19	Aug '18
from NMCAL to Warmline	7	11	3
from Warmline to NMCAL	0	0	2



CRISIS LINE UTILIZATION DATA

New Mexico Crisis and Access Line

The following tables and charts provide information about clinical calls handled by mental health professionals on the New Mexico Crisis and Access Line and National Suicide Prevention Lifeline during the month of August 2019.

Crisis Line Utilization	Aug '19	July '19	Aug '18
Total clinical calls	2,494	2,277	2,856
Service Level (answered under 30 sec)	76.2%	80.8%	72.9%
Abandonment Rate	6.0%	4.0%	7.7%
Average Speed of Answer	32 sec	28 sec	34 sec
Average Call Length	20.6 min	20.3 min	23.0 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 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	Aug '19	July '19	Aug '18
Routine	58.0%	61.1%	61.8%
Urgent	37.6%	34.4%	35.0%
Emergent	4.4%	4.5%	3.3%



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		
	Aug '19	July '19	Aug '18		Aug '19	July '19	Aug '18
Bernalillo	816	836	1,000	Lea	10	4	10
Dona Ana	164	104	70	Eddy	9	15	15
Otero	140	98	26	Roosevelt	9	5	1
Santa Fe	134	100	85	Lincoln	9	4	7
Taos	80	81	92	Cibola	7	15	10
Sandoval	73	67	84	Quay	4	2	0
San Juan	47	55	53	Sierra	3	4	12
Rio Arriba	28	43	18	Luna	2	3	12
Curry	25	12	110	Guadalupe	2	2	2
Valencia	23	36	23	Hidalgo	2	2	0
Socorro	18	20	20	Colfax	1	2	2
Grant	16	29	21	Catron	1	1	1
Chavez	16	24	25	Mora	0	4	0
Los Alamos	16	11	2	Union	1	1	1
San Miguel	13	15	6	Harding	0	0	0
McKinley	13	12	16	De Baca	0	0	0
Torrance	13	9	26	(outside NM)	92	67	49



Primary presenting problems are determined from the general theme of the caller's concerns. Within each primary category, additional details may be discussed which could relate to the primary presenting problem.

Primary Presenting Problem During Crisis Line Calls	Aug '19	July '19	Aug '18
Suicide	23.4%	20.2%	17.6%
Anxiety	14.2%	16.3%	29.0%
Situational Stress	12.2%	14.8%	14.7%
Substance Use	12.0%	8.1%	5.9%
Depression	7.6%	9.5%	11.2%
Cognitive Concerns/Psychosis	5.6%	5.4%	5.2%
Intimate Partner Relationship/Marital	3.3%	4.2%	2.1%
*Loneliness	3.0%	2.8%	N/A
Family Concerns	3.0%	3.3%	2.8%
*Trauma	1.9%	2.2%	N/A
Grief/Loss	1.3%	1.0%	1.1%
*Health Issue/Chronic Pain	1.3%	1.3%	N/A
*Relationships (Non-Romantic)	1.3%	1.3%	N/A
Intentional Self Injury	1.1%	0.6%	1.2%
Interpersonal Violence	0.7%	1.7%	0.6%
Medication	0.6%	0.5%	0.4%
Workplace issue/Career Counseling	0.6%	0.5%	0.2%
*Community Violence	0.5%	0.0%	N/A
Sexual Assault	0.3%	0.3%	0.1%
*Sexuality/LGBTQ+ concerns	0.1%	0.0%	N/A
Other	6.2%	5.9%	5.8%
**Child	N/A	N/A	1.3%
**Anger Management	N/A	N/A	0.5%
**Danger to Others	N/A	N/A	0.2%

Primary Call Category was updated in April 2019 to more accurately reflect callers concerns.

* Category Added

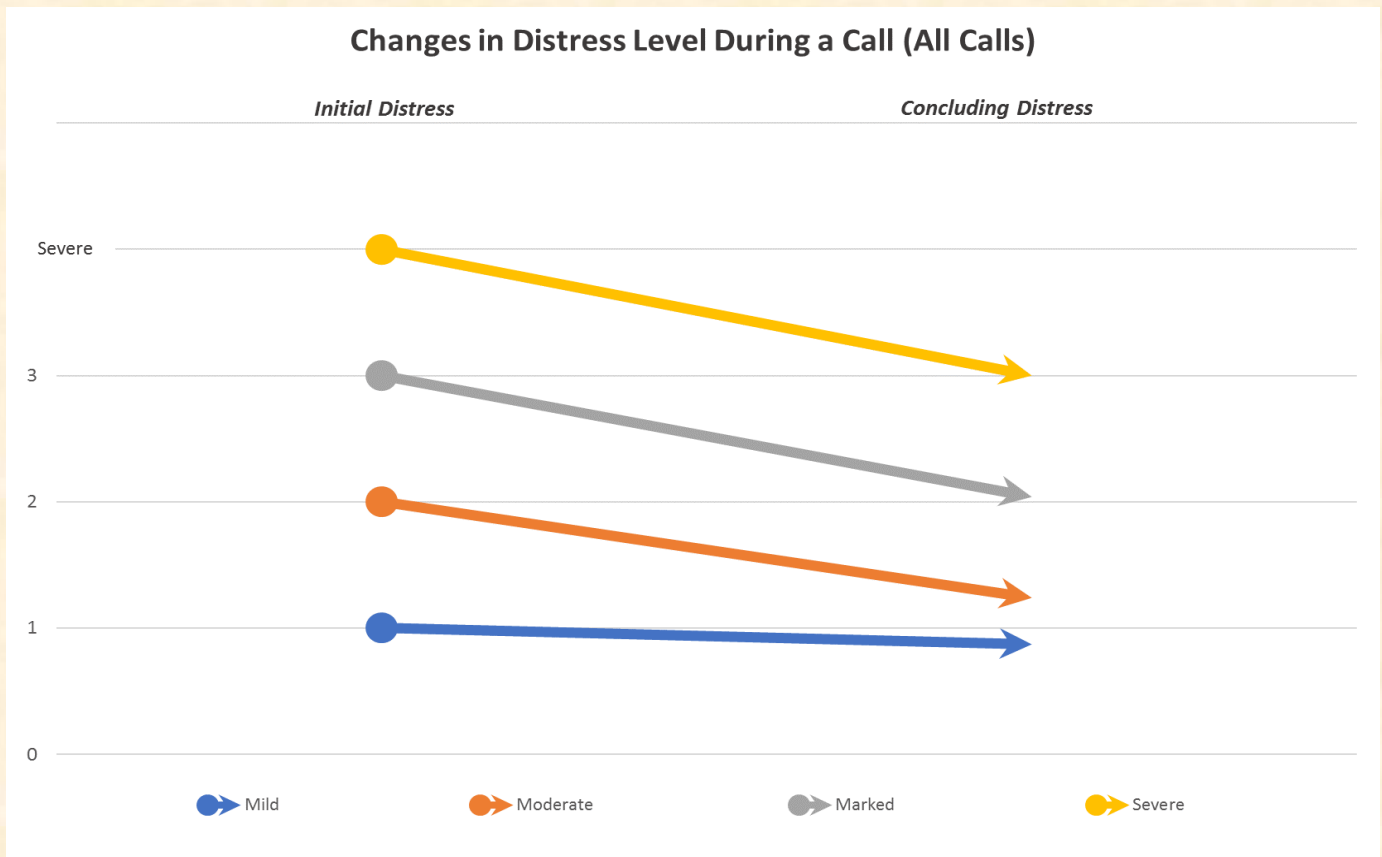
** Category Updated (Edited or Removed)



Levels of Distress and Clinical Disposition on Crisis Line Calls

During a clinical 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	Aug '19	July '19	Aug '18
Caller stabilized by counselor, and referred to community resources if appropriate	94.5%	94.1%	95.7%
Counselor made an abuse report	1.0%	1.2%	0.9%
Caller will take the person of concern to hospital	0.5%	0.3%	0.5%
Caller agreed to go to the hospital	0.3%	0.6%	0.2%
Caller agreed to call 911 regarding immediate danger	0.2%	0.1%	0.2%
Caller conferenced to 911 due to immediate danger	1.5%	2.1%	1.1%
Counselor contacted police with caller's consent	0.3%	0.4%	0.3%
Counselor contacted police without caller's consent	1.7%	1.2%	1.1%

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 33.2% of the calls in August. The 706 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	Aug '19	July '19	Aug '18
Caller stabilized by counselor, and referred to community resources if appropriate	87.8%	86.0%	91.5%
Caller will take the person of concern to the hospital	0.9%	0.8%	1.4%
Caller agreed to go to the hospital	0.9%	1.3%	0.8%
Caller agreed to call 911 regarding immediate danger to a third party	0.6%	0.5%	0.8%
Caller conferenced to 911 due to immediate danger	3.7%	6.1%	2.3%
Counselor contacted police with caller's consent	1.7%	1.3%	0.4%
Counselor contacted police without caller's consent	4.5%	4.0%	2.9%



Calls Involving Substance Use

NMCAL is here to support people that may be experiencing a substance use concern, either for themselves, or for the person of concern they are calling about. In August 25.8% of clinical crisis line callers (549 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.4% (114 people) reporting they had a history of substance use.

In August, callers identified that Opioids were a component of the primary reason for calling on 2.2% of the clinical calls on the clinical crisis line, and on 0.4% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Aug '19	July '19	Aug '18
NMCAL Clinical calls related to Opioid Use	46	41	23
Warmline calls related to Opioid Use	7	5	10

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	Aug '19	July '19	Aug '18
NMCAL calls	218	160	90
Warmline calls	5	10	37

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 11,728 calls during phone operating hours of 3:30pm to 11:30pm MT, and 680 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	Aug 2019	July 2019	Aug 2018
Total Calls Handled	1,698	1,750	1,531
Average Call Length (all Warmline calls)	13.0 min	13.5 min	18.3 min

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

Outcome of Warmline Calls	Aug '19	July '19	Aug '18
Caller reports feeling supported by the call	98.4%	98.3%	97.2%
Caller received referrals	0.6%	0.7%	1.4%
Caller was transferred to an NMCAL counselor	0.0%	0.1%	0.2%
Emergency call to Public Safety was made	0.0%	0.1%	0.0%
Other/None of the Above	1.0%	0.8%	1.3%

Warmline Text Message Data	Aug 2019	July 2019	Aug 2018
Total *Conversations	100	65	67

**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	Aug '19	July '19	Aug '18
Mental Health	N/A	N/A	89.2%
Isolation / Loneliness	41.1%	37.3%	N/A
Anxiety / Situational Stress	27.1%	25.2%	N/A
Interpersonal Relationships	9.0%	12.4%	3.4%
Depression	5.7%	6.1%	N/A
Anger Management	4.4%	2.1%	N/A
Sexual Assault	0.8%	0.3%	N/A
Substance Use	0.8%	1.9%	0.3%
Cognitive Concerns / Psychosis	0.6%	1.0%	N/A
Resources / Community Referrals	0.6%	0.2%	N/A
Grief / Loss	0.4%	0.6%	N/A
Medication / Wellness Check In	0.4%	0.9%	N/A
Thoughts of Self-Injury	0.2%	0.0%	N/A
Abuse/Neglect	0.1%	0.7%	0.0%
Thoughts of Suicide	0.0%	0.2%	N/A
Administrative Call	0.0%	0.0%	0.1%
Other Mental Health Concern	0.5%	1.1%	N/A
Other	8.1%	9.9%	6.9%

**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		
	Aug '19	July '19	Aug '18		Aug '19	July '19	Aug '18
Bernalillo	349	350	N/A	Luna	2	1	N/A
Valencia	141	117	N/A	Lincoln	1	0	N/A
Dona Ana	84	72	N/A	McKinley	1	1	N/A
Taos	73	58	N/A	Mora	1	0	N/A
Sandoval	57	25	N/A	Roosevelt	1	0	N/A
San Miguel	45	41	N/A	Catron	0	0	N/A
Rio Arriba	21	11	N/A	Colfax	0	0	N/A
Santa Fe	21	15	N/A	Curry	0	0	N/A
Sierra	20	88	N/A	De Baca	0	0	N/A
Otero	14	29	N/A	Guadalupe	0	0	N/A
Grant	9	29	N/A	Harding	0	0	N/A
Cibola	6	2	N/A	Hidalgo	0	0	N/A
Eddy	4	4	N/A	Lea	0	0	N/A
Chaves	3	2	N/A	Quay	0	0	N/A
Los Alamos	3	0	N/A	Socorro	0	0	N/A
Torrance	3	0	N/A	Union	0	0	N/A
San Juan	2	3	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		
	Aug '19	July '19	Aug '18	Aug '19	July '19	Aug '18
Community Events	1	2	12			
NMCAL Presentations	7	2	5	150	58	553
Prevention Trainings	2	2	1	82	83	6
Community Meetings	18	15	13			
Media Encounters	0	0	3			
Media Mentions	30+	61+	57+			
TOTALS	58	82	91	222	141	559

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

