



# September 2019

## New Mexico Utilization Report

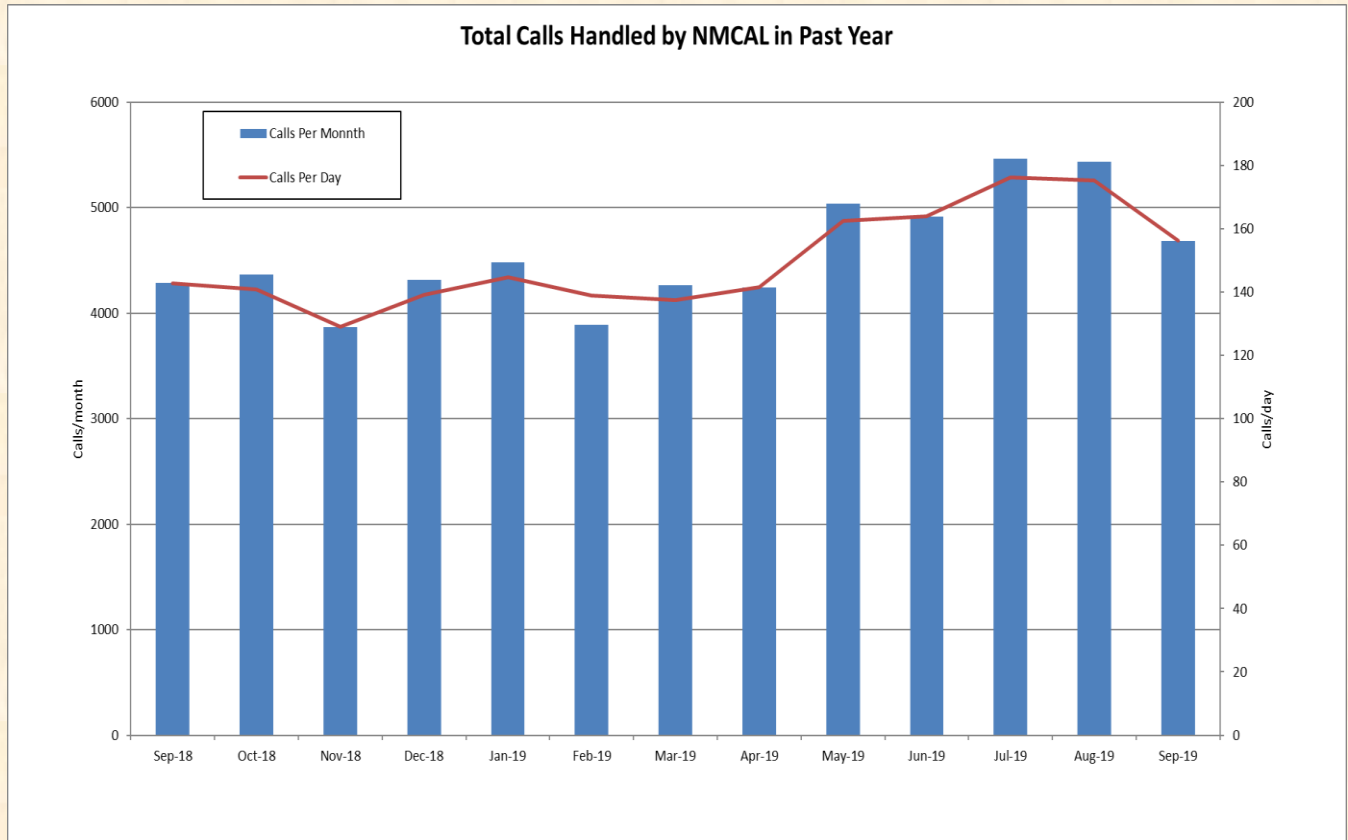
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### PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 42,494 calls. This includes 13,099 calls on the Statewide Crisis and Access Line, 7,155 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 13,297 calls and 779 text conversations on the Peer-to-Peer Warmline, and 7,183 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Sept 2019	Aug 2019	Sept 2018
<b>Total Statewide Crisis Line + NSPL</b>	<b>2,450</b>	<b>2,940</b>	<b>2,451</b>
Total Inbound Clinical Calls	1,217	2,494	1,966
Total Inbound Non-Clinical Calls	949	N/A	N/A
Calling about Self	1,836	2,261	1,966
Calling about a Child	42	48	54
Calling about another Adult	176	185	196
Outbound Crisis Line Calls	55	47	223
Information/Referral Calls	17	32	239
Seeking info about NMCAL/Warmline	15	16	10
Public Safety Calls	8	5	5
Administrative	9	12	18
Other	292	334	355
<b>Warmline Calls</b>	<b>1,569</b>	<b>1,698</b>	<b>1,253</b>
Warmline Text Message	99	100	100
<b>Core Service Agencies (CSAs) Calls</b>	<b>666</b>	<b>870</b>	<b>579</b>
<b>TOTAL CALLS ANSWERED</b>	<b>4,685</b>	<b>5,508</b>	<b>4,283</b>

# 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	Sept '19	Aug '19	Sept '18
from NMCAL to Warmline	8	7	16
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 September 2019.

<b>^Crisis Line Utilization</b>	<b>Sept '19</b>	<b>Aug '19</b>	<b>Sept '18</b>
Total behavioral health support calls	2,166	2,494	2,451
Service Level (answered under 30 sec)	65.5%	76.2%	62.5%
Abandonment Rate	9.4%	6.0%	10.8%
Average Speed of Answer	48 sec	32 sec	52 sec
Average Call Length	22.4 min	20.6 min	22.4 min

*^During the month of September 2019 ProtoCall Services, Inc experienced some technological difficulties which impacted call center efficiency from September 17, 2019 – September 26, 2019. Data contained in this utilization report may reflect some of the loss in efficiency that the call center experienced due to necessary levels of action taken to reduce the risk associated with the delay in digital documentation that the agency experienced. Some of these actions included call takers temporarily documenting on paper, additional resources used to ensure on-call staff had appropriate information for follow-up, and temporary changes to our screening process. While we know that there are other factors beyond this recent event that may affect performance, our agency is aware that this specific event may have impacted the utilization numbers reported for the month of September 2019.*

NMCAL offers immediate professional mental health support to anyone that may want it. We understand that every struggle is different and proudly provides invaluable care in the moment a person needs it, and connects people to local services when appropriate. 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.

<b>Level of Care Crisis Line Calls</b>	<b>Sept '19</b>	<b>Aug '19</b>	<b>Sept '18</b>
Routine	54.8%	58.0%	59.2%
Urgent	41.1%	37.6%	36.8%
Emergent	4.2%	4.4%	4.1%



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 '19	Aug '19	Sept '18		Sept '19	Aug '19	Sept '18
Bernalillo	673	816	906	Eddy	9	9	17
Otero	155	140	23	Colfax	8	1	7
Santa Fe	151	134	56	Grant	8	16	21
Dona Ana	136	164	78	Torrance	8	13	38
Taos	72	80	34	Luna	7	2	12
Sandoval	53	73	57	Los Alamos	5	16	11
Rio Arriba	38	28	13	Lincoln	4	9	6
Valencia	29	23	24	Guadalupe	3	2	1
San Juan	28	47	26	Roosevelt	3	9	3
Curry	18	25	58	Mora	2	0	0
Socorro	16	18	26	Catron	1	1	1
Cibola	13	7	5	Hidalgo	1	2	1
Lea	13	10	11	Harding	0	0	0
Sierra	13	3	5	De Baca	0	0	1
Chavez	12	16	18	Quay	0	4	4
San Miguel	12	13	5	Union	0	1	0
McKinley	12	13	18	(outside NM)	53	92	53



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	Sept '19	Aug '19	Sept '18
Suicide	25.5%	23.4%	17.9%
Anxiety	13.8%	14.2%	26.7%
Substance Use	12.9%	12.0%	7.5%
Situational Stress	11.8%	12.2%	15.3%
Depression	7.3%	7.6%	8.6%
*Relationships (Non-Romantic)	6.0%	1.3%	N/A
Cognitive Concerns/Psychosis	3.5%	5.6%	4.3%
Family Concerns	3.4%	3.0%	2.7%
*Loneliness	3.3%	3.0%	N/A
Intimate Partner Relationship/Marital	3.1%	3.3%	2.8%
*Trauma	1.9%	1.9%	N/A
Interpersonal Violence	1.5%	0.7%	0.7%
Grief/Loss	1.4%	1.3%	1.5%
*Health Issue/Chronic Pain	1.1%	1.3%	N/A
Intentional Self Injury	0.8%	1.1%	1.3%
Workplace Issue/Career Counseling	0.5%	0.6%	0.3%
*Community Violence	0.4%	0.5%	N/A
Medication	0.4%	0.6%	0.7%
Sexual Assault	0.3%	0.3%	0.3%
*Sexuality/LGBTQ+ concerns	0.1%	0.1%	N/A
Other	6.0%	6.2%	6.3%
**Child	N/A	N/A	2.4%
**Anger Management	N/A	N/A	0.5%
**Danger to Others	N/A	N/A	0.5%

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

\* Category Added

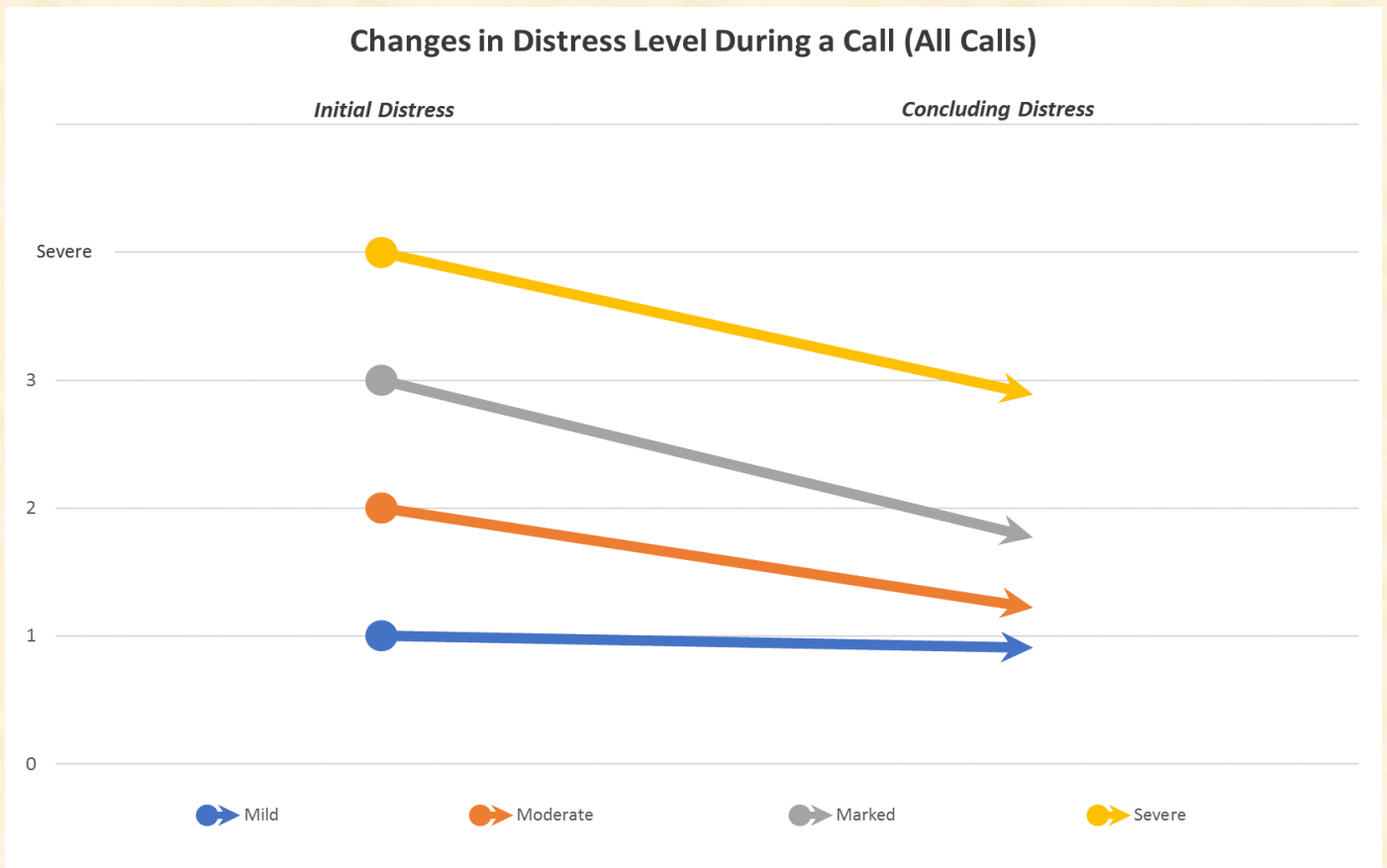
\*\* Category Updated (Edited or Removed)



## 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	Sept '19	Aug '19	Sept '18
Caller stabilized by counselor, and referred to community resources if appropriate	94.4%	94.5%	93.9%
Counselor made an abuse report	0.9%	1.0%	1.3%
Caller will take the person of concern to hospital	0.2%	0.5%	0.3%
Caller agreed to go to the hospital	0.5%	0.3%	0.9%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.3%
Caller conferenced to 911 due to immediate danger	2.5%	1.5%	1.5%
Counselor contacted police with caller's consent	0.2%	0.3%	0.3%
Counselor contacted police without caller's consent	1.1%	1.7%	1.5%

### 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 36% of the calls in September. The 629 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 '19	Aug '19	Sept '18
Caller stabilized by counselor, and referred to community resources if appropriate	88.9%	87.8%	87.6%
Caller will take the person of concern to the hospital	0.5%	0.9%	1.0%
Caller agreed to go to the hospital	1.1%	0.9%	1.8%
Caller agreed to call 911 regarding immediate danger to a third party	0.5%	0.6%	0.6%
Caller conferenced to 911 due to immediate danger	5.6%	3.7%	4.0%
Counselor contacted police with caller's consent	0.3%	1.7%	0.8%
Counselor contacted police without caller's consent	3.2%	4.5%	4.2%



## 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 September 26.4% of clinical crisis line callers (461 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.0% (80 people) reporting they had a history of substance use.

In September, 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 0.6% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Sept '19	Aug '19	Sept '18
NMCAL Clinical calls related to Opioid Use	38	46	30
Warmline calls related to Opioid Use	9	7	16

## 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	Sept '19	Aug '19	Sept '18
NMCAL calls	252	218	59
Warmline calls	7	5	55

*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 13,297 calls during phone operating hours of 3:30pm to 11:30pm MT, and 779 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	Sept 2019	Aug 2019	Sept 2018
Total Calls Handled	1,569	1,698	1,253
Average Call Length (all Warmline calls)	14.8 min	13.0 min	18.3 min

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

Outcome of Warmline Calls	Sept '19	Aug '19	Sept '18
Caller reports feeling supported by the call	98.0%	98.4%	95.6%
Caller received referrals	0.3%	0.6%	1.6%
Caller was transferred to an NMCAL counselor	0.0%	0.0%	0.2%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	0.9%	1.0%	2.6%

Warmline Text Message Data	Sept 2019	Aug 2019	Sept 2018
Total *Conversations	99	100	100

*\*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.

<b>*Primary Presenting Problem in Warmline Calls</b>	<b>Sept '19</b>	<b>Aug '19</b>	<b>Aug '18</b>
Mental Health	N/A	N/A	88.6%
Isolation / Loneliness	41.4%	41.1%	N/A
Anxiety / Situational Stress	23.2%	27.1%	N/A
Interpersonal Relationships	8.4%	9.0%	3.8%
Depression	7.0%	5.7%	N/A
Anger Management	4.1%	4.4%	N/A
Grief / Loss	2.1%	0.4%	N/A
Substance Use	0.8%	0.8%	1.0%
Abuse/Neglect	0.7%	0.1%	0.1%
Medication / Wellness Check In	0.6%	0.4%	N/A
Cognitive Concerns / Psychosis	0.4%	0.6%	N/A
Resources / Community Referrals	0.4%	0.6%	N/A
Sexual Assault	0.3%	0.8%	N/A
Thoughts of Suicide	0.2%	0.0%	N/A
Thoughts of Self-Injury	0.0%	0.2%	N/A
Administrative Call	0.0%	0.0%	0.1%
Other Mental Health Concern	0.4%	0.5%	N/A
Other	10.0%	8.1%	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		
	Sept '19	Aug '19	Sept '18		Sept '19	Aug '19	Sept '18
Bernalillo	329	349	N/A	Colfax	0	0	N/A
Valencia	95	141	N/A	Curry	0	0	N/A
Taos	62	73	N/A	De Baca	0	0	N/A
San Miguel	59	45	N/A	Guadalupe	0	0	N/A
Dona Ana	57	84	N/A	Harding	0	0	N/A
Santa Fe	51	21	N/A	Hidalgo	0	0	N/A
Sandoval	46	57	N/A	Lea	0	0	N/A
Sierra	40	20	N/A	Lincoln	0	1	N/A
Grant	14	9	N/A	McKinley	0	1	N/A
Rio Arriba	14	21	N/A	Mora	0	1	N/A
Luna	4	2	N/A	Otero	0	14	N/A
Los Alamos	2	3	N/A	Quay	0	0	N/A
Eddy	1	4	N/A	Roosevelt	0	1	N/A
San Juan	1	2	N/A	Socorro	0	0	N/A
Catron	0	0	N/A	Torrance	0	3	N/A
Chaves	0	3	N/A	Union	0	0	N/A
Cibola	0	6	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		
	Sept '19	Aug '19	Sept	Sept '19	Aug '19	Sept '18
Community Events	5	1	3			
NMCAL Presentations	31	7	8	399	150	690
Prevention Trainings	1	2	5	83	82	510
Community Meetings	22	18	13			
Media Encounters	3	0	2			
Media Mentions	65+	30+	300+			
<b>TOTALS</b>	<b>127</b>	<b>58</b>	<b>331</b>	<b>482</b>	<b>222</b>	<b>1,200</b>

## 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](http://www.nmcrisisline.com)

