



# November 2019

## New Mexico Utilization Report

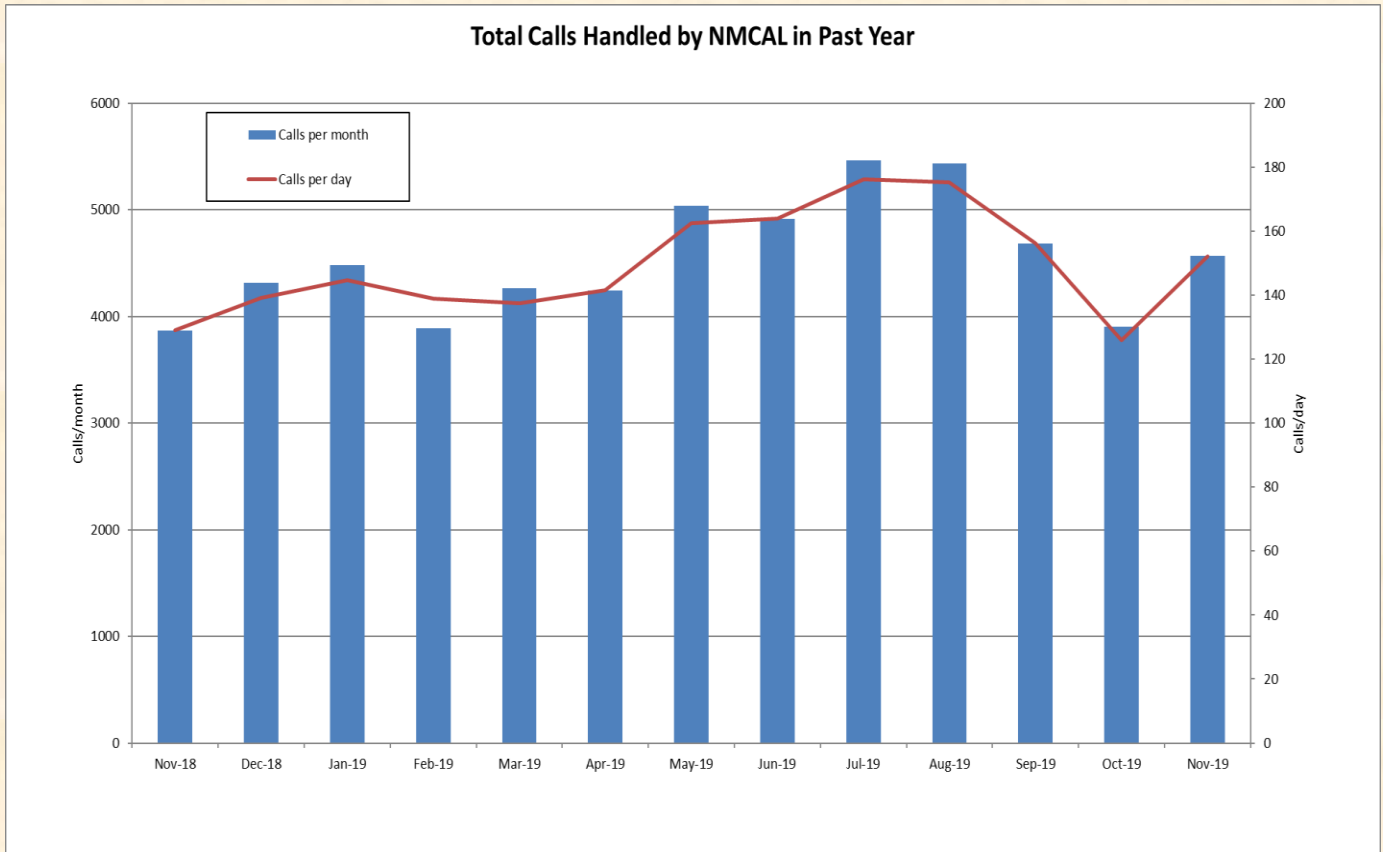
- Program Overview.....1-2
- Crisis and Access Line & NSPL Calls.....3-7
- Suicide Related Calls.....7
- Substance Use and Veteran Calls.....8
- Peer-to-Peer Warmline Calls and Texts.....9-11
- Public Awareness.....12

### PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 50,967 calls. This includes 16,130 calls on the Statewide Crisis and Access Line, 8,545 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 15,879 calls and 990 text conversations on the Peer-to-Peer Warmline, and 8,648 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Nov 2019	Oct 2019	Nov 2018
<b>Total Statewide Crisis Line + NSPL</b>	<b>2,177</b>	<b>2,244</b>	<b>2,175</b>
Total Inbound Clinical Calls	1,799	1,932	1,754
Calling about Self	1,598	1,751	1,601
Calling about a Child	47	44	31
Calling about another Adult	155	137	122
Outbound Crisis Line Calls	75	59	164
Information/Referral Calls	42	12	25
Seeking info about NMCAL/Warmline	12	15	96
Public Safety Calls	3	1	8
Administrative	3	15	8
Other	242	210	210
<b>Warmline Calls</b>	<b>1,575</b>	<b>1,007</b>	<b>1,031</b>
Warmline Text Message	<b>102</b>	<b>109</b>	<b>179</b>
<b>Core Service Agencies (CSAs) Calls</b>	<b>812</b>	<b>653</b>	<b>665</b>
<b>TOTAL CALLS ANSWERED</b>	<b>4,567</b>	<b>3,906</b>	<b>3,871</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	Nov '19	Oct '19	Nov '18
from NMCAL to Warmline	7	2	7
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 November 2019.

<b>^Crisis Line Utilization</b>	<b>Nov '19</b>	<b>Oct '19</b>	<b>Nov '18</b>
Total behavioral health support calls	2,177	2,244	2,175
Service Level (answered under 30 sec)	81.9%	70.6%	75.5%
Abandonment Rate	4.1%	8.0%	5.2%
Average Speed of Answer	27 sec	44 sec	34 sec
Average Call Length	21.7 min	23.5 min	19.9 min

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>Nov '19</b>	<b>Oct '19</b>	<b>Nov '18</b>
Routine	59.1%	58.3%	60.4%
Urgent	35.2%	36.6%	35.7%
Emergent	5.7%	5.1%	3.8%



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 '19	Oct '19	Nov '18		Nov '19	Oct '19	Nov '18
Bernalillo	565	592	692	Torrance	8	3	23
Dona Ana	127	186	137	Chavez	6	12	17
Santa Fe	106	138	55	Grant	6	10	9
Otero	77	58	24	Hidalgo	6	3	0
San Juan	44	53	20	Lincoln	6	4	3
Curry	43	20	11	Colfax	5	3	2
Sandoval	43	66	33	Lea	4	11	3
Taos	24	33	50	Luna	3	3	6
Valencia	24	23	24	Roosevelt	2	0	3
San Miguel	21	16	7	Guadalupe	1	0	2
Rio Arriba	20	22	9	Mora	1	1	0
McKinley	19	19	10	Quay	1	4	3
Socorro	14	14	28	Union	1	0	1
Cibola	12	6	3	Catron	0	0	0
Los Alamos	12	18	3	De Baca	0	0	1
Sierra	11	10	5	Harding	0	1	0
Eddy	9	6	5	(outside NM)	63	64	33



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	Nov '19	Oct '19	Nov '18
Suicide	23.8%	24.7%	20.0%
Anxiety	18.4%	14.7%	25.5%
Situational Stress	12.4%	12.3%	16.6%
Depression	8.6%	8.8%	10.9%
Substance Use	7.7%	9.8%	6.5%
*Relationships (Non-Romantic)	6.6%	1.2%	N/A
Cognitive Concerns/Psychosis	4.8%	3.6%	3.5%
Family Concerns	3.4%	4.2%	3.4%
*Loneliness	2.9%	2.4%	N/A
Intimate Partner Relationship/Marital	2.6%	3.5%	3.4%
*Health Issue/Chronic Pain	1.5%	1.6%	N/A
Grief/Loss	1.4%	2.3%	0.9%
*Trauma	1.3%	1.6%	N/A
Intentional Self Injury	0.9%	1.2%	0.9%
Workplace Issue/Career Counseling	0.8%	0.3%	0.2%
*Community Violence	0.5%	0.3%	N/A
Medication	0.4%	0.7%	0.4%
Interpersonal Violence	0.3%	0.9%	0.3%
**Anger Management	0.1%	N/A	0.6%
**Child	0.1%	N/A	0.9%
Sexual Assault	0.1%	0.5%	0.2%
*Sexuality/LGBTQ+ concerns	0.1%	0.1%	N/A
Other	6.6%	5.5%	5.0%
**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)

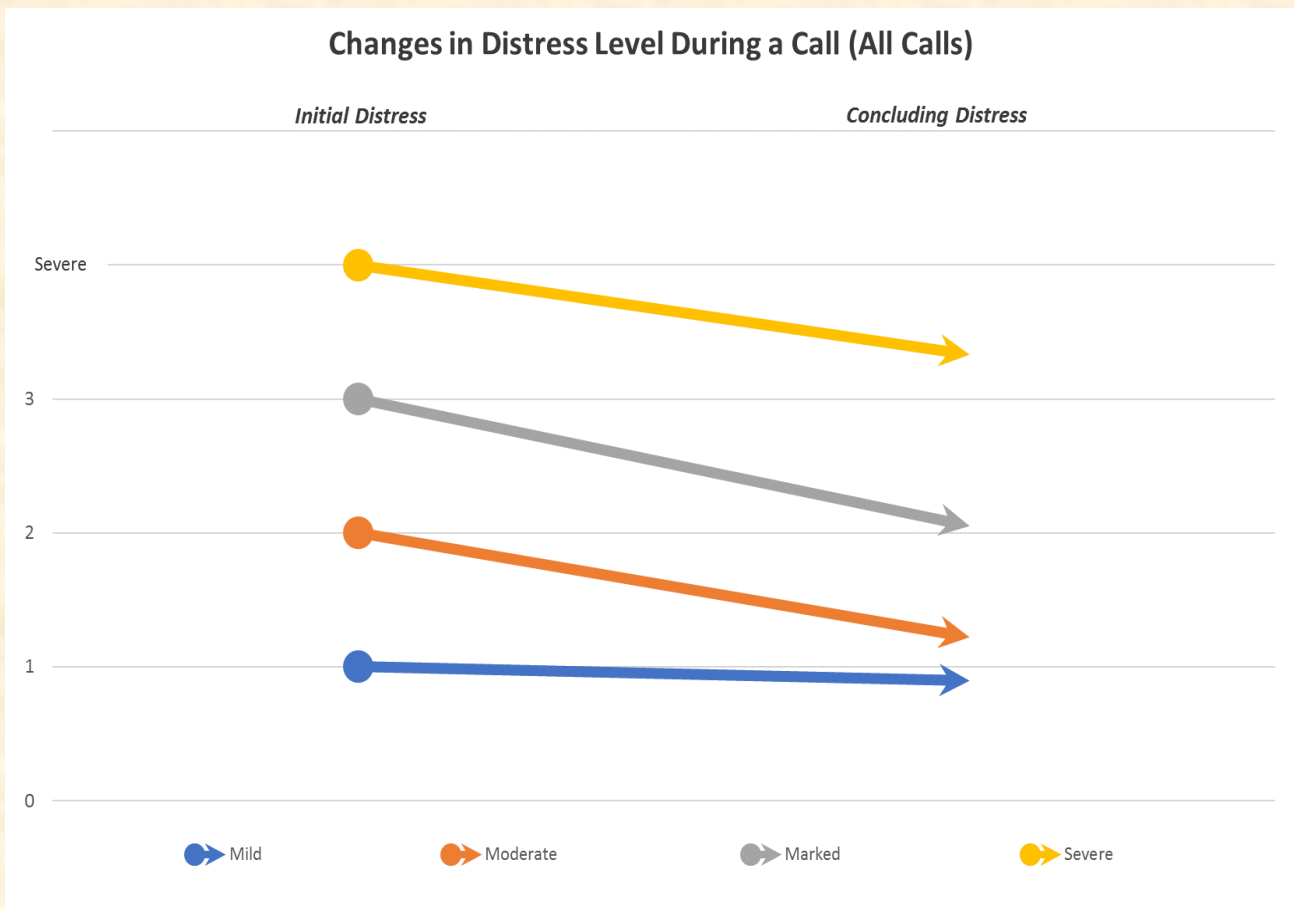




## Levels of Distress and Clinical Disposition on Crisis Line Calls

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	Nov '19	Oct '19	Nov '18
Caller stabilized by counselor, and referred to community resources if appropriate	93.2%	93.1%	94.5%
Counselor made an abuse report	1.0%	1.4%	1.1%
Caller will take the person of concern to hospital	0.3%	0.3%	0.3%
Caller agreed to go to the hospital	0.2%	0.2%	0.1%
Caller agreed to call 911 regarding immediate danger	0.2%	0.1%	0.5%
Caller conferenced to 911 due to immediate danger	2.9%	2.4%	1.6%
Counselor contacted police with caller's consent	0.3%	0.4%	0.6%
Counselor contacted police without caller's consent	2.0%	2.0%	1.2%

### 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 34.8% of the calls in November. The 508 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 '19	Oct '19	Nov '18
Caller stabilized by counselor, and referred to community resources if appropriate	85.1%	84.7%	88.3%
Caller will take the person of concern to the hospital	0.6%	1.0%	1.0%
Caller agreed to go to the hospital	0.4%	0.6%	0.2%
Caller agreed to call 911 regarding immediate danger to a third party	0.2%	0.4%	1.0%
Caller conferenced to 911 due to immediate danger	7.7%	6.5%	3.8%
Counselor contacted police with caller's consent	0.8%	1.4%	1.9%
Counselor contacted police without caller's consent	5.2%	5.5%	3.8%



## 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 November 23.7% of clinical crisis line callers (346 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 4.0% (58 people) reporting they had a history of substance use.

In November, callers identified that Opioids were a component of the primary reason for calling on 2.9% of the clinical calls on the clinical crisis line, and on 0.3% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Nov '19	Oct '19	Nov '18
NMCAL Clinical calls related to Opioid Use	42	35	27
Warmline calls related to Opioid Use	4	2	8

## 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	Nov '19	Oct '19	Nov '18
NMCAL calls	149	133	70
Warmline calls	9	11	16

*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 15,879 calls during phone operating hours of 3:30pm to 11:30pm MT, and 990 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	Nov 2019	Oct 2019	Nov 2018
Total Calls Handled	1,575	1,007	1,031
Average Call Length (all Warmline calls)	16.3 min	15.8 min	17.0 min

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

Outcome of Warmline Calls	Nov '19	Oct '19	Nov '18
Caller reports feeling supported by the call	99.6%	99.7%	98.0%
Caller received referrals	0.3%	0.3%	0.9%
Caller was transferred to an NMCAL counselor	0.0%	0.0%	0.2%
Emergency call to Public Safety was made	0.1%	0.0%	0.0%
Other/None of the Above	0.0%	1.1%	0.9%

Warmline Text Message Data	Nov 2019	Oct 2019	Nov 2018
Total *Conversations	102	109	179

*\*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>Nov '19</b>	<b>Oct '19</b>	<b>Nov '18</b>
Mental Health	N/A	N/A	88.3%
Isolation / Loneliness	44.1%	46.7%	N/A
Anxiety / Situational Stress	24.6%	26.3%	N/A
Depression	6.1%	2.6%	N/A
Interpersonal Relationships	4.3%	5.4%	4.2%
Anger Management	3.6%	3.3%	N/A
Cognitive Concerns / Psychosis	1.4%	0.4%	N/A
Grief / Loss	0.8%	1.8%	N/A
Substance Use	0.8%	0.5%	0.5%
Medication / Wellness Check In	0.5%	0.5%	N/A
Resources / Community Referrals	0.3%	0.9%	N/A
Abuse/Neglect	0.2%	0.1%	0.1%
Thoughts of Suicide	0.2%	0.3%	N/A
Immediate Support/Intervention	0.1%	0.1%	0.0%
Thoughts of Self-Injury	0.0%	0.1%	N/A
Sexual Assault	0.0%	0.4%	N/A
Administrative Call	0.0%	0.0%	0.0%
Other Mental Health Concern	0.0%	0.7%	N/A
Other	12.9%	10.0%	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		
	Nov '19	Oct '19	Nov '18		Nov '19	Oct '19	Nov '18
Bernalillo	299	377	N/A	Lincoln	1	0	N/A
Valencia	165	149	N/A	Luna	1	1	N/A
San Miguel	65	63	N/A	Mora	1	0	N/A
Taos	59	46	N/A	Torrance	1	2	N/A
Sierra	58	63	N/A	Catron	0	0	N/A
Dona Ana	57	39	N/A	Colfax	0	0	N/A
Sandoval	39	60	N/A	De Baca	0	0	N/A
Otero	33	0	N/A	Guadalupe	0	0	N/A
San Juan	20	18	N/A	Harding	0	0	N/A
Santa Fe	13	23	N/A	Lea	0	0	N/A
Curry	12	0	N/A	Los Alamos	0	1	N/A
Grant	10	13	N/A	McKinley	0	1	N/A
Cibola	9	0	N/A	Quay	0	0	N/A
Rio Arriba	3	1	N/A	Roosevelt	0	0	N/A
Hidalgo	2	0	N/A	Socorro	0	0	N/A
Chaves	1	0	N/A	Union	0	0	N/A
Eddy	1	1	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		
	Nov '19	Oct '19	Nov '18	Nov '19	Oct '19	Nov '18
Community Events	3	4	14			
NMCAL Presentations	10	5	15	183	117	2,106
Prevention Trainings	2	2	19	96	76	2,355
Community Meetings	23	31	20			
Media Encounters	0	0	1			
Media Mentions	52+	67+	59+			
<b>TOTALS</b>	<b>90</b>	<b>109</b>	<b>128</b>	<b>279</b>	<b>193</b>	<b>4,461</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)

