



# October 2019

## New Mexico Utilization Report

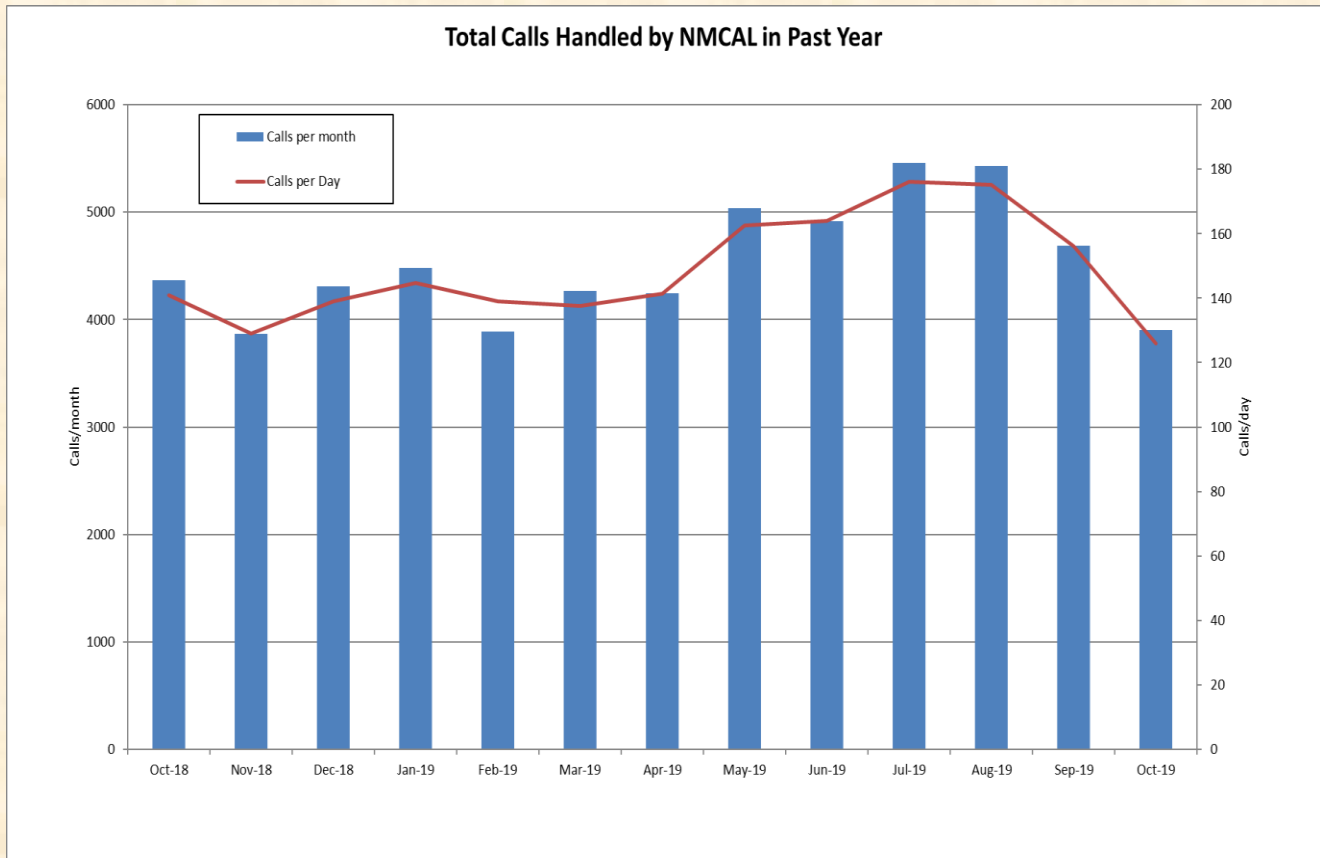
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### PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 46,400 calls. This includes 14,656 calls on the Statewide Crisis and Access Line, 7,842 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 14,304 calls and 888 text conversations on the Peer-to-Peer Warmline, and 7,836 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Oct 2019	Sept 2019	Oct 2018
<b>Total Statewide Crisis Line + NSPL</b>	<b>2,244</b>	<b>2,450</b>	<b>2,460</b>
Total Inbound Clinical Calls	1,594	1,217	2,019
Total Inbound Non-Clinical Calls	338	949	N/A
Calling about Self	1,751	1,836	1,966
Calling about a Child	44	42	54
Calling about another Adult	137	176	196
Outbound Crisis Line Calls	59	55	223
Information/Referral Calls	12	17	239
Seeking info about NMCAL/Warmline	15	15	10
Public Safety Calls	1	8	5
Administrative	15	9	18
Other	210	292	355
<b>Warmline Calls</b>	<b>1,007</b>	<b>1,569</b>	<b>1,253</b>
Warmline Text Message	109	99	213
<b>Core Service Agencies (CSAs) Calls</b>	<b>653</b>	<b>666</b>	<b>568</b>
<b>TOTAL CALLS ANSWERED</b>	<b>3,906</b>	<b>4,685</b>	<b>4,366</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	Oct '19	Sept '19	Oct '18
from NMCAL to Warmline	2	8	0
from Warmline to NMCAL	0	0	8



# 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 October 2019.

<b>^Crisis Line Utilization</b>	<b>Oct '19</b>	<b>Sept '19</b>	<b>Oct '18</b>
Total behavioral health support calls	2,244	2,166	2,460
Service Level (answered under 30 sec)	70.6%	65.5%	57.4%
Abandonment Rate	8.0%	9.4%	12.1%
Average Speed of Answer	44 sec	48 sec	66 sec
Average Call Length	23.5 min	22.4 min	20.6 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>Oct '19</b>	<b>Sept '19</b>	<b>Oct '18</b>
Routine	58.3%	54.8%	63.1%
Urgent	36.6%	41.1%	33.2%
Emergent	5.1%	4.2%	3.7%



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		
	Oct '19	Sept '19	Oct '18		Oct '19	Sept '19	Sept '18
Bernalillo	592	673	888	Grant	10	8	23
Dona Ana	186	136	82	Cibola	6	13	4
Santa Fe	138	151	51	Eddy	6	9	10
Sandoval	66	53	54	Quay	4	0	2
Otero	58	155	18	Lincoln	4	4	11
San Juan	53	28	32	Torrance	3	8	26
Taos	33	72	54	Colfax	3	8	2
Valencia	23	29	43	Hidalgo	3	1	0
Rio Arriba	22	38	22	Luna	3	7	18
Curry	20	18	13	Mora	1	2	0
McKinley	19	12	24	Harding	1	0	0
Los Alamos	18	5	5	Roosevelt	0	3	7
San Miguel	16	12	11	Guadalupe	0	3	1
Socorro	14	16	18	De Baca	0	0	0
Chavez	12	12	16	Catron	0	1	1
Lea	11	13	4	Union	0	0	1
Sierra	10	13	8	(outside NM)	64	53	41



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	Oct '19	Sept '19	Oct '18
Suicide	24.7%	25.5%	24.9%
Anxiety	14.7%	13.8%	36.9%
Situational Stress	12.3%	11.8%	22.3%
Substance Use	9.8%	12.9%	8.3%
Depression	8.8%	7.3%	15.1%
Family Concerns	4.2%	3.4%	3.5%
Cognitive Concerns/Psychosis	3.6%	3.5%	5.5%
Intimate Partner Relationship/Marital	3.5%	3.1%	4.0%
*Loneliness	2.4%	3.3%	N/A
Grief/Loss	2.3%	1.4%	1.0%
*Health Issue/Chronic Pain	1.6%	1.1%	N/A
*Trauma	1.6%	1.9%	N/A
Intentional Self Injury	1.2%	0.8%	2.1%
*Relationships (Non-Romantic)	1.2%	6.0%	N/A
Interpersonal Violence	0.9%	1.5%	0.4%
Medication	0.7%	0.4%	0.4%
Sexual Assault	0.5%	0.3%	0.4%
*Community Violence	0.3%	0.4%	N/A
Workplace Issue/Career Counseling	0.3%	0.5%	0.5%
*Sexuality/LGBTQ+ concerns	0.1%	0.1%	N/A
Other	5.5%	6.0%	7.9%
**Child	N/A	N/A	1.2%
**Anger Management	N/A	N/A	1.8%
**Danger to Others	N/A	N/A	0.4%

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

\* Category Added

\*\* Category Updated (Edited or Removed)

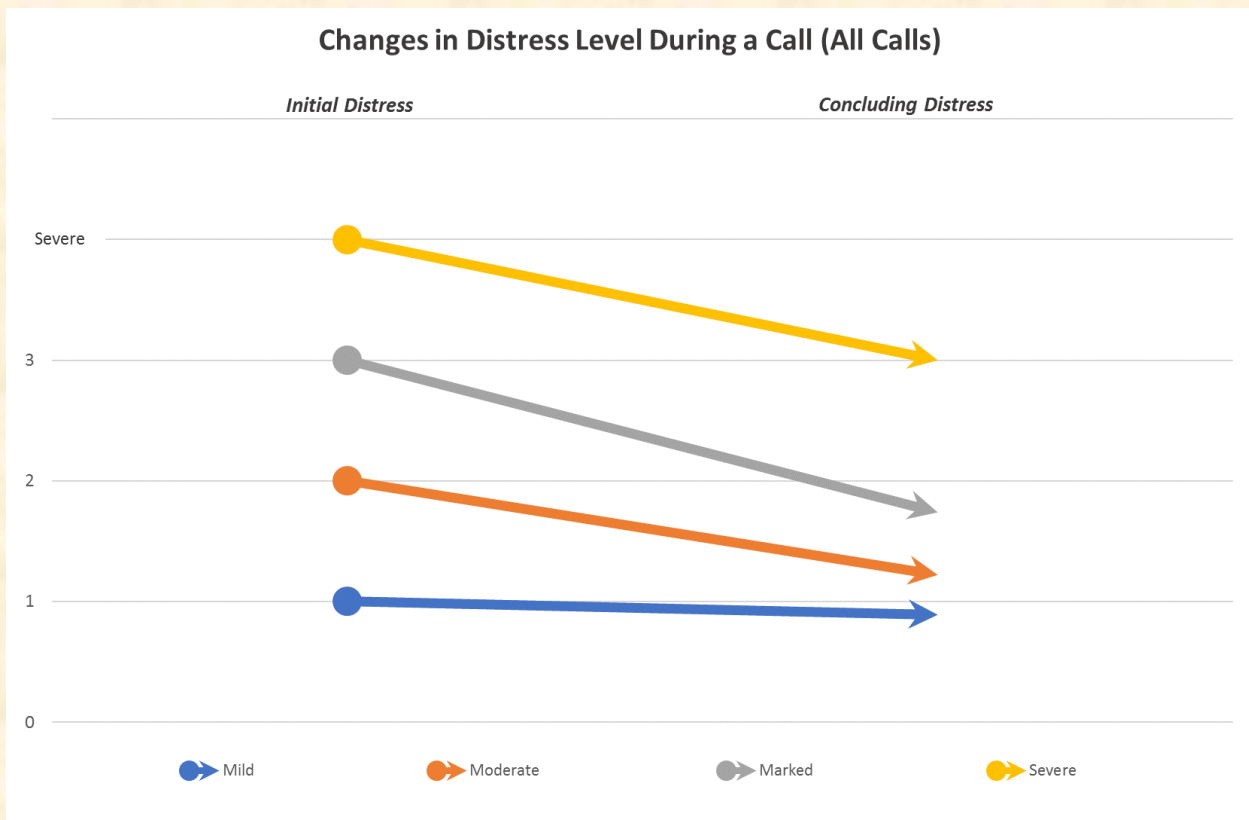




## Levels of Distress and Clinical Disposition on Crisis Line Calls

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	Oct '19	Sept '19	Oct '18
Caller stabilized by counselor, and referred to community resources if appropriate	93.1%	94.4%	95.4%
Counselor made an abuse report	1.4%	0.9%	0.5%
Caller will take the person of concern to hospital	0.3%	0.2%	0.3%
Caller agreed to go to the hospital	0.2%	0.5%	0.3%
Caller agreed to call 911 regarding immediate danger	0.1%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	2.4%	2.5%	1.6%
Counselor contacted police with caller's consent	0.4%	0.2%	0.6%
Counselor contacted police without caller's consent	2.0%	1.1%	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 34.7% of the calls in October. The 510 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	Oct '19	Sept '19	Oct '18
Caller stabilized by counselor, and referred to community resources if appropriate	84.7%	88.9%	87.9%
Caller will take the person of concern to the hospital	1.0%	0.5%	1.1%
Caller agreed to go to the hospital	0.6%	1.1%	0.9%
Caller agreed to call 911 regarding immediate danger to a third party	0.4%	0.5%	0.7%
Caller conferenced to 911 due to immediate danger	6.5%	5.6%	5.1%
Counselor contacted police with caller's consent	1.4%	0.3%	1.5%
Counselor contacted police without caller's consent	5.5%	3.2%	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 October 25.2% of clinical crisis line callers (371 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.8% (86 people) reporting they had a history of substance use.

In October, callers identified that Opioids were a component of the primary reason for calling on 2.4% of the clinical calls on the clinical crisis line, and on 0.2% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Oct '19	Sept '19	Oct '18
NMCAL Clinical calls related to Opioid Use	35	38	38
Warmline calls related to Opioid Use	2	9	14

## 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	Oct '19	Sept '19	Oct '18
NMCAL calls	133	252	88
Warmline calls	11	7	30

*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 14,304 calls during phone operating hours of 3:30pm to 11:30pm MT, and 888 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	Oct 2019	Sept 2019	Oct 2018
Total Calls Handled	1,007	1,569	1,338
Average Call Length (all Warmline calls)	15.8 min	14.8 min	16.6 min

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

Outcome of Warmline Calls	Oct '19	Sept '19	Oct '18
Caller reports feeling supported by the call	99.7%	98.0%	96.1%
Caller received referrals	0.3%	0.3%	1.5%
Caller was transferred to an NMCAL counselor	0.0%	0.0%	0.7%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	1.1%	0.9%	1.7%

Warmline Text Message Data	Oct 2019	Sept 2019	Oct 2018
Total *Conversations	109	99	213

*\*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>Oct '19</b>	<b>Sept '19</b>	<b>Oct '18</b>
Mental Health	N/A	N/A	88.9%
Isolation / Loneliness	46.7%	41.4%	N/A
Anxiety / Situational Stress	26.3%	23.2%	N/A
Interpersonal Relationships	5.4%	8.4%	4.6%
Anger Management	3.3%	4.1%	N/A
Depression	2.6%	7.0%	N/A
Grief / Loss	1.8%	2.1%	N/A
Resources / Community Referrals	0.9%	0.4%	N/A
Medication / Wellness Check In	0.5%	0.6%	N/A
Substance Use	0.5%	0.8%	0.4%
Cognitive Concerns / Psychosis	0.4%	0.4%	N/A
Sexual Assault	0.4%	0.3%	N/A
Thoughts of Suicide	0.3%	0.2%	N/A
Abuse/Neglect	0.1%	0.7%	0.2%
Thoughts of Self-Injury	0.1%	0.0%	N/A
Immediate Support/Intervention	0.1%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.0%
Other Mental Health Concern	0.7%	0.4%	N/A
Other	10.0%	10.0%	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		
	Oct '19	Sept '19	Oct '18		Oct '19	Sept '19	Oct '18
Bernalillo	377	329	N/A	Chaves	0	0	N/A
Valencia	149	95	N/A	Cibola	0	0	N/A
San Miguel	63	59	N/A	Colfax	0	0	N/A
Sierra	63	40	N/A	Curry	0	0	N/A
Sandoval	60	46	N/A	De Baca	0	0	N/A
Taos	46	62	N/A	Guadalupe	0	0	N/A
Dona Ana	39	57	N/A	Harding	0	0	N/A
Santa Fe	23	51	N/A	Hidalgo	0	0	N/A
San Juan	18	1	N/A	Lea	0	0	N/A
Grant	13	14	N/A	Lincoln	0	0	N/A
Torrance	2	0	N/A	Mora	0	0	N/A
Los Alamos	1	2	N/A	Otero	0	0	N/A
Eddy	1	1	N/A	Quay	0	0	N/A
McKinley	1	0	N/A	Roosevelt	0	0	N/A
Rio Arriba	1	14	N/A	Socorro	0	0	N/A
Luna	1	4	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		
	Oct '19	Sept '19	Oct '18	Oct '19	Sept '19	Oct '18
Community Events	4	5	5			
NMCAL Presentations	5	31	11	117	399	1,224
Prevention Trainings	2	1	10	76	83	1,189
Community Meetings	31	22	7			
Media Encounters	0	3	1			
Media Mentions	67+	65+	125+			
<b>TOTALS</b>	<b>109</b>	<b>127</b>	<b>159</b>	<b>193</b>	<b>482</b>	<b>2,413</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)

