



January 2020 New Mexico Utilization Report

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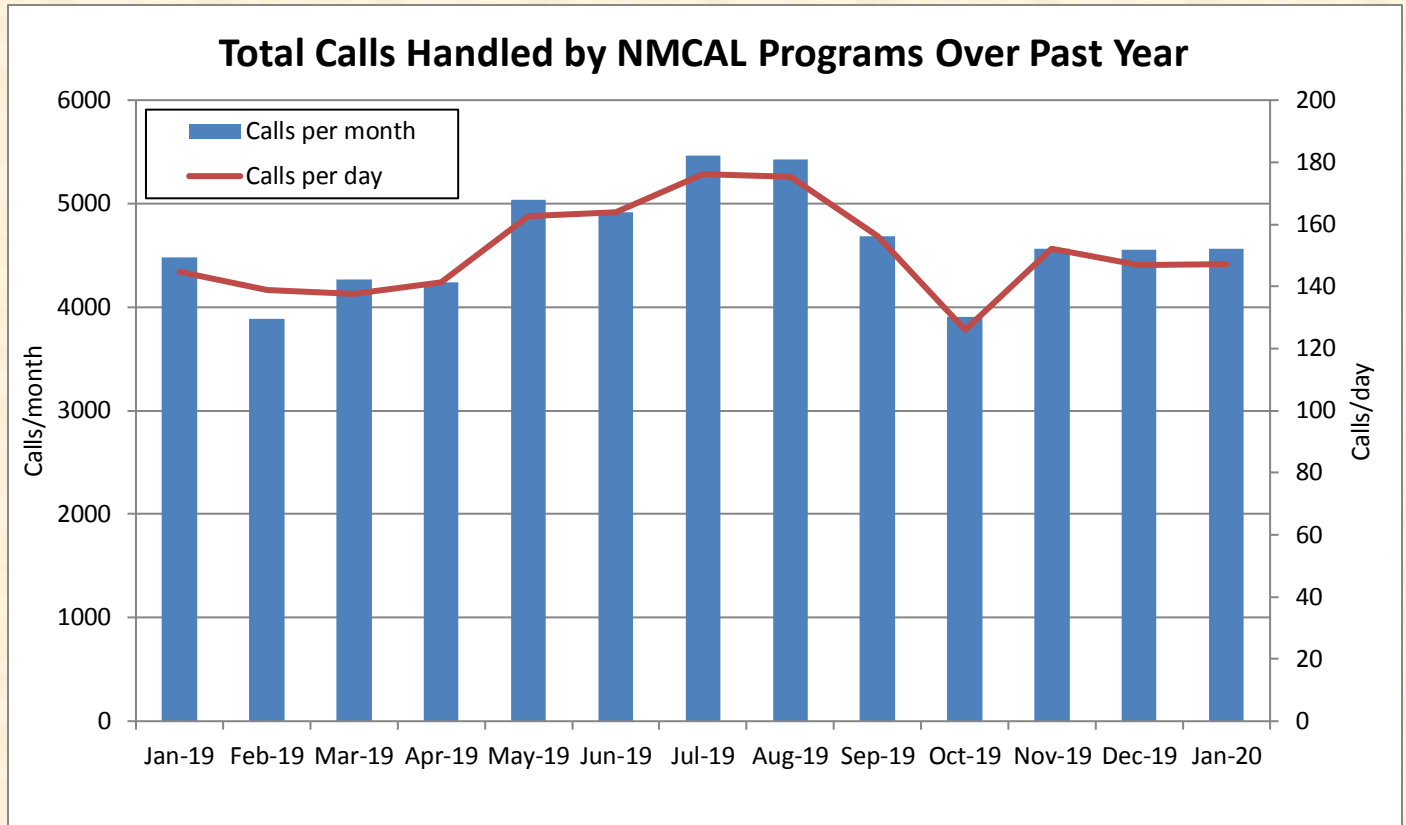
PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 4,567 calls. This includes 1,790 calls on the Statewide Crisis and Access Line, 731 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 945 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's), 1,101 calls on the Warmline, and 2,198 text messages exchanged during the 72 text conversations that were handled on the Peer-to-Peer Warmline.

Calls Answered by Type	Jan 2020	Dec 2019	Jan 2019
Total Statewide Crisis Line + NSPL Calls	2,521	2,400	2,380
Total Inbound Clinical Calls	1,976	2,008	1,892
Calling about Self	1,779	1,827	1,725
Calling about a Child	40	32	38
Calling about another Adult	157	149	129
Outbound Crisis Line Calls	65	54	166
Information/Referral Calls	50	56	34
Seeking info about NMCAL/Warmline	34	18	12
Public Safety Calls	6	3	7
Administrative	11	8	7
Other	307	253	262
Warmline Calls	1,101	1,194	1,236
Text Message Conversations	72	69	135
Text Messages Exchanged	2,198	2,368	135
Core Service Agencies (CSAs) Calls	945	957	868
TOTAL CALLS ANSWERED	4,567	4,551	4,484

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

The New Mexico Crisis and Access Line and Peer-to-Peer-Warmline are proud to be one of the points of contact that New Mexicans are reaching out to in the moment they need mental health support for themselves, or someone they know.



Integrated Program

NMCAL is proud to manage an integrated program where callers have a choice to talk to a mental health professional on the crisis line, or a certified peer support on the Warmline. In addition, and because our staff work side-by-side, staff are able to engage callers to either program, during any call.

Calls Transferred between Programs	Jan 2020	Dec 2019	Jan 2019
from NMCAL to Warmline	13	10	7
from Warmline to NMCAL	1	1	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 January 2020.

Crisis Line Clinical Calls	Jan 2020	Dec 2019	Jan 2019
Total behavioral health support calls	1,976	2,008	2,380
Service Level (answered under 30 sec)	95.2%	92.7%	82.9%
Abandonment Rate	0.9%	1.3%	4.2%
Average Speed of Answer	9 sec	12 sec	23 sec
Average Call Length	20.3 min	20.4 min	20.0 min

NMCAL offers immediate professional mental health support to anyone that may want it. We understand that every struggle is different and proudly provide invaluable care in the moment a person needs it. We connect 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.

NMCAL’s professional staff determine a Level of Care for each clinical call, indicating if the matter can be resolved on that call, or if a higher level of response is necessary. Most crisis line calls are resolved through supportive telephone counseling.

Level of Care Crisis Line Calls	Jan 2020	Dec 2019	Jan 2019
Routine	60.0%	59.4%	62.7%
Urgent	35.8%	35.5%	33.4%
Emergent	4.2%	5.2%	4.0%



It is important to note that demographic information is not gathered on all calls, as callers may decline to provide this information, may not know how to answer, or the call taker may not have asked the question (due to the nature of the call). Because of this dynamic, the total number of calls reflected in each county is less than the full total number of calls reported each year.

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		
	Jan '20	Dec '19	Jan '19		Jan '20	Dec '19	Jan '19
Bernalillo	646	507	811	Torrance	8	6	15
Dona Ana	102	128	107	Cibola	7	11	50
Santa Fe	102	78	94	Sierra	7	18	6
Curry	80	49	34	Lea	6	8	5
Sandoval	50	39	53	Los Alamos	5	3	5
Otero	35	70	24	Luna	4	5	4
San Juan	28	33	23	Colfax	3	3	7
Taos	23	37	33	Guadalupe	3	1	2
Valencia	21	26	22	Hidalgo	3	0	1
Rio Arriba	21	6	23	Quay	3	2	2
Chaves	18	17	27	Catron	1	0	2
McKinley	16	19	18	De Baca	1	0	1
Eddy	12	13	9	Harding	0	1	0
Grant	10	12	9	Mora	0	0	1
San Miguel	10	15	7	Roosevelt	0	2	2
Socorro	10	8	12	Union	0	5	1
Lincoln	9	4	4	(outside NM)	75	37	37



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	Jan 2020	Dec 2019	Jan 2019
Suicide	23.0%	23.9%	18.2%
Anxiety	19.9%	15.0%	23.5%
Situational Stress	12.5%	13.3%	18.3%
Depression	8.2%	9.1%	7.8%
*Relationships (Non-Romantic)	7.9%	8.1%	N/A
Substance Use	7.8%	6.6%	5.9%
Cognitive Concerns/Psychosis	4.1%	4.4%	3.9%
Intimate Partner Relationship/Marital	3.8%	3.1%	5.0%
Family Concerns	3.6%	3.7%	3.5%
*Loneliness	3.0%	3.7%	N/A
*Trauma	1.2%	1.6%	N/A
Grief/Loss	0.8%	1.2%	1.5%
*Health Issue/Chronic Pain	0.0%	1.2%	N/A
Intentional Self Injury	0.8%	0.7%	0.6%
Interpersonal Violence	0.8%	1.1%	1.1%
Medication	0.7%	0.7%	0.6%
Workplace Issue/Career Counseling	0.6%	0.4%	0.4%
*Sexuality/LGBTQ+ concerns	0.3%	0.3%	N/A
*Community Violence	0.1%	0.7%	N/A
*Health Issue/Chronic Pain	0.0%	1.2%	N/A
Other	7.9%	8.1%	7.0%
**Anger Management	N/A	N/A	0.7%
**Child	N/A	N/A	0.9%
**Danger to Others	N/A	N/A	1.0%

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

* Category Added

** Category Updated (Edited or Removed)



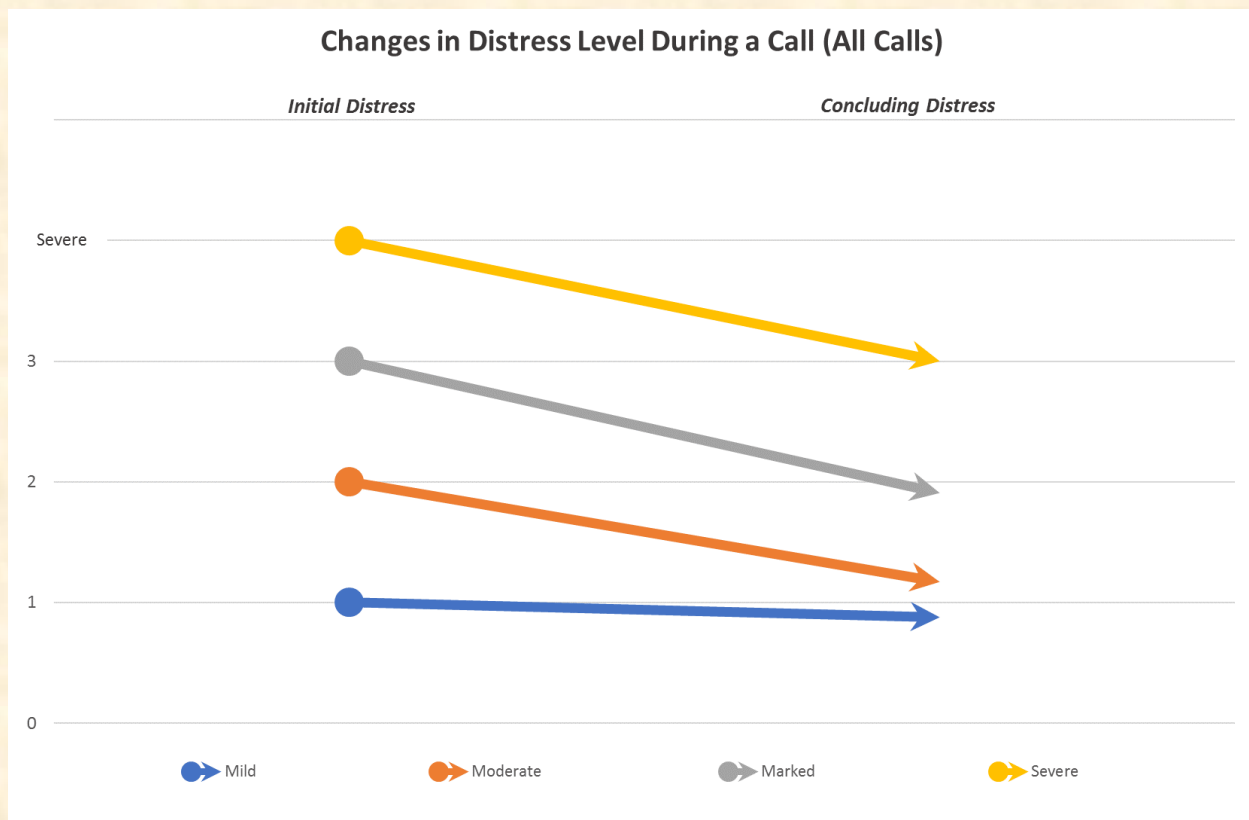
Levels of Distress and Clinical Disposition on Crisis Line Calls

During a clinical call the NMCAL mental health professional assesses the current situation and evaluates how the caller can be supported through the call. The initial and concluding level of distress is rated and supports the call taker in determining if the matter can be resolved on that call, or if a higher level of response is necessary.

The level of distress determination 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 may be rated higher if their specific situation appears acute.

The initial level of distress helps call takers in determining how to support a caller. While the concluding level of distress is what determines the disposition at the end of the call.

Levels of distress usually lower as a result of a call to the crisis line. However, there are occasions when the distress increases during a call, as the person discusses their mental health and safety concerns.



Clinical Disposition All Crisis Line Calls	Jan 2020	Dec 2019	Jan 2019
Caller stabilized by counselor, and referred to community resources if appropriate	94.7%	94.1%	94.2%
Counselor made an abuse report	0.5%	0.5%	0.8%
Caller will take the person of concern to hospital	0.1%	0.4%	0.1%
Caller agreed to go to the hospital	0.4%	0.4%	0.9%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.4%
Caller conferenced to 911 due to immediate danger	2.3%	1.9%	1.6%
Counselor contacted police with caller's consent	0.6%	0.5%	0.1%
Counselor contacted police without caller's consent	1.2%	1.9%	1.8%

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 33.7% of the calls in January. The 519 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	Jan 2020	Dec 2019	Jan 2019
Caller stabilized by counselor, and referred to community resources if appropriate	86.3%	85.9%	86.1%
Caller will take the person of concern to the hospital	0.2%	0.7%	0.2%
Caller agreed to go to the hospital	1.0%	1.3%	2.6%
Caller agreed to call 911 regarding immediate danger to a third party	0.8%	0.5%	0.9%
Caller conferenced to 911 due to immediate danger	6.4%	4.6%	4.7%
Counselor contacted police with caller's consent	1.7%	1.6%	0.4%
Counselor contacted police without caller's consent	3.7%	5.3%	5.2%



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 January 20.9% of clinical crisis line callers (323 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.2% (80 people) reporting they had a history of substance use.

In January, callers identified that Opioids were a component of the primary reason for calling on 2.3% 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	Jan 2020	Dec 2019	Jan 2019
NMCAL Clinical calls related to Opioid Use	36	37	36
Warmline calls related to Opioid Use	3	4	9

Veterans

Crisis feels different for everybody. For veterans, crises can be heightened by experiences associated with their military service.

Caller Identified as a Veteran	Jan 2020	Dec 2019	Jan 2019
NMCAL calls	121	156	127
Warmline calls	12	12	18

Hope is being able to see that there is light despite all of the darkness. When you think all is lost, when all is dire and bleak, there is always hope. Hope is important because it can make the present moment less difficult to bear. NMCAL and the Warmline can offer hope. Call us, we are here to hear you.



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 for people seeking support for themselves, or someone else.

Year to date the Peer-to-Peer Warmline has handled 1,101 calls during phone operating hours of 3:30pm to 11:30pm MT, and 2,198 text messages exchanged during the 72 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	Jan 2020	Dec 2019	Jan 2019
Total Calls Handled	1,101	1,194	1,236
Average Call Length (all Warmline calls)	17.5 min	20.9 min	16.9 min

Outcome of Warmline Calls	Jan 2020	Dec 2019	Jan 2019
Caller reports feeling supported by the call	97.8%	97.3%	96.9%
Caller received referrals	0.8%	0.6%	1.5%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.2%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	1.4%	1.9%	1.5%

Warmline Text Message Data	Jan 2020	Dec 2019	Jan 2019
Total *Conversations	72	69	135
Text Messages Exchanged	2,198	2,368	751

**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.*



The Warmline service is grounded in recovery principles, emphasizes non-crisis/pre-crisis peer services, and provides supportive listening for callers who are living with mental and behavioral health concerns.

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

Primary Presenting Problem in Warmline Calls	Jan 2020	Dec 2019	Jan 2019
Isolation / Loneliness	45.0%	48.6%	38.0%
Anxiety / Situational Stress	23.6%	17.9%	26.8%
Depression	6.8%	7.3%	5.9%
Interpersonal Relationships	4.2%	4.4%	7.9%
Anger Management	2.8%	2.8%	3.5%
Substance Use	1.0%	1.3%	1.1%
Cognitive Concerns / Psychosis	0.8%	1.3%	1.2%
Resources / Community Referrals	0.8%	0.5%	0.5%
Grief / Loss	0.7%	1.1%	2.7%
Abuse/Neglect	0.5%	0.0%	0.5%
Medication / Wellness Check In	0.5%	0.4%	1.2%
Thoughts of Suicide	0.3%	0.0%	0.5%
Sexual Assault	0.2%	0.0%	0.5%
Thoughts of Self-Injury	0.2%	0.0%	0.2%
Immediate Support/Intervention	0.0%	0.1%	0.0%
Administrative Call	0.1%	0.0%	0.1%
Other Mental Health Concern	0.2%	0.6%	1.1%
Other	12.5%	13.8%	8.7%



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 demographic information is not gathered on all calls, as callers may decline providing information, the caller may not know how to answer, and the call taker may not ask the question (due to the nature of the call).

Like most Warmlines, there are a large number of callers who contact the Warmline peer-to-peer support program regularly. Community members that engage with the Warmline have shared that they have incorporated the Warmline as a regular part of their recovery, as it complements their existing formal and informal recovery and resiliency support system.

County of Residence	Total Calls			County of Residence	Total Calls		
	Jan '20	Dec '19	Jan '19		Jan '20	Dec '19	Jan '19
Bernalillo	305	262	487	Cibola	1	5	2
Valencia	119	111	167	Lincoln	1	1	0
Sierra	97	48	72	McKinley	1	1	0
Curry	69	43	0	Torrance	1	0	0
Taos	68	54	70	Catron	0	0	0
San Miguel	55	77	44	Chaves	0	0	11
Dona Ana	49	54	29	Colfax	0	0	2
Sandoval	42	3	48	De Baca	0	0	0
Otero	34	48	21	Guadalupe	0	0	0
Santa Fe	19	18	21	Harding	0	0	0
Grant	12	11	29	Lea	0	0	0
Eddy	4	1	1	Los Alamos	0	1	0
Rio Arriba	4	1	34	Mora	0	0	0
San Juan	4	8	0	Quay	0	0	0
Hidalgo	3	0	0	Roosevelt	0	0	0
Socorro	3	2	7	Union	0	0	0
Luna	2	0	0	(outside NM)	0	0	0



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		
	Jan '20	Dec '19	Jan '19	Jan '20	Dec '19	Jan '19
Community Events	3	5	5			
NMCAL Presentations	4	5	5	198	290	57
Prevention Trainings	3	5	3	167	160	68
Community Meetings	17	24	17			
BH Provider Meetings	11	2	1			
Legislative Meetings	31	0	0			
Media Encounters	1	1	2			
Media Mentions	12+	20+	102+			
TOTALS	81	62	135	365	450	125

NMCAL is “Here to Hear You”

NMCAL and the Warmline are available for any New Mexican to utilize regardless of gender, age, race, ethnicity, culture, religion, natural origin, diagnosis, disability, trauma, literacy level, socio-economic status, insured status, or geographic location.

Non-English-speaking callers can access support through a language interpretation service provider, which NMCAL call takers will connect to when a caller reaches out and needs the service.

Speech and hearing-impaired callers can access support though TTY and Relay services. TTYL Access available by calling 1-855-227-5485

Call the Crisis and Access Line at 1-855-NMCRISIS (1-855-662-7474)
Call or Text the Peer-to-Peer Warmline at 1-855-4NM-7100 (1-855-466-7100)
Additional information available online at www.nmcrisisline.com

