

New Mexico Crisis and Access Line & Peer-to-Peer Warmline: 2019 Annual Report

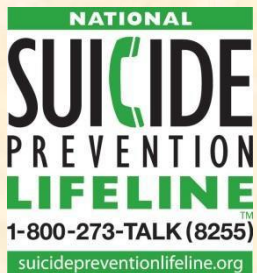


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The following tables and charts provide information regarding the Department of Human Services, Behavioral Health Services Division (BHSD) programs that are delivered through contract with ProtoCall Services, Inc. for the 2019 calendar year (from January 2019 through December 2019).



EXECUTIVE SUMMARY



In 2019, the New Mexico Access and Crisis Line (NMCAL) and its affiliate programs set an all-time high for total number of calls (55,518). Call volume growth was driven by increased utilization of the Peer-to-Peer Warmline (Warmline). NMCAL continues to serve a predominantly Medicaid-insured population.

Service performance on the NMCAL and NSPL lines was consistent with national standards for call center performance. On average, calls were answered in 30.1 seconds and less than 5% of calls were abandoned before they could be answered.

Call Presentation

In 2019, the most common presenting concerns on clinical crisis line calls were Suicide (21.8%), Anxiety (17.2%), Situational Stress (14.2%), Substance Use (8.7%), and Depression (8.7%).

Compared to previous years, 2019 saw notably *higher* proportions of crisis line callers presenting with Suicidality, Substance Use, Interpersonal Violence, and Sexual Assault. Correspondingly, 2019 saw notably *lower* proportions of callers presenting with Anxiety and Cognitive Concerns/Psychosis, compared to previous years. This data is not generalizable to population level prevalence; however, it could be used to identify training and education topics for staff working in the crisis system of care.

On the Peer Warmline in 2019, the most common presenting concerns of callers were Isolation/Loneliness (38.1%), Anxiety/Situational Stress (25.2%), Interpersonal Relationships (8.3%), Depression (6.0%), and Anger Management (2.9%).

The New Mexico Crisis and Access Line wishes to thank all the passionate community members, local organizations, and elected and appointed officials who gave their support to this work in 2019. We look forward to continued growth and development in 2020, to meet the evolving needs of the communities we support.



OVERVIEW OF CALLS

From inception of the New Mexico Crisis and Access Line (NMCAL) program in February 2013 through December 2019, there have been a total of 232,590 calls handled across all the New Mexico programs, and 65,900 text messages exchanged through the 3,036 text message conversations handled since the texting service began on the Peer-to-Peer Warmline (Warmline) in 2018.

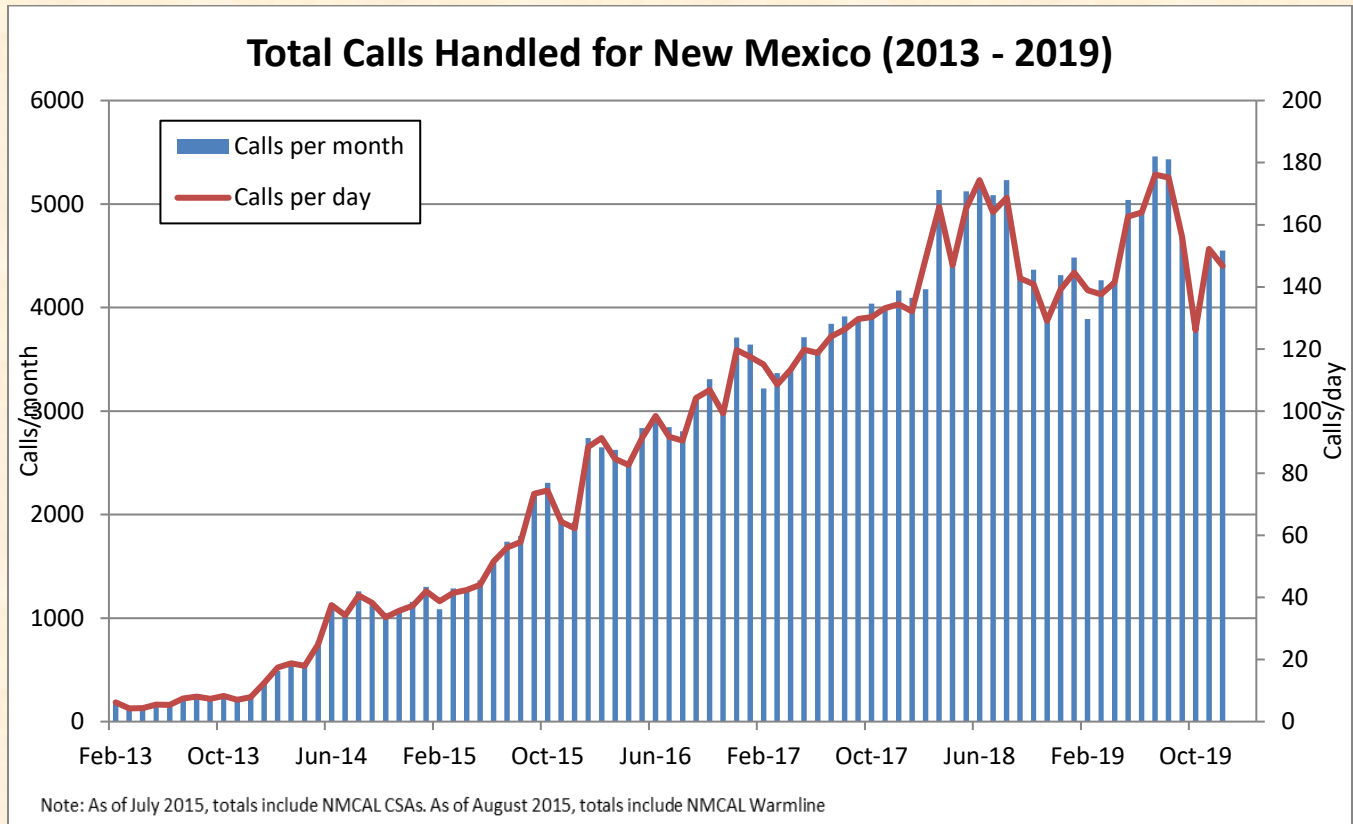
Of the 232,590 calls handled since the launch of NMCAL, 103,291 (44%) calls were on the statewide Crisis and Access Line (NMCAL), 27,112 (12%) were from New Mexicans calling the National Suicide Prevention Lifeline (NSPL), and 46,438 (20%) were forwarded from New Mexico Behavioral Health Core Service Agencies (CSA's) and other Behavioral Health Services Division (BHSD) approved agencies. On the Peer-to-Peer Warmline 55,744 calls have been handled since August 2015, and 65,900 text messages have been exchanged through the 1,977 text message conversations handled since January 2018.

Calls Answered by Type	2019	2018	2017
Total Statewide Crisis and Access Line + NSPL	28,835	30,473	24,271
Total Inbound Calls	23,361	23,618	19,110
Calling about Self	21,163	21,305	17,293
Calling about a Child	472	511	394
Calling about another Adult	1,884	1,802	1,423
Outbound Calls	1,521	2,099	1,356
Information/Referral Calls	400	391	389
Seeking information about NMCAL	153	119	167
Public Safety/Law Enforcement Calls	53	48	78
Administrative	101	125	155
Other	3,088	4,073	10,869
Warmline Calls	17,703	14,734	12,629
Warmline Text Message Conversations	1,059	918	N/A
Warmline Text Messages Exchanged	37,159	28,741	N/A
Calls Answered For Core Service Agencies	9,605	10,114	7,853
TOTAL CALLS ANSWERED for NEW MEXICO	55,518	55,321	44,753



CALL VOLUME

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.



PROGRAMS & SERVICES

NMCAL offers multiple trauma informed and culturally inclusive services to the community through: a 24/7 free and confidential, professionally staffed crisis line; after hours and emergency back-up support for community mental health agencies; a warmline staffed 7 days a week by Certified Peer Support Workers; and targeted prevention efforts such as: responding to calls from dedicated phones on the Rio Grande Gorge Bridge; coverage for New Mexico callers reaching out to the National Suicide Prevention Lifeline; memorandums of understanding with public safety programs; community prevention trainings; and mental health advocacy.

NMCAL And The Warmline Support People Experiencing Any Type Of Mental Health Concern

- Serving as an initial point of contact for people seeking support for themselves, or someone they know, when they are experiencing concerns related to mental health and/or substance use.
- Addressing both immediate and non-imminent safety concerns people face by offering crisis intervention, suicide risk assessments, safety planning, conflict management, and a variety of other behavioral health emergency and non-emergency services.
- Striving to help individuals and families in developing plans of action that promote problem-solving and positive choices, in the least restrictive way possible.
- Assisting people with referrals to services and programs in the community.



A LOOK AT NMCAL BY THE NUMBERS

HERE TO HEAR YOU

TOTAL NUMBER OF CALLS

232,590

65,900
WARMLINE
TEXT MESSAGES
EXCHANGED

AVAILABLE ALWAYS
24/7 FREE

CELEBRATING

7

YEARS OF THE NEW MEXICO
CRISIS AND ACCESS LINE

THE RIGHT CARE AT THE RIGHT TIME

ANXIETY
DEPRESSION
SUICIDAL
THOUGHTS
Top 3 reasons for calls



PERCENTAGE OF CALLS THAT WERE RESOLVED
WITHOUT ESCALATION TO EMERGENCY
SERVICES OR THE HOSPITAL

95.5%

AFTER-HOURS CALLS FROM NEW MEXICO
BEHAVIORAL HEALTH CSA'S AND OTHER
BHSD-APPROVED AGENCIES

46,438



COLLABORATING IN THE COMMUNITY



1,721

community events
attended



Participants reached at
community trainings

29,195

10,394

New Mexicans trained in
Mental Health First Aid and
QPR suicide prevention



SUPPORTING CALLERS IN RECOVERY WITH A STATEWIDE PEER TO PEER WARMLINE

Percentage of Warmline callers
who "just need to talk"

96.2%

55,744
CALLS ANSWERED BY

CERTIFIED PEER
SUPPORT
SPECIALISTS

RAISING AWARENESS ACROSS NEW MEXICO

SUPPORTED
CALLERS FROM
ALL
NEW MEXICO
COUNTIES



DISTRIBUTED
997,707

- flyers
- posters
- wallet cards
- magnets

REACHING UNDERSERVED POPULATIONS

26% of callers were
under age 24

18% of callers were
over age 55

17% of callers were homeless or at
risk of homelessness

61% of callers were on Medicaid
or have no insurance

62% of callers were
not enrolled in
behavioral health services



IMPROVING LIVES IN NEW MEXICO

REFERRED
BY

COUNSELOR 12%
FRIEND/FAMILY 10%
INTERNET 23%

"I'M CALLING ABOUT..."

myself
87%

someone I'm
concerned about
13%



The following tables and charts provide information about clinical crisis line calls handled by professionals on the New Mexico Crisis and Access Line, and the National Suicide Prevention Lifeline.

CRISIS AND ACCESS LINE UTILIZATION DATA

Crisis Line Utilization	2019	2018	2017
Total Clinical Calls Handled on Crisis Line	28,835	30,473	24,271
Service Level (Answered Under 30 Sec)	78.8%	81.0%	83.8%
Abandonment Rate	4.9%	5.1%	3.7%
Average Speed of Answer	30.1 sec	25.5 sec	19.6 sec
Average Call Length (Crisis Line calls)	21.1 min	19.1 min	17.0 min

Level Of Care

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. For 95% of crisis line calls, the immediate situation is resolved through supportive telephone counseling.

Level of Care, for Clinical Crisis Line Calls						
	2019		2018		2017	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Routine	11,880	59.4%	13,010	64.6%	11,780	66.2%
Urgent	7,123	35.6%	6,478	32.2%	5,649	31.7%
Emergent	991	5.0%	640	3.2%	377	2.1%

Primary Presenting Problem

The presenting problem is the reason a caller is reaching out for professional help. While many callers present with more than one issue of concern, the "primary presenting problem" is identified as the primary component contributing to the caller's distress.



Primary Presenting Problem, for Clinical Crisis Line Calls

	2019		2018		2017	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Suicide	4,351	21.8%	3,372	17.1%	2,596	14.6%
Anxiety	3,429	17.2%	5,148	26.1%	4,367	24.5%
Situational Stress	2,825	14.2%	3,065	15.5%	2,633	14.8%
Substance Use	1,726	8.7%	1,162	5.9%	967	5.4%
Depression	1,603	8.7%	1,816	9.2%	1,810	10.2%
Cognitive Concerns / Psychosis	880	4.4%	1,345	6.8%	1,520	8.5%
Intimate Partner Relationship / Marital Concerns	771	3.9%	601	3.0%	601	3.4%
Family	652	3.3%	517	2.6%	576	3.2%
Loneliness	400	2.5%	N/A	N/A	N/A	N/A
Interpersonal Violence	308	1.5%	114	0.6%	99	0.6%
Grief or Loss	295	1.5%	279	1.4%	325	1.8%
Trauma	245	1.5%	N/A	N/A	N/A	N/A
Health Issue / Chronic Pain	201	1.0%	N/A	N/A	N/A	N/A
Intentional Self-Injury	180	0.9%	222	1.1%	243	1.4%
Sexual Assault	178	0.9%	47	0.2%	59	0.3%
Workplace Issue / Career Counseling	126	0.6%	50	0.3%	33	0.2%
Medication	108	0.5%	160	0.8%	187	1.0%
Relationships (Non-Romantic)	68	0.3%	N/A	N/A	N/A	N/A
Community Violence	51	0.3%	N/A	N/A	N/A	N/A
Child	40	0.2%	209	1.1%	170	1.0%
Danger to Others	31	0.2%	94	0.5%	59	0.3%
Anger Management	29	0.1%	146	0.7%	221	1.2%
Sexuality / LGBTQI+	18	0.1%	N/A	N/A	N/A	N/A
Other	1,302	6.5%	1,370	6.9%	1,357	7.6%



Disposition At The End Of Call

Disposition at End of Call, for Clinical Crisis Line Calls						
	2019		2018		2017	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Caller stabilized by crisis line, referred to community resources	18,472	93.8%	18,721	95.6%	17,178	96.7%
Crisis line made a report of abuse to CPS or APS	200	1.0%	142	0.7%	105	0.6%
Caller agreed to go to the hospital	94	0.5%	79	0.4%	47	0.3%
Caller agreed to take person of concern to the hospital	49	0.2%	55	0.3%	41	0.2%
Caller identified that they would call 911 regarding immediate danger to person of concern	40	0.2%	47	0.2%	55	0.3%
Due to immediate danger, Caller was conferenced into 911 by crisis line	431	2.2%	236	1.2%	143	0.8%
Crisis line contacted police with caller's consent	74	0.4%	80	0.4%	51	0.3%
Crisis line contacted police without caller's consent	330	1.7%	216	1.1%	140	0.8%



Calls Concerning Thoughts Of Suicide

While suicide is not always the presenting issue during a call, when suicide is discussed, NMCAL looks closely at the outcome of the calls where concerns regarding suicide were discussed. Conversations involving thoughts of suicide, were reported on 33.2% (6,403) of clinical crisis line calls. Of those calls, 85.7% of the callers were supported through the dialogue on the crisis line phone call; without the need to involve police, a hospital, or another more restrictive option.

Disposition at End of Call, for Clinical Crisis Line Calls Involving Suicidal Ideation

	2019		2018		2017	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Caller stabilized by crisis line, referred to community resources	5,489	85.7%	5,011	89.2%	4,574	92.4%
Caller agreed to go to the hospital	79	1.2%	66	1.2%	33	0.7%
Caller agreed to take person of concern to the hospital	38	0.6%	41	0.7%	31	0.6%
Caller identified they would call 911 regarding immediate danger to person of concern	26	0.4%	38	0.7%	40	0.8%
Due to immediate danger, Caller was conferenced into 911 by crisis line	388	6.1%	201	3.6%	112	2.3%
Crisis line contacted police with caller's consent	79	1.2%	68	1.2%	39	0.8%
Crisis line contacted police without caller's consent	304	4.7%	190	3.4%	120	2.4%



Calls Involving Substance Use

NMCAL is here to support people experiencing any sort of mental health, suicide, and/or substance use concern. In 2019 concerns related to current substance use were identified on 4,578 calls (23.3%) of the crisis line calls, with another 1,066 calls (5.4%) endorsing substance use as a concern in their history.

Calls Related To Opioid Use Disorders

The misuse of prescription pain relievers containing opioids and illicit drugs such as heroin is a serious and challenging public health concern.

Calls Related to Opioid Use	2019	2018	*2017
NMCAL clinical calls related to Opioid Use	443	429	33
Warmline calls related to Opioid Use	62	113	13

***Note:** NMCAL and the Warmline began tracking the calls related to OUD in November of 2017.

Calls Involving Encounters With Veterans

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

Caller identified as a Veteran	2019	2018	*2017
NMCAL calls	1,781	1,082	112
Warmline calls	144	256	48

***Note:** NMCAL and the Warmline began tracking the calls related to Veterans in November of 2017.



CRISIS LINE CALLER DEMOGRAPHIC INFORMATION

The following tables summarize the demographic information gathered on 70.2% of crisis line calls. All demographic information reported is based on a caller's choice to self-report.

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 the following tables is less than the full total number of calls reported each year.

Like most crisis lines, NMCAL has a small number of callers who contact the crisis line regularly. Even brief contact with a crisis line can provide a person with the support they need to maintain their recovery and resiliency, support healthy choices, and offer strength to live independently within their communities.

The average caller contacted NMCAL twice in 2019, with 30.2% of calls being identifiably unique callers. To account for this difference, data in this report is presented for both total calls, as well as for individual callers (aka: identifiably unique callers).

NMCAL Supports People In Every New Mexico County

County of Residence	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
Bernalillo	9,189	10,524	6,482	3,968	3,239	2,404
Dona Ana	1,982	1,141	1,993	803	407	308
Santa Fe	1,527	893	593	676	520	403
Otero	1,082	352	303	475	169	127
Sandoval	863	741	528	393	464	320
San Juan	781	815	1,450	362	182	124
Curry	551	812	107	211	79	63
Taos	538	584	391	236	125	74
Valencia	357	375	324	154	221	152
Rio Arriba	335	166	120	151	138	84
Chaves	225	338	277	100	146	108



County of Residence (continued)	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
Socorro	220	311	152	106	61	39
Grant	190	301	271	98	93	69
Cibola	189	103	78	88	53	33
McKinley	183	200	164	81	141	100
San Miguel	169	100	66	68	80	44
Eddy	156	156	94	79	84	69
Los Alamos	126	48	30	54	30	25
Colfax	123	21	13	74	19	9
Torrance	122	251	51	59	64	35
Sierra	108	118	71	52	38	25
Lea	86	84	77	40	73	18
Lincoln	86	66	52	43	43	38
Luna	60	138	65	27	48	30
Roosevelt	45	42	21	26	35	10
Quay	35	17	9	18	13	7
Mora	23	4	8	9	3	3
Hidalgo	20	6	5	9	6	4
Union	17	7	2	7	4	2
Guadalupe	14	13	9	5	12	7
Catron	11	5	4	6	4	2
De Baca	6	4	4	4	4	1
Harding	4	1	1	2	1	1
Outside NM	810	484	391	227	366	242
Total	20,233	18,951	14,206	8,711	6,965	4,980

***NOTE:** Some 2017 demographic data is unavailable due to technology changes made in March 2017.



NMCAL Is Accessible

NMCAL is 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 through TTY and Relay services.

Gender	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
Male	37%	39%	47%	47%	47%	53%
Female	62%	60%	53%	52%	52%	46%
Other	0.8%	0.5%	0.4%	1%	0.9%	0.9%

Age of Caller	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
Under 18	3%	6%	4%	7%	15%	12%
18-24	13%	24%	16%	19%	18%	19%
25-34	42%	37%	31%	27%	25%	23%
35-44	10%	11%	12%	17%	17%	16%
45-54	13%	10%	17%	13%	11%	14%
55-64	13%	8%	18%	11%	9%	10%
65+	6%	3%	3%	6%	5%	6%



Callers Race/Ethnicity	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
White/Caucasian	37%	44%	49%	39%	40%	40%
Hispanic	25%	28%	21%	41%	42%	40%
American Indian or Alaskan Native	8%	4%	5%	9%	8%	8%
Black or African American	3%	2%	2%	3%	3%	3%
Asian	6%	4%	2%	1%	1%	1%
Native Hawaiian or Other Pacific Islander	0.2%	N/A	N/A	0.5%	N/A	N/A
Multiracial	2%	2%	8%	3%	3%	4%
Other	19%	13.2%	13%	3%	3.8%	3%

Primary Language	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
English	98%	90%	95%	97%	91%	93%
Eng/Span Bilingual	2%	3%	2%	2%	3%	3%
Spanish	0.5%	0%	1%	1%	1%	1%
Navajo	0.02%	N/A	N/A	0.1%	N/A	N/A
Eng/Navajo Bilingual	0.1%	N/A	N/A	0.1%	N/A	N/A
Other	0.8%	7%	2%	0.9%	5%	3%



Callers Housing Status	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
Permanent housing	84%	86%	86%	75%	77%	79%
Temporary housing	10%	7%	7%	14%	14%	12%
Houseless	5%	6%	6%	10%	8%	8%
Resides in a residential facility	0.4%	0.6%	0.8%	0.8%	1%	1%
Other	0.5%	N/A	N/A	1.0%	N/A	N/A

21.9% of individual crisis line callers without housing reported that they were receiving behavioral health treatment, while to 30.6% of individual crisis line callers with some type of housing.

Callers Reported Health Insurance	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
Medicaid	69%	66%	59%	62%	48%	51%
Other insurance	21%	23%	8%	25%	29%	28%
Insured, type unknown	4%	4%	4%	4%	8%	7%
No insurance	6%	7%	9%	9%	15%	14%

17.9% of individual crisis line callers without health insurance reported that they were receiving behavioral health treatment, as opposed to 32.1% of individual crisis line callers with insurance.



Callers Reported Treatment Plan	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
In Treatment	54%	54%	55%	31%	38%	37%
Not in Treatment	46%	46%	45%	69%	62%	63%

89.0% of individual crisis line callers without housing reported that they had health insurance coverage, whereas 92.2% of individual crisis line callers with some type of housing.

Individual Caller Analysis <i>(Answered Both Questions)</i>	No			Yes		
	2019	2018	2017	2019	2018	2017
Insured and in Treatment	68%	62%	66%	32%	38%	34%
Uninsured and in Treatment	82%	84%	16%	18%	16%	84%
Housed and in Treatment	69%	64%	41%	31%	36%	59%
Houseless and in Treatment	78%	79%	80%	22%	21%	20%
Housed and Insured	8%	13%	95%	92%	87%	5%
Houseless and Insured	11%	18%	29%	89%	82%	71%



How did you hear about NMCAL?	Total Calls			Individual Callers		
	2019	2018	2017	2019	2018	2017
Website or Internet	24%	17%	18%	31%	24%	24%
Previous Engagement	11%	N/A	N/A	4%	N/A	N/A
Counselor, Therapist, Social Worker, Peer Support Worker, or Medical Provider	10%	9%	15%	8%	7%	10%
Warmline, Another Crisis Line, or Nurseline	9%	8%	7%	9%	9%	7%
Family or Friend	8%	7%	7%	10%	9%	9%
Medical or Behavioral Health Facility	8%	7%	5%	10%	9%	8%
Government or Public Program, Social Services, or Veteran Agency	4%	4%	2%	5%	6%	3%
Public Awareness Printed Materials	2%	2%	3%	3%	2%	3%
Media: TV, Radio, or Newspaper	2%	2%	1%	3%	3%	2%
School or Work	1%	N/A	N/A	2%	N/A	N/A
Public Safety Engagement or Court Services	0.5%	N/A	N/A	0.7%	N/A	N/A
MCO/Insurance	0.5%	N/A	N/A	0.7%	N/A	N/A
Support Group	0.4%	0%	1%	0.3%	0%	1%
211 – United Way	0.4%	N/A	N/A	0.7%	N/A	N/A
Phonebook	0.3%	N/A	N/A	0.3%	N/A	N/A
Church or Faith Program	0.2%	N/A	N/A	0.3%	N/A	N/A
Social Media	0.1%	N/A	N/A	0.2%	N/A	N/A
Other Resource	17%	43%	41%	13%	30%	33%



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.

PEER-TO-PEER WARMLINE UTILIZATION DATA

The Peer-to-Peer Warmline has handled a total of 55,744 calls during Warmline operating call hours (3:30pm to 11:30pm MT) since its inception in August of 2015; and the texting program has exchanged 65,900 through 1,977 text message conversation during text program operating hours (6:00pm – 11:00pm MT) since January of 2018. The following tables provide information about calls handled by certified peer support specialists on the Warmline.

Warmline Call Utilization	2019	2018	2017
Total Warmline Calls Handled	17,703	14,734	12,629
Average Call Length, Warmline Calls	16.0 min	17.1 min	14.9 min

Warmline Texting Utilization	2019	2018	2017
Total Warmline Text Conversations	1,059	918	N/A
Total Warmline Text Messages Exchanged	37,159	28,741	N/A

Outcome of Warmline Calls						
	2019		2018		2017	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Supported by the call	11,269	98.2%	12,950	87.9%	11,653	92.2%
Received referrals	59	0.5%	134	0.9%	56	0.4%
Transferred to NMCAL	8	0.1%	48	0.3%	42	0.3%
Emergency call made	2	0.02%	1	0.0%	11	0.1%
Other	133	1.2%	226	1.5%	234	1.9%



Warmline Primary Presenting Problems

	2019		2018		2017	
	# of Calls	% of Calls	# of Calls	% of Calls	# of Calls	% of Calls
Mental Health	N/A	N/A	11,566	78.5%	10,441	82.7%
Isolation / Loneliness	4,456	38.1%	N/A	N/A	N/A	N/A
Anxiety / Situational Stress	2,952	25.2%	N/A	N/A	N/A	N/A
Interpersonal Relationships	968	8.3%	489	3.3%	281	2.2%
Depression	705	6.0%	N/A	N/A	N/A	N/A
Anger Management	338	2.9%	N/A	N/A	N/A	N/A
Healthcare	N/A	N/A	247	1.7%	243	1.9%
Substance Use	186	1.6%	60	0.4%	109	0.9%
Family	N/A	N/A	160	1.1%	152	1.2%
Grief / Loss	137	1.2%	N/A	N/A	N/A	N/A
Cognitive Concern/Psychosis	105	0.9%	N/A	N/A	N/A	N/A
Medication/Wellness Check	89	0.8%	N/A	N/A	N/A	N/A
Employment / Education	N/A	N/A	79	0.5%	42	0.3%
Housing	N/A	N/A	78	0.5%	74	0.6%
Finances	N/A	N/A	64	0.4%	23	0.2%
Resources / Referrals	56	0.5%	N/A	N/A	N/A	N/A
Abuse / Neglect	47	0.4%	6	0.0%	9	0.1%
Spirituality	N/A	N/A	44	0.3%	57	0.5%
Friendships	N/A	N/A	43	0.3%	42	0.3%
Sexual Assault	34	0.3%	N/A	N/A	N/A	N/A
Thoughts of Suicide	30	0.3%	N/A	N/A	N/A	N/A
Food/Nutrition	N/A	N/A	22	0.1%	23	0.2%
Legal	N/A	N/A	21	0.1%	39	0.6%
Thoughts of Self injury	11	0.1%	N/A	N/A	N/A	N/A
Immediate Support	10	0.1%	N/A	N/A	N/A	N/A
Administrative Call	3	0.03%	15	0.1%	12	0.1%
Other Mental Health	1,575	13.4%	N/A	N/A	N/A	N/A
Other	1,466	12.5%	N/A	N/A	N/A	N/A

***Note:** Primary Presenting Problem of Warmline Calls was updated in January 2019, in an effort to capture a greater understanding of the mental health concerns Warmline callers were seeking support for.



Warmline Demographic Information

Like NMCAL, the Warmline is 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.

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 illnesses.

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.

In January 2019, the Warmline began reporting on demographic information. 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, or the call taker may not ask the question (due to the nature of the call).

Of the 17,703 total Warmline calls handled in 2019, there were 9,146 calls handled that call takers were not able to collect demographic information on.

The following tables summarize the demographic information that call takers were able to gather on 49.6% of Warmline calls. All demographic information reported is based solely on a caller's choice to self-report.



County of Residence	Total Calls	**Individual Callers	County of Residence	Total Calls	**Individual Callers
Bernalillo	3,513	106	Curry	22	2
Valencia	1,516	5	San Juan	20	6
Sierra	624	2	Socorro	11	3
Taos	561	9	Luna	8	1
Dona Ana	512	20	Torrance	3	3
San Miguel	444	4	Cibola	2	1
Sandoval	320	17	Colfax	2	1
Santa Fe	309	12	Lincoln	2	1
Otero	277	7	McKinley	2	2
Rio Arriba	178	3	Catron	1	1
Grant	157	9	Roosevelt	1	1
Chaves	42	5	Anonymous	9,146	Unknown
Eddy	23	2	(outside NM)	7	6

****Note:** There are a large number of callers that do not provide demographic information during a Warmline call.



Gender of Caller	Total Calls	Individual Callers
Male	56%	55%
Female	44%	43%
Other	0.1%	1.3%

Age of Caller	Total Calls	Individual Callers
Under 18	2%	3%
18-24	2%	8%
25-34	14%	23%
35-44	7%	14%
45-54	20%	17%
55-64	21%	18%
65+	34%	17%

Callers Race/Ethnicity	Total Calls	Individual Callers
White/Caucasian	74%	66%
Hispanic	12%	18%
American Indian or Alaskan	1%	4%
Black or African American	1%	2%
Asian	1%	1%
Multiracial	5%	5%
Other	6%	4%



Callers Housing Status	Total Calls	Individual Callers
Has permanent housing	86%	86%
Has temporary housing	11%	10%
Resides in a residential facility	0.8%	1%
Homeless	2%	3%

73% of individual Warmline callers without housing reported that they had health insurance coverage, whereas 83% of individual Warmline callers with some type of housing reported they had health insurance coverage.

Callers Health Insurance	Total Calls	Individual Callers
Medicaid	52%	35%
Other insurance	28%	28%
Insured, but type unknown	9%	21%
None	12%	16%

Of individual callers to the Warmline who reported that they were currently receiving behavioral health treatment, 54% stated that they did have active health insurance and 41% reported that they did not have active health insurance.

Caller Receiving Behavioral Health Treatment?	Total Calls	Individual Callers
Yes	53%	50%
No	47%	50%

36% of individual Warmline callers without housing reported that they were receiving behavioral health treatment, while 48% of individual Warmline callers with some type of housing reported that they were receiving behavioral health treatment.



Individual Caller Analysis <i>(Answered Both Questions)</i>	No	Yes
Insured, and in Treatment	46%	54%
Uninsured, and in Treatment	59%	41%
Housed, and in Treatment	52%	48%
Houseless, and in Treatment	64%	36%
Housed, and Insured	17%	83%
Houseless, and Insured	27%	73%

How did the Caller Hear About NMCAL?	Total Calls	Individual Callers
Other Crisis Line or Warmline	97%	56%
Counselor / Therapist	1%	9%
Medical or Behavioral Health Facility	0.6%	9%
Family or Friend	0.3%	6%
Website / Internet	0.2%	3%
Public Awareness Materials	0.1%	3%
Support Group	0.1%	3%
Other	0.3%	9%



COMMUNITY OUTREACH & ENGAGEMENT

PUBLIC AWARENESS

MEDIA MENTIONS & ENCOUNTERS: The following chart represents the number of times NMCAL can verify it has been mentioned in the media as a result of an interview, a published or broadcasted media story, and/or through our public awareness efforts.

Media Mentions and Encounters	2019	2018	2017
Newspapers Interviews	2	15	31
Newspaper Mentions (print and online)	320	423	519
Radio Interviews	6	3	18
Radio Mentions	423	140	151
Television Appearances	2	5	3
Television Interviews	2	3	6
Television Mentions	5	158	392
Online Media Encounters	204	79	115
Other Media Encounters	248	57	70
Total Mentions and Encounters	1,207	883	1,306

PROGRAM AWARENESS & COMMUNITY PREVENTION TRAININGS: NMCAL is a leader in offering mental health and suicide prevention awareness and trainings to adults and youth in communities throughout New Mexico. Providing these trainings assists people in recognizing the signs and symptoms of mental health concerns, substance use, suicide risk, and the resources that are available.



Awareness and Training Events

Delivered by NMCAL Staff	Total Trainings			Total Participants		
	2019	2018	2017	2019	2018	2017
NMCAL Presentations	140	104	64	2,698	6,666	3,884
Mental Health First Aid	20	18	16	499	489	541
QPR Suicide Prevention	38	43	30	816	4,466	1,772
Opioid Use Disorder	8	14	1	197	282	10
Recovery Friendly Language	5	2	1	245	120	20
Peer Support Certification	0	1	1	0	35	30
Totals	211	182	113	4,455	12,058	6,257

COMMUNITY INVOLVEMENT: NMCAL staff are regular participants in multiple awareness events throughout the state.

Community Events	2019	2018	2017
Community Events and Meetings	382	195	25
Governance Meetings	30	3	9
Health or Resource Fairs	15	28	75
Conferences	14	32	33
Summits	14	29	22
Legislative Events	9	22	15
Community Based Public Trainings	8	30	91
Advocacy and Awareness Walks/Runs	3	10	8
Town Hall Meetings	3	8	3
Special Events	3	3	2
Career/Job Fair	1	2	9
Total Community Events Attended	482	376	353



PUBLIC AWARENESS MATERIALS: NMCAL distributed 221,775 pieces of printed public awareness materials to the community in 2019. These materials promote awareness that NMCAL is “Here to Hear You” 24 hours a day, 7 days a week, 365 days a year.

Public Awareness Materials Distributed	English			Spanish		
	2019	2018	2017	2019	2018	2017
Wallet Cards	105,717	59,523	63,811	35,801	14,815	26,072
Informational Brochure	29,686	27,669	37,548	11,014	10,735	17,072
Magnets	25,177	29,681	20,160	7,792	12,621	10,205
11 x 17 Poster	1,877	451	610	N/A	N/A	302
8.5 x 11 Poster <i>(Reversible English on one side, Spanish on the other side)</i>	4,711	14,069	4,158	N/A	N/A	N/A
Totals	167,168	131,393	126,287	54,607	38,171	53,651

NMCAL is “Here to Hear You”

If you have any questions about this report’s findings, or wish to further explore NMCAL data, please contact the New Mexico Program Manager at:

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For more information on the New Mexico Crisis and Access Line, the Peer-to-Peer Warmline, the Core Service Agency work, or any of our programs, please visit the NMCAL website at: www.nmcrisisline.com

