



New Mexico Crisis and Access Line June 2020 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 31,040 calls. This includes 13,451 calls on the Statewide Crisis and Access Line, 5,457 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 34 calls for the Rio Grande Gorge Bridge, 5,786 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's), 195 calls on the Healthcare Worker and First Responder Support Line, 6,117 calls on the Warmline, and 13,663 text messages exchanged during the 570 text conversations that were handled on the Peer-to-Peer Warmline. NMConnect has had 3,371 smartphone app downloads.

| Calls Answered by Type | June 2020 | May 2020 | June 2019 |
|--|--------------|--------------|--------------|
| Crisis Line Calls (NMCAL, NSPL, Bridge) | 2,848 | 2,790 | 2,622 |
| Healthcare Worker & 1st Responder Calls | 30 | 99 | N/A |
| Total Inbound Calls | 2,184 | 2,022 | 2,047 |
| Calling about Self | 1,847 | 1,709 | 1,832 |
| Calling about a Child | 57 | 44 | 44 |
| Calling about another Adult | 280 | 269 | 171 |
| Outbound Crisis Calls | 140 | 222 | 233 |
| Information/Referral Calls | 80 | 82 | 30 |
| Seeking info about Program(s) | 10 | 20 | 11 |
| Public Safety Calls | 4 | 4 | 3 |
| Administrative | 7 | 11 | 9 |
| Other | 434 | 434 | 289 |
| Warmline Calls | 939 | 1,017 | 1,596 |
| Text Message Conversations | 76 | 88 | 61 |
| Text Messages Exchanged | 1,174 | 1,782 | 3,155 |
| Core Service Agencies (CSAs) Calls | 868 | 1,123 | 700 |
| TOTAL CALLS ANSWERED | 4,685 | 5,042 | 4,918 |

Coronavirus/COVID-19 Calls

As a result of the current worldwide pandemic and social distancing guidelines implemented in communities, ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call.

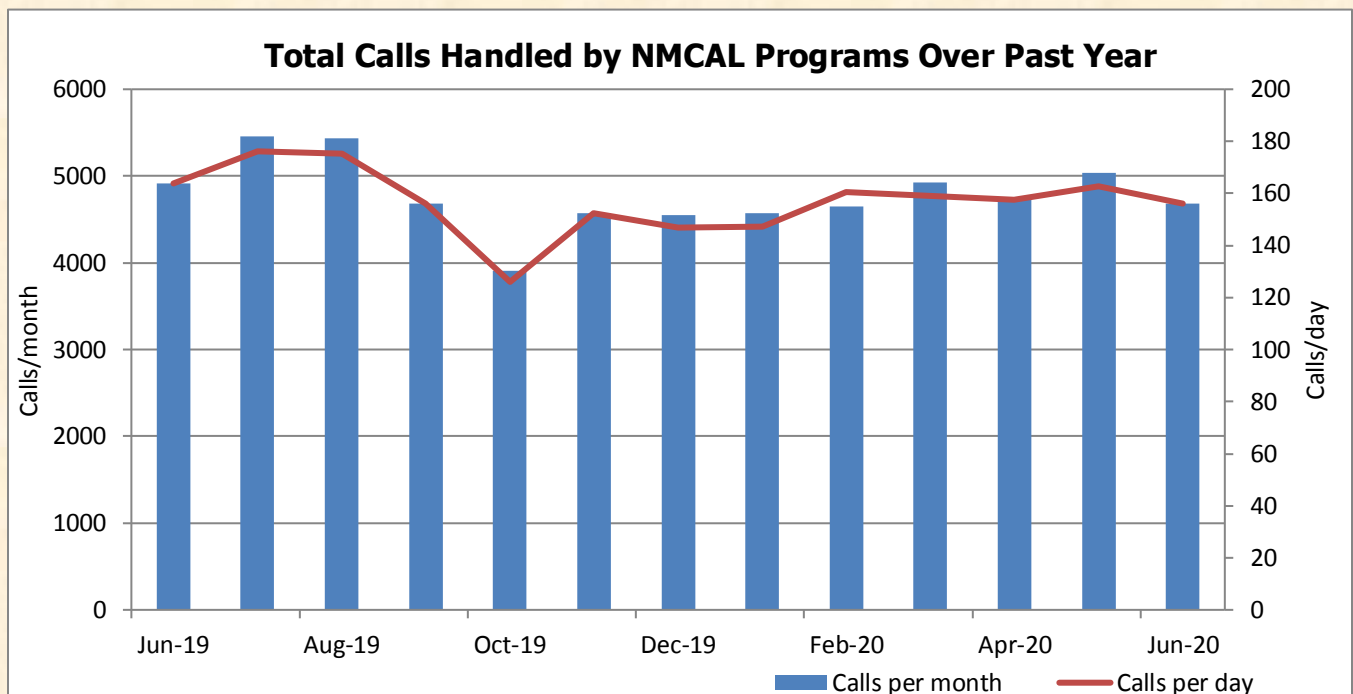
| *COVID-19 concerns reported during call | June 2020 | May 2020 | YTD 2020 |
|--|-------------|-------------|--------------|
| New Mexico Crisis and Access Line | 4.4% | 6.5% | 11.7% |
| National Suicide Prevention Lifeline | 6.0% | 9.0% | 12.5% |
| Warmline | 15.8% | 10.7% | 15.5% |
| Healthcare Worker & First Responder Line | 57.7% | 39.4% | 69.7% |
| CSA Programs | 1.0% | 2.5% | 7.3% |
| **University New Mexico Student Account | 5.3% | 0.0% | 6.3% |
| Total All New Mexico Accounts | 5.4% | 7.8% | 10.6% |

**Data collection related to COVID-19 related concerns began on 03.17.2020*

*** UNM is not a BHSD funded program*

There is always someone here to hear you.

The New Mexico Crisis and Access Line programs are proud to be the resource of choice that New Mexicans are reaching out to in the moment they need mental health support for themselves, or someone they know.



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 June 2020.

| Crisis Line Clinical Calls | June 2020 | May 2020 | June 2019 |
|---------------------------------------|------------------|-----------------|------------------|
| Total behavioral health support calls | 1,799 | 2,022 | 2,622 |
| Service Level (answered under 30 sec) | 83.5% | 88.8% | 79.8% |
| Abandonment Rate | 4.0% | 3.7% | 4.2% |
| Average Speed of Answer | 22 sec | 16 sec | 25 sec |
| Average Call Length | 22.7 min | 23.2 min | 20.8 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 | June 2020 | May 2020 | June 2019 |
|--|------------------|-----------------|------------------|
| Routine | 56.0% | 58.3% | 58.4% |
| Urgent | 37.7% | 36.5% | 36.3% |
| Emergent | 6.3% | 5.3% | 5.3% |



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 | | |
|---------------------|-------------|---------|----------|---------------------|-------------|---------|----------|
| | June '20 | May '20 | June '19 | | June '20 | May '20 | June '19 |
| Bernalillo | 872 | 930 | 748 | Grant | 16 | 19 | 19 |
| Dona Ana | 148 | 117 | 103 | Socorro | 14 | 12 | 25 |
| Santa Fe | 109 | 153 | 145 | Torrance | 13 | 10 | 9 |
| Sandoval | 75 | 69 | 73 | Cibola | 9 | 12 | 8 |
| San Juan | 56 | 111 | 87 | Roosevelt | 9 | 6 | 3 |
| Taos | 31 | 98 | 59 | Luna | 6 | 10 | 6 |
| Otero | 29 | 32 | 65 | Colfax | 6 | 7 | 6 |
| McKinley | 28 | 62 | 15 | Los Alamos | 6 | 5 | 15 |
| Rio Arriba | 28 | 28 | 24 | Guadalupe | 4 | 4 | 0 |
| Valencia | 26 | 31 | 25 | Quay | 4 | 0 | 2 |
| Curry | 25 | 14 | 18 | Mora | 3 | 5 | 4 |
| Chaves | 22 | 31 | 27 | Catron | 1 | 4 | 0 |
| Sierra | 22 | 15 | 7 | De Baca | 0 | 0 | 1 |
| Eddy | 19 | 18 | 15 | Harding | 0 | 0 | 0 |
| Lincoln | 19 | 16 | 9 | Hidalgo | 0 | 0 | 0 |
| Lea | 17 | 21 | 9 | Union | 0 | 2 | 1 |
| San Miguel | 17 | 20 | 16 | Outside NM | 65 | 82 | 75 |



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 | June 2020 | May 2020 | June 2019 |
|---|-----------|----------|-----------|
| Suicide | 22.9% | 21.0% | 21.1% |
| Anxiety | 13.7% | 16.8% | 14.4% |
| Substance Use | 13.2% | 11.6% | 9.4% |
| Situational Stress | 11.5% | 11.9% | 12.5% |
| Cognitive Concerns/Psychosis | 7.2% | 5.3% | 5.1% |
| Depression | 6.5% | 6.1% | 8.0% |
| Family Concerns | 3.7% | 3.4% | 4.4% |
| Intimate Partner Relationship/Marital | 2.7% | 2.6% | 3.9% |
| Grief/Loss | 1.9% | 1.9% | 1.9% |
| Health Issue/Chronic Pain | 1.8% | 3.3% | 1.5% |
| Loneliness | 1.7% | 2.0% | 3.4% |
| Trauma | 1.7% | 1.6% | 1.5% |
| Intentional Self Injury | 1.3% | 1.5% | 1.3% |
| Interpersonal Violence | 1.2% | 1.4% | 1.4% |
| Medication | 0.6% | 0.8% | 0.4% |
| Relationships (Non-Romantic) | 0.6% | 0.7% | 6.6% |
| Community Violence | 0.3% | 0.3% | 0.3% |
| Workplace Issue/Career Counseling | 0.3% | 0.5% | 1.4% |
| Sexual Assault | 0.2% | 0.2% | 0.3% |
| Sexuality/LGBTQ+ concerns | 0.1% | 0.2% | 0.1% |
| Other | 6.8% | 6.9% | 6.6% |



| Clinical Disposition All Crisis Line Calls | June 2020 | May 2020 | June 2019 |
|---|-----------|----------|-----------|
| Caller stabilized by counselor, and referred to community resources if appropriate | 92.1% | 94.2% | 93.6% |
| Counselor made an abuse report | 1.1% | 0.6% | 0.8% |
| Caller will take the person of concern to hospital | 0.7% | 0.4% | 0.2% |
| Caller agreed to go to the hospital | 0.6% | 0.5% | 0.4% |
| Caller agreed to call 911 regarding immediate danger | 0.2% | 0.1% | 0.2% |
| Caller conferenced to 911 due to immediate danger | 2.6% | 2.2% | 2.2% |
| Counselor contacted police with caller's consent | 0.5% | 0.3% | 0.8% |
| Counselor contacted police without caller's consent | 2.1% | 1.7% | 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 33.6% of the calls in June. The 600 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 | June 2020 | May 2020 | June 2019 |
|---|-----------|----------|-----------|
| Caller stabilized by counselor, and referred to community resources if appropriate | 81.7% | 84.6% | 84.9% |
| Caller will take the person of concern to the hospital | 1.7% | 1.1% | 0.5% |
| Caller agreed to go to the hospital | 1.3% | 1.6% | 1.1% |
| Caller agreed to call 911 regarding immediate danger to a third party | 0.2% | 0.2% | 0.0% |
| Caller conferenced to 911 due to immediate danger | 7.3% | 6.4% | 6.3% |
| Counselor contacted police with caller's consent | 1.7% | 0.9% | 2.3% |
| Counselor contacted police without caller's consent | 6.2% | 5.2% | 4.9% |



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 June 30.3% of clinical crisis line callers (541 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 4.6% (83 people) reporting they had a history of substance use.

In June, callers identified that Opioids were a component of the primary reason for calling on 3.3% 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 | June 2020 | May 2020 | June 2019 |
|--|-----------|----------|-----------|
| NMCAL Clinical calls related to Opioid Use | 59 | 68 | 49 |
| Warmline calls related to Opioid Use | 5 | 12 | 2 |

Veterans

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

| Caller Identified as a Veteran | June 2020 | May 2020 | June 2019 |
|--------------------------------|-----------|----------|-----------|
| NMCAL calls | 97 | 208 | 143 |
| Warmline calls | 25 | 18 | 8 |

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 | June 2020 | May 2020 | June 2019 |
|------------------------------------|-----------|----------|-----------|
| from NMCAL to Warmline | 1 | 11 | 9 |
| from Warmline to NMCAL | 2 | 3 | 0 |



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.

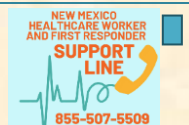
Year to date the Peer-to-Peer Warmline has handled 6,117 calls during phone operating hours of 3:30pm to 11:30pm MT, and 13,663 text messages exchanged during the 570 text conversations-handled during texting operating hours of 6:00pm to 11:00pm MT.

| Warmline Utilization Data | June 2020 | May 2020 | June 2019 |
|--|-----------|----------|-----------|
| Total Calls Handled | 939 | 1,017 | 1,596 |
| Average Call Length (all Warmline calls) | 15.3 min | 16.1 min | 14.6 min |

| Outcome of Warmline Calls | June 2020 | May 2020 | June 2019 |
|--|-----------|----------|-----------|
| Caller reports feeling supported by the call | 97.2% | 95.8% | 98.3% |
| Caller received referrals | 0.5% | 0.8% | 0.5% |
| Caller was transferred to an NMCAL counselor | 0.2% | 0.3% | 0.0% |
| Emergency call to Public Safety was made | 0.0% | 0.0% | 0.0% |
| Other/None of the Above | 2.1% | 3.0% | 1.2% |

| Warmline Text Message Data | June 2020 | May 2020 | June 2019 |
|----------------------------|-----------|----------|-----------|
| Total *Conversations | 76 | 88 | 61 |
| Text Messages Exchanged | 1,174 | 1,782 | 3,155 |

**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 | June 2020 | May 2020 | June 2019 |
|--|-----------|----------|-----------|
| Isolation / Loneliness | 27.9% | 34.6% | 32.2% |
| Anxiety / Situational Stress | 26.3% | 23.5% | 26.2% |
| Depression | 7.8% | 6.1% | 7.9% |
| Interpersonal Relationships | 7.8% | 7.5% | 10.4% |
| Anger Management | 5.2% | 4.2% | 2.6% |
| Cognitive Concerns / Psychosis | 1.2% | 1.2% | 1.4% |
| Grief / Loss | 0.9% | 1.1% | 0.7% |
| Abuse/Neglect | 0.8% | 0.7% | 0.3% |
| Medication / Wellness Check In | 0.6% | 0.5% | 0.6% |
| Thoughts of Self-Injury | 0.5% | 0.0% | 0.1% |
| Resources / Community Referrals | 0.3% | 0.8% | 0.3% |
| Thoughts of Suicide | 0.2% | 0.1% | 0.1% |
| Thoughts of Suicide | 0.2% | 0.1% | 0.1% |
| Substance Use | 0.1% | 1.1% | 1.6% |
| Immediate Support/Intervention | 0.0% | 0.3% | 0.0% |
| Administrative Call | 0.0% | 0.0% | 0.0% |
| Other Mental Health Concern | 0.9% | 0.5% | 1.3% |
| Other | 19.4% | 17.5% | 14.8% |



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 | | |
|---------------------|-------------|---------|----------|---------------------|-------------|---------|----------|
| | June '20 | May '20 | June '19 | | June '20 | May '20 | June '19 |
| Bernalillo | 366 | 318 | 299 | Cibola | 1 | 1 | 3 |
| Sierra | 67 | 123 | 102 | Luna | 1 | 1 | 0 |
| Valencia | 64 | 65 | 128 | Catron | 0 | 0 | 0 |
| Taos | 61 | 49 | 51 | Chaves | 0 | 0 | 2 |
| Dona Ana | 44 | 55 | 68 | Colfax | 0 | 0 | 0 |
| Curry | 44 | 41 | 2 | De Baca | 0 | 0 | 0 |
| Sandoval | 37 | 67 | 37 | Guadalupe | 0 | 0 | 0 |
| San Juan | 27 | 47 | 5 | Harding | 0 | 0 | 0 |
| San Miguel | 21 | 22 | 43 | Hidalgo | 0 | 0 | 0 |
| Otero | 19 | 38 | 29 | Lea | 0 | 0 | 0 |
| Grant | 15 | 12 | 14 | Los Alamos | 0 | 0 | 3 |
| Lincoln | 12 | 15 | 0 | Mora | 0 | 0 | 0 |
| Santa Fe | 6 | 4 | 24 | Quay | 0 | 0 | 0 |
| Eddy | 6 | 0 | 0 | Roosevelt | 0 | 2 | 0 |
| Rio Arriba | 2 | 3 | 23 | Socorro | 0 | 0 | 0 |
| McKinley | 2 | 2 | 0 | Union | 0 | 0 | 0 |
| Torrance | 2 | 0 | 1 | (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 | | |
| | June '20 | May '20 | June '19 | June '20 | May '20 | June '19 |
| Community Events | 0 | 0 | 4 | | | |
| NMCAL Presentations | 1 | 9 | 1 | 62 | 330 | 79 |
| Prevention Trainings | 1 | 0 | 2 | 55 | 0 | 95 |
| Community Meetings | 28 | 29 | 23 | | | |
| BH Provider Meetings | 14 | 9 | 4 | | | |
| Legislative Meetings | 4 | 2 | 0 | | | |
| Media Encounters | 0 | 1 | 1 | | | |
| Media Mentions | 42+ | 44+ | 123+ | | | |
| TOTALS | 90 | 94 | 158 | 117 | 330 | 174 |

“Here to Hear You”

Call the **Crisis & Access Line** at **1-855-NMCRISIS (1-855-662-7474)**

Call or Text the **Peer-to-Peer Warmline** at **1-855-466-7100**

Call the **Healthcare Worker and First Responder Support Line** at **1-855-507-5509**

Speech and hearing-impaired callers can access support through Relay NM services.

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.

Additional information available online at www.nmcrisisline.com

NMConnect App

