



New Mexico Crisis and Access Line July 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 36,475 calls. This includes 15,783 calls on the Statewide Crisis and Access Line, 6,416 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 45 calls for the Rio Grande Gorge Bridge Line, 6,829 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSAs), 227 calls on the Healthcare Worker and First Responder Support Line, 7,175 calls on the Peer-to-Peer Warmline, and 15,529 text messages exchanged during the 666 text conversations that were handled on the Peer-to-Peer Warmline. NMConnect has had 3,490 smartphone app downloads.

Calls Answered by Type	July 2020	June 2020	July 2019
Crisis Line Calls (<i>NMCAL, NSPL, Bridge</i>)	3,302	2,848	2,692
Healthcare Worker & 1st Responder Calls	32	30	N/A
Total Inbound Calls	2,384	2,184	2,277
Calling about Self	2,037	1,847	2,064
Calling about a Child	50	57	36
Calling about another Adult	296	280	177
Outbound Crisis Calls	278	140	101
Information/Referral Calls	94	80	51
Seeking info about Program(s)	14	10	11
Public Safety Calls	12	4	4
Administrative	11	7	5
Other	421	434	243
Warmline Calls	1,058	939	1,750
Text Message Conversations	98	76	65
Text Messages Exchanged	1,866	1,174	2,842
Core Service Agencies (CSAs) Calls	1,043	868	1,019
TOTAL CALLS ANSWERED	5,435	4,685	5,461

Coronavirus/COVID-19 Calls

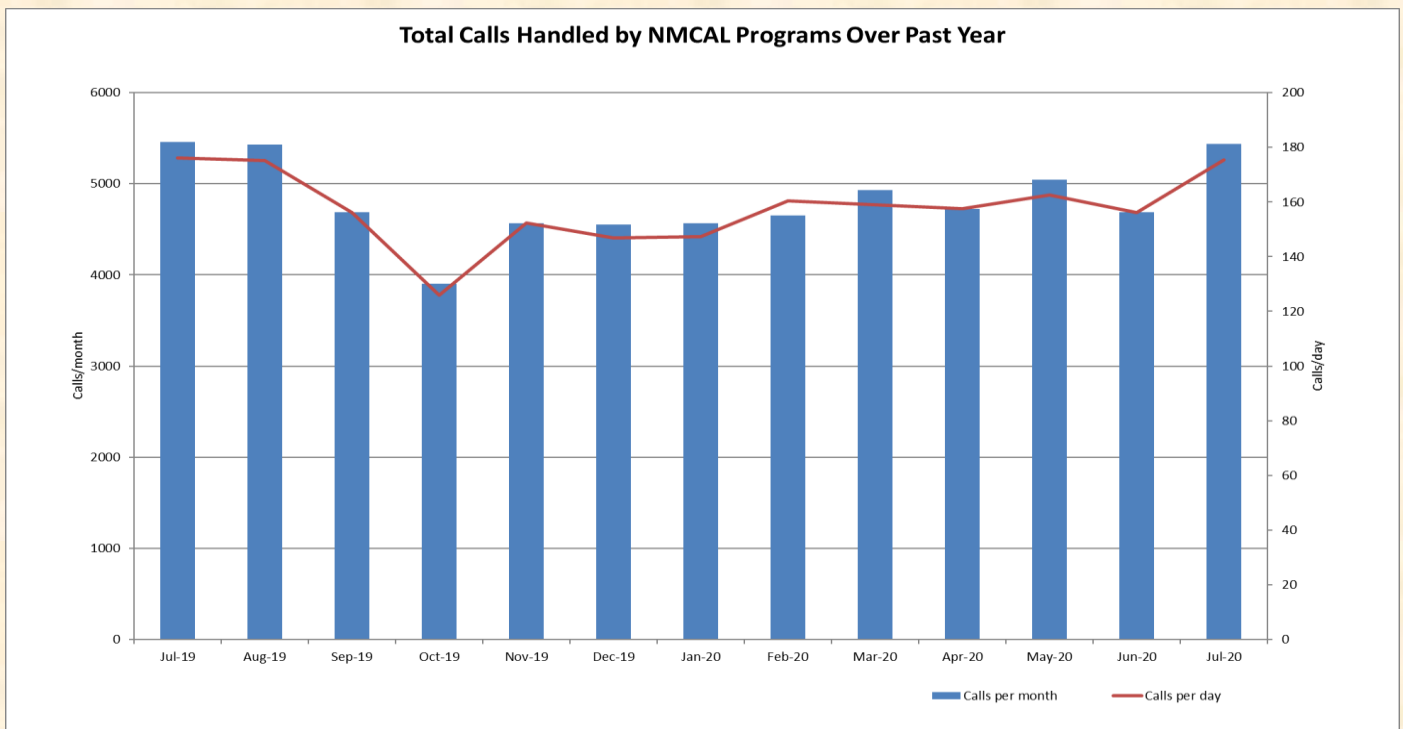
As a result of the current worldwide pandemic and social distancing guidelines implemented in communities, ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call.

*COVID-19 concerns reported during call	July 2020	June 2020	YTD 2020
New Mexico Crisis and Access Line	9.2%	4.4%	10.8%
National Suicide Prevention Lifeline	7.3%	6.0%	11.0%
Warmline	29.5%	15.8%	17.0%
Healthcare Worker & First Responder Line	66.7%	57.7%	69.4%
CSA Programs	4.0%	1.0%	4.9%
Total All New Mexico Accounts	13.0%	5.4%	11.8%

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

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 crisis line calls handled by mental health professionals on the New Mexico Crisis and Access Line, the National Suicide Prevention Lifeline, and the Healthcare Worker and First Responder Support Line during the month of July 2020.

Crisis Line Calls	July 2020	June 2020	July 2019
Total behavioral health support calls	2,384	1,799	2,277
Service Level (answered under 30 sec)	79.4%	83.5%	80.8%
Abandonment Rate	4.8%	4.0%	4.0%
Average Speed of Answer	30 sec	22 sec	28 sec
Average Call Length	22.95 min	22.7 min	20.3 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 Clinical Crisis Calls	July 2020	June 2020	July 2019
Routine	54.3%	56.0%	61.1%
Urgent	40.1%	37.7%	34.4%
Emergent	5.6%	6.3%	4.5%



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		
	July '20	June '20	July '19		July '20	June '20	July '19
Bernalillo	920	872	836	Cibola	12	9	15
Dona Ana	184	148	104	Sierra	11	22	4
Santa Fe	113	109	100	Colfax	11	6	2
Sandoval	87	75	67	Lincoln	10	19	4
San Juan	58	56	55	Grant	9	16	29
Taos	43	31	81	Luna	6	6	3
McKinley	43	28	12	Roosevelt	5	9	5
Valencia	33	26	36	Los Alamos	5	6	11
Chaves	29	22	24	Catron	4	1	1
Rio Arriba	29	28	43	Mora	4	3	4
Otero	22	29	98	Quay	4	4	2
Eddy	22	19	15	Guadalupe	3	4	2
Lea	17	17	4	Hidalgo	2	0	2
Socorro	16	14	20	Union	2	0	1
Torrance	16	13	9	De Baca	1	0	0
San Miguel	13	17	15	Harding	0	0	0
Curry	13	25	12	Outside NM	83	65	67



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 Clinical Calls	July 2020	June 2020	July 2019
Suicide	23.7%	22.9%	20.2%
Anxiety	13.2%	13.7%	16.3%
Substance Use	12.1%	13.2%	8.1%
Situational Stress	11.3%	11.5%	14.8%
Cognitive Concerns/Psychosis	9.2%	7.2%	5.4%
Relationships (Non-Romantic)	6.8%	0.6%	1.3%
Depression	6.0%	6.5%	9.5%
Family Concerns	3.7%	3.7%	3.3%
Intimate Partner Relationship/Marital	2.8%	2.7%	4.2%
Grief/Loss	1.7%	1.9%	1.0%
Health Issue/Chronic Pain	1.5%	1.8%	1.3%
Interpersonal Violence	1.5%	1.2%	1.7%
Loneliness	1.5%	1.7%	2.8%
Trauma	1.4%	1.7%	2.2%
Intentional Self Injury	1.3%	1.3%	0.6%
Medication	0.6%	0.6%	0.5%
Community Violence	0.5%	0.3%	0.0%
Workplace Issue/Career Counseling	0.4%	0.3%	0.0%
Sexual Assault	0.3%	0.2%	0.3%
Sexuality/LGBTQ+ concerns	0.1%	0.1%	0.0%
Other	6.8%	6.8%	5.9%



Disposition at the end of the call - All Crisis Line Clinical Calls	July 2020	June 2020	July 2019
Caller stabilized by counselor, and referred to community resources if appropriate	92.4%	92.1%	94.1%
Counselor made an abuse report	0.8%	1.1%	1.2%
Caller will take the person of concern to hospital	0.3%	0.7%	0.3%
Caller agreed to go to the hospital	0.5%	0.6%	0.6%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.1%
Caller conferenced to 911 due to immediate danger	2.5%	2.6%	2.1%
Counselor contacted police with caller's consent	0.7%	0.5%	0.4%
Counselor contacted police without caller's consent	2.6%	2.1%	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 34.2% of the calls in July. The 651 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.

Disposition at the end of the call - Crisis Line Clinical Calls Involving Suicide	July 2020	June 2020	July 2019
Caller stabilized by counselor, and referred to community resources if appropriate	83.9%	81.7%	86.0%
Caller will take the person of concern to the hospital	0.7%	1.7%	0.8%
Caller agreed to go to the hospital	1.0%	1.3%	1.3%
Caller agreed to call 911 regarding immediate danger to a third party	0.4%	0.2%	0.5%
Caller conferenced to 911 due to immediate danger	5.4%	7.3%	6.1%
Counselor contacted police with caller's consent	1.8%	1.7%	1.3%
Counselor contacted police without caller's consent	6.8%	6.2%	4.0%



Calls Involving Substance Use

NMCAL and the Warmline are 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 July 30.3% of crisis line callers (577 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.5% (105 people) reporting they had a history of substance use.

In July, callers identified that Opioids were a component of the primary reason for calling on 3.5% of the calls on the crisis line, and on 1.0% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	July 2020	June 2020	July 2019
NMCAL calls related to Opioid Use	66	59	41
Warmline calls related to Opioid Use	11	5	5

Veterans

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

Caller Identified as a Veteran	July 2020	June 2020	July 2019
NMCAL calls	153	97	160
Warmline calls	75	25	10

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	July 2020	June 2020	July 2019
from NMCAL to Warmline	12	1	11
from Warmline to NMCAL	0	2	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 7,175 calls during phone operating hours of 3:30pm to 11:30pm MT, and 15,529 text messages exchanged during the 666 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	July 2020	June 2020	July 2019
Total Calls Handled	1,058	939	1,750
Average Call Length (all Warmline calls)	17.7 min	15.3 min	13.5 min

Outcome of Warmline Calls	July 2020	June 2020	July 2019
Caller reports feeling supported by the call	97.0%	97.2%	98.3%
Caller received referrals	0.7%	0.5%	0.7%
Caller was transferred to an NMCAL counselor	0.0%	0.2%	0.1%
Emergency call to Public Safety was made	0.0%	0.0%	0.1%
Other/None of the Above	2.3%	2.1%	0.8%

Warmline Text Message Data	July 2020	June 2020	July 2019
Total *Conversations	98	76	65
Text Messages Exchanged	1,866	1,174	2,842

**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	July 2020	June 2020	July 2019
Anxiety / Situational Stress	31.3%	26.3%	25.2%
Isolation / Loneliness	28.2%	27.9%	37.3%
Depression	9.1%	7.8%	6.1%
Interpersonal Relationships	7.7%	7.8%	12.4%
Anger Management	5.5%	5.2%	2.1%
Grief / Loss	1.6%	0.9%	0.6%
Cognitive Concerns / Psychosis	1.1%	1.2%	1.0%
Medication / Wellness Check In	0.7%	0.6%	0.9%
Resources / Community Referrals	0.4%	0.3%	0.2%
Thoughts of Suicide	0.4%	0.2%	0.2%
Substance Use	0.3%	0.1%	1.9%
Abuse/Neglect	0.2%	0.8%	0.7%
Thoughts of Self-Injury	0.2%	0.5%	0.0%
Sexual Assault	0.0%	0.0%	0.3%
Immediate Support/Intervention	0.0%	0.0%	0.0%
Administrative Call	0.1%	0.0%	0.0%
Other Mental Health Concern	0.5%	0.9%	1.1%
Other	12.4%	19.4%	9.9%



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		
	July '20	June '20	July '19		July '20	June '20	July '19
Bernalillo	382	366	350	Chaves	0	0	2
Sierra	101	67	88	Cibola	0	1	2
Valencia	73	64	117	De Baca	0	0	0
Taos	71	61	58	Guadalupe	0	0	0
Dona Ana	49	44	72	Harding	0	0	0
Curry	39	44	0	Hidalgo	0	0	0
San Juan	29	27	3	Lea	0	0	0
Sandoval	28	37	25	Los Alamos	0	0	0
Grant	17	15	29	Luna	0	1	1
San Miguel	17	21	41	Mora	0	0	0
Lincoln	8	12	0	Otero	0	19	29
Santa Fe	5	6	15	Mora	0	0	0
Eddy	4	6	4	Quay	0	0	0
McKinley	3	2	1	Roosevelt	0	0	0
Rio Arriba	3	2	11	Socorro	0	0	0
Catron	1	0	0	Union	0	0	0
Colfax	1	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		
	July '20	June '20	July '19	July '20	June '20	July '19
Community Events	0	0	2			
NMCAL Presentations	4	1	2	0	62	58
Prevention Trainings	0	1	2	0	55	83
Community Meetings	29	28	15			
BH Provider Meetings	18	14	1			
Legislative Meetings	2	4	0			
Media Encounters	4	0	0			
Media Mentions	102+	42+	61+			
TOTALS	159	90	159	0	117	141

“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

