



# New Mexico Crisis and Access Line August 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 39,704 calls. This includes 16,570 calls on the Statewide Crisis and Access Line, 6,939 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 45 calls for the Rio Grande Gorge Bridge Line, 7,733 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSAs), 216 calls on the Healthcare Worker and First Responder Support Line, 8,194 calls on the Peer-to-Peer Warmline, and 17,348 text messages exchanged during the 758 text conversations that were handled on the Peer-to-Peer Warmline. NMConnect has had 3,671 smartphone app downloads.

Calls Answered by Type	Aug 2020	July 2020	Aug 2019
<b>Crisis Line Calls (NMCAL, NSPL, Bridge)</b>	<b>3,428</b>	<b>3,302</b>	<b>2,940</b>
<b>Healthcare Worker &amp; 1st Responder Calls</b>	<b>26</b>	<b>32</b>	<b>N/A</b>
Total Inbound Clinical Calls	2,572	2,384	2,494
Calling about Self	2,230	2,037	2,261
Calling about a Child	59	50	48
Calling about another Adult	253	296	185
Outbound Crisis Calls	306	278	47
Information/Referral Calls	96	94	32
Seeking info about Program(s)	15	14	16
Public Safety Calls	6	12	5
Administrative	6	11	12
Other	401	421	334
<b>Warmline Calls</b>	<b>1,014</b>	<b>1,058</b>	<b>1,698</b>
Text Message Conversations	92	98	100
Text Messages Exchanged	1,819	1,866	4,464
<b>Core Service Agencies (CSAs) Calls</b>	<b>904</b>	<b>1,043</b>	<b>870</b>
<b>TOTAL CALLS ANSWERED</b>	<b>5,374</b>	<b>5,435</b>	<b>5,508</b>

## Coronavirus/COVID-19 Calls

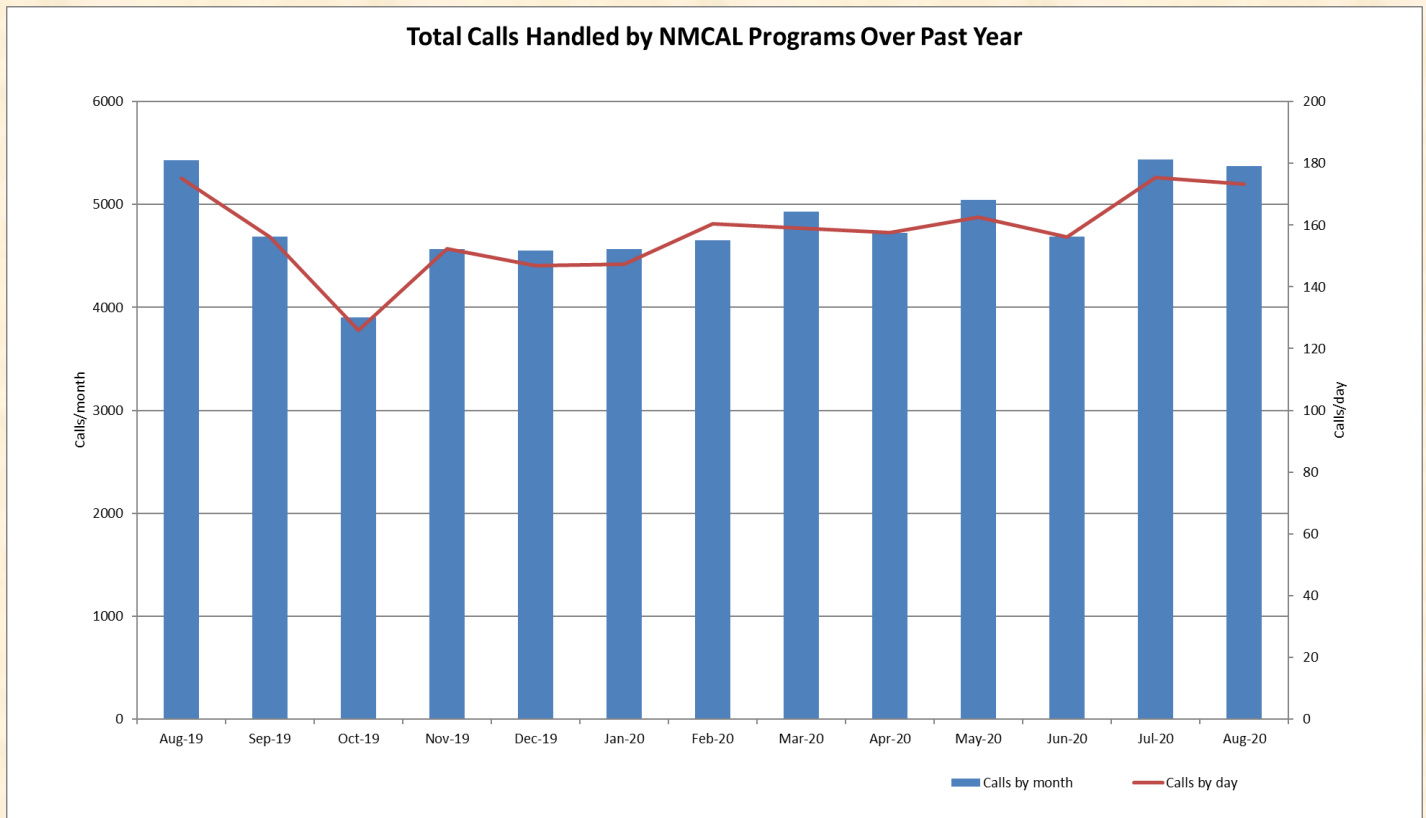
As a result of the current worldwide pandemic and social distancing guidelines implemented in communities, ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call.

*COVID-19 concerns reported by caller	Aug 2020	July 2020	YTD 2020
New Mexico Crisis and Access Line	9.3%	9.2%	10.5%
National Suicide Prevention Lifeline	9.1%	7.3%	11.1%
Warmline	29.6%	29.5%	17.0%
Healthcare Worker & First Responder Line	55.6%	66.7%	67.4%
CSA Programs	2.8%	4.0%	4.9%
Total All New Mexico Accounts	12.9%	13.0%	11.5%

*\*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 August 2020.

Crisis Line Calls	Aug 2020	July 2020	Aug 2019
Total clinical behavioral health calls	2,284	2,384	2,494
Average Clinical Call Length	22 min	22.95 min	20.6 min
*Service Level (answered under 30 sec)	82.6%	79.4%	76.2%
*Abandonment Rate	3.5%	4.8%	6.0%
*Average Speed of Answer	24 sec	30 sec	32 sec

*\*Data is for all crisis line calls (clinical and non-clinical)*

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	Aug 2020	July 2020	Aug 2019
Routine	58.4%	54.3%	58.0%
Urgent	36.4%	40.1%	37.6%
Emergent	5.2%	5.6%	4.4%



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.

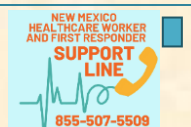
Some things to keep in mind when reviewing demographic information of crisis line callers include: (1) a small number of callers contact NMCAL quite frequently, (2) some callers chose not to share their demographic information during the call, and (3) there are community members that do not yet know about the NMCAL resource.

County of Residence	Total Calls			County of Residence	Total Calls		
	Aug '20	July '20	Aug '19		Aug '20	July '20	Aug '19
Bernalillo	883	920	816	McKinley	45	43	13
Catron	2	4	1	Mora	2	4	0
Chaves	22	29	16	Otero	36	22	140
Cibola	15	12	7	Quay	4	4	4
Colfax	12	11	1	Rio Arriba	30	29	28
Curry	9	13	25	Roosevelt	10	5	9
De Baca	0	1	0	San Juan	68	58	47
Dona Ana	243	184	164	San Miguel	19	13	6
Eddy	15	22	9	Sandoval	71	87	73
Grant	13	9	16	Santa Fe	107	113	134
Guadalupe	4	3	2	Sierra	12	11	3
Harding	0	0	0	Socorro	10	16	18
Hidalgo	0	2	2	Taos	58	43	80
Lea	23	17	10	Torrance	6	16	13
Lincoln	13	10	9	Union	2	2	1
Los Alamos	4	5	16	Valencia	40	33	23
Luna	14	6	2	Outside NM	64	83	92



Primary presenting reason for the call is 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 reason for the call.

Primary Presenting Reason Crisis Line Calls	Aug 2020	July 2020	Aug 2019
Suicide	19.7%	23.7%	23.4%
Anxiety	13.8%	13.2%	14.2%
Situational Stress	12.7%	11.3%	12.2%
Substance Use	12.6%	12.1%	12.0%
Relationships (Non-Romantic)	7.4%	6.8%	1.3%
Depression	7.0%	6.0%	7.6%
Cognitive Concerns/Psychosis	6.8%	9.2%	5.6%
Family Concerns	2.9%	3.7%	3.0%
Intimate Partner Relationship/Marital	2.9%	2.8%	3.3%
Trauma	2.5%	1.4%	1.9%
Grief/Loss	2.2%	1.7%	1.3%
Health Issue/Chronic Pain	2.1%	1.5%	1.3%
Loneliness	2.0%	1.5%	3.0%
Intentional Self Injury	1.4%	1.3%	1.1%
Interpersonal Violence	1.2%	1.5%	0.7%
Medication	0.7%	0.6%	0.6%
Workplace Issue/Career Counseling	0.3%	0.4%	0.6%
Community Violence	0.3%	0.5%	0.5%
Sexuality/LGBTQ+ concerns	0.3%	0.1%	0.1%
Sexual Assault	0.2%	0.3%	0.3%
Other	7.4%	6.8%	6.2%



<b>Disposition at the end of the call</b> <b>- All Crisis Line Clinical Calls</b>	<b>Aug 2020</b>	<b>July 2020</b>	<b>Aug 2019</b>
Caller stabilized by counselor, and referred to community resources if appropriate	93.5%	92.4%	94.5%
Counselor made an abuse report	1.0%	0.8%	1.0%
Caller will take the person of concern to hospital	0.5%	0.3%	0.5%
Caller agreed to go to the hospital	0.4%	0.5%	0.3%
Caller agreed to call 911 regarding immediate danger	0.4%	0.2%	0.2%
Caller conferenced to 911 due to immediate danger	2.4%	2.5%	1.5%
Counselor contacted police with caller's consent	0.7%	0.7%	0.3%
Counselor contacted police without caller's consent	1.2%	2.6%	1.7%

## 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 30.8% of the calls in August. The 616 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.

<b>Disposition at the end of the call</b> <b>- Crisis Line Clinical Calls Involving Suicide</b>	<b>Aug 2020</b>	<b>July 2020</b>	<b>Aug 2019</b>
Caller stabilized by counselor, and referred to community resources if appropriate	84.3%	83.9%	87.8%
Caller will take the person of concern to the hospital	1.3%	0.7%	0.9%
Caller agreed to go to the hospital	1.0%	1.0%	0.9%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.4%	0.6%
Caller conferenced to 911 due to immediate danger	7.6%	5.4%	3.7%
Counselor contacted police with caller's consent	2.1%	1.8%	1.7%
Counselor contacted police without caller's consent	3.4%	6.8%	4.5%



## 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 August 28.0% of crisis line callers (559 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.4% (107 people) reporting they had a history of substance use.

In August, callers identified that Opioids were a component of the primary reason for calling on 2.9% of the calls on the crisis line, and on 0.6% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Aug 2020	July 2020	Aug 2019
NMCAL calls related to Opioid Use	60	66	46
Warmline calls related to Opioid Use	10	11	7

## Veterans

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

Caller Identified as a Veteran	Aug 2020	July 2020	Aug 2019
NMCAL calls	153	153	218
Warmline calls	70	75	5

## 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	Aug 2020	July 2020	Aug 2019
from NMCAL to Warmline	32	12	7
from Warmline to NMCAL	0	0	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.

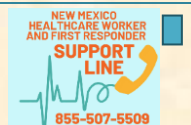
Year to date the Peer-to-Peer Warmline has handled 8,194 calls during phone operating hours of 3:30pm to 11:30pm MT, and 17,348 text messages exchanged during the 758 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	Aug 2020	July 2020	Aug 2019
Total Calls Handled	1,014	1,058	1,698
Average Call Length (all Warmline calls)	17.7 min	17.7 min	13.0 min

Outcome of Warmline Calls	Aug 2020	July 2020	Aug 2019
Caller reports feeling supported by the call	96.6%	97.0%	98.4%
Caller received referrals	0.6%	0.7%	0.6%
Caller was transferred to an NMCAL counselor	0.0%	0.0%	0.0%
Emergency call to Public Safety was made	0.2%	0.0%	0.0%
Other/None of the Above	2.6%	2.3%	1.0%

Warmline Text Message Data	Aug 2020	July 2020	Aug 2019
Total *Conversations	92	98	100
Text Messages Exchanged	1,819	1,866	4,464

*\*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	Aug 2020	July 2020	Aug 2019
Isolation / Loneliness	30.2%	28.2%	41.1%
Anxiety / Situational Stress	26.6%	31.3%	27.1%
Interpersonal Relationships	11.2%	7.7%	9.0%
Anger Management	5.0%	5.5%	4.4%
Depression	5.0%	9.1%	5.7%
Grief / Loss	1.9%	1.6%	0.4%
Cognitive Concerns / Psychosis	1.6%	1.1%	0.6%
Substance Use	1.0%	0.3%	0.8%
Sexual Assault	0.5%	0.0%	0.8%
Medication / Wellness Check In	0.3%	0.7%	0.4%
Resources / Community Referrals	0.3%	0.4%	0.6%
Abuse/Neglect	0.2%	0.2%	0.1%
Thoughts of Suicide	0.2%	0.4%	0.0%
Thoughts of Self-Injury	0.1%	0.2%	0.2%
Immediate Support/Intervention	0.0%	0.0%	0.0%
Administrative Call	0.1%	0.1%	0.0%
Other Mental Health Concern	0.5%	0.5%	0.5%
Other	15.1%	12.4%	8.1%



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		
	Aug '20	July '20	Aug '19		Aug '20	July '20	Aug '19
Bernalillo	302	382	349	McKinley	2	3	1
Catron	1	1	0	Mora	0	0	1
Chaves	0	0	3	Otero	24	0	14
Cibola	3	0	6	Quay	0	0	0
Colfax	0	1	0	Rio Arriba	1	3	21
Curry	50	39	0	Roosevelt	0	0	0
De Baca	0	0	0	San Juan	33	29	2
Dona Ana	47	49	84	San Miguel	26	17	45
Eddy	3	4	4	Sandoval	34	28	57
Grant	6	17	9	Santa Fe	6	5	15
Guadalupe	0	0	0	Sierra	88	101	20
Harding	0	0	0	Socorro	0	0	0
Hidalgo	0	0	0	Taos	70	71	73
Lea	2	0	0	Torrance	0	0	3
Lincoln	6	8	1	Union	0	0	0
Los Alamos	0	0	3	Valencia	92	73	141
Luna	2	0	2	(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		
	Aug '20	July '20	Aug '19	Aug '20	July '20	Aug '19
Community Events	2	0	1			
NMCAL Presentations	1	4	7	50	0	150
Prevention Trainings	1	0	2	50	0	82
Community Meetings	17	29	18			
BH Provider Meetings	10	18	6			
Legislative Meetings	0	2	0			
Media Encounters	2	4	0			
Media Mentions	149+	102+	30+			
<b>TOTALS</b>	<b>182</b>	<b>159</b>	<b>64</b>	<b>100</b>	<b>0</b>	<b>222</b>

## “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](http://www.nmcrisisline.com)

**NMConnect App**

