



New Mexico Crisis and Access Line September 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 44,523 calls. This includes 18,386 calls on the Statewide Crisis and Access Line, 7,653 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 69 calls for the Rio Grande Gorge Bridge Line, 8,559 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSAs), 235 calls on the Healthcare Worker and First Responder Support Line, 9,183 calls on the Peer-to-Peer Warmline, and 20,178 text messages exchanged during the 880 text conversations that were handled on the Peer-to-Peer Warmline. NMConnect has had 3,871 smartphone app downloads.

Calls Answered by Type	Sept 2020	Aug 2020	Sept 2019
Crisis Line Calls (<i>NMCAL, NSPL, Bridge</i>)	2,980	3,428	2,450
Healthcare Worker & 1st Responder Calls	19	26	N/A
Total Inbound Clinical Calls	2,160	2,572	2,166
Calling about Self	1,27	2,230	1,836
Calling about a Child	50	59	42
Calling about another Adult	283	253	176
Outbound Crisis Calls	358	306	55
Information/Referral Calls	69	96	17
Seeking info about Program(s)	20	15	15
Public Safety Calls	3	6	8
Administrative	8	6	9
Other	283	401	292
Warmline Calls	989	1,014	1,569
Text Message Conversations	122	92	99
Text Messages Exchanged	2,830	1,819	5,025
Core Service Agencies (CSAs) Calls	826	904	666
TOTAL CALLS ANSWERED	4,819	5,374	4,685

Coronavirus/COVID-19 Calls

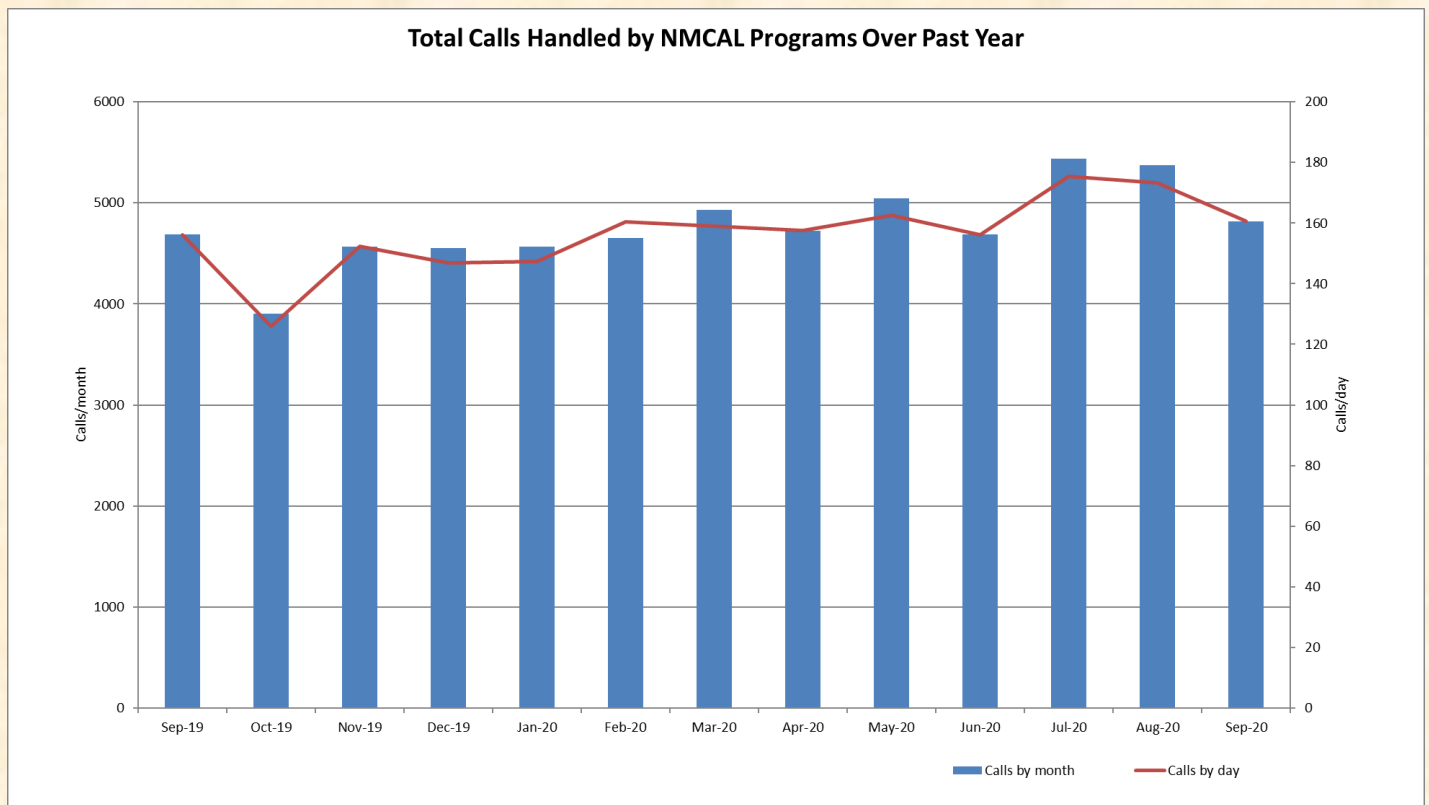
As a result of the current worldwide pandemic and social distancing guidelines implemented in communities, ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call.

*COVID-19 concerns reported by caller	Sept 2020	Aug 2020	YTD 2020
New Mexico Crisis and Access Line	8.2%	9.3%	10.2%
National Suicide Prevention Lifeline	6.7%	9.1%	10.1%
Warmline	23.7%	29.6%	20.1%
Healthcare Worker & First Responder Line	35.7%	55.6%	64.3%
CSA Programs	5.6%	2.8%	4.7%
Total All New Mexico Accounts	11.1%	12.9%	11.9%

**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 September 2020.

Crisis Line Calls	Sept 2020	Aug 2020	Sept 2019
Total clinical behavioral health calls	2,160	2,284	2,166
Average Clinical Call Length	27.8 min	22 min	22.4 min
*Service Level (answered under 30 sec)	69.9%	82.6%	65.5%
*Abandonment Rate	8.1%	3.5%	9.4%
*Average Speed of Answer	41 sec	24 sec	48 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	Sept 2020	Aug 2020	Sept 2019
Routine	53.9%	58.4%	54.8%
Urgent	39.9%	36.4%	41.1%
Emergent	6.2%	5.2%	4.2%



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		
	Sept '20	Aug '20	Sept '19		Sept '20	Aug '20	Sept '19
Bernalillo	795	883	673	McKinley	40	45	12
Catron	0	2	1	Mora	3	2	2
Chaves	20	22	12	Otero	22	36	155
Cibola	9	15	3	Quay	3	4	0
Colfax	4	12	8	Rio Arriba	25	30	38
Curry	18	9	18	Roosevelt	4	10	3
De Baca	2	0	0	San Juan	108	68	28
Dona Ana	227	243	136	San Miguel	14	19	12
Eddy	28	15	9	Sandoval	70	71	53
Grant	18	13	8	Santa Fe	114	107	151
Guadalupe	0	4	3	Sierra	9	12	13
Harding	0	0	0	Socorro	8	10	16
Hidalgo	1	0	1	Taos	36	58	72
Lea	18	23	13	Torrance	13	6	8
Lincoln	7	13	4	Union	0	2	0
Los Alamos	5	4	15	Valencia	44	40	29
Luna	5	14	7	Outside NM	64	64	53



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	Sept 2020	Aug 2020	Sept 2019
Suicide	20.8%	19.7%	25.5%
Substance Use	16.0%	12.6%	12.9%
Anxiety	13.0%	13.8%	13.8%
Situational Stress	11.6%	12.7%	11.8%
Depression	7.1%	7.0%	7.3%
Cognitive Concerns/Psychosis	5.7%	6.8%	3.5%
Intimate Partner Relationship/Marital	3.2%	2.9%	3.1%
Loneliness	3.1%	2.0%	3.3%
Family Concerns	2.7%	2.9%	3.4%
Interpersonal Violence	2.4%	1.2%	1.5%
Trauma	1.9%	2.5%	1.9%
Grief/Loss	1.7%	2.2%	1.4%
Health Issue/Chronic Pain	1.5%	2.1%	1.1%
Medication	1.0%	0.7%	0.4%
Intentional Self Injury	0.9%	1.4%	0.8%
Relationships (Non-Romantic)	0.5%	7.4%	6.0%
Community Violence	0.4%	0.3%	0.4%
Workplace Issue/Career Counseling	0.3%	0.3%	0.5%
Sexuality/LGBTQ+ concerns	0.2%	0.3%	0.1%
Sexual Assault	0.1%	0.2%	0.3%
Other	6.0%	7.4%	6.0%



Disposition at the end of the call - All Crisis Line Clinical Calls	Sept 2020	Aug 2020	Sept 2019
Caller stabilized by counselor, and referred to community resources if appropriate	92.7%	93.5%	94.4%
Counselor made an abuse report	1.0%	1.0%	0.9%
Caller will take the person of concern to hospital	0.7%	0.5%	0.2%
Caller agreed to go to the hospital	0.3%	0.4%	0.5%
Caller agreed to call 911 regarding immediate danger	0.1%	0.4%	0.3%
Caller conferenced to 911 due to immediate danger	2.8%	2.4%	2.5%
Counselor contacted police with caller's consent	0.4%	0.7%	0.2%
Counselor contacted police without caller's consent	2.1%	1.2%	1.1%

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 32.9% of the calls in September. The 612 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	Sept 2020	Aug 2020	Sept 2019
Caller stabilized by counselor, and referred to community resources if appropriate	83.3%	84.3%	88.9%
Caller will take the person of concern to the hospital	1.8%	1.3%	0.5%
Caller agreed to go to the hospital	0.5%	1.0%	1.1%
Caller agreed to call 911 regarding immediate danger to a third party	0.0%	0.3%	0.5%
Caller conferenced to 911 due to immediate danger	6.9%	7.6%	5.6%
Counselor contacted police with caller's consent	1.3%	2.1%	0.3%
Counselor contacted police without caller's consent	6.2%	3.4%	3.2%



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 September 29.8% of crisis line callers (556 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 4.5% (84 people) reporting they had a history of substance use.

In September, callers identified that Opioids were a component of the primary reason for calling on 5.7% of the calls on the crisis line, and on 0.2% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Sept 2020	Aug 2020	Sept 2019
NMCAL calls related to Opioid Use	99	60	38
Warmline calls related to Opioid Use	56	10	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	Sept 2020	Aug 2020	Sept 2019
NMCAL calls	99	153	252
Warmline calls	56	70	7

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	Sept 2020	Aug 2020	Sept 2019
from NMCAL to Warmline	35	32	8
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.

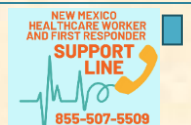
Year to date the Peer-to-Peer Warmline has handled 9,183 calls during phone operating hours of 3:30pm to 11:30pm MT, and 20,178 text messages exchanged during the 880 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	Sept 2020	Aug 2020	Sept 2019
Total Calls Handled	989	1,014	1,569
Average Call Length (all Warmline calls)	15.1 min	17.7 min	14.8 min

Outcome of Warmline Calls	Sept 2020	Aug 2020	Sept 2019
Caller reports feeling supported by the call	97.0%	96.6%	98.0%
Caller received referrals	0.7%	0.6%	0.3%
Caller was transferred to an NMCAL counselor	0.0%	0.0%	0.0%
Emergency call to Public Safety was made	0.0%	0.2%	0.0%
Other/None of the Above	2.3%	2.6%	0.9%

Warmline Text Message Data	Sept 2020	Aug 2020	Sept 2019
Total *Conversations	122	92	99
Text Messages Exchanged	2,830	1,819	5,025

**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	Sept 2020	Aug 2020	Sept 2019
Isolation / Loneliness	34.0%	30.2%	41.4%
Anxiety / Situational Stress	19.3%	26.6%	23.2%
Depression	7.6%	5.0%	7.0%
Interpersonal Relationships	6.7%	11.2%	8.4%
Anger Management	6.2%	5.0%	4.1%
Cognitive Concerns / Psychosis	1.8%	1.6%	0.4%
Resources / Community Referrals	0.7%	0.3%	0.4%
Abuse/Neglect	0.6%	0.2%	0.7%
Medication / Wellness Check In	0.6%	0.3%	0.6%
Substance Use	0.5%	1.0%	0.8%
Grief / Loss	0.3%	1.9%	2.1%
Sexual Assault	0.3%	0.5%	0.3%
Thoughts of Suicide	0.3%	0.2%	0.2%
Thoughts of Self-Injury	0.0%	0.1%	0.0%
Immediate Support/Intervention	0.0%	0.0%	0.0%
Administrative Call	0.1%	0.1%	0.0%
Other Mental Health Concern	1.7%	0.5%	0.4%
Other	19.2%	15.1%	10.0%



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		
	Sept '20	Aug '20	Sept '19		Sept '20	Aug '20	Sept '19
Bernalillo	339	302	329	McKinley	4	2	0
Catron	0	1	0	Mora	0	0	0
Chaves	1	0	0	Otero	17	24	0
Cibola	1	3	0	Quay	0	0	0
Colfax	0	0	0	Rio Arriba	1	1	14
Curry	50	50	0	Roosevelt	0	0	0
De Baca	0	0	0	San Juan	40	33	1
Dona Ana	28	47	57	San Miguel	17	26	59
Eddy	2	3	1	Sandoval	39	34	46
Grant	7	6	14	Santa Fe	8	6	51
Guadalupe	0	0	0	Sierra	66	88	40
Harding	0	0	0	Socorro	0	0	0
Hidalgo	0	0	0	Taos	67	70	62
Lea	0	2	0	Torrance	0	0	0
Lincoln	9	6	0	Union	0	0	0
Los Alamos	0	0	2	Valencia	91	92	95
Luna	0	2	4	(outside NM)	4	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		
	Sept '20	Aug '20	Sept '19	Sept	Aug '20	Sept '19
Community Events	5	2	5			
NMCAL Presentations	3	1	31	12	50	399
Prevention Trainings	0	1	1	0	50	83
Community Meetings	26	17	22			
BH Provider Meetings	19	10	7			
Legislative Meetings	1	0	0			
Media Encounters	6	2	3			
Media Mentions	80+	149+	65+			
TOTALS	140	182	134	12	100	482

“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

