



# New Mexico Crisis and Access Line October 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 49,522 calls. This includes 20,376 calls on the Statewide Crisis and Access Line, 8,197 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 84 calls for the Rio Grande Gorge Bridge Line, 9,369 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSAs), 254 calls on the Healthcare Worker and First Responder Support Line, 10,363 calls on the Peer-to-Peer Warmline, and 22,278 text messages exchanged during the 979 text conversations that were handled on the Peer-to-Peer Warmline. NMConnect has had 4,087 smartphone app downloads.

Calls Answered by Type	Oct 2020	Sept 2020	Oct 2019
<b>Crisis Line Calls</b> ( <i>NMCAL, NSPL, Bridge</i> )	<b>2,994</b>	<b>2,980</b>	<b>2,244</b>
<b>Healthcare Worker &amp; 1st Responder Calls</b>	<b>19</b>	<b>19</b>	<b>N/A</b>
Total Inbound Clinical Calls	2,128	2,160	1,932
Calling about Self	1,816	1,27	1,751
Calling about a Child	47	50	44
Calling about another Adult	265	283	137
Outbound Crisis Calls	386	358	59
Information/Referral Calls	82	69	12
Seeking info about Program(s)	9	20	15
Public Safety Calls	6	3	1
Administrative	5	8	15
Other	318	283	210
<b>Warmline Calls</b>	<b>1,180</b>	<b>989</b>	<b>1,007</b>
Text Message Conversations	99	122	109
Text Messages Exchanged	2,100	2,830	4,748
<b>Core Service Agencies (CSAs) Calls</b>	<b>810</b>	<b>826</b>	<b>653</b>
<b>TOTAL CALLS ANSWERED</b>	<b>4,999</b>	<b>4,819</b>	<b>3,906</b>

## Coronavirus/COVID-19 Calls

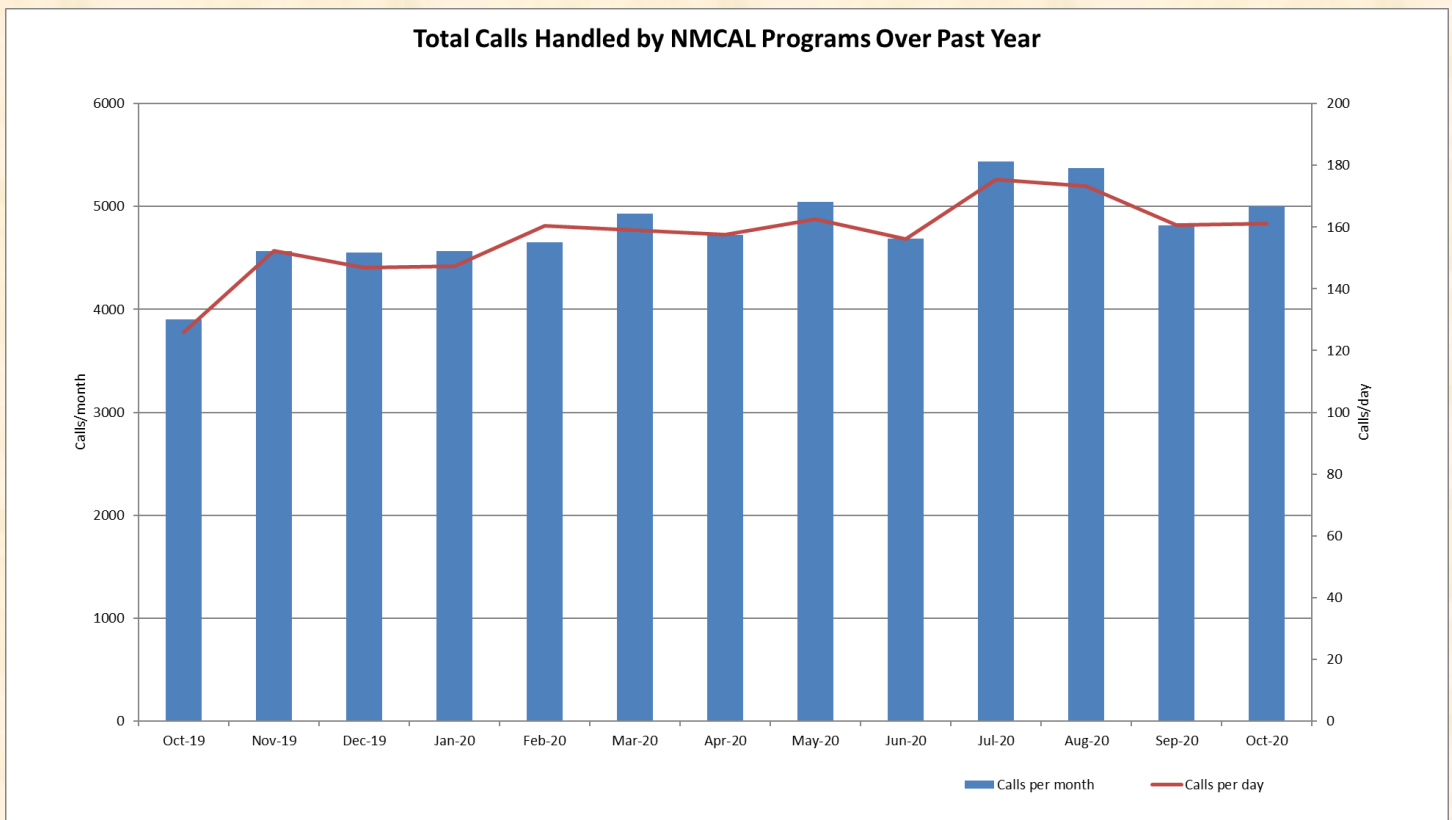
As a result of the current worldwide pandemic and social distancing guidelines implemented in communities, ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call.

*COVID-19 concerns reported by caller	Oct 2020	Sept 2020	YTD 2020
New Mexico Crisis and Access Line	8.9%	8.2%	10.0%
National Suicide Prevention Lifeline	7.8%	6.7%	9.9%
Warmline	34.7%	23.7%	22.5%
Healthcare Worker & First Responder Line	52.9%	35.7%	63.5%
CSA Programs	4.1%	5.6%	4.6%
Total All New Mexico Accounts	14.8%	11.1%	12.3%

*\*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 October 2020.

Crisis Line Calls	Oct 2020	Sept 2020	Oct 2019
Total clinical behavioral health calls	2,128	2,160	2,244
Average Clinical Call Length	28.8 min	27.8 min	23.5 min
*Service Level (answered under 30 sec)	66.9%	69.9%	70.6%
*Abandonment Rate	10.0%	8.1%	8.0%
*Average Speed of Answer	76 sec	41 sec	44 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	Oct 2020	Sept 2020	Oct 2019
Routine	50.8%	53.9%	53.1%
Urgent	42.6%	39.9%	36.6%
Emergent	6.6%	6.2%	5.1%



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		
	Oct '20	Sep '20	Oct '19		Oct '20	Sept '20	Oct '19
Bernalillo	947	795	592	McKinley	32	40	19
Catron	2	0	0	Mora	0	3	1
Chaves	16	20	12	Otero	23	22	58
Cibola	15	9	6	Quay	3	3	4
Colfax	9	4	3	Rio Arriba	25	25	22
Curry	12	18	20	Roosevelt	8	4	0
De Baca	0	2	0	San Juan	179	108	53
Dona Ana	289	227	186	San Miguel	24	14	16
Eddy	23	28	6	Sandoval	60	70	66
Grant	20	18	10	Santa Fe	131	114	138
Guadalupe	5	0	0	Sierra	13	9	10
Harding	0	0	1	Socorro	31	8	14
Hidalgo	0	1	3	Taos	59	36	33
Lea	15	18	11	Torrance	4	13	3
Lincoln	9	7	4	Union	2	0	0
Los Alamos	7	5	18	Valencia	34	44	23
Luna	4	5	3	Outside NM	82	64	64



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	Oct 2020	Sept 2020	Oct 2019
Suicide	22.3%	20.8%	24.7%
Substance Use	16.2%	16.0%	9.8%
Situational Stress	11.1%	11.6%	12.3%
Anxiety	8.5%	13.0%	14.7%
Depression	7.1%	7.1%	8.8%
Cognitive Concerns/Psychosis	6.8%	5.7%	3.6%
Loneliness	5.0%	3.1%	2.4%
Family Concerns	3.6%	2.7%	4.2%
Intimate Partner Relationship/Marital	2.8%	3.2%	3.5%
Health Issue/Chronic Pain	2.2%	1.5%	1.6%
Grief/Loss	1.5%	1.7%	2.3%
Trauma	1.5%	1.9%	1.6%
Intentional Self Injury	1.2%	0.9%	1.2%
Interpersonal Violence	0.8%	2.4%	0.9%
Relationships (Non-Romantic)	0.7%	0.5%	1.2%
Medication	0.5%	1.0%	0.7%
Sexual Assault	0.4%	0.1%	0.5%
Community Violence	0.3%	0.4%	0.3%
Workplace Issue/Career Counseling	0.3%	0.3%	0.3%
Sexuality/LGBTQ+ concerns	0.2%	0.2%	0.1%
Other	6.9%	6.0%	5.5%





<b>Disposition at the end of the call</b> <b>- All Crisis Line Clinical Calls</b>	<b>Oct 2020</b>	<b>Sept 2020</b>	<b>Oct 2019</b>
Caller stabilized by counselor, and referred to community resources if appropriate	92.6%	92.7%	93.1%
Counselor made an abuse report	0.7%	1.0%	1.4%
Caller will take the person of concern to hospital	0.5%	0.7%	0.3%
Caller agreed to go to the hospital	0.4%	0.3%	0.2%
Caller agreed to call 911 regarding immediate danger	0.1%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	3.3%	2.8%	2.4%
Counselor contacted police with caller's consent	0.8%	0.4%	0.4%
Counselor contacted police without caller's consent	1.6%	2.1%	2.0%

## 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 36.6% of the calls in October. The 681 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>Oct 2020</b>	<b>Sept 2020</b>	<b>Oct 2019</b>
Caller stabilized by counselor, and referred to community resources if appropriate	84.4%	83.3%	84.7%
Caller will take the person of concern to the hospital	1.3%	1.8%	1.0%
Caller agreed to go to the hospital	0.6%	0.5%	0.6%
Caller agreed to call 911 regarding immediate danger to a third party	0.0%	0.0%	0.4%
Caller conferenced to 911 due to immediate danger	7.6%	6.9%	6.5%
Counselor contacted police with caller's consent	1.8%	1.3%	1.4%
Counselor contacted police without caller's consent	4.3%	6.2%	5.5%



## 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 October 34.0% of crisis line callers (633 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 3.2% (59 people) reporting they had a history of substance use.

In October, callers identified that Opioids were a component of the primary reason for calling on 5.6% of the calls on the crisis line, and on 1.8% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Oct 2020	Sept 2020	Oct 2019
NMCAL calls related to Opioid Use	104	99	35
Warmline calls related to Opioid Use	21	56	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	Oct 2020	Sept 2020	Oct 2019
NMCAL calls	69	153	133
Warmline calls	55	70	11

## 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	Oct 2020	Sept 2020	Oct 2019
from NMCAL to Warmline	4	35	2
from Warmline to NMCAL	3	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.

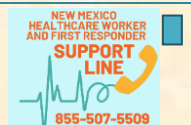
Year to date the Peer-to-Peer Warmline has handled 10,363 calls during phone operating hours of 3:30pm to 11:30pm MT, and 22,278 text messages exchanged during the 979 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	Oct 2020	Sept 2020	Oct 2019
Total Calls Handled	1,180	989	1,007
Average Call Length (all Warmline calls)	20.3 min	15.1 min	15.8 min

Outcome of Warmline Calls	Oct 2020	Sept 2020	Oct 2019
Caller reports feeling supported by the call	95.8%	97.0%	99.7%
Caller received referrals	0.9%	0.7%	0.3%
Caller was transferred to an NMCAL counselor	0.3%	0.0%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	3.0%	2.3%	1.1%

Warmline Text Message Data	Oct 2020	Sept 2020	Oct 2019
Total *Conversations	99	122	109
Text Messages Exchanged	2,100	2,830	4,748

*\*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	Oct 2020	Sept 2020	Oct 2019
Isolation / Loneliness	39.6%	34.0%	46.7%
Anxiety / Situational Stress	29.4%	19.3%	26.3%
Depression	4.7%	7.6%	2.6%
Interpersonal Relationships	4.3%	6.7%	5.4%
Anger Management	3.8%	6.2%	3.3%
Grief / Loss	1.3%	0.3%	1.8%
Sexual Assault	0.9%	0.3%	0.4%
Cognitive Concerns / Psychosis	0.7%	1.8%	0.4%
Substance Use	0.5%	0.5%	0.5%
Medication / Wellness Check In	0.4%	0.6%	0.5%
Resources / Community Referrals	0.4%	0.7%	0.9%
Abuse/Neglect	0.2%	0.6%	0.1%
Thoughts of Suicide	0.2%	0.3%	0.3%
Thoughts of Self-Injury	0.0%	0.0%	0.1%
Immediate Support/Intervention	0.0%	0.0%	0.1%
Administrative Call	0.0%	0.1%	0.0%
Other Mental Health Concern	0.5%	1.7%	0.7%
Other	13.3%	19.2%	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		
	Oct '20	Sept '20	Oct '19		Oct '20	Sept '20	Oct '19
Bernalillo	396	339	377	McKinley	0	4	1
Catron	0	0	0	Mora	0	0	0
Chaves	0	1	0	Otero	0	17	0
Cibola	0	1	0	Quay	0	0	0
Colfax	0	0	0	Rio Arriba	1	1	1
Curry	77	50	0	Roosevelt	0	0	0
De Baca	0	0	0	San Juan	87	40	18
Dona Ana	50	28	39	San Miguel	28	17	63
Eddy	7	2	1	Sandoval	67	39	60
Grant	3	7	13	Santa Fe	16	8	23
Guadalupe	0	0	0	Sierra	56	66	63
Harding	0	0	0	Socorro	0	0	0
Hidalgo	0	0	0	Taos	68	67	46
Lea	0	0	0	Torrance	0	0	2
Lincoln	5	9	0	Union	0	0	0
Los Alamos	0	0	1	Valencia	81	91	149
Luna	3	0	1	(outside NM)	0	4	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		
	Oct '20	Sept '20	Oct '19	Oct '20	Sept '20	Oct '19
Community Events	0	5	4			
NMCAL Presentations	3	3	5	95	12	117
Prevention Trainings	1	0	2	60	0	76
Community Meetings	32	26	31			
BH Provider Meetings	16	19	9			
Legislative Meetings	3	1	0			
Media Encounters	3	6	0			
Media Mentions	25+	80+	67+			
<b>TOTALS</b>	<b>83</b>	<b>140</b>	<b>118</b>	<b>155</b>	<b>12</b>	<b>193</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

