



# New Mexico Crisis and Access Line November 2020 Utilization Report

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## PROGRAM OVERVIEW

Year-to-date the New Mexico Crisis and Access Line (NMCAL) programs handled a total of 54,418 calls. This includes 22,186 calls on the Statewide Crisis and Access Line, 8,896 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 91 calls for the Rio Grande Gorge Bridge Line, 10,167 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSAs), 303 calls on the Healthcare Worker and First Responder Support Line, 11,473 calls on the Peer-to-Peer Warmline, and 25,229 text messages exchanged during the 1,081 Peer-to-Peer Warmline. NMConnect had 4,314 smartphone app downloads. NM 5-Actions Program™ had 36 program registrants.

Calls Answered by Type	Nov 2020	Oct 2020	Nov 2019
<b>Crisis Line Calls</b> ( <i>NMCAL, NSPL, Bridge</i> )	<b>2,981</b>	<b>2,994</b>	<b>2,177</b>
<b>Healthcare Worker &amp; 1st Responder Calls</b>	<b>48</b>	<b>19</b>	<b>N/A</b>
Total Inbound Clinical Calls	1,908	2,128	1,799
Calling about Self	1,614	1,816	1,598
Calling about a Child	50	47	47
Calling about another Adult	244	265	155
Outbound Crisis Calls	330	386	75
Information/Referral Calls	92	82	42
Seeking info about Program(s)	19	9	12
Public Safety Calls	11	6	3
Administrative	8	5	3
Other	514	318	242
<b>Warmline Calls</b>	<b>1,110</b>	<b>1,180</b>	<b>1,575</b>
Text Message Conversations	102	99	102
Text Messages Exchanged	2,951	2,100	2,843
<b>Core Service Agencies (CSAs) Calls</b>	<b>798</b>	<b>810</b>	<b>812</b>
<b>TOTAL CALLS ANSWERED</b>	<b>4,896</b>	<b>4,999</b>	<b>4,567</b>

## Coronavirus/COVID-19 Calls

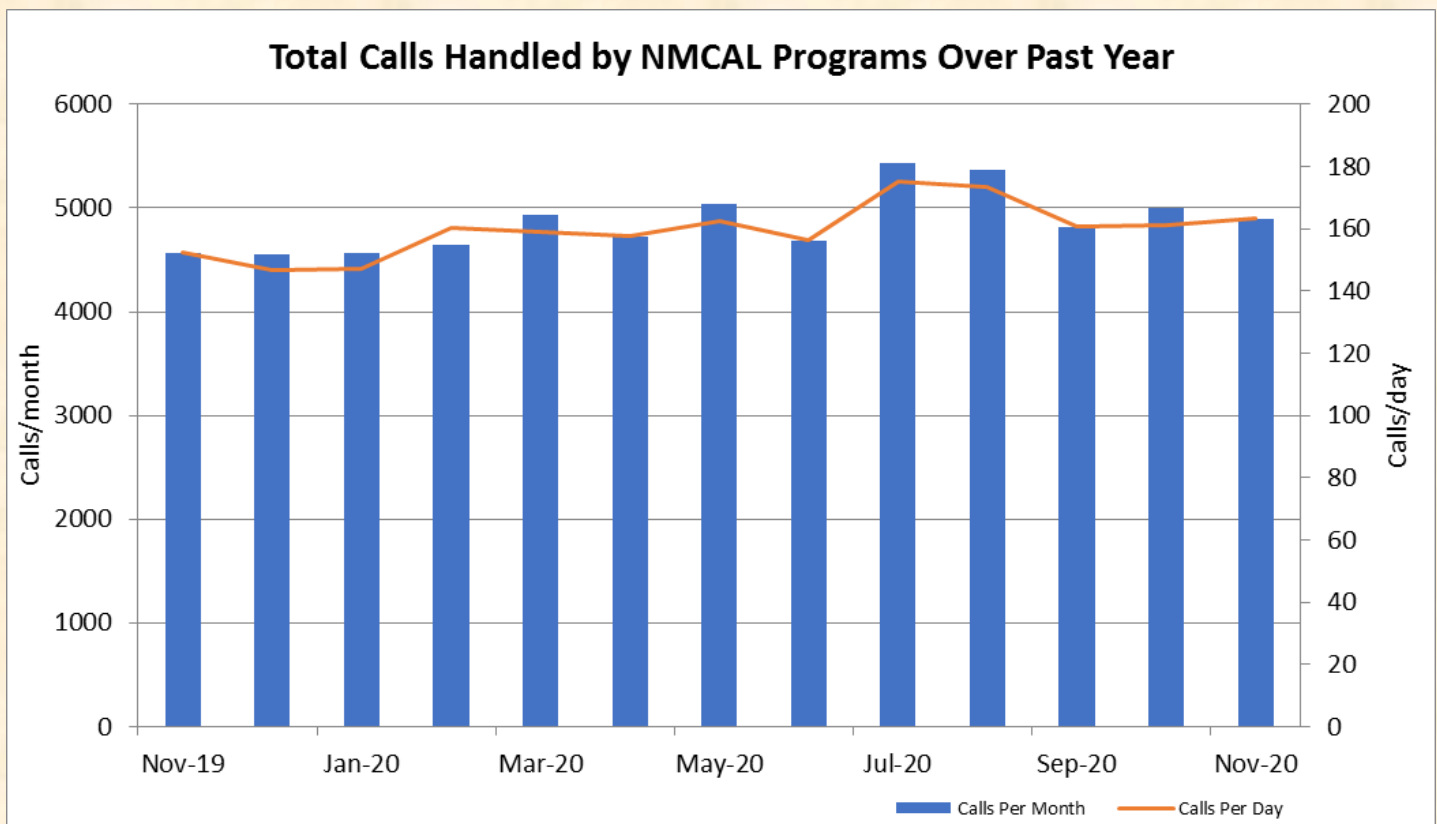
As a result of the current worldwide pandemic and social distancing guidelines implemented in communities, ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call.

*COVID-19 concerns reported by caller	Nov 2020	Oct 2020	YTD 2020
New Mexico Crisis and Access Line	10.2%	8.9%	10.1%
National Suicide Prevention Lifeline	7.7%	7.8%	9.6%
Warmline	39.4%	34.7%	24.7%
Healthcare Worker & First Responder Line	33.3%	52.9%	58.3%
CSA Programs	3.3%	4.1%	4.4%
Total All New Mexico Accounts	14.5%	14.8%	12.6%

*\*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 November 2020.

Crisis Line Calls	Nov 2020	Oct 2020	Nov 2019
Total clinical behavioral health calls	1,908	2,128	2,177
Average Clinical Call Length	26.3 min	28.8 min	21.7 min
*Service Level (answered under 30 sec)	81.9%	66.9%	81.9%
*Abandonment Rate	4.9%	10.0%	4.1%
*Average Speed of Answer	24 sec	76 sec	27 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	Nov 2020	Oct 2020	Nov 2019
Routine	53.3%	50.8%	59.1%
Urgent	41.2%	42.6%	35.2%
Emergent	5.5%	6.6%	5.7%



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.

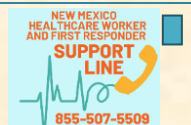
Some things to keep in mind when reviewing demographic information of crisis line callers include: (1) a small number of callers contact NMCAL quite frequently, (2) some callers chose not to share their demographic information during the call, and (3) there are community members that do not yet know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

County of Residence	Total Calls			County of Residence	Total Calls		
	Nov '20	Oct '20	Nov '19		Nov '20	Oct '20	Nov '19
Bernalillo	801	947	565	McKinley	40	32	19
Catron	0	2	0	Mora	2	0	1
Chaves	25	16	6	Otero	25	23	77
Cibola	7	15	12	Quay	9	3	1
Colfax	12	9	5	Rio Arriba	26	25	20
Curry	14	12	43	Roosevelt	7	8	2
De Baca	2	0	0	San Juan	123	179	44
Dona Ana	162	289	127	San Miguel	10	24	21
Eddy	35	23	9	Sandoval	71	60	43
Grant	25	20	6	Santa Fe	105	131	106
Guadalupe	1	5	1	Sierra	11	13	11
Harding	0	0	0	Socorro	13	31	14
Hidalgo	2	0	6	Taos	79	59	24
Lea	14	15	4	Torrance	15	4	8
Lincoln	15	9	6	Union	1	2	1
Los Alamos	9	7	12	Valencia	62	34	24
Luna	6	4	3	Outside NM	56	82	63



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	Nov 2020	Oct 2020	Nov 2019
Suicide	20.5%	22.3%	23.8%
Substance Use	14.9%	16.2%	7.7%
Anxiety	12.4%	8.5%	18.4%
Situational Stress	9.8%	11.1%	12.4%
Depression	7.5%	7.1%	8.6%
Cognitive Concerns/Psychosis	6.0%	6.8%	4.8%
Loneliness	5.0%	5.0%	2.9%
Health Issue/Chronic Pain	3.5%	2.2%	1.5%
Intimate Partner Relationship/Marital	3.5%	2.8%	2.6%
Family Concerns	2.8%	3.6%	3.4%
Grief/Loss	1.9%	1.5%	1.4%
Trauma	1.7%	1.5%	1.3%
Relationships (Non-Romantic)	1.2%	0.7%	6.6%
Interpersonal Violence	1.1%	0.8%	0.3%
Medication	0.6%	0.5%	0.4%
Intentional Self Injury	0.5%	1.2%	0.9%
Community Violence	0.4%	0.3%	0.5%
Workplace Issue/Career Counseling	0.3%	0.3%	0.8%
Sexual Assault	0.2%	0.4%	0.1%
Sexuality/LGBTQ+ concerns	0.1%	0.2%	0.1%
Other	6.1%	6.9%	6.6%



<b>Disposition at the end of the call</b> <b>- All Crisis Line Clinical Calls</b>	<b>Nov 2020</b>	<b>Oct 2020</b>	<b>Nov 2019</b>
Caller stabilized by counselor, and referred to community resources if appropriate	93.8%	92.6%	93.2%
Counselor made an abuse report	0.5%	0.7%	1.0%
Caller will take the person of concern to hospital	0.3%	0.5%	0.3%
Caller agreed to go to the hospital	0.5%	0.4%	0.2%
Caller agreed to call 911 regarding immediate danger	0.4%	0.1%	0.2%
Caller conferenced to 911 due to immediate danger	2.1%	3.3%	2.9%
Counselor contacted police with caller's consent	1.0%	0.8%	0.3%
Counselor contacted police without caller's consent	1.6%	1.6%	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 34.9% of the calls in November. The 677 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>Nov 2020</b>	<b>Oct 2020</b>	<b>Nov 2019</b>
Caller stabilized by counselor, and referred to community resources if appropriate	86.3%	84.4%	85.1%
Caller will take the person of concern to the hospital	0.6%	1.3%	0.6%
Caller agreed to go to the hospital	1.0%	0.6%	0.4%
Caller agreed to call 911 regarding immediate danger to a third party	0.9%	0.0%	0.2%
Caller conferenced to 911 due to immediate danger	5.2%	7.6%	7.7%
Counselor contacted police with caller's consent	2.1%	1.8%	0.8%
Counselor contacted police without caller's consent	4.0%	4.3%	5.2%



## 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 November 31.2% of crisis line callers (605 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 4.5% (88 people) reporting they had a history of substance use.

In November, callers identified that Opioids were a component of the primary reason for calling on 1.3% of the calls on the crisis line, and on 2.3% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Nov 2020	Oct 2020	Nov 2019
NMCAL calls related to Opioid Use	87	104	42
Warmline calls related to Opioid Use	25	21	4

## Veterans

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

Caller Identified as a Veteran	Nov 2020	Oct 2020	Nov 2019
NMCAL calls	108	69	149
Warmline calls	55	55	9

## 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	Nov 2020	Oct 2020	Nov 2019
from NMCAL to Warmline	9	4	7
from Warmline to NMCAL	5	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 handled 11,473 calls during phone operating hours of 3:30pm to 11:30pm MT, and 25,229 text messages exchanged during the 1,081 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	Nov 2020	Oct 2020	Nov 2019
Total Calls Handled	1,110	1,180	1,575
Average Call Length (all Warmline calls)	22.9 min	20.3 min	16.3 min

Outcome of Warmline Calls	Nov 2020	Oct 2020	Nov 2019
Caller reports feeling supported by the call	96.2%	95.8%	99.6%
Caller received referrals	0.3%	0.9%	0.3%
Caller was transferred to an NMCAL counselor	0.5%	0.3%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.1%
Other/None of the Above	3.0%	3.0%	0.0%

Warmline Text Message Data	Nov 2020	Oct 2020	Nov 2019
Total *Conversations	102	99	102
Text Messages Exchanged	2,951	2,100	2,843

*\*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	Nov 2020	Oct 2020	Nov 2019
Anxiety / Situational Stress	42.0%	29.4%	24.6%
Isolation / Loneliness	31.6%	39.6%	44.1%
Depression	5.0%	4.7%	6.1%
Anger Management	3.9%	3.8%	3.6%
Interpersonal Relationships	3.0%	4.3%	4.3%
Grief / Loss	1.6%	1.3%	0.8%
Cognitive Concerns / Psychosis	1.0%	0.7%	1.4%
Resources / Community Referrals	0.6%	0.4%	0.3%
Substance Use	0.6%	0.5%	0.8%
Medication / Wellness Check In	0.5%	0.4%	0.5%
Thoughts of Suicide	0.3%	0.2%	0.2%
Abuse/Neglect	0.1%	0.2%	0.2%
Immediate Support/Intervention	0.1%	0.0%	0.1%
Thoughts of Self-Injury	0.0%	0.0%	0.0%
Sexual Assault	0.0%	0.9%	0.0%
Administrative Call	0.1%	0.0%	0.0%
Other Mental Health Concern	1.1%	0.5%	0.0%
Other	8.6%	13.3%	12.9%



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		
	Nov '20	Oct '20	Nov '19		Nov '20	Oct '20	Nov '19
Bernalillo	393	396	299	McKinley	0	0	0
Catron	0	0	0	Mora	0	0	1
Chaves	3	0	1	Otero	26	0	33
Cibola	1	0	9	Quay	0	0	0
Colfax	0	0	0	Rio Arriba	4	1	3
Curry	76	77	12	Roosevelt	0	0	0
De Baca	0	0	0	San Juan	55	87	20
Dona Ana	57	50	57	San Miguel	25	28	65
Eddy	14	7	1	Sandoval	51	67	39
Grant	8	3	10	Santa Fe	10	16	13
Guadalupe	0	0	0	Sierra	61	56	58
Harding	0	0	0	Socorro	0	0	0
Hidalgo	0	0	0	Taos	89	68	59
Lea	0	0	0	Torrance	0	0	1
Lincoln	8	5	1	Union	0	0	0
Los Alamos	0	0	0	Valencia	61	81	165
Luna	1	3	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		
	Nov '20	Oct '20	Nov '19	Nov '20	Oct '20	Nov '19
Community Events	0	0	3			
NMCAL Presentations	3	3	10	89	95	183
Prevention Trainings	1	1	2	34	60	6
Community Meetings	29	32	23			
BH Provider Meetings	23	16	6			
Legislative Meetings	5	3	0			
Media Encounters	2	3	0			
Media Mentions	55+	25+	52+			
<b>TOTALS</b>	<b>118</b>	<b>83</b>	<b>96</b>	<b>123</b>	<b>155</b>	<b>279</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. Language interpretation service provider available to Non-English speaking callers.

People experiencing substance use and behavioral addictions can utilize the self-guided online **NM 5-Actions Program™** at <https://nm5actions.com/>

Information on all available programs at [www.nmcrisisline.com](http://www.nmcrisisline.com)

Easily access any of our programs or resources through the **NMConnect** Smartphone app

