



New Mexico Crisis and Access Line December 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 60,157 calls. This includes 24,177 calls on the Statewide Crisis and Access Line, 9,740 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 101 calls for the Rio Grande Gorge Bridge Line, 10,954 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSAs), 334 calls on the Healthcare Worker and First Responder Support Line, 12,815 calls on the Peer-to-Peer Warmline, and 26,304 text messages exchanged during the 1,170 Peer-to-Peer Warmline. NMConnect has had 4,552 app downloads. NM 5-Actions Program™ has had 154 program registrants.

Calls Answered by Type	Dec 2020	Nov 2020	Dec 2019
Crisis Line Calls (<i>NMCAL, NSPL, Bridge</i>)	3,600	2,981	2,400
Healthcare Worker & 1st Responder Calls	31	48	N/A
Total Inbound Clinical Calls	2,124	1,908	2,008
Calling about Self	1,829	1,614	1,827
Calling about a Child	48	50	32
Calling about another Adult	247	244	149
Outbound Crisis Calls	646	330	54
Information/Referral Calls	114	92	56
Seeking info about Program(s)	12	19	18
Public Safety Calls	8	11	3
Administrative	8	8	8
Other	596	514	253
Warmline Calls	1,342	1,110	1,194
Text Message Conversations	89	102	69
Text Messages Exchanged	1,075	2,951	2,393
Core Service Agencies (CSAs) Calls	787	798	957
TOTAL CALLS ANSWERED	5,739	4,896	4,551

Coronavirus/COVID-19 Calls

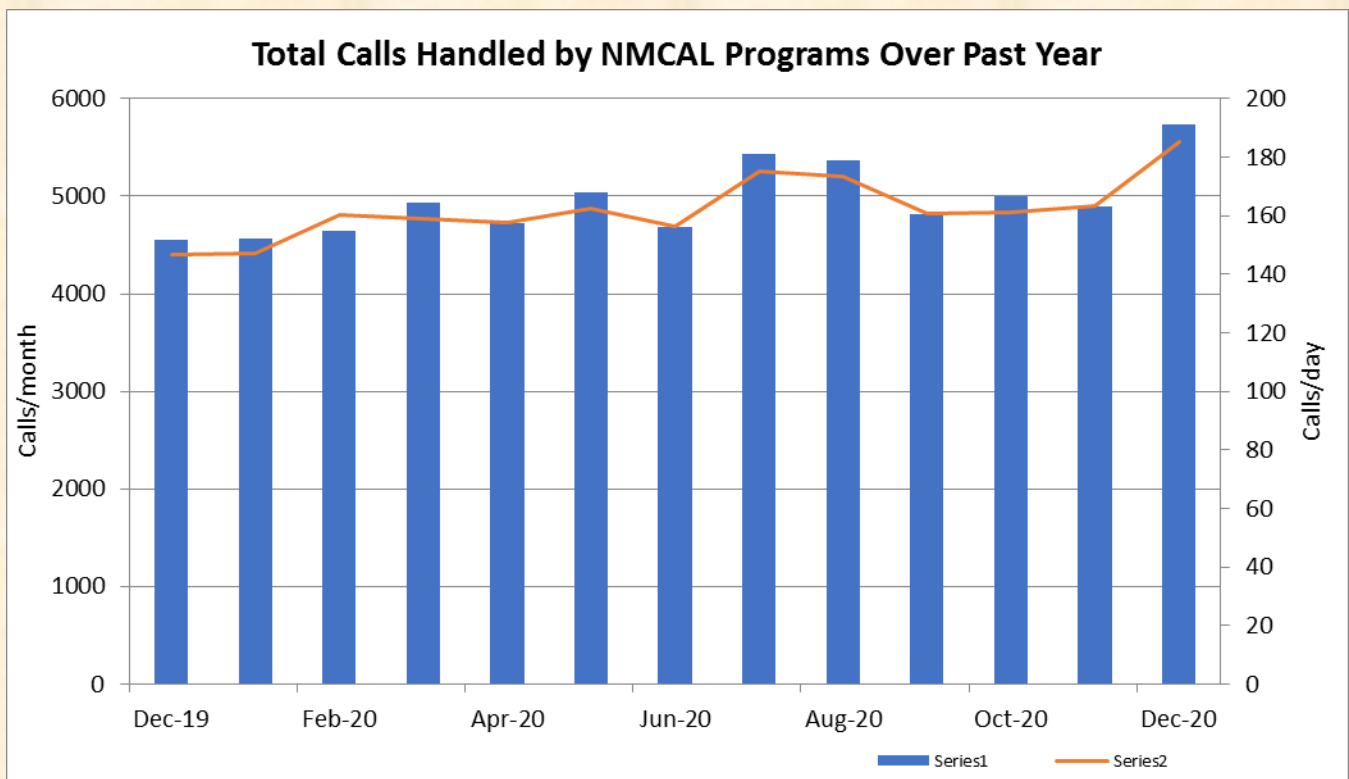
As a result of the current worldwide pandemic and social distancing guidelines implemented in communities, ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call.

*COVID-19 concerns reported by caller	Dec 2020	Nov 2020	YTD 2020
New Mexico Crisis and Access Line	11.1%	10.2%	10.2%
National Suicide Prevention Lifeline	10.3%	7.7%	9.6%
Warmline	39.0%	39.4%	26.7%
Healthcare Worker & First Responder Line	59.3%	33.3%	58.4%
CSA Programs	5.3%	3.3%	4.5%
Total All New Mexico Accounts	18.2%	14.5%	13.2%

**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 December 2020.

Crisis Line Calls	Dec 2020	Nov 2020	Dec 2019
Total clinical behavioral health calls	2,124	1,908	2,008
Average Clinical Call Length	25.2 min	26.3 min	20.4 min
*Service Level (answered under 30 sec)	87.7%	81.9%	92.7%
*Abandonment Rate	3.1%	4.9%	1.3%
*Average Speed of Answer	18 sec	24 sec	12 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	Dec 2020	Nov 2020	Dec 2019
Routine	56.4%	53.3%	59.4%
Urgent	38.1%	41.2%	35.5%
Emergent	5.6%	5.5%	5.2%



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		
	Dec '20	Nov '20	Dec '19		Dec '20	Nov '20	Dec '19
Bernalillo	800	801	507	McKinley	38	40	19
Catron	1	0	0	Mora	2	2	0
Chaves	23	25	17	Otero	24	25	70
Cibola	8	7	11	Quay	2	9	2
Colfax	8	12	3	Rio Arriba	32	26	6
Curry	25	14	49	Roosevelt	2	7	2
De Baca	0	2	0	San Juan	137	123	33
Dona Ana	141	162	128	San Miguel	23	10	15
Eddy	23	35	13	Sandoval	85	71	39
Grant	25	25	12	Santa Fe	128	105	78
Guadalupe	2	1	1	Sierra	9	11	18
Harding	1	0	1	Socorro	17	13	8
Hidalgo	1	2	0	Taos	97	79	37
Lea	13	14	8	Torrance	8	15	6
Lincoln	11	15	4	Union	0	1	5
Los Alamos	10	9	3	Valencia	43	62	26
Luna	8	6	5	Outside NM	68	56	37



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	Dec 2020	Nov 2020	Dec 2019
Suicide	20.5%	20.5%	23.9%
Anxiety	14.0%	12.4%	15.0%
Substance Use	13.0%	14.9%	6.6%
Situational Stress	9.7%	9.8%	13.3%
Depression	6.8%	7.5%	9.1%
Cognitive Concerns/Psychosis	5.5%	6.0%	4.4%
Loneliness	4.8%	5.0%	3.7%
Family Concerns	4.0%	2.8%	3.7%
Grief/Loss	3.1%	1.9%	1.2%
Intimate Partner Relationship/Marital	2.9%	3.5%	3.1%
Health Issue/Chronic Pain	2.8%	3.5%	1.2%
Interpersonal Violence	1.5%	1.1%	1.1%
Trauma	1.2%	1.7%	1.6%
Intentional Self Injury	0.9%	0.5%	0.7%
Medication	0.8%	0.6%	0.7%
Relationships (Non-Romantic)	0.7%	1.2%	8.1%
Workplace Issue/Career Counseling	0.6%	0.3%	0.4%
Community Violence	0.2%	0.4%	0.7%
Sexuality/LGBTQ+ concerns	0.2%	0.1%	0.3%
Sexual Assault	0.1%	0.2%	0.2%
Other	6.7%	6.1%	8.1%



Disposition at the end of the call - All Crisis Line Clinical Calls	Dec 2020	Nov 2020	Dec 2019
Caller stabilized by counselor, and referred to community resources if appropriate	92.8%	93.8%	94.1%
Counselor made an abuse report	1.2%	0.5%	0.5%
Caller will take the person of concern to hospital	0.3%	0.3%	0.4%
Caller agreed to go to the hospital	0.2%	0.5%	0.4%
Caller agreed to call 911 regarding immediate danger	0.2%	0.4%	0.3%
Caller conferenced to 911 due to immediate danger	2.6%	2.1%	1.9%
Counselor contacted police with caller's consent	0.5%	1.0%	0.5%
Counselor contacted police without caller's consent	2.2%	1.6%	1.9%

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 32.2% of the calls in December. The 665 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	Dec 2020	Nov 2020	Dec 2019
Caller stabilized by counselor, and referred to community resources if appropriate	83.6%	86.3%	85.9%
Caller will take the person of concern to the hospital	0.8%	0.6%	0.7%
Caller agreed to go to the hospital	0.8%	1.0%	1.3%
Caller agreed to call 911 regarding immediate danger to a third party	0.5%	0.9%	0.5%
Caller conferenced to 911 due to immediate danger	6.5%	5.2%	4.6%
Counselor contacted police with caller's consent	1.7%	2.1%	1.6%
Counselor contacted police without caller's consent	6.3%	4.0%	5.3%



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 December 30.1% of crisis line callers (621 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.5% (113 people) reporting they had a history of substance use.

In December, callers identified that Opioids were a component of the primary reason for calling on 1.5% of the calls on the crisis line, and on 2.4% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Dec 2020	Nov 2020	Dec 2019
NMCAL calls related to Opioid Use	102	87	37
Warmline calls related to Opioid Use	32	25	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	Dec 2020	Nov 2020	Dec 2019
NMCAL calls	112	108	156
Warmline calls	97	55	12

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	Dec 2020	Nov 2020	Dec 2019
from NMCAL to Warmline	20	9	10
from Warmline to NMCAL	3	5	1

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 12,815 calls during phone operating hours of 3:30pm to 11:30pm MT, and 26,304 text messages exchanged during the 1,170 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	Dec 2020	Nov 2020	Dec 2019
Total Calls Handled	1,342	1,110	1,194
Average Call Length (all Warmline calls)	21.5 min	22.9 min	20.9 min

Outcome of Warmline Calls	Dec 2020	Nov 2020	Dec 2019
Caller reports feeling supported by the call	95.1%	96.2%	97.3%
Caller received referrals	2.2%	0.3%	0.6%
Caller was transferred to an NMCAL counselor	0.2%	0.5%	0.1%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	2.5%	3.0%	1.9%

Warmline Text Message Data	Dec 2020	Nov 2020	Dec 2019
Total *Conversations	89	102	69
Text Messages Exchanged	1,075	2,951	2,393

**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	Dec 2020	Nov 2020	Dec 2019
Anxiety / Situational Stress	38.4%	42.0%	17.9%
Isolation / Loneliness	32.7%	31.6%	48.6%
Interpersonal Relationships	5.4%	3.0%	4.4%
Depression	5.3%	5.0%	7.3%
Anger Management	4.1%	3.9%	2.8%
Grief / Loss	2.4%	1.6%	1.1%
Cognitive Concerns / Psychosis	1.0%	1.0%	1.3%
Abuse/Neglect	0.6%	0.1%	0.0%
Medication / Wellness Check In	0.5%	0.5%	0.4%
Resources / Community Referrals	0.5%	0.6%	0.5%
Substance Use	0.5%	0.6%	1.3%
Sexual Assault	0.2%	0.0%	0.0%
Thoughts of Suicide	0.2%	0.3%	0.0%
Thoughts of Self-Injury	0.0%	0.0%	0.0%
Immediate Support/Intervention	0.0%	0.1%	0.1%
Administrative Call	0.0%	0.1%	0.0%
Other Mental Health Concern	0.1%	1.1%	0.6%
Other	8.1%	8.6%	13.8%

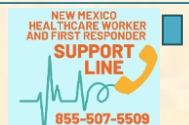


Warmline callers are asked for their county of residence, as a way for peer supports to assist the callers in engaging with additional resources and support services beyond the call.

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		
	Dec '20	Nov '20	Dec '19		Dec '20	Nov '20	Dec '19
Bernalillo	493	393	262	McKinley	3	0	1
Catron	0	0	0	Mora	0	0	0
Chaves	1	3	0	Otero	18	26	48
Cibola	1	1	5	Quay	0	0	0
Colfax	0	0	0	Rio Arriba	0	4	1
Curry	103	76	43	Roosevelt	0	0	0
De Baca	0	0	0	San Juan	56	55	8
Dona Ana	48	57	54	San Miguel	20	25	77
Eddy	16	14	1	Sandoval	91	51	32
Grant	4	8	11	Santa Fe	43	10	18
Guadalupe	0	0	0	Sierra	91	61	48
Harding	0	0	0	Socorro	0	0	2
Hidalgo	0	0	0	Taos	150	89	54
Lea	0	0	0	Torrance	0	0	0
Lincoln	13	8	1	Union	0	0	0
Los Alamos	0	0	1	Valencia	36	61	111
Luna	0	1	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		
	Dec '20	Nov '20	Dec '19	Dec '20	Nov '20	Dec '19
Community Events	7	0	5			
NMCAL Presentations	27	3	5	892	89	290
Prevention Trainings	2	1	5	116	34	160
Community Meetings	31	29	24			
BH Provider Meetings	17	23	8			
Legislative Meetings	9	5	0			
Media Encounters	5	2	1			
Media Mentions	135+	55+	20+			
TOTALS	235	118	68	988	123	450

“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

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

