

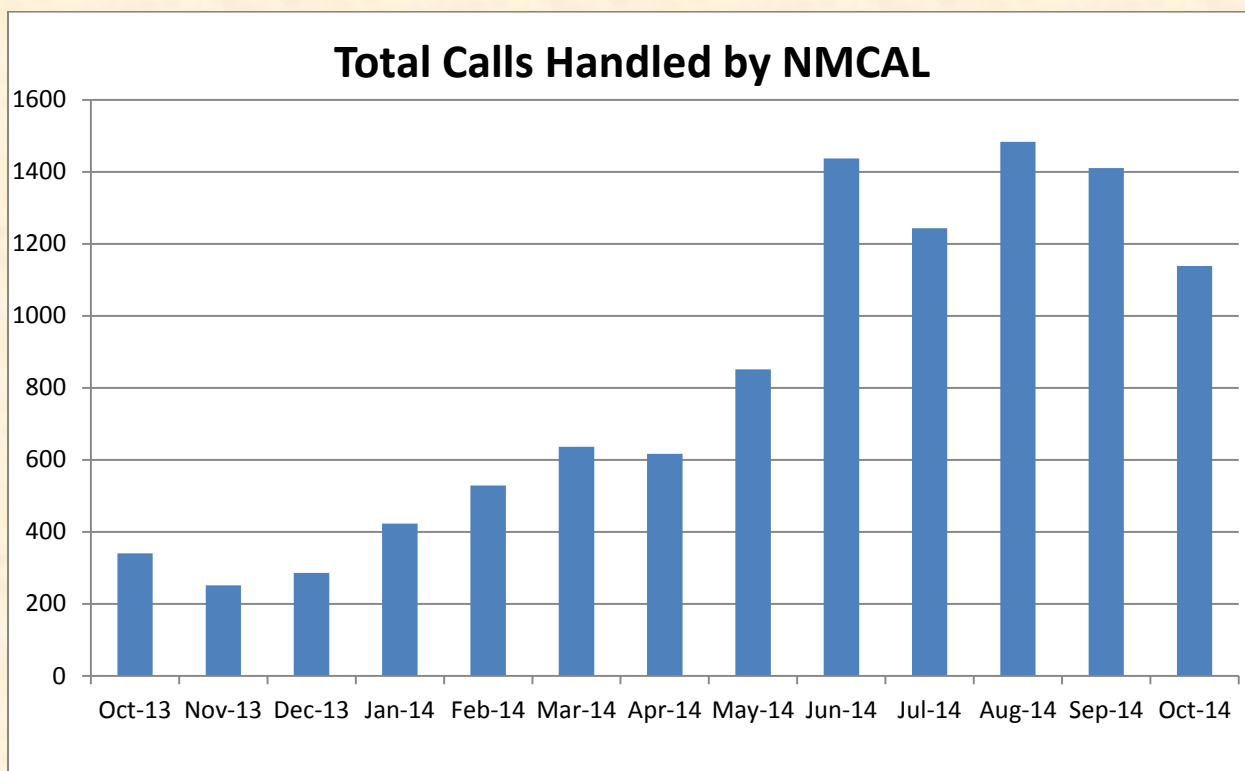
# New Mexico Crisis and Access Line - October 2014 Utilization Report

In October 2014, NMCAL handled 1138 calls. This includes 292 calls connected to us by the National Suicide Prevention Lifeline. Under separate contracts, an additional 224 calls were answered for CSA crisis lines in New Mexico.

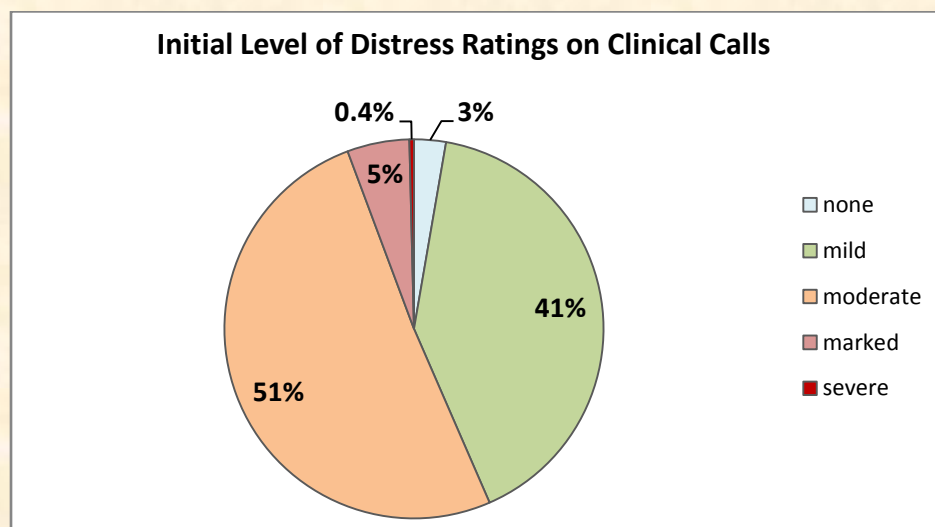
<b>October 2014: Calls Answered by Type</b>	
<b>NMCAL CALLS</b>	<b>1138</b>
Inbound Clinical Calls	858
- Calling about Self	733
- Calling about a Child	26
- Calling about another Adult	99
Outbound Calls	123
Information/Referral Calls	41
Seeking information about NMCAL	12
Administrative	7
Hang-ups/Wrong #s/Internal Test Calls	97
<b>CALLS ANSWERED FOR CSA CRISIS LINES</b>	<b>224</b>
<b>TOTAL CALLS ANSWERED FOR NEW MEXICO</b>	<b>1362</b>

<b>October 2014: NMCAL Utilization</b>	
Total Calls Handled	1138
Service Level (answered under 30 sec)	88.4%
Abandonment Rate	3.9%
Average Speed of Answer	15 sec
Average Call Length (all calls)	12 min
Average Call Length (Clinical calls)	15 min

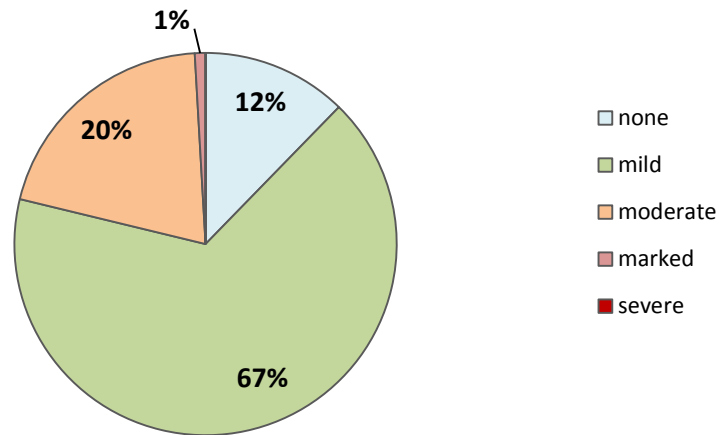




NMCAL clinicians rate initial and concluding level of distress on every clinical call. Level of distress is based on both the caller’s presentation or overt behavior, and on an assessment of their clinical situation. Even if a caller is not emotional or upset, their level of distress is rated higher if their clinical situation is acute.



### Concluding Level of Distress Ratings on Clinical Calls



### Level of Care of Clinical Calls

Routine	69%
Urgent	29%
Emergent	2%

### Primary Presenting Problem in Calls

Alcohol/Drugs	6%
Anger Management	2%
Anxiety	36%
Child	2%
Danger to Others	0.4%
Depression	11%
Family	5%
Grief/Loss	1%
Medication	1%
Relationship/Marital	4%
Sexual Assault	0.1%



Situational Stress	0.1%
Suicide	11%
Workplace Issue	0.1%
Other	20%

While it was not always the presenting issue, concerns related to suicide were reported on 30% of clinical calls. Concerns related to drug or alcohol abuse were reported on 22% of clinical calls.

For every clinical call, we track whether the situation could be stabilized by the clinician, or if a more restrictive level of care was necessary. These are the clinical outcomes of the NMCAL calls for October.

<b>Clinical Outcome For All Counseling Calls</b>	
Caller stabilized by clinician, and referred to community resources if appropriate.	96%
Clinician made an abuse report.	0.4%
Caller will take the person of concern to the hospital.	0.3%
Caller agreed to go to the hospital.	1%
Caller agreed to call 911 regarding immediate danger to a third party.	0.4%
Caller conferenced to 911 due to immediate danger.	0.3%
Clinician contacted police with caller’s consent.	1%
Clinician contacted police without caller’s consent.	1%

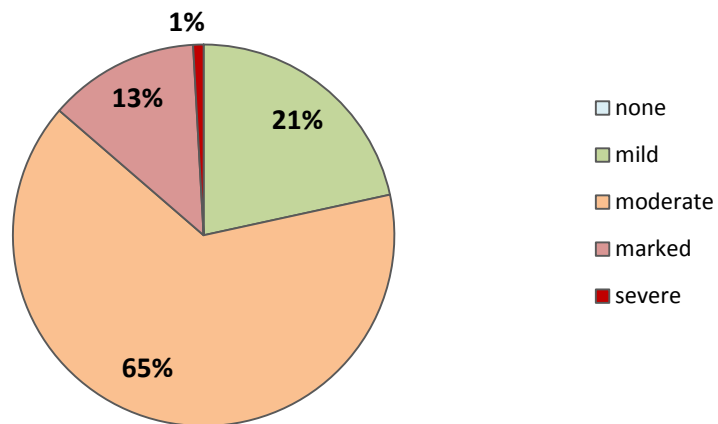
In October, 228 NMCAL callers reported concerns about suicide – either for themselves, or for the person of concern. NMCAL clinicians work with our callers to try to deescalate the emergency and create safety plans. We only involve hospital or emergency services when there is no less intrusive way to keep our callers safe.



## Clinical Outcome on Calls Involving Suicide

Caller stabilized by clinician, and referred to community resources if appropriate.	94%
Caller will take the person of concern to the hospital.	1%
Caller agreed to go to the hospital.	1%
Caller agreed to call 911 regarding immediate danger to a third party.	0.4%
Caller conferenced to 911 due to immediate danger.	1%
Clinician contacted police with caller's consent.	2%
Clinician contacted police without caller's consent.	1%

**Initial Level of Distress on Calls Involving Thoughts of Suicide**



**Concluding Level of Distress on Calls Involving Thoughts of Suicide**

