

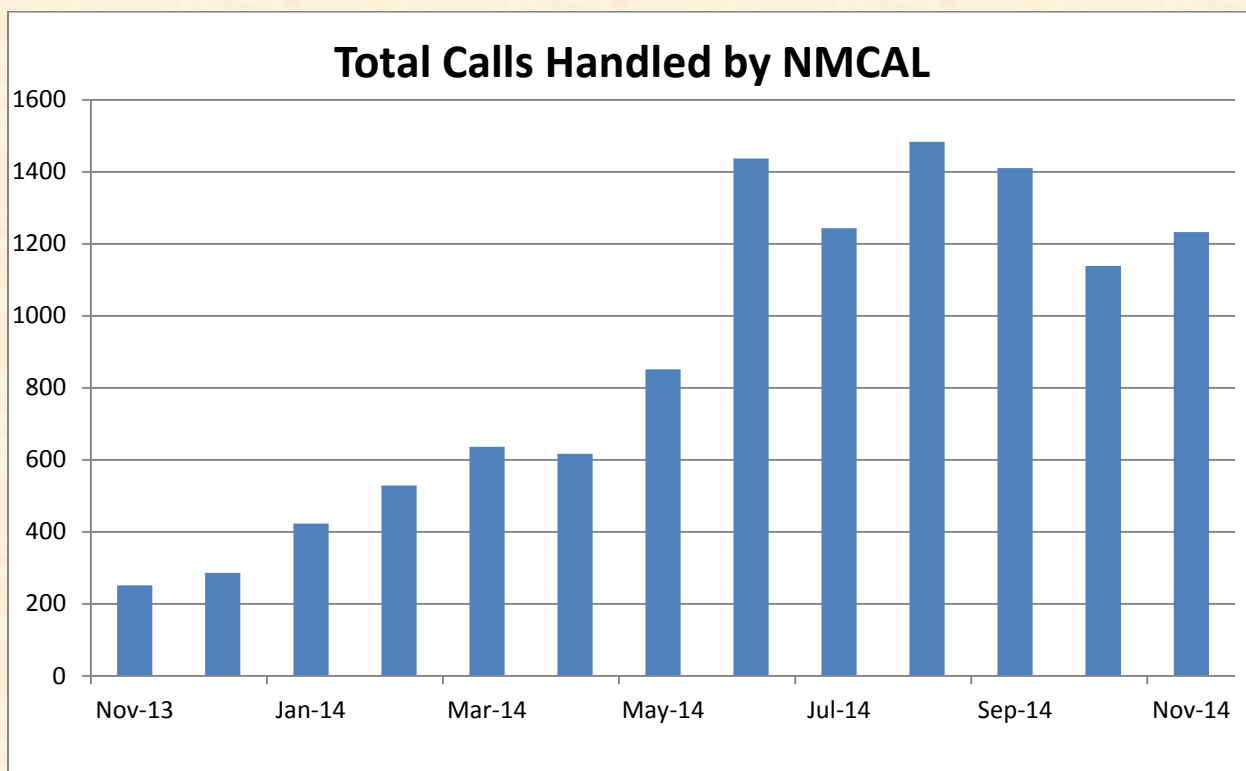
New Mexico Crisis and Access Line - November 2014 Utilization Report

In November 2014, NMCAL handled 1233 calls. This includes 292 calls connected to us by the National Suicide Prevention Lifeline. Under separate contracts, an additional 268 calls were answered for CSA crisis lines in New Mexico.

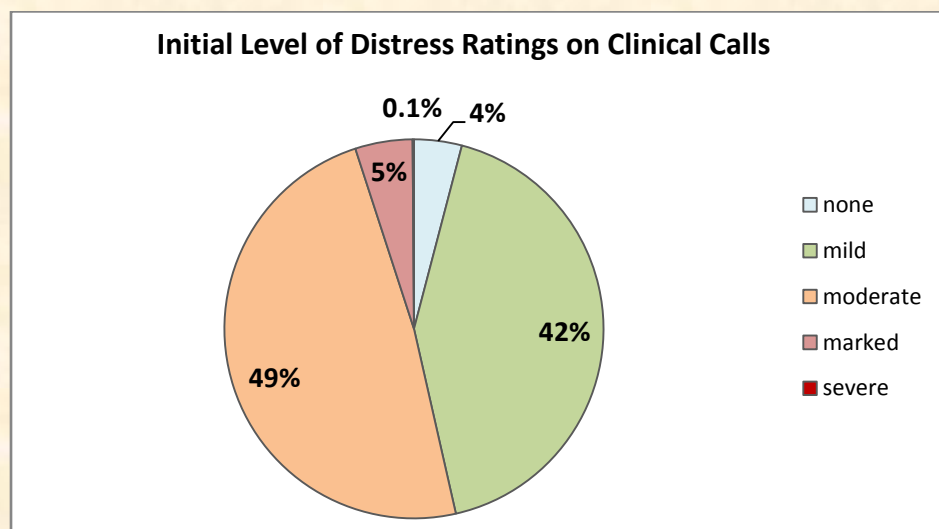
November 2014: Calls Answered by Type	
NMCAL CALLS	1233
Inbound Clinical Calls	935
- Calling about Self	810
- Calling about a Child	19
- Calling about another Adult	106
Outbound Calls	90
Information/Referral Calls	27
Seeking information about NMCAL	10
Administrative	9
Hang-ups/Wrong #s/Internal Test Calls	162
CALLS ANSWERED FOR CSA CRISIS LINES	268
TOTAL CALLS ANSWERED FOR NEW MEXICO	1501

November 2014: NMCAL Utilization	
Total Calls Handled	1233
Service Level (answered under 30 sec)	88.3%
Abandonment Rate	2.7%
Average Speed of Answer	15 sec
Average Call Length (all calls)	13 min
Average Call Length (Clinical calls)	16 min

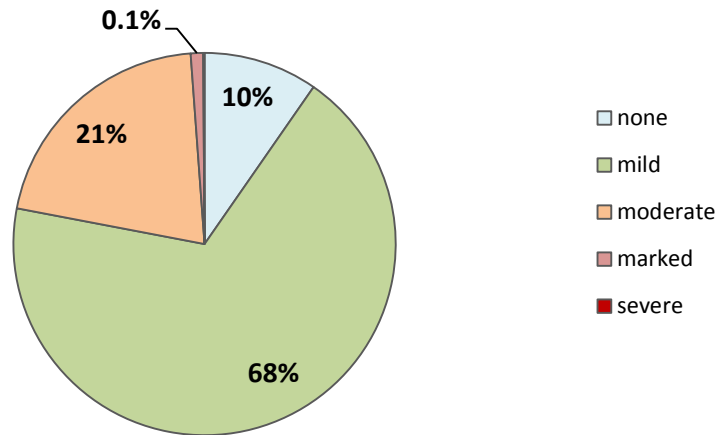




NMCAL clinicians rate initial and concluding level of distress on every clinical call. Level of distress is based on both the caller’s presentation or overt behavior, and on an assessment of their clinical situation. Even if a caller is not emotional or upset, their level of distress is rated higher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



Concluding Level of Distress Ratings on Clinical Calls



Level of Care of Clinical Calls

Routine	64%
Urgent	34%
Emergent	2%

Primary Presenting Problem in Calls

Alcohol/Drugs	7%
Anger Management	2%
Anxiety	29%
Child	1%
Danger to Others	0.2%
Depression	11%
Family	5%
Grief/Loss	1%
Medication	1%
Relationship/Marital	6%
Sexual Assault	0%



Situational Stress	2%
Suicide	16%
Workplace Issue	0.3%
Other	19%

While it was not always the presenting issue, concerns related to suicide were reported on 34% of clinical calls. Concerns related to drug or alcohol abuse were reported on 21% 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 November.

Clinical Outcome For All Counseling Calls	
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.	1%
Caller agreed to go to the hospital.	1%
Caller agreed to call 911 regarding immediate danger to a third party.	0.1%
Caller conferenced to 911 due to immediate danger.	0.5%
Clinician contacted police with caller's consent.	0.1%
Clinician contacted police without caller's consent.	0.7%

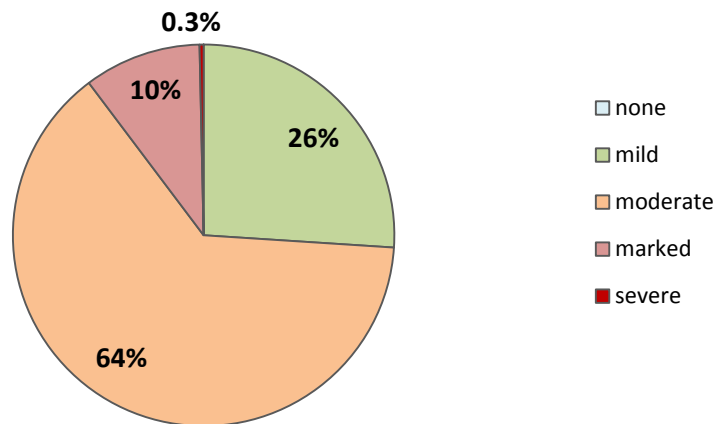
In November, 292 NMCAL callers reported concerns about suicide – either for themselves, or for the person of concern. NMCAL clinicians work with our callers to try to deescalate the emergency and create safety plans. We only involve hospital or emergency services when there is no less intrusive way to 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.	0.3%
Caller conferenced to 911 due to immediate danger.	2%
Clinician contacted police with caller's consent.	0.3%
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

