

New Mexico Crisis and Access Line: 2014 Annual Report

2014 was The New Mexico Crisis and Access Line’s second year of operation. In 2014, NMCAL handled 10,635 calls. This includes over 2,000 calls connected to us by the National Suicide Prevention Lifeline. Under separate contracts, an additional 3,220 calls were answered for CSA crisis lines in New Mexico in 2014.

2014: NMCAL Calls Answered by Type	
NMCAL CALLS	10,635
Inbound Clinical Calls	8,813
- Calling about Self	7,564
- Calling about a Child	219
- Calling about another Adult	1,030
Outbound Calls	1,070
Information/Referral Calls	524
Seeking information about NMCAL	128
Administrative	102
CALLS ANSWERED FOR CSA CRISIS LINES	3,220
TOTAL CALLS ANSWERED FOR NEW MEXICO	13,855

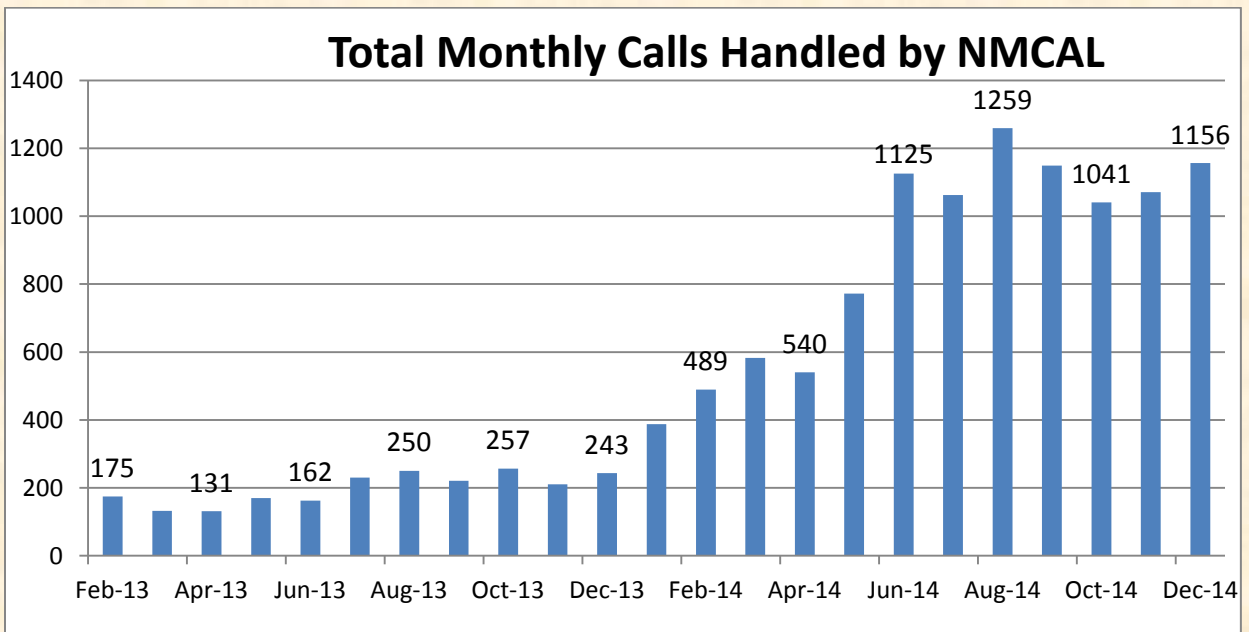
2014: NMCAL Utilization	
Total Calls Handled	10,635
Service Level (answered under 30 sec)	90.3%
Abandonment Rate	2.3%
Average Speed of Answer	14 sec
Average Call Length (all calls)	11 min
Average Call Length (Clinical calls)	15 min



The following tables and charts provide specific information about the calls handled on the New Mexico Crisis and Access in 2014.

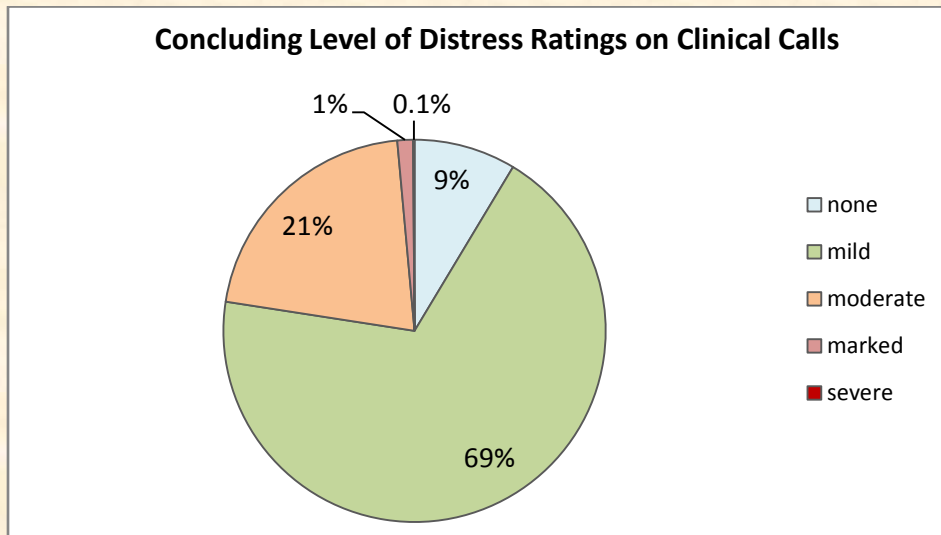
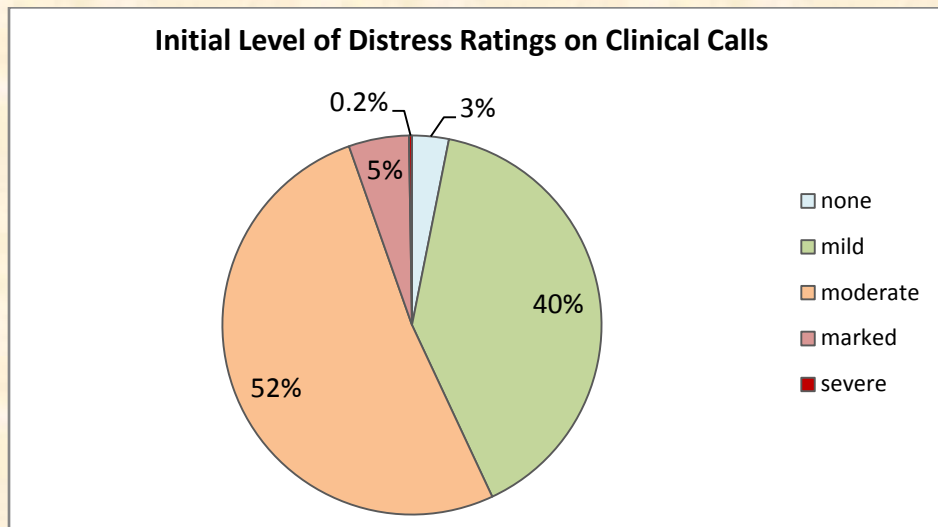
CALL VOLUME

NMCAL call volume has increased significantly since we opened in February 2013, particularly in the past year. We attribute this growth to our concerted efforts in outreach and engagement, development of community partnerships with providers and other state agencies dedicated to crisis prevention, and most recently, our acceptance into the National Suicide Prevention Line as a provider of suicide prevention services.



CLINICAL INFORMATION

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.



Level of Care of Clinical Calls	
Routine	66%
Urgent	32%
Emergent	2%

Primary Presenting Problem in Calls	
Alcohol/Drugs	8%
Anger Management	2%
Anxiety	30%
Child	2%
Danger to Others	1%
Depression	10%
Family	6%
Grief/Loss	2%
Medication	1%
Relationship/Marital	5%
Suicide	12%
Other	21%

While it was not always the presenting issue, concerns related to suicidal thoughts were reported on 32% of clinical calls. Concerns related to drug or alcohol abuse were reported on 24% 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 2014.



Clinical Disposition of All Counseling Calls	
Caller stabilized by clinician, and referred to community resources if appropriate.	95%
Clinician made a child abuse report.	0.5%
Caller agreed to go to the hospital.	0.5%
Caller agreed to take person of concern to the hospital.	1%
Caller agreed to call 911 regarding immediate danger to the person of concern.	1%
Caller conferenced to 911 due to immediate danger.	1%
Clinician contacted police with caller's consent.	0.1%
Clinician contacted police without caller's consent.	1%

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.

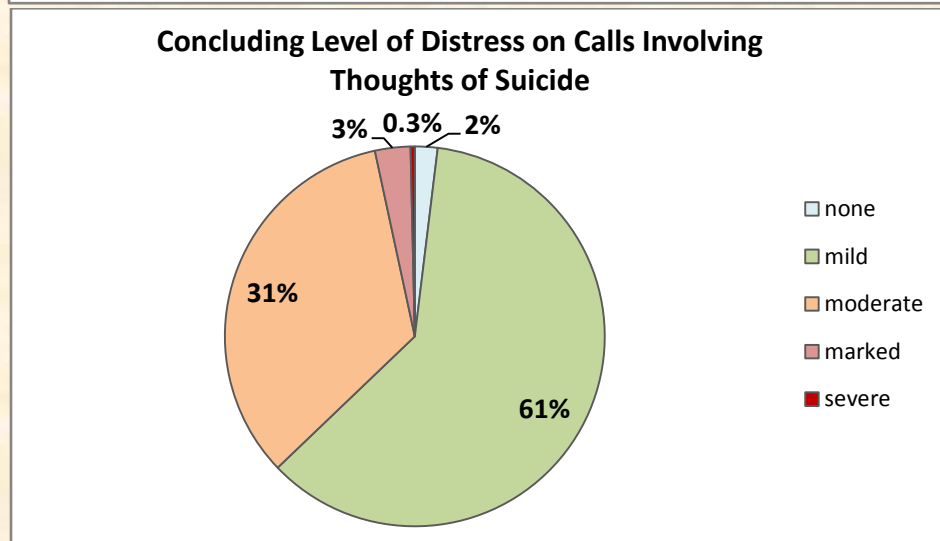
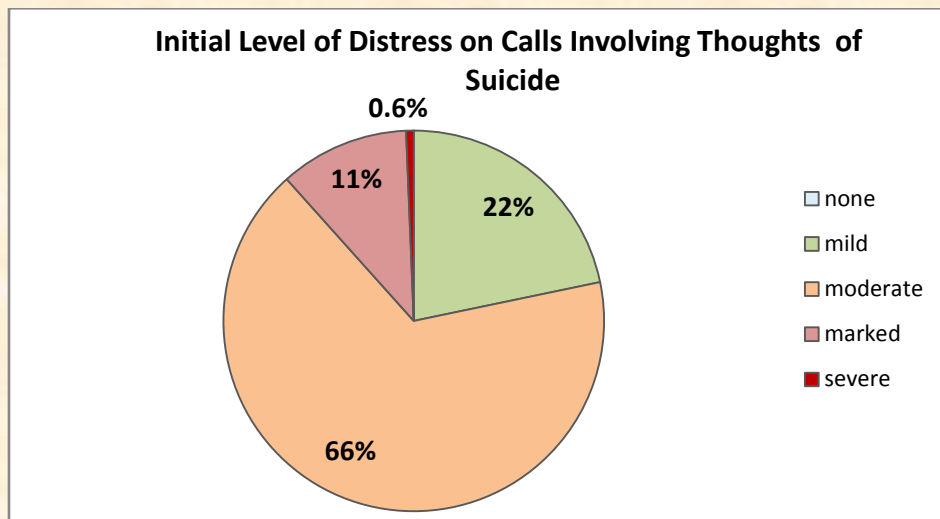
We look closely at the outcome of calls where concerns about suicide are discussed. In 2014:

- 2,493 NMCAL callers reported concerns about suicide – either for themselves, or for another person of concern.
- In **92%** of calls related to suicide, the NMCAL clinician was able to stabilize the caller and plan for safety during the phone call, without needing to involve police, a hospital, or other more restrictive options.



Clinical Disposition of Calls Involving Suicide

Caller stabilized by clinician, and referred to community resources if appropriate.	92%
Caller agreed to go to the hospital.	1%
Caller agreed to take person of concern to the hospital.	1%
Caller agreed to call 911 regarding immediate danger to the person of concern.	2%
Caller conferenced to 911 due to immediate danger.	2%
Clinician contacted police with caller's consent.	0.4%
Clinician contacted police without caller's consent.	2%



DEMOGRAPHIC INFORMATION

The following tables summarize the descriptive information gathered from NMCAL callers in 2014. Full demographic information was not gathered on all calls: information was not gathered if the caller did not wish to answer a question, if the caller didn't know the answer to a question, or if the counselor did not ask the question due to the nature of a call. All demographic information is based on callers' self-report, and was not externally verified.

Like most crisis lines, NMCAL has a small number of callers who contact us frequently. In fact, 1% of the individual callers account for more than 25% of the total NMCAL calls. Because of this, descriptive data is presented both for total calls, and for identifiable unique callers.

County of Residence	Total Calls	Individual Callers
Bernalillo	3685	1560
Catron	3	3
Chaves	97	73
Cibola	118	34
Colfax	15	12
Curry	81	42
De Baca	5	4
Dona Ana	626	247
Eddy	60	46
Grant	1589	71
Guadalupe	9	6
Harding	0	0



Hidalgo	9	6
Lea	58	34
Lincoln	52	26
Los Alamos	40	28
Luna	31	22
McKinley	93	58
Mora	9	7
Otero	136	77
Quay	10	8
Rio Arriba	110	69
Roosevelt	28	15
San Juan	89	66
San Miguel	54	38
Sandoval	328	237
Santa Fe	311	221
Sierra	28	19
Socorro	162	43
Taos	46	25
Torrance	109	35
Union	8	6
Valencia	254	124
(outside New Mexico)	174	125

Consumer Receiving Behavioral Health Treatment?	Total Calls	Individual Callers
Yes	60%	37%
No	40%	63%



Consumer's Health Insurance	Total Calls	Individual Callers
Medicaid	66%	46%
Other insurance	16%	30%
Insured, but type unknown	2%	3%
None	16%	21%

Only 17% of callers without health insurance reported that they were receiving behavioral health treatment, as opposed to 41% of callers with insurance.

Consumer's Housing Status	Total Calls	Individual Callers
Has permanent housing	91%	89%
Has temporary housing	1%	1%
Resides in a residential facility	2%	2%
Homeless	6%	8%

28% of homeless callers reported that they were receiving behavioral health treatment, as opposed to 37% of callers with permanent housing. 69% of homeless callers reported that they had health insurance coverage, as opposed to 81% of callers with permanent housing.



How did the Caller Hear About NMCAL?	Total Calls	Individual Callers
Internet	14%	26%
Counselor/Therapist	39%	14%
Family/Friend	7%	12%
Medical or Behavioral Health Facility	7%	11%
Other Crisis or Warmline	16%	10%
Nurseline	4%	7%
Governmental or Public Service Agency	3%	5%
Insurance Provider	3%	5%
Promotional Materials	3%	3%
Phone Book	1%	2%
Media	1%	2%
Consumer Support Group	1%	1%
Other	1%	2%

Consumer's Primary Language	Total Calls	Individual Callers
English	95%	94%
Spanish	2%	2%
English/Spanish Bilingual	2%	3%
Other	1%	1%



Consumer's Race/Ethnicity	Total Calls	Individual Callers
White/Caucasian	45%	47%
Hispanic	26%	39%
American Indian or Alaskan	3%	5%
Multiracial	22%	4%
Black or African American	1%	2%
Asian	2%	2%
Other	1%	1%

Age of Consumer	Total Calls	Individual Callers
Under 18	4%	10%
18-24	16%	16%
25-34	16%	23%
35-44	13%	18%
45-54	20%	16%
55-64	28%	11%
65+	3%	6%

Gender of Consumer	Total Calls	Individual Callers
Male	53%	47%
Female	47%	53%



COMMUNITY OUTREACH AND ENGAGEMENT

In 2014 we worked to increase community awareness and utilization of NMCAL, and to create relationships with other agencies in New Mexico. We are particularly proud of our efforts this year to expand suicide prevention services available in the state. These are some of our outreach activities from 2014:

Suicide Prevention

Since June of 2014, NMCAL has answered the National Suicide Prevention Lifeline in New Mexico. When someone in New Mexico calls this nationally recognized suicide prevention resource, 1-800-273-TALK or 1-800-SUICIDE, the call is routed to qualified providers in New Mexico. NMCAL is proud to be a part of the 24/7 statewide network for the Lifeline.

In January 2015, the City, County, and Pueblo of Taos, NM, witnessed the installation of 10 call boxes on the Rio Grande Gorge Bridge. New Mexico Department of Transportation and NMCAL worked collaboratively to ensure that a person who is approaching the bridge with thoughts of suicide has access to a professional counselor at any time of the day or night.

Advocacy-Based

Inter-Faith Community Shelter: Shelter, Food, Clothing & Other- Santa Fe

NM Psychological Association: Annual Conference - Albuquerque

Children's Law Institute: CLI Conference - Albuquerque

New Mexico Suicide Prevention Coalition: General Mtgs. - Albuquerque

Mental Health First Aid (MHFA)- Adult & Youth Training - Santa Clara Pueblo, San Ildefonso Pueblo

New Mexico State Fair: Celebration of Age - Albuquerque

Recovery Santa Fe Day: Celebration of Recovery - Santa Fe

American Federation for Suicide Prevention: Out of Darkness Walk - Albuquerque

LA Careers Food Pantry - Agreement to place NMCAL materials in all food bags.



Courts, Judicial, And Detention Systems

Rio Arriba County Detention Facilities: Mental Health First Aid - Espanola

New Mexico Supreme Court - Children's Courts Improvement Presentation

New Mexico Justice and Mental Health Collaboration Project - Juvenile Courts

U.S. Department of Justice: Albuquerque Police - Behavioral Health Task Force

Education & Career Development

Head2Toe Conference: School Teachers and Nurses - Albuquerque

Las Cruces Public Schools: Head Start Homeless Coalition - Las Cruces

Dona Ana County Community College: Social Work CEU Courses - Chaparral

Santa Clara Pueblo: Tour & Talk - Albuquerque

Youth Jam: Youth Health, Wellness, and Safety Event - Albuquerque

Faith-Based

International Fellowship of Chaplains: Disaster & Crisis - Bernalillo

7th Day Adventist: Veterans and Homeless Services - Santa Fe

First Responders (Sheriff, Police, Fire, EMT, & 911 Dispatch)

Torrance County 911 Dispatch: Presentation - Torrance County

Albuquerque Police Dept. CIT & COAST: Tour & Talk - Albuquerque

Santa Fe Police Department: NAMI Training - Santa Fe

Santa Fe Police Dept. & NM State Police: Mobile Crisis Team, General Mtg., -
Santa Fe

Santa Fe County, Regional Emergency Communications Center: NAMI Training -
Santa Fe

Rio Arriba County, Police and Sheriff Dept.: Mental Health First Aid - Espanola



Government Entities (Federal, State, County, City, Pueblo)

Northeast Health Councils & Community Gathering: Training - Counties of Santa Fe, Rio Arriba, Taos, San Miguel, Guadalupe, Mora, Los Alamos, Harding, Colfax; Santa Clara Pueblo, San Ildefonso Pueblo

CYFD Communities of Care Conference - Los Alamos, Catron County, Silver City, Las Cruces, Alamogordo, Albuquerque, Santa Fe, San Felipe Pueblo

Aging and Long-Term Services Dept.: Conference on Aging- Albuquerque

Rio Arriba County: Health Fair - Espanola

Rio Arriba County Behavioral Health Task Force: Meetings - Espanola

Albuquerque Mental Health Task Force: Meetings/Presentation - Albuquerque

Greater Albuquerque Community Solutions Dialogues on Mental Health: Meetings - Albuquerque

Indian Child Welfare Regional Conference - Isleta Pueblo

NM Dept. of Veterans Affairs: Conference Presentation - Albuquerque

NM Social Work Examiners Board: Presentation - New Mexico

Indian Affairs Department: Health Fair - Bernalillo County

Torrance County Health Council: Meetings - Torrance County

Los Alamos Health Council Presentation

San Felipe Pueblo Presentation - Behavioral Health Department & Systems of Care Project

Media/Marketing

Wallet Cards, Magnets, Professional & Public Brochures, Posters: Mailing Distribution

KOB TV Morning Show, Suicide Prevention Interview - Albuquerque



Taos News Paper: Clinician Call Center Interview - Taos

Taos News Paper: Rio Grande Gorge Bridge Call Box

NM Public Radio Stations: Materials- Raton, Chama, Hurley

Resources & Referrals

Mental Health First Aid Directory Listing

Grant County Resource Directory Listing

CYFD: Adolescent Co-Occurring Treatment Manual Listing

Agency and Long-Term Services Department: Resource Mapping Project, Gen. Mtgs. - Santa Fe

Behavioral Health Service Department: Network of Care Presentations - Santa Fe

Santa Fe County Crisis Directory Listing

Additional Resources, Citations, and Information

New Mexico Behavioral Health Collaborative: <http://www.bhc.state.nm.us/>

House Joint Memorial 17: <http://www.bhc.state.nm.us/pdf/HJM17%20FINAL.pdf>

New Mexico Crisis and Access Line: www.nmcrisisline.com

Rio Grande Gorge Bridge:

http://www.santafenewmexican.com/news/local_news/crisis-phones-installed-activated-at-gorge-bridge/article_af35b28f-79d8-5d00-b4b9-d4213bb54dc5.html

