

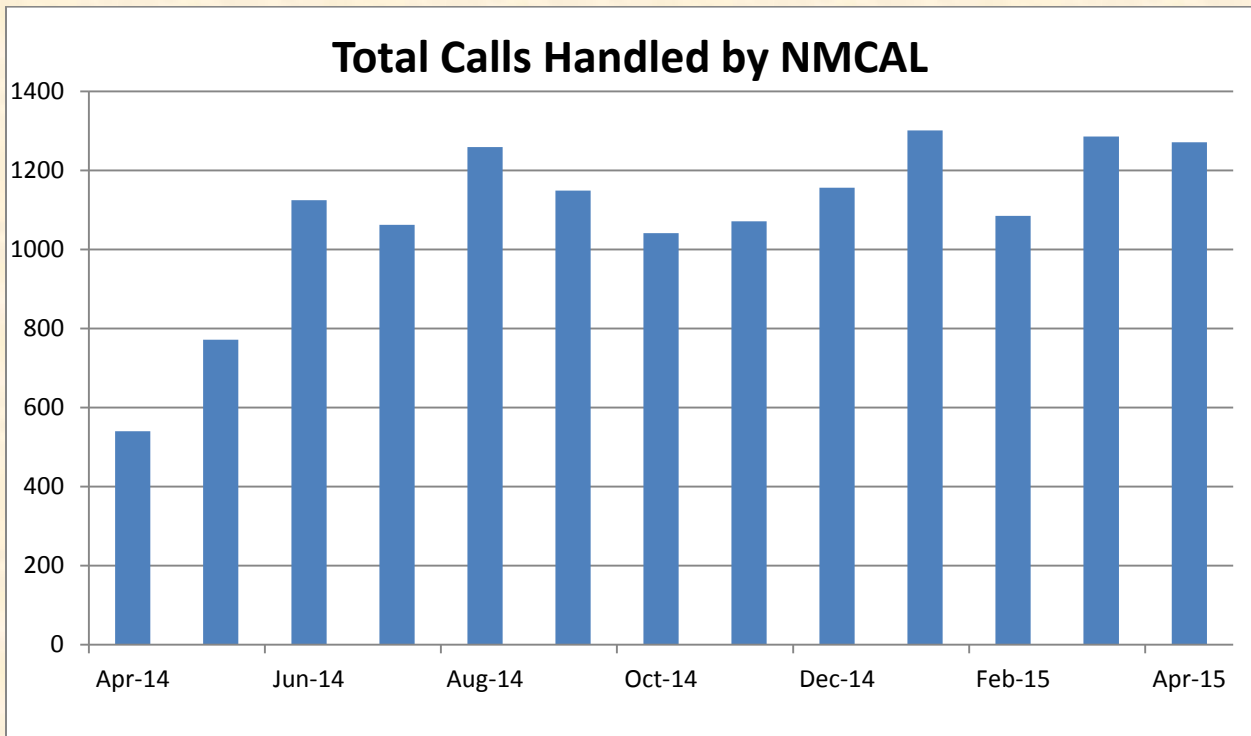
New Mexico Crisis and Access Line - April 2015 Utilization Report

In April 2015, NMCAL handled 1271 calls. This includes 293 calls connected to us by the National Suicide Prevention Lifeline. Under separate contracts, an additional 255 calls were answered for CSA crisis lines in New Mexico.

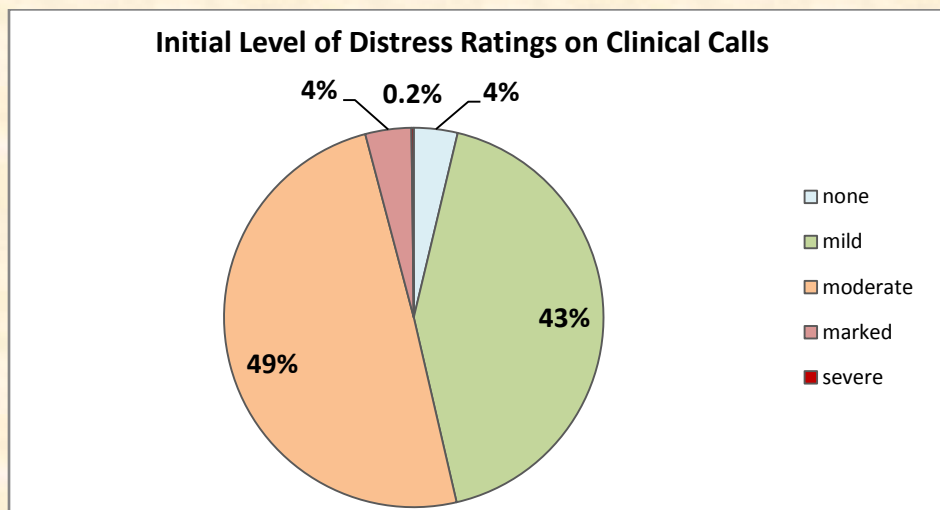
April 2015: Calls Answered by Type	
NMCAL CALLS	1271
Inbound Clinical Calls	1085
- Calling about Self	938
- Calling about a Child	25
- Calling about another Adult	122
Outbound Calls	104
Information/Referral Calls	48
Seeking information about NMCAL	19
Administrative	15
CALLS ANSWERED FOR CSA CRISIS LINES	255
TOTAL CALLS ANSWERED FOR NEW MEXICO	1526

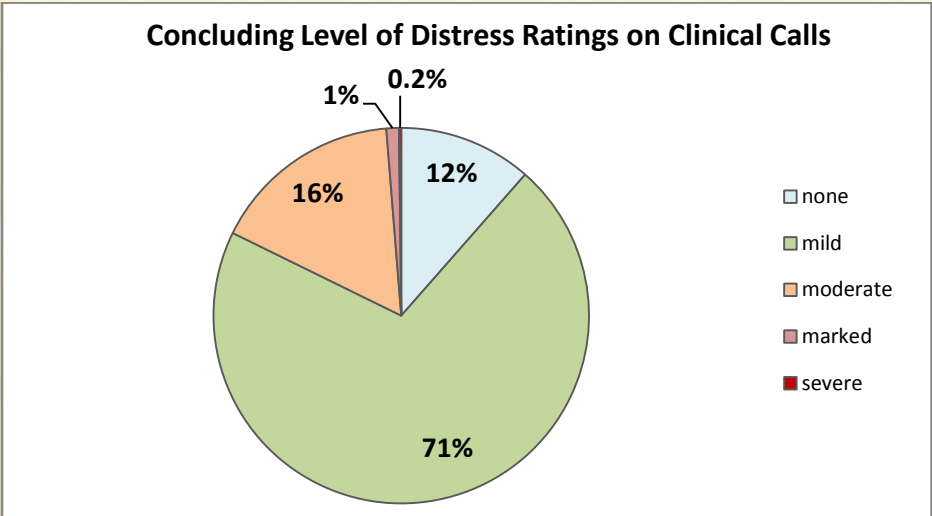
April 2015: NMCAL Utilization	
Total Calls Handled	1271
Service Level (answered under 30 sec)	91.6%
Abandonment Rate	2.5%
Average Speed of Answer	12 sec
Average Call Length (all calls)	10 min
Average Call Length (Clinical calls)	14 min





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.





Level of Care of Clinical Calls	
Routine	69%
Urgent	29%
Emergent	2%

Primary Presenting Problem in Calls	
Alcohol/Drugs	8%
Anger Management	1%
Anxiety	30%
Child	1%
Cognitive Concerns/Psychosis	1%
Danger to Others	0.3%
Depression	10%
Domestic Violence	1%
Family	6%
Grief/Loss	1%
Intentional Self Injury	1%



Medication	1%
Relationship/Marital	5%
Sexual Assault	0%
Situational Stress	3%
Suicide	14%
Workplace Issue	0%
Other	17%

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 April.

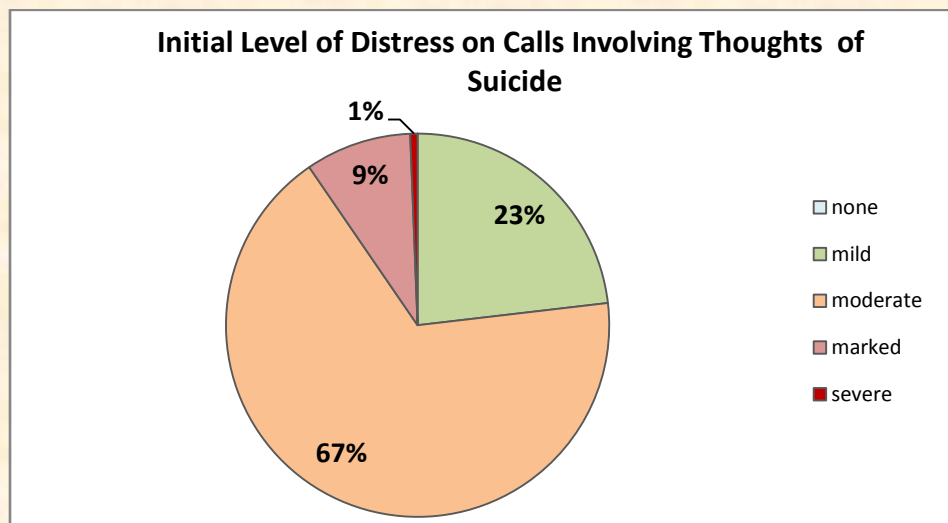
Clinical Outcome For All Counseling Calls	
Caller stabilized by clinician, and referred to community resources if appropriate.	95%
Clinician made an abuse report.	1%
Caller will take the person of concern to the hospital.	1%
Caller agreed to go to the hospital.	1%
Caller agreed to call 911 regarding immediate danger to a third party.	0.4%
Caller conferenced to 911 due to immediate danger.	1%
Clinician contacted police with caller's consent.	0.2%
Clinician contacted police without caller's consent.	1%

While it was not always the presenting issue, concerns related to suicide were reported on 32% of clinical calls. Concerns related to drug or alcohol abuse were reported on 19% of clinical calls.



In April, 324 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.	92%
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%
Caller conferenced to 911 due to immediate danger.	3%
Clinician contacted police with caller’s consent.	1%
Clinician contacted police without caller’s consent.	2%



Concluding Level of Distress on Calls Involving Thoughts of Suicide

