

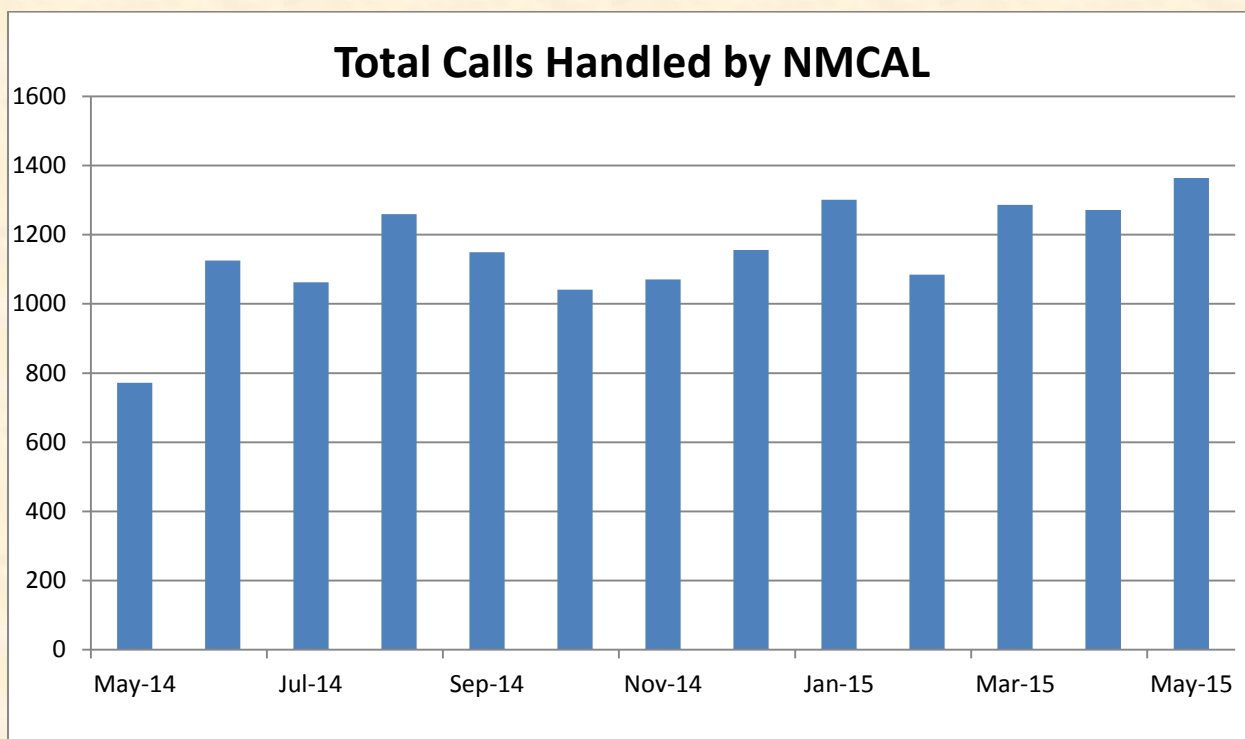
New Mexico Crisis and Access Line - May 2015 Utilization Report

In May 2015, NMCAL handled 1364 calls. This includes 262 calls connected to us by the National Suicide Prevention Lifeline. Under separate contracts, an additional 294 calls were answered for CSA crisis lines in New Mexico.

May 2015: Calls Answered by Type	
NMCAL CALLS	1364
Inbound Clinical Calls	1173
- Calling about Self	1039
- Calling about a Child	27
- Calling about another Adult	107
Outbound Calls	95
Information/Referral Calls	47
Seeking information about NMCAL	33
Administrative	16
CALLS ANSWERED FOR CSA CRISIS LINES	294
TOTAL CALLS ANSWERED FOR NEW MEXICO	1658

May 2015: NMCAL Utilization	
Total Calls Handled	1364
Service Level (answered under 30 sec)	89.0%
Abandonment Rate	3.0%
Average Speed of Answer	15 sec
Average Call Length (all calls)	10 min
Average Call Length (Clinical calls)	15 min





Callers are asked for their county of residence; these responses cannot be independently verified. This data is not necessarily predictive of an overall need for services in each county, as small numbers of callers contact NMCAL quite frequently.

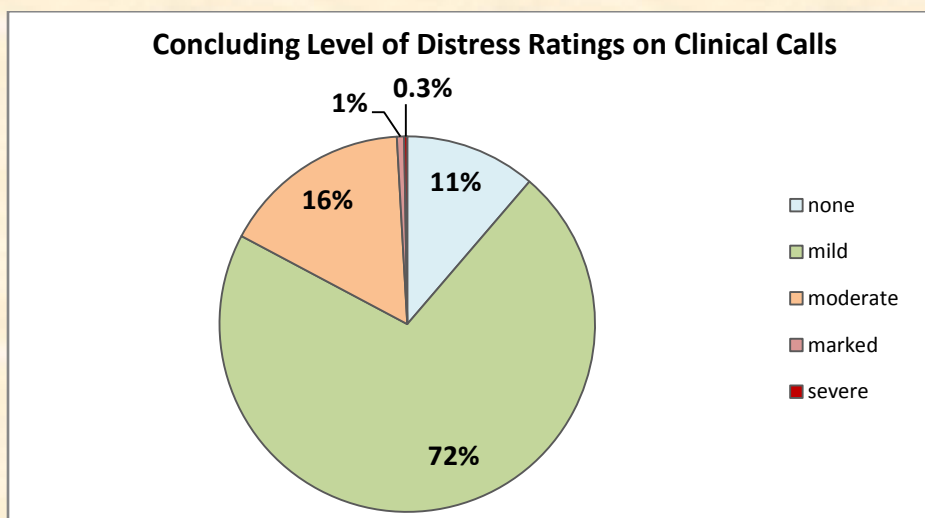
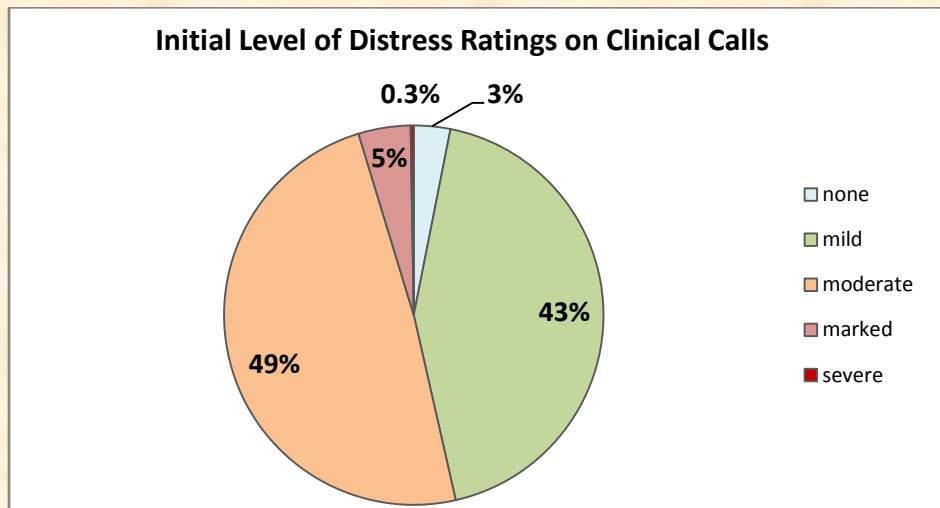
County of Residence	Total Calls
Bernalillo	472
Catron	0
Chaves	8
Cibola	6
Colfax	2
Curry	6
De Baca	0



Dona Ana	140
Eddy	21
Grant	177
Guadalupe	2
Harding	0
Hidalgo	1
Lea	6
Lincoln	7
Los Alamos	4
Luna	5
McKinley	73
Mora	1
Otero	16
Quay	1
Rio Arriba	7
Roosevelt	4
San Juan	4
San Miguel	4
Sandoval	31
Santa Fe	48
Sierra	5
Socorro	18
Taos	19
Torrance	12
Union	0
Valencia	16
(outside New Mexico)	19



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	68%
Urgent	30%
Emergent	2%



Primary Presenting Problem in Calls	
Alcohol/Drugs	8.0%
Anger Management	1.6%
Anxiety	33.8%
Child	0.9%
Cognitive Concerns/Psychosis	1.6%
Danger to Others	0.6%
Depression	9.5%
Domestic Violence	0.3%
Family	5.2%
Grief/Loss	1.1%
Intentional Self Injury	0.8%
Medication	0.5%
Relationship/Marital	3.3%
Sexual Assault	0.1%
Situational Stress	4.0%
Suicide	11.7%
Workplace Issue	0.1%
Other	16.9%

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 May.



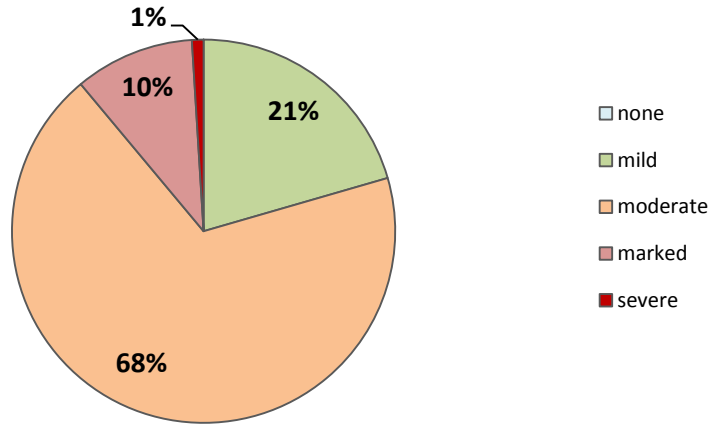
Clinical Outcome For All Counseling Calls	
Caller stabilized by clinician, and referred to community resources if appropriate.	96.2%
Clinician made an abuse report.	0.7%
Caller will take the person of concern to the hospital.	0.6%
Caller agreed to go to the hospital.	0.2%
Caller agreed to call 911 regarding immediate danger to a third party.	0.4%
Caller conferenced to 911 due to immediate danger.	0.7%
Clinician contacted police with caller's consent.	0.3%
Clinician contacted police without caller's consent.	0.9%

While it was not always the presenting issue, concerns related to suicide were reported on 27.3% of clinical calls. Concerns related to drug or alcohol abuse were reported on 20.2% of clinical calls. In May, 307 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.	92.9%
Caller will take the person of concern to the hospital.	1.6%
Caller agreed to go to the hospital.	0.3%
Caller agreed to call 911 regarding immediate danger to a third party.	0.3%
Caller conferenced to 911 due to immediate danger.	2.3%
Clinician contacted police with caller's consent.	0.6%
Clinician contacted police without caller's consent.	1.9%



Initial Level of Distress on Calls Involving Thoughts of Suicide



Concluding Level of Distress on Calls Involving Thoughts of Suicide

