

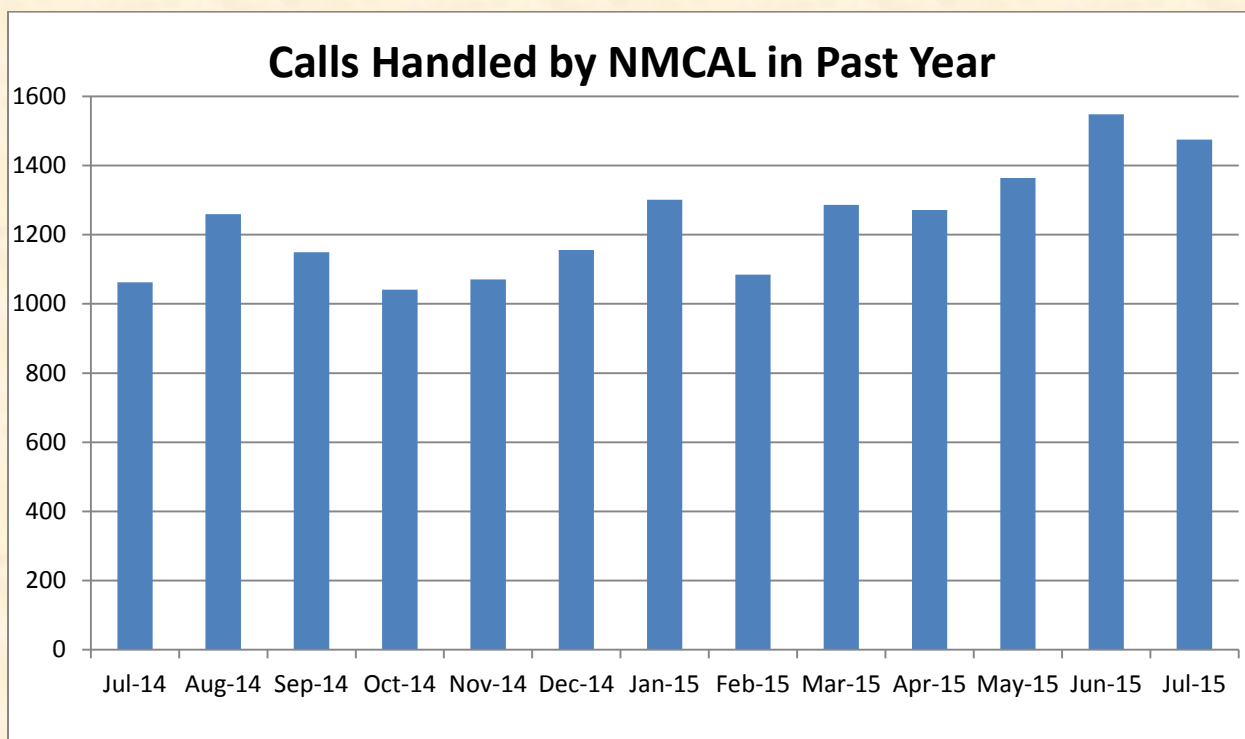
New Mexico Crisis and Access Line - July 2015 Utilization Report

In July 2015, NMCAL handled 1475 calls. This includes 153 calls connected to us by the National Suicide Prevention Lifeline. Under separate contracts, an additional 264 calls were answered for CSA crisis lines in New Mexico.

| July 2015: Calls Answered by Type | |
|--|-------------|
| NMCAL CALLS | 1475 |
| Inbound Clinical Calls | 1265 |
| - Calling about Self | 1136 |
| - Calling about a Child | 13 |
| - Calling about another Adult | 116 |
| Outbound Calls | 107 |
| Information/Referral Calls | 68 |
| Seeking information about NMCAL | 25 |
| Administrative | 10 |
| CALLS ANSWERED FOR CSA CRISIS LINES | 264 |
| TOTAL CALLS ANSWERED FOR NEW MEXICO | 1739 |

| July 2015: NMCAL Utilization | |
|---------------------------------------|----------|
| Total Calls Handled | 1475 |
| Service Level (answered under 30 sec) | 91.3% |
| Abandonment Rate | 3.3% |
| Average Speed of Answer | 12 sec |
| Average Call Length (all calls) | 10.5 min |
| Average Call Length (Clinical calls) | 14.3 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.

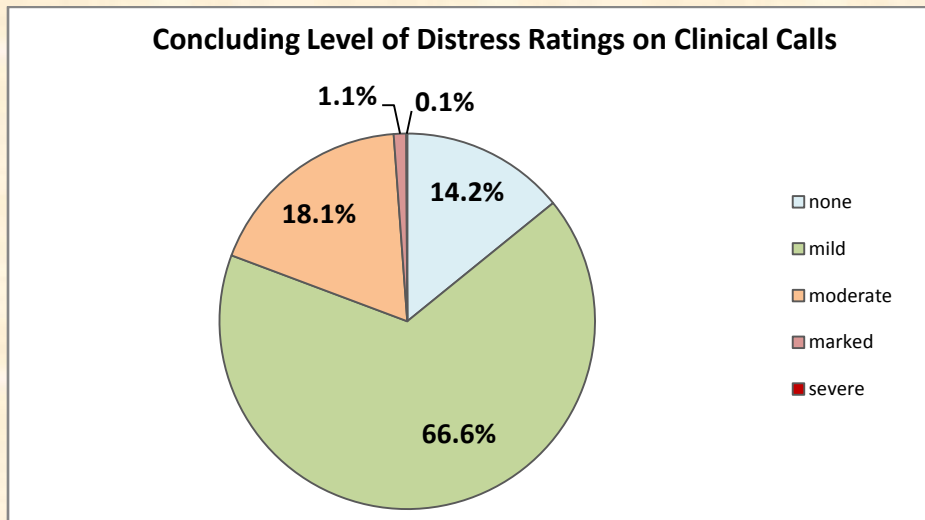
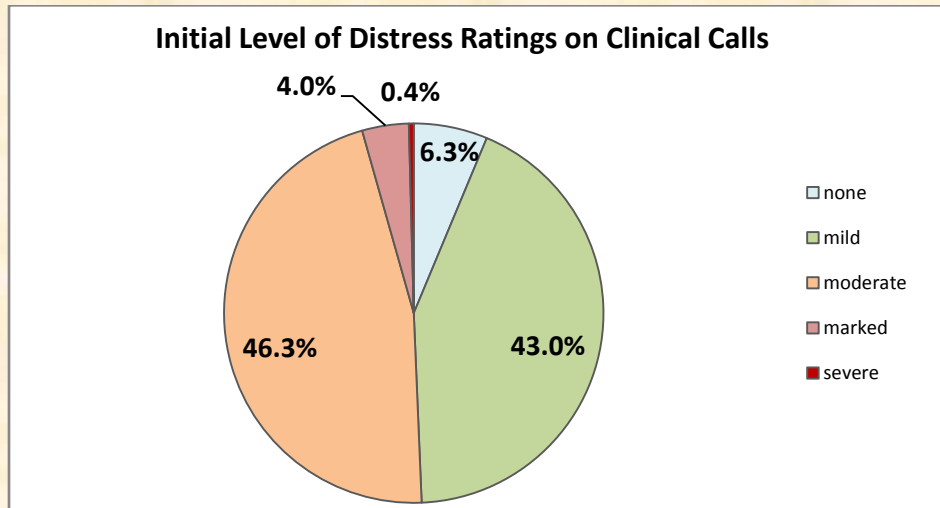
| County of Residence | Total Calls |
|---------------------|-------------|
| Bernalillo | 449 |
| Catron | 2 |
| Chaves | 13 |
| Cibola | 7 |
| Colfax | 2 |
| Curry | 6 |
| De Baca | 0 |



| | |
|----------------------|-----|
| Dona Ana | 159 |
| Eddy | 19 |
| Grant | 268 |
| Guadalupe | 3 |
| Harding | 0 |
| Hidalgo | 0 |
| Lea | 2 |
| Lincoln | 3 |
| Los Alamos | 4 |
| Luna | 14 |
| McKinley | 14 |
| Mora | 2 |
| Otero | 19 |
| Quay | 0 |
| Rio Arriba | 10 |
| Roosevelt | 3 |
| San Juan | 10 |
| San Miguel | 7 |
| Sandoval | 30 |
| Santa Fe | 49 |
| Sierra | 11 |
| Socorro | 11 |
| Taos | 4 |
| Torrance | 25 |
| Union | 1 |
| Valencia | 73 |
| (outside New Mexico) | 14 |



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 | 68.1% |
| Urgent | 30.0% |
| Emergent | 1.9% |



| Primary Presenting Problem in Calls | |
|-------------------------------------|-------|
| Alcohol/Drugs | 7.1% |
| Anger Management | 1.0% |
| Anxiety | 30.2% |
| Child | 0.8% |
| Cognitive Concerns/Psychosis | 2.5% |
| Danger to Others | 0.4% |
| Depression | 8.1% |
| Domestic Violence | 0.4% |
| Family | 3.4% |
| Grief/Loss | 0.9% |
| Intentional Self Injury | 0.6% |
| Medication | 1.1% |
| Relationship/Marital | 2.5% |
| Sexual Assault | 0.1% |
| Situational Stress | 6.8% |
| Suicide | 12.8% |
| Workplace Issue | 0.1% |
| Other | 21.2% |

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 July.



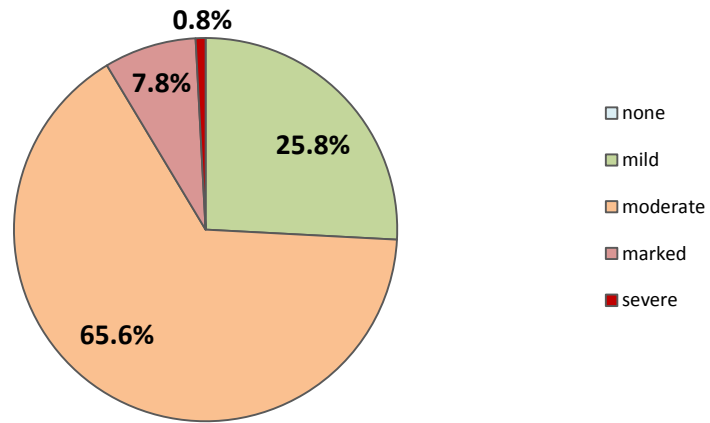
| Clinical Outcome For All Counseling Calls | |
|---|-------|
| Caller stabilized by clinician, and referred to community resources if appropriate. | 97.4% |
| Clinician made an abuse report. | 0.3% |
| Caller will take the person of concern to the hospital. | 0.2% |
| Caller agreed to go to the hospital. | 0.2% |
| Caller agreed to call 911 regarding immediate danger to a third party. | 0.3% |
| Caller conferenced to 911 due to immediate danger. | 1.0% |
| Clinician contacted police with caller's consent. | 0.1% |
| Clinician contacted police without caller's consent. | 0.5% |

While it was not always the presenting issue, concerns related to suicide were reported on 29.8% of clinical calls. Concerns related to drug or alcohol abuse were reported on 20.2% of clinical calls. In July, 360 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. | 93.9% |
| Caller will take the person of concern to the hospital. | 0.6% |
| Caller agreed to go to the hospital. | 0.6% |
| Caller agreed to call 911 regarding immediate danger to a third party. | 1.1% |
| Caller conferenced to 911 due to immediate danger. | 2.5% |
| Clinician contacted police with caller's consent. | 0.0% |
| Clinician contacted police without caller's consent. | 1.4% |



Initial Level of Distress on Calls Involving Thoughts of Suicide



Concluding Level of Distress on Calls Involving Thoughts of Suicide

