

October 2015 Utilization Report

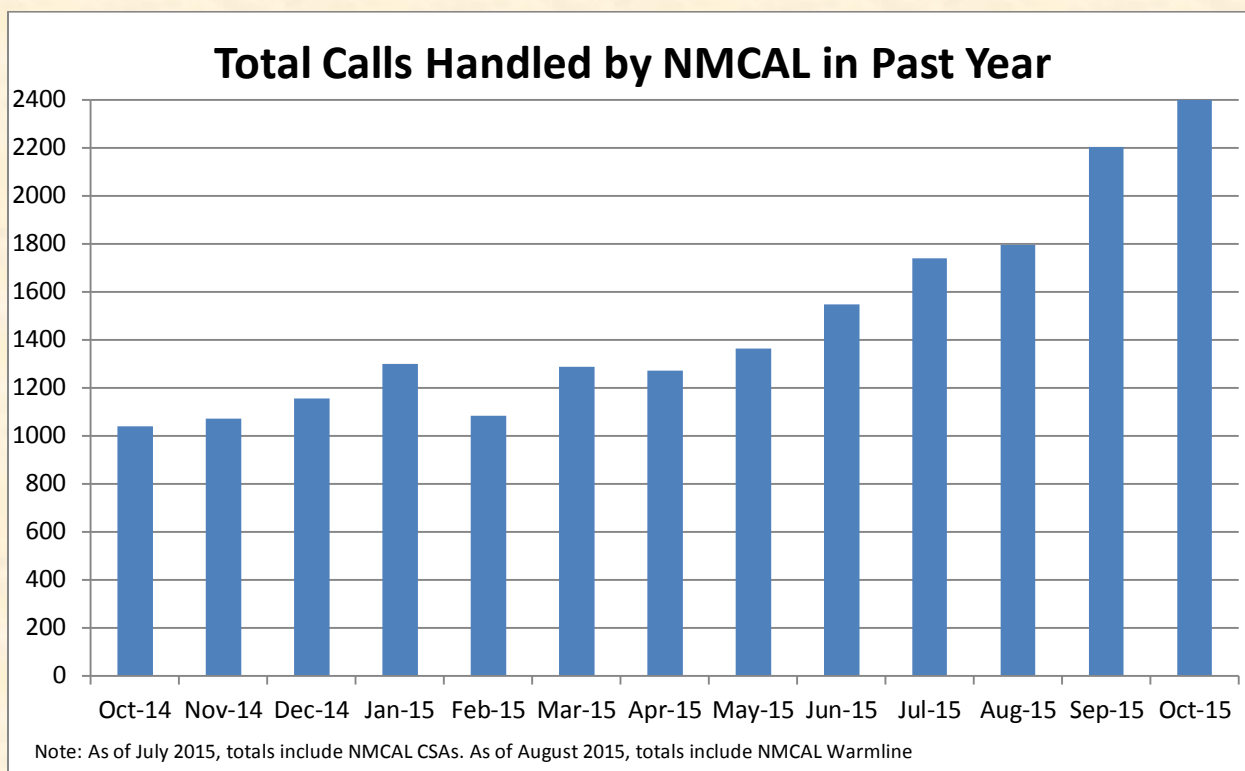
- New Mexico Crisis and Access Line (pgs 1-7)
- Peer-to-Peer Warmline (pgs 8-9)

In October 2015, NMCAL handled 1459 calls. This includes 191 calls connected to us by the National Suicide Prevention Lifeline. Under separate contracts, an additional 227 calls were answered for CSA crisis lines in New Mexico.

| October 2015: Calls Answered by Type | |
|--|-------------|
| NMCAL Calls | 1459 |
| Inbound Clinical Calls | 1241 |
| - Calling about Self | 1065 |
| - Calling about a Child | 29 |
| - Calling about another Adult | 147 |
| Outbound Calls | 119 |
| Information/Referral Calls | 48 |
| Seeking information about NMCAL | 32 |
| Administrative | 19 |
| Calls Answered For CSA Crisis Lines | 227 |
| Warmline Calls | 713 |
| TOTAL CALLS ANSWERED FOR NEW MEXICO | 2399 |

| October 2015: NMCAL Utilization | |
|---------------------------------------|----------|
| Total Calls Handled | 1459 |
| Service Level (answered under 30 sec) | 90.7% |
| Abandonment Rate | 2.0% |
| Average Speed of Answer | 13 sec |
| Average Call Length (all calls) | 9.4 min |
| Average Call Length (Clinical calls) | 13.5 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.

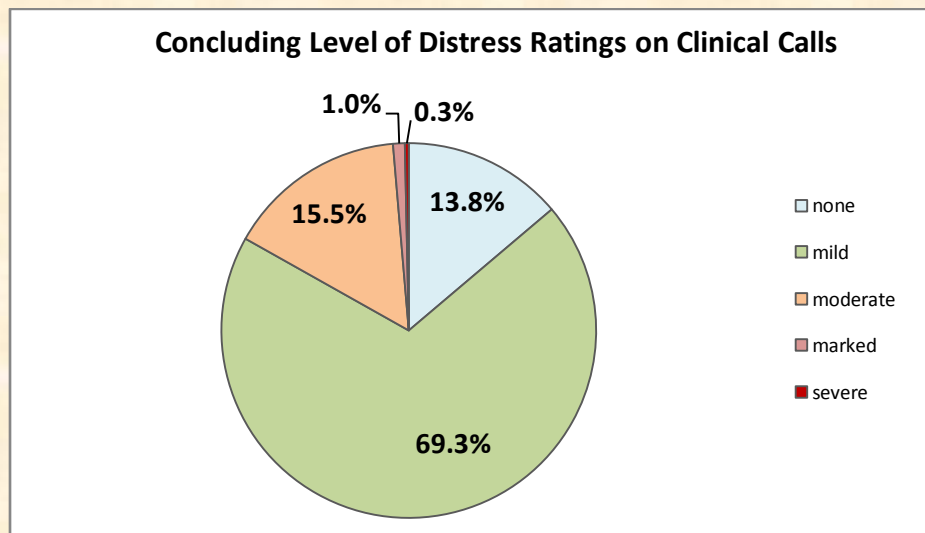
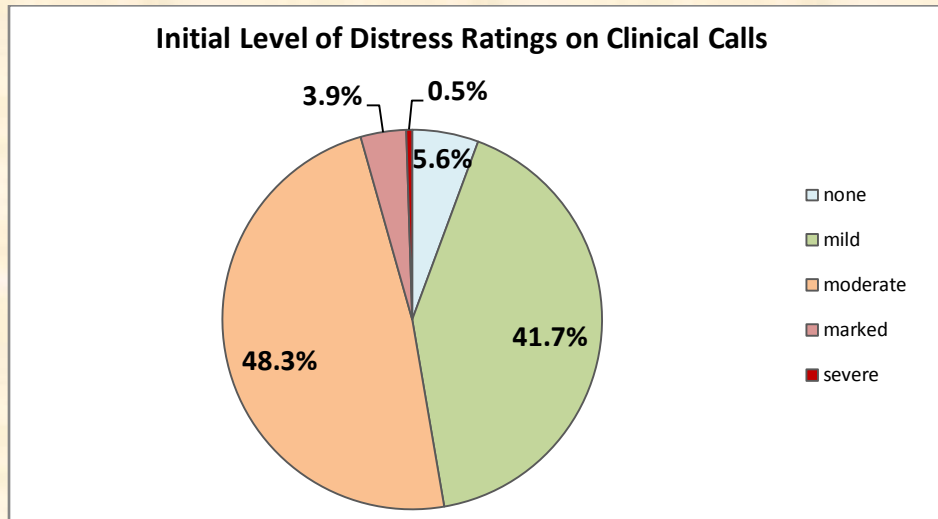
| County of Residence | Total Calls |
|---------------------|-------------|
| Bernalillo | 346 |
| Catron | 1 |
| Chaves | 14 |
| Cibola | 12 |
| Colfax | 1 |
| Curry | 13 |
| De Baca | 0 |
| Dona Ana | 281 |



| | |
|----------------------|-----|
| Eddy | 13 |
| Grant | 199 |
| Guadalupe | 2 |
| Harding | 0 |
| Hidalgo | 0 |
| Lea | 5 |
| Lincoln | 13 |
| Los Alamos | 3 |
| Luna | 8 |
| McKinley | 19 |
| Mora | 1 |
| Otero | 36 |
| Quay | 0 |
| Rio Arriba | 19 |
| Roosevelt | 4 |
| San Juan | 20 |
| San Miguel | 9 |
| Sandoval | 30 |
| Santa Fe | 65 |
| Sierra | 4 |
| Socorro | 11 |
| Taos | 12 |
| Torrance | 5 |
| Union | 1 |
| Valencia | 39 |
| (outside New Mexico) | 15 |



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 | 68.9% |
| Urgent | 29.1% |
| Emergent | 2.0% |



| Primary Presenting Problem in Calls | |
|-------------------------------------|-------|
| Alcohol/Drugs | 5.7% |
| Anger Management | 1.0% |
| Anxiety | 30.1% |
| Child | 1.0% |
| Cognitive Concerns/Psychosis | 1.9% |
| Danger to Others | 0.8% |
| Depression | 10.1% |
| Domestic Violence | 0.3% |
| Family | 2.9% |
| Grief/Loss | 1.0% |
| Intentional Self Injury | 0.7% |
| Medication | 0.8% |
| Relationship/Marital | 3.2% |
| Sexual Assault | 0.3% |
| Situational Stress | 5.7% |
| Suicide | 14.0% |
| Workplace Issue | 0.3% |
| Other | 20.3% |

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 October.



Clinical Outcome For All Counseling Calls

| | |
|---|-------|
| Caller stabilized by clinician, and referred to community resources if appropriate. | 97.1% |
| Clinician made an abuse report. | 0.2% |
| Caller will take the person of concern to the hospital. | 0.4% |
| Caller agreed to go to the hospital. | 0.6% |
| Caller agreed to call 911 regarding immediate danger to a third party. | 0.2% |
| Caller conferenced to 911 due to immediate danger. | 0.7% |
| Clinician contacted police with caller's consent. | 0.2% |
| Clinician contacted police without caller's consent. | 0.8% |

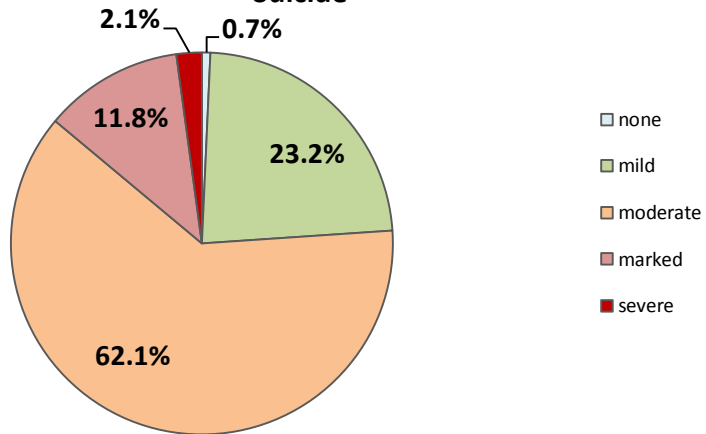
While it was not always the presenting issue, concerns related to suicide were reported on 23.6% of clinical calls. Concerns related to drug or alcohol abuse were reported on 15.4% of clinical calls. In October, 280 NMCAL callers reported concerns about suicide – either for themselves, or for the person 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

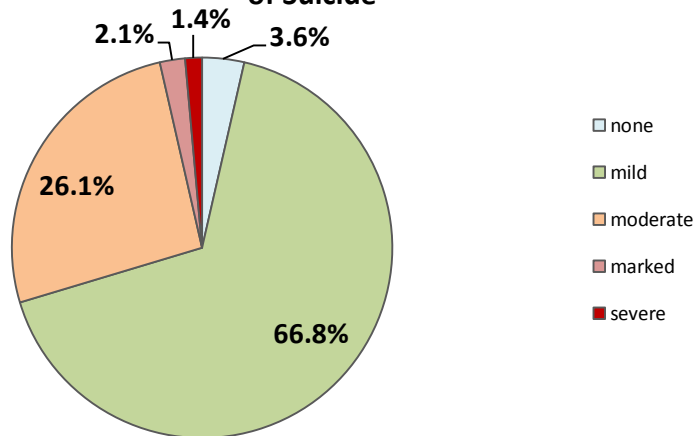
| | |
|---|-------|
| Caller stabilized by clinician, and referred to community resources if appropriate. | 91.1% |
| Caller will take the person of concern to the hospital. | 1.4% |
| Caller agreed to go to the hospital. | 1.8% |
| Caller agreed to call 911 regarding immediate danger to a third party. | 0.4% |
| Caller conferenced to 911 due to immediate danger. | 2.5% |
| Clinician contacted police with caller's consent. | 0.4% |
| Clinician contacted police without caller's consent. | 2.5% |



Initial Level of Distress on Calls Involving Thoughts of Suicide



Concluding Level of Distress on Calls Involving Thoughts of Suicide



Peer-to-Peer Warmline

In October 2015, the Peer-to-Peer Warmline handled 713 calls during its operating hours of 3:30pm to 11:30pm MT.

| October 2015: Warmline Utilization | |
|---------------------------------------|----------|
| Total Calls Handled | 713 |
| Service Level (answered under 30 sec) | 68.7% |
| Abandonment Rate | 26.3% |
| Average Speed of Answer | 33 sec |
| Average Call Length | 20.5 min |

| Outcome For Warmline Calls | |
|-----------------------------------|-------|
| Caller was supported by the call. | 95.4% |
| Caller received referrals. | 1.7% |
| Caller was transferred to NMCAL. | 0.5% |
| Emergency call | 0.0% |
| Other | 2.4% |

Our Warmline Peers work in conjunction with NMCAL Clinicians to ensure that our callers are receiving the most appropriate services. Therefore calls will sometimes be transferred to/from NMCAL.

| Calls Transferred between Warmline and NMCAL | |
|--|----|
| Calls transferred from NMCAL to Warmline | 23 |
| Calls transferred from Warmline to NMCAL | 3 |



| Primary Presenting Problem in Warmline Calls | |
|--|-------|
| Abuse/Neglect | 0.2% |
| Administrative Call | 0.2% |
| Custody | 0.0% |
| Divorce | 0.0% |
| Family | 5.2% |
| Finances | 0.7% |
| Food/Nutrition | 0.2% |
| Friends | 0.3% |
| Healthcare | 0.7% |
| Housing | 1.8% |
| Just Want To Talk | 73.6% |
| Legal | 0.0% |
| Mental Health | 3.8% |
| Relationships | 8.8% |
| Resources/Community Referrals | 0.8% |
| Substance Use | 0.8% |
| Work/Employment | 1.5% |
| Other | 1.3% |

