

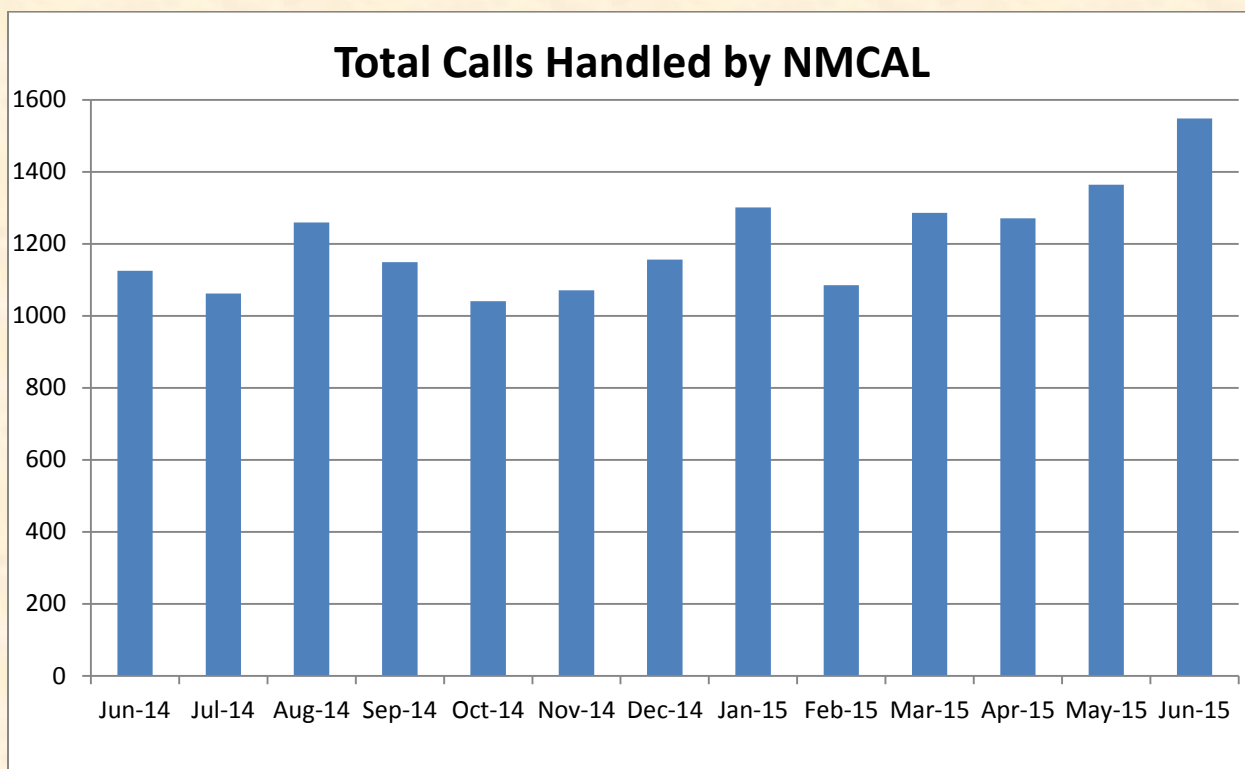
# New Mexico Crisis and Access Line - June 2015 Utilization Report

In June 2015, NMCAL handled 1548 calls. This includes 127 calls connected to us by the National Suicide Prevention Lifeline. Under separate contracts, an additional 205 calls were answered for CSA crisis lines in New Mexico.

<b>June 2015: Calls Answered by Type</b>	
<b>NMCAL CALLS</b>	<b>1548</b>
Inbound Clinical Calls	1356
- Calling about Self	1206
- Calling about a Child	21
- Calling about another Adult	129
Outbound Calls	124
Information/Referral Calls	45
Seeking information about NMCAL	13
Administrative	10
<b>CALLS ANSWERED FOR CSA CRISIS LINES</b>	<b>205</b>
<b>TOTAL CALLS ANSWERED FOR NEW MEXICO</b>	<b>1753</b>

<b>June 2015: NMCAL Utilization</b>	
Total Calls Handled	1548
Service Level (answered under 30 sec)	90.6%
Abandonment Rate	2.9%
Average Speed of Answer	14 sec
Average Call Length (all calls)	9.3 min
Average Call Length (Clinical calls)	14.1 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.

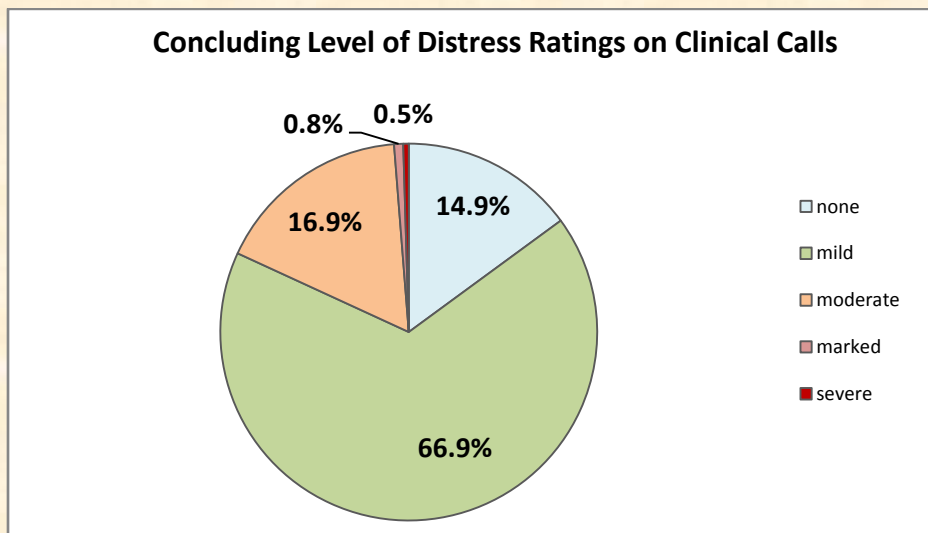
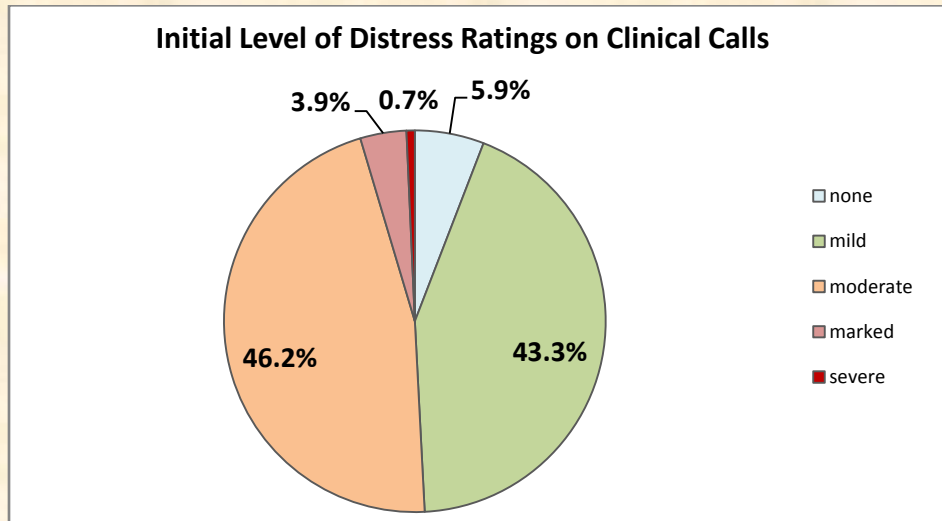
County of Residence	Total Calls
Bernalillo	456
Catron	1
Chaves	13
Cibola	10
Colfax	0
Curry	1
De Baca	0



Dona Ana	153
Eddy	18
Grant	310
Guadalupe	1
Harding	0
Hidalgo	0
Lea	6
Lincoln	3
Los Alamos	4
Luna	8
McKinley	58
Mora	1
Otero	27
Quay	0
Rio Arriba	9
Roosevelt	2
San Juan	14
San Miguel	2
Sandoval	21
Santa Fe	49
Sierra	2
Socorro	15
Taos	13
Torrance	19
Union	1
Valencia	22
(outside New Mexico)	12



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.



<b>Level of Care of Clinical Calls</b>	
Routine	69.9%
Urgent	28.2%
Emergent	1.9%



Primary Presenting Problem in Calls	
Alcohol/Drugs	8.0%
Anger Management	2.1%
Anxiety	31.7%
Child	0.5%
Cognitive Concerns/Psychosis	1.8%
Danger to Others	0.4%
Depression	7.9%
Domestic Violence	0.7%
Family	4.6%
Grief/Loss	0.6%
Intentional Self Injury	0.8%
Medication	0.5%
Relationship/Marital	3.4%
Sexual Assault	0.1%
Situational Stress	4.3%
Suicide	12.7%
Workplace Issue	0.1%
Other	19.9%

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 June.



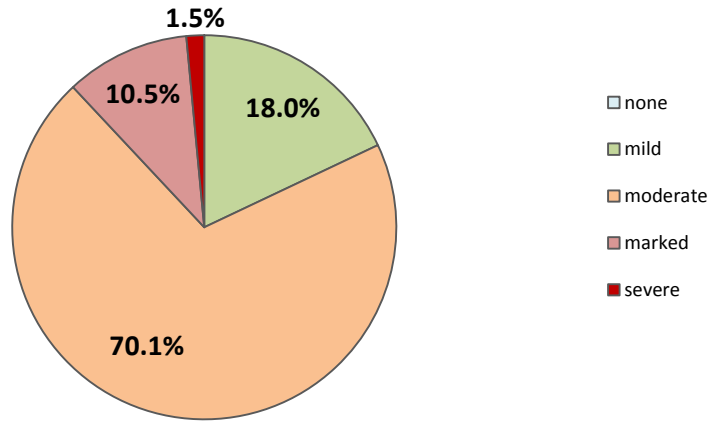
<b>Clinical Outcome For All Counseling Calls</b>	
Caller stabilized by clinician, and referred to community resources if appropriate.	96.7%
Clinician made an abuse report.	0.4%
Caller will take the person of concern to the hospital.	0.4%
Caller agreed to go to the hospital.	0.3%
Caller agreed to call 911 regarding immediate danger to a third party.	0.4%
Caller conferenced to 911 due to immediate danger.	0.6%
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 26.1% of clinical calls. Concerns related to drug or alcohol abuse were reported on 18.7% of clinical calls. In June, 334 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.

<b>Clinical Outcome on Calls Involving Suicide</b>	
Caller stabilized by clinician, and referred to community resources if appropriate.	93.4%
Caller will take the person of concern to the hospital.	0.3%
Caller agreed to go to the hospital.	0.3%
Caller agreed to call 911 regarding immediate danger to a third party.	1.5%
Caller conferenced to 911 due to immediate danger.	1.8%
Clinician contacted police with caller's consent.	1.2%
Clinician contacted police without caller's consent.	1.5%



### Initial Level of Distress on Calls Involving Thoughts of Suicide



### Concluding Level of Distress on Calls Involving Thoughts of Suicide

