

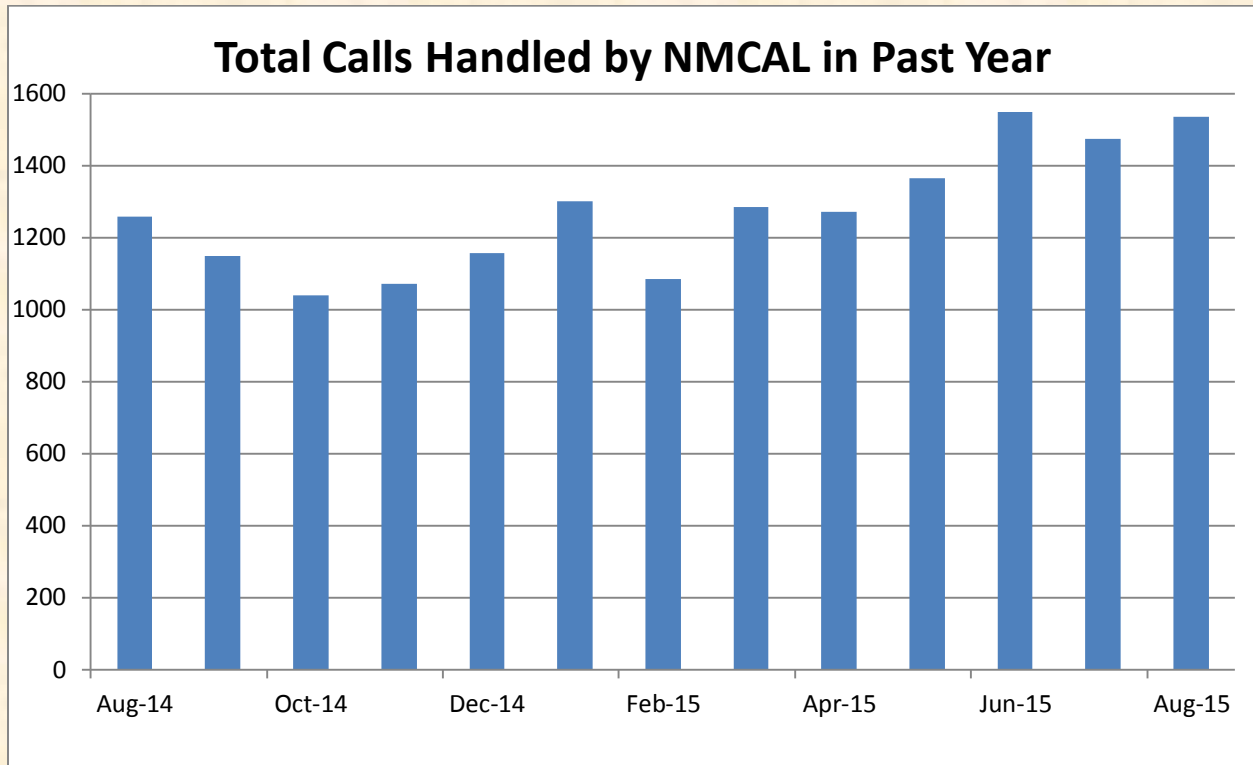
New Mexico Crisis and Access Line - August 2015 Utilization Report

In August 2015, NMCAL handled 1537 calls. This includes 122 calls connected to us by the National Suicide Prevention Lifeline. Under separate contracts, an additional 201 calls were answered for CSA crisis lines in New Mexico.

August 2015: Calls Answered by Type	
NMCAL CALLS	1537
Inbound Clinical Calls	1351
- Calling about Self	1186
- Calling about a Child	30
- Calling about another Adult	135
Outbound Calls	95
Information/Referral Calls	39
Seeking information about NMCAL	25
Administrative	27
CALLS ANSWERED FOR CSA CRISIS LINES	201
TOTAL CALLS ANSWERED FOR NEW MEXICO	1738

August 2015: NMCAL Utilization	
Total Calls Handled	1537
Service Level (answered under 30 sec)	92.5%
Abandonment Rate	2.1%
Average Speed of Answer	12 sec
Average Call Length (all calls)	9.8 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.

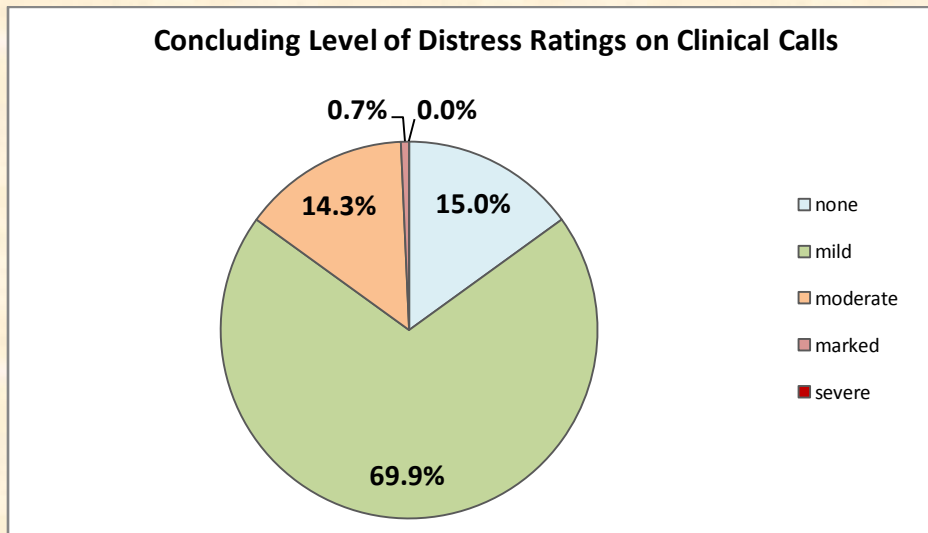
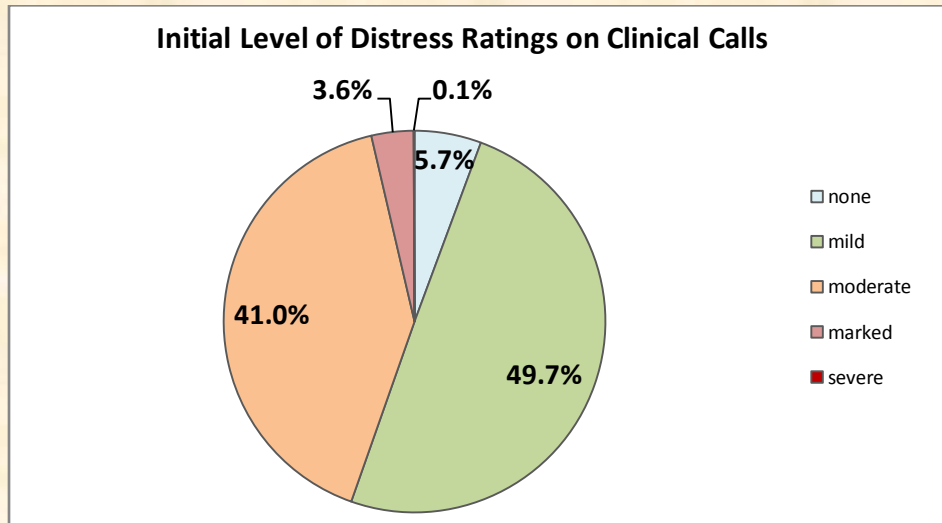
County of Residence	Total Calls
Bernalillo	403
Catron	0
Chaves	13
Cibola	3
Colfax	1
Curry	5
De Baca	0



Dona Ana	292
Eddy	15
Grant	263
Guadalupe	0
Harding	0
Hidalgo	0
Lea	4
Lincoln	1
Los Alamos	2
Luna	23
McKinley	10
Mora	0
Otero	27
Quay	1
Rio Arriba	14
Roosevelt	5
San Juan	18
San Miguel	2
Sandoval	15
Santa Fe	50
Sierra	13
Socorro	15
Taos	6
Torrance	14
Union	0
Valencia	50
(outside New Mexico)	11



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	72.9%
Urgent	25.6%
Emergent	1.5%



Primary Presenting Problem in Calls	
Alcohol/Drugs	6.7%
Anger Management	0.9%
Anxiety	33.8%
Child	1.2%
Cognitive Concerns/Psychosis	1.7%
Danger to Others	0.5%
Depression	8.1%
Domestic Violence	0.7%
Family	5.4%
Grief/Loss	1.2%
Intentional Self Injury	0.4%
Medication	0.5%
Relationship/Marital	3.8%
Sexual Assault	0.2%
Situational Stress	7.6%
Suicide	10.6%
Workplace Issue	0.1%
Other	16.7%

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 August.



Clinical Outcome For All Counseling Calls

Caller stabilized by clinician, and referred to community resources if appropriate.	97.4%
Clinician made an abuse report.	0.2%
Caller will take the person of concern to the hospital.	0.5%
Caller agreed to go to the hospital.	0.5%
Caller agreed to call 911 regarding immediate danger to a third party.	0.4%
Caller conferenced to 911 due to immediate danger.	0.4%
Clinician contacted police with caller's consent.	0.2%
Clinician contacted police without caller's consent.	0.5%

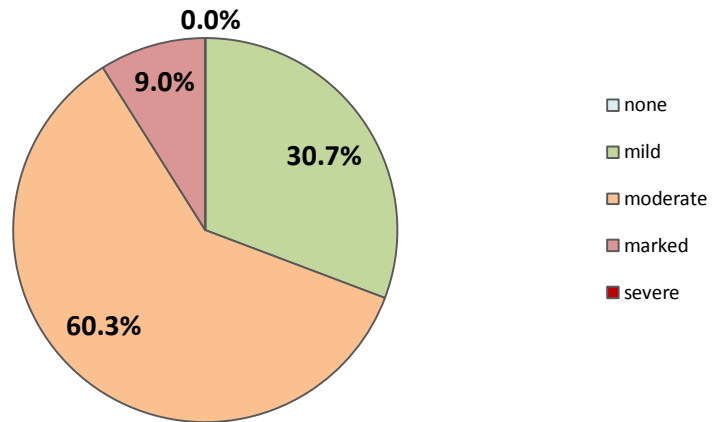
While it was not always the presenting issue, concerns related to suicide were reported on 25.9% of clinical calls. Concerns related to drug or alcohol abuse were reported on 19.8% of clinical calls. In August, 335 NMCAL callers reported concerns about suicide – either for themselves, or for the person 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.	93.4%
Caller will take the person of concern to the hospital.	1.2%
Caller agreed to go to the hospital.	1.5%
Caller agreed to call 911 regarding immediate danger to a third party.	0.9%
Caller conferenced to 911 due to immediate danger.	0.9%
Clinician contacted police with caller's consent.	0.6%
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

