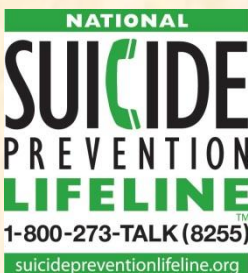


# New Mexico Crisis and Access Line: 2015 Annual Report



## New Mexico Crisis and Access Line: 2015 Annual Report

During 2015, the New Mexico Crisis and Access Line (NMCAL) answered over twenty-one thousand calls. This includes 13,556 calls on the Statewide Crisis and Access Line, 2438 calls to the National Suicide Prevention Lifeline (NSPL), and 2961 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's). In September, we celebrated the opening of our Peer-to-Peer Warmline, which had answered 2,334 calls by the end of the year.

<b>2015: Calls Answered by Type</b>	
<b>Statewide Crisis and Access Line + NSPL Calls</b>	<b>15,994</b>
Inbound Clinical Calls	13,603
- Calling about Self	11,882
- Calling about a Child	277
- Calling about another Adult	1,444
Outbound Calls	1,247
Information/Referral Calls	584
Seeking information about NMCAL	279
Administrative	163
Other	118
<b>Warmline Calls</b>	<b>2,334</b>
<b>Calls Answered For CSA Crisis Lines</b>	<b>2,961</b>
<b>TOTAL CALLS ANSWERED FOR NEW MEXICO</b>	<b>21,289</b>

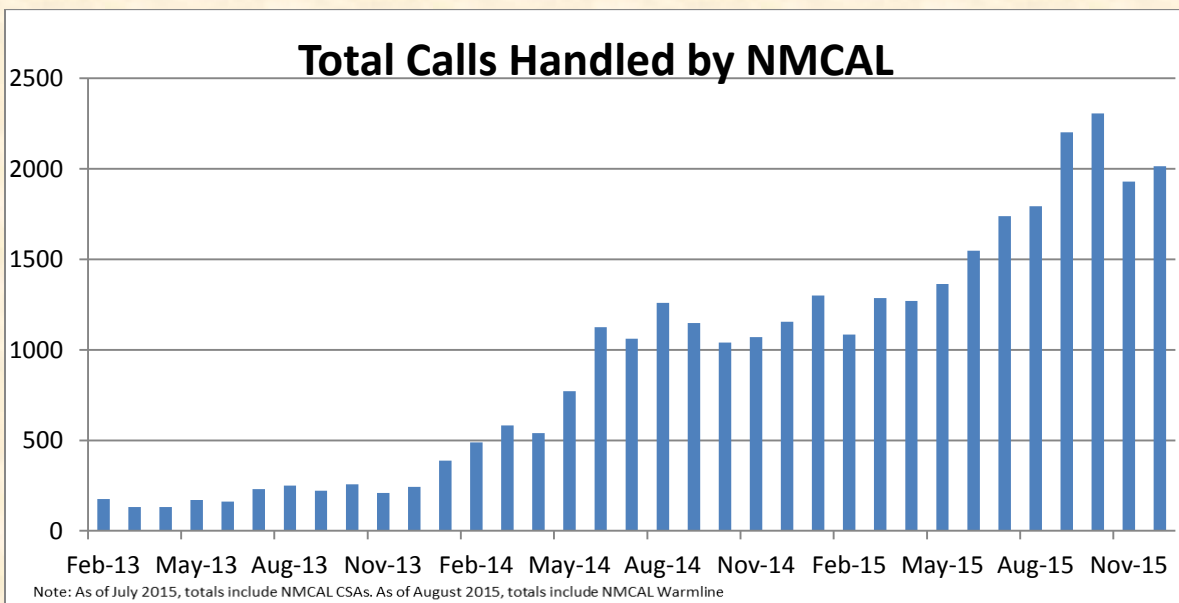


2015: NMCAL Utilization	
Total Calls Handled	15,994
Service Level (answered under 30 sec)	90.9%
Abandonment Rate	2.6%
Average Speed of Answer	13 sec
Average Call Length (all calls)	10 min
Average Call Length (Clinical calls)	15 min

The following tables and charts provide information about the calls handled on the New Mexico Crisis and Access Line in 2015.

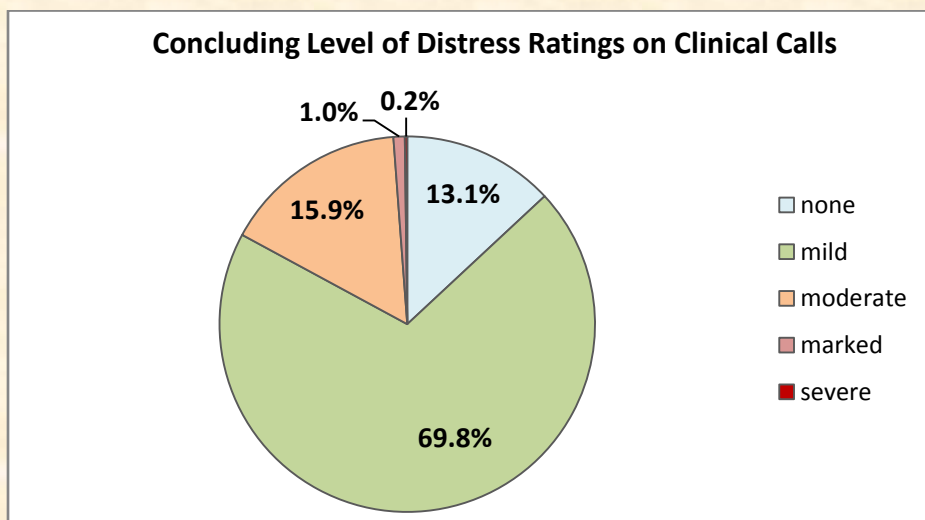
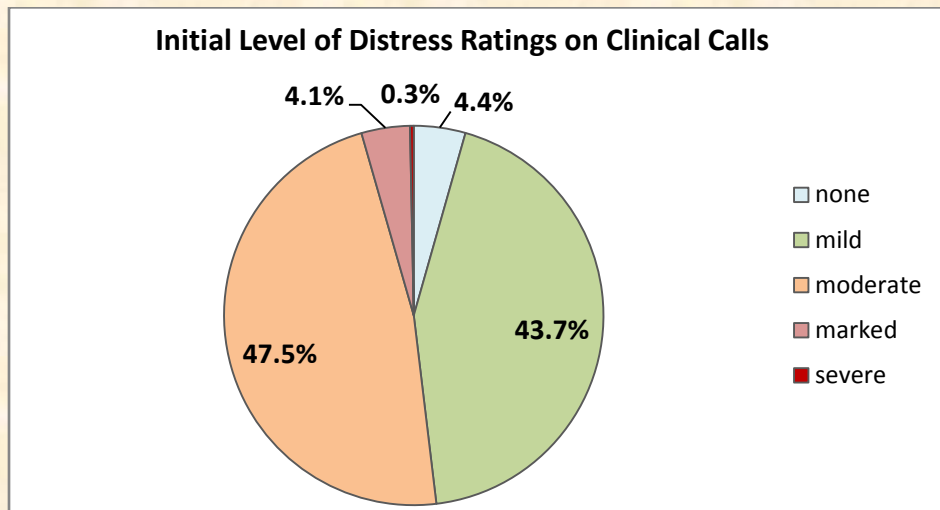
### CALL VOLUME

Since our launch in February 2013, the New Mexico Crisis and Access Line has responded to a total of 32,655 calls. Call volume continued to increase in 2015, both as the result of a statewide advertising campaign, and with the addition of the Peer-to-Peer Warmline and CSA calls.



## CLINICAL INFORMATION: 2015

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	68.9%
Urgent	29.0%
Emergent	2.1%

<b>Primary Presenting Problem in Calls</b>	
Alcohol/Drugs	7.1%
Anger Management	1.4%
Anxiety	31.3%
Child	0.9%
Cognitive Concerns/Psychosis	1.8%
Danger to Others	0.5%
Depression	10.0%
Domestic Violence	0.5%
Family	4.7%
Grief/Loss	1.2%
Intentional Self Injury	0.6%
Medication	0.9%
Relationship/Marital	3.9%
Sexual Assault	0.1%
Situational Stress	4.8%
Suicide	12.5%
Workplace Issue	0.1%
Other	17.7%



While it was not always the presenting issue, concerns related to suicidal thoughts were reported on 27.2% of clinical calls. Concerns related to drug or alcohol abuse were reported on 18.8% of clinical calls.

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 answered in 2015.

<b>Clinical Disposition of All Counseling Calls</b>	
Caller stabilized by clinician, and referred to community resources if appropriate.	96.7%
Clinician made a child abuse report.	0.4%
Caller agreed to go to the hospital.	0.4%
Caller agreed to take person of concern to the hospital.	0.5%
Caller agreed to call 911 regarding immediate danger to the person of concern.	0.4%
Caller conferenced to 911 due to immediate danger.	0.8%
Clinician contacted police with caller's consent.	0.2%
Clinician contacted police without caller's consent.	0.7%

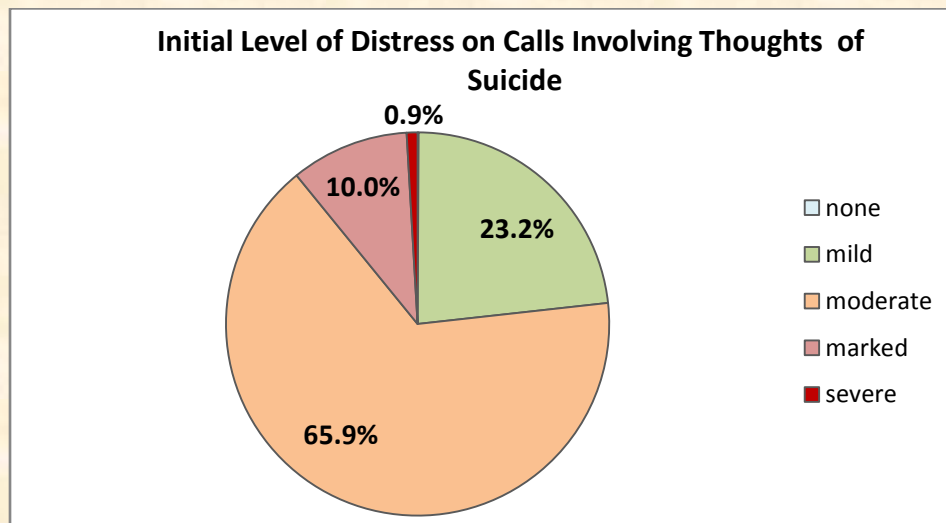
NMCAL clinicians work with our callers to try to deescalate the emergency and create safety plans. We only involve hospital or emergency services when there is no less intrusive way to keep our callers safe.

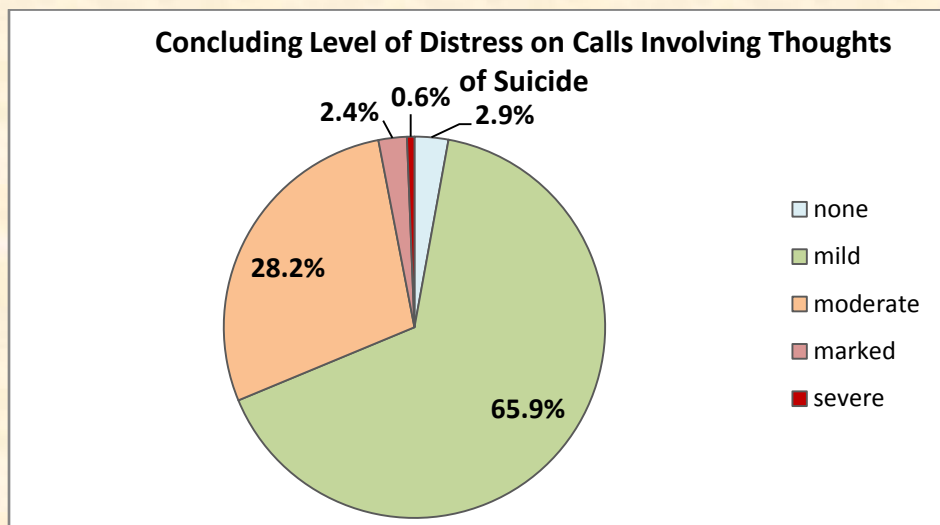
We look closely at the outcome of calls where concerns about suicide are discussed. In calls answered during 2015:



- 3,494 NMCAL callers reported concerns about suicide – either for themselves, or for another person of concern.
- In **92.4%** of calls related to suicide, the NMCAL clinician was able to stabilize the caller and plan for safety during the phone call, without needing to involve police, a hospital, or other more restrictive options.

Clinical Disposition of Calls Involving Suicide	
Caller stabilized by clinician, and referred to community resources if appropriate.	92.4%
Caller agreed to go to the hospital.	1.1%
Caller agreed to take person of concern to the hospital.	1.1%
Caller agreed to call 911 regarding immediate danger to the person of concern.	0.8%
Caller conferenced to 911 due to immediate danger.	2.2%
Clinician contacted police with caller's consent.	0.5%
Clinician contacted police without caller's consent.	1.9%





## DEMOGRAPHIC INFORMATION

The following tables summarize the descriptive information gathered from NMCAL callers during 2015. Full demographic information was not gathered on all calls: information was not gathered if the caller did not wish to answer a question, if the caller didn't know the answer to a question, or if the counselor did not ask the question due to the nature of a call. All demographic information is based on callers' self-report, and was not externally verified.

In 2015, 7,351 identifiable unique callers contacted NMCAL, and the average caller contacted the line twice. Like most crisis lines, NMCAL also has a small number of callers who contact us quite frequently. These calls generally last only a minute or two, and brief contact with a clinician can support these callers in staying healthy and living independently within their communities. To control for this small number of callers, descriptive data is presented both for total calls, and for identifiable unique callers.





County of Residence	Total Calls	Individual Callers
Bernalillo	4784	2612
Catron	11	9
Chaves	156	107
Cibola	78	42
Colfax	15	15
Curry	88	69
De Baca	0	0
Dona Ana	2329	447
Eddy	202	118
Grant	2244	82
Guadalupe	16	13
Harding	0	0
Hidalgo	13	12
Lea	80	58
Lincoln	75	43
Los Alamos	49	40
Luna	90	48
McKinley	325	86
Mora	7	7
Otero	239	135
Quay	8	7
Rio Arriba	143	101
Roosevelt	77	38
San Juan	123	97
San Miguel	54	46
Sandoval	367	293



Santa Fe	569	408
Sierra	52	20
Socorro	141	43
Taos	106	77
Torrance	124	42
Union	10	9
Valencia	324	176
(outside New Mexico)	210	184

Consumer Receiving Behavioral Health Treatment?	Total Calls	Individual Callers
Yes	69%	40%
No	31%	60%

Consumer's Health Insurance	Total Calls	Individual Callers
Medicaid	50%	49%
Other insurance	35%	29%
Insured, but type unknown	3%	6%
None	13%	16%

Only 16% of callers without health insurance reported that they were receiving behavioral health treatment, as opposed to 43% of callers with insurance.



Consumer's Housing Status	Total Calls	Individual Callers
Has permanent housing	88%	80%
Has temporary housing	7%	11%
Resides in a residential facility	0.4%	1%
Homeless	5%	8%

21% of homeless callers reported that they were receiving behavioral health treatment, as opposed to 41% of callers with permanent housing.

How did the Caller Hear About NMCAL?	Total Calls	Individual Callers
Internet	19%	25%
Counselor/Therapist	44%	15%
Medical or Behavioral Health Facility	8%	11%
Other Crisis or Warmline	7%	11%
Family/Friend	6%	9%
Governmental or Public Service Agency	3%	5%
Insurance Provider	2%	3%
Media	1%	3%
Promotional Materials	1%	3%
Nurseline	1%	2%



Consumer Support Group	1%	1%
Phone Book	0.5%	1%
Other	5%	11%

Consumer's Primary Language	Total Calls	Individual Callers
English	89%	93%
English/Spanish Bilingual	10%	4%
Spanish	1%	2%
Other	1%	1%

Consumer's Race/Ethnicity	Total Calls	Individual Callers
White/Caucasian	47%	46%
Hispanic	19%	40%
American Indian or Alaskan	5%	7%
Multiracial	21%	4%
Black or African American	1%	3%
Asian	7%	1%
Other	0.4%	0.5%



Age of Consumer	Total Calls	Individual Callers
Under 18	4%	10%
18-24	17%	16%
25-34	21%	24%
35-44	9%	15%
45-54	19%	16%
55-64	9%	14%
65+	21%	6%

Gender of Consumer	Total Calls	Individual Callers
Male	48%	51%
Female	52%	48%
Other	0.2%	0.5%



## COMMUNITY OUTREACH AND ENGAGEMENT

NMCAL has worked diligently to increase community awareness and utilization of the Crisis and Access Line in 2015. We developed a Peer to Peer Warmline; continued to build relationships with New Mexico stakeholders, agencies, advocates, and community members; implemented after-hours services with behavioral health agencies across New Mexico on behalf of BHSD; created a public awareness campaign; hosted prevention trainings; and participated in programs that support recovery and resiliency. We are proud to be a part of the New Mexico Behavioral Health System of Care, Crisis Network, and Prevention Services. This is a summary of our outreach activities for **January 2015 – December 2015:**

### Peer to Peer Warmline

On August 24, 2015 NMCAL successfully launched the statewide Peer to Peer Warmline. The Warmline offers callers support from a Certified Peer Support Specialist with lived experience and is available 3:30pm to 11:30pm 7 days a week, 365 days a year. During all hours, callers have the option of immediately connecting with one of NMCAL's professional counselors, 24/7.

### Behavioral Health Afterhours Program

NMCAL has collaborated with BHSD to implement and coordinate an After-Hours Crisis Access Program for Core Service Agencies (CSAs) and some Non-CSA Medicaid Providers approved by BHSD throughout New Mexico.

Of the 17 CSAs, 14 have started implementation. NMCAL provides direct support to community members of New Mexico in all of the Local Collaboratives. In October and December of 2015, NMCAL conducted on site meetings with participating agencies throughout the State to optimize implementation and to facilitate onboarding.

### Public Awareness Campaign

With the expert support of Esparza and PK Public Relations, NMCAL launched a successful public awareness campaign to widely broaden awareness that there is always someone "[Here, to Hear you](#)" during a time of need. We continued to see strong results December 2015 with a 74% increase over December 2014. Total visits to the NMCAL website were 6,382 and unique visitors totaled 5,027, which is the second highest unique visitor number since the campaign started in July 2015.

### Suicide Prevention

In January 2015, 10 call boxes on the Rio Grande Gorge Bridge were installed. New Mexico Department of Transportation and NMCAL worked collaboratively to ensure that a person who is approaching the bridge with thoughts of suicide has access to a professional counselor at any time of the day or night.

In the one (1) year since the Rio Grande Gorge Bridge phones have been activated, NMCAL has answered 603 calls from the bridge, including 8 urgent/emergent calls, and has collaborated with the Taos police department 38 times to dispatch in known or potential crisis situations.



It may be too soon to know the extent of harm that has been avoided through this and the many other awareness and prevention efforts at the Gorge Bridge and statewide. However, early indications seem clear that the community's focus on making help immediately accessible has resulted in much needed support and assistance to individuals in desperate moments.

Since June of 2014, NMCAL has been a part of the 24/7/365 statewide network for the National Suicide Prevention Lifeline in New Mexico. When someone in New Mexico calls this nationally recognized suicide prevention resource, 1-800-273-TALK or 1-800-SUICIDE, the call is routed to qualified providers in New Mexico.

### Community Awareness

NMCAL participates in community meetings, conferences, summits, exhibits, workshops, trainings, events, media encounters, and community partnerships which include, but are not limited to:

#### Advocacy-Based

- Adolescent Mental Health Day Block Party: *Santa Fe*
- Alzheimer's Association, Family and Caregiver Conference : *Albuquerque*
- American Federation for Suicide Prevention, Out of Darkness Walk: *Albuquerque, Los Alamos*
- Behavioral Health Day at the Legislature: *Santa Fe*
- Black Dog Ride Across America fundraiser for Mental Health First Aid (MHFA) USA: *Santa Fe*
- Celebrating World Breastfeeding Week, WIC Office: *Espanola*
- Children's Law Institute (CLI) Conference: *Albuquerque*
- Children's Mental Health Awareness Day @ Explora Discovery Center: *Albuquerque*
- Community Health Fair: *Sandoval County, Rio Rancho*
- Information & Referral Disability Resource Work Group: *Albuquerque*
- International District, 1<sup>st</sup> Annual Community Health Fair: *Albuquerque*
- Las Cumbres Community Services Workshop: *Espanola*
- Mesilla Valley Hospital Recovery Month Celebration: *Albuquerque*
- MHFA Instructor Summit: *Albuquerque*
- Mothers Against Drunk Driving (MADD) Walk: *Albuquerque*
- National Alliance on Mental Illness (NAMI), Bernalillo County Community Engagement Team Discussion: *Albuquerque*
- National Recovery Month Celebration Events: *New Mexico*
- National Rural Health Day Celebration: *Albuquerque*
- New Mexico Child Abuse Prevention Partnership, Child Abuse Summit: *Albuquerque*
- New Mexico Suicide Prevention Coalition: General Mtgs.: *Albuquerque*
- Pride Day at the Plaza: *Santa Fe*
- PsychoSocial Rehabilitation Services Association of New Mexico (PSRANM) Conference: *Albuquerque*
- Recovery Santa Fe Day: Celebration of Recovery: *Santa Fe*
- Robert F Kennedy Charter School Health Fair: *Albuquerque*
- Sandoval County Behavioral Health Coalition, 1<sup>st</sup> Annual Summit: *Rio Rancho*
- Semi-Colon Tattoo Project: *Albuquerque*
- Senior Celebration Day – Healthy Living Day at the New Mexico State Fair Expo: *Albuquerque*
- Survivors of Suicide Loss Community Resource Awareness Event: *Albuquerque*
- Unidos Project Fall Community Resource Fair: *Albuquerque*
- United Healthcare (UHC); Recovery month event, Showing off the film



Anonymous People and a Peer Panel: *Albuquerque*

- Uniting New Mexicans Against Adult Abuse

(UNMAAA) Conference: *Albuquerque*

### **Behavioral Health Providers & Managed Care Organizations (MCO)**

- Behavioral Health Discharge Treatment Planning: *Statewide*
- Community Mental Health Centers: *Statewide*
- Behavioral Health Agencies; Meet, Greet, and Conversation on Community Programs: *Statewide*
- Behavioral Health State Workforce Initiative; Meet, Greet, and Conversation on Community Programs: *Albuquerque*
- Community Health Worker Association: 20th Annual Community Health Worker Conference: *Albuquerque*
- Core Service Agency (CSA) Transition Meetings: *Statewide*
- CSA and MCO Monthly Meetings: *Santa Fe*
- Daniel Minte; Meet and Greet, Discussion on PTSD treatment program that combines CBT and yoga therapy: *Bernalillo*
- Desert Hills Open House: *Albuquerque*
- Goodwill; Meet, Greet, and Conversation on Community Programs: *Albuquerque*
- Meals on Wheels; Meet and Greet: *Albuquerque*
- Mental Health Resources; Meet, Greet, and Conversation on Community Programs: *Albuquerque*
- Mesa Vista Wellness Meet and Greet: *Albuquerque*
- Open Skies: Sandia Respite Center Open House: *Albuquerque*
- Presbyterian Behavioral Health Advisory Committee: *Albuquerque*
- Presbyterian Medical Services; Meet, Greet, and Conversation on Community Programs: *Santa Fe*
- Sage NueroScience; Meet, Greet, and Conversation on Community Program: *Albuquerque*
- Serenity Mesa Youth Recovery Center Open House: *Albuquerque*
- Solace Crisis Treatment Center; Meet, Greet, and Conversation on Community Program: *Santa Fe*
- UNM Community Programs: Developmental Disability, Mentally III, School of Medicine, and Department of Psychiatry and Behavioral Sciences; Meet, Greet, and Conversation on Community Programs: *Albuquerque*
- United Way of Central New Mexico, 211; Meet, Greet, and Conversation on Community Programs: *Albuquerque*
- YDI; Meet, Greet, and Conversation on Community Programs: *Albuquerque*

### **Courts, Judicial, And Detention Systems**

- Attorney Generals Summit on Community Violence: *Albuquerque*
- New Mexico Social Security State Attorney Organizational Conference: *Albuquerque*
- Sequential Intercept Mapping Workshop: *Santa Fe*

### **Education & Career Development**

- Albuquerque Public Schools (APS) Fun & Wellness Fair: *Albuquerque*
- APS Critical Incident Stress Management (CISM) Teacher Training: *Albuquerque*
- Breaking the Silence: *Albuquerque*
- Head2Toe Conference, School Teachers and Nurses: *Albuquerque*
- New Mexico School Counseling Association (NMSCA) Reach Higher conference: *Albuquerque*
- New Mexico School Nurses Association (NMSNA) Summit: *Santa Fe*





## First Responders (Sheriff, Police, Fire, EMT, & 911 Dispatch)

- Behavioral Health Initiative, Community Resource Summit with Consultants: *Albuquerque*
- Bernalillo County 911 Behavioral Health Crisis Calls, First Responder Response Protocol Discussions: *Albuquerque*
- Bernalillo County Behavioral Health Resource Work Group Meeting with CPI Consultants: *Albuquerque*
- Crisis Intervention Team (CIT); Meet, Greet, and Conversation on Community Programs: *Albuquerque, Rio Arriba, Rio Rancho, Santa Fe*
- Community Partners Innovation (CPI); Meet, Greet, and Conversation on Community Programs: *Albuquerque*
- **Public Safety Psychology Group** (PSPG) CIT Meet, Greet, and Conversation on Community Programs: *Albuquerque*

## Government (Federal, State, County, City)

- Aging and Long-Term Services Dept., Conference on Aging: *Isleta*
- Adult Substance Abuse Committee (ASAM) Monthly Meeting: *Santa Fe*
- Behavioral Health Purchasing Collaborative (BHPC): *Santa Fe*
- Behavioral Health Services Division (BHSD): *Statewide*
- BHSD and CYFD Event, Ripple Effect Training, How Trauma Affects Systems: *Albuquerque*
- BHSD Emergency Operating Center Response to Winter Storm Goliath blizzard that Southeastern New Mexico encountered: *Southeastern New Mexico*
- BHSD Emergency Response Drill (simulation): *Statewide*
- BHSD and BH Provider Monthly Meeting: *Santa Fe*
- BHSD: State Block Grant & Total Community Approach Program SAMHSA Audit; Meet, Greet, and Conversation on Community Programs: *Albuquerque*
- Children and Adolescent Subcommittee (CASC) : *Santa Fe*
- CYFD: *Statewide*
- CYFD 3<sup>rd</sup> Annual Communities of Care Summit: *Albuquerque*
- CYFD Brown Bag Meeting: *Albuquerque*
- CYFD Healthy Transitions Program Summit Quarterly Meetings: *Santa Fe*
- CYFD Healthy Transitions Program Community Monthly Meetings: *Espanola, Santa Fe County, Valencia County*
- New Mexico Department of Health: *Statewide*
- New Mexico Department of Transportation: *Taos*
- New Mexico Youth Risk and Resiliency Survey (YRRS) Review Committee: *Albuquerque*
- Office of Peer Recovery and Engagement (OPRE) Board Monthly Meetings: *Albuquerque*
- Person Centered Medical Homes State Innovation Committee Monthly Meetings: *Albuquerque*
- Recovery Oriented Systems of Care (ROSC) Monthly Meetings: *Santa Fe*

## Native American

- Community Health Fair: *Crownpoint, Tesuque*
- International District, 1<sup>st</sup> Annual Community Health Fair: *Albuquerque*
- NIWRC Sex Trafficking of Native Women and Children Institute Workshop: *Albuquerque*
- Native American Subcommittee (NASC) Monthly Meetings: *Santa Fe*
- Native American Summit on Traumatic Brain Injury: *Albuquerque*
- Navajo Division of Social Services "Paving the Way for Change" Conference: *Albuquerque*
- Navajo Technical University; Meet, Greet, and Conversation on Community Programs: *Crownpoint*

## Recovery and Resiliency

- Agora Crisis Center; Meet, Greet, and Conversation on Community: *Albuquerque*
- American Foundation for Suicide Prevention, New Mexico Chapter (AFSP) : *Albuquerque, Hobbs, Los Alamos, Santa Fe*



- Behavioral Health Treatment Team Meetings: *Santa Fe*
- Behavioral Health Providers Association of New Mexico Monthly Meetings: *Albuquerque*
- Child Abuse Prevention Partnership (NM-CAPP) Meeting: *Albuquerque*
- Child Fatality Review Board Monthly Meetings: *Albuquerque*
- Community Health County Council Monthly Meetings: *Espanola, McKinley, Rio Arriba, Rio Rancho, Sandoval, Santa Fe, Taos*
- Communities of Care County Council Monthly Meetings: *Albuquerque, Dona Ana, McKinley*
- Crisis Team Monthly Meetings: *Santa Fe*
- Forensic Intervention Consortium (FIC) Monthly Meetings: *Albuquerque*
- Infant Mental Health First Aid Meeting : *Albuquerque*
- Local Collaborative Alliance Monthly Meetings: *Albuquerque, Dona Ana, McKinley*
- New Mexico Coalition to End Homelessness (NMCEH); Meet, Greet, and Conversation on Community: *Albuquerque*
- New Mexico Suicide Prevention Coalition Quarterly Meetings: *Albuquerque*
- Psychosocial Rehabilitation Association of New Mexico Board (PSRANM) Monthly Meetings: *Albuquerque*

### Partnerships and Relationships with Community Partners

NMCAL has developed relationships to create public awareness of NMCAL throughout the state. As a result of these relationships, NMCAL was represented through community partnerships including, but not limited to:

- Adolescent Mental Health Conference: *Las Cruces*
- CLNkids (Cuidando Los Ninos): *Albuquerque*
- Community Health Fair: *Santo Domingo*
- End-of-Life Care Symposium: *Las Cruces*
- Farmington More the Merrier Walk & Roll Benefit for the Childhaven Foundation
- Gay Pride Festival: *Albuquerque*
- Girls Circle Facilitator Training, a Workshop Promoting Resiliency in Adolescent Girls: *Las Cruces*
- Health Awareness Day Event: *Gallup*
- Kids Focus Workshop: *Albuquerque*
- Mesilla Valley, Annual National Recovery Month Celebration: *Las Cruces*
- Multiple Sclerosis Walk: *Albuquerque*
- National Alliance on Mental Health (NAMI) Events: *New Mexico*
- Navajo Nation Methamphetamine Suicide Prevention Initiative (MSPI) Stakeholder Conference/meeting: *Gallup*
- New Mexico Coalition to End Homelessness Summit: *Albuquerque*
- New Mexico Health Resources (NMHR) continuing medical & dental education conference: *Albuquerque*
- New Mexico National Association of Social Workers Conference: *Albuquerque*
- New Mexico Primary Care Training Consortium (NMPCTC): *Albuquerque*
- Senior Day Celebrations: *Statewide*
- Southeastern NM Trauma, First Annual Symposium: *Hobbs*
- Battle Buddy Workshop: *Taos*
- Taos Pueblo Division of Health & Community Services along with IHS SDPI Healthy Heart Project Conference: *Taos*
- UHC Community Plan Recovery Event with Kevin Hines: *Las Cruces*
- VA Community Summit on Caregivers: *Albuquerque*



## NMCAL Sponsored Community Events

- NMCAL Call Center Open House: *Albuquerque*
  - Local community members and agencies joined NMCAL for a tour of the office, a presentation about NMCAL services and upcoming scopes of work, and a discussion with special guest speaker Kevin Hines.
- Community Presentation with Global Spokesperson Kevin Hines: *Santa Fe*
  - Kevin Hines is a global speaker, author, and mental health advocate who is actively spreading the message of living mentally healthy around the globe.
- Warmline Grand Opening: *Albuquerque*
  - The Warmline had more than 75 people in attendance at the grand opening event. The moving stories of lived experience shared at this event reminded us of the reason we are all here to do this work in our New Mexico communities.

## NMCAL Community Awareness Presentations

NMCAL hosted presentations on how the Crisis and Access Line and the Peer to Peer Warmline work:

- Behavioral Health Services: *Mescalero*
- El Centro Family Health: *Espanola*
- Family Council Behavioral Health Agency: *Los Alamos*
- First Responders: *Farmington*
- Juvenile Justice and Juvenile Probation Officers: *Estancia*
- Native American Subcommittee: *Santa Fe*
- Native American Summit on Traumatic Brain Injury: *Albuquerque*
- Navajo Division of Social Services "Paving the Way for Change" Conference: *Albuquerque*
- Navajo Technical University: *Crownpoint*
- Need and Deed Community Meeting: *Santa Fe*
- New Mexico Brain Injury Resource Center: *Albuquerque*
- New Mexico Division of Vocational Rehabilitation: *Santa Fe*
- New Mexico Men's Recovery Academy "NMMRA": *Los Lunas*
- New Mexico Social Security State Attorney Organization: *Albuquerque*
- PSPG CIT Trainings: *Albuquerque*
- Robert F Kennedy Charter School: *Albuquerque*
- Sage NuroScience: *Albuquerque*
- Share and Care Community Meeting: *Gallup*
- UNM Centers for Developmental Disability: *Albuquerque*
- UNM Community Behavioral Health Agencies (ACT, PSR, CCSS, Forensic Case Management): *Albuquerque*
- UNM Project ECHO (Complex Care TeleECHO clinic): *Albuquerque*
- UNM Project ECHO (Integrated Addictions & Psychiatry {IAP} TeleECHO clinic): *Albuquerque*
- Uniting New Mexicans Against Adult Abuse (UNMAAA) Conference: *Albuquerque*
- Valencia County Community Health Council: *Los Lunas*

## Prevention Trainings

- Mental Health First Aid, 245 participants trained over 15 courses
  - Adult Curriculum *Albuquerque, Los Alamos*
  - Higher Education Curriculum *Albuquerque, Crownpoint*
  - Public Safety Curriculum *Farmington*
  - Youth Curriculum *Albuquerque, Farmington, Hobbs, Los Alamos*
- Question Persuade Refer (QPR) Suicide Prevention, 530 participants trained over 19 courses
  - Adult *Albuquerque, Las Cruces, Farmington*
  - Higher Education *Albuquerque, Crownpoint*



- Native American *Mescalero, Crownpoint, Shiprock*
- Public Safety *Albuquerque, Estancia*
- Youth: 120 participants trained over 4 courses: *Albuquerque*
- **Managing Your Chronic Disease Workshops**
  - Chronic Disease Self Management: 40 participants trained over 2 trainings in: *Albuquerque, Los Lunas*
  - Diabetes Self-Management: 20 participants trained over 1 training in: *Albuquerque*

## Media

### Newspaper

- ABQ Journal: [The state is expanding the mental health crisis line services](#)
- Alamogordo Daily News: [Addressing mental health issues through community involvement](#)
- Los Alamos Daily Post: Mental Health News
- Los Alamos Daily Post: [New Report Shows Significant Improvement For Mental Health In New Mexico](#)
- Los Alamos Daily Post: [Youth Mental Health First Aid](#)
- Los Alamos Monitor: Mental Health First Aid
- Santa Fe New Mexican: [Crisis Phones Installed, Activated at Gorge Bridge](#)
- Santa Fe Reporter: DWI
- Taos News: [A fifty-year span: How the Río Grande Gorge Bridge came to be](#)
- Taos News: [Crisis phones installed, activated at Río Grande Gorge Bridge](#)

### Radio

- KRSN AM Los Alamos public radio station, interview with Gillian Sutton: [Mental Health First Aid](#)
- KSVP Radio: [The state is expanding the mental health crisis line services](#)
- KUNM: [A Warmline for People who Just Need to Talk](#)

### Television

- KOAT TV News: [The state is expanding mental health crisis line services](#)
- KOB TV Show: [Eye On New Mexico looks at mental health and suicide prevention](#)
- KOB TV News: [Hundreds of New Mexicans walk in support of suicide prevention](#)
- KOB TV News, Pecos Valley and Roswell, Artesia, Carlsbad: The state is expanding the mental health crisis line services
- KRQE TV News: [The state is expanding the mental health crisis line services](#)
- New Mexico Broadcasters Association: [The State of New Mexico works in collaboration with OptumHealth New Mexico and ProtoCall to bring the New Mexico Crisis Access Line to New Mexicans](#)

### Press Release and Press Conference

- Press Release from Governor Martinez: [Governor Susana Martinez Announces Expansion of Statewide Mental Health Crisis Hotline Additional Funding, Certified Peer Counselors Improve Access to Services for New Mexicans in Need of Treatment and Care](#)
- Press Conference with Lt Governor John Sanchez: Discussion on the Expansion of Statewide New Mexico Crisis and Access Line

### Website Article

- CABQ.Gov: [Grow in your understanding of mental health through upcoming events, reports, articles, and more](#)
- New Mexico Department of Health and Human Services: Youth Risk and Resiliency Survey (YRRS): [Suicide Attempts Decline among New Mexico High School Students](#)
- New Mexico Topix: [The state is expanding the mental health crisis line services](#)
- OpenMinds.Com: [New Mexico announces expansion of mental health crisis hotline](#)
- Valencia County News Bulletin.Com: [State expands mental health hotline](#)



## Public Awareness Material Distribution

- 985 posters total; 205 were in Spanish
- 3,505 fliers total; reversible: English and Spanish
- 30,074 magnets total; 10,056 were in Spanish
- 46,559 brochures total; 14,722 were in Spanish
- 40,285 informational wallet cards total; 10,711 were in Spanish

## Call Center Tours

- Agora Crisis Center Staff
- American Foundation for Suicide Prevention Board Members
- Bernalillo County
- Bernalillo County Behavioral Health Resource Work Group CPI Consultants
- Breaking the Silence Board Members
- Community Advocates
- Kevin Hines
- Managing your Chronic Disease Program Lead
- National Alliance on Mental Illness (NAMI) staff
- New Mexico Behavioral Health Services Division staff
- New Mexico Office of Peer Recovery and Engagement (OPRE)
- New Mexico Suicide Prevention Coalition Executive Director
- United Way of Central New Mexico Leadership Team
- University of New Mexico Behavioral Health Staff
- Valle del Sol staff
- Waking Up Alive Staff

## Resources & Referrals

- Aging and Long-Term Services Department, NM Social Services Resource Directory
- Bernalillo County Behavioral Health Resource Work Group
- BHSD: Behavioral Health Networks of Care
- CABQ.Gov
- CDD Information Network & Referral Resource List
- CYFD: Adolescent Co-Occurring Treatment Manual Listing
- CYFD: Communities of Care
- Grant County Resource Directory Listing
- Information & Referral Disability Resources
- Mental Health First Aid Directory Listing
- NAMI New Mexico and Communities Resource Listings
- New Mexico Brain Injury Resource Center
- New Mexico Department of Health
- New Mexico Department of Veterans Services: Networks of Care
- New Mexico Suicide Prevention Coalition
- Santa Fe County Crisis Directory Listing
- Senate Memorial 106, Coordinating Information and Referral Call-In Lines
- SHARE New Mexico
- Stroke Club of New Mexico
- Survivors of Suicide Loss
- UNM Center for Development and Disabilities
- United Way of Central New Mexico

## Additional Resources, Citations, and Information

- House Joint Memorial 17: <http://www.bhc.state.nm.us/pdf/HJM17%20FINAL.pdf>
- New Mexico Behavioral Health Collaborative: <http://www.bhc.state.nm.us/>
- New Mexico Crisis and Access Line: [www.nmcrisisline.com](http://www.nmcrisisline.com)

