



March 2018 New Mexico Utilization Report

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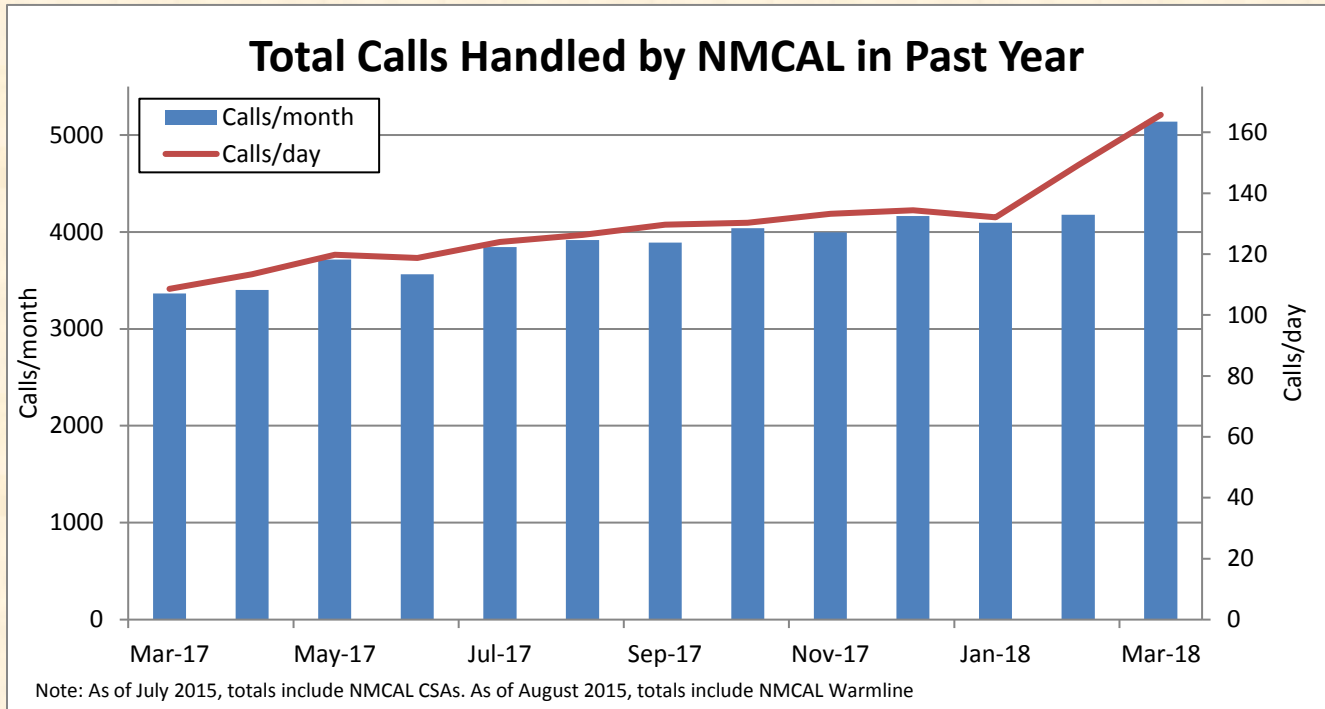
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 13,410 calls. This includes 5,852 calls on the Statewide Crisis and Access Line, 1,347 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 3,095 calls on the Peer-to-Peer Warmline, and 3,116 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Mar 2018	Feb 2018	Mar 2017
Total Statewide Crisis Line + NSPL Calls	2,708	2,223	1,577
Total Inbound Calls	1,882	1,581	1,278
Calling about Self	1,713	1,411	1,146
Calling about a Child	45	35	38
Calling about another Adult	124	135	98
Outbound Crisis Line Calls	153	134	97
Information/Referral Calls	44	26	29
Seeking information about NMCAL	11	9	14
Public Safety Calls	2	0	6
Administrative	12	20	17
Other	604	453	136
Warmline Calls	1,281	986	1,129
Calls Answered For Core Service Agencies	1,148	969	660
TOTAL CALLS ANSWERED	5,137	4,178	3,366



There is always someone here to hear you at NMCAL and the Warmline.



Community Outreach and Engagement

	# of encounters			# of participants		
	Mar '18	Feb '18	Mar '17	Mar '18	Feb '18	Mar '17
Community Events	16	7	7			
NMCAL Presentations	15	10	6	921	130	159
Prevention Trainings	3	2	4	105	60	56
Community Meetings	19	20	21			
Media Encounters	2	0	1			
Media Mentions	60+	40+	38+			
TOTALS	115	79	77	1,026	190	215



CRISIS LINE UTILIZATION DATA

New Mexico Crisis and Access Line

The following tables and charts provide information about the crisis line calls handled by professional mental health counselors on the New Mexico Crisis and Access Line and National Suicide Prevention Lifeline during the month of March 2018.

Crisis Line Utilization	Mar '18	Feb '18	Mar '17
Total Calls Handled on the Crisis Line	2,708	2,223	1,577
Service Level (answered under 30 sec)	92.0%	92.3%	81.1%
Abandonment Rate	1.4%	1.8%	4.1%
Average Speed of Answer	12 sec	12 sec	21 sec
Average Call Length (Crisis Line calls)	17 min	16.5 min	16.2 min

Level of Care Crisis Line Calls	Mar '18	Feb '18	Mar '17
Routine	70.3%	68%	67.5%
Urgent	27.5%	30%	30.2%
Emergent	2.2%	2%	2.3%



Callers are asked for their county of residence; these responses cannot be independently verified. It is important to note that this data is not necessarily predictive of an overall need for services in each county. Some things to keep in mind when reviewing demographic information of crisis line callers include: (1) a small number of callers contact NMCAL quite frequently, (2) some callers chose not to share their demographic information during the call, and (3) there are community members that do not yet know about the NMCAL resource.

County of Residence	Total Calls			County of Residence	Total Calls		
	Mar '18	Feb '18	Mar '17		Mar '18	Feb '18	Mar '17
Bernalillo	904	713	N/A	Cibola	8	12	N/A
San Juan	90	112	N/A	San Miguel	8	10	N/A
Dona Ana	90	92	N/A	Lea	7	5	N/A
Curry	83	46	N/A	Luna	5	7	N/A
Santa Fe	75	55	N/A	Los Alamos	4	1	N/A
Sandoval	57	51	N/A	Lincoln	3	5	N/A
Valencia	43	41	N/A	Quay	2	3	N/A
Grant	43	35	N/A	Roosevelt	2	4	N/A
Chaves	39	17	N/A	Colfax	1	2	N/A
Otero	38	6	N/A	Hidalgo	1	2	N/A
Socorro	24	10	N/A	Catron	0	1	N/A
Taos	18	26	N/A	Harding	0	1	N/A
Sierra	16	2	N/A	Mora	0	1	N/A
Torrance	16	4	N/A	Union	0	0	N/A
Eddy	15	15	N/A	Guadalupe	0	0	N/A
Rio Arriba	11	12	N/A	De Baca	0	0	N/A
McKinley	9	19	N/A	(outside NM)	41	29	N/A

**NOTE: Demographic data by county was not available for March 2017 due to a technological transition that was made in March 2017.*



The primary presenting problem is determined based on the general theme of the caller's concerns. Within each primary category, additional details may be discussed that might relate to the primary presenting problem.

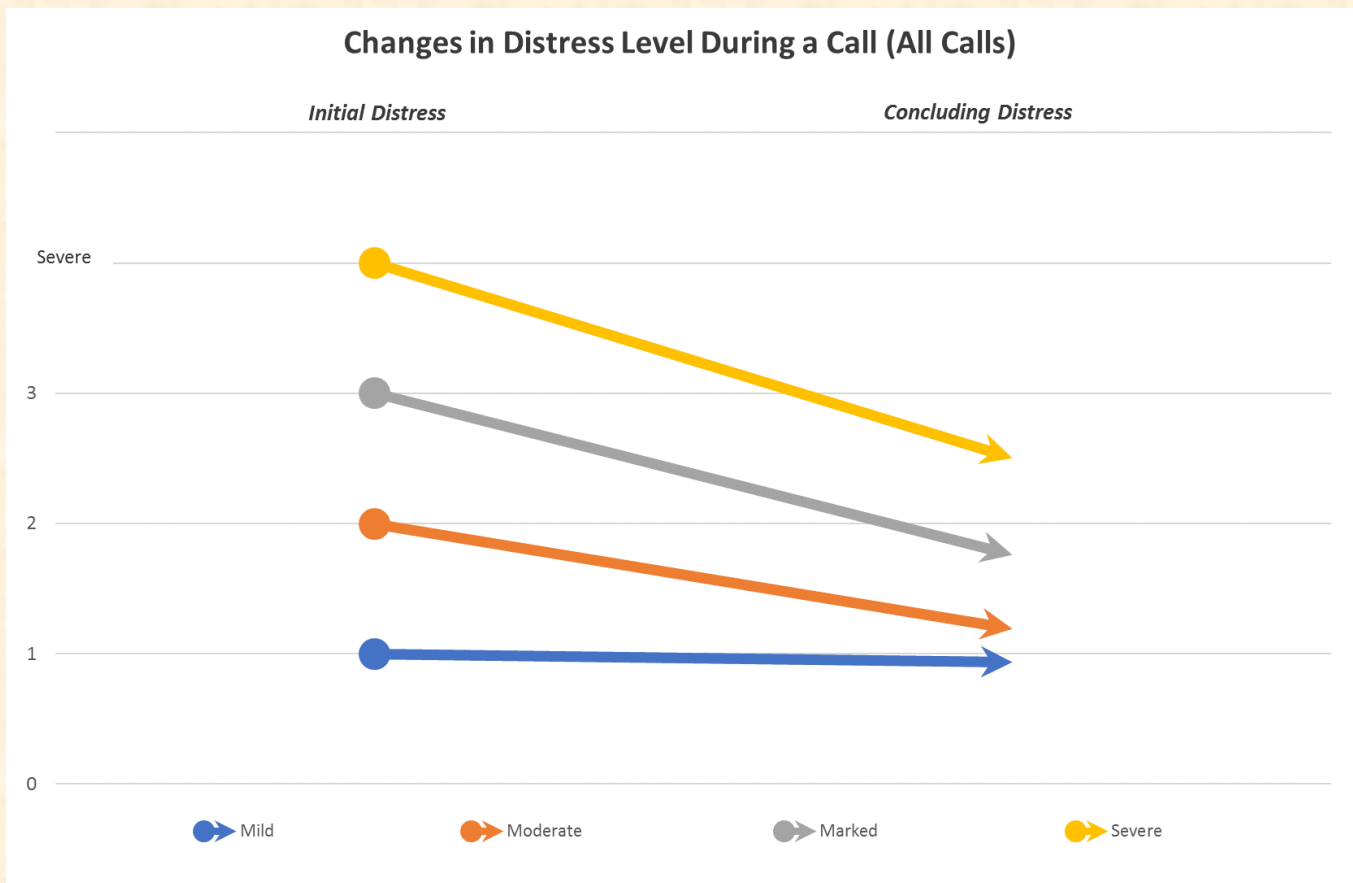
Primary Presenting Problem During Crisis Line Calls	Mar '18	Feb '18	Mar '17
Anxiety	34.2 %	24.8 %	28.2%
Situational Stress	18.7 %	15.6 %	11.1%
Cognitive Concerns/Psychosis	18.1 %	13.0 %	5.3%
Suicide	17.6 %	15.4 %	13.6%
Depression	10.0 %	7.3 %	9.6%
Alcohol/Drugs	8.4 %	5.3 %	5.2%
Relationship/Marital	4.0 %	2.8 %	3.1%
Grief/Loss	2.6 %	1.3 %	2.3%
Family	2.3 %	2.2 %	4.0%
Intentional Self Injury	1.9 %	1.5 %	2.3%
Medication	1.9 %	0.8 %	1.7%
Child	1.2 %	1.0 %	1.5%
Anger Management	0.8 %	0.7 %	2.1%
Domestic Violence	0.8 %	0.1 %	0.5%
Danger to Others	0.5 %	0.5 %	0.2%
Workplace Issue/Career Assistance	0.5 %	0.2 %	0.0%
Sexual Assault	0.3 %	0.1 %	0.4%
Other	10.6 %	7.3 %	9.1%



Levels of Distress and Clinical Disposition on Crisis Line Calls

During a call the NMCAL counselor assesses the current situation and evaluates how the caller can be supported through the call. Counselors rate the initial and concluding level of distress and determines if the matter can be resolved on that call, or if a higher level of response is necessary.

Level of distress is based on both the caller's presentation or overt behavior, and an assessment of the caller's situation. Even if a caller is not emotional or upset, the callers level of distress is rated higher if their specific situation appears acute.



Clinical Disposition All Crisis Line Calls	Mar '18	Feb '18	Mar '17
Caller stabilized by counselor, and referred to community resources if appropriate	96.5%	96.6%	97.6%
Counselor made an abuse report	0.8%	0.9%	0.0%
Caller will take the person of concern to the hospital	0.2%	0.3%	0.2%
Caller agreed to go to the hospital	0.6%	0.3%	0.1%
Caller agreed to call 911 regarding immediate danger	0.2%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	0.6%	0.8%	0.8%
Counselor contacted police with caller's consent	0.1%	0.1%	0.3%
Counselor contacted police without caller's consent	0.9%	0.6%	0.9%

Calls Involving Thoughts of Suicide

While suicide is not always the presenting issue on a crisis line call, concerns related to suicide were reported on 23.5% of the calls in March. The 410 callers reporting concerns about suicide on the crisis line - either for themselves, or for the person of concern they called about - were supported and when appropriate a safety plan is created with the caller. At times NMCAL involves hospital or emergency services, but only when there is not a less intrusive way to keep the caller safe.

Clinical Disposition Crisis Line Calls Involving Suicide	Mar '18	Feb '18	Mar '17
Caller stabilized by counselor, and referred to community resources if appropriate	89.9%	92.2%	92.6%
Caller will take the person of concern to the hospital	1.0%	0.5%	0.6%
Caller agreed to go to the hospital	2.0%	1.0%	0.3%
Caller agreed to call 911 regarding immediate danger to a third party	0.8%	1.3%	0.6%
Caller conferenced to 911 due to immediate danger	2.5%	2.5%	2.2%
Counselor contacted police with caller's consent	0.0%	0.5%	0.6%
Counselor contacted police without caller's consent	3.8%	2.0%	3.1%



Calls Involving Substance Use

Concerns related to mental health often co-occur with substance use. NMCAL is here to support people that may be experiencing any substance use concern, either for themselves, or for the person of concern they are calling about. In March 15.2% of crisis line callers (266 people) reported concerns related to drug and/or alcohol use impacting their lives.

Calls related specifically to Opioid Use Disorders (OUD) include:

Calls Related to Opioid Use	Mar '18	Feb '18	Mar '17
NMCAL Clinical calls related to Opioid Use	44	30	N/A
Warmline calls related to Opioid Use	6	3	N/A



WARMLINE UTILIZATION DATA

Peer to Peer Warmline

The Peer-to-Peer Warmline is answered by certified peer support specialists 7 days a week, 365 days a year. Year to date the Peer-to-Peer Warmline has handled 3,095 calls during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	Mar 2018	Feb 2018	Mar 2017
Total Calls Handled	1,281	986	1.129
Average Call Length (all Warmline calls)	17.7 min	17.5 min	19.5 min

Community members select to call or text the Peer-to-Peer Warmline because they want to talk to someone that has “been there”; has lived experience with some of the same things they, or a loved one, may be going through; and/or to talk to a peer support that can offer information and support on how to take the next step in recovery and build resiliency from a mental health, behavioral health, and/or substance use concern.

Outcome of Warmline Calls	Mar '18	Feb '18	Mar '17
Caller reports feeling supported by the call	96.4%	98.0%	96.5%
Caller received referrals	0.5%	0.5%	0.6%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.8%
Emergency call to Public Safety was made	0.0%	0.0%	0.3%
Other/None of the Above	3.1%	1.3%	1.9%



The Warmline answers calls and text messages for people seeking support for themselves, or someone else. Callers discuss struggles that are being experienced related to health concerns regarding mental, behavioral, emotional, social, and/or one's well being. Additional details may be discussed that could be associated to other secondary presenting problem(s).

Primary Presenting Problem in Warmline Calls	Mar '18	Feb '18	Mar '17
Mental Health	91.7%	95.0%	85.7%
Relationships	2.7%	1.4%	4.4%
Family	1.7%	0.5%	1.7%
Healthcare	1.0%	0.9%	2.5%
Finances	0.7%	0.1%	0.4%
Employment/Education	0.6%	0.3%	0.7%
Housing	0.6%	0.3%	1.7%
Friends	0.5%	0.3%	0.4%
Substance Use	0.3%	0.3%	0.7%
Legal	0.1%	0.1%	0.7%
Spirituality	0.1%	0.2%	0.7%
Abuse/Neglect	0.0%	0.0%	0.1%
Food/Nutrition	0.0%	0.1%	0.2%
Administrative Call	0.1%	0.4%	0.2%

NMCAL works in conjunction with the Warmline to ensure that callers are receiving the most appropriate services. There are times when calls will be transferred to or from the crisis line.

Calls Transferred between Warmline and NMCAL	Mar '18	Feb '18	Mar '17
from NMCAL to Warmline	5	7	*
from Warmline to NMCAL	1	1	9

