



May 2018 New Mexico Utilization Report

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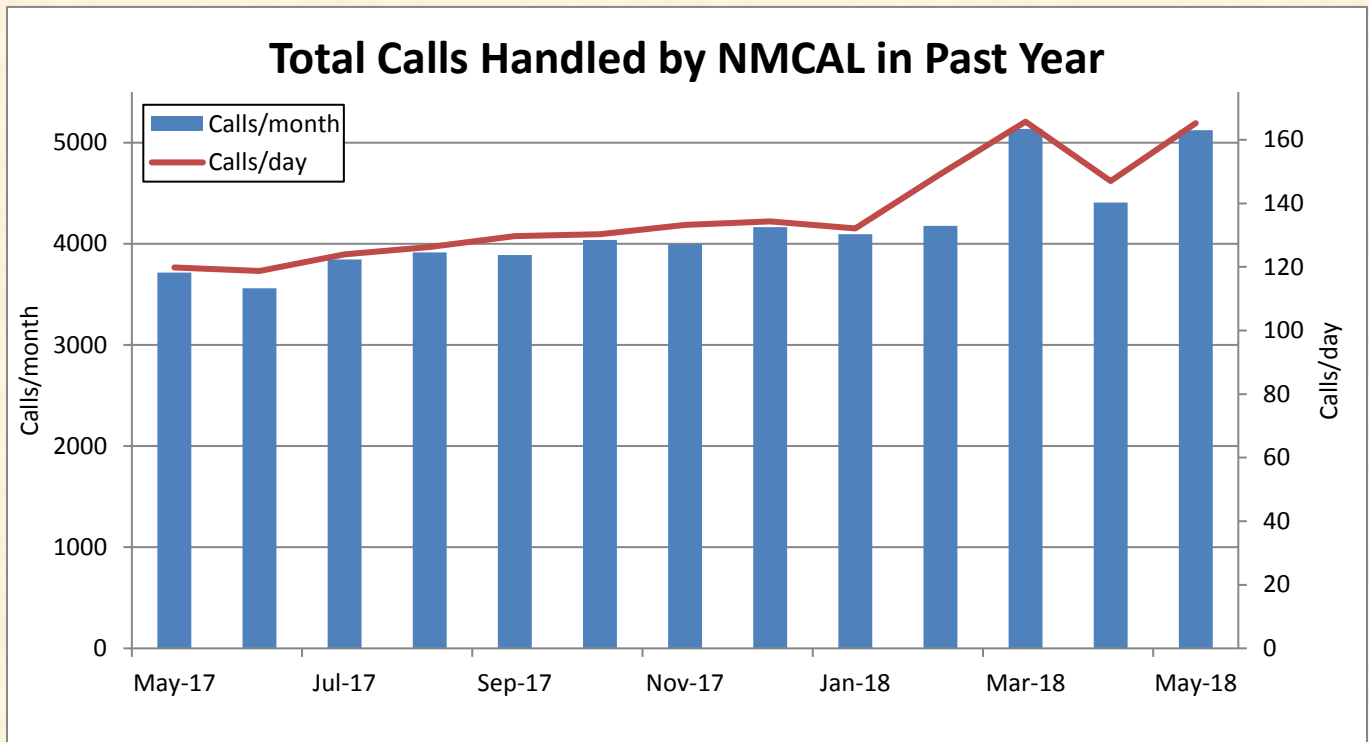
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 22,941 calls. This includes 9,937 calls on the Statewide Crisis and Access Line, 2,268 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 5,805 calls on the Peer-to-Peer Warmline, and 4,931 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	May 2018	April 2018	May 2017
Total Statewide Crisis Line + NSPL Calls	2,715	2,291	2,151
Total Inbound Calls	2,144	1,723	1,676
Calling about Self	1,913	1,527	1,559
Calling about a Child	44	45	29
Calling about another Adult	169	151	88
Outbound Crisis Line Calls	165	150	86
Information/Referral Calls	32	27	23
Seeking information about NMCAL	14	10	10
Public Safety Calls	5	1	12
Administrative	9	17	19
Other	346	363	335
Warmline Calls	1,466	1,244	958
Calls Answered For Core Service Agencies	941	874	605
TOTAL CALLS ANSWERED	5,122	4,409	3,714



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



Community Outreach and Engagement

	# of encounters			# of participants		
	May '18	April '18	May '17	May '18	April '18	May '17
Community Events	8	12	10			
NMCAL Presentations	11	2	9	219	50	143
Prevention Trainings	3	1	3	34	30	62
Community Meetings	19	6	23			
Media Encounters	0	2	1			
Media Mentions	32+	90+	67+			
TOTALS	73	113	113	253	80	205



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 May 2018.

Crisis Line Utilization	May '18	April '18	May '17
Total Calls Handled on the Crisis Line	2,715	2,291	2,151
Service Level (answered under 30 sec)	88.9%	88.6%	82.8%
Abandonment Rate	3.1%	2.6%	4.3%
Average Speed of Answer	13 sec	14 sec	20 sec
Average Call Length (Crisis Line calls)	17.5 min	17.3 min	17.5 min

Level of Care Crisis Line Calls	May '18	April '18	May '17
Routine	70.0%	68.3%	66.7%
Urgent	27.1%	28.4%	32.7%
Emergent	2.9%	3.3%	1.6%



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		
	May '18	Apr '18	May '17		May '18	Apr '18	May '17
Bernalillo	958	673	529	Eddy	10	14	9
Curry	133	65	10	San Miguel	9	6	5
Santa Fe	95	106	52	Cibola	6	6	6
Dona Ana	93	91	277	Lea	5	6	4
San Juan	73	90	39	Lincoln	5	5	6
Sandoval	65	38	45	Roosevelt	3	1	1
Taos	36	19	20	Los Alamos	2	2	4
Otero	31	39	26	De Baca	1	0	1
Grant	28	27	32	Colfax	0	1	1
Valencia	28	29	17	Catron	0	1	1
Chaves	24	12	29	Mora	0	1	0
Socorro	22	19	16	Union	0	1	0
McKinley	20	18	9	Hidalgo	0	0	0
Sierra	20	6	2	Harding	0	0	0
Torrance	19	13	4	Quay	0	0	0
Luna	17	10	1	Guadalupe	0	3	0
Rio Arriba	14	7	8	(outside NM)	36	35	17



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.

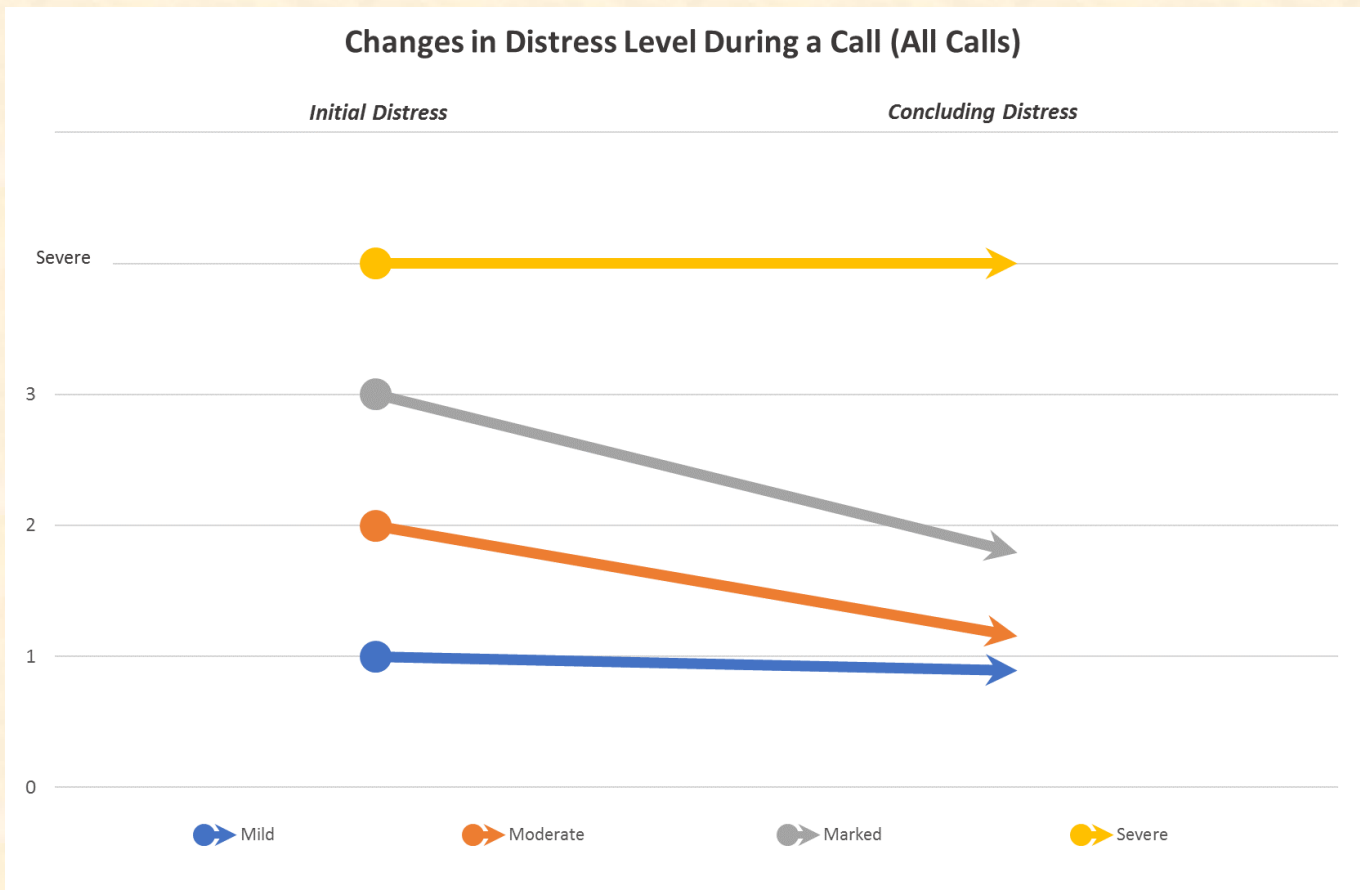
Primary Presenting Problem During Crisis Line Calls	May '18	April '18	May '17
Anxiety	28.4 %	27.0 %	23.9%
Situational Stress	17.7 %	14.9 %	15.6%
Suicide	13.9 %	16.4 %	14.0%
Depression	8.2 %	7.2 %	10.3%
Cognitive Concerns/Psychosis	5.4 %	7.4 %	9.0%
Alcohol/Drugs	5.2 %	7.6 %	3.5%
Relationship/Marital	3.4 %	3.0 %	3.2%
Family	2.4 %	1.1 %	3.2%
Medication	1.4 %	0.9 %	0.8%
Grief/Loss	1.1 %	1.8 %	2.1%
Child	1.0 %	1.1 %	1.0%
Intentional Self Injury	0.9 %	0.8 %	1.9%
Anger Management	0.9 %	0.4 %	1.7%
Domestic Violence	0.6 %	0.6 %	0.2%
Danger to Others	0.4 %	0.6 %	0.1%
Sexual Assault	0.3 %	0.3 %	0.5%
Workplace Issue/Career Assistance	0.2 %	0.1 %	0.2%
Other	8.5 %	8.8 %	8.8%



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	May '18	April '18	May '17
Caller stabilized by counselor, and referred to community resources if appropriate	96.2%	95.3%	97.8%
Counselor made an abuse report	0.7%	0.6%	0.5%
Caller will take the person of concern to the hospital	0.1%	0.6%	0.2%
Caller agreed to go to the hospital	0.2%	0.6%	0.2%
Caller agreed to call 911 regarding immediate danger	0.3%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	1.2%	1.1%	0.4%
Counselor contacted police with caller's consent	0.3%	0.5%	0.1%
Counselor contacted police without caller's consent	1.1%	1.3%	0.6%

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 24.2% of the calls in May. The 475 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	May '18	April '18	May '17
Caller stabilized by counselor, and referred to community resources if appropriate	88.9%	87.0%	95.9%
Caller will take the person of concern to the hospital	0.2%	1.4%	0.4%
Caller agreed to go to the hospital	0.9%	2.0%	0.4%
Caller agreed to call 911 regarding immediate danger to a third party	0.9%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	4.5%	3.4%	1.1%
Counselor contacted police with caller's consent	0.6%	2.0%	0.4%
Counselor contacted police without caller's consent	4.1%	4.0%	1.5%



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 May 21.1% of crisis line callers (413 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	May '18	April '18	May '17
NMCAL Clinical calls related to Opioid Use	48	70	N/A
Warmline calls related to Opioid Use	10	5	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 5,805 calls during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	May 2018	April 2018	May 2017
Total Calls Handled	1,244	1,244	958
Average Call Length (all Warmline calls)	16.2 min	16.3 min	13.9 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	May '18	April '18	May '17
Caller reports feeling supported by the call	97.8%	98.1%	97.1%
Caller received referrals	0.5%	0.3%	0.3%
Caller was transferred to an NMCAL counselor	0.6%	0.4%	0.2%
Emergency call to Public Safety was made	0.1%	0.0%	0.3%
Other/None of the Above	1.0%	1.2%	2.0%



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	May '18	April '18	May '17
Mental Health	90.9%	88.6%	84.9%
Relationships	3.1%	4.8%	4.9%
Family	1.7%	1.8%	2.6%
Healthcare	1.4%	1.8%	3.8%
Employment/Education	0.8%	0.3%	0.2%
Finances	0.6%	0.3%	0.2%
Substance Use	0.4%	0.4%	0.6%
Housing	0.4%	1.0%	0.8%
Spirituality	0.3%	0.3%	0.9%
Friends	0.2%	0.5%	0.5%
Legal	0.1%	0.3%	0.0%
Abuse/Neglect	0.0%	0.0%	0.0%
Food/Nutrition	0.0%	0.0%	0.1%
Administrative Call	0.2%	0.0%	0.3%

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	May '18	April '18	May '17
from NMCAL to Warmline	3	11	21
from Warmline to NMCAL	9	4	2

