



October 2018 New Mexico Utilization Report

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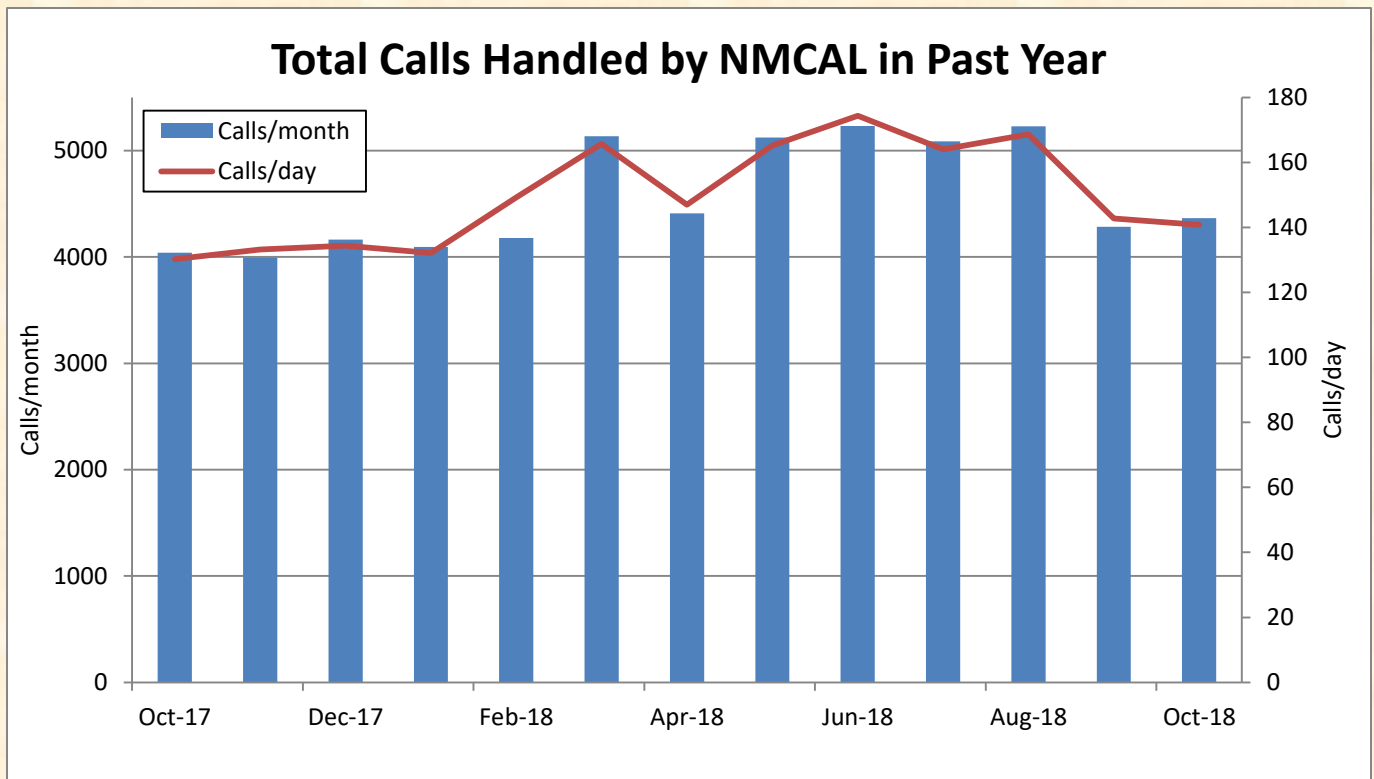
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 47,138 calls. This includes 20,753 calls on the Statewide Crisis and Access Line, 5,199 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 12,499 calls on the Peer-to-Peer Warmline, and 8,687 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Oct 2018	Sept 2018	Oct 2017
Total Statewide Crisis Line + NSPL Calls	2,460	2,451	2,217
Total Inbound Calls	2,019	1,966	1,751
Calling about Self	1,846	1,741	1,549
Calling about a Child	36	66	33
Calling about another Adult	137	159	169
Outbound Crisis Line Calls	164	185	105
Information/Referral Calls	43	36	44
Seeking information about NMCAL	9	9	11
Public Safety Calls	5	11	5
Administrative	6	6	13
Other	214	238	288
Warmline Calls	1,338	1,253	1,157
Calls Answered For Core Service Agencies	568	579	665
TOTAL CALLS ANSWERED	4,366	4,283	4,039



**There is always someone here to hear you at
the New Mexico Crisis and Access Line (NMCAL) and
the Peer to Peer Warmline**



We continue to outreach, collaborate, and partner with people, communities, and stakeholders throughout New Mexico.

Community Outreach and Engagement						
	# of encounters			# of participants		
	Oct '18	Sept '18	Oct '17	Oct '18	Sept '18	Oct '17
Community Events	5	3	19			
NMCAL Presentations	11	8	6	1,224	690	203
Prevention Trainings	10	5	0	1,189	510	0
Community Meetings	7	13	8			
Media Encounters	1	2	2			
Media Mentions	125+	300+	172+			
TOTALS	159	331	207	2,413	1,200	203



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 October 2018.

Crisis Line Utilization	Oct '18	Sept '18	Oct '17
Total Calls Handled on the Crisis Line	2,460	2,451	2,217
Service Level (answered under 30 sec)	57.4%	62.5%	83.2%
Abandonment Rate	12.1%	10.8%	3.3%
Average Speed of Answer	66 sec	52 sec	24 sec
Average Call Length (Crisis Line calls)	20.6 min	22.4 min	15.6 min

Level of Care Crisis Line Calls	Oct '18	Sept '18	Oct '17
Routine	63.1%	59.2%	67.0%
Urgent	33.2%	36.8%	30.4%
Emergent	3.7%	4.1%	2.6%



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		
	Oct '18	Sept '18	Oct '17		Oct '18	Sept '18	Oct '17
Bernalillo	888	906	679	San Miguel	11	5	7
Dona Ana	82	78	139	Eddy	10	17	13
Sandoval	54	57	36	Sierra	8	5	5
Taos	54	34	51	Roosevelt	7	3	1
Santa Fe	51	56	67	Los Alamos	5	11	2
Valencia	43	24	38	Cibola	4	5	9
San Juan	32	26	120	Lea	4	11	9
Torrance	26	38	4	Colfax	2	7	0
McKinley	24	18	17	Quay	2	4	1
Grant	23	21	15	Catron	1	1	0
Rio Arriba	22	13	21	Guadalupe	1	1	0
Luna	18	12	5	Union	1	0	0
Otero	18	23	24	De Baca	0	1	1
Socorro	18	26	24	Harding	0	0	0
Chaves	16	18	29	Mora	0	0	1
Curry	13	58	7	Hidalgo	0	1	0
Lincoln	11	6	6	(outside NM)	41	53	31



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.

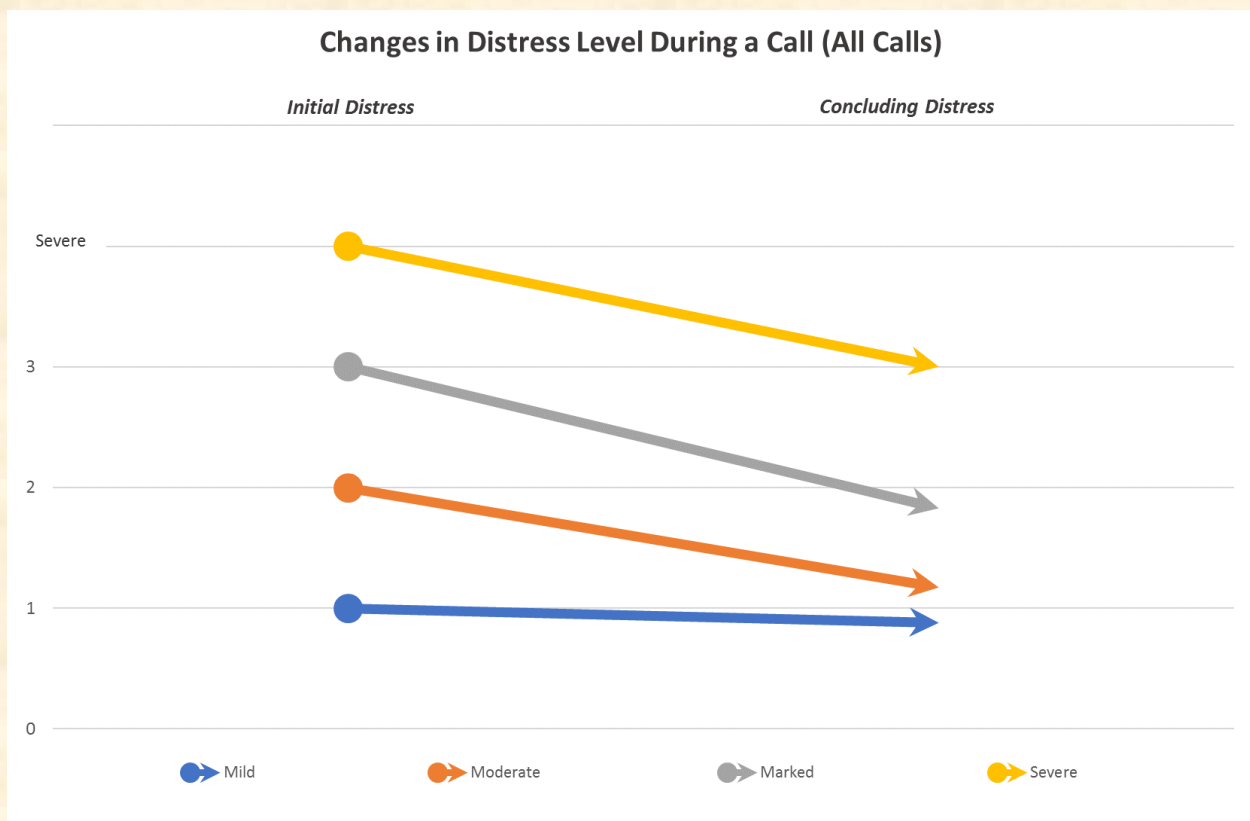
Primary Presenting Problem During Crisis Line Calls	Oct '18	Sept '18	Oct '17
Anxiety	36.9%	26.7%	20.8%
Suicide	24.9%	17.9%	15.0%
Situational Stress	22.6%	15.3%	17.1%
Depression	15.1%	8.6%	10.5%
Alcohol/Drugs	8.3%	7.5%	5.4%
Cognitive Concerns/Psychosis	5.5%	4.3%	12.1%
Relationship/Marital	4.0%	2.8%	2.6%
Family	3.5%	2.7%	2.5%
Intentional Self Injury	2.1%	1.3%	1.0%
Anger Management	1.8%	0.5%	1.0%
Child	1.2%	2.4%	1.1%
Grief/Loss	1.0%	1.5%	1.6%
Workplace Issue/Career Assistance	0.5%	0.3%	0.3%
Interpersonal Violence	0.4%	0.7%	0.2%
Medication	0.4%	0.7%	0.8%
Danger to Others	0.4%	0.5%	0.3%
Sexual Assault	0.4%	0.3%	0.1%
Other	7.9%	6.3%	7.5%



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	Oct '18	Sept '18	Oct '17
Caller stabilized by counselor, and referred to community resources if appropriate	95.4%	93.9%	96.4%
Counselor made an abuse report	0.5%	1.3%	0.4%
Caller will take the person of concern to the hospital	0.3%	0.3%	0.6%
Caller agreed to go to the hospital	0.3%	0.9%	0.4%
Caller agreed to call 911 regarding immediate danger	0.2%	0.3%	0.3%
Caller conferenced to 911 due to immediate danger	1.6%	1.5%	0.5%
Counselor contacted police with caller's consent	0.6%	0.3%	0.1%
Counselor contacted police without caller's consent	1.1%	1.5%	1.3%

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 31.0% of the calls in October. The 469 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	Oct '18	Sept '18	Oct '17
Caller stabilized by counselor, and referred to community resources if appropriate	87.9%	87.6%	89.0%
Caller will take the person of concern to the hospital	1.1%	1.0%	2.2%
Caller agreed to go to the hospital	0.9%	1.8%	1.3%
Caller agreed to call 911 regarding immediate danger to a third party	0.7%	0.6%	1.1%
Caller conferenced to 911 due to immediate danger	5.1%	4.0%	1.6%
Counselor contacted police with caller's consent	1.5%	0.8%	0.4%
Counselor contacted police without caller's consent	2.9%	4.2%	4.3%



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 October 20.9% of crisis line callers (317 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	Oct '18	Sept '18	Oct '17
NMCAL Clinical calls related to Opioid Use	38	30	N/A
Warmline calls related to Opioid Use	14	16	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 12,499 calls, and 576 text conversations, during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	Oct 2018	Sept 2018	Oct 2017
Total Calls Handled	1,338	1,253	1,157
Average Call Length (all Warmline calls)	16.6 min	18.3 min	13.4 min

People 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/text with 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	Oct '18	Sept '18	Oct '17
Caller reports feeling supported by the call	96.1%	95.6%	98.4%
Caller received referrals	1.5%	1.6%	0.4%
Caller was transferred to an NMCAL counselor	0.7%	0.2%	0.3%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	1.7%	2.6%	0.9%

Warmline Text Message Data	Oct 2018	Sept 2018	Oct 2017
Total *Conversations	213	100	N/A

**Text Message Conversation Data outlines the total conversations peer supports engaged in with people. These numbers do not outline the break down regarding the number of text messages that were exchanged during each of those conversations.*



The Warmline answers calls and text messages for people seeking support for themselves, or someone else. Callers discuss struggles 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	Oct '18	Sept '18	Oct '17
Mental Health	88.9%	88.6%	98.1%
Relationships	4.6%	3.8%	0.7%
Healthcare	2.5%	2.9%	0.3%
Employment/Education	0.7%	0.4%	0.0%
Housing	0.7%	0.7%	0.0%
Family	0.6%	0.8%	0.1%
Spirituality	0.4%	0.6%	0.0%
Friends	0.4%	0.3%	0.0%
Substance Use	0.4%	1.0%	0.5%
Legal	0.3%	0.1%	0.0%
Abuse/Neglect	0.2%	0.1%	0.4%
Finances	0.2%	0.5%	0.0%
Food/Nutrition	0.2%	0.3%	0.1%
Administrative Call	0.0%	0.1%	0.0%

Crisis Line counselors work in conjunction with Warmline peer support specialists to ensure that callers receive the most appropriate services. There are times when calls will be transferred to, or from, the crisis line.

Calls Transferred between Warmline and NMCAL	Oct '18	Sept '18	Oct '17
from NMCAL to Warmline	0	16	9
from Warmline to NMCAL	8	2	3

