



December 2018 New Mexico Utilization Report

- Program Overview Summary (p. 1-2)
- Crisis and Access Line and NSPL Data (p. 3-8)
- Peer-to-Peer Warmline Data (p. 9-10)

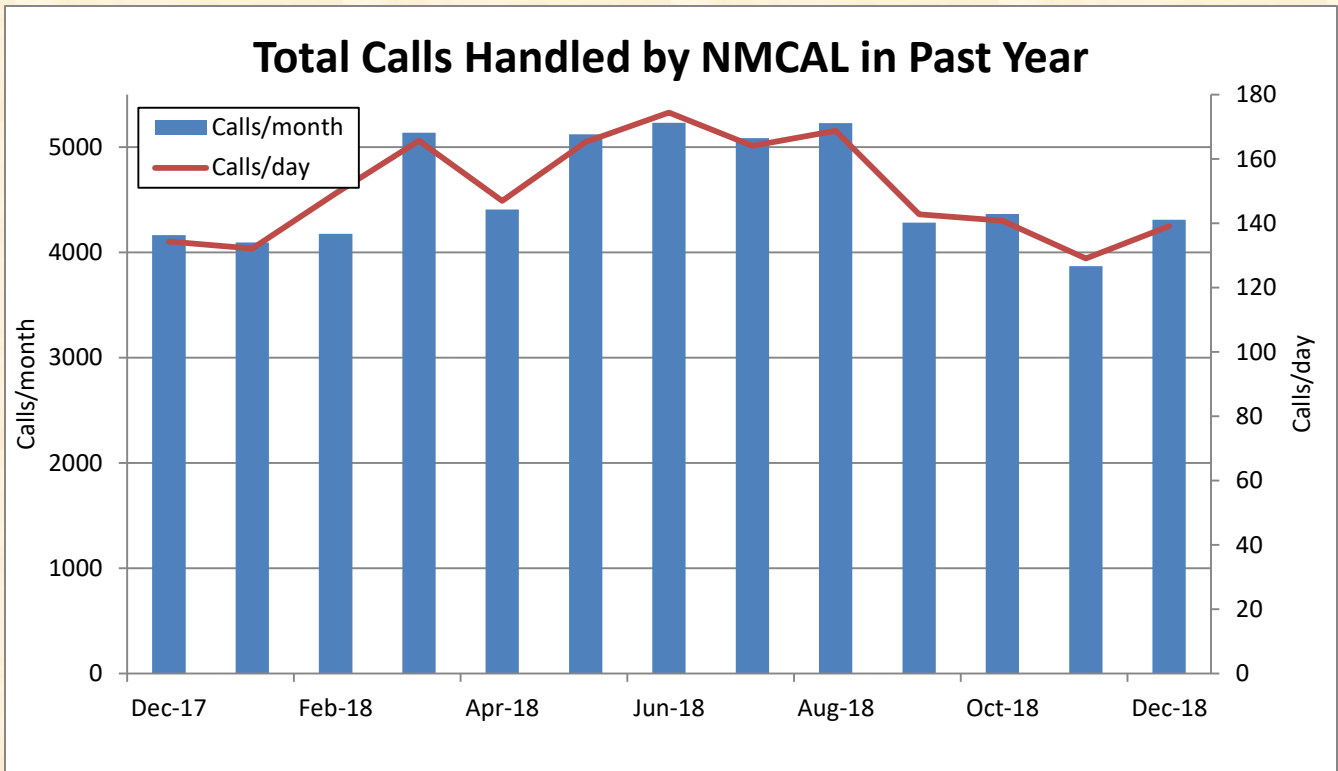
PROGRAM OVERVIEW SUMMARY

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 55,321 calls. This includes 24,203 calls on the Statewide Crisis and Access Line, 6,270 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 14,368 calls on the Peer-to-Peer Warmline, and 10,114 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Dec 2018	Nov 2018	Dec 2017
Total Statewide Crisis Line + NSPL Calls	2,346	2,175	2,258
Total Inbound Calls	1,931	1,754	1,689
Calling about Self	1,761	1,601	1,531
Calling about a Child	36	31	35
Calling about another Adult	134	122	123
Outbound Crisis Line Calls	152	164	142
Information/Referral Calls	36	25	32
Seeking information about NMCAL	8	6	12
Public Safety Calls	1	8	1
Administrative	6	8	8
Other	212	210	374
Warmline Calls	1,204	1,031	1,188
Calls Answered For Core Service Agencies	762	665	719
TOTAL CALLS ANSWERED	4,312	3,871	4,165



**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		
	Dec '18	Nov '18	Dec '17	Dec '18	Nov '18	Dec '17
Community Events	1	14	10			
NMCAL Presentations	2	15	7	172	2,106	285
Prevention Trainings	1	19	6	60	2,355	296
Community Meetings	15	20	10			
Media Encounters	0	1	1			
Media Mentions	25+	59+	120+			
TOTALS	44	128	154	220	4,461	581



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 December 2018.

Crisis Line Utilization	Dec '18	Nov '18	Dec '17
Total Calls Handled on the Crisis Line	2,346	2,175	2,258
Service Level (answered under 30 sec)	85.3%	75.5%	92.0%
Abandonment Rate	2.8%	5.2%	1.3%
Average Speed of Answer	20 sec	34 sec	13 sec
Average Call Length (Crisis Line calls)	20.4 min	19.9 min	16.5 min

Level of Care Crisis Line Calls	Dec '18	Nov '18	Dec '17
Routine	57.5%	60.4%	71.3%
Urgent	38.0%	35.7%	26.3%
Emergent	4.4%	3.8%	2.4%



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		
	Dec '18	Nov '18	Dec '17		Dec '18	Nov '18	Dec '17
Bernalillo	836	692	589	San Miguel	10	7	6
Dona Ana	108	37	78	Eddy	9	5	13
Santa Fe	89	55	69	Luna	9	6	6
Sandoval	63	33	61	Los Alamos	8	3	1
Curry	48	11	9	Roosevelt	5	3	0
Socorro	41	28	9	Sierra	4	5	12
Taos	36	50	85	Guadalupe	3	2	0
Chaves	33	17	23	Lincoln	3	3	5
Torrance	28	23	7	Quay	1	3	1
Valencia	25	24	18	Union	1	1	0
Otero	23	24	36	De Baca	0	1	0
Rio Arriba	22	9	9	Colfax	0	2	2
Grant	15	9	30	Catron	0	0	0
San Juan	15	20	150	Harding	0	0	0
McKinley	14	10	11	Mora	0	0	1
Lea	12	3	7	Hidalgo	0	0	0
Cibola	11	3	5	(outside NM)	32	33	36



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.

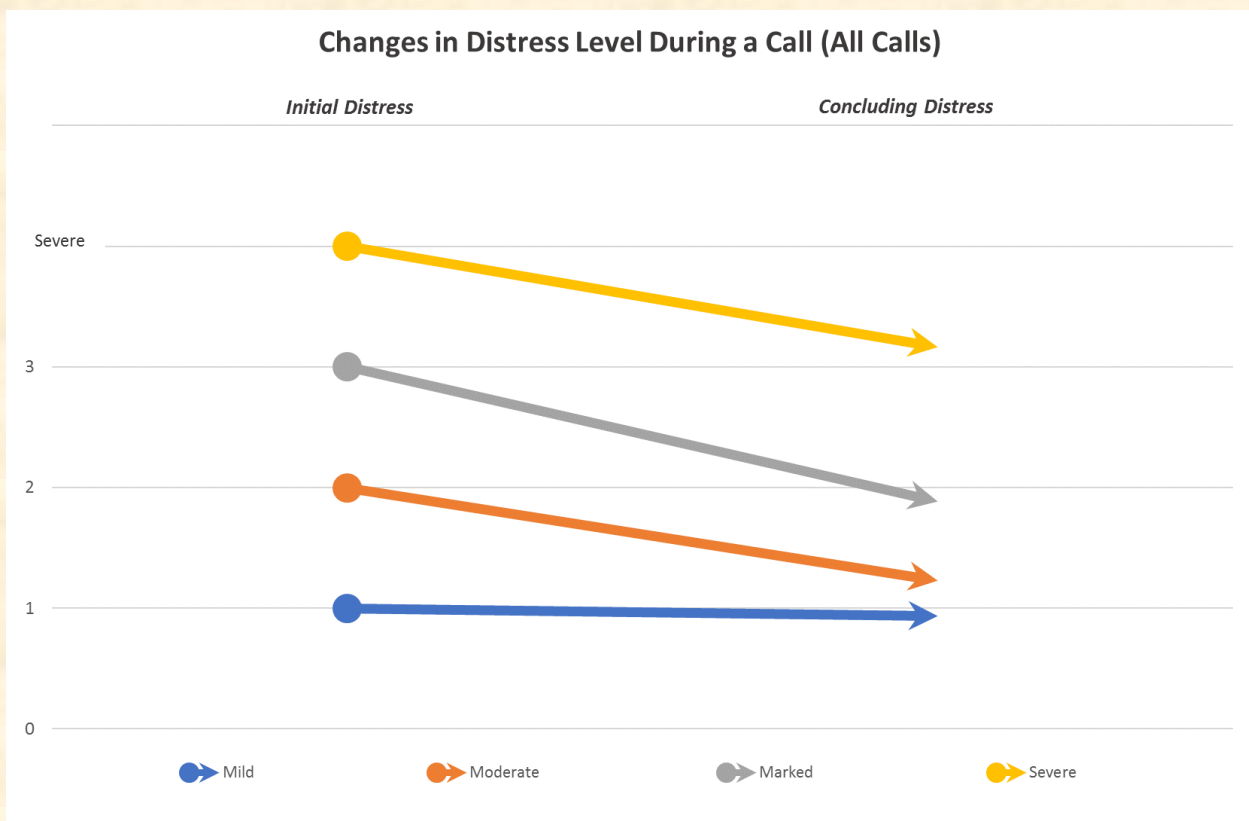
Primary Presenting Problem During Crisis Line Calls	Dec '18	Nov '18	Dec '17
Suicide	26.1%	20.0%	12.9%
Anxiety	26.0%	25.5%	21.9%
Situational Stress	23.0%	16.6%	18.0%
Depression	12.9%	10.9%	11.4%
Alcohol/Drugs	7.5%	6.5%	4.8%
Relationship/Marital	5.0%	3.4%	3.5%
Family	4.9%	3.4%	2.8%
Cognitive Concerns/Psychosis	4.3%	3.5%	12.2%
Grief/Loss	2.6%	0.9%	1.5%
Interpersonal Violence	1.6%	0.3%	0.5%
Danger to Others	1.3%	0.5%	0.2%
Child	1.1%	0.9%	0.7%
Medication	1.0%	0.4%	1.1%
Anger Management	0.7%	0.6%	0.5%
Intentional Self Injury	0.7%	0.9%	1.3%
Workplace Issue/Career Assistance	0.4%	0.2%	0.0%
Sexual Assault	0.2%	0.2%	0.2%
Other	6.8%	5.0%	6.5%



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	Dec '18	Nov '18	Dec '17
Caller stabilized by counselor, and referred to community resources if appropriate	95.3%	94.5%	96.2%
Counselor made an abuse report	0.5%	1.1%	0.7%
Caller will take the person of concern to the hospital	0.1%	0.3%	0.1%
Caller agreed to go to the hospital	0.5%	0.1%	0.3%
Caller agreed to call 911 regarding immediate danger	0.1%	0.5%	0.2%
Caller conferenced to 911 due to immediate danger	1.7%	1.6%	1.5%
Counselor contacted police with caller's consent	0.5%	0.6%	0.3%
Counselor contacted police without caller's consent	1.3%	1.2%	0.7%

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 35.2% of the calls in December. The 540 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	Dec '18	Nov '18	Dec '17
Caller stabilized by counselor, and referred to community resources if appropriate	89.5%	88.3%	89.1 %
Caller will take the person of concern to the hospital	0.0%	1.0%	0.0 %
Caller agreed to go to the hospital	1.1%	0.2%	1.0 %
Caller agreed to call 911 regarding immediate danger to a third party	0.2%	1.0%	0.7 %
Caller conferenced to 911 due to immediate danger	4.0%	3.8%	5.4 %
Counselor contacted police with caller's consent	1.5%	1.9%	1.0 %
Counselor contacted police without caller's consent	3.6%	3.8%	2.7 %



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 December 20.2% of crisis line callers (310 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	Dec '18	Nov '18	Dec '17
NMCAL Clinical calls related to Opioid Use	37	27	12
Warmline calls related to Opioid Use	16	8	7



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 14,724 calls, and 916 text conversations, during its operating hours of 3:30pm to 11:30pm MT.

Warmline Utilization Data	Dec 2018	Nov 2018	Dec 2017
Total Calls Handled	1,204	1,031	1,188
Average Call Length (all Warmline calls)	17.5 min	17.0 min	14.3 min

Outcome of Warmline Calls	Dec '18	Nov '18	Dec '17
Caller reports feeling supported by the call	96.6%	98.0%	96.9%
Caller received referrals	1.2%	0.9%	0.6%
Caller was transferred to an NMCAL counselor	0.5%	0.2%	0.3%
Emergency call to Public Safety was made	0.0%	0.0%	0.2%
Other/None of the Above	1.6%	0.9%	2.0%

Warmline Text Message Data	Dec 2018	Nov 2018	Dec 2017
Total *Conversations	161	179	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	Dec '18	Nov '18	Dec '17
Mental Health	85.0%	88.3%	95.9%
Relationships	6.0%	4.2%	0.7%
Family	2.0%	0.9%	0.6%
Healthcare	1.9%	2.3%	1.4%
Friends	1.1%	0.1%	0.2%
Employment/Education	0.7%	0.8%	0.0%
Housing	0.7%	0.8%	0.2%
Spirituality	0.7%	0.6%	0.3%
Finances	0.6%	0.5%	0.1%
Food/Nutrition	0.3%	0.5%	0.0%
Legal	0.3%	0.4%	0.1%
Substance Use	0.2%	0.5%	0.4%
Abuse/Neglect	0.1%	0.1%	0.3%
Administrative Call	0.2%	0.0%	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	Dec '18	Nov '18	Dec '17
from NMCAL to Warmline	25	7	14
from Warmline to NMCAL	5	2	4

