



# January 2019

## New Mexico Utilization Report

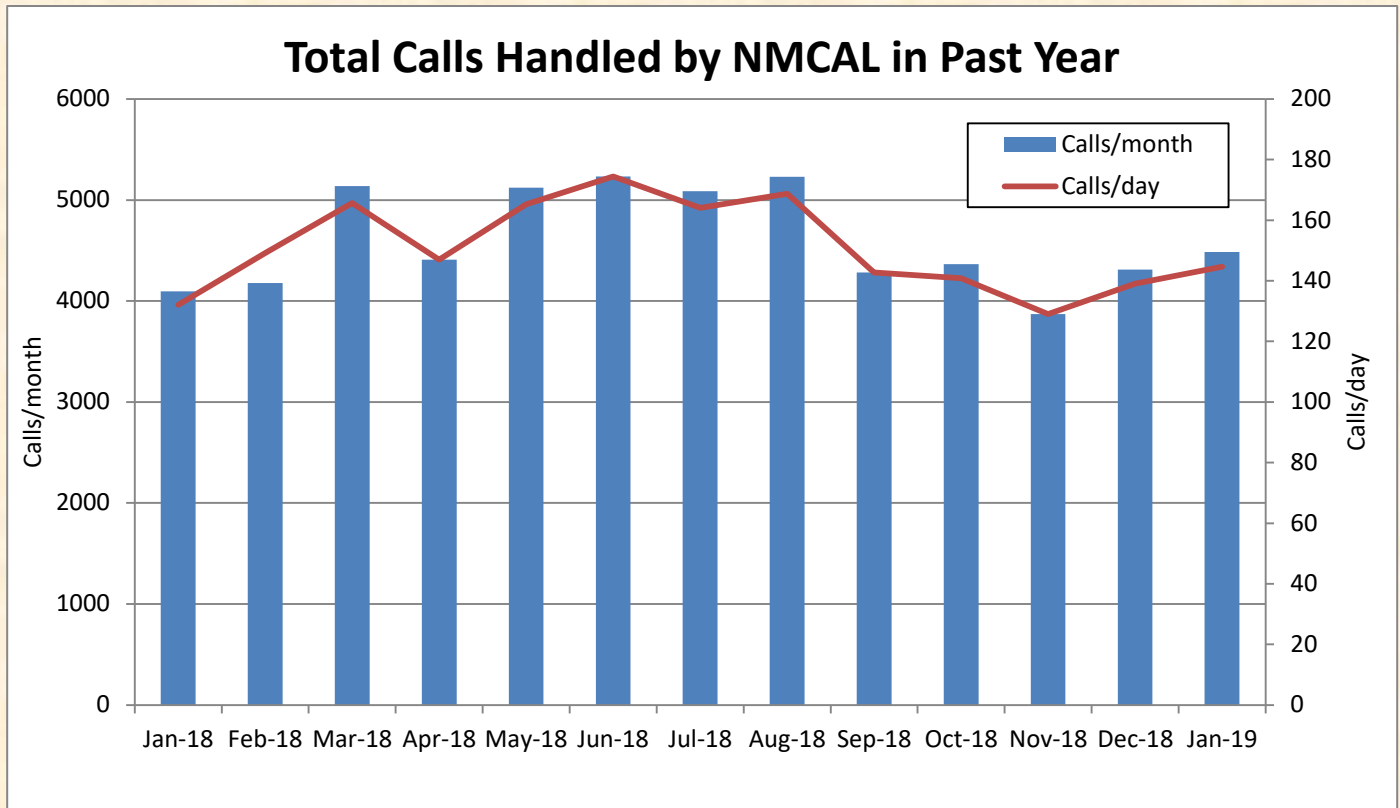
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### PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 4,484 calls. This includes 1,816 calls on the Statewide Crisis and Access Line, 564 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 1,236 calls and 135 text conversations on the Peer-to-Peer Warmline, and 868 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

<b>Calls Answered by Type</b>	<b>Jan 2019</b>	<b>Dec 2018</b>	<b>Jan 2018</b>
<b>Total Statewide Crisis Line + NSPL Calls</b>	<b>2,380</b>	<b>2,346</b>	<b>2,268</b>
Total Inbound Calls	1,892	1,931	1,708
Calling about Self	1,725	1,761	1,541
Calling about a Child	38	36	39
Calling about another Adult	129	134	128
Outbound Crisis Line Calls	166	152	124
Information/Referral Calls	34	36	30
Seeking information about NMCAL	12	8	11
Public Safety Calls	7	1	3
Administrative	7	6	9
Other	262	212	383
<b>Warmline Calls</b>	<b>1,236</b>	<b>1,204</b>	<b>828</b>
Warmline Text Message	<b>135</b>	<b>161</b>	<b>8</b>
<b>Calls Answered For Core Service Agencies</b>	<b>868</b>	<b>762</b>	<b>999</b>
<b>TOTAL CALLS ANSWERED</b>	<b>4,484</b>	<b>4,312</b>	<b>4,095</b>

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



**Integrated Program**

Everyone deals with pain and emotions differently. As such, NMCAL offers an integrated program where crisis line counselors, care associates, and crisis responders work in conjunction with Warmline peer support specialists to ensure that callers receive the most appropriate level of care. There are times when calls will be transferred to, or from, the crisis line.

<b>Calls Transferred between Programs</b>	<b>Jan '19</b>	<b>Dec '18</b>	<b>Jan '18</b>
from NMCAL to Warmline	7	25	7
from Warmline to NMCAL	2	5	3



# 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 January 2019.

Crisis Line Utilization	Jan '19	Dec '18	Jan '18
Total Calls Handled on the Crisis Line	2,380	2,346	2,268
Service Level (answered under 30 sec)	82.9%	85.3%	93.3%
Abandonment Rate	4.2%	2.8%	1.1%
Average Speed of Answer	23 sec	20 sec	11 sec
Average Call Length (Crisis Line calls)	20.0 min	20.4 min	16.7 min

We understand that every struggle is different. NMCAL offers immediate counseling to anyone that may need it, and provides invaluable support at critical times by connecting individuals to local services, when needed. We know that a being here to hear people, and offering a simple act of kindness, can help a person feel less alone, supported, and able to keep going.

Level of Care Crisis Line Calls	Jan '19	Dec '18	Jan '18
Routine	62.7%	57.5%	67.7%
Urgent	33.4%	38.0%	29.7%
Emergent	4.0%	4.4%	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		
	Jan '19	Dec '18	Jan '18		Jan '19	Dec '18	Jan '18
Bernalillo	811	836	652	San Miguel	7	10	7
Dona Ana	107	108	88	Colfax	7	0	1
Santa Fe	94	89	74	Sierra	6	4	6
Sandoval	53	63	62	Lea	5	12	5
Cibola	50	11	7	Los Alamos	5	8	3
Curry	34	48	40	Lincoln	4	3	2
Taos	33	36	45	Luna	4	9	4
Chaves	27	33	34	Catron	2	0	0
Otero	24	23	38	Quay	2	1	0
Rio Arriba	23	22	10	Guadalupe	2	3	1
San Juan	23	15	158	Roosevelt	2	5	6
Valencia	22	25	23	De Baca	1	0	0
McKinley	18	14	13	Mora	1	0	0
Torrance	15	28	12	Hidalgo	1	0	0
Socorro	12	41	26	Union	1	1	0
Eddy	9	9	12	Harding	0	0	0
Grant	9	15	39	(outside NM)	37	32	38



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.

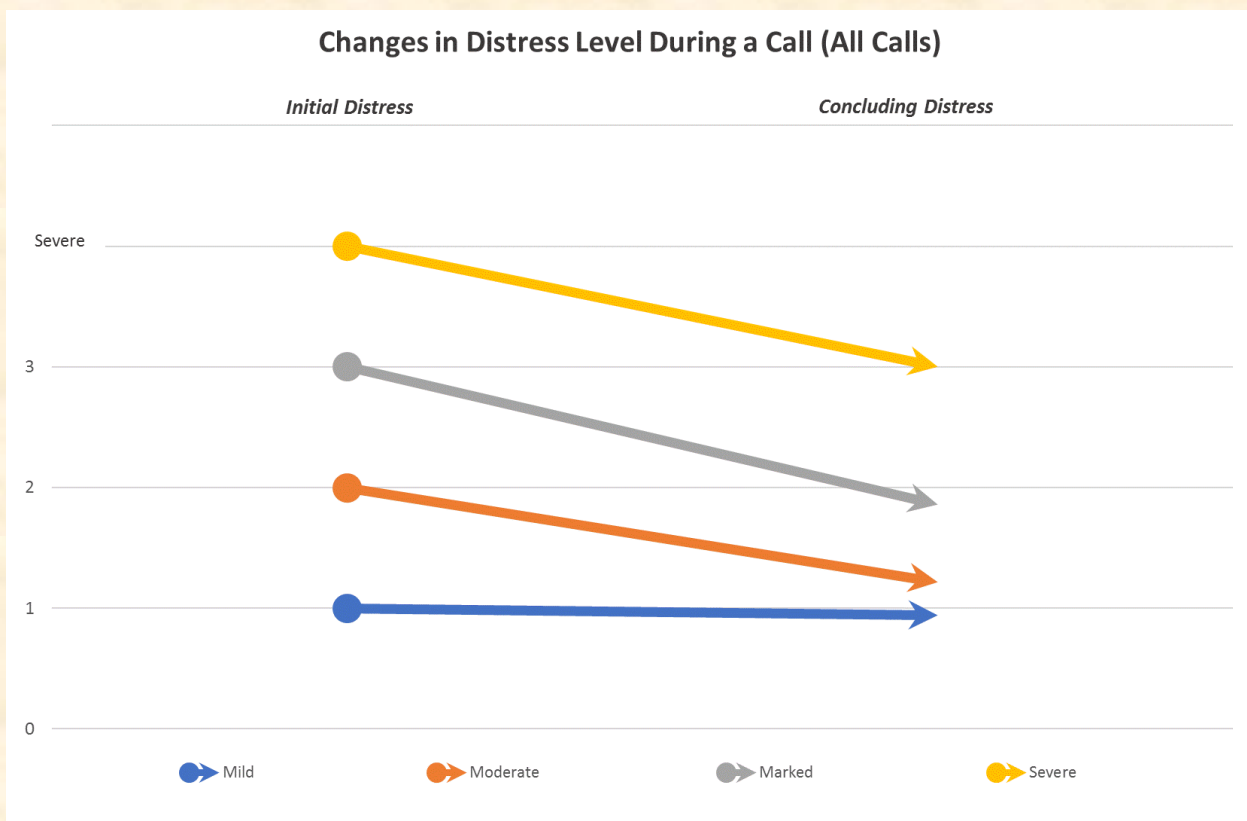
Primary Presenting Problem During Crisis Line Calls	Jan '19	Dec '18	Jan '18
Anxiety	23.5%	26.0%	23.8%
Situational Stress	18.3%	23.0%	15.6%
Suicide	18.2%	26.1%	12.9%
Depression	7.8%	12.9%	8.5%
Alcohol/Drugs	5.9%	7.5%	6.0%
Relationship/Marital	5.0%	5.0%	3.1%
Cognitive Concerns/Psychosis	3.9%	4.3%	11.6%
Family	3.5%	4.9%	2.1%
Grief/Loss	1.5%	2.6%	1.5%
Interpersonal Violence	1.1%	1.6%	0.7%
Danger to Others	1.0%	1.3%	0.4%
Child	0.9%	1.1%	1.0%
Anger Management	0.7%	0.7%	0.8%
Medication	0.6%	1.0%	1.1%
Intentional Self Injury	0.6%	0.7%	1.4%
Workplace Issue/Career Assistance	0.4%	0.4%	0.4%
Sexual Assault	0.1%	0.2%	0.2%
Other	7.1%	6.8%	7.2%



## 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.



<b>Clinical Disposition</b> <b>All Crisis Line Calls</b>	<b>Jan '19</b>	<b>Dec '18</b>	<b>Jan '18</b>
Caller stabilized by counselor, and referred to community resources if appropriate	94.2%	95.3%	96.2 %
Counselor made an abuse report	0.8%	0.5%	0.3 %
Caller will take the person of concern to hospital	0.1%	0.1%	0.3 %
Caller agreed to go to the hospital	0.9%	0.5%	0.6 %
Caller agreed to call 911 regarding immediate danger	0.4%	0.1%	0.2 %
Caller conferenced to 911 due to immediate danger	1.6%	1.7%	1.0 %
Counselor contacted police with caller's consent	0.1%	0.5%	0.7 %
Counselor contacted police without caller's consent	1.8%	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 30.5% of the calls in January. The 487 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.

<b>Clinical Disposition</b> <b>Crisis Line Calls Involving Suicide</b>	<b>Jan '19</b>	<b>Dec '18</b>	<b>Jan '18</b>
Caller stabilized by counselor, and referred to community resources if appropriate	86.1%	89.5%	89.7 %
Caller will take the person of concern to the hospital	0.2%	0.0%	0.7 %
Caller agreed to go to the hospital	2.6%	1.1%	1.6 %
Caller agreed to call 911 regarding immediate danger to a third party	0.9%	0.2%	0.9 %
Caller conferenced to 911 due to immediate danger	4.7%	4.0%	3.4 %
Counselor contacted police with caller's consent	0.4%	1.5%	1.8 %
Counselor contacted police without caller's consent	5.2%	3.6%	1.8 %



## 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 January 16.5% of crisis line callers (264 people) reported concerns related to drug and/or alcohol use impacting their lives.

With the Opioid epidemic currently being experienced in our community, NMCAL has begun tracking the number of calls that identified their concern is related specifically to an Opioid Use Disorder (OUD).

Calls Related to Opioid Use	Jan '19	Dec '18	Jan '18
NMCAL Clinical calls related to Opioid Use	36	37	30
Warmline calls related to Opioid Use	9	16	5

## Veterans

Crisis feels different for everybody. For veterans, crises can be heightened by experiences they may have had associated with their military service. Veterans often have concerns related to mental health and substance use which arose from a wide range of situations that were experienced before, during, and/or after their military service.

Veterans, active service members, and their loved ones can find relief by talking to someone.

Caller Identified as a Veteran	Jan '19	Dec '18	Jan '18
NMCAL calls	127	92	N/A
Warmline calls	18	9	5

*A simple act of kindness to people can help someone feel less alone*





# 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 1,236 calls during phone operating hours of 3:30pm to 11:30pm MT, and 135 text conversations during text operating hours of 6:00pm to 11:00pm MT. The Warmline answers calls and text messages for people seeking support for themselves, or someone else.

Warmline Utilization Data	Jan 2019	Dec 2018	Jan 2018
Total Calls Handled	1,236	1,204	828
Average Call Length (all Warmline calls)	16.9 min	17.5 min	13.4 min

The Warmline answers calls and text messages for people seeking support for themselves, or someone else.

Outcome of Warmline Calls	Jan '19	Dec '18	Jan '18
Caller reports feeling supported by the call	96.9%	96.6%	95.3%
Caller received referrals	1.5%	1.2%	1.0%
Caller was transferred to an NMCAL counselor	0.2%	0.5%	0.8%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	1.5%	1.6%	3.0%

Warmline Text Message Data	Jan 2019	Dec 2018	Jan 2018
Total *Conversations	135	161	8

*\*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.*



Callers discuss matters regarding physical, mental, behavioral, emotional, and/or social well being for themselves, or someone they know. Callers may share thoughts which could be associated with a secondary concern.

*Primary Presenting Problem in Warmline Calls	Jan '19	Dec '18	Jan '18
Mental Health	N/A	85.0%	94.6%
Isolation / Loneliness	38.0%	N/A	N/A
Anxiety / Situational Stress	26.8%	N/A	N/A
Interpersonal Relationships	7.9%	6.0%	2.1%
Depression	5.9%	N/A	N/A
Anger Management	3.5%	N/A	N/A
Grief / Loss	2.7%	N/A	N/A
Family	N/A	2.0%	1.0%
Healthcare	N/A	1.9%	0.6%
Cognitive Concerns / Psychosis	1.2%	N/A	N/A
Medication / Wellness Check In	1.2%	N/A	N/A
Substance Use	1.1%	0.2%	0.0%
Friends	N/A	1.1%	0.5%
Employment/Education	N/A	0.7%	0.4%
Housing	N/A	0.7%	0.3%
Spirituality	N/A	0.7%	0.1%
Finances	N/A	0.6%	0.1%
Abuse/Neglect	0.5%	0.1%	0.0%
Food/Nutrition	N/A	0.3%	0.1%
Legal	N/A	0.3%	0.0%
Resources / Community Referrals	0.5%	N/A	N/A
Sexual Assault	0.5%	N/A	N/A
Thoughts of Suicide	0.5%	N/A	N/A
Thoughts of Self-Injury	0.2%	N/A	N/A
Other Mental Health Concern	1.1%	N/A	N/A
Other	8.7%	N/A	N/A
Administrative Call	0.1%	0.2%	0.1%

\*Primary Presenting Problem of Warmline Calls was updated in January 2019, in an effort to capture greater understanding of the mental health concern Warmline callers were seeking support for.



Warmline callers are asked for their county of residence, as a way for peer supports to assist the callers in engaging with additional resources and support services beyond the call.

It is important to note that the responses are not independently verified, that this data is not necessarily predictive of an overall need for services in a county, and that there are community members that do not yet know about the Warmline resource.

Some things to keep in mind when reviewing demographic information include: (1) multiple callers chose not to share their demographic information during the call, (2) a large number of Warmline callers contact the program frequently, and (3) being an integrated program, callers have choice: some callers contact both the crisis line and the warmline, while other callers contact either the crisis line or the warmline.

*County of Residence	Total Calls			*County of Residence	Total Calls		
	Jan '19	Dec '18	Jan '18		Jan '19	Dec '18	Jan '18
Bernalillo	487	N/A	N/A	Curry	0	N/A	N/A
Valencia	167	N/A	N/A	De Baca	0	N/A	N/A
Sierra	72	N/A	N/A	Guadalupe	0	N/A	N/A
Taos	70	N/A	N/A	Harding	0	N/A	N/A
Sandoval	48	N/A	N/A	Hidalgo	0	N/A	N/A
San Miguel	44	N/A	N/A	Lea	0	N/A	N/A
Rio Arriba	34	N/A	N/A	Lincoln	0	N/A	N/A
Dona Ana	29	N/A	N/A	Los Alamos	0	N/A	N/A
Grant	29	N/A	N/A	Luna	0	N/A	N/A
Santa Fe	21	N/A	N/A	McKinley	0	N/A	N/A
Otero	21	N/A	N/A	Mora	0	N/A	N/A
Chaves	11	N/A	N/A	Quay	0	N/A	N/A
Socorro	7	N/A	N/A	Roosevelt	0	N/A	N/A
Cibola	2	N/A	N/A	San Juan	0	N/A	N/A
Colfax	2	N/A	N/A	Torrance	0	N/A	N/A
Eddy	1	N/A	N/A	Union	0	N/A	N/A
Catron	0	N/A	N/A	(outside NM)	0	N/A	N/A

*\*Reporting on County of Residence for Warmline Calls began in January 2019.*



# PUBLIC AWARENESS

## *Community Engagement*

Outreach, collaborations, trainings, and partnership building continues between NMCAL and shareholders, organizations, hospitals, public safety, communities, schools, volunteers, and stakeholders throughout the state.

Public Awareness & Community Engagement						
	# of encounters			# of participants		
	Jan '19	Dec '18	Jan '18	Jan '19	Dec '18	Jan '18
Community Events	5	1	8			
NMCAL Presentations	5	2	5	57	172	438
Prevention Trainings	3	1	2	68	60	63
Community Meetings	17	15	21			
Media Encounters	2	0	1			
Media Mentions	102+	25+	90+			
<b>TOTALS</b>	<b>134</b>	<b>44</b>	<b>127</b>	<b>125</b>	<b>220</b>	<b>501</b>

## NMCAL is “Here to Hear You”

Call the Crisis Line 24 hours a day, 7 days a week, 365 days a year  
1-855-NMCRISIS (1-855-662-7474)

Call the Peer to Peer Warmline from 3:30p - 11:30p MT everyday  
1-855-4NM-7100 (1-855-466-7100)

Text the Peer to Peer Warmline from 6:00p - 11:00p MT everyday  
1-855-4NM-7100 (1-855-466-7100)

TTYL Access available by calling 1-855-227-5485

For more information on the New Mexico Crisis and Access Line, the Peer-to-Peer Warmline, or any of its programs, please visit the NMCAL website at

[www.nmcrisisline.com](http://www.nmcrisisline.com)

