



# April 2019

## New Mexico Utilization Report

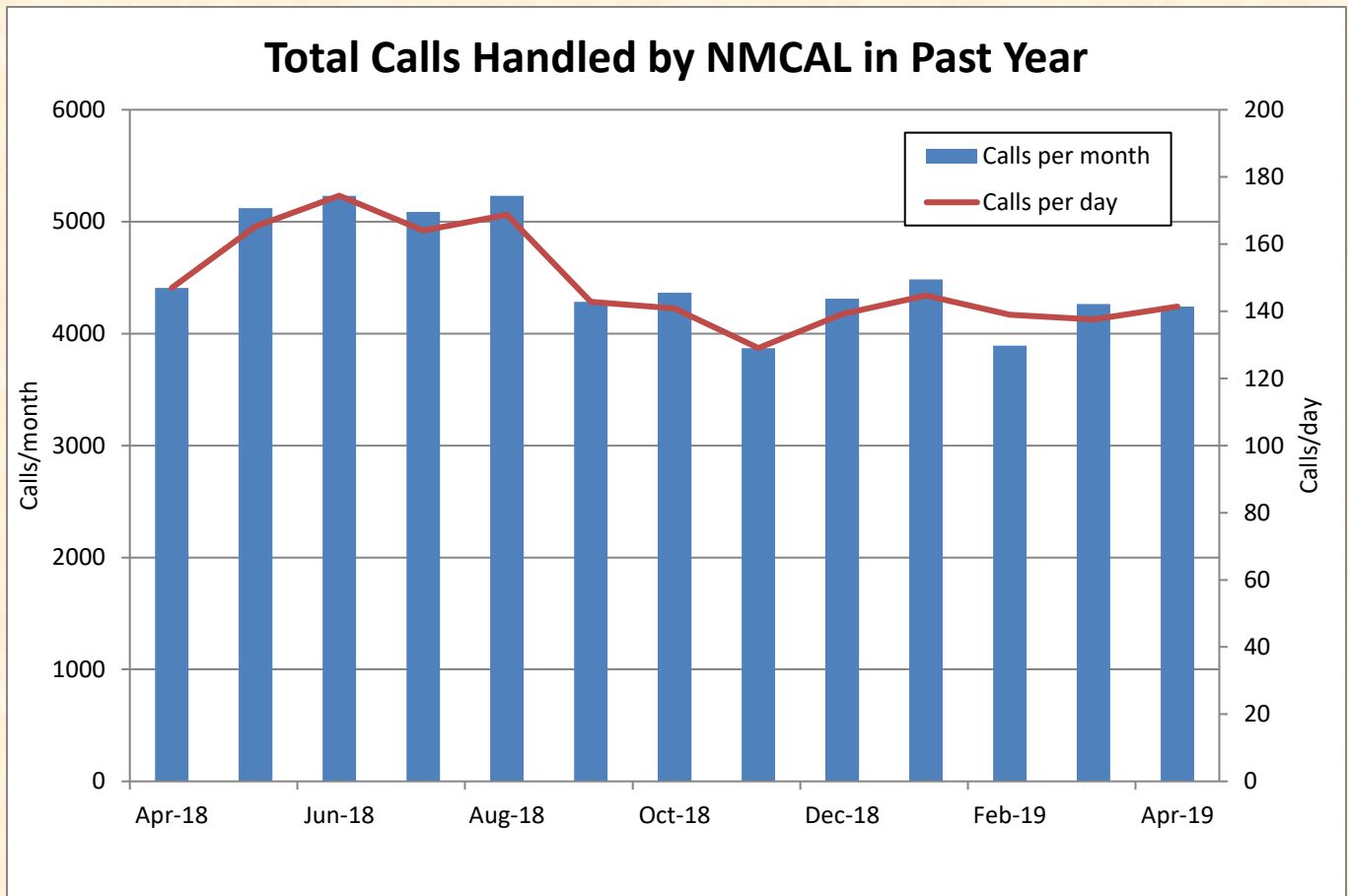
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### PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 16,882 calls. This includes 6,748 calls on the Statewide Crisis and Access Line, 2,407 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 4,379 calls and 393 text conversations on the Peer-to-Peer Warmline, and 3,078 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Apr 2019	Mar 2019	Apr 2018
<b>Total Statewide Crisis Line + NSPL Calls</b>	<b>2,378</b>	<b>2,301</b>	<b>2,291</b>
Total Inbound Calls	1,901	1,794	1,723
Calling about Self	1,707	1,602	1,527
Calling about a Child	32	36	45
Calling about another Adult	162	156	151
Outbound Crisis Line Calls	185	199	150
Information/Referral Calls	36	41	27
Seeking information about NMCAL	13	5	10
Public Safety Calls	6	5	1
Administrative	7	11	17
Other	230	246	363
<b>Warmline Calls</b>	<b>1,128</b>	<b>1,196</b>	<b>1,244</b>
Warmline Text Message	<b>78</b>	<b>99</b>	<b>33</b>
<b>Calls Answered For Core Service Agencies</b>	<b>737</b>	<b>767</b>	<b>1,244</b>
<b>TOTAL CALLS ANSWERED</b>	<b>4,243</b>	<b>4,264</b>	<b>4,409</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>Apr '19</b>	<b>Mar '19</b>	<b>Apr '18</b>
from NMCAL to Warmline	6	10	11
from Warmline to NMCAL	1	1	4



# CRISIS LINE UTILIZATION DATA

## *New Mexico Crisis and Access Line*

The following tables and charts provide information about calls handled by mental health professionals on the New Mexico Crisis and Access Line and National Suicide Prevention Lifeline during the month of April 2019.

Crisis Line Utilization	Apr '19	Mar '19	Apr '18
Total Calls Handled on the Crisis Line	2,378	2,301	2,291
Service Level (answered under 30 sec)	77.2%	78.8%	88.6%
Abandonment Rate	4.5%	4.3%	2.6%
Average Speed of Answer	29 sec	46 sec	14 sec
Average Call Length (Crisis Line calls)	21.6 min	21.7 min	17.3 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 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	Apr '19	Mar '19	Apr '18
Routine	58.6%	61.0%	68.3%
Urgent	35.6%	33.8%	28.4%
Emergent	5.8%	5.3%	3.3%



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		
	Apr '19	Mar '19	Apr '18		Apr '19	Mar '19	Apr '18
Bernalillo	797	780	673	Luna	8	3	10
Santa Fe	117	107	106	Sierra	7	2	6
Sandoval	89	63	38	Torrance	7	6	13
Dona Ana	73	76	91	Lea	6	3	6
San Juan	59	11	90	McKinley	6	13	18
Colfax	37	20	1	Los Alamos	5	7	2
Otero	35	77	39	Quay	5	2	0
Valencia	32	21	29	Roosevelt	4	6	1
Taos	25	14	19	Lincoln	3	12	5
Rio Arriba	22	27	7	Union	1	1	1
Chaves	21	15	12	Guadalupe	0	2	3
San Miguel	19	5	6	De Baca	0	1	0
Grant	16	10	27	Harding	0	1	0
Eddy	15	12	14	Hidalgo	0	1	0
Curry	14	41	65	Mora	0	2	1
Socorro	12	17	19	Catron	0	0	1
Cibola	9	14	6	(outside NM)	42	65	35



The primary presenting problem on a crisis line call 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	Apr '19	Mar '19	Apr '18
Suicide	21.3%	25.6%	16.4%
Anxiety	16.6%	27.9%	27.0%
Situational Stress	13.1%	24.7%	14.9%
Substance Use	9.1%	7.8%	7.6%
Depression	6.7%	9.5%	7.2%
Intimate Partner Relationship/Marital	4.8%	7.0%	3.0%
Family Concerns	4.4%	3.6%	1.1%
Cognitive Concerns/Psychosis	4.1%	4.4%	7.4%
*Loneliness	2.8%	N/A	N/A
Interpersonal Violence	2.6%	2.1%	0.6%
Grief/Loss	1.6%	2.1%	1.8%
*Sexuality/LGBTQ+ concerns	1.6%	N/A	N/A
*Health Issue/Chronic Pain	1.1%	N/A	N/A
Intentional Self Injury	0.9%	1.0%	0.8%
**Child	N/A	0.8%	1.1%
**Danger to Others	N/A	0.8%	0.6%
Workplace Issue/Career Counseling	0.9%	0.6%	0.1%
*Trauma	0.8%	N/A	N/A
Sexual Assault	0.3%	0.7%	0.3%
**Anger Management	N/A	0.6%	0.4%
*Relationships (Non-Romantic)	0.3%	N/A	N/A
Medication	0.2%	1.2%	0.9%
*Community Violence	0.1%	N/A	N/A
Other	6.5%	8.3%	8.8%

Primary Call Category was updated in April 2019 to more accurately reflect callers concerns.

\* Category Added

\*\* Category Updated (Edited or Removed)



## Levels of Distress and Clinical Disposition on Crisis Line Calls

During a clinical 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	Apr '19	Mar '19	Apr '18
Caller stabilized by counselor, and referred to community resources if appropriate	93.1%	93.3%	95.3%
Counselor made an abuse report	1.3%	1.5%	0.6%
Caller will take the person of concern to hospital	0.1%	0.1%	0.6%
Caller agreed to go to the hospital	0.8%	0.4%	0.6%
Caller agreed to call 911 regarding immediate danger	0.1%	0.3%	0.1%
Caller conferenced to 911 due to immediate danger	2.4%	2.5%	1.1%
Counselor contacted police with caller's consent	0.6%	0.1%	0.5%
Counselor contacted police without caller's consent	1.6%	1.9%	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 33.2% of the calls in April. The 516 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	Apr '19	Mar '19	Apr '18
Caller stabilized by counselor, and referred to community resources if appropriate	83.0%	84.7%	87.0%
Caller will take the person of concern to the hospital	0.2%	0.2%	1.4%
Caller agreed to go to the hospital	2.2%	1.4%	2.0%
Caller agreed to call 911 regarding immediate danger to a third party	0.2%	0.8%	0.3%
Caller conferenced to 911 due to immediate danger	7.4%	7.6%	3.4%
Counselor contacted police with caller's consent	1.8%	0.2%	2.0%
Counselor contacted police without caller's consent	5.1%	5.0%	4.0%



## Calls Involving Substance Use

NMCAL is here to support people that may be experiencing a substance use concern, either for themselves, or for the person of concern they are calling about. In April 6.2% of clinical crisis line callers (97 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 24.6% (382 people) reporting they had a history of substance use.

In April, callers identified that Opioids were a component of the primary reason for calling on 2.4% of the calls on the clinical crisis line, and on 0.4% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Apr '19	Mar '19	Apr '18
NMCAL Clinical calls related to Opioid Use	37	31	70
Warmline calls related to Opioid Use	4	4	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	Apr '19	Mar '19	Apr '18
NMCAL calls	99	144	67
Warmline calls	3	36	11

*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 4,649 calls during phone operating hours of 3:30pm to 11:30pm MT, and 393 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	Apr 2019	Mar 2019	Apr 2018
Total Calls Handled	1,128	1,196	1,244
Average Call Length (all Warmline calls)	16.6 min	18.1 min	16.3 min

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

Outcome of Warmline Calls	Apr '19	Mar '19	Apr '18
Caller reports feeling supported by the call	98.5%	98.6%	98.1%
Caller received referrals	0.2%	0.2%	0.3%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.4%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	1.2%	1.0%	1.2%

Warmline Text Message Data	Apr 2019	Mar 2019	Apr 2018
Total *Conversations	78	99	33

*\*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.

<b>*Primary Presenting Problem in Warmline Calls</b>	<b>Apr '19</b>	<b>Mar '19</b>	<b>Apr '18</b>
Mental Health	N/A	N/A	88.6%
Isolation / Loneliness	30.9%	30.0%	N/A
Anxiety / Situational Stress	23.9%	25.3%	N/A
Interpersonal Relationships	10.2%	9.4%	4.8%
Depression	5.2%	5.8%	N/A
Substance Use	2.0%	5.4%	0.4%
Anger Management	1.9%	1.6%	N/A
Medication / Wellness Check In	1.4%	1.3%	N/A
Resources / Community Referrals	0.7%	0.9%	N/A
Cognitive Concerns / Psychosis	0.9%	0.7%	N/A
Abuse/Neglect	0.2%	0.7%	0.0%
Grief / Loss	1.1%	0.6%	N/A
Thoughts of Suicide	0.4%	0.3%	N/A
Thoughts of Self-Injury	0.0%	0.2%	N/A
Sexual Assault	0.3%	0.1%	N/A
Healthcare	N/A	N/A	1.8%
Family	N/A	N/A	1.8%
Friends	N/A	N/A	0.5%
Employment/Education	N/A	N/A	0.3%
Housing	N/A	N/A	1.0%
Spirituality	N/A	N/A	0.3%
Finances	N/A	N/A	0.3%
Food/Nutrition	N/A	N/A	0.0%
Legal	N/A	N/A	0.3%
Administrative Call	0.0%	0.0%	0.0%
Other Mental Health Concern	1.5%	2.0%	N/A
Other	19.4%	15.8%	N/A

*\*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		
	Apr '19	Mar '19	Apr '18		Apr '19	Mar '19	Apr '18
Bernalillo	387	467	N/A	Curry	0	0	N/A
Valencia	128	133	N/A	De Baca	0	0	N/A
Sierra	103	75	N/A	Guadalupe	0	0	N/A
Santa Fe	53	48	N/A	Harding	0	0	N/A
Sandoval	51	25	N/A	Hidalgo	0	0	N/A
San Miguel	48	42	N/A	Lea	0	0	N/A
Taos	48	47	N/A	Lincoln	0	0	N/A
Dona Ana	23	33	N/A	Luna	0	1	N/A
Rio Arriba	19	19	N/A	McKinley	0	0	N/A
Grant	18	32	N/A	Mora	0	0	N/A
Eddy	3	1	N/A	Otero	0	2	N/A
Los Alamos	3	1	N/A	Quay	0	0	N/A
San Juan	1	0	N/A	Roosevelt	0	0	N/A
Catron	0	0	N/A	Socorro	0	0	N/A
Chaves	0	0	N/A	Torrance	0	0	N/A
Cibola	0	0	N/A	Union	0	0	N/A
Colfax	0	0	N/A	(outside NM)	0	0	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		
	Apr '19	Mar '19	Apr '18	Apr '19	Mar '19	Apr '18
Community Events	12	9	12			
NMCAL Presentations	45	5	2	381	259	50
Prevention Trainings	5	3	1	208	216	30
Community Meetings	67	23	6			
Media Encounters	2	2	2			
Media Mentions	178+	250+	90+			
<b>TOTALS</b>	<b>315</b>	<b>292</b>	<b>113</b>	<b>589</b>	<b>475</b>	<b>80</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)

