



May 2019

New Mexico Utilization Report

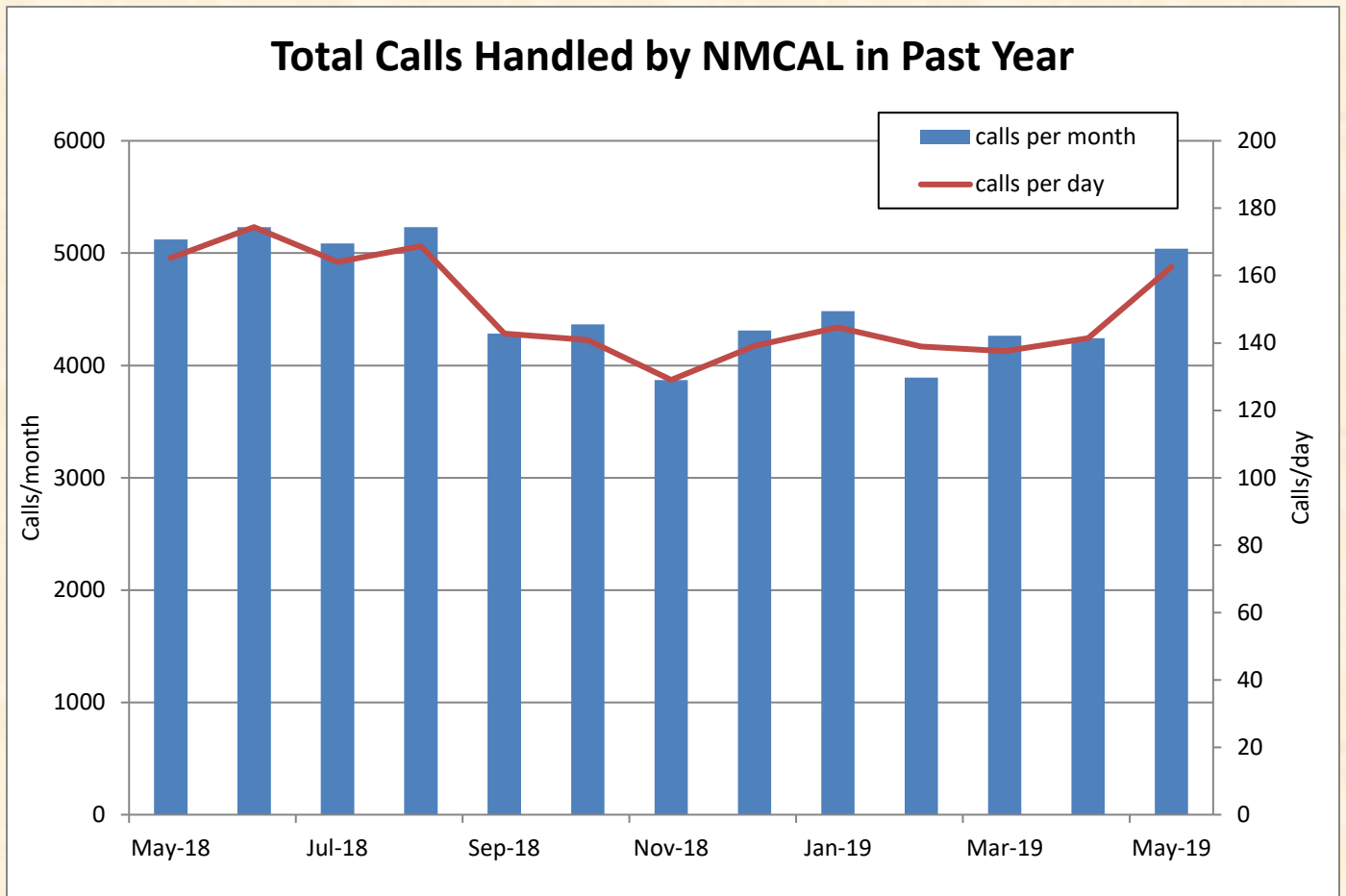
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PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 21,922 calls. This includes 7,948 calls on the Statewide Crisis and Access Line, 3,362 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 6,684 calls and 454 text conversations on the Peer-to-Peer Warmline, and 3,928 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	May 2019	April 2019	May 2018
Total Statewide Crisis Line + NSPL	2,155	2,378	2,715
Total Inbound Calls	1,666	1,901	2,144
Calling about Self	1,496	1,707	1,913
Calling about a Child	33	32	44
Calling about another Adult	137	162	169
Outbound Crisis Line Calls	204	185	165
Information/Referral Calls	22	36	32
Seeking info about NMCAL/Warmline	10	13	14
Public Safety Calls	2	6	5
Administrative	6	7	9
Other	245	230	346
Warmline Calls	2,035	1,128	1,466
Warmline Text Message	61	78	36
Core Service Agencies (CSAs) Calls	850	737	941
TOTAL CALLS ANSWERED	5,040	4,243	5,122

**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.

Calls Transferred between Programs	May '19	April '19	May '18
from NMCAL to Warmline	11	6	3
from Warmline to NMCAL	2	1	9



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 May 2019.

Crisis Line Utilization	May '19	April '19	May '18
Total Calls Handled on the Crisis Line	2,155	2,378	2,715
Service Level (answered under 30 sec)	78.9%	77.2%	88.9%
Abandonment Rate	5.7%	4.5%	3.1%
Average Speed of Answer	26 sec	29 sec	13 sec
Average Call Length (Crisis Line calls)	20.0 min	21.6 min	17.5 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	May '19	April '19	May '18
Routine	63.0%	58.6%	70.0%
Urgent	31.6%	35.6%	27.1%
Emergent	5.5%	5.8%	2.9%



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 '19	Apr '19	May '18		May '19	Apr '19	May '18
Bernalillo	573	797	958	Torrance	9	7	19
Santa Fe	105	117	95	Chaves	7	21	24
Sandoval	69	89	65	Luna	7	8	17
Dona Ana	56	73	93	Sierra	7	7	20
San Juan	51	59	73	Colfax	5	37	0
Otero	40	35	31	Cibola	4	9	6
Taos	39	25	36	Mora	4	0	0
Valencia	28	32	28	Union	4	1	0
Grant	22	16	28	De Baca	2	0	1
Rio Arriba	18	22	14	Roosevelt	2	4	1
Lincoln	15	3	6	Hidalgo	1	0	0
Curry	13	14	133	Lea	1	6	4
Los Alamos	11	5	4	Catron	0	0	1
McKinley	10	6	20	Guadalupe	0	0	0
San Miguel	10	19	9	Harding	0	0	0
Eddy	9	15	10	Quay	0	5	0
Socorro	9	12	22	(outside NM)	50	42	17



Primary presenting problems are determined from the general theme of the caller's concerns. Within each primary category, additional details may be discussed which could relate to the primary presenting problem.

Primary Presenting Problem During Crisis Line Calls	May '19	April '19	May '18
Suicide	20.5%	21.3%	13.9%
Anxiety	18.8%	16.6%	28.4%
Situational Stress	13.3%	13.1%	17.7%
Depression	7.2%	6.7%	8.2%
*Relationships (Non-Romantic)	7.0%	0.3%	N/A
Substance Use	5.5%	9.1%	5.2%
Cognitive Concerns/Psychosis	5.3%	4.1%	5.4%
*Loneliness	5.1%	2.8%	N/A
Intimate Partner Relationship/Marital	3.5%	4.8%	3.4%
Family Concerns	2.4%	4.4%	2.4%
Grief/Loss	2.0%	1.6%	1.1%
Interpersonal Violence	1.8%	2.6%	0.6%
*Health Issue/Chronic Pain	1.4%	1.1%	N/A
*Trauma	1.2%	0.8%	N/A
Intentional Self Injury	1.0%	0.9%	0.9%
Workplace Issue/Career Counseling	0.9%	0.9%	0.2%
Medication	0.7%	0.2%	1.4%
**Child	N/A	N/A	1.0%
**Anger Management	N/A	N/A	0.9%
**Danger to Others	N/A	N/A	0.4%
*Community Violence	0.2%	0.1%	N/A
Sexual Assault	0.1%	0.3%	0.3%
*Sexuality/LGBTQ+ concerns	0.1%	1.6%	N/A
Other	7.0%	6.5%	8.5%

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

* Category Added

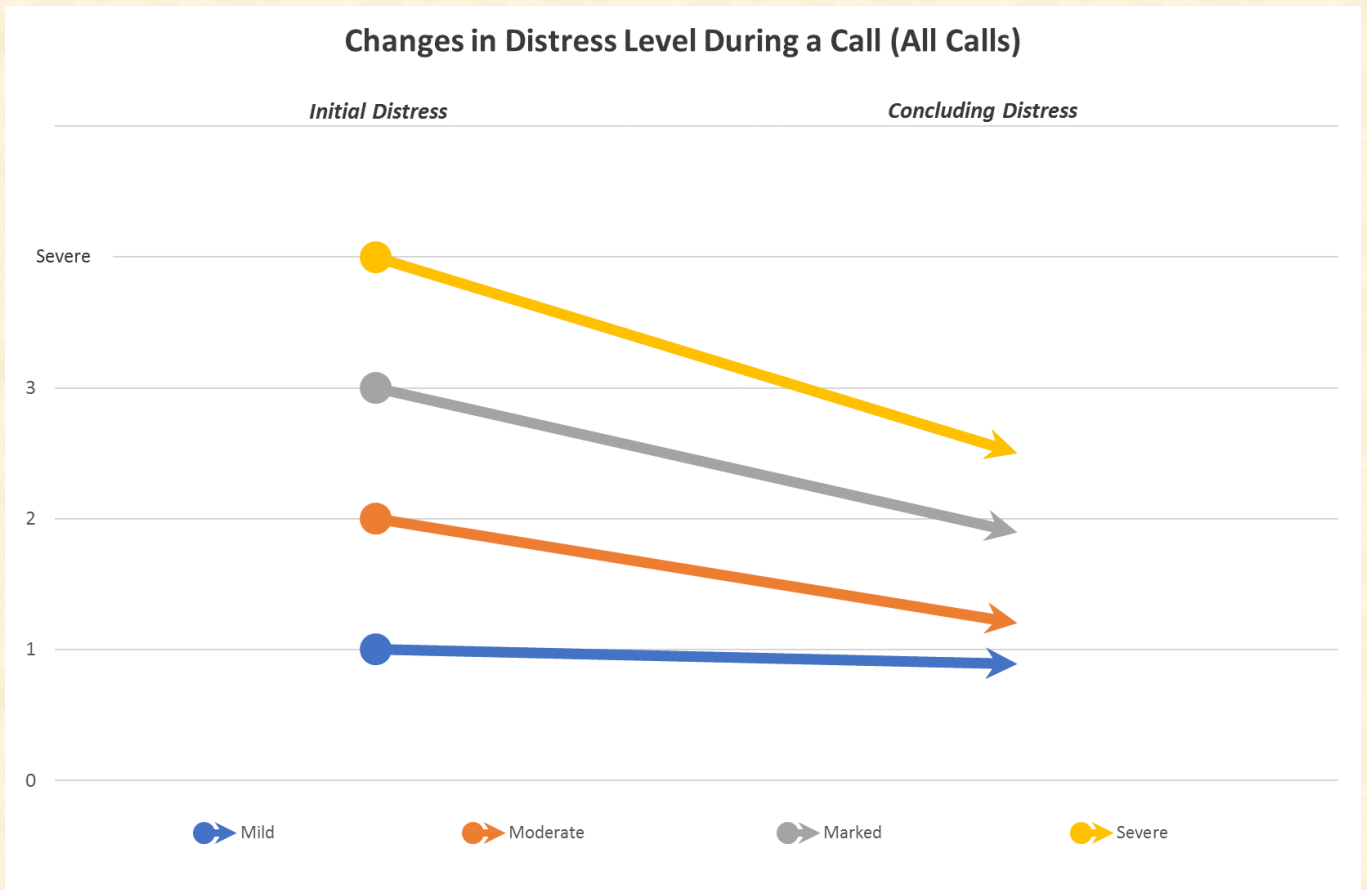
** Category Updated (Edited or Removed)



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	May '19	April '19	May '18
Caller stabilized by counselor, and referred to community resources if appropriate	93.8%	93.1%	96.2%
Counselor made an abuse report	1.0%	1.3%	0.7%
Caller will take the person of concern to hospital	0.1%	0.1%	0.1%
Caller agreed to go to the hospital	0.6%	0.8%	0.2%
Caller agreed to call 911 regarding immediate danger	0.1%	0.1%	0.3%
Caller conferenced to 911 due to immediate danger	1.9%	2.4%	1.2%
Counselor contacted police with caller's consent	0.5%	0.6%	0.3%
Counselor contacted police without caller's consent	2.0%	1.6%	1.1%

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 31.9% of the calls in May. The 460 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 '19	April '19	May '18
Caller stabilized by counselor, and referred to community resources if appropriate	84.5%	83.0%	88.9%
Caller will take the person of concern to the hospital	0.4%	0.2%	0.2%
Caller agreed to go to the hospital	1.5%	2.2%	0.9%
Caller agreed to call 911 regarding immediate danger to a third party	0.2%	0.2%	0.9%
Caller conferenced to 911 due to immediate danger	6.0%	7.4%	4.5%
Counselor contacted police with caller's consent	1.3%	1.8%	0.6%
Counselor contacted police without caller's consent	6.0%	5.1%	4.1%



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 May 19.9% of clinical crisis line callers (287 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 6.2% (89 people) reporting they had a history of substance use.

In May, callers identified that Opioids were a component of the primary reason for calling on 1.6% of the clinical calls on the clinical crisis line, and on 0.4% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	May '19	April '19	May '18
NMCAL Clinical calls related to Opioid Use	23	37	48
Warmline calls related to Opioid Use	8	4	10

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	May '19	April '19	May '18
NMCAL calls	86	99	70
Warmline calls	2	3	12

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 6,684 calls during phone operating hours of 3:30pm to 11:30pm MT, and 454 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	May 2019	April 2019	May 2018
Total Calls Handled	2,035	1,128	1,244
Average Call Length (all Warmline calls)	16.6 min	16.6 min	16.2 min

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

Outcome of Warmline Calls	May '19	April '19	May '18
Caller reports feeling supported by the call	97.3%	98.5%	97.8%
Caller received referrals	0.7%	0.2%	0.5%
Caller was transferred to an NMCAL counselor	0.3%	0.1%	0.6%
Emergency call to Public Safety was made	0.0%	0.0%	0.1%
Other/None of the Above	1.6%	1.2%	1.0%

Warmline Text Message Data	May 2019	April 2019	May 2018
Total *Conversations	61	78	36

**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	May '19	April '19	May '18
Mental Health	N/A	N/A	90.9%
Isolation / Loneliness	32.5%	30.9%	N/A
Anxiety / Situational Stress	28.4%	23.9%	N/A
Interpersonal Relationships	7.4%	10.2%	3.1%
Depression	6.9%	5.2%	N/A
Anger Management	3.0%	1.9%	N/A
Substance Use	1.8%	2.0%	0.4%
Cognitive Concerns / Psychosis	0.9%	0.9%	N/A
Grief / Loss	0.9%	1.1%	N/A
Thoughts of Suicide	0.6%	0.4%	N/A
Sexual Assault	0.4%	0.3%	N/A
Medication / Wellness Check In	0.3%	1.4%	N/A
Abuse/Neglect	0.2%	0.2%	0.0%
Resources / Community Referrals	0.2%	0.7%	N/A
Thoughts of Self-Injury	0.1%	0.0%	N/A
Healthcare	N/A	N/A	1.4%
Family	N/A	N/A	1.7%
Friends	N/A	N/A	0.2%
Employment/Education	N/A	N/A	0.8%
Housing	N/A	N/A	0.4%
Spirituality	N/A	N/A	0.3%
Finances	N/A	N/A	0.6%
Food/Nutrition	N/A	N/A	0.0%
Legal	N/A	N/A	0.1%
Administrative Call	0.0%	0.0%	0.2%
Other Mental Health Concern	1.4%	1.5%	N/A
Other	14.9%	19.4%	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		
	May '19	April '19	May '18		May '19	April '19	May '18
Bernalillo	322	387	N/A	Catron	0	0	N/A
Valencia	120	128	N/A	Chaves	0	0	N/A
Sierra	70	103	N/A	Cibola	0	0	N/A
Santa Fe	49	53	N/A	Colfax	0	0	N/A
Taos	43	48	N/A	De Baca	0	0	N/A
Dona Ana	35	23	N/A	Guadalupe	0	0	N/A
Sandoval	34	51	N/A	Harding	0	0	N/A
San Miguel	32	48	N/A	Hidalgo	0	0	N/A
Rio Arriba	22	19	N/A	Lea	0	0	N/A
Otero	18	0	N/A	Luna	0	0	N/A
Grant	13	18	N/A	McKinley	0	0	N/A
Eddy	2	3	N/A	Quay	0	0	N/A
Los Alamos	2	3	N/A	San Juan	0	1	N/A
Curry	1	0	N/A	Socorro	0	0	N/A
Lincoln	1	0	N/A	Torrance	0	0	N/A
Mora	1	0	N/A	Union	0	0	N/A
Roosevelt	1	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		
	May	April '19	May '18	May '19	April '19	May '18
Community Events	8	12	8			
NMCAL Presentations	7	45	11	467	321	219
Prevention Trainings	4	5	3	152	208	34
Community Meetings	28	67	19			
Media Encounters	1	2	0			
Media Mentions	236+	178+	32+			
TOTALS	284	315	73	611	589	253

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

