



## June 2019

# New Mexico Utilization Report

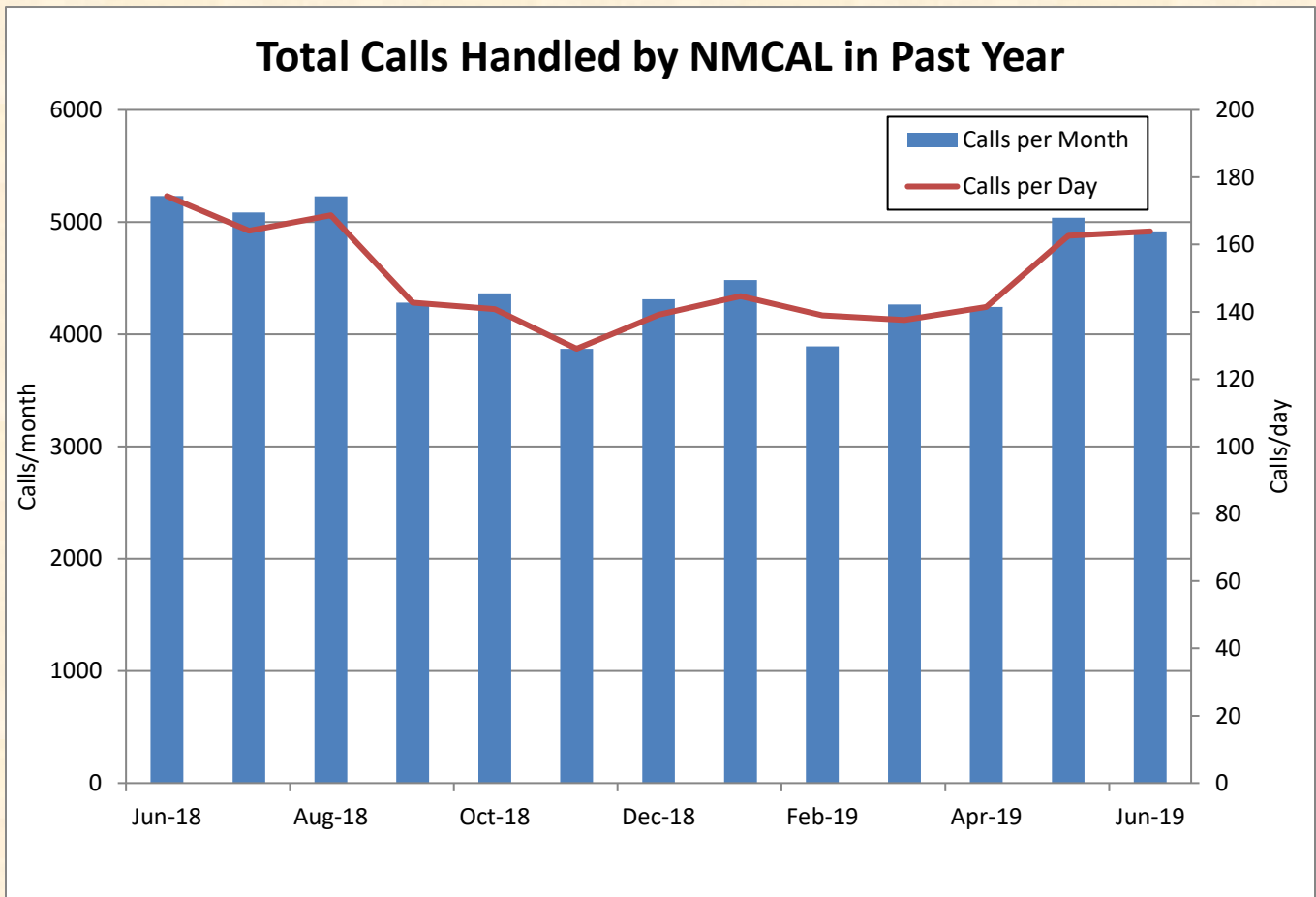
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## PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 26,840 calls.-This includes 9,657 calls on the Statewide Crisis and Access Line, 4,275 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 8,280 calls and 515 text conversations on the Peer-to-Peer Warmline, and 4,628 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	June 2019	May 2019	June 2018
<b>Total Statewide Crisis Line + NSPL</b>	<b>2,622</b>	<b>2,155</b>	<b>3,076</b>
Total Inbound Calls	2,047	1,666	2,437
Calling about Self	1,832	1,496	2,220
Calling about a Child	44	33	37
Calling about another Adult	171	137	180
Outbound Crisis Line Calls	233	204	249
Information/Referral Calls	30	22	33
Seeking info about NMCAL/Warmline	11	10	13
Public Safety Calls	3	2	4
Administrative	9	6	14
Other	289	245	326
<b>Warmline Calls</b>	<b>1,596</b>	<b>2,035</b>	<b>1,284</b>
Warmline Text Message	61	61	43
<b>Core Service Agencies (CSAs) Calls</b>	<b>700</b>	<b>850</b>	<b>872</b>
<b>TOTAL CALLS ANSWERED</b>	<b>4,918</b>	<b>5,040</b>	<b>5,232</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.

Calls Transferred between Programs	June '19	May '19	June '18
from NMCAL to Warmline	9	11	3
from Warmline to NMCAL	0	2	5



# 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 June 2019.

Crisis Line Utilization	June '19	May '19	June '18
Total Calls Handled on the Crisis Line	2,622	2,155	3,076
Service Level (answered under 30 sec)	79.8%	78.9%	85.2%
Abandonment Rate	4.2%	5.7%	4.3%
Average Speed of Answer	25 sec	26 sec	17 sec
Average Call Length (Crisis Line calls)	20.8 min	20.0 min	20.1 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	June '19	May '19	June '18
Routine	58.4%	63.0%	64.1%
Urgent	36.3%	31.6%	32.6%
Emergent	5.3%	5.5%	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		
	June '19	May '19	June '18		June '19	May '19	June '18
Bernalillo	748	573	1,053	Lea	9	1	9
Santa Fe	145	105	75	Lincoln	9	15	6
Dona Ana	103	56	86	Torrance	9	9	15
San Juan	87	51	69	Cibola	8	4	12
Sandoval	73	69	83	Sierra	7	7	15
Otero	65	40	43	Colfax	6	5	1
Taos	59	39	75	Luna	6	7	15
Chavez	27	7	54	Mora	4	4	1
Socorro	25	9	28	Roosevelt	3	2	2
Valencia	25	28	23	Quay	2	0	0
Rio Arriba	24	18	11	De Baca	1	2	1
Grant	19	22	20	Union	1	4	0
Curry	18	13	94	Catron	0	0	0
San Miguel	16	10	10	Guadalupe	0	0	0
Eddy	15	9	18	Harding	0	0	0
Los Alamos	15	11	3	Hidalgo	0	1	1
McKinley	15	10	19	(outside NM)	75	50	40



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	June '19	May '19	June '18
Suicide	21.1%	20.5%	19.5%
Anxiety	14.4%	18.8%	27.1%
Situational Stress	12.5%	13.3%	13.0%
Substance Use	9.4%	5.5%	4.2%
Depression	8.0%	7.2%	10.3%
Substance Use	9.4%	5.5%	4.2%
Cognitive Concerns/Psychosis	5.1%	5.3%	5.3%
Family Concerns	4.4%	2.4%	2.3%
Intimate Partner Relationship/Marital	3.9%	3.5%	3.3%
*Loneliness	3.4%	5.1%	N/A
Grief/Loss	1.9%	2.0%	1.8%
*Health Issue/Chronic Pain	1.5%	1.4%	N/A
*Trauma	1.5%	1.2%	N/A
Interpersonal Violence	1.4%	1.8%	0.7%
Workplace Issue/Career Counseling	1.4%	0.9%	0.2%
Intentional Self Injury	1.3%	1.0%	1.0%
Medication	0.4%	0.7%	0.7%
**Child	N/A	N/A	0.8%
**Anger Management	N/A	N/A	1.2%
**Danger to Others	N/A	N/A	0.6%
*Community Violence	0.3%	0.2%	N/A
Sexual Assault	0.3%	0.1%	0.3%
*Sexuality/LGBTQ+ concerns	0.1%	0.1%	N/A
Other	6.6%	7.0%	8.0%

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

\* Category Added

\*\* Category Updated (Edited or Removed)

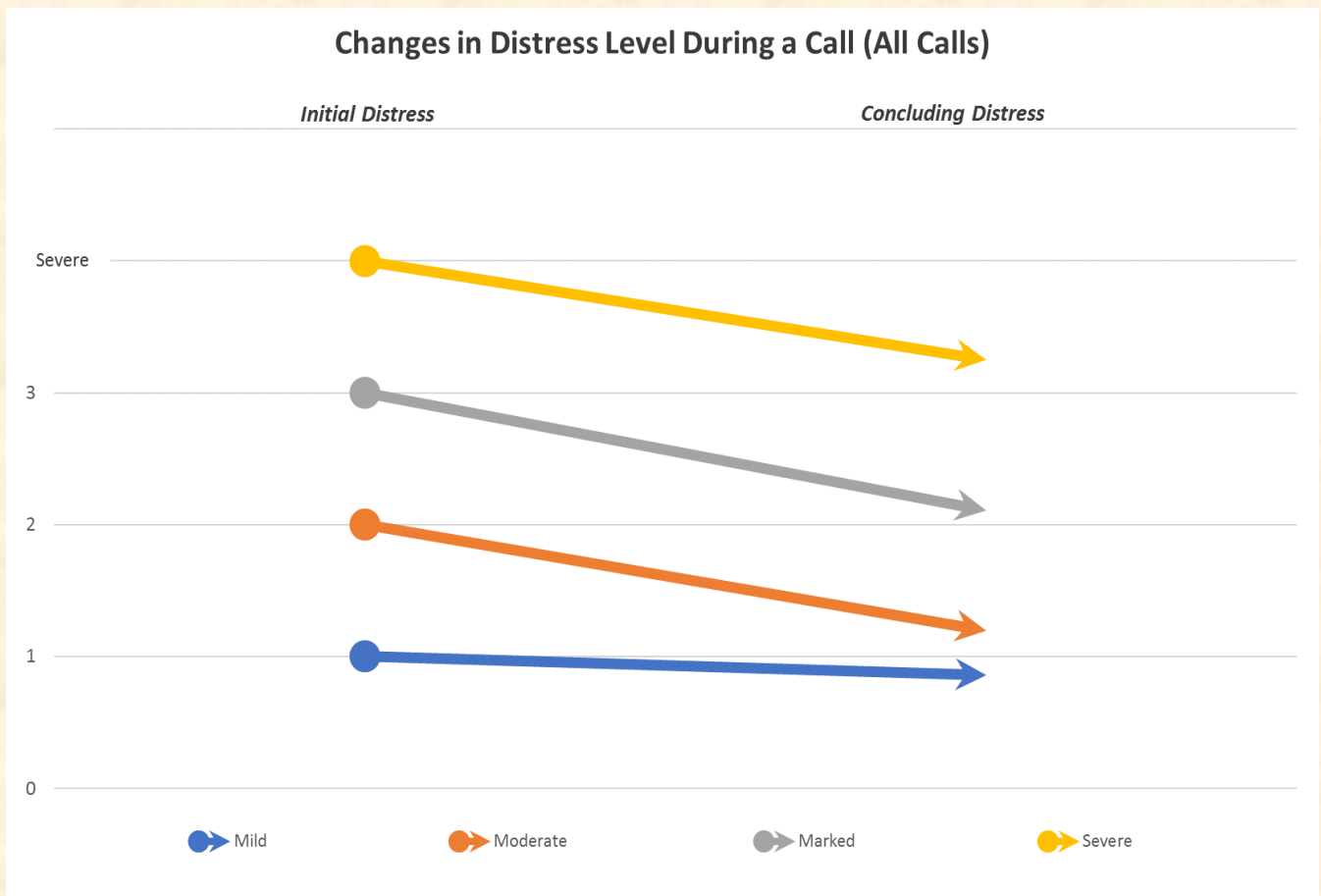




## Levels of Distress and Clinical Disposition on Crisis Line Calls

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	June '19	May '19	June '18
Caller stabilized by counselor, and referred to community resources if appropriate	93.6%	93.8%	95.3%
Counselor made an abuse report	0.8%	1.0%	0.4%
Caller will take the person of concern to hospital	0.2%	0.1%	0.4%
Caller agreed to go to the hospital	0.4%	0.6%	0.3%
Caller agreed to call 911 regarding immediate danger	0.2%	0.1%	0.3%
Caller conferenced to 911 due to immediate danger	2.2%	1.9%	1.4%
Counselor contacted police with caller's consent	0.8%	0.5%	0.6%
Counselor contacted police without caller's consent	1.8%	2.0%	1.4%

### 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 33.6% of the calls in June. The 595 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	June '19	May '19	June '18
Caller stabilized by counselor, and referred to community resources if appropriate	84.9%	84.5%	87.5%
Caller will take the person of concern to the hospital	0.5%	0.4%	0.7%
Caller agreed to go to the hospital	1.1%	1.5%	1.0%
Caller agreed to call 911 regarding immediate danger to a third party	0.0%	0.2%	0.5%
Caller conferenced to 911 due to immediate danger	6.3%	6.0%	4.1%
Counselor contacted police with caller's consent	2.3%	1.3%	2.2%
Counselor contacted police without caller's consent	4.9%	6.0%	3.9%



## 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 June 24.7% of clinical crisis line callers (437 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 6.0% (106 people) reporting they had a history of substance use.

In June, callers identified that Opioids were a component of the primary reason for calling on 2.8% of the clinical calls on the clinical crisis line, and on 0.1% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	June '19	May '19	June '18
NMCAL Clinical calls related to Opioid Use	49	23	28
Warmline calls related to Opioid Use	2	8	9

## 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	June '19	May '19	June '18
NMCAL calls	143	86	121
Warmline calls	8	2	19

*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 8,280 calls during phone operating hours of 3:30pm to 11:30pm MT, and 515 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	June 2019	May 2019	June 2018
Total Calls Handled	1,596	2,035	1,284
Average Call Length (all Warmline calls)	14.6 min	16.6 min	18.6 min

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

Outcome of Warmline Calls	June '19	May '19	June '18
Caller reports feeling supported by the call	98.3%	97.3%	97.7%
Caller received referrals	0.5%	0.7%	0.6%
Caller was transferred to an NMCAL counselor	0.0%	0.3%	0.4%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	1.2%	1.6%	1.3%

Warmline Text Message Data	June 2019	May 2019	June 2018
Total *Conversations	61	61	43

*\*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>June '19</b>	<b>May '19</b>	<b>June '18</b>
Mental Health	N/A	N/A	94.4%
Isolation / Loneliness	32.2%	32.5%	N/A
Anxiety / Situational Stress	26.2%	28.4%	N/A
Interpersonal Relationships	10.4%	7.4%	2.8%
Depression	7.9%	6.9%	N/A
Anger Management	2.6%	3.0%	N/A
Substance Use	1.6%	1.8%	0.1%
Cognitive Concerns / Psychosis	1.4%	0.9%	N/A
Grief / Loss	0.7%	0.9%	N/A
Medication / Wellness Check In	0.6%	0.3%	N/A
Abuse/Neglect	0.3%	0.2%	0.0%
Resources / Community Referrals	0.3%	0.2%	N/A
Sexual Assault	0.2%	0.4%	N/A
Thoughts of Self-Injury	0.1%	0.1%	N/A
Thoughts of Suicide	0.1%	0.6%	N/A
Healthcare	N/A	N/A	1.0%
Family	N/A	N/A	0.3%
Friends	N/A	N/A	0.0%
Employment/Education	N/A	N/A	0.3%
Housing	N/A	N/A	0.4%
Spirituality	N/A	N/A	0.2%
Finances	N/A	N/A	0.2%
Food/Nutrition	N/A	N/A	0.0%
Legal	N/A	N/A	0.2%
Administrative Call	0.0%	0.0%	0.0%
Other Mental Health Concern	1.3%	1.4%	N/A
Other	14.8%	14.9%	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		
	June '19	May '19	June '18		June '19	May '19	June '18
Bernalillo	299	322	N/A	Catron	0	0	N/A
Valencia	128	120	N/A	Colfax	0	0	N/A
Sierra	102	70	N/A	De Baca	0	0	N/A
Dona Ana	68	35	N/A	Eddy	0	2	N/A
Taos	51	43	N/A	Guadalupe	0	0	N/A
San Miguel	43	32	N/A	Harding	0	0	N/A
Sandoval	37	34	N/A	Hidalgo	0	0	N/A
Otero	29	18	N/A	Lea	0	0	N/A
Santa Fe	24	49	N/A	Lincoln	0	1	N/A
Rio Arriba	23	22	N/A	Luna	0	0	N/A
Grant	14	13	N/A	McKinley	0	0	N/A
San Juan	5	0	N/A	Mora	0	1	N/A
Los Alamos	3	2	N/A	Quay	0	0	N/A
Cibola	3	0	N/A	Roosevelt	0	1	N/A
Chaves	2	0	N/A	Socorro	0	0	N/A
Curry	2	1	N/A	Union	0	0	N/A
Torrance	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		
	June '19	May '19	June	June '19	May '19	June '18
Community Events	4	8	19			
NMCAL Presentations	1	7	12	79	467	192
Prevention Trainings	2	4	4	95	152	118
Community Meetings	23	28	26			
Media Encounters	1	1	0			
Media Mentions	123+	36+	40+			
<b>TOTALS</b>	<b>154</b>	<b>284</b>	<b>101</b>	<b>174</b>	<b>611</b>	<b>310</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)

