



December 2019

New Mexico Utilization Report

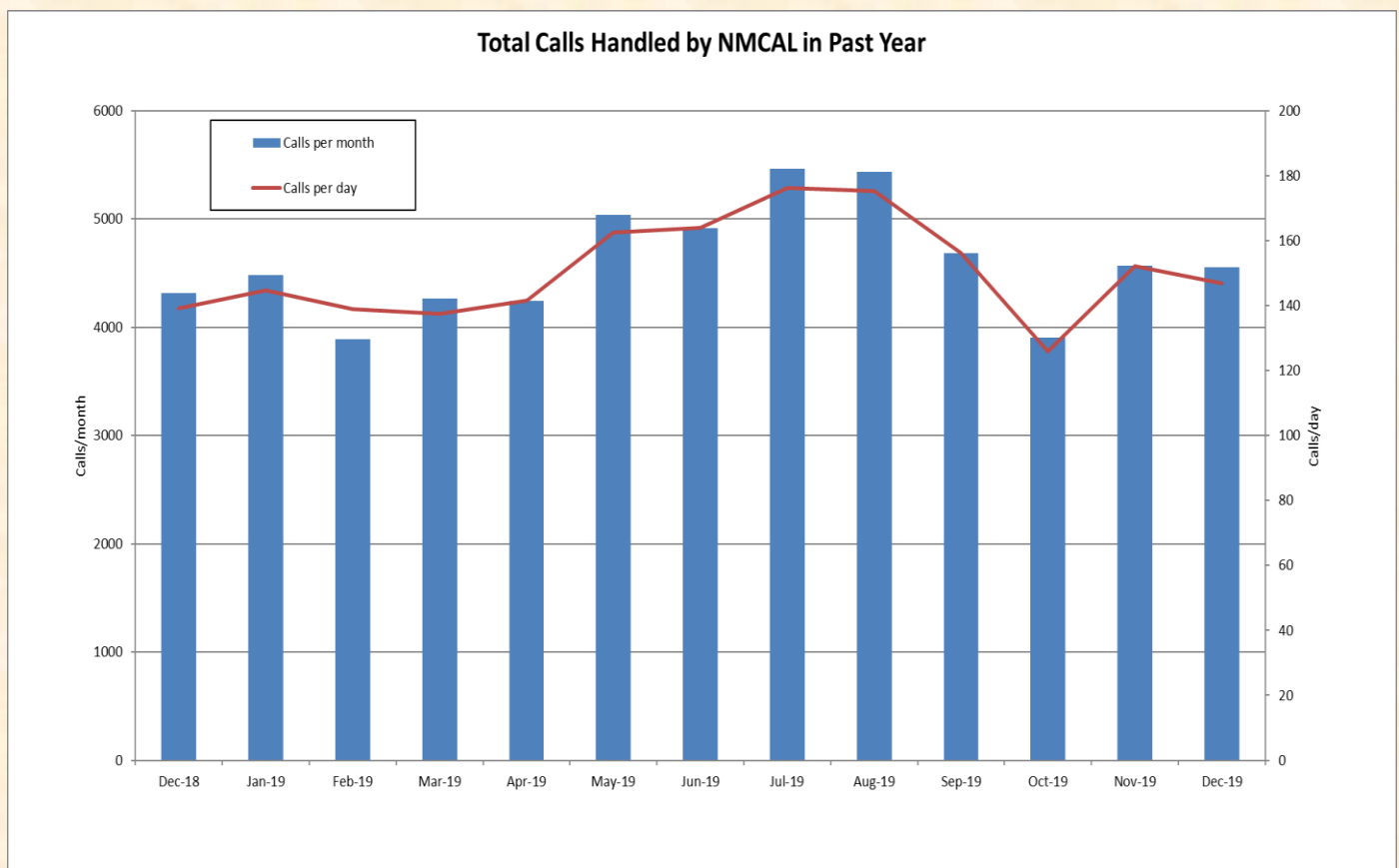
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PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 55,518 calls. This includes 17,571 calls on the Statewide Crisis and Access Line, 9,504 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 17,703 calls and 1,059 text conversations on the Peer-to-Peer Warmline, and 9,605–after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

Calls Answered by Type	Dec 2019	Nov 2019	Dec 2018
Total Statewide Crisis Line + NSPL	2,400	2,177	2,346
Total Inbound Clinical Calls	2,008	1,799	1,931
Calling about Self	1,827	1,598	1,601
Calling about a Child	32	47	31
Calling about another Adult	149	155	122
Outbound Crisis Line Calls	54	75	164
Information/Referral Calls	56	42	25
Seeking info about NMCAL/Warmline	18	12	96
Public Safety Calls	3	3	8
Administrative	8	3	8
Other	253	242	210
Warmline Calls	1,194	1,575	1,031
Warmline Text Message	69	102	161
Core Service Agencies (CSAs) Calls	957	812	762
TOTAL CALLS ANSWERED	4,551	4,567	4,312

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	Dec '19	Nov '19	Dec '18
from NMCAL to Warmline	10	7	25
from Warmline to NMCAL	1	0	5



CRISIS LINE UTILIZATION DATA

New Mexico Crisis and Access Line

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

^Crisis Line Clinical Calls	Dec '19	Nov '19	Dec '18
Total behavioral health support calls	2,008	2,177	2,346
Service Level (answered under 30 sec)	92.7%	81.9%	85.3%
Abandonment Rate	1.3%	4.1%	2.8%
Average Speed of Answer	12 sec	27 sec	20 sec
Average Call Length	20.4 min	21.7 min	20.4 min

NMCAL offers immediate professional mental health support to anyone that may want it. We understand that every struggle is different and proudly provides invaluable care in the moment a person needs it, and connects people to local services when appropriate. 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	Dec '19	Nov '19	Dec '18
Routine	59.4%	59.1%	57.5%
Urgent	35.5%	35.2%	38.0%
Emergent	5.2%	5.7%	4.4%



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 '19	Nov '19	Dec '18		Dec '19	Nov '19	Dec '18
Bernalillo	507	565	836	Socorro	8	14	41
Dona Ana	128	127	108	Rio Arriba	6	20	22
Santa Fe	78	106	89	Torrance	6	8	28
Otero	70	77	23	Luna	5	3	9
Curry	49	43	48	Lincoln	4	6	3
Sandoval	39	43	63	Union	5	1	1
Taos	37	24	36	Lincoln	4	6	3
San Juan	33	44	15	Colfax	3	5	0
Valencia	26	24	25	Los Alamos	3	12	8
McKinley	19	19	14	Quay	2	1	1
Sierra	18	11	4	Roosevelt	2	2	5
Chavez	17	6	33	Guadalupe	1	1	3
San Miguel	15	21	10	Harding	1	0	0
Eddy	13	9	9	Catron	0	0	0
Grant	12	6	15	De Baca	0	0	0
Cibola	11	12	11	Mora	0	1	0
Lea	8	4	12	(outside NM)	37	63	32



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	Dec '19	Nov '19	Dec '18
Suicide	23.9%	23.8%	26.1%
Anxiety	15.0%	18.4%	26.0%
Situational Stress	13.3%	12.4%	23.0%
Depression	9.1%	8.6%	12.9%
*Relationships (Non-Romantic)	8.1%	6.6%	N/A
Substance Use	6.6%	7.7%	7.5%
Cognitive Concerns/Psychosis	4.4%	4.8%	4.3%
Family Concerns	3.7%	3.4%	4.9%
*Loneliness	3.7%	2.9%	N/A
Intimate Partner Relationship/Marital	3.1%	2.6%	5.0%
*Trauma	1.6%	1.3%	N/A
Grief/Loss	1.2%	1.4%	2.6%
*Health Issue/Chronic Pain	1.2%	1.5%	N/A
Interpersonal Violence	1.1%	0.3%	1.6%
*Community Violence	0.7%	0.5%	N/A
Intentional Self Injury	0.7%	0.9%	0.7%
Medication	0.7%	0.4%	1.0%
Workplace Issue/Career Counseling	0.4%	0.8%	0.4%
*Sexuality/LGBTQ+ concerns	0.3%	0.1%	N/A
Sexual Assault	0.2%	0.1%	0.2%
**Anger Management	0.0%	0.1%	0.7%
**Child	0.0%	0.1%	1.1%
Other	8.1%	6.6%	6.8%
**Danger to Others	N/A	N/A	1.3%

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

* Category Added

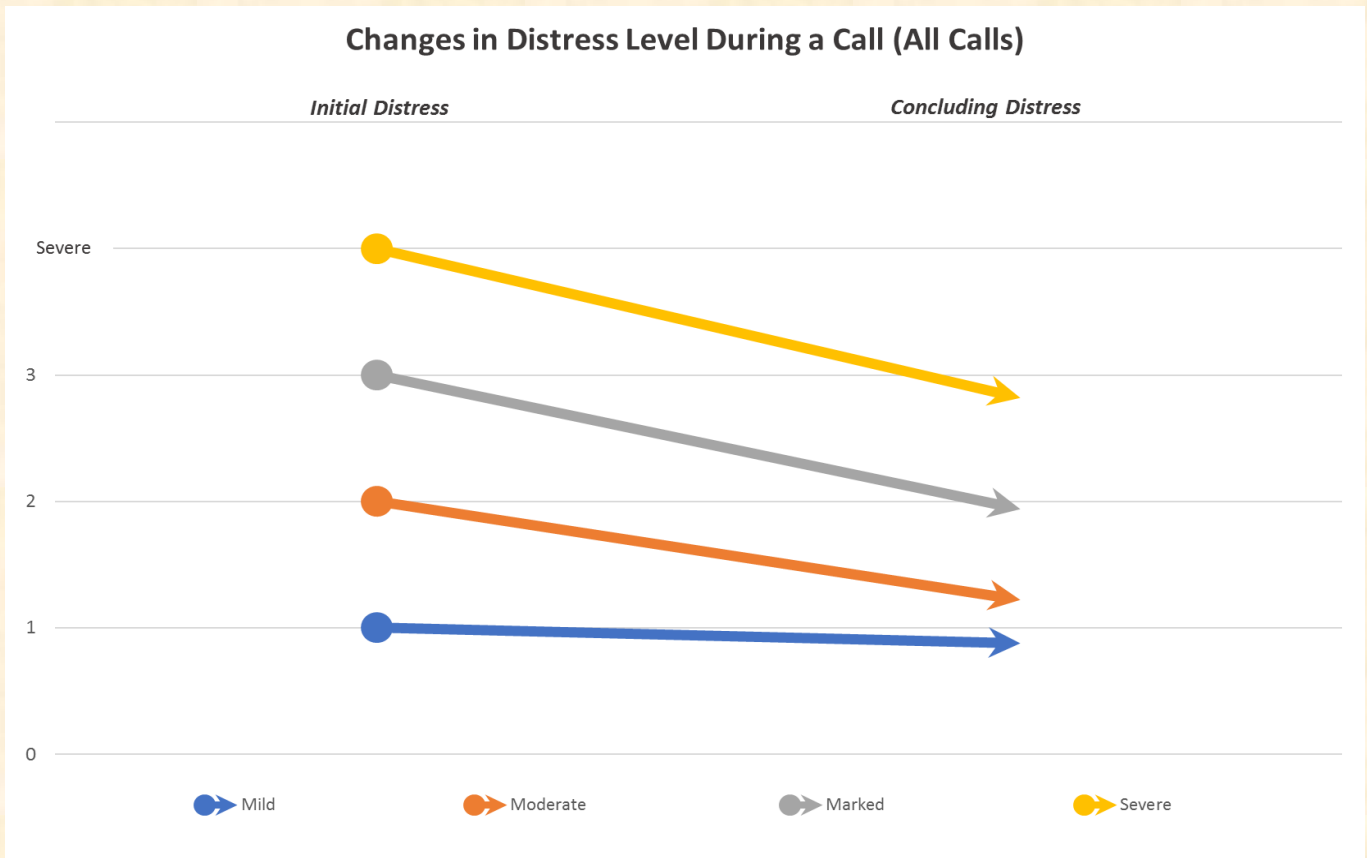
** Category Updated (Edited or Removed)



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	Dec '19	Nov '19	Dec '18
Caller stabilized by counselor, and referred to community resources if appropriate	94.1%	93.2%	95.3%
Counselor made an abuse report	0.5%	1.0%	0.5%
Caller will take the person of concern to hospital	0.4%	0.3%	0.1%
Caller agreed to go to the hospital	0.4%	0.2%	0.5%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.1%
Caller conferenced to 911 due to immediate danger	1.9%	2.9%	1.7%
Counselor contacted police with caller's consent	0.5%	0.3%	0.5%
Counselor contacted police without caller's consent	1.9%	2.0%	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 34.2% of the calls in December. The 548 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 '19	Nov '19	Dec '18
Caller stabilized by counselor, and referred to community resources if appropriate	85.9%	85.1%	89.5%
Caller will take the person of concern to the hospital	0.7%	0.6%	0.0%
Caller agreed to go to the hospital	1.3%	0.4%	1.1%
Caller agreed to call 911 regarding immediate danger to a third party	0.5%	0.2%	0.2%
Caller conferenced to 911 due to immediate danger	4.6%	7.7%	4.0%
Counselor contacted police with caller's consent	1.6%	0.8%	1.5%
Counselor contacted police without caller's consent	5.3%	5.2%	3.6%



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 December 22.2% of clinical crisis line callers (355 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 4.2% (67 people) reporting they had a history of substance use.

In December, callers identified that Opioids were a component of the primary reason for calling on 2.3% of the clinical calls on the clinical crisis line, and on 0.3% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Dec '19	Oct '19	Dec '18
NMCAL Clinical calls related to Opioid Use	37	42	37
Warmline calls related to Opioid Use	4	4	16

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	Dec '19	Nov '19	Dec '18
NMCAL calls	156	149	92
Warmline calls	12	9	9

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 17,703 calls during phone operating hours of 3:30pm to 11:30pm MT, and 1,059 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	Dec 2019	Nov 2019	Dec 2018
Total Calls Handled	1,194	1,575	1,204
Average Call Length (all Warmline calls)	20.9 min	16.3 min	17.5 min

Outcome of Warmline Calls	Dec '19	Nov '19	Dec '18
Caller reports feeling supported by the call	97.3%	99.6%	96.6%
Caller received referrals	0.6%	0.3%	1.2%
Caller was transferred to an NMCAL counselor	0.1%	0.0%	0.5%
Emergency call to Public Safety was made	0.0%	0.1%	0.0%
Other/None of the Above	1.9%	0.0%	1.6%

Warmline Text Message Data	Dec 2019	Nov 2019	Dec 2018
Total *Conversations	69	102	161

**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	Dec '19	Nov '19	Dec '18
Mental Health	<i>N/A</i>	<i>N/A</i>	85.0%
Isolation / Loneliness	48.6%	44.1%	<i>N/A</i>
Anxiety / Situational Stress	17.9%	24.6%	<i>N/A</i>
Depression	7.3%	6.1%	<i>N/A</i>
Interpersonal Relationships	4.4%	4.3%	6.0%
Anger Management	2.8%	3.6%	<i>N/A</i>
Cognitive Concerns / Psychosis	1.3%	1.4%	<i>N/A</i>
Substance Use	1.3%	0.8%	0.2%
Grief / Loss	1.1%	0.8%	<i>N/A</i>
Resources / Community Referrals	0.5%	0.3%	<i>N/A</i>
Medication / Wellness Check In	0.4%	0.5%	<i>N/A</i>
Immediate Support/Intervention	0.1%	0.1%	0.0%
Abuse/Neglect	0.0%	0.2%	0.1%
Sexual Assault	0.0%	0.0%	<i>N/A</i>
Thoughts of Self-Injury	0.0%	0.0%	<i>N/A</i>
Thoughts of Suicide	0.0%	0.2%	<i>N/A</i>
Administrative Call	0.0%	0.0%	0.2%
Other Mental Health Concern	0.6%	0.0%	<i>N/A</i>
Other	13.8%	12.9%	8.6%

**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		
	Dec '19	Nov '19	Dec '18		Dec '19	Nov '19	Dec '18
Bernalillo	262	299	N/A	Los Alamos	1	0	N/A
Valencia	111	165	N/A	Rio Arriba	1	3	N/A
San Miguel	77	65	N/A	Catron	0	0	N/A
Dona Ana	54	57	N/A	Chaves	0	1	N/A
Taos	54	59	N/A	Colfax	0	0	N/A
Otero	48	33	N/A	De Baca	0	0	N/A
Sierra	48	58	N/A	Guadalupe	0	0	N/A
Curry	43	12	N/A	Harding	0	0	N/A
Sandoval	32	39	N/A	Hidalgo	0	2	N/A
Santa Fe	18	13	N/A	Lea	0	0	N/A
Grant	11	10	N/A	Luna	0	1	N/A
San Juan	8	20	N/A	Mora	0	1	N/A
Cibola	5	9	N/A	Quay	0	0	N/A
Socorro	2	0	N/A	Roosevelt	0	0	N/A
Eddy	1	1	N/A	Torrance	0	1	N/A
Lincoln	1	1	N/A	Union	0	0	N/A
McKinley	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		
	Dec '19	Nov '19	Dec '18	Dec '19	Nov '19	Dec '18
Community Events	5	3	1			
NMCAL Presentations	5	10	2	290	183	172
Prevention Trainings	5	2	1	160	96	60
Community Meetings	24	23	15			
Media Encounters	1	0	0			
Media Mentions	20+	52+	25+			
TOTALS	60	90	44	450	279	220

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

