



February 2020 New Mexico Utilization Report

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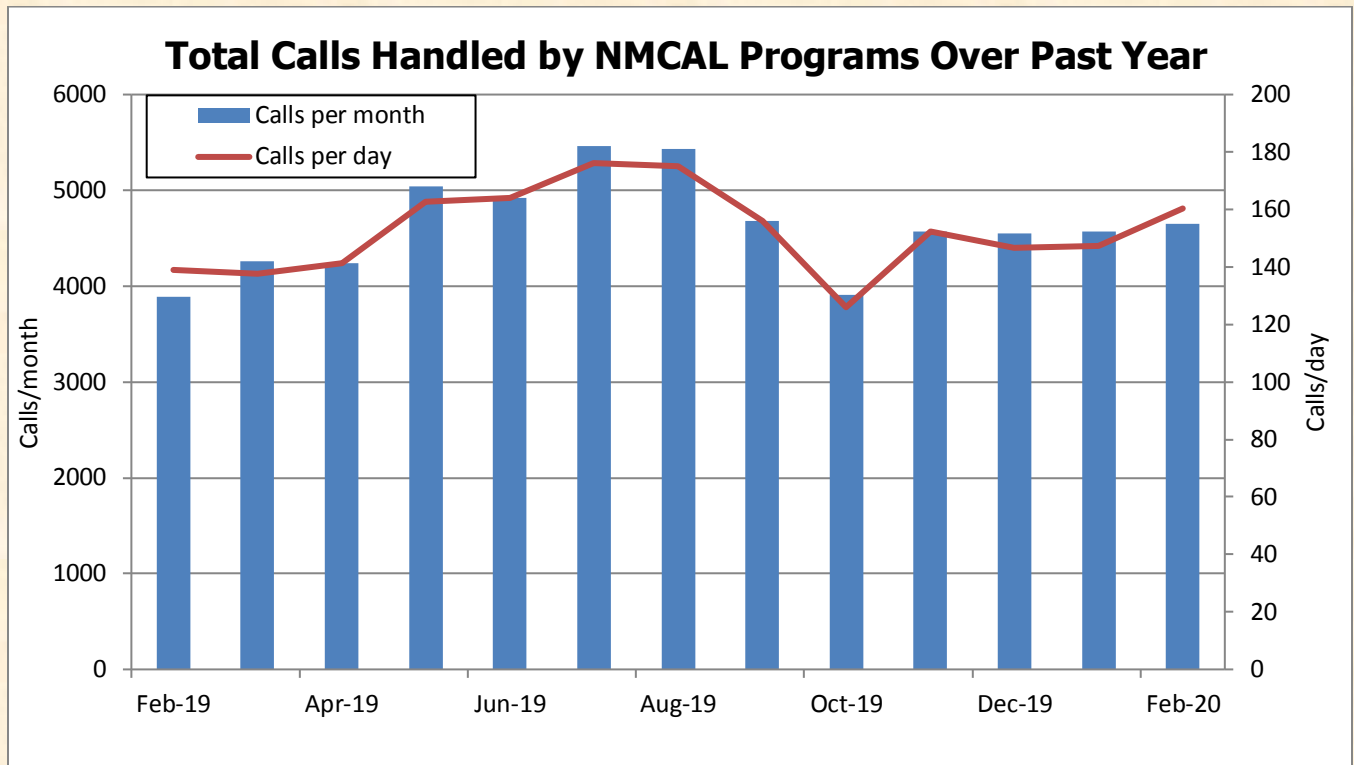
PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line (NMCAL) programs have handled a total of 9,217 calls. This includes 3,778 calls on the Statewide Crisis and Access Line, 1,445 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 1,966 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's), 2,028 calls on the Warmline, and 4,953 text messages exchanged during the 168 text conversations that were handled on the Peer-to-Peer Warmline.

Calls Answered by Type	Feb 2020	Jan 2019	Feb 2019
Total Statewide Crisis Line + NSPL Calls	2,702	2,521	2,096
Total Inbound Clinical Calls	2,032	1,976	1,654
Calling about Self	1,792	1,779	1,725
Calling about a Child	49	40	38
Calling about another Adult	191	157	129
Outbound Crisis Line Calls	64	65	166
Information/Referral Calls	49	50	34
Seeking info about NMCAL/Warmline	20	34	12
Public Safety Calls	6	6	7
Administrative	6	11	7
Other	444	307	262
Warmline Calls	927	1,101	1,236
Text Message Conversations	96	72	81
Text Messages Exchanged	2,755	2,198	1,931
Core Service Agencies (CSAs) Calls	1,021	945	706
TOTAL CALLS ANSWERED	4,650	4,567	3,891

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

The New Mexico Crisis and Access Line and Peer-to-Peer-Warmline are proud to be one of the points of contact that New Mexicans are reaching out to in the moment they need mental health support for themselves, or someone they know.



Integrated Program

NMCAL is proud to manage an integrated program where callers have a choice to talk to a mental health professional on the crisis line, or a certified peer support on the Warmline. In addition, and because our staff work side-by-side, staff are able to engage callers to either program, during any call.

Calls Transferred between Programs	Feb 2020	Jan 2020	Feb 2019
from NMCAL to Warmline	17	13	3
from Warmline to NMCAL	0	1	0



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 February 2020.

Crisis Line Clinical Calls	Feb 2020	Jan 2020	Feb 2019
Total behavioral health support calls	2,032	1,976	2,096
Service Level (answered under 30 sec)	95.2%	95.2%	81.4%
Abandonment Rate	0.5%	0.9%	3.6%
Average Speed of Answer	0.09 sec	9 sec	21 sec
Average Call Length	19.7 min	20.3 min	20.5 min

NMCAL offers immediate professional mental health support to anyone that may want it. We understand that every struggle is different and proudly provide invaluable care in the moment a person needs it. We connect 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.

NMCAL's professional staff determine a Level of Care for each clinical call, indicating if the matter can be resolved on that call, or if a higher level of response is necessary. Most crisis line calls are resolved through supportive telephone counseling.

Level of Care Crisis Line Calls	Feb 2020	Jan 2020	Feb 2019
Routine	56.9%	60.0%	59.6%
Urgent	37.7%	35.8%	35.2%
Emergent	5.3%	4.2%	5.2%



It is important to note that demographic information is not gathered on all calls, as callers may decline to provide this information, may not know how to answer, or the call taker may not have asked the question (due to the nature of the call). Because of this dynamic, the total number of calls reflected in each county is less than the full total number of calls reported each year.

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		
	Feb '20	Jan '19	Feb '19		Feb '20	Jan '20	Feb '19
Bernalillo	623	646	677	Grant	12	10	16
Dona Ana	119	102	50	Lincoln	12	9	4
Santa Fe	108	102	103	Lea	10	6	5
San Juan	39	28	18	Luna	7	4	5
Taos	39	23	14	Roosevelt	7	0	6
Sandoval	38	50	80	Eddy	6	12	16
Otero	32	35	71	Los Alamos	3	5	7
Chaves	30	18	12	Colfax	2	3	4
Valencia	29	21	34	Catron	1	1	5
Curry	29	80	58	Guadalupe	1	3	1
San Miguel	23	10	4	Quay	1	3	2
Rio Arriba	19	21	11	Union	1	0	0
Socorro	15	10	20	De Baca	0	1	1
McKinley	14	16	12	Harding	0	0	0
Cibola	13	7	13	Hidalgo	0	3	2
Torrance	13	8	5	Mora	0	0	1
Sierra	12	7	7	(outside NM)	109	75	29



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	Feb 2020	Jan 2020	Feb 2019
Suicide	22.0%	23.0%	19.2%
Anxiety	16.0%	19.9%	21.8%
Substance Use	13.8%	7.8%	9.4%
Situational Stress	11.4%	12.5%	18.3%
Depression	9.6%	8.2%	8.5%
*Relationships (Non-Romantic)	5.4%	7.9%	N/A
Cognitive Concerns/Psychosis	4.0%	4.1%	3.1%
Intimate Partner Relationship/Marital	3.3%	3.8%	3.9%
Family Concerns	3.1%	3.6%	3.5%
*Health Issue/Chronic Pain	2.2%	0.0%	N/A
*Loneliness	2.2%	3.0%	N/A
Grief/Loss	1.6%	0.8%	1.1%
*Trauma	1.5%	1.2%	N/A
Interpersonal Violence	1.2%	0.8%	1.0%
Intentional Self Injury	1.0%	0.8%	0.7%
Medication	0.6%	0.7%	0.4%
Workplace Issue/Career Counseling	0.3%	0.6%	0.4%
Sexual Assault	0.2%	0.0%	0.1%
*Community Violence	0.1%	0.1%	N/A
*Sexuality/LGBTQ+ concerns	0.1%	0.3%	N/A
*Health Issue/Chronic Pain	0.0%	0.0%	N/A
Other	5.4%	7.9%	6.7%
**Anger Management	N/A	N/A	0.6%
**Child	N/A	N/A	1.1%
**Danger to Others	N/A	N/A	0.2%

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

* Category Added

** Category Updated (Edited or Removed)



Clinical Disposition All Crisis Line Calls	Feb 2020	Jan 2020	Feb 2019
Caller stabilized by counselor, and referred to community resources if appropriate	91.5%	94.7%	93.9%
Counselor made an abuse report	1.0%	0.5%	1.0%
Caller will take the person of concern to hospital	2.3%	0.1%	0.4%
Caller agreed to go to the hospital	0.5%	0.4%	0.3%
Caller agreed to call 911 regarding immediate danger	0.1%	0.3%	0.1%
Caller conferenced to 911 due to immediate danger	2.3%	2.3%	2.6%
Counselor contacted police with caller's consent	0.7%	0.6%	0.4%
Counselor contacted police without caller's consent	1.6%	1.2%	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 34.3% of the calls in February. The 531 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	Feb 2020	Jan 2020	Feb 2019
Caller stabilized by counselor, and referred to community resources if appropriate	85.6%	86.3%	85.3%
Caller will take the person of concern to the hospital	1.1%	0.2%	0.9%
Caller agreed to go to the hospital	1.0%	1.0%	0.7%
Caller agreed to call 911 regarding immediate danger to a third party	0.0%	0.8%	0.0%
Caller conferenced to 911 due to immediate danger	5.9%	6.4%	7.9%
Counselor contacted police with caller's consent	2.1%	1.7%	1.4%
Counselor contacted police without caller's consent	4.4%	3.7%	3.7%



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 February 28.8% of clinical crisis line callers (445 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.2% (81 people) reporting they had a history of substance use.

In February, callers identified that Opioids were a component of the primary reason for calling on 3.6% of the clinical calls on the clinical crisis line, and on 1.3% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Feb 2020	Jan 2020	Feb 2019
NMCAL Clinical calls related to Opioid Use	56	36	28
Warmline calls related to Opioid Use	12	3	4

Veterans

Crisis feels different for everybody. For veterans, crises can be heightened by experiences associated with their military service.

Caller Identified as a Veteran	Feb 2020	Jan 2020	Jan 2019
NMCAL calls	162	121	114
Warmline calls	22	12	23

Hope is being able to see that there is light despite all of the darkness. When you think all is lost, when all is dire and bleak, there is always hope. Hope is important because it can make the present moment less difficult to bear. NMCAL and the Warmline can offer hope. Call us, we are here to hear you.



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 for people seeking support for themselves, or someone else.

Year to date the Peer-to-Peer Warmline has handled 2,028 calls during phone operating hours of 3:30pm to 11:30pm MT, and 4,953 text messages exchanged during the 168 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	Feb 2020	Jan 2020	Feb 2019
Total Calls Handled	927	1,101	1,089
Average Call Length (all Warmline calls)	20.4 min	17.5 min	17.7 min

Outcome of Warmline Calls	Feb 2020	Jan 2020	Feb 2019
Caller reports feeling supported by the call	94.8%	97.8%	98.9%
Caller received referrals	0.4%	0.8%	0.1%
Caller was transferred to an NMCAL counselor	0.0%	0.1%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	4.8%	1.4%	1.0%

Warmline Text Message Data	Feb 2020	Jan 2020	Feb 2019
Total *Conversations	96	72	81
Text Messages Exchanged	2,755	2,198	1,931

**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.*



The Warmline service is grounded in recovery principles, emphasizes non-crisis/pre-crisis peer services, and provides supportive listening for callers who are living with mental and behavioral health concerns.

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

Primary Presenting Problem in Warmline Calls	Feb 2020	Jan 2020	Feb 2019
Isolation / Loneliness	44.6%	45.0%	59.3%
Anxiety / Situational Stress	25.5%	23.6%	43.2%
Depression	6.7%	6.8%	10.6%
Interpersonal Relationships	6.0%	4.2%	14.9%
Anger Management	3.4%	2.8%	3.5%
Grief / Loss	1.0%	0.7%	1.5%
Cognitive Concerns / Psychosis	0.8%	0.8%	1.0%
Substance Use	0.7%	1.0%	0.5%
Medication / Wellness Check In	0.5%	0.5%	1.0%
Abuse/Neglect	0.4%	0.5%	1.9%
Resources / Community Referrals	0.4%	0.8%	0.2%
Sexual Assault	0.2%	0.2%	0.2%
Thoughts of Suicide	0.2%	0.3%	0.5%
Thoughts of Self-Injury	0.0%	0.2%	0.2%
Immediate Support/Intervention	0.0%	0.0%	0.0%
Administrative Call	0.0%	0.1%	0.2%
Other Mental Health Concern	0.1%	0.2%	1.9%
Other	9.5%	12.5%	18.9%



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 demographic information is not gathered on all calls, as callers may decline providing information, the caller may not know how to answer, and the call taker may not ask the question (due to the nature of the call).

Like most Warmlines, there are a large number of callers who contact the Warmline peer-to-peer support program regularly. Community members that engage with the Warmline have shared that they have incorporated the Warmline as a regular part of their recovery, as it complements their existing formal and informal recovery and resiliency support system.

County of Residence	Total Calls			County of Residence	Total Calls		
	Feb '20	Jan '20	Feb '19		Feb '20	Jan '20	Feb '19
Bernalillo	276	305	463	De Baca	0	0	0
Sierra	141	97	59	Eddy	0	4	7
Valencia	88	119	159	Guadalupe	0	0	0
Taos	52	68	50	Harding	0	0	0
Curry	40	69	0	Hidalgo	0	3	0
San Miguel	29	55	43	Lea	0	0	0
Sandoval	25	42	28	Lincoln	0	1	0
Otero	23	34	2	Los Alamos	0	0	0
Dona Ana	22	49	21	McKinley	0	1	0
Santa Fe	19	19	39	Mora	0	0	0
Grant	13	12	40	Quay	0	0	0
San Juan	6	4	0	Rio Arriba	0	4	23
Cibola	5	1	0	Roosevelt	0	0	0
Chaves	2	0	1	Socorro	0	3	0
Luna	2	2	0	Torrance	0	1	0
Catron	0	0	0	Union	0	0	0
Colfax	0	0	0	(outside NM)	0	0	0



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		
	Feb '20	Jan '20	Feb '19	Feb '20	Jan '20	Feb '19
Community Events	0	3	6			
NMCAL Presentations	3	4	17	97	198	291
Prevention Trainings	4	3	7	127	167	170
Community Meetings	13	17	27			
BH Provider Meetings	5	11	0			
Legislative Meetings	3	31	0			
Media Encounters	1	1	4			
Media Mentions	52+	12+	207+			
TOTALS	81	81	268	224	365	461

NMCAL is “Here to Hear You”

NMCAL and the Warmline are available for any New Mexican to utilize regardless of gender, age, race, ethnicity, culture, religion, natural origin, diagnosis, disability, trauma, literacy level, socio-economic status, insured status, or geographic location.

Non-English-speaking callers can access support through a language interpretation service provider, which NMCAL call takers will connect to when a caller reaches out and needs the service.

Speech and hearing-impaired callers can access support through TTY and Relay services. TTYL Access available by calling 1-855-227-5485

Call the Crisis and Access Line at 1-855-NMCRISIS (1-855-662-7474)
Call or Text the Peer-to-Peer Warmline at 1-855-4NM-7100 (1-855-466-7100)
Additional information available online at www.nmcrisisline.com

