



# March 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 14,148 calls. This includes 5,928 calls on the Statewide Crisis and Access Line, 2,302 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 15 calls from the Rio Grande Gorge Bridge, 2,840 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's), 3,063 calls on the Warmline, and 7,026 text messages exchanged during the 258 text conversations that were handled on the Peer-to-Peer Warmline.

Calls Answered by Type	Mar 2020	Feb 2020	Mar 2019
<b>Total Statewide Crisis Line + NSPL Calls</b>	<b>3,007</b>	<b>2,702</b>	<b>2,301</b>
Total Inbound Clinical Calls	2,258	2,032	1,794
Calling about Self	1,972	1,792	1,602
Calling about a Child	57	49	36
Calling about another Adult	229	191	156
Outbound Crisis Line Calls	56	64	199
Information/Referral Calls	109	49	41
Seeking info about NMCAL/Warmline	23	20	5
Public Safety Calls	11	6	5
Administrative	13	6	11
Other	419	444	246
<b>Warmline Calls</b>	<b>1,035</b>	<b>927</b>	<b>1,196</b>
Text Message Conversations	89	96	99
Text Messages Exchanged	2,073	2,755	2,434
<b>Core Service Agencies (CSAs) Calls</b>	<b>874</b>	<b>1,021</b>	<b>767</b>
<b>TOTAL CALLS ANSWERED</b>	<b>4,931</b>	<b>4,650</b>	<b>4,264</b>

## Coronavirus/COVID-19 Calls

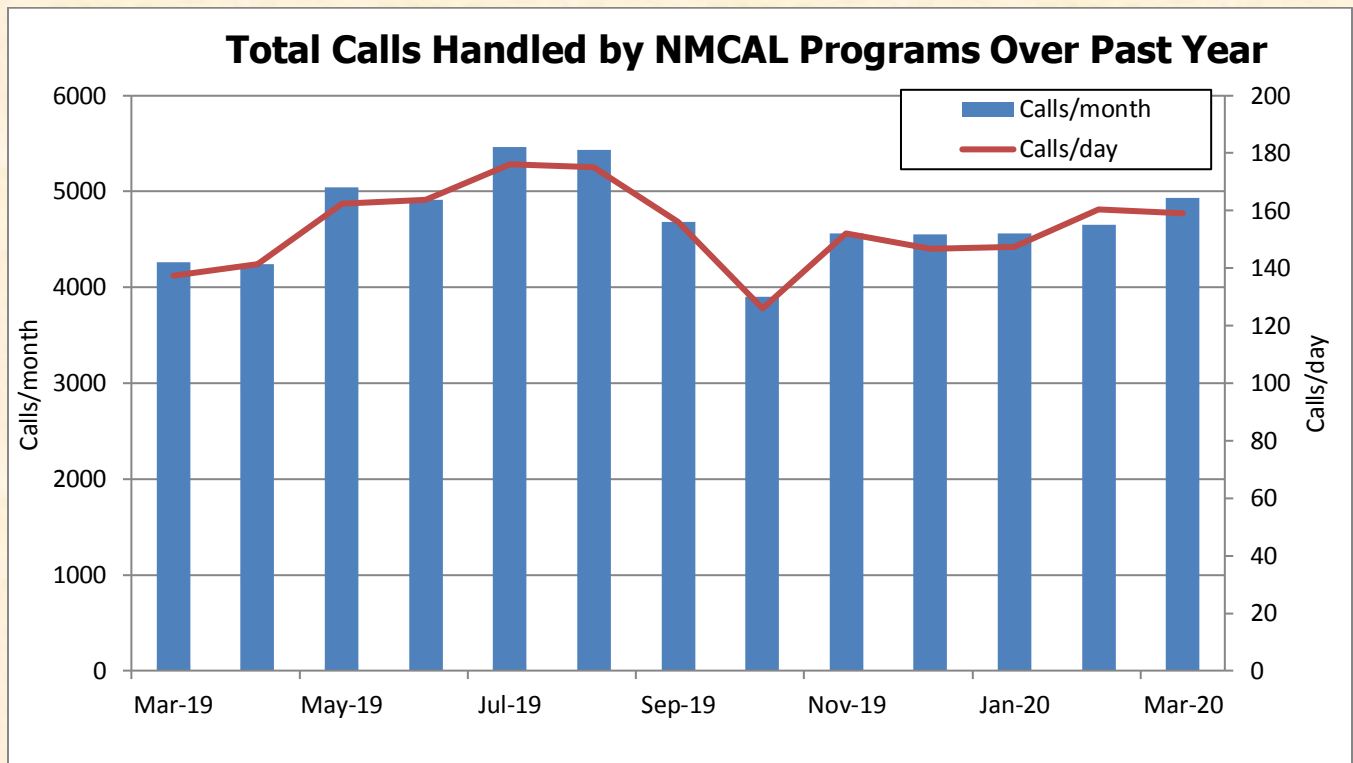
As a result of the current worldwide pandemic and social distancing guidelines implemented in communities, ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during the call.

*COVID-19 concerns reported during call	All Calls	Clinical Calls
New Mexico Crisis and Access Line	17.2%	26.9%
National Suicide Prevention Lifeline	16.2%	18.5%
Warmline	0.0%	N/A
CSA Programs	7.9%	10.4%
University of New Mexico Student Account <i>(not BHSD funded)</i>	33%	100%
Total All New Mexico Accounts	9.9%	15.1%

*\*Data collection related to COVID-19 related concerns began on 03.17.2020*

**There is always someone here to hear you.**

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.



# 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 March 2020.

<b>Crisis Line Clinical Calls</b>	<b>Mar 2020</b>	<b>Feb 2020</b>	<b>Mar 2019</b>
Total behavioral health support calls	2,258	2,032	2,301
Service Level (answered under 30 sec)	94.1%	95.2%	78.8%
Abandonment Rate	1.2%	0.5%	4.3%
Average Speed of Answer	11 sec	9 sec	46 sec
Average Call Length	27.8 min	19.7 min	21.7 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.

<b>Level of Care Crisis Line Calls</b>	<b>Mar 2020</b>	<b>Feb 2020</b>	<b>Mar 2019</b>
Routine	61.5%	56.9%	61.0%
Urgent	33.5%	37.7%	33.8%
Emergent	5.0%	5.3%	5.3%



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		
	Mar '20	Feb '20	Mar '19		Mar '20	Feb '20	Mar '19
Bernalillo	758	623	780	Curry	14	29	41
Santa Fe	181	108	107	Lincoln	14	12	12
Dona Ana	146	119	76	Sierra	11	12	2
San Juan	82	39	11	Roosevelt	9	7	6
Otero	59	32	77	Torrance	9	13	6
Sandoval	58	38	63	Los Alamos	7	3	7
Rio Arriba	36	19	27	Luna	5	7	3
Taos	34	39	14	Union	4	1	1
Valencia	28	29	21	Catron	2	1	0
Chaves	24	30	15	Colfax	2	2	20
Eddy	21	6	12	De Baca	1	0	1
Grant	21	12	10	Hidalgo	1	0	1
Socorro	21	15	17	Mora	1	0	2
McKinley	19	14	13	Quay	1	1	2
San Miguel	19	23	5	Guadalupe	0	1	2
Lea	18	10	3	Harding	0	0	1
Cibola	14	13	14	(outside NM)	84	109	65



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	Mar 2020	Feb 2020	Mar 2019
Suicide	21.0%	22.0%	25.6%
Anxiety	20.8%	16.0%	27.9%
Substance Use	13.1%	13.8%	7.8%
Situational Stress	12.2%	11.4%	24.7%
Depression	7.0%	9.6%	9.5%
Cognitive Concerns/Psychosis	3.1%	4.0%	4.4%
Intimate Partner Relationship/Marital	2.7%	3.3%	7.0%
Family Concerns	2.3%	3.1%	3.6%
*Health Issue/Chronic Pain	2.2%	2.2%	N/A
*Loneliness	2.2%	2.2%	N/A
*Trauma	1.7%	1.5%	N/A
Intentional Self Injury	1.3%	1.0%	1.0%
Medication	1.1%	0.6%	1.2%
Grief/Loss	1.1%	1.6%	2.1%
*Relationships (Non-Romantic)	0.8%	5.4%	N/A
Interpersonal Violence	0.6%	1.2%	2.1%
*Community Violence	0.4%	0.1%	N/A
Workplace Issue/Career Counseling	0.3%	0.3%	0.6%
Sexual Assault	0.1%	0.2%	0.7%
*Sexuality/LGBTQ+ concerns	0.0%	0.1%	N/A
Other	5.7%	5.4%	8.3%
**Anger Management	N/A	N/A	0.6%
**Child	N/A	N/A	0.8%
**Danger to Others	N/A	N/A	0.8%

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	Mar 2020	Feb 2020	Mar 2019
Caller stabilized by counselor, and referred to community resources if appropriate	93.8%	91.5%	93.3%
Counselor made an abuse report	0.7%	1.0%	1.5%
Caller will take the person of concern to hospital	0.3%	2.3%	0.1%
Caller agreed to go to the hospital	0.7%	0.5%	0.4%
Caller agreed to call 911 regarding immediate danger	0.1%	0.1%	0.3%
Caller conferenced to 911 due to immediate danger	2.1%	2.3%	2.5%
Counselor contacted police with caller's consent	0.7%	0.7%	0.1%
Counselor contacted police without caller's consent	1.6%	1.6%	1.9%

## 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 31.1% of the calls in March. The 558 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	Mar 2020	Feb 2020	Mar 2019
Caller stabilized by counselor, and referred to community resources if appropriate	84.2%	85.6%	84.7%
Caller will take the person of concern to the hospital	0.7%	1.1%	0.2%
Caller agreed to go to the hospital	2.0%	1.0%	1.4%
Caller agreed to call 911 regarding immediate danger to a third party	0.4%	0.0%	0.8%
Caller conferenced to 911 due to immediate danger	6.1%	5.9%	7.6%
Counselor contacted police with caller's consent	2.0%	2.1%	0.2%
Counselor contacted police without caller's consent	4.7%	4.4%	5.0%



## 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 March 26.7% of clinical crisis line callers (479 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 4.7% (84 people) reporting they had a history of substance use.

In March, callers identified that Opioids were a component of the primary reason for calling on 4.0% of the clinical calls on the clinical crisis line, and on 1.6% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Mar 2020	Feb 2020	Mar 2019
NMCAL Clinical calls related to Opioid Use	72	56	31
Warmline calls related to Opioid Use	17	12	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	Mar 2020	Feb 2020	Mar 2019
NMCAL calls	148	162	144
Warmline calls	42	22	36

## 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	Mar 2020	Feb 2020	Mar 2019
from NMCAL to Warmline	5	17	10
from Warmline to NMCAL	0	0	1



## 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 3,063 calls during phone operating hours of 3:30pm to 11:30pm MT, and 7,026 text messages exchanged during the 258 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	Mar 2020	Feb 2020	Mar 2019
Total Calls Handled	1,067	927	1,196
Average Call Length (all Warmline calls)	18.1 min	20.4 min	18.1 min

Outcome of Warmline Calls	Mar 2020	Feb 2020	Mar 2019
Caller reports feeling supported by the call	96.3%	94.8%	98.6%
Caller received referrals	0.9%	0.4%	0.2%
Caller was transferred to an NMCAL counselor	0.0%	0.0%	0.1%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	2.8%	4.8%	1.0%

Warmline Text Message Data	Mar 2020	Feb 2020	Mar 2019
Total *Conversations	89	96	99
Text Messages Exchanged	2,073	2,755	2,434

*\*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	Mar 2020	Feb 2020	Mar 2019
Isolation / Loneliness	32.6%	44.6%	30.0%
Anxiety / Situational Stress	29.9%	25.5%	25.3%
Interpersonal Relationships	6.9%	6.0%	9.4%
Depression	5.6%	6.7%	5.8%
Anger Management	5.5%	3.4%	1.6%
Grief / Loss	0.7%	1.0%	0.6%
Resources / Community Referrals	0.7%	0.4%	0.9%
Cognitive Concerns / Psychosis	0.4%	0.8%	0.7%
Substance Use	0.4%	0.7%	5.4%
Abuse/Neglect	0.3%	0.4%	0.7%
Medication / Wellness Check In	0.2%	0.5%	1.3%
Sexual Assault	0.0%	0.2%	0.1%
Thoughts of Self-Injury	0.0%	0.0%	0.2%
Thoughts of Suicide	0.2%	0.2%	0.3%
Immediate Support/Intervention	0.0%	0.0%	0.0%
Administrative Call	0.1%	0.0%	0.0%
Other Mental Health Concern	0.5%	0.1%	2.0%
Other	16.2%	9.5%	15.8%



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		
	Mar '20	Feb '20	Mar '19		Mar '20	Feb '20	Mar '19
Bernalillo	383	276	467	Colfax	1	0	0
Sierra	106	141	75	Luna	1	2	1
Valencia	89	88	133	McKinley	1	0	0
Taos	52	52	47	Catron	0	0	0
Dona Ana	45	22	33	De Baca	0	0	0
Santa Fe	34	19	48	Eddy	0	0	1
Otero	31	23	0	Guadalupe	0	0	0
San Miguel	31	29	42	Harding	0	0	0
Curry	26	40	0	Hidalgo	0	0	0
Sandoval	26	25	25	Lea	0	0	0
Grant	24	13	32	Mora	0	0	0
San Juan	14	6	0	Quay	0	0	0
Cibola	4	5	0	Roosevelt	0	0	0
Lincoln	3	0	0	Socorro	0	0	0
Los Alamos	2	0	1	Torrance	0	0	0
Rio Arriba	2	0	19	Union	0	0	0
Chaves	1	2	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		
	Mar '20	Feb '20	Feb '19	Mar '20	Feb '20	Feb '19
Community Events	0	0	6			
NMCAL Presentations	6	3	17	23	97	291
Prevention Trainings	0	4	7	0	127	170
Community Meetings	19	13	27			
BH Provider Meetings	3	5	0			
Legislative Meetings	0	3	0			
Media Encounters	3	1	4			
Media Mentions	78+	52+	207+			
<b>TOTALS</b>	<b>109</b>	<b>81</b>	<b>268</b>	<b>23</b>	<b>224</b>	<b>461</b>

## 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 though TTY and Relay services. TTYL Access available by calling 1-855-227-5485

**Call the Crisis & Access Line at 1-855-NMCRISIS (1-855-662-7474)**

**Call or Text the Peer-to-Peer Warmline at 1-855-466-7100**

**Additional information available online at [www.nmcrisisline.com](http://www.nmcrisisline.com)**

**NMConnect**

