



New Mexico Crisis and Access Line April 2020 Utilization Report

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PROGRAM OVERVIEW

Year to date the New Mexico Crisis and Access Line has handled a total of 18,874 calls. This includes 7,676 calls on the Statewide Crisis and Access Line, 3,151 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 63 calls from the Healthcare Worker and First Responder Support Line, 23 calls from the Rio Grande Gorge Bridge, 3,795 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's), and 4,166 calls on the Peer-to-Peer Warmline. There have been 10,597 text messages exchanged during the 406 text conversations that were handled on the Peer-to-Peer Warmline. NMConnect has had 2,819 smartphone app downloads.

Calls Answered by Type	April 2020	Mar 2020	April 2019
Crisis Line Calls (NMCAL, NSPL, Bridge)	2,605	3,007	2,378
Healthcare Worker & 1st Responder Calls	63	N/A	N/A
Total Inbound Clinical Calls	1,925	2,258	1,901
Calling about Self	1,624	1,972	1,707
Calling about a Child	34	57	32
Calling about another Adult	267	229	162
Outbound Crisis Calls	61	56	185
Information/Referral Calls	87	109	36
Seeking info about Program(s)	19	23	13
Public Safety Calls	4	11	6
Administrative	14	13	7
Other	441	419	230
Warmline Calls	1,103	1,035	1,128
Text Message Conversations	148	89	78
Text Messages Exchanged	3,571	2,073	1,709
Core Service Agencies (CSAs) Calls	955	874	737
TOTAL CALLS ANSWERED	4,726	4,931	4,243

Coronavirus/COVID-19 Calls

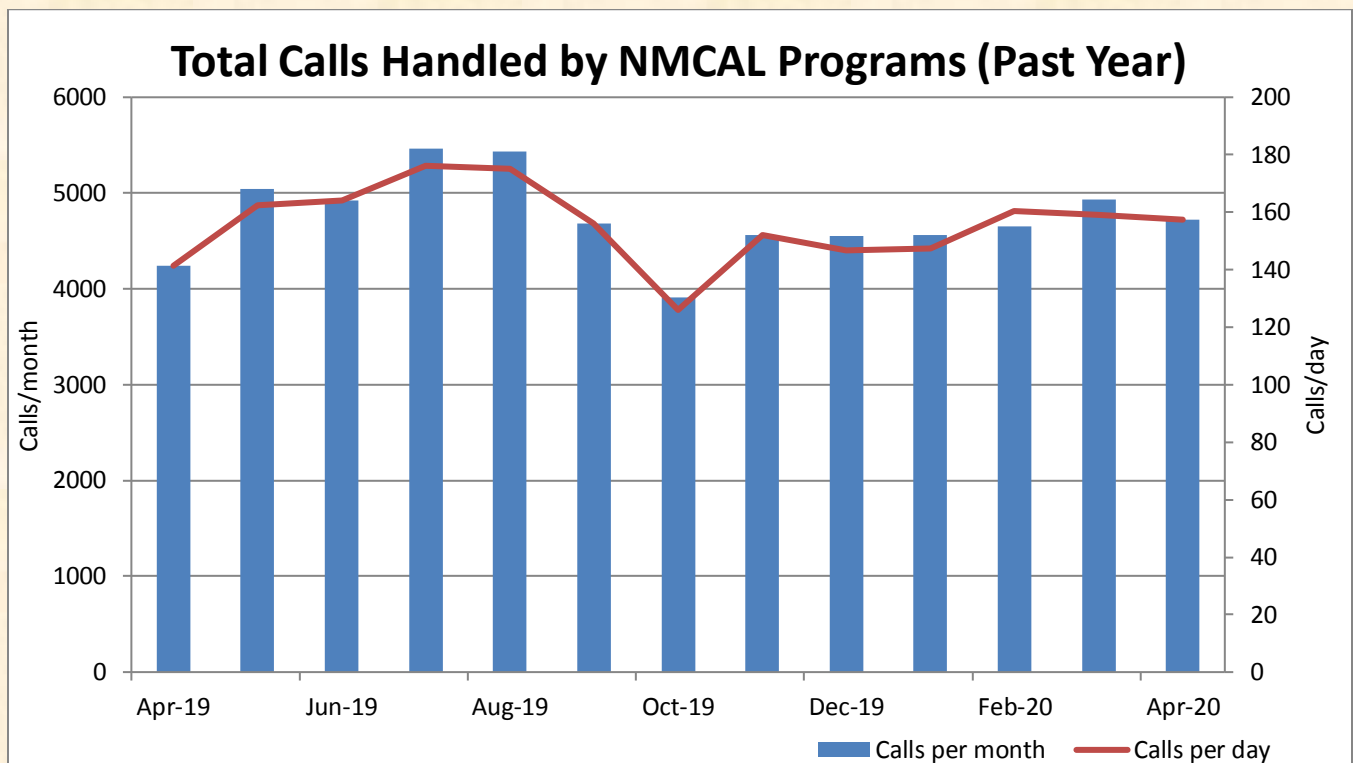
As a result of the current worldwide pandemic and social distancing guidelines implemented in communities, ProtoCall Services, Inc. began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call.

*COVID-19 concerns reported during call	April 2020	March 2020
New Mexico Crisis and Access Line	15.1%	17.2%
National Suicide Prevention Lifeline	16.8%	16.2%
Warmline	N/A	N/A
Healthcare Worker and First Responder Support Line	67.9%	N/A
CSA Programs	11.1%	7.9%
University of New Mexico Student Account <i>(not BHSD funded)</i>	9.5%	33%
Total All New Mexico Accounts	15.6%	9.9%

*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 programs are proud to be the resource of choice 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 April 2020.

Crisis Line Clinical Calls	April 2020	March 2020	April 2019
Total behavioral health support calls	1,932	2,258	2,378
Service Level (answered under 30 sec)	94.7%	94.1%	77.2%
Abandonment Rate	1.1%	1.2%	4.5%
Average Speed of Answer	10 sec	11 sec	29 sec
Average Call Length	23.2 min	27.8 min	21.6 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	April 2020	March 2020	April 2019
Routine	59.8%	61.5%	58.6%
Urgent	36.0%	33.5%	35.6%
Emergent	4.2%	5.0%	5.8%



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		
	Apr '20	Mar '20	Apr '19		Apr '20	Mar '20	Apr '19
Bernalillo	967	758	797	Curry	14	14	14
Santa Fe	149	181	117	Cibola	11	14	9
Dona Ana	145	146	73	Socorro	11	21	12
San Juan	111	82	59	Luna	9	5	8
Taos	72	34	25	Torrance	9	9	7
Sandoval	69	58	89	Colfax	8	2	37
McKinley	43	19	6	Roosevelt	6	9	4
Otero	39	59	35	Los Alamos	5	7	5
Chaves	36	24	21	Mora	5	1	0
Valencia	35	28	32	Catron	2	2	0
Rio Arriba	33	36	22	Guadalupe	2	0	0
Lea	22	18	6	Union	2	4	1
San Miguel	21	19	19	De Baca	1	1	0
Grant	19	21	16	Quay	1	1	5
Eddy	15	21	15	Harding	0	0	0
Lincoln	15	14	3	Hidalgo	0	1	0
Sierra	15	11	7	Outside NM	69	84	42



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	April 2020	Mar 2020	April 2019
Suicide	20.5%	21.0%	21.3%
Anxiety	19.7%	20.8%	16.6%
Situational Stress	13.1%	12.2%	13.1%
Substance Use	12.2%	13.1%	9.1%
Depression	6.3%	7.0%	6.7%
Family Concerns	4.0%	2.3%	4.4%
Intimate Partner Relationship/Marital	3.5%	2.7%	4.8%
Cognitive Concerns/Psychosis	3.4%	3.1%	4.1%
Loneliness	2.4%	2.2%	2.8%
Grief/Loss	1.7%	1.1%	1.6%
Trauma	1.7%	1.7%	0.8%
Relationships (Non-Romantic)	1.5%	0.8%	0.3%
Health Issue/Chronic Pain	1.2%	2.2%	1.1%
Intentional Self Injury	1.0%	1.3%	0.9%
Interpersonal Violence	0.8%	0.6%	2.6%
Medication	0.5%	1.1%	0.2%
Sexual Assault	0.3%	0.1%	0.3%
Workplace Issue/Career Counseling	0.3%	0.3%	0.9%
Community Violence	0.1%	0.4%	0.1%
Sexuality/LGBTQ+ concerns	0.1%	0.0%	1.6%
Other	5.8%	5.7%	6.5%



Clinical Disposition All Crisis Line Calls	Apr 2020	Mar 2020	Apr 2019
Caller stabilized by counselor, and referred to community resources if appropriate	94.4%	93.8%	93.1%
Counselor made an abuse report	0.6%	0.7%	1.3%
Caller will take the person of concern to hospital	0.2%	0.3%	0.1%
Caller agreed to go to the hospital	0.1%	0.7%	0.8%
Caller agreed to call 911 regarding immediate danger	0.1%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	2.6%	2.1%	2.4%
Counselor contacted police with caller's consent	0.5%	0.7%	0.6%
Counselor contacted police without caller's consent	1.6%	1.6%	1.6%

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 31.6% of the calls in April. The 611 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	Apr 2020	Mar 2020	Apr 2019
Caller stabilized by counselor, and referred to community resources if appropriate	85.6%	84.2%	83.0%
Caller will take the person of concern to the hospital	0.5%	0.7%	0.2%
Caller agreed to go to the hospital	0.3%	2.0%	2.2%
Caller agreed to call 911 regarding immediate danger to a third party	0.3%	0.4%	0.2%
Caller conferenced to 911 due to immediate danger	7.4%	6.1%	7.4%
Counselor contacted police with caller's consent	1.8%	2.0%	1.8%
Counselor contacted police without caller's consent	4.1%	4.7%	5.1%



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 April 27.8% of clinical crisis line callers (537 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 4.8% (93 people) reporting they had a history of substance use.

In April, callers identified that Opioids were a component of the primary reason for calling on 3.1% of the clinical calls on the clinical crisis line, and on 0.5% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	Apr 2020	Mar 2020	Apr 2019
NMCAL Clinical calls related to Opioid Use	58	72	37
Warmline calls related to Opioid Use	10	17	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	Apr 2020	Mar 2020	Apr 2019
NMCAL calls	132	148	99
Warmline calls	25	42	3

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	Apr 2020	Mar 2020	Apr 2019
from NMCAL to Warmline	7	5	6
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.

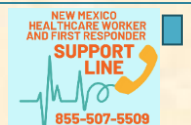
Year to date the Peer-to-Peer Warmline has handled 4,166 calls during phone operating hours of 3:30pm to 11:30pm MT, and 10,597 text messages exchanged during the 406 text conversations handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	Apr 2020	Mar 2020	Apr 2019
Total Calls Handled	1,103	1,067	1,128
Average Call Length (all Warmline calls)	16.9 min	18.1 min	16.6 min

Outcome of Warmline Calls	Apr 2020	Mar 2020	Apr 2019
Caller reports feeling supported by the call	93.7%	96.3%	98.5%
Caller received referrals	0.3%	0.9%	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	6.0%	2.8%	1.2%

Warmline Text Message Data	Apr 2020	Mar 2020	Apr 2019
Total *Conversations	148	89	78
Text Messages Exchanged	3,571	2,073	1,709

**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	Apr 2020	Mar 2020	Apr 2019
Isolation / Loneliness	41.3%	32.6%	30.9%
Anxiety / Situational Stress	21.1%	29.9%	23.9%
Depression	7.7%	5.6%	5.2%
Interpersonal Relationships	6.5%	6.9%	10.2%
Anger Management	4.2%	5.5%	1.9%
Grief / Loss	0.9%	0.7%	1.1%
Cognitive Concerns / Psychosis	0.7%	0.4%	0.9%
Abuse/Neglect	0.6%	0.3%	0.2%
Resources / Community Referrals	0.5%	0.7%	0.7%
Substance Use	0.5%	0.4%	2.0%
Thoughts of Suicide	0.5%	0.2%	0.4%
Medication / Wellness Check In	0.1%	0.2%	1.4%
Thoughts of Self-Injury	0.1%	0.0%	0.0%
Sexual Assault	0.1%	0.0%	0.3%
Immediate Support/Intervention	0.0%	0.0%	0.0%
Administrative Call	0.1%	0.1%	0.0%
Other Mental Health Concern	0.1%	0.5%	1.5%
Other	15.0%	16.2%	19.4%



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		
	Apr '20	Mar '20	Apr '19		Apr '20	Mar '20	Apr '19
Bernalillo	407	383	387	Torrance	2	0	0
Sierra	134	106	103	Los Alamos	1	2	3
Valencia	63	89	128	Mora	1	0	0
Taos	60	52	48	Catron	0	0	0
Dona Ana	57	45	23	Colfax	0	1	0
Sandoval	41	26	51	De Baca	0	0	0
Otero	23	31	0	Eddy	0	0	3
San Juan	23	14	1	Guadalupe	0	0	0
San Miguel	22	31	48	Harding	0	0	0
Grant	16	24	18	Hidalgo	0	0	0
Curry	10	26	0	Lea	0	0	0
Santa Fe	9	34	53	Luna	0	1	0
Lincoln	7	3	0	Quay	0	0	0
Cibola	4	4	0	Roosevelt	0	0	0
Rio Arriba	4	2	19	Socorro	0	0	0
Chaves	2	1	0	Union	0	0	0
McKinley	2	1	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		
	Apr '20	Mar '20	Apr '19	Apr '20	Mar '20	Apr '19
Community Events	0	0	12			
NMCAL Presentations	1	6	45	50	23	381
Prevention Trainings	0	0	5	0	0	208
Community Meetings	16	19	67			
BH Provider Meetings	15	3	15			
Legislative Meetings	0	0	0			
Media Encounters	7	3	2			
Media Mentions	209+	78+	178+			
TOTALS	249	109	330	50	23	589

“Here to Hear You”

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**

Call the **Healthcare Worker and First Responder Support Line** at **1-855-507-5509**

Speech and hearing-impaired callers can access support through Relay NM services.

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.

Additional information available online at www.nmcrisisline.com

NMConnect App

