



# New Mexico Crisis and Access Line May 2020 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 23,809 calls. This includes 11,379 calls on the Statewide Crisis and Access Line, 4,683 New Mexico calls from the National Suicide Prevention Lifeline (NSPL), 32 calls from the Rio Grande Gorge Bridge, 4,918 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's), 165 calls on the Healthcare Worker and First Responder Support Line, 5,178 calls on the Warmline, and 12,489 text messages exchanged during the 492 text conversations that were handled on the Peer-to-Peer Warmline. NMConnect has had 3,252 smartphone app downloads.

Calls Answered by Type	May 2020	April 2020	May 2019
<b>Crisis Line Calls (NMCAL, NSPL, Bridge)</b>	<b>2,790</b>	<b>2,605</b>	<b>2,155</b>
<b>Healthcare Worker &amp; 1st Responder Calls</b>	<b>99</b>	<b>66</b>	<b>N/A</b>
Total Inbound Clinical Calls	2,022	1,925	1,666
Calling about Self	1,709	1,624	1,496
Calling about a Child	44	34	33
Calling about another Adult	269	267	137
Outbound Crisis Calls	222	61	204
Information/Referral Calls	82	87	22
Seeking info about Program(s)	20	19	10
Public Safety Calls	4	4	2
Administrative	11	14	6
Other	434	441	245
<b>Warmline Calls</b>	<b>1,017</b>	<b>1,103</b>	<b>2,035</b>
Text Message Conversations	88	148	61
Text Messages Exchanged	1,782	3,571	2,146
<b>Core Service Agencies (CSAs) Calls</b>	<b>1,123</b>	<b>955</b>	<b>850</b>
<b>TOTAL CALLS ANSWERED</b>	<b>5,042</b>	<b>4,726</b>	<b>5,040</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 any call.

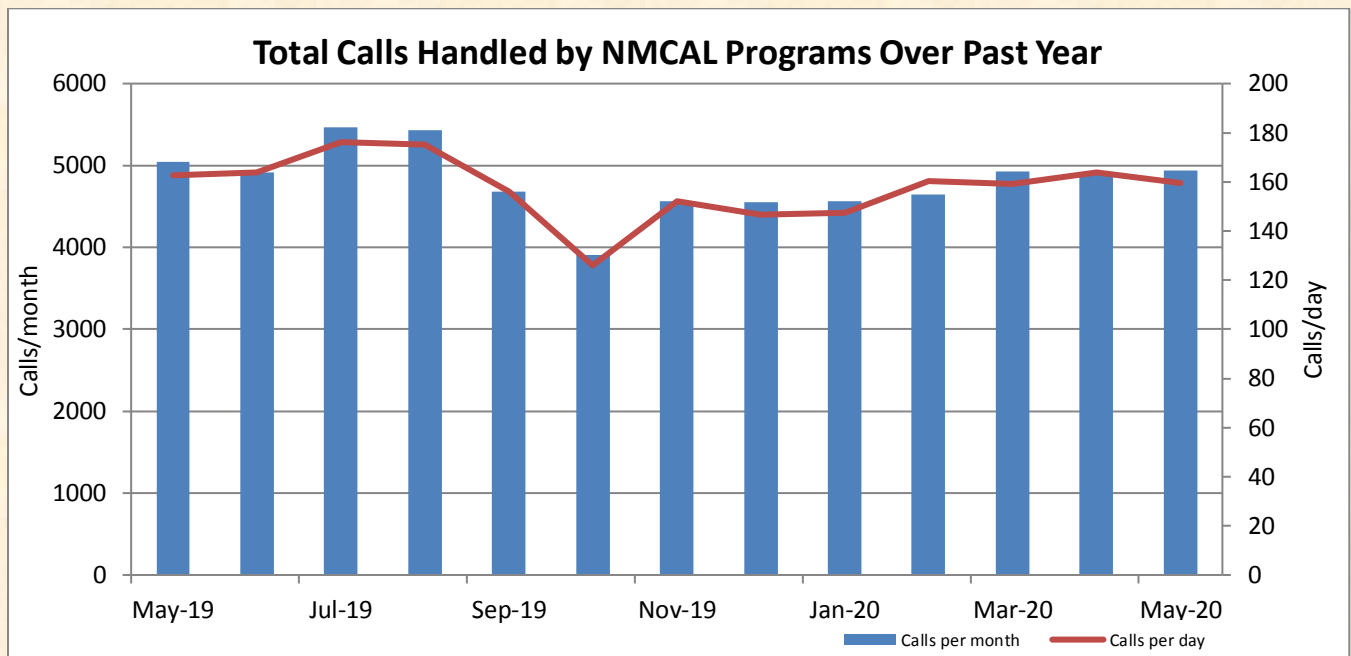
*COVID-19 concerns reported during call	May 2020	April 2020	March 2020
New Mexico Crisis and Access Line	6.5%	15.1%	17.2%
National Suicide Prevention Lifeline	9.0%	16.8%	16.2%
Warmline	10.7%	N/A	N/A
Healthcare Worker & First Responder Line	39.4%	56.1%	N/A
CSA Programs	2.5%	11.1%	7.9%
**University New Mexico Student Account	0.0%	9.5%	33%
Total All New Mexico Accounts	7.8%	15.6%	9.9%

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

*\*\* UNM is not a BHSD funded program*

**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 May 2020.

Crisis Line Clinical Calls	May 2020	April 2020	May 2019
Total behavioral health support calls	2,022	1,932	2,155
Service Level (answered under 30 sec)	88.8%	94.7%	78.9%
Abandonment Rate	3.7%	1.1%	5.7%
Average Speed of Answer	16 sec	10 sec	26 sec
Average Call Length	23.2 min	23.2 min	20.0 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	May 2020	April 2020	May 2019
Routine	58.3%	59.8%	63.0%
Urgent	36.5%	36.0%	31.6%
Emergent	5.3%	4.2%	5.5%



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		
	May '20	April '20	May '19		May '20	April '20	May '19
Bernalillo	930	967	573	Curry	14	22	13
Santa Fe	153	149	105	Cibola	12	11	4
Dona Ana	117	145	56	Socorro	12	11	9
San Juan	111	111	51	Luna	10	9	7
Taos	98	72	39	Torrance	10	9	9
Sandoval	69	69	69	Colfax	7	8	4
McKinley	62	43	10	Roosevelt	6	6	2
Otero	32	39	40	Los Alamos	5	5	11
Chaves	31	36	7	Mora	5	5	4
Valencia	31	35	28	Catron	4	2	0
Rio Arriba	28	33	18	Guadalupe	4	2	0
Lea	21	22	1	Union	2	2	4
San Miguel	20	21	10	De Baca	0	1	2
Grant	19	19	22	Harding	0	0	0
Eddy	18	15	9	Hidalgo	0	0	1
Lincoln	16	15	15	Quay	0	1	0
Sierra	15	15	7	Outside NM	82	69	50



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	May 2020	April 2020	May 2019
Suicide	21.0%	20.5%	20.5%
Anxiety	16.8%	19.7%	18.8%
Situational Stress	11.9%	13.1%	13.3%
Substance Use	11.6%	12.2%	5.5%
Depression	6.1%	6.3%	7.2%
Cognitive Concerns/Psychosis	5.3%	3.4%	5.3%
Family Concerns	3.4%	4.0%	2.4%
Health Issue/Chronic Pain	3.3%	1.2%	1.4%
Intimate Partner Relationship/Marital	2.6%	3.5%	3.5%
Loneliness	2.0%	2.4%	5.1%
Grief/Loss	1.9%	1.7%	2.0%
Trauma	1.6%	1.7%	1.2%
Intentional Self Injury	1.5%	1.0%	1.0%
Interpersonal Violence	1.4%	0.8%	1.8%
Medication	0.8%	0.5%	0.7%
Relationships (Non-Romantic)	0.7%	1.5%	7.0%
Workplace Issue/Career Counseling	0.5%	0.3%	0.9%
Community Violence	0.3%	0.1%	0.2%
Sexual Assault	0.2%	0.3%	0.1%
Sexuality/LGBTQ+ concerns	0.2%	0.1%	0.1%
Other	6.9%	5.8%	7.0%



Clinical Disposition All Crisis Line Calls	May 2020	April 2020	May 2019
Caller stabilized by counselor, and referred to community resources if appropriate	94.2%	94.4%	93.8%
Counselor made an abuse report	0.6%	0.6%	1.0%
Caller will take the person of concern to hospital	0.4%	0.2%	0.1%
Caller agreed to go to the hospital	0.5%	0.1%	0.6%
Caller agreed to call 911 regarding immediate danger	0.1%	0.1%	0.1%
Caller conferenced to 911 due to immediate danger	2.2%	2.6%	1.9%
Counselor contacted police with caller's consent	0.3%	0.5%	0.5%
Counselor contacted police without caller's consent	1.7%	1.6%	2.0%

## 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 31.5% of the calls in May. The 644 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	May 2020	April 2020	May 2019
Caller stabilized by counselor, and referred to community resources if appropriate	84.6%	85.6%	84.5%
Caller will take the person of concern to the hospital	1.1%	0.5%	0.4%
Caller agreed to go to the hospital	1.6%	0.3%	1.5%
Caller agreed to call 911 regarding immediate danger to a third party	0.2%	0.3%	0.2%
Caller conferenced to 911 due to immediate danger	6.4%	7.4%	6.0%
Counselor contacted police with caller's consent	0.9%	1.8%	1.3%
Counselor contacted police without caller's consent	5.2%	4.1%	6.0%



## 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 May 24.5% of clinical crisis line callers (561 people) reported current concerns were related to the impact drugs and/or alcohol had in their lives, with another 5.3% (109 people) reporting they had a history of substance use.

In May, 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 0.5% of the calls on the Peer-to-Peer Warmline.

Calls Related to Opioid Use	May 2020	April 2020	May 2019
NMCAL Clinical calls related to Opioid Use	68	58	23
Warmline calls related to Opioid Use	12	10	8

## Veterans

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

Caller Identified as a Veteran	May 2020	April 2020	May 2019
NMCAL calls	208	132	86
Warmline calls	18	25	2

## 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	May 2020	April 2020	May 2019
from NMCAL to Warmline	11	7	11
from Warmline to NMCAL	3	0	2



# 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 5,178 calls during phone operating hours of 3:30pm to 11:30pm MT, and 12,489 text messages exchanged during the 492 text conversations-handled during texting operating hours of 6:00pm to 11:00pm MT.

Warmline Utilization Data	May 2020	April 2020	May 2019
Total Calls Handled	1,017	1,103	2,035
Average Call Length (all Warmline calls)	16.1 min	16.9 min	16.6 min

Outcome of Warmline Calls	May 2020	April 2020	May 2019
Caller reports feeling supported by the call	95.8%	93.7%	97.3%
Caller received referrals	0.8%	0.3%	0.7%
Caller was transferred to an NMCAL counselor	0.3%	0.0%	0.3%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%
Other/None of the Above	3.0%	6.0%	1.6%

Warmline Text Message Data	May 2020	April 2020	May 2019
Total *Conversations	88	148	61
Text Messages Exchanged	1,782	3,571	2,146

*\*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	May 2020	April 2020	May 2019
Isolation / Loneliness	34.6%	41.3%	32.5%
Anxiety / Situational Stress	23.5%	21.1%	28.4%
Interpersonal Relationships	7.5%	6.5%	7.4%
Depression	6.1%	7.7%	6.9%
Anger Management	4.2%	4.2%	3.0%
Cognitive Concerns / Psychosis	1.2%	0.7%	0.9%
Grief / Loss	1.1%	0.9%	0.9%
Substance Use	1.1%	0.5%	1.8%
Resources / Community Referrals	0.8%	0.5%	0.2%
Abuse/Neglect	0.7%	0.6%	0.2%
Medication / Wellness Check In	0.5%	0.1%	0.3%
Sexual Assault	0.1%	0.1%	0.4%
Thoughts of Suicide	0.1%	0.5%	0.6%
Thoughts of Self-Injury	0.0%	0.1%	0.1%
Immediate Support/Intervention	0.3%	0.0%	0.0%
Administrative Call	0.0%	0.1%	0.0%
Other Mental Health Concern	0.5%	0.1%	1.4%
Other	17.5%	15.0%	14.9%



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		
	May '20	April '20	May '19		May '20	April '20	May '19
Bernalillo	318	407	322	Luna	1	0	0
Sierra	123	134	70	Catron	0	0	0
Sandoval	67	41	34	Chaves	0	2	0
Valencia	65	63	120	Colfax	0	0	0
Dona Ana	55	57	35	De Baca	0	0	0
Taos	49	60	43	Eddy	0	0	2
San Juan	47	23	0	Guadalupe	0	0	0
Curry	41	10	1	Harding	0	0	0
Otero	38	23	18	Hidalgo	0	0	0
San Miguel	22	22	32	Lea	0	0	0
Lincoln	15	7	1	Los Alamos	0	1	2
Grant	12	16	13	Mora	0	1	1
Santa Fe	4	9	49	Quay	0	0	0
Rio Arriba	3	4	22	Socorro	0	0	0
McKinley	2	2	0	Torrance	0	2	0
Roosevelt	2	0	1	Union	0	0	0
Cibola	1	4	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		
	May '20	April '20	May '19	May '20	April '20	May '19
Community Events	0	0	8			
NMCAL Presentations	9	1	7	330	50	467
Prevention Trainings	0	0	4	0	0	152
Community Meetings	29	16	28			
BH Provider Meetings	9	15	...			
Legislative Meetings	2	0	...			
Media Encounters	1	7	1			
Media Mentions	44+	209+	236+			
<b>TOTALS</b>	<b>94</b>	<b>249</b>	<b>28</b>	<b>330</b>	<b>50</b>	<b>611</b>

## “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](http://www.nmcrisisline.com)



