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UPDATE FROM  
THE MARYLAND AUTOMATED HOTLINE REPORTING SYSTEM (MAHRS):  
DATA FOR 1993 AND 1994

February 24, 1995

NCJRS

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ACQUISITIONS

Center for Substance Abuse Research (CESAR)  
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## BACKGROUND

In conjunction with the six hotlines that form the Maryland Youth Crisis Hotline, the Center for Substance Abuse Research (CESAR) developed the Maryland Automated Hotline Reporting System (MAHRS). Data collected through MAHRS provide a new indicator of substance use and the need for treatment across the state.

Working with hotline staff, CESAR developed a scannable telephone log form that met the data collection needs of each hotline and CESAR. In return, the hotlines agreed to ask several drug-related ("drug box") questions of all callers for whom drugs or alcohol was an issue. Completed forms are sent to CESAR each month for optical scanning and analysis, and CESAR returns an updated file to each hotline. MAHRS can generate descriptive reports tailored to each hotline's needs as well as county-level and statewide data on alcohol and drug use, frequency of specific drug mentions, patterns of injection drug use, callers' assessment of the need for alcohol or drug treatment, and many other aspects of the data.

A report on the first five months of MAHRS operation (March 1-July 31, 1993) was released by CESAR in March 1994.<sup>1</sup> The tables included in this packet provide hotline data for March through December 1993 and, separately, January through December 1994. An annotated List of Tables describes the data presented in each table.

The activities of the Maryland Youth Crisis Hotline are coordinated by Henry Westray of the Maryland Mental Hygiene Administration. The participating hotlines are operated by the Frederick County Mental Health Association, Grassroots Crisis Intervention, Hotline & Suicide Prevention Center Inc., the Life Crisis Center, the Mental Health Association of Montgomery County, and Walden/Sierra Inc. To safeguard the anonymity of callers to the hotlines, the hotlines are not identified by name in the tables that follow.

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1. Contact CESAR for a copy of *The Maryland Automated Hotline Reporting System (MAHRS): Background and Early Findings*, prepared by E. Levine, M. Wagner, and E.D. Wish, March 1994. Appendix A in the report describes the methodology used to collect and analyze the data.

## LIST OF TABLES

### 1. Monthly Number of Calls to Hotlines

The total number of calls in this table (48,829 for 1993; 63,157 for 1994) provides the basis for all subsequent tables. Note that the table excludes calls from "frequent callers," people who call many times a month for companionship rather than crisis help. Frequent callers are excluded from the analyses so they do not distort the results.

### 2. Characteristics of Hotline Callers

Hotline callers are identified by age, sex, and whether they were calling about themselves, a third party (someone other than themselves), themselves and a third party, or from an agency. Over 80 percent of callers in 1993 and 1994 called to discuss their own problems.

### 3. Monthly AOD-Related Calls to Hotlines

Of the 39 issues listed on the data collection form as possible reasons for the call, up to 4 issues are recorded by hotline counselors for each call. Included among the issues are alcohol, drugs, social and personal relationships, mental health concerns, daily stressors, housing and homelessness, and general family issues. (Table C lists the 39 issues.)

Alcohol use and/or other drug use were mentioned as issues in 4,725 calls in 1993 and in 5,861 calls in 1994. These alcohol and other drug (AOD) calls are the focus of the remaining tables.

### 4. AOD and Non-AOD Calls, by County

Calls with no AOD mentions, calls with AOD mentions, and total calls are broken down by the county from which the calls came. Note that the counties in which the hotlines are located (identified in the table) might be expected to have a higher call volume than other counties.

### 5. Percentage of Population and Call Volume of MAHRS Regions

Because the number of calls to some counties was small, the counties were aggregated into six regions for analysis. This table compares each region's share of the state population and share of total calls to all hotlines. The counties in each region are identified in the table.

### 6. Percentage of Calls per Month with AOD Mentions, Self-reported History of Injecting Illegal Drugs, and Self-reported Need for Treatment

Hotline calls with AOD mentions are broken down by month, type of drug mentioned, whether the call involved a

report of injection drug use, and whether the caller reported a need for drug treatment. Calls from agencies are excluded from the drug injection and treatment statistics because agency calls frequently do not provide information on the history of a specific client.

**7. AOD Mentions per 100 AOD-related Calls and Total Drug Mentions, by Region and Month**

Some of the data presented in Tables 1-6 could be misleading because of changes in the number of calls to hotlines from month to month. To control for this potential bias, this table focuses on the rate at which specific drugs were mentioned in each region. The table is a useful tool for examining changes in AOD calls over time. The "total" column in this table is the only column not based on rates; it is included so readers can see the *absolute* number of AOD mentions per region per month for each drug.

**8. Characteristics of AOD-related and Non-AOD related Calls**

AOD- and non-AOD calls are broken down by the age and gender of the caller, the hotline called, and the region in which the call was made.

**9. Demographics, Ever Injected, and Need for Treatment of Callers with Drug Mentions, by Drugs Mentioned**

Calls with AOD mentions are broken down by type of drug used and the age and gender of the caller, region in which the call was made, and whether the caller reported injection drug use and/or need for treatment.

**10. Characteristics of AOD-related Calls and Callers, by Need for Treatment**

AOD-related calls are broken down by characteristics of the calls and callers and whether the caller reported a need for treatment and, if so, the type of treatment needed (alcohol only, drug only, alcohol and drug).

**11. Drug Mentioned, Ever Injected, and Need for Treatment for Those Referred to Addiction Services**

This table reports the percentage of AOD-related calls that resulted in the caller being referred to addiction services. The data are broken down by type of drug mentioned, injection drug use, and reported need for treatment. Note that some calls may not have resulted in a treatment referral because the caller or third party involved was already participating in a drug or alcohol treatment program.

**12. Comparison of SAMIS and MAHRS AOD Mentions, by Drug**

The principal purpose of MAHRS is to examine hotline calls as indicators of need for substance abuse treatment among the caller population. One way to determine whether

hotline calls are valid indicators of treatment need is to compare the MAHRS data with an indicator of treatment utilization, such as the Substance Abuse Management Information System (SAMIS) of Maryland's Alcohol and Drug Abuse Administration (ADAA). For each person admitted to alcohol or drug treatment in Maryland, SAMIS records up to three substances mentioned by the client as most problematic in his or her life.

This table compares the regional distribution of AOD mentions, by drug, in the SAMIS and MAHRS data bases. Total correspondence is not expected between the two data bases because unlike MAHRS callers, SAMIS clients are currently entering treatment. Thus, the two populations presumably represent populations that differ to some degree with regard to life-style, severity of drug problem, motivation to seek treatment, and other important dimensions.

**13. Comparison of SAMIS and MAHRS AOD Mentions, by Region**

This table compares SAMIS and MAHRS data on the relative number of mentions of each drug in a given region.

**Appendix Tables:**

**A. Completion Rates for Three "Drug Box" Questions**

A crucial aspect of MAHRS data collection is that the hotline counselors ask the "drug box" questions each time a caller identifies alcohol or drugs as an issue. If the drug box completion rates is low, trends might be missed or differences might exist between calls for which the drug box is and is not completed.

This table reports completion rates for each of the three drug box questions, broken down by hotline.

**B. Number of Drug Mentions by Region and Month**

This table supplements the data presented in Table 7. It provides the absolute number of drug mentions per month in each region, broken down by type of drug. The rates reported in Table 7 were calculated using the data in this table.

**C. Calls to Hotlines by Issue Mentioned**

This table identifies the number and percentage of hotline calls that involved each of the 32 issues listed on the data collection form as reasons for the call.

1993 TABLES  
(March 1-December 1993)

Table 1: Monthly Number of Calls to Hotlines

Month/Year	Hotline						Total
	A	B	C	D	E	F	
Mar '93	1,580	564	411	1,004	1,255	336	5,150
Apr '93	1,408	469	371	884	954	319	4,405
May '93	1,345	426	340	861	878	355	4,205
Jun '93	1,484	409	334	948	1,015	346	4,536
Jul '93	1,447	741	403	1,090	1,049	287	5,017
Aug '93	1,553	766	420	1,142	1,019	360	5,260
Sep '93	1,556	695	409	1,214	1,077	345	5,296
Oct '93	1,492	686	420	1,087	1,142	361	5,188
Nov '93	1,622	578	326	1,057	1,067	329	4,979
Dec '93	1,573	549	311	1,072	970	318	4,793
Total	15,060	5,883	3,745	10,359	10,426	3,356	48,829

NOTE: Excludes 20,257 calls from frequent and common callers.



Table 2: Characteristics of Hotline Callers  
(N = 48,829 calls from 3/01/93 to 12/31/93)

Characteristic		Percent
Caller:	Self	87.0%
	Third Party	8.2
	Agency	3.0
	Self & Third Party	1.8
		100.0%
Gender: Female		69.4%
Age:	< 20 years	14.4%
	20 - 29	24.6
	30 - 44	47.2
	≥ 45	13.9
		100.0%
Median		31
Hotline Called:	A	30.8%
	B	12.0%
	C	7.7
	D	21.2
	E	21.4
	F	6.9
		100.0%

NOTES: Calls from an agency or a third party are excluded from age and gender statistics.

Percents may not add to exactly 100% due to rounding.

Table 3: Monthly AOD-Related Calls to Hotlines  
(N = 4,725 calls with AOD mentions)

Month/Year	Hotline						Total
	A	B	C	D	E	F	
Mar '93	208	66	29	39	67	95	504
Apr '93	158	58	45	20	57	107	445
May '93	155	30	37	21	61	151	455
Jun '93	163	36	34	28	81	133	475
Jul '93	171	71	49	37	66	111	505
Aug '93	162	90	43	39	75	132	541
Sep '93	156	72	48	37	45	109	467
Oct '93	133	72	45	27	68	121	466
Nov '93	142	61	36	32	52	131	454
Dec '93	135	47	36	32	47	116	413
Total	1,583	603	402	312	619	1,206	4,725

NOTE: Excludes 793 calls from frequent and common callers.

Table 4: AOD and Non-AOD Calls, by County  
(N = 48,829 calls from 3/01/93 to 12/31/93)

County*	Calls With No AOD Mention	Calls With AOD Mention	Total Calls
Anne Arundel	559	82	641
Allegany	50	8	58
Balt. City	3,371	626	3,997
Balt. County	2,445	331	2,776
Calvert	126	34	160
Caroline	83	8	91
Carroll	185	36	221
Cecil	490	27	517
Charles	53	18	71
Dorchester	135	15	150
Frederick*	2,787	325	3,112
Garrett	100	14	114
Harford	269	20	289
Howard*	3,380	252	3,632
Kent	18	2	20
Montgomery*	6,034	202	6,236
Pr. George's*	8,202	544	8,746
Queen Anne	32	10	42
Somerset	333	42	375
St. Mary's*	1,938	1,135	3,073
Talbot	86	13	99
Washington	282	42	324
Wicomico*	2,827	293	3,120
Worcester	786	139	925
Out of State	1,677	65	1,742
Unknown	7,856	442	8,298
Total	44,104	4,725	48,829

\*Counties in which the hotlines are located.

Table 4: AOD and Non-AOD Calls, by County  
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\*Counties in which the hotlines are located.

Table 5: Percentage of Population and  
Call Volume of MAHRS Regions

Region*	% of State Population (N = 4,781,468)	% of Total Calls (N = 40,531)**
Baltimore Metro	49.1%	28.5%
DC Metro	31.1	37.0
Western Maryland	7.8	8.9
Southern Maryland	4.8	8.2
Upper Shore	3.8	1.9
Lower Shore	3.4	11.3
Out of State	0.0	4.3
	100.0%	100.0%

\*Western Maryland = Allegany, Frederick, Garrett, and Washington counties; Southern Maryland = Calvert, Charles, and St. Mary's counties; Lower Shore = Dorchester, Somerset, Wicomico, and Worcester counties; Baltimore Metro = Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard counties; DC Metro = Montgomery and Prince George's counties; Upper Shore = Caroline, Cecil, Kent, Queen Anne's, and Talbot counties.

\*\*Excludes calls from "Unknown" category (8,298), which reduces the total number of calls from 48,829 to 40,531.

Table 6: Percentage of Calls per Month with AOD Mentions, Reported History of Injecting Illegal Drugs, and Reported Need for Treatment (N = 48,829 calls from 3/01/93 to 12/31/93)

Month/ Year	AOD Mentions							Ever* Injected	Needs Treatment*				Total Calls
	Any AOD Mention	Alcohol	Cocaine	Crack	Marijuana	Heroin	Other		Alcohol	Drug	Alcohol & Drug	None	
Mar '93	9.8%	6.6%	2.1%	1.5%	1.1%	.4%	1.7%	1.2%	2.0%	1.5%	1.2%	95.3%	5,150
Apr '93	10.1	6.9	1.7	1.7	1.2	.5	1.3	1.0	2.3	1.7	.9	95.1	4,405
May '93	10.8	6.5	2.3	2.0	1.4	.8	2.3	1.2	2.1	1.9	1.0	94.9	4,205
Jun '93	10.5	6.8	2.0	2.0	1.3	.7	2.0	1.3	2.3	2.2	1.2	94.3	4,536
Jul '93	10.1	6.0	1.9	2.2	1.3	1.0	2.2	1.2	1.7	2.6	1.4	94.3	5,017
Aug '93	10.3	6.8	2.1	2.4	1.1	.6	2.0	1.3	2.2	2.1	1.3	94.5	5,260
Sep '93	8.8	6.1	2.0	1.3	1.0	.6	1.6	.8	2.4	1.8	1.0	94.8	5,296
Oct '93	9.0	6.1	1.5	1.8	1.1	.5	1.3	.8	2.4	1.3	1.1	95.2	5,188
Nov '93	9.1	6.4	1.6	2.1	1.1	.7	1.6	1.2	2.2	1.7	1.0	95.1	4,979
Dec '93	8.6	5.8	1.4	1.5	1.5	.4	1.3	.7	2.1	1.5	.7	95.6	4,793
Total	9.7%	6.4%	1.8%	1.8%	1.2%	.6%	1.7%	1.1%	2.2%	1.8%	1.1%	94.9%	48,829

NOTE: Calls from agencies are excluded from injection and treatment statistics.

\*Excludes "doesn't know" and "refused" to answer.

Table 7: AOD Mentions per 100 AOD-Related Calls and Total Drug Mentions, by Region and Month  
(N = 4,725 calls from 3/01/93 to 12/31/93)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Absolute No. of AOD Mentions**
Western Maryland	Mar '93	59	6	9	25	3	6	0	0	13	32
	Apr '93	79	5	5	15	3	0	5	0	13	39
	May '93	74	18	8	13	8	3	3	0	16	38
	Jun '93	75	14	18	39	14	4	7	0	14	28
	Jul '93	63	8	10	23	15	10	0	2	6	48
	Aug '93	76	22	18	20	7	0	0	7	9	45
	Sep '93	70	13	11	22	2	0	4	2	22	46
	Oct '93	79	14	23	21	7	0	0	2	9	43
	Nov '93	81	14	14	11	3	3	0	0	8	36
	Dec '93	85	3	3	24	3	3	3	3	6	34
Southern Maryland	Mar '93	59	18	18	5	1	2	1	4	3	92
	Apr '93	69	19	27	8	3	1	1	1	5	104
	May '93	62	23	23	13	4	5	3	3	8	146
	Jun '93	71	14	19	15	3	6	3	2	5	129
	Jul '93	73	20	28	12	5	2	4	4	6	109
	Aug '93	71	17	21	11	5	4	2	2	3	133
	Sep '93	84	14	22	15	5	5	2	4	3	110
	Oct '93	75	16	22	9	6	3	1	1	5	120
	Nov '93	73	13	31	11	8	4	3	4	6	131
	Dec '93	77	9	20	19	4	4	6	4	4	113
Lower Shore	Mar '93	86	10	18	12	4	0	0	0	10	50
	Apr '93	76	10	16	14	4	2	0	0	4	51
	May '93	71	4	25	21	4	0	4	0	17	24
	Jun '93	45	16	35	3	3	0	0	0	3	31
	Jul '93	64	9	42	11	2	13	2	0	14	64
	Aug '93	53	24	42	7	7	4	0	0	8	72
	Sep '93	75	6	19	13	2	2	0	0	13	52
	Oct '93	63	13	23	15	0	0	2	0	7	60
	Nov '93	80	12	20	14	6	2	0	0	6	50
	Dec '93	80	11	20	23	9	0	0	0	6	35

(Continued)

Table 7: AOD Mentions per 100 AOD-Related Calls and Total Drug Mentions, by Region and Month (Continued)  
(N = 4,725 calls from 3/01/93 to 12/31/93)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Absolute No. of AOD Mentions**
Baltimore Metro	Mar '93	64	32	13	8	7	9	2	2	8	180
	Apr '93	63	24	11	10	3	11	1	1	6	143
	May '93	46	27	14	11	4	15	2	5	9	122
	Jun '93	57	28	13	7	6	12	0	1	9	138
	Jul '93	47	25	10	15	5	16	2	3	12	154
	Aug '93	59	24	10	7	2	13	3	2	13	135
	Sep '93	55	36	9	8	1	18	4	4	14	138
	Oct '93	62	18	16	11	3	13	0	2	13	112
	Nov '93	61	25	19	12	1	15	2	3	13	112
	Dec '93	48	26	15	9	3	10	2	1	9	113
DC Metro	Mar '93	60	17	18	11	6	1	1	0	7	83
	Apr '93	55	10	14	14	6	1	3	0	8	71
	May '93	58	12	18	17	8	8	2	3	17	65
	Jun '93	68	20	23	14	24	4	2	2	17	95
	Jul '93	51	19	24	11	14	7	1	4	17	83
	Aug '93	70	20	38	13	22	3	3	3	8	88
	Sep '93	62	24	20	6	12	0	0	0	12	66
	Oct '93	59	19	16	12	6	6	0	3	10	68
	Nov '93	64	16	25	16	12	7	0	3	7	67
	Dec '93	58	23	22	15	10	3	0	3	10	60
Other	Mar '93	79	7	7	14	0	0	0	0	7	14
	Apr '93	60	20	10	20	0	0	10	10	20	10
	May '93	80	40	0	0	0	0	0	0	0	5
	Jun '93	75	13	13	13	13	0	0	13	0	8
	Jul '93	30	0	50	10	0	0	0	0	20	10
	Aug '93	74	9	26	22	17	9	0	0	13	23
	Sep '93	68	0	8	12	8	0	4	0	4	25
	Oct '93	46	15	23	31	8	23	0	15	8	13
	Nov '93	75	38	25	0	0	0	0	0	0	8
	Dec '93	78	11	11	44	0	0	11	0	0	9

(Continued)



Table 7: AOD Mentions per 100 AOD-Related Calls and Total Drug Mentions, by Region and Month (Continued)  
(N = 4,725 calls from 3/01/93 to 12/31/93)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Absolute No. of AOD Mentions**
Total	Mar '93	65	22	15	10	5	5	1	2	7	451
	Apr '93	66	17	16	11	4	5	2	1	7	418
	May '93	59	21	18	13	5	8	3	3	11	400
	Jun '93	65	20	19	13	10	7	2	2	9	429
	Jul '93	57	19	22	14	7	10	2	3	11	468
	Aug '93	65	21	24	11	8	6	2	2	8	496
	Sep '93	68	21	15	12	4	7	2	2	11	437
	Oct '93	67	16	20	13	4	6	0	2	9	416
	Nov '93	70	17	24	12	6	7	1	2	8	404
	Dec '93	66	16	17	17	5	5	3	2	7	364

NOTE: Rates computed by multiplying each cell of Table B-1 by 100, then dividing by the "Any AOD" value of the cell's row in Table B-1.

\*Other = Upper Shore and Out of State.

\*\*This column reports the absolute number of AOD mentions per region per month. All other columns are rates of AOD mentions per 100 AOD-related calls.

Table 8: Characteristics of AOD-Related and  
Non-AOD-Related Calls  
(N = 48,829 calls from 3/01/93 to 12/31/93)

Characteristic		Non-AOD (44,104)	AOD (4,725)
Gender:	Female	71.0%	54.0%
Age:	< 20 years	14.9%	9.6%
	20 - 29	24.0	29.7
	30 - 44	46.8	50.9
	≥ 45	14.4	9.8
		100.0%	100.0%
	Median	30	31
Hotline Called:	A	30.6%	33.5%
	B	12.0	12.8
	C	7.6	8.5
	D	22.8	6.6
	E	22.2	13.1
	F	4.9	25.5
		100.0%	100.0%
Region:	DC Metro	39.3%	17.4%
	Baltimore Metro	28.2	31.4
	Lower Shore	11.3	11.4
	Southern Maryland	5.8	27.7
	Western Maryland	8.9	9.1
	Other	6.6	2.9
		100.0%	100.0%

NOTE: Calls from an agency or a third party are excluded from age and gender statistics.

Table 9: Demographics, Ever Injected, and Need for Treatment of Callers with Drug Mentions, by Drugs Mentioned  
(N = 4,725 calls from 3/01/93 to 12/31/93)

		Percent Mentioned							
Characteristic		Alcohol (3,059)	Cocaine (879)	Crack (880)	Marijuana (577)	Heroin (298)	LSD (84)	PCP (106)	Any Alc/Drug (4,725)
Gender:	Female	51.7%	50.6%	53.1%	51.7%	56.8%	40.3%	48.3%	54.0%
Age:	< 20 years	8.3%	8.8%	6.2%	21.1%	5.1%	28.6%	15.5%	9.6%
	20 - 29	27.2	36.9	42.2	32.1	36.9	34.9	40.5	29.7
	30 - 44	53.1	50.0	47.2	42.9	52.1	34.9	44.0	50.9
	≥ 45	11.4	4.4	4.4	3.8	6.0	1.6	0.0	9.8
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Median	32	30	30	28	30	24	28	30
Region:	DC Metro	16.4%	16.7%	20.3%	17.9%	11.0%	12.8%	17.6%	17.4%
	Baltimore Metro	27.4	44.4	21.1	24.4	63.1	30.8	34.1	31.4
	Lower Shore	12.2	7.4	16.2	11.7	5.0	3.8	0.0	11.4
	Southern Maryland	30.6	24.0	33.9	26.7	15.2	38.5	36.3	27.7
	Western Maryland	10.4	5.8	5.8	15.2	3.9	10.3	7.7	9.1
	Other	3.0	1.7	2.7	4.1	1.8	3.8	4.4	2.9
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Ever Injected	Yes	8.5%	27.3%	20.0%	12.7%	68.2%	16.0%	18.1%	11.5%
	No	60.8	46.0	53.4	57.0	17.2	62.7	59.6	56.5
Illegal	Refused	7.9	7.4	6.9	6.5	3.3	4.0	4.3	8.3
Drugs:	Doesn't Know	22.7	19.4	19.7	23.8	11.3	17.3	18.1	23.7
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Thinks He/She Needs Treatment Now:	No	33.1%	27.1%	23.6%	35.5%	23.5%	34.2%	27.1%	32.0%
	Yes - Drug	3.6	38.2	42.2	22.0	46.0	30.4	32.3	19.6
	Yes - Alcohol	34.6	2.7	2.2	7.9	1.5	3.8	4.2	23.1
	Yes - Both	15.0	22.6	23.9	19.7	23.9	21.5	31.3	11.3
	Refused	2.6	1.9	1.6	1.5	1.1	1.3	1.0	2.5
	Doesn't Know	11.2	7.6	6.6	13.3	4.0	8.9	4.2	11.4
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

NOTES: Calls from an agency or a third party are excluded from age and gender statistics.  
Agency calls are also excluded from injection and treatment statistics.  
Percents may not add to exactly 100% due to rounding.

Table 10: Characteristics of AOD-Related Calls and Callers, by Need for Treatment  
(N = 4,725 calls with AOD mentions from 3/01/93 to 12/31/93)

Characteristic		Treatment Needed Now?				
		No (1,313)	Alc Only (951)	Drug Only (805)	Alc & Drug (466)	Total (3,535) *
Gender:	Female	56.9%	48.3%	51.8%	46.1%	52.1%
Age:	< 20 years	11.4%	4.6%	7.5%	10.2%	8.6%
	20 - 29	25.5	24.0	43.8	37.9	30.8
	30 - 44	52.9	57.7	42.7	47.5	51.2
	≥ 45	10.2	13.7	6.1	4.4	9.4
		100.0%	100.0%	100.0%	100.0%	100.0%
	Median	32	34	29	30	31
Hotline Called:	A	41.6%	24.7%	42.9%	24.7%	35.1%
	B	11.7	15.8	11.3	15.5	13.2
	C	8.8	10.0	4.5	5.8	7.8
	D	9.0	5.7	5.0	2.8	6.4
	E	11.3	13.4	15.8	12.7	13.0
	F	17.7	30.5	20.6	38.6	24.6
		100.0%	100.0%	100.0%	100.0%	100.0%
Region:	DC Metro	17.2%	17.4%	19.6%	13.4%	17.3%
	Baltimore Metro	39.5	22.0	41.1	24.1	33.0
	Lower Shore	10.5	13.2	10.5	13.6	11.6
	Southern Maryland	20.1	32.8	21.8	39.4	26.6
	Western Maryland	9.9	10.6	4.8	6.2	8.4
	Other	2.7	3.9	2.3	3.3	3.0
		100.0%	100.0%	100.0%	100.0%	100.0%
Drug** Mentioned:	Alcohol	68.0%	98.2%	12.0%	86.7%	65.9%
	Cocaine	16.1	2.2	37.0	37.8	20.0
	Crack	14.5	1.9	42.4	41.4	21.0
	Marijuana	14.4	4.4	14.5	22.5	12.8
	Heroin	4.9	.4	15.5	13.9	7.3
Ever Injected (yes)		12.8%	4.3%	28.6%	35.2%	17.0%

NOTES: Calls from an agency or a third party are excluded from age and gender statistics.

Agency calls are also excluded from injection and treatment statistics.

\*Excludes "refused" (111 calls), "doesn't know" (503), and "missing" (384).

\*\*Sums to more than 100% because some callers mentioned multiple drugs.

Table 11: Drug Mentioned, Ever Injected, and Need for Treatment  
for Those Referred to Addiction Services  
(N = 4,725 calls from 3/01/93 to 12/31/93)

	N	Referral to Addiction Services
<hr/>		
Alcohol or Drug Mentioned		
Crack	880	46.1%*
PCP	106	37.7
LSD	84	47.6
Cocaine	879	38.6
Heroin	298	41.3
Alcohol	3,059	33.1
Marijuana	577	35.5
Other Drug	673	50.5
All AOD Calls	4,725	33.9
<hr/>		
Ever injected	481	38.0%
<hr/>		
Self-reported Need for Treatment**		
Both	499	53.7%
Drug	847	53.0
Alcohol	1,018	43.9
No	1,363	16.1
<hr/>		

\*Sums to more than 100% because some callers mentioned multiple drugs.

\*\*Excludes "refused" (111 calls) "doesn't know" (503) and "missing" (384).

Table 12: Comparison of SAMIS and MAHRS AOD Mentions, by Drug

Alcohol Mentions		
	SAMIS (N = 40,932)	MAHRS (N = 2,686)
Baltimore Metro	63%	56%
DC Metro	77	61
Western Maryland	88	74
Southern Maryland	87	71
Lower Shore	84	69
Upper Shore	87	73

Cocaine/Crack Mentions		
	SAMIS (N = 23,583)	MAHRS (N = 1,390)
Baltimore Metro	47%	36%
DC Metro	41	34
Western Maryland	24	19
Southern Maryland	25	35
Lower Shore	30	33
Upper Shore	28	22

Marijuana Mentions		
	SAMIS (N = 14,915)	MAHRS (N = 510)
Baltimore Metro	24%	10%
DC Metro	22	13
Western Maryland	35	21
Southern Maryland	25	12
Lower Shore	33	13
Upper Shore	40	27

Heroin Mentions		
	SAMIS (N = 12,294)	MAHRS (N = 277)
Baltimore Metro	34%	13%
DC Metro	8	4
Western Maryland	2	3
Southern Maryland	2	4
Lower Shore	3	3
Upper Shore	2	7

PCP Mentions		
	SAMIS (N = 40,932)	MAHRS (N = 87)
Baltimore Metro	3%	2%
DC Metro	8	2
Western Maryland	3	2
Southern Maryland	7	3
Lower Shore	0	0
Upper Shore	1	3

NOTES: SAMIS (Substance Abuse Management Information System) data are for fiscal year 1993. MAHRS data are for March 1993 through December 1993.

Table 13: Comparison of SAMIS and MAHRS AOD Mentions, by Region

Baltimore Metro

	SAMIS (N = 32,906)	MAHRS (N = 1,347)
Alcohol	63%	56%
Marijuana	24	10
Cocaine/Crack	47	36
Heroin	34	13
PCP	3	2

Western Maryland

	SAMIS (N = 4,355)	MAHRS (N = 389)
Alcohol	88%	74%
Marijuana	35	21
Cocaine/Crack	24	19
Heroin	2	3
PCP	3	2

Lower Shore

	SAMIS (N = 2,864)	MAHRS (N = 489)
Alcohol	84%	69%
Marijuana	33	13
Cocaine/Crack	30	33
Heroin	3	3
PCP	0	0

DC Metro

	SAMIS (N = 11,036)	MAHRS (N = 746)
Alcohol	77%	61%
Marijuana	22	13
Cocaine/Crack	41	34
Heroin	8	4
PCP	8	2

Southern Maryland

	SAMIS (N = 3,442)	MAHRS (N = 1,187)
Alcohol	87%	71%
Marijuana	25	12
Cocaine/Crack	25	35
Heroin	2	4
PCP	7	3

Upper Shore

	SAMIS (N = 3,017)	MAHRS (N = 60)
Alcohol	87%	73%
Marijuana	40	27
Cocaine/Crack	28	22
Heroin	2	7
PCP	1	3

NOTES: SAMIS (Substance Abuse Management Information System) data are for fiscal year 1993. MAHRS data are for March 1993 through December 1993.

Table A: Completion Rates for Three "Drug Box" Questions  
(N = 5,518 calls from 3/01/93 to 12/31/93)\*

Percent Completing Question				
	User**	Ever Injected	Needs Treatment	Average of 3 Questions
Hotline A	93%	88%	91%	91%
Hotline B	98	95	96	96
Hotline C	94	87	90	90
Hotline D	87	82	85	84
Hotline E	83	85	88	85
Hotline F	92	90	93	92
Hotline Average	92%	89%	91%	91%

\*Includes frequent and common callers.

\*\*Identifies whether the "user" who is the focus of the call is the caller, a third party, or both.



Table B-1: Number of Drug Mentions by Region and Month  
(N = 4,725 calls from 3/01/93 to 12/31/93)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Any AOD**
Western Maryland	Mar '93	19	2	3	8	1	2	0	0	4	32
	Apr '93	31	2	2	6	1	0	2	0	5	39
	May '93	28	7	3	5	3	1	1	0	6	38
	Jun '93	21	4	5	11	4	1	2	0	4	28
	Jul '93	30	4	5	11	7	5	0	1	3	48
	Aug '93	34	10	8	9	3	0	0	3	4	45
	Sep '93	32	6	5	10	1	0	2	1	10	46
	Oct '93	34	6	10	9	3	0	0	1	4	43
	Nov '93	29	5	5	4	1	1	0	0	3	36
	Dec '93	29	1	1	8	1	1	1	1	2	34
Southern Maryland	Mar '93	54	17	17	5	1	2	1	4	3	92
	Apr '93	72	20	28	8	3	1	1	1	5	104
	May '93	91	34	34	19	6	7	4	4	11	146
	Jun '93	92	18	25	19	4	8	4	3	6	129
	Jul '93	80	22	31	13	5	2	4	4	6	109
	Aug '93	94	23	28	15	6	5	2	2	4	133
	Sep '93	92	15	24	16	5	6	2	4	3	110
	Oct '93	90	19	26	11	7	3	1	1	6	120
	Nov '93	95	17	41	14	10	5	4	5	8	131
	Dec '93	87	10	23	22	4	4	7	5	5	113
Lower Shore	Mar '93	43	5	9	6	2	0	0	0	5	50
	Apr '93	39	5	8	7	2	1	0	0	2	51
	May '93	17	1	6	5	1	0	1	0	4	24
	Jun '93	14	5	11	1	1	0	0	0	1	31
	Jul '93	41	6	27	7	1	8	1	0	9	64
	Aug '93	38	17	30	5	5	3	0	0	6	72
	Sep '93	39	3	10	7	1	1	0	0	7	52
	Oct '93	38	8	14	9	0	0	1	0	4	60
	Nov '93	40	6	10	7	3	1	0	0	3	50
	Dec '93	28	4	7	8	3	0	0	0	2	35

(Continued)

Table B-1: Number of Drug Mentions by Region and Month (Continued)  
(N = 4,725 calls from 3/01/93 to 12/31/93)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Any AOD**
Baltimore Metro	Mar '93	116	58	24	14	13	16	3	4	14	180
	Apr '93	90	34	16	14	5	16	2	2	9	143
	May '93	56	33	17	13	5	18	3	6	11	122
	Jun '93	79	38	18	10	8	17	0	1	12	138
	Jul '93	73	39	16	23	8	25	3	4	18	154
	Aug '93	79	32	13	10	3	18	4	3	17	135
	Sep '93	76	50	12	11	2	25	5	5	19	138
	Oct '93	69	20	18	12	3	15	0	2	14	112
	Nov '93	68	28	21	13	1	17	2	3	15	112
	Dec '93	54	29	17	10	3	11	2	1	10	113
DC Metro	Mar '93	50	14	15	9	5	1	1	0	6	83
	Apr '93	39	7	10	10	4	1	2	0	6	71
	May '93	38	8	12	11	5	5	1	2	11	65
	Jun '93	65	19	22	13	23	4	2	2	16	95
	Jul '93	42	16	20	9	12	6	1	3	14	83
	Aug '93	62	18	33	11	19	3	3	3	7	88
	Sep '93	41	16	13	4	8	0	0	0	8	66
	Oct '93	40	13	11	8	4	4	0	2	7	68
	Nov '93	43	11	17	11	8	5	0	2	5	67
	Dec '93	35	14	13	9	6	2	0	2	6	60
Other	Mar '93	11	1	1	2	0	0	0	0	1	14
	Apr '93	6	2	1	2	0	0	1	1	2	10
	May '93	4	2	0	0	0	0	0	0	0	5
	Jun '93	6	1	1	1	1	0	0	1	0	8
	Jul '93	3	0	5	1	0	0	0	0	2	10
	Aug '93	17	2	6	5	4	2	0	0	3	23
	Sep '93	17	0	2	3	2	0	1	0	1	25
	Oct '93	6	2	3	4	1	3	0	2	1	13
	Nov '93	6	3	2	0	0	0	0	0	0	8
	Dec '93	7	1	1	4	0	0	1	0	0	9

(Continued)

Table B-1: Number of Drug Mentions by Region and Month (Continued)  
(N = 4,725 calls from 3/01/93 to 12/31/93)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Any AOD**
Total	Mar '93	293	97	69	44	22	21	5	8	33	451
	Apr '93	277	70	65	47	15	19	8	4	29	418
	May '93	234	85	72	53	20	31	10	12	43	400
	Jun '93	277	85	82	55	41	30	8	7	39	429
	Jul '93	269	87	104	64	33	46	9	12	52	468
	Aug '93	324	102	118	55	40	31	9	11	41	496
	Sep '93	297	90	66	51	19	32	10	10	48	437
	Oct '93	277	68	82	53	18	25	2	8	36	416
	Nov '93	281	70	96	49	23	29	6	10	34	404
	Dec '93	240	59	62	61	17	18	11	9	25	364

\*Other = Upper Shore and Out of State.

\*\*Sums to less than the row total because some callers mention multiple substances.

Table C: Calls to Hotlines by Issue Mentioned  
(N = 48,829 calls from 3/01/93 to 12/31/93)

Issue	N	Percent Of Issues	Percent Of Calls
Alcohol/Drugs	4,725	5.7%	9.7%
Drug Dealer	88	.1	.2
Other Addictions	153	.2	.3
Eating Disorders	363	.4	.7
Domestic Violence	2,235	2.7	4.6
Batterers	313	.4	.6
Sexual Assault/Rape	620	.7	1.3
Child Sexual Abuse	508	.6	1.0
Child Sexual Assault	176	.2	.4
Adult Molested As Child	1,343	1.6	2.8
Adult Abuse/Neglect	444	.5	.9
Child Abuse/Neglect	2,504	3.0	5.1
Sexual Issues	2,040	2.5	4.2
Sexual Minorities	428	.5	.9
Pregnancy	773	.9	1.6
AIDS	318	.4	.7
Sexually Transmitted Disease	187	.2	.4
Physical Health Concerns	2,782	3.4	5.7
Separation/Divorce	1,700	2.0	3.5
Parenting Issues	2,482	3.0	5.1
Runaway/Throwaway	658	.8	1.3
Gen. Family Issues	6,026	7.3	12.3
Latch Key Concerns	596	.7	1.2
Social Personal Relat.	10,210	12.3	20.9
Mental Health Concerns	7,917	9.5	16.2
Psychological Crisis	2,918	3.5	6.0
Marital Stress	2,017	2.4	4.1
Daily Stressors	8,459	10.2	17.3
Employment/School	3,007	3.6	6.2
Financial Stress	2,522	3.0	5.2
Housing/Homelessness	5,981	7.2	12.2
Legal Concerns	1,253	1.5	2.6
Suicide (active attempt)	543	.7	1.1
Suicide Ideation	3,319	4.0	6.8
Survivor (family mem.)	166	.2	.3
Homicide	114	.1	.2
Death/Dying	790	1.0	1.6
Religious/Cult Issues	214	.3	.4
Service Inquiry	2,108	2.5	4.3
Total	83,000	100.0%	170.0%

NOTES: Excludes calls from frequent and common callers.  
Percent of Calls column adds to more than 100% because more than one issue per call can be selected.

1994 TABLES

Table 1: Monthly Number of Calls to Hotlines

Month/Year	Hotline						Total
	A	B	C	D	E	F	
Jan '94	1,464	528	322	1,083	1,258	296	4,951
Feb '94	1,498	475	344	899	1,035	297	4,548
Mar '94	1,551	727	368	1,002	991	403	5,042
Apr '94	1,818	512	344	1,052	1,070	312	5,108
May '94	1,566	571	379	854	1,178	320	4,868
Jun '94	1,633	794	520	919	982	279	5,127
Jul '94	1,484	672	381	1,099	1,153	310	5,099
Aug '94	1,739	707	372	1,066	864	260	5,008
Sep '94	1,761	606	371	1,004	1,322	311	5,375
Oct '94	1,633	727	444	958	1,867	336	5,965
Nov '94	1,901	655	375	1,047	1,959	327	6,264
Dec '94	1,561	641	344	1,144	1,844	268	5,802
Total	19,609	7,615	4,564	12,127	15,523	3,719	63,157

NOTE: Excludes 23,552 calls from frequent and common callers.

Table 2: Characteristics of Hotline Callers  
(N = 63,157 calls from 1/01/94 to 12/31/94)

Characteristic		Percent
Caller:	Self	83.7%
	Third Party	11.0
	Agency	3.3
	Self & Third Party	1.9
		100.0%
Gender: Female		69.0%
Age:	< 20 years	12.4%
	20 - 29	22.4
	30 - 44	47.7
	≥ 45	17.4
		100.0%
Median		33
Hotline Called:	A	31.0%
	B	12.1%
	C	7.2
	D	19.2
	E	24.6
	F	5.9
		100.0%

NOTES: Calls from an agency or a third party are excluded from age and gender statistics.

Percents may not add to exactly 100% due to rounding.

Table 3: Monthly AOD-Related Calls to Hotlines  
(N = 5,861 calls with AOD mentions)

Month/Year	Hotline						Total
	A	B	C	D	E	F	
Jan '94	130	46	30	26	34	100	366
Feb '94	215	44	25	22	31	97	434
Mar '94	175	40	24	32	45	138	454
Apr '94	263	53	38	38	53	94	539
May '94	163	69	24	19	48	133	456
Jun '94	175	77	41	26	50	124	493
Jul '94	163	54	37	36	61	119	470
Aug '94	232	62	38	32	43	112	519
Sep '94	178	51	28	27	104	137	525
Oct '94	162	77	43	30	123	120	555
Nov '94	177	57	43	31	131	128	567
Dec '94	179	76	23	22	85	98	483
Total	2,212	706	394	341	808	1,400	5,861

NOTE: Excludes 758 calls from frequent and common callers.



Table 4: AOD and Non-AOD Calls, by County  
(N = 63,157 calls from 1/01/94 to 12/31/94)

County*	Calls With No AOD Mention	Calls With AOD Mention	Total Calls
Anne Arundel	635	162	797
Allegany	167	7	174
Balt. City	4,252	770	5,022
Balt. County	3,322	472	3,794
Calvert	73	30	103
Caroline	54	2	56
Carroll	282	29	311
Cecil	401	50	451
Charles	83	23	106
Dorchester	352	13	365
Frederick*	3,198	324	3,522
Garrett	170	23	193
Harford	320	43	363
Howard*	5,448	379	5,827
Kent	22	3	25
Montgomery*	6,764	302	7,066
Pr. George's*	12,685	698	13,383
Queen Anne	101	15	116
Somerset	406	72	478
St. Mary's*	2,147	1,323	3,470
Talbot	135	8	143
Washington	440	49	489
Wicomico*	3,882	363	4,245
Worcester	1,040	148	1,188
Out of State	2,050	75	2,125
Unknown	8,867	478	9,345
Total	57,296	5,861	63,157

\*Counties in which the hotlines are located.

Table 5: Percentage of Population and  
Call Volume of MAHRS Regions

Region*	% of State Population (N = 4,781,468)	% of Total Calls (N = 53,812)**
Baltimore Metro	49.1%	29.9%
DC Metro	31.1	38.0
Western Maryland	7.8	8.1
Southern Maryland	4.8	6.8
Upper Shore	3.8	1.5
Lower Shore	3.4	11.7
Out of State	0.0	3.9
	100.0%	100.0%

\*Western Maryland = Allegany, Frederick, Garrett, and Washington counties; Southern Maryland = Calvert, Charles, and St. Mary's counties; Lower Shore = Dorchester, Somerset, Wicomico, and Worcester counties; Baltimore Metro = Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard counties; DC Metro = Montgomery and Prince George's counties; Upper Shore = Caroline, Cecil, Kent, Queen Anne's, and Talbot counties.

\*\*Excludes calls from "Unknown" category (9,345), which reduces the total number of calls from 63,157 to 53,812.

Table 6: Percentage of Calls per Month with AOD Mentions, Reported History of Injecting Illegal Drugs, and Reported Need for Treatment (N = 63,157 calls from 1/01/94 to 12/31/94)

Month/ Year	AOD Mentions							Ever* Injected	Needs Treatment*				Total Calls
	Any AOD Mention	Alcohol	Cocaine	Crack	Marijuana	Heroin	Other		Alcohol	Drug	Alcohol & Drug	None	
Jan '94	7.4%	4.9%	1.0%	1.5%	1.1%	.4%	1.6%	.5%	1.8%	1.4%	.9%	95.9%	4,951
Feb '94	9.5	6.5	1.2	1.8	1.1	.4	1.5	.5	2.2	1.7	1.6	94.6	4,548
Mar '94	9.0	5.6	1.6	1.9	1.3	.9	1.8	1.3	1.7	2.1	1.2	95.1	5,042
Apr '94	10.6	6.6	1.4	2.4	1.6	.8	2.8	1.1	1.6	2.1	1.9	94.4	5,108
May '94	9.4	6.4	1.3	1.9	1.4	.8	1.6	.9	2.2	2.0	.8	95.0	4,868
Jun '94	9.6	6.6	1.2	2.3	1.0	.7	1.6	.9	1.9	1.6	1.1	95.4	5,127
Jul '94	9.2	5.6	1.9	2.2	1.2	1.0	1.6	1.2	1.5	2.2	1.2	95.1	5,099
Aug '94	10.4	6.0	1.9	2.3	1.3	.7	1.6	1.1	2.1	2.3	1.2	94.4	5,008
Sep '94	9.8	5.5	1.5	2.3	1.3	.8	2.1	1.0	1.7	2.0	1.0	95.3	5,375
Oct '94	9.3	5.9	1.7	2.2	1.1	.5	2.0	1.0	1.7	1.7	.9	95.6	5,965
Nov '94	9.1	5.4	2.0	2.0	1.1	.6	1.6	.9	2.0	2.3	.9	94.8	6,264
Dec '94	8.3	5.3	1.2	2.4	1.3	.7	1.3	.8	1.8	1.7	1.1	95.4	5,802
Total	9.3%	5.8%	1.5%	2.1%	1.2%	.7%	1.8%	.9%	1.8%	1.9%	1.1%	95.1%	63,157

NOTE: Calls from agencies are excluded from injection and treatment statistics.

\*Excludes "doesn't know" and "refused" to answer.

Table 7: AOD Mentions per 100 AOD-Related Calls and Total Drug Mentions, by Region and Month  
(N = 5,861 calls from 1/01/94 to 12/31/94)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Absolute No. of AOD Mentions**
Western Maryland	Jan '94	80	3	3	17	13	3	7	0	20	30
	Feb '94	78	4	22	9	9	0	4	0	13	23
	Mar '94	67	17	17	13	4	0	0	4	13	24
	Apr '94	74	3	6	26	3	0	3	0	6	34
	May '94	46	0	13	38	0	0	13	4	21	24
	Jun '94	84	7	30	28	2	12	9	2	16	43
	Jul '94	65	8	30	14	0	8	3	0	19	37
	Aug '94	66	20	17	24	2	2	5	0	10	41
	Sep '94	61	6	15	27	3	6	0	0	21	33
	Oct '94	70	11	13	17	11	0	11	0	17	47
	Nov '94	65	14	23	16	9	9	0	2	12	43
	Dec '94	67	8	4	17	0	8	4	4	17	24
Southern Maryland	Jan '94	74	7	26	18	3	3	4	1	10	96
	Feb '94	72	8	31	15	1	1	2	3	3	96
	Mar '94	72	14	25	17	1	2	2	2	8	134
	Apr '94	62	13	32	20	3	4	6	3	9	98
	May '94	85	11	21	19	5	2	5	5	4	131
	Jun '94	72	15	31	8	2	2	0	1	7	122
	Jul '94	70	12	30	16	4	1	1	2	5	117
	Aug '94	78	17	19	17	3	5	4	5	6	109
	Sep '94	69	14	24	17	0	3	3	3	11	132
	Oct '94	73	14	28	15	2	1	3	5	9	115
	Nov '94	72	13	25	14	5	0	3	2	6	128
	Dec '94	84	10	32	16	3	4	2	3	5	98
Lower Shore	Jan '94	70	0	41	3	3	0	0	0	8	37
	Feb '94	51	3	46	6	3	6	0	3	6	35
	Mar '94	69	8	22	19	0	6	6	0	8	36
	Apr '94	60	13	33	22	2	2	4	0	4	45
	May '94	82	6	27	10	4	0	3	0	6	67
	Jun '94	83	5	19	8	2	5	0	0	6	64
	Jul '94	76	16	31	9	0	16	2	0	7	45
	Aug '94	67	13	43	13	7	0	0	0	2	46
	Sep '94	78	7	31	9	7	0	0	0	4	45
	Oct '94	67	10	31	11	4	3	3	1	10	70
	Nov '94	67	12	28	14	5	0	2	0	0	43
	Dec '94	71	10	22	16	0	5	3	0	17	63

(Continued)

Table 7: AOD Mentions per 100 AOD-Related Calls and Total Drug Mentions, by Region and Month (Continued)  
(N = 5,861 calls from 1/01/94 to 12/31/94)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Absolute No. of AOD Mentions**
Baltimore Metro	Jan '94	45	22	17	10	1	12	4	3	15	108
	Feb '94	68	16	11	13	2	6	1	1	12	185
	Mar '94	47	17	20	10	4	23	2	1	20	148
	Apr '94	56	15	21	12	6	13	3	1	13	199
	May '94	58	18	17	9	3	18	2	4	8	137
	Jun '94	54	14	19	15	3	14	3	2	15	149
	Jul '94	43	27	18	15	3	22	1	1	11	148
	Aug '94	49	25	24	11	4	13	2	3	11	171
	Sep '94	41	23	21	9	3	13	6	3	13	160
	Oct '94	55	23	15	9	4	13	6	2	12	137
	Nov '94	52	25	16	12	2	15	3	1	12	153
	Dec '94	51	18	19	14	3	16	2	1	14	160
DC Metro	Jan '94	73	23	27	20	9	9	5	5	14	44
	Feb '94	54	17	15	4	9	2	2	2	17	46
	Mar '94	61	26	19	7	7	6	0	2	6	54
	Apr '94	73	10	18	8	11	5	2	4	45	110
	May '94	61	22	24	9	11	9	0	0	9	54
	Jun '94	54	19	23	2	4	2	0	4	21	57
	Jul '94	61	28	22	8	7	4	1	1	19	72
	Aug '94	32	12	16	8	3	2	2	5	7	97
	Sep '94	47	17	29	14	9	13	3	11	11	110
	Oct '94	59	26	30	8	9	6	2	1	14	138
	Nov '94	44	41	30	10	3	4	7	3	10	124
	Dec '94	54	14	37	10	0	0	0	2	4	94
Other	Jan '94	88	13	13	50	0	0	13	0	25	8
	Feb '94	88	13	25	13	0	0	0	0	13	8
	Mar '94	75	17	8	33	0	0	17	0	8	12
	Apr '94	92	38	31	46	15	0	8	0	31	13
	May '94	71	14	14	29	14	0	0	0	14	7
	Jun '94	82	0	35	18	12	12	6	0	24	17
	Jul '94	67	13	13	20	20	13	0	0	40	15
	Aug '94	75	15	40	15	5	5	0	0	5	20
	Sep '94	55	0	9	0	18	18	0	0	27	11
	Oct '94	63	0	25	38	0	0	0	0	13	8
	Nov '94	61	11	22	22	22	11	0	0	6	18
	Dec '94	88	13	44	56	38	31	38	6	44	16

(Continued)

Table 7: AOD Mentions per 100 AOD-Related Calls and Total Drug Mentions, by Region and Month (Continued)  
(N = 5,861 calls from 1/01/94 to 12/31/94)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Absolute No. of AOD Mentions**
Total	Jan '94	65	13	22	15	4	7	4	2	13	323
	Feb '94	67	12	21	11	3	4	2	2	10	393
	Mar '94	61	16	21	14	3	10	2	1	12	408
	Apr '94	64	13	23	15	6	7	3	2	18	499
	May '94	70	13	20	15	5	8	3	3	7	420
	Jun '94	67	12	24	12	3	8	2	2	13	452
	Jul '94	59	20	24	14	4	11	1	1	12	434
	Aug '94	56	19	23	13	4	7	2	3	8	484
	Sep '94	55	16	24	13	4	9	3	4	12	491
	Oct '94	63	19	24	11	5	6	4	2	12	515
	Nov '94	58	23	24	13	5	7	4	2	9	509
	Dec '94	64	13	26	15	3	9	3	2	12	455

NOTE: Rates computed by multiplying each cell of Table B-1 by 100, then dividing by the "Any AOD" value of the cell's row in Table B-1.

\*Other = Upper Shore and Out of State.

\*\*This column reports the absolute number of AOD mentions per region per month. All other columns are rates of AOD mentions per 100 AOD-related calls.

Table 8: Characteristics of AOD-Related and  
Non-AOD-Related Calls  
(N = 63,157 calls from 1/01/94 to 12/31/94)

Characteristic		Non-AOD (57,296)	AOD (5,861)
Gender:	Female	70.4%	54.4%
Age:	< 20 years	12.5%	11.2%
	20 - 29	22.0	26.9
	30 - 44	47.3	51.9
	≥ 45	18.2	10.0
		<hr/>	<hr/>
		100.0%	100.0%
	Median	31	33
Hotline	A	30.4%	37.7%
Called:	B	12.1	12.0
	C	7.3	6.7
	D	20.6	5.8
	E	25.7	13.8
	F	4.0	23.9
		<hr/>	<hr/>
		100.0%	100.0%
Region:	DC Metro	40.2%	18.6%
	Baltimore Metro	29.4	34.5
	Lower Shore	11.7	11.1
	Southern Maryland	4.8	25.6
	Western Maryland	8.2	7.5
	Other	5.7	2.8
		<hr/>	<hr/>
		100.0%	100.0%

NOTE: Calls from an agency or a third party are excluded from age and gender statistics.

Table 9: Demographics, Ever Injected, and Need for Treatment of Callers with Drug Mentions, by Drugs Mentioned  
(N = 5,861 calls from 1/01/94 to 12/31/94)

		Percent Mentioned							
Characteristic		Alcohol (3,649)	Cocaine (939)	Crack (1,305)	Marijuana (778)	Heroin (435)	LSD (174)	PCP (126)	Any Alc/Drug (5,861)
Gender:	Female	52.6%	53.7%	53.2%	50.4%	48.9%	43.2%	49.4%	54.4%
Age:	< 20 years	10.5%	8.6%	8.0%	28.6%	7.3%	49.6%	14.5%	11.2%
	20 - 29	24.7	32.7	36.6	27.7	35.9	24.0	31.3	26.9
	30 - 44	54.1	52.1	49.6	36.9	48.6	20.2	50.6	51.9
	≥ 45	10.7	6.5	5.8	6.8	8.3	6.2	3.6	10.0
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Median	32	30	30	26	30	20	30	31
Region:	DC Metro	16.4%	25.0%	20.3%	12.7%	12.6%	14.6%	30.2%	18.6%
	Baltimore Metro	28.8	42.9	27.1	29.9	67.0	32.9	27.6	34.5
	Lower Shore	12.7	5.9	14.4	9.7	4.9	7.6	1.7	11.1
	Southern Maryland	30.3	19.8	29.5	30.4	7.6	25.3	35.3	25.6
	Western Maryland	8.3	4.2	5.5	11.5	4.4	12.7	4.3	7.5
	Other	3.4	2.2	3.1	5.8	3.4	7.0	.9	2.8
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Ever Injected	Yes	6.7%	22.8%	14.4%	10.0%	69.7%	16.8%	16.2%	10.0%
	No	57.0	45.1	50.4	56.9	17.1	51.6	55.2	52.7
Illegal	Refused	9.1	8.4	8.5	6.3	1.7	6.2	8.6	8.7
Drugs:	Doesn't Know	27.1	23.8	26.6	26.7	11.4	25.5	20.0	28.7
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Thinks	No	30.9%	23.5%	20.0%	36.2%	15.8%	36.0%	24.8%	29.2%
He/She	Yes - Drug	3.3	39.3	44.4	19.9	51.5	19.3	27.6	20.5
Needs	Yes - Alcohol	31.0	2.2	1.1	4.0	3.2	4.3	1.9	19.8
Treatment	Yes - Both	17.6	22.5	21.3	22.4	19.1	21.1	33.3	12.2
Now:	Refused	3.3	2.7	2.9	1.5	1.0	3.1	2.9	3.1
	Doesn't Know	13.9	9.7	10.4	16.1	9.4	16.1	9.5	15.2
		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

NOTES: Calls from an agency or a third party are excluded from age and gender statistics.  
Agency calls are also excluded from injection and treatment statistics.  
Percents may not add to exactly 100% due to rounding.



Table 10: Characteristics of AOD-Related Calls and Callers, by Need for Treatment  
(N = 5,861 calls with AOD mentions from 1/01/94 to 12/31/94)

Characteristic		Treatment Needed Now?				Total (4,408)*
		No (1,578)	Alc Only (1,067)	Drug Only (1,107)	Alc & Drug (656)	
Gender:	Female	58.9%	44.8%	48.4%	56.9%	52.7%
Age:	< 20 years	16.5%	6.0%	7.9%	8.3%	10.6%
	20 - 29	26.8	22.2	38.4	25.8	28.2
	30 - 44	43.7	59.7	49.2	62.1	51.8
	≥ 45	13.0	12.1	4.5	3.8	9.4
		100.0%	100.0%	100.0%	100.0%	100.0%
	Median	30	33	30	32	31
Hotline Called:	A	33.8%	29.5%	46.3%	35.4%	36.1%
	B	10.8	17.2	9.9	10.8	12.1
	C	8.8	7.5	4.7	5.6	7.0
	D	6.2	5.5	4.5	2.9	5.1
	E	19.3	12.4	13.8	9.5	14.8
	F	21.1	27.8	20.7	35.8	24.8
		100.0%	100.0%	100.0%	100.0%	100.0%
Region:	DC Metro	21.6%	15.2%	17.1%	16.7%	18.2%
	Baltimore Metro	32.5	26.9	44.8	28.8	33.8
	Lower Shore	9.6	16.6	9.5	10.1	11.3
	Southern Maryland	23.1	30.8	21.6	35.5	26.4
	Western Maryland	10.2	8.0	4.8	6.0	7.6
	Other	3.0	2.6	2.2	2.8	2.7
		100.0%	100.0%	100.0%	100.0%	100.0%
Drug** Mentioned:	Alcohol	66.7%	99.2%	10.1%	91.6%	64.0%
	Cocaine	13.1	1.8	31.1	30.0	17.4
	Crack	15.5	1.2	49.1	39.6	24.0
	Marijuana	16.8	2.7	13.2	25.0	13.7
	Heroin	4.1	1.2	18.8	11.7	8.2
Ever Injected (yes)		10.3%	3.7%	28.2%	24.6%	15.4%

NOTES: Calls from an agency or a third party are excluded from age and gender statistics.

Agency calls are also excluded from injection and treatment statistics.

\*Excludes "refused" (172 calls), "doesn't know" (890), and "missing" (201).

\*\*Sums to more than 100% because some callers mentioned multiple drugs.

Table 11: Drug Mentioned, Ever Injected, and Need for Treatment  
for Those Referred to Addiction Services  
(N = 5,861 calls from 1/01/94 to 12/31/94)

	N	Referral to Addiction Services
<hr/>		
Alcohol or Drug Mentioned		
Crack	1,305	50.5%*
PCP	126	44.4
LSD	174	32.8
Cocaine	939	44.8
Heroin	435	45.5
Alcohol	3,649	36.5
Marijuana	778	38.3
Other Drug	885	47.8
All AOD Calls	5,861	37.3
<hr/>		
Ever injected	568	43.0%
<hr/>		
Self-reported Need for Treatment**		
Both	699	53.5%
Drug	1,156	56.6
Alcohol	1,110	45.0
No	1,633	20.9
<hr/>		

\*Sums to more than 100% because some callers mentioned multiple drugs.

\*\*Excludes "refused" (172 calls) "doesn't know" (890) and "missing" (201).

Table 12: Comparison of SAMIS and MAHRS AOD Mentions, by Drug

Alcohol Mentions

	SAMIS (N = 40,932)	MAHRS (N = 3,229)
Baltimore Metro	63%	52%
DC Metro	77	55
Western Maryland	88	69
Southern Maryland	87	74
Lower Shore	84	71
Upper Shore	87	81

Marijuana Mentions

	SAMIS (N = 14,915)	MAHRS (N = 681)
Baltimore Metro	24%	12%
DC Metro	22	9
Western Maryland	35	21
Southern Maryland	25	16
Lower Shore	33	12
Upper Shore	40	33

Cocaine/Crack Mentions

	SAMIS (N = 23,583)	MAHRS (N = 1,795)
Baltimore Metro	47%	35%
DC Metro	41	37
Western Maryland	24	22
Southern Maryland	25	34
Lower Shore	30	35
Upper Shore	28	32

Heroin Mentions

	SAMIS (N = 12,294)	MAHRS (N = 392)
Baltimore Metro	34%	15%
DC Metro	8	5
Western Maryland	2	4
Southern Maryland	2	2
Lower Shore	3	3
Upper Shore	2	10

PCP Mentions

	SAMIS (N = 40,932)	MAHRS (N = 115)
Baltimore Metro	3%	2%
DC Metro	8	4
Western Maryland	3	1
Southern Maryland	7	3
Lower Shore	0	0
Upper Shore	1	1

NOTES: SAMIS (Substance Abuse Management Information System) data are for fiscal year 1993. MAHRS data are for January 1994 through December 1994.

Table 13: Comparison of SAMIS and MAHRS AOD Mentions, by Region

Baltimore Metro

	SAMIS (N = 32,906)	MAHRS (N = 1,855)
Alcohol	63%	52%
Marijuana	24	12
Cocaine/Crack	47	35
Heroin	34	15
PCP	3	2

Western Maryland

	SAMIS (N = 4,355)	MAHRS (N = 403)
Alcohol	88%	69%
Marijuana	35	21
Cocaine/Crack	24	22
Heroin	2	4
PCP	3	1

Lower Shore

	SAMIS (N = 2,864)	MAHRS (N = 596)
Alcohol	84%	71%
Marijuana	33	12
Cocaine/Crack	30	35
Heroin	3	3
PCP	0	0

DC Metro

	SAMIS (N = 11,036)	MAHRS (N = 1,000)
Alcohol	77%	55%
Marijuana	22	9
Cocaine/Crack	41	37
Heroin	8	5
PCP	8	4

Southern Maryland

	SAMIS (N = 3,442)	MAHRS (N = 1,376)
Alcohol	87%	74%
Marijuana	25	16
Cocaine/Crack	25	34
Heroin	2	2
PCP	7	3

Upper Shore

	SAMIS (N = 3,017)	MAHRS (N = 78)
Alcohol	87%	81%
Marijuana	40	33
Cocaine/Crack	28	32
Heroin	2	10
PCP	1	1

NOTES: SAMIS (Substance Abuse Management Information System) data are for fiscal year 1993. MAHRS data are for January 1994 through December 1994.

Table A: Completion Rates for Three "Drug Box" Questions  
(N = 6,619 calls from 1/01/94 to 12/31/94)\*

Percent Completing Question				
	User**	Ever Injected	Needs Treatment	Average of 3 Questions
Hotline A	94%	95%	95%	95%
Hotline B	98	99	99	99
Hotline C	98	98	99	98
Hotline D	95	96	96	96
Hotline E	93	95	96	95
Hotline F	98	96	97	97
Hotline Average	96%	96%	96%	96%

\*Includes frequent and common callers.

\*\*Identifies whether the "user" who is the focus of the call is the caller, a third party, or both.

Table B-1: Number of Drug Mentions by Region and Month  
(N = 5,861 calls from 1/01/94 to 12/31/94)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Any AOD**
Western Maryland	Jan '94	24	1	1	5	4	1	2	0	6	30
	Feb '94	18	1	5	2	2	0	1	0	3	23
	Mar '94	16	4	4	3	1	0	0	1	3	24
	Apr '94	25	1	2	9	1	0	1	0	2	34
	May '94	11	0	3	9	0	0	3	1	5	24
	Jun '94	36	3	13	12	1	5	4	1	7	43
	Jul '94	24	3	11	5	0	3	1	0	7	37
	Aug '94	27	8	7	10	1	1	2	0	4	41
	Sep '94	20	2	5	9	1	2	0	0	7	33
	Oct '94	33	5	6	8	5	0	5	0	8	47
	Nov '94	28	6	10	7	4	4	0	1	5	43
	Dec '94	16	2	1	4	0	2	1	1	4	24
Southern Maryland	Jan '94	71	7	25	17	3	3	4	1	10	96
	Feb '94	69	8	30	14	1	1	2	3	3	96
	Mar '94	97	19	33	23	2	3	3	3	11	134
	Apr '94	61	13	31	20	3	4	6	3	9	98
	May '94	112	14	28	25	6	3	6	7	5	131
	Jun '94	88	18	38	10	3	2	0	1	8	122
	Jul '94	82	14	35	19	5	1	1	2	6	117
	Aug '94	85	19	21	19	3	5	4	5	6	109
	Sep '94	91	18	32	22	0	4	4	4	14	132
	Oct '94	84	16	32	17	2	1	4	6	10	115
	Nov '94	92	16	32	18	7	0	4	3	8	128
	Dec '94	82	10	31	16	3	4	2	3	5	98
Lower Shore	Jan '94	26	0	15	1	1	0	0	0	3	37
	Feb '94	18	1	16	2	1	2	0	1	2	35
	Mar '94	25	3	8	7	0	2	2	0	3	36
	Apr '94	27	6	15	10	1	1	2	0	2	45
	May '94	55	4	18	7	3	0	2	0	4	67
	Jun '94	53	3	12	5	1	3	0	0	4	64
	Jul '94	34	7	14	4	0	7	1	0	3	45
	Aug '94	31	6	20	6	3	0	0	0	1	46
	Sep '94	35	3	14	4	3	0	0	0	2	45
	Oct '94	47	7	22	8	3	2	2	1	7	70
	Nov '94	29	5	12	6	2	0	1	0	0	43
	Dec '94	45	6	14	10	0	3	2	0	11	63

(Continued)

Table B-1: Number of Drug Mentions by Region and Month (Continued)  
(N = 5,861 calls from 1/01/94 to 12/31/94)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Any AOD**
Baltimore Metro	Jan '94	49	24	18	11	1	13	4	3	16	108
	Feb '94	125	29	21	24	4	11	2	2	23	185
	Mar '94	70	25	29	15	6	34	3	1	29	148
	Apr '94	112	30	42	23	12	26	5	1	26	199
	May '94	80	25	23	13	4	24	3	5	11	137
	Jun '94	80	21	28	22	5	21	4	3	22	149
	Jul '94	63	40	26	22	4	32	2	1	16	148
	Aug '94	83	43	41	19	6	23	4	5	19	171
	Sep '94	66	36	33	15	4	21	9	4	21	160
	Oct '94	75	32	21	12	5	18	8	3	17	137
	Nov '94	80	39	25	18	3	23	5	2	19	153
	Dec '94	81	28	31	22	4	26	3	2	23	160
DC Metro	Jan '94	32	10	12	9	4	4	2	2	6	44
	Feb '94	25	8	7	2	4	1	1	1	8	46
	Mar '94	33	14	10	4	4	3	0	1	3	54
	Apr '94	80	11	20	9	12	5	2	4	49	110
	May '94	33	12	13	5	6	5	0	0	5	54
	Jun '94	31	11	13	1	2	1	0	2	12	57
	Jul '94	44	20	16	6	5	3	1	1	14	72
	Aug '94	31	12	16	8	3	2	2	5	7	97
	Sep '94	52	19	32	15	10	14	3	12	12	110
	Oct '94	82	36	42	11	13	8	3	1	19	138
	Nov '94	54	51	37	13	4	5	9	4	12	124
	Dec '94	51	13	35	9	0	0	0	2	4	94
Other	Jan '94	7	1	1	4	0	0	1	0	2	8
	Feb '94	7	1	2	1	0	0	0	0	1	8
	Mar '94	9	2	1	4	0	0	2	0	1	12
	Apr '94	12	5	4	6	2	0	1	0	4	13
	May '94	5	1	1	2	1	0	0	0	1	7
	Jun '94	14	0	6	3	2	2	1	0	4	17
	Jul '94	10	2	2	3	3	2	0	0	6	15
	Aug '94	15	3	8	3	1	1	0	0	1	20
	Sep '94	6	0	1	0	2	2	0	0	3	11
	Oct '94	5	0	2	3	0	0	0	0	1	8
	Nov '94	11	2	4	4	4	2	0	0	1	18
	Dec '94	14	2	7	9	6	5	6	1	7	16

(Continued)

Table B-1: Number of Drug Mentions by Region and Month (Continued)  
(N = 5,861 calls from 1/01/94 to 12/31/94)

Region*	Month	Alcohol	Cocaine	Crack	Marijuana	Cigarettes	Heroin	LSD	PCP	Other	Any AOD**
Total	Jan '94	209	43	72	47	13	21	13	6	43	323
	Feb '94	262	48	81	45	12	15	6	7	40	393
	Mar '94	250	67	85	56	13	42	10	6	50	408
	Apr '94	317	66	114	77	31	36	17	8	92	499
	May '94	296	56	86	61	20	32	14	13	31	420
	Jun '94	302	56	110	53	14	34	9	7	57	452
	Jul '94	257	86	104	59	17	48	6	4	52	434
	Aug '94	272	91	113	65	17	32	12	15	38	484
	Sep '94	270	78	117	65	20	43	16	20	59	491
	Oct '94	326	96	125	59	28	29	22	11	62	515
	Nov '94	294	119	120	66	24	34	19	10	45	509
	Dec '94	289	61	119	70	13	40	14	9	54	455

\*Other = Upper Shore and Out of State.

\*\*Sums to less than the row total because some callers mention multiple substances.



Table C: Calls to Hotlines by Issue Mentioned  
(N = 63,157 calls from 1/01/94 to 12/31/94)

Issue	N	Percent Of Issues	Percent Of Calls
Alcohol/Drugs	5,861	5.3%	9.3%
Drug Dealer	124	.1	.2
Other Addictions	109	.1	.2
Eating Disorders	323	.3	.5
Domestic Violence	2,938	2.7	4.7
Batterers	427	.4	.7
Sexual Assault/Rape	734	.7	1.2
Child Sexual Abuse	560	.5	.9
Child Sexual Assault	186	.2	.3
Adult Molested As Child	1,326	1.2	2.1
Adult Abuse/Neglect	581	.5	.9
Child Abuse/Neglect	3,798	3.4	6.0
Sexual Issues	2,482	2.2	3.9
Sexual Minorities	550	.5	.9
Pregnancy	925	.8	1.5
AIDS	385	.3	.6
Sexually Transmitted Disease	237	.2	.4
Physical Health Concerns	4,495	4.1	7.1
Separation/Divorce	1,976	1.8	3.1
Parenting Issues	4,163	3.8	6.6
Runaway/Throwaway	898	.8	1.4
Gen. Family Issues	8,804	8.0	13.9
Latch Key Concerns	516	.5	.8
Social Personal Relat.	13,022	11.8	20.6
Mental Health Concerns	10,528	9.5	16.7
Psychological Crisis	4,113	3.7	6.5
Marital Stress	2,472	2.2	3.9
Daily Stressors	10,504	9.5	16.6
Employment/School	4,060	3.7	6.4
Financial Stress	3,014	2.7	4.8
Housing/Homelessness	7,454	6.7	11.8
Legal Concerns	1,936	1.8	3.1
Suicide (active attempt)	543	.5	.9
Suicide Ideation	4,883	4.4	7.7
Survivor (family mem.)	236	.2	.4
Homicide	167	.2	.3
Death/Dying	1,038	.9	1.6
Religious/Cult Issues	337	.3	.5
Service Inquiry	3,747	3.4	5.9
Total	110,452	100.0%	174.9%

NOTES: Excludes calls from frequent and common callers.  
Percent of Calls column adds to more than 100% because more than one issue per call can be selected.