

A LOOK AT NMCAL BY THE NUMBERS

HERE TO HEAR YOU

1 1 4 4 0 5

TOTAL CRISIS CALLS

AVAILABLE

24/7

ALWAYS

FREE

SUPPORTING CALLERS IN RECOVERY WITH A STATEWIDE PEER TO PEER WARMLINE

25,201 CALLS

answered by

CERTIFIED PEER SUPPORT SPECIALISTS

percentage of callers who "just need to talk"

92.3%

COLLABORATING IN THE COMMUNITY

represented NMCAL at 652 community events

Participants reached at community trainings

10,104



New Mexicans trained by NMCAL in Mental Health First Aid & QPR

4,124

THE RIGHT CARE AT THE RIGHT TIME; REDUCING EMERGENCY RESPONSE

ANXIETY

DEPRESSION

SUICIDAL THOUGHTS

Top 3 reasons for calls

185,373 HOURS LISTENING TO NEW MEXICANS

PERCENTAGE OF TIMES WHEN A PHONE CALL IS ALL THAT'S NEEDED IN THE MOMENT

95.9%



RAISING AWARENESS ACROSS NEW MEXICO

CALLS FROM

ALL

NEW MEXICO COUNTIES.

REACHING NEW MEXICANS VIA

web radio tv psa billboards texting



DISTRIBUTED OVER

606,368

- flyers
- posters
- wallet cards
- magnets

REACHING UNDER-SERVED POPULATIONS

26% of callers are under age 24

18% of callers are over age 55

14% are homeless or at risk of homelessness

53% of callers are on Medicaid or have no insurance

62% of callers are not enrolled in behavioral health services

IMPROVING AND SAVING LIVES IN NEW MEXICO

REFERRED BY

INTERNET 22%

COUNSELOR 15%

FRIEND/FAMILY 10%

"I'M CALLING ABOUT..."

MYSELF 85% OTHERS 15%



2013 - 2018

TIMELINE & MILESTONES

- 11/2011: House Joint Memorial identifies Statewide crisis lines as key element of improving the system of care
- 2/2013: New Mexico Crisis and Access Line answers its first crisis call
- 6/2014: NMCAL reaches 1,000 calls a month
- 6/2014: NMCAL joins the National Suicide Prevention Lifeline network
- 9/2014: Offers Mental Health First Aid (MHFA) Trainings
- 1/2015: Receives first call from Rio Grande Gorge Bridge intercoms
- 4/2015: Offers Question, Persuade, Refer (QPR) suicide prevention trainings
- 5/2015: Launches award-winning suicide prevention PSA campaign
- 5/2016: NMCAL receives first contracted call transferred from Bernalillo County 911 Communication Center
- 8/2015: Launch of statewide Peer to Peer Warmline
- 5/2016: Partners with the CYFD Pull Together campaign
- 10/2016: Warmline reaches 1,000 calls a month
- 10/2017: NMCAL reaches 4,000 calls a month
- 1/2018: Warmline texting services launched

WHAT PEOPLE ARE SAYING

The callers are people whose experience of the world is perceived through a lens of experiences that we, as peers, are able to relate to and speak to because we also have peered through that lens.

- WARMLINE PEER SUPPORT SPECIALIST

They are always there for you when no one else is. I mean really, how many friends do you have who are even awake at 10 PM? Who can you call when panic hits you at that hour...NMCAL that's who!

- NMCAL CALLER

Peers are able to better understand what I was going through, and talking with someone who has been through what I have been through makes a huge difference. Often times I am unable to talk with my family as they do not understand the power of addiction.

- WARMLINE CALLER

Thanks for what you all do! - COMMUNITY PARTNER

I feel like I am helping our state when I can help someone through a crisis or provide a resource that they may need/use.

- CRISIS LINE COUNSELOR

The Warmline has been very supportive, they actively listen, and always offer hope and encouragement.

- WARMLINE CALLER

As a Crime Victim Advocate I refer all of our victims to NMCAL and Warmline. A lot of times victims are embarrassed about coming forward, and being able to talk to someone over the phone and get questions answered without feeling judged helps the recovery process.

- COMMUNITY PARTNER

NMCAL provides a way that no matter when your crisis happens you can be assured a licensed counselor will be there to support you. This is gold; and I'm so thankful that our state has this program in place to help us all in our time of crises, no matter when that is.

- COMMUNITY PARTNER

Sometimes people call us because they have no hope left. Part of what we do is carry the hope for them until they are ready to carry it themselves.

- WARMLINE PEER SUPPORT SPECIALIST

I can honestly say that I can assist individuals after taking a Mental Health First Aid course.

Thank you for educating me!
- MHFA PARTICIPANT

Having a resource like the NMCAL and Warmline fills an important gap in services locally and is a great resource for our community and essential to providers who serve clients. You make a lifesaving difference in the lives of our family, friends, and community members.

- COMMUNITY PARTNER

NEW MEXICO CRISIS AND ACCESS LINE

1-855-NMCRISIS (662-7474)

PEER TO PEER WARMLINE – CALL & TEXT

1-855-4NM-7100 (466-7100)

TTY: 1-855-227-5485 (HEARING & SPEECH IMPAIRED)

www.nmcrisisline.com