

A LOOK AT NMCAL BY THE NUMBERS

HERE TO HEAR YOU

1 77,072

TOTAL CRISIS LINE CALLS ANSWERED BY PROFESSIONAL COUSLORS AVAILABLE ALWAYS 24/7 FREE

SUPPORTING CALLERS IN RECOVERY WITH A STATEWIDE PEER TO PEER WARMLINE

38,671 CALLS answered by 981 TEXTS

CERTIFIED PEER SUPPORT SPECIALISTS

percentage of callers who "just need to talk"

87.9%

COLLABORATING IN THE COMMUNITY

represented NMCAL at 1,028 community events

Participants reached at community trainings

22,042



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

9,079

THE RIGHT CARE AT THE RIGHT TIME; REDUCING EMERGENCY RESPONSE

ANXIETY DEPRESSION SUICIDAL THOUGHTS
Top 3 reasons for calls

OVER 225,447 HOURS LISTENING TO NEW MEXICANS

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

96.5%

RAISING AWARENESS ACROSS NEW MEXICO

CALLS FROM ALL NEW MEXICO COUNTIES.

REACHING NEW MEXICANS VIA

web radio tv psa billboards texting



DISTRIBUTED OVER

775,932

- flyers
- posters
- wallet cards
- magnets

REACHING UNDER-SERVED POPULATIONS

33% of callers are under age 24

14% of callers are over age 55

22% are homeless or at risk of homelessness

63% 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 24%
COUNSELOR 7%
FRIEND/FAMILY 9%

MYSELF

85%

"I'M CALLING ABOUT..."

OTHERS

15%



2013 - 2019

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
- 5/2018: Training on Naloxone, to support people experiencing an Opioid Use Disorder

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 have also looked through a similar lens.

- WARMLINE PEER SUPPORT SPECIALIST

The counselors 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!

- CRISIS & ACCESS LINE CALLER

Thanks for what you all do! You are making a difference in the lives of New Mexicans

- COMMUNITY PARTNER

Often times I am unable to talk with my family and friends. I do not feel like they understand addiction, or what I am going through. Engaging with a peer support that has experienced something similar to me, makes a huge difference. I am glad that the Warmline offers me a safe place to call when I need to talk.

- WARMLINE CALLER

I feel like I am helping the people of 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 times of crises, no matter when that may be.

- COMMUNITY PARTNER

Sometimes people call 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 NMCAL and the Warmline fill an important gap in services that New Mexico have. This is a great resource for our community, and essential to providers who serve clients. NMCAL makes a lifesaving difference in the lives of our clients, family, friends, colleagues, and community members.

- COMMUNITY PARTNER

NEW MEXICO CRISIS AND ACCESS LINE

1-855-NMCRISIS (662-7474)

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

PEER TO PEER WARMLINE – CALL & TEXT

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

www.nmcrisisline.com