# **A LOOK AT NMCAL**

BY THE NUMBERS

#### **HERE TO HEAR YOU**

**TOTAL NUMBER OF CALLS** 

65,900 WARMLINE **TEXT MESSAGES EXCHANGED** 

**AVAILABLE ALWAYS** 

# **CELEBRATING**

# YEARS OF THE NEW MEXICO **CRISIS AND ACCESS LINE**

### THE RIGHT CARE AT THE RIGHT TIME





PERCENTAGE OF CALLS THAT WERE RESOLVED WITHOUT ESCALATION TO EMERGENCY SERVICES OR THE HOSPITAL

AFTER-HOURS CALLS FROM NEW MEXICO BEHAVIORAL HEALTH CSA'S AND OTHER **BHSD-APPROVED AGENCIES** 46.438



#### **COLLABORATING IN THE COMMUNITY**



community events attended



Participants reached at 29,195

New Mexicans trained in 10.394 Mental Health First Aid and **QPR** suicide prevention



#### SUPPORTING CALLERS IN RECOVERY WITH A STATEWIDE PEER TO PEER WARMLINE

Percentage of Warmline callers who "just need to talk"

96.2%



**CALLS ANSWERED BY** 

CERTIFIED PEER **SPECIALISTS** 

#### **RAISING AWARENESS ACROSS NEW MEXICO**





**DISTRIBUTED** 

- pósters
- wallet cards
- magnets

#### **IMPROVING LIVES IN NEW MEXICO**

COUNSELOR 12% FRIEND/FAMILY 10% INTERNET 23%

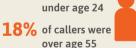
"I'M CALLING ABOUT..."

myself

someone I'm concerned about

## **REACHING UNDERSERVED POPULATIONS**

26% of callers were under age 24





17% of callers were homeless or at risk of homelessness

61% of callers were on Medicaid or have no insurance

62% of callers were not enrolled in behavioral health services

