CELEBRATING 5 YEARS OF THE NEW MEXICO CRISIS AND ACCESS LINE

A LOOK AT NMCAL BY THE NUMBERS

HERE TO HEAR YOU

SUPPORTING CALLERS IN RECOVERY WITH A STATEWIDE PEER TO PEER WARMLINE

25,201 CALLS answered by CERTIFIED PEER SUPPORT SPECIALISTS... 92.3%

COLLABORATING IN THE COMMUNITY

TOTAL CRISIS CALLS 114,405

available 24/7 always free

THE RIGHT CARE AT THE RIGHT TIME; REDUCING EMERGENCY RESPONSE

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

REACHING NEW MEXICANS VIA DISTRIBUTED OVER 606,368

DISTRIBUTED OVER 606,368

WEB radio tv PSA

BILLBOARDS texting

REACHING UNDER-SERVED POPULATIONS

IMPROVING AND SAVING LIVES IN NEW MEXICO

CALLS FROM ALL NEW MEXICO COUNTIES.

26% of callers are under age 24

22% 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

REFERRED BY

INTERNET 22%

COUNSELOR 15%

FRIEND/FAMILY 10%

“i’m calling about…”

MYSELF 85%

OTHERS 15%
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

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