A LOOK AT NMCAL BY THE NUMBERS

SUPPORTING CALLERS IN RECOVERY WITH A STATEWIDE PEER TO PEER WARMLINE

38,671 CALLS answered by 981 TEXTS
CERTIFIED PEER SUPPORT SPECIALISTS 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

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

REACHING NEW MEXICANS VIA DISTRIBUTED OVER 775,932
we radio tv psa
billboards texting

IMPROVING AND SAVING LIVES IN NEW MEXICO

REFFERED BY
INTERNET 24%
COUNSELOR 7%
FRIEND/FAMILY 9%

“I’M CALLING ABOUT…”
MYSELF 85%
OTHERS 15%

PERCENTAGE OF TIMES WHEN A PHONE CALL IS ALL THAT’S NEEDED IN THE MOMENT 96.5%

CALLS FROM ALL NEW MEXICO COUNTIES.
**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**

**- WARMLINE PEER SUPPORT SPECIALIST**

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.

**- CRISIS & ACCESS LINE CALLER**

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!

**- WARMLINE CALLER**

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

**- COMMUNITY PARTNER**

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.

**- WARMLINE CALLER**

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

**- CRISIS LINE COUNSELOR**

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**

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**

I can honestly say that I can assist individuals after taking a Mental Health First Aid course. Thank you for educating me!

**NEW MEXICO CRISIS AND ACCESS LINE**

1-855-NMCRISIS (662-7474)
TTY: 1-855-227-5485 (HEARING & SPEECH IMPAIRED)

**PEER TO PEER WARM LINE – CALL & TEXT**

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

www.nmcrisisline.com