

CELEBRATING 10 YEARS

OF THE NEW MEXICO CRISIS & ACCESS LINE



A LOOK AT THE NUMBERS



Here to Hear You

Total Calls, Chats, & Texts Supported by Behavioral Health Professionals

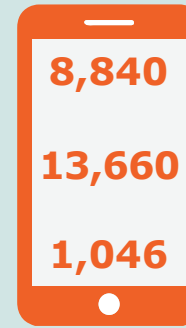
510,342

AVAILABLE
24/7

ALWAYS
FREE

DIGITAL WELLNESS PROGRAMS

Integrated Self Help Tools



8,840

NMConnect App Downloads

13,660

NM 5-Actions Unique Website Visitors

1,046

Wellness Blogs

Supporting New Mexicans



CRISIS LINE

350,046

Total Crisis Line Calls, Chats, & Texts Answered by Counselors

94%

Stabilized by Counselor, & Referred to Community Resources if Appropriate



WARMLINE

160,296

Total Warmline Calls & Texts Answered by Peer Support Specialists

95%

Encounters Where the Person "Just Needed to Talk"

In the Community

3,053 Community Events NMCAL Attended



Participants Reached in Community Trainings & Presentations **33,549**



795 Prevention Trainings Hosted

Raising Awareness



43,183,778

Total Impressions from a Combined Effort of Digital & Social Campaigns

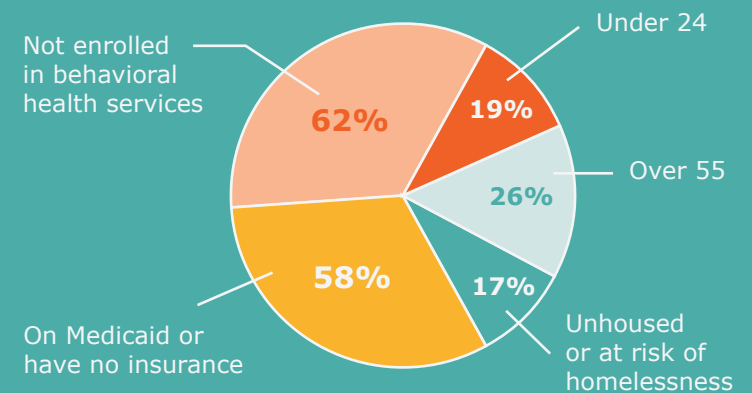
REACHING NEW MEXICANS VIA



Social Media
Billboards
Radio
Web
PSA
TV

REACHING

Under Served Populations



SAVING LIVES

The Right Care at the Right Time

ENGAGEMENTS FROM

ALL

NEW MEXICO COUNTIES

TOP 3 REASONS PEOPLE ENGAGE SUPPORT

1 SUICIDE

2 SUBSTANCE USE

3 ANXIETY/SITUATIONAL STRESS



321,685

Hours Listening to New Mexicans

Help & Hope in New Mexico
988

24/7 Lifeline for Emotional, Mental or Substance Use Distress



Call volume to NMCAL & 988 has **DOUBLED** since 988 went live in July 2022

T I M E L I N E

2013

JAN 2013

First New Mexico based staff start new hire training

FEB 2013

New Mexico Crisis & Access Line (NMCAL) answers its first crisis call

JUN 2014

Reached 1,000 monthly engagements

Joined National Suicide Prevention Lifeline Network

SEP 2014

Delivering wellness & prevention trainings in the community

JAN 2015

Received first call from Rio Grande Gorge Bridge intercoms

MAY 2015

Award-winning suicide prevention PSA campaign created

AUG 2015

Peer-to-Peer Warmline launched, adding the voice of lived experience through New Mexico's first statewide peer support line

MAY 2016

Received first call transferred from Bernalillo County 911

JUN 2016

Joined New Mexico's Governor on CYFD PullTogether Roadshow highlighting the New Mexico behavioral health resources

JAN 2018

Warmline access is expanded to include an option to text for support

MAY 2018

Trained call takers on Naloxone to support people experiencing Opioid Use Disorder

WWW.NMCRISISLINE.COM

MAY 2019

Reached 5,000 monthly engagements

JUL 2019

Launched protocol to offer all youth 14 - 24 follow up calls

JAN 2020

Utilizing Treatment Connections referral website to engage people with community based wraparound care & services

MAR 2020

Agreement made with Doña Ana County 911 to transfer calls to NMCAL as a way to support getting people to the right place at the right time

APR 2020

COVID-19 forces all staff to go 100% remote. Transition complete in 9 days with zero disruption in operations

NMConnect app launches, offering expanded access to support & resources

MAY 2020

Healthcare Worker & First Responder Support Line launched

JUNE 2020

Family Peer Supports available to engage with on the Warmline

JULY 2020

Resource Foster Parents available to engage with on the Warmline

AUG 2020

Warmline peer supports are now available from 7am - 11:30pm MT

SEP 2020

NMConnect app proactively engaging the community through push notifications & path to wellness communications

NOV 2020

NM 5-Actions Program launched, offering free digital self-guided addiction support tools

MAY 2021

Began social media public awareness campaign

DEC 2021

Submitted first OpenBeds Referral

JAN 2022

Reached 10,000 monthly engagements

MAY 2022

Delivering suicide treatment CAMS trainings to New Mexico providers

JUN 2022

Began responding to Lifeline texts & chats

JUL 2022

988 goes live in New Mexico

NOV 2022

NMConnect app incorporated new self-help tools & courses

DEC 2022

Began dispatching mobile response teams

FEB 2023

Staff grows to over 40 New Mexicans, & engagements exceed 13,000 a month!

2023

NEW MEXICO CRISIS & 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)

TESTIMONIALS



I am grateful everyday that I have the opportunity to help create pathways to wellness that offer hope to fellow New Mexicans.

— **Wendy Linebrink-Allison**
New Mexico Program Manager



As a peer worker I am able to use my story and lived experience to connect with people who may feel like no one understands. My life story is going to be someone else's survival guide. I am so blessed to be able to work in a capacity to possibly make a small difference in another person's life.

— **Becca Bailey**
Warmline Peer Support Specialist



Being in such a unique position to support New Mexicans through their hardest days has been an honor. I'm so delighted NMCAL has been able to serve people for 10 amazing years. Seeing the numbers is staggering, and I'm so excited to see where we will go from here!

— **Sergeant Matthew Tinney**
*Crisis Intervention Unit
Albuquerque Police Department
Crisis Intervention Division*



I called in for grief support, and it was great being able to talk to someone in the middle of the night. I felt a lot better after being able to just speak with someone.

— **NMCAL Caller**

It was a blessing to be able to call in and receive immediate support during a time of extreme hardship. Both my daughter and I called for support, and we were met with kindness and professionalism, and were even offered local resources I likely would not have found on my own.

— **NMCAL Caller**



My experience with the line has been very positive. Help has been easy to receive and the people I have spoken to seemed to be genuinely concerned about my needs!

— **988 Caller**



Everyone, at some point in their life, will experience some type of crisis. For some it is only a moment, for others it can be prolonged. Yet one is no less severe than the other. Having the resources and someone to reach out to quickly can quite literally mean the difference between life and death. To have the ability to look someone in the eye and offer a spark of hope that all is not lost with an outstretched hand is so important these days. Often, we feel lost and alone in this world and sometimes that outstretched hand reassures us that we are not alone and will lead us back onto our path. I remember a time when I felt as though I didn't have any where to turn, like I was completely alone and considered ending it all. There was no where for me to go, no one to ask for help from, and a number for a suicide hot line that I could not remember.

Now, 20+ years later, we have a number for a crisis staffed with empathetic, compassionate, and knowledgeable individuals. This number is easy to remember. We now empower our youth and adults alike with trainings like PREPaRE, QPR, and YMHA. These trainings offer the tools and skills to recognize signs of a crises and offer preventative and intervention measures that anyone can use no matter their background or profession. I wish that we had these kinds of trainings more wide spread 20 years ago. As a contracted team member of the Office of School and Adolescent Health I am proud to take part in these trainings. I look forward to the day when the stigma associated with mental health has faded to nothing but a historical fact. I look forward to the day when the rates of suicide in our youth, and our population, have dropped to zero (or as close to zero as we can get).

— **Kacee Bahl, MHA**
*ATA - Health Data Administrator
NM DOH Administrator
Office of School and Adolescent Health*

