

# New Mexico Crisis and Access Lines

## February 2023 Utilization Report

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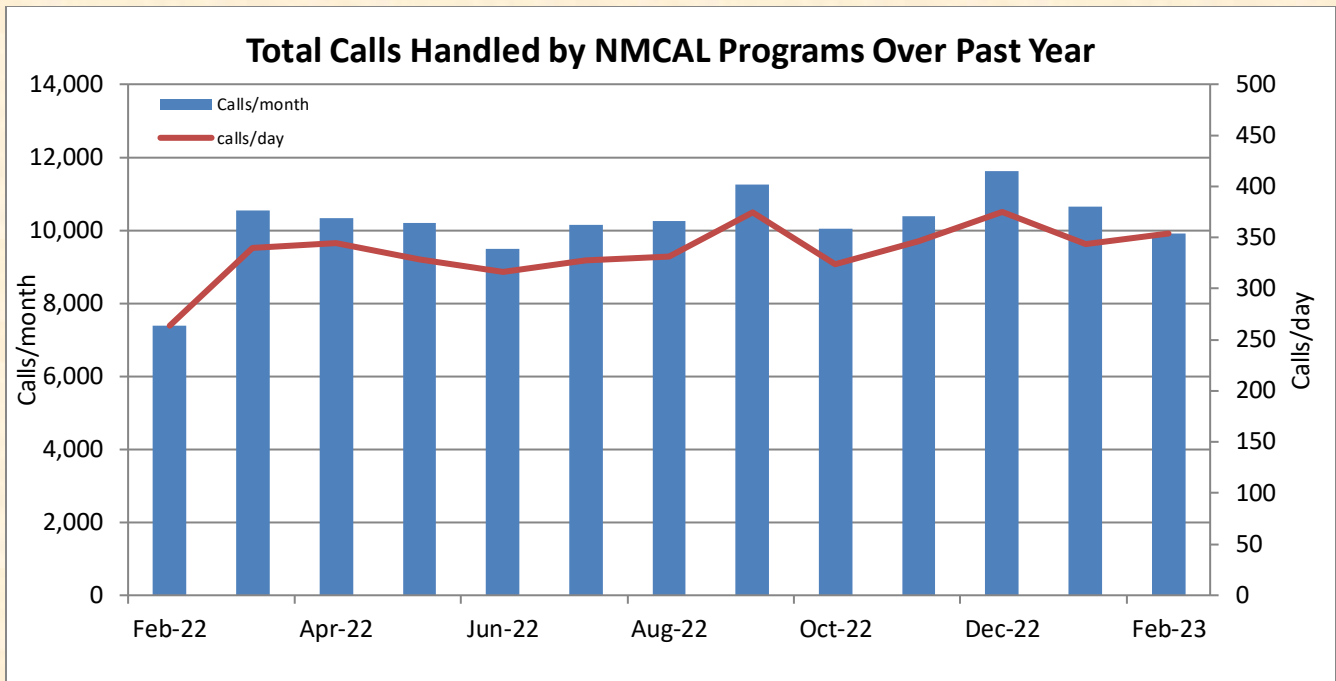


### PROGRAM OVERVIEW

ProtoCall Services, Inc. is contracted by the State of New Mexico Behavioral Health Collaborative Agencies to deliver trauma informed responsive care through the least restrictive and most culturally and inclusive approach available. The programs offer people an opportunity to engage in conversations with a mental health professional in the moment support is needed.

Overview of Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
New Mexico Crisis and Access Line	26,902	6,333	3,079	3,254	1,958
988 New Mexico Suicide and Crisis Lifeline	20,638	5,301	2,525	2,776	1,008
Healthcare Worker & First Responder Line	490	85	42	43	19
Core Service Agency Programs	8,386	2,233	1,175	1,058	1,079
Rio Grande Gorge Bridge Intercoms	158	12	5	7	6
Peer to Peer Warmline	27,681	6,601	3,080	3,521	3,336
<b>Total Calls - All NM Accounts</b>	<b>84,255</b>	<b>20,565</b>	<b>9,906</b>	<b>10,659</b>	<b>11,627</b>

Overview of Digital Programs	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
988 Text and Chat Message Conversations	4,534	1,174	613	561	N/A
Warmline Text Message Conversations	1,041	232	87	145	191
Warmline Text Messages Exchanged	<i>Not Available</i>	<i>Not Available</i>	<i>Not Available</i>	<i>Not Available</i>	4,840
NMConnect Smartphone Downloads	1,577	514	299	215	174
– Activated Call to NMCAL	377	19	9	10	77
– Activated Chat or Text to 988	24	24	8	16	N/A
– Activated Call to Warmline	459	11	7	4	96
– Activated Text to Warmline	339	7	4	3	67
– Activated Call to 911	0	0	0	0	N/A
NM 5-Actions Program Unique Visitors	3,150	591	305	286	510
NM 5-Actions Program Registered Users	197	39	13	26	24
NMCAL Website Pageviews	237,040	10,863	4,870	5,993	51
NMCAL Website Unique Sessions	240,565	7,114	2,931	4,183	510
Social Media Facebook Page Reach	1,044,120	48,636	22,839	25,797	24
Social Media Facebook Page Visits	19,269	1,641	787	854	36,889
Path to Wellness Email Sends	510,575	122,899	46,417	76,482	32,367



We continue engaging in the community, sharing information about the programs array of services, and participating as behavioral health advocates supporting New Mexicans and the system of care.

Public Awareness & Community Engagement								
	# of encounters				# of participants			
	YTD 2023	Feb 2023	Jan 2023	Feb 2022	YTD 2023	Feb 2023	Jan 2023	Feb 2022
Community Engagements	59	35	24	52				
Program Presentations	5	5	0	6	53	53	0	223
Prevention Trainings	1	1	0	2	26	26	0	153
Legislative Encounters	327	28	299	4				
Media Interviews	2	1	1	1				
<b>TOTALS</b>	<b>394</b>	<b>70</b>	<b>324</b>	<b>63</b>	<b>79</b>	<b>79</b>	<b>0</b>	<b>376</b>

*Coronavirus/COVID concerns reported	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
New Mexico Crisis and Access Line	0.4%	0.3%	0.2%	0.4%	1.6%
National Suicide Prevention Lifeline	0.3%	0.2%	0.4%	0.1%	1.6%
Warmline	2.0%	2.0%	1.5%	2.4%	5.8%
Healthcare Worker & First Responder Line	0.2%	0.0%	0.0%	0.0%	10.5%
CSA Programs	0.3%	0.1%	0.0%	0.3%	0.5%
<b>Total All New Mexico Accounts</b>	<b>0.9%</b>	<b>0.8%</b>	<b>0.6%</b>	<b>1.0%</b>	<b>6.1%</b>

\*Began tracking calls where Coronavirus/COVID-19 was mentioned as a concern during any call on March 17, 2020



## CRISIS LINE UTILIZATION DATA

The following tables and charts provide information about crisis line calls handled by mental health professionals 24 hours a day, 7 days a week, 365 days a year on the New Mexico Crisis and Access Line, the National Suicide Prevention Lifeline, the Healthcare Worker and First Responder Support Line, Core Service Agency After Hour Support Services, and the Rio Grande Bridge Intercoms in Taos.

Overview of Crisis Line Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
*Total Inbound Crisis Line Calls Handled	49,022	11,826	5,847	5,979	3,651
*Total Inbound Clinical Calls Handled	20,590	5,487	2,437	3,050	1,434
Calling about Self	17,061	4,609	2,019	2,590	1,148
Calling about a Child	455	125	66	59	46
Calling about Another Adult	3,074	753	352	401	240
Outbound Crisis Line Calls	7,552	2,138	979	1,159	419
Information/Referral Calls	1,386	351	180	171	84
Seeking info about Program(s)	253	75	26	49	8
Public Safety Calls	107	24	14	10	7
Administrative Calls	136	41	17	24	4
Other Calls	2,191	402	192	210	181
<b>*Total All Crisis Line Calls Handled</b>	<b>38,171</b>	<b>13,964</b>	<b>6,826</b>	<b>7,138</b>	<b>4,070</b>

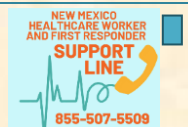
*\*Total calls handled does not include fax signals, hang ups, etc...*

Crisis Line Call Statistics	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
*Average Clinical Call Length	23.4 min	23.0 min	23.6 min	22.4 min	27.0 min
Service Level (answered under 30 sec)	87.0%	86.3%	84.6%	88.0%	43.6%
Abandonment Rate	4.4%	4.6%	5.1%	4.1%	24.9%
Average Speed of Answer	18.5 sec	19 sec	20 sec	18 sec	105 sec

*\*Data is for clinical crisis line calls only*

Mental health professionals determine a Level of Care for each clinical encounter. This determination guides conversations and the understandings which establish if the matter can be resolved on that engagement, or if a higher level of response is necessary. Most engagements are resolved through the conversations that occur during the interaction between the community member and the support center staff.

Level of Care Clinical Crisis Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Routine	51.6%	52.4%	52.7%	52.2%	45.1%
Urgent	41.6%	41.4%	41.7%	41.2%	49.1%
Emergent	6.8%	6.2%	5.6%	6.6%	5.8%



It is important to note that demographic information is not gathered on all encounters as people may decline to provide this information, may not know how to answer, or the support center staff may not have asked the question due to the nature of the engagement. Because of this dynamic, the total number of engagements reflected in each county is less than the total number of engagements reported in the overview of services.

Some things to keep in mind when reviewing demographic information include: (1) a small number of people contact our programs quite frequently, (2) some people chose not to share their demographic information during the encounter, and (3) there are people that do not yet know about the resources.

County of Residence	SFY23 (7/1–6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Bernalillo	9,967	2,559	1,051	1,508	640
Catron	13	2	0	2	6
Chaves	327	77	38	39	38
Cibola	131	27	15	12	17
Colfax	117	41	11	30	9
Curry	216	55	22	33	16
De Baca	10	7	3	4	1
Dona Ana	1,186	298	128	170	61
Eddy	246	57	25	32	29
Grant	491	180	88	92	17
Guadalupe	23	6	1	5	0
Harding	2	0	0	0	0
Hidalgo	30	7	4	3	3
Lea	245	74	54	20	17
Lincoln	194	59	22	37	10
Los Alamos	79	28	16	12	4
Luna	151	46	20	26	9
McKinley	418	92	40	52	29
Mora	17	6	4	2	2
Otero	581	173	100	73	30
Quay	103	20	3	17	5
Rio Arriba	502	139	62	77	35
Roosevelt	149	15	11	4	9
San Juan	751	202	101	101	67
San Miguel	274	97	22	75	22
Sandoval	930	197	100	97	53
Santa Fe	1,640	394	177	217	102
Sierra	201	70	32	38	4
Socorro	253	69	43	26	15
Taos	696	196	75	121	37
Torrance	206	41	20	21	7
Union	30	7	1	6	6
Valencia	548	128	68	60	35
Outside NM	1,048	287	126	161	67



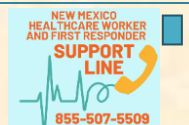
Primary presenting reason is determined from the general theme of the person's concerns. Within each primary category, additional details and other concerns may be discussed during an engagement.

Primary Presenting Reason -Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Suicide	25.5%	23.0%	21.0%	24.8%	26.9%
Substance Use	13.7%	12.6%	11.7%	13.5%	17.2%
Situational Stress	10.6%	9.9%	9.1%	10.7%	8.6%
Anxiety	9.0%	9.3%	8.2%	10.4%	9.0%
Cognitive Concerns	5.3%	4.9%	5.1%	4.8%	3.9%
Depression	4.5%	3.7%	3.5%	4.0%	6.2%
Family Concerns	3.3%	2.6%	2.4%	2.8%	3.9%
Grief/Loss	2.1%	2.1%	2.1%	2.1%	2.3%
Intimate Partner/Marital	3.1%	2.3%	2.0%	2.5%	3.9%
Loneliness	2.3%	2.4%	1.7%	3.2%	1.4%
Intentional Self-Injury	1.0%	1.1%	1.5%	0.8%	2.2%
Harm to Others	1.6%	1.7%	1.2%	2.2%	0.6%
Interpersonal Violence	<del>1.2%</del>	<del>1.2%</del>	<del>1.2%</del>	1.2%	2.3%
Trauma	1.3%	1.2%	1.1%	1.2%	1.4%
Relationship (Non-Romantic)	0.8%	1.0%	1.0%	0.9%	0.3%
Health Issue/Chronic Pain	1.6%	1.3%	0.8%	1.8%	1.1%
Medication	1.1%	0.8%	0.7%	0.8%	1.7%
Sexual Assault	0.2%	0.3%	0.2%	0.4%	0.1%
Community Violence	0.3%	0.2%	0.2%	0.2%	0.1%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.1%
Workplace Issue	0.4%	0.2%	0.2%	0.2%	0.5%
Other	8.7%	9.8%	8.3%	11.2%	6.2%

Crisis Line Referrals <sup>^</sup> - to community resources	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Referred to Community BH Agency	4,382	1,146	573	573	378
Submitted OpenBeds Referral	569	188	94	94	5
Recommended Wraparound Program	171	25	16	9	18
Recommended Family Peer Support	46	12	11	1	1
Suggested NMConnect Self-Help App*	146	146	134	12	N/A
Suggested NM 5-Actions Program	379	98	52	46	28
Offered Warmline Program	858	184	75	109	19
Already in Services	4,101	1,214	542	672	262
Referral Declined	3,916	1,008	492	516	187
Situation Ineligible for Referral	2,614	974	523	451	188

\*Option added in January 2023

<sup>^</sup>Multiple options can be selected, resulting in a data collection in more than one field within this table

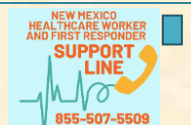


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.7%	92.3%	93.2%	91.5%	92.1%
Counselor made an abuse report	0.7%	0.6%	0.6%	0.7%	1.3%
Caller will take person of concern to hospital	0.5%	0.5%	0.5%	0.5%	0.4%
Caller agreed to go to the hospital	0.9%	0.6%	0.5%	0.7%	0.7%
Caller agreed to call 911 regarding immediate danger	0.3%	0.2%	0.1%	0.4%	0.1%
Caller conferenced to 911 due to immediate danger	2.5%	2.6%	2.7%	2.5%	1.9%
Counselor contacted police with caller's consent	1.4%	1.3%	1.0%	1.5%	1.4%
Counselor contacted police without caller's consent	2.0%	1.9%	1.5%	2.2%	2.1%

### Calls Involving Thoughts of Suicide

While suicide is not always the presenting issue during the support center engagement, concerns related to suicide were reported on 36.2% of the engagements on the crisis lines during the month of February 2023 (35.0% YTD). The person reporting concerns regarding suicide on the crisis line, either for themselves or for another person of concern, were supported in the least restrictive manner possible, and when appropriate had a safety plan created. There are times when the New Mexico support center staff request assistance from hospitals, mobile crisis teams (where available), and when necessary, emergency services. These higher levels of care are only implemented when there is not a less intrusive way to keep the person of concern safe.

Disposition at the end of the call -Crisis Line Clinical Calls Involving Suicide	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Caller stabilized by counselor, and referred to community resources if appropriate	82.2%	82.5%	84.7%	80.6%	84.9%
Caller will take person of concern to hospital	1.0%	1.0%	1.3%	0.9%	0.5%
Caller agreed to go to the hospital	1.9%	1.6%	1.4%	1.7%	1.2%
Caller agreed to call 911 regarding immediate danger	0.5%	0.4%	0.1%	0.6%	0.2%
Caller conferenced to 911 due to immediate danger	5.8%	6.1%	5.9%	6.2%	4.3%
Counselor contacted police with caller's consent	3.6%	3.3%	2.6%	3.9%	3.0%
Counselor contacted police without caller's consent	5.2%	5.2%	4.1%	6.2%	5.9%



## Integrated Programs

NMCAL is proud to manage an integrated program where people have a choice to talk to a mental health professional on one of our crisis lines, or to a certified mental health peer support specialist on the Warmline. Because our staff works in collaboration, we are able to connect people to either program during an engagement.

Calls Transferred Within Program	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
from NMCAL to Warmline	160	61	43	18	11
from Warmline to NMCAL	20	6	3	3	1

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In February 2023, engagements on the crisis lines reflected that 32.7% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.5% reported a history of substance use.

In February 2023, people identified Opioids as component of the primary reason for interacting with us on 5.5% of crisis line engagements, and on 0.5% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
NMCAL calls related to Opioid Use	934	248	135	113	83
Warmline calls related to Opioid Use	60	22	15	7	13

## Calls from Veterans and Active Service Military

While there is a 988 Veterans Crisis Line available for veterans, active service military, and their families, some people prefer to engage with the local programs for support.

Caller Identified as Veteran or Active Service Military	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
NMCAL and 988 Suicide & Crisis Lifeline	1,627	543	276	267	86
Warmline	1,011	185	85	100	106



## WARMLINE UTILIZATION DATA

### Peer to Peer Warmline

The Peer-to-Peer Warmline is answered by certified peer support specialists in recovery from their own mental health diagnosis, family / parent peer support specialists who have raised a child with a mental health diagnosis and assisted the child in navigating access to support within the system of care, as well as resource foster parent peer supports who have cared for a youth participating in the resource foster system of care. Warmline professionals are available 7 days a week, 365 days a year via phone from 7:00 a.m. – 11:30 p.m. MT and through text between 6:00 p.m. – 11:00 p.m. MT.

Warmline Call Center Data	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Total Calls Handled*	27,681	6,601	3,080	3,521	3,316
Average Call Length^	Not Available	Not Available	Not Available	Not Available	18.2 min

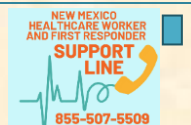
\*Total calls handled does not include test calls, fax signals, etc...

^ **Note:** Due to a software platform upgrade on the Warmline, phone metric data is not currently available.

Warmline Text Message Data	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Total Conversations	1,041	232	87	145	191
Text Messages Exchanged in Conversations	Not Available	Not Available	Not Available	Not Available	4,840

Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Caller reports feeling supported by the call	91.2%	90.4%	93.8%	86.6%	91.7%
Caller received referrals	3.1%	3.0%	1.4%	4.8%	3.6%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.1%	0.1%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	5.6%	6.5%	4.7%	8.4%	4.7%

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Parent	36	5	2	3	0
Legal Guardian <i>(Stepparent, Grandparent, Family Member)</i>	2	1	0	1	0
Resource/Foster Parent	0	0	0	0	31
Other Caregiver	3	1	0	1	11
<b>Support Provided to Parent/Family Members</b>	<b>41</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>42</b>





Primary Presenting Concern in Warmline Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Anxiety / Situational Stress	32.6%	35.7%	36.3%	35.0%	31.9%
Isolation / Loneliness	23.5%	19.3%	21.4%	17.0%	23.0%
Interpersonal Relationships	6.1%	5.9%	4.5%	7.4%	4.2%
Depression	4.4%	3.4%	2.7%	4.2%	5.8%
Anger Management	2.1%	1.8%	1.8%	1.8%	2.3%
Grief / Loss	1.6%	1.6%	1.4%	1.8%	2.2%
Substance Use	1.1%	1.3%	1.3%	1.3%	1.1%
Healthcare	1.3%	1.3%	0.8%	1.8%	1.8%
Employment and Education	0.6%	0.6%	0.6%	0.5%	0.5%
Housing	0.7%	0.6%	0.5%	0.8%	1.2%
Abuse/Neglect	0.2%	0.2%	0.2%	0.2%	0.3%
Resources / Community Referrals	0.3%	0.3%	0.2%	0.3%	0.2%
Thoughts of Suicide	0.3%	0.2%	0.2%	0.2%	0.4%
Self-Injury	0.1%	0.2%	0.2%	0.2%	0.2%
Cognitive Concerns / Psychosis	0.2%	0.2%	0.1%	0.4%	0.30%
Medication / Wellness Check In	0.2%	0.2%	0.1%	0.2%	0.1%
Sexual Assault	0.2%	0.2%	0.1%	0.2%	0.3%
Spirituality	0.2%	0.1%	0.0%	0.2%	0.3%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
immediate Support	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	3.1%	3.2%	3.1%	3.4%	5.8%
Other	21.2%	23.8%	24.5%	22.9%	18.2%

Warmline Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Abuse/Neglect Report Made	11	2	0	2	1
Referred to Community BH Agency	501	202	99	103	13
Submitted OpenBeds Referral	1	0	0	0	0
Referred to Community Support Services	262	10	6	4	53
Recommended Support Meeting	41	5	1	4	18
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	5	0	0	0	0
Suggested NMConnect Self-Help App*	42	42	24	18	N/A
Suggested NM 5-Actions Program	59	23	10	13	5
Already in Services	1,425	462	273	189	316
Referral Declined	108	32	17	15	10
Situation Ineligible for Referral	16,423	4,403	2,241	2,162	1,491

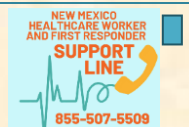
\*Option added January 2023

^Multiple options can be selected, resulting in a data collection in more than one field within this table



People engaging with the Warmline are asked for their county of residence as a way to find and offer services and additional resources beyond the support center encounter. It is important to note that demographic information is not gathered on all engagements, as people may (1) decline providing information, (2) the person may not know how to answer, or (3) the support center staff may not ask the question due to the nature of the engagement.

County of Residence -Warmline Calls	SFY23 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Feb 2023	Jan 2023	Feb 2022
Bernalillo	5,079	1,502	728	774	883
Catron	12	0	0	0	0
Chaves	0	0	0	0	3
Cibola	48	25	13	12	3
Colfax	4	4	4	0	6
Curry	6	0	0	0	0
De Baca	1	0	0	0	0
Dona Ana	1,118	304	91	213	244
Eddy	5	2	1	1	4
Grant	496	199	115	84	69
Guadalupe	0	0	0	0	0
Harding	5	0	0	0	0
Hidalgo	11	5	0	5	0
Lea	7	5	4	1	0
Lincoln	37	15	14	1	0
Los Alamos	2	2	2	0	0
Luna	35	9	0	9	0
McKinley	43	12	4	8	0
Mora	0	0	0	0	0
Otero	176	83	48	35	45
Quay	3	1	0	1	0
Rio Arriba	104	40	25	15	0
Roosevelt	4	1	0	1	6
San Juan	311	74	18	56	0
San Miguel	332	69	15	54	30
Sandoval	683	189	92	97	95
Santa Fe	341	147	112	35	76
Sierra	2,108	557	361	196	206
Socorro	47	22	10	12	8
Taos	865	297	195	102	87
Torrance	6	2	2	0	0
Union	0	0	0	0	0
Valencia	267	255	250	5	4
Outside NM	0	0	0	0	0



The New Mexico Crisis and Access Line offers a variety of services to assist people, and to ensure that there is a continuum of care. Services are appropriate for people experiencing non-crisis, pre-crisis, crisis, and post-crisis experiences with mental health, behavioral health, suicide, and substance use concerns. When you, or someone you know, is ready to talk to a mental health professional, support is available.

## “Here to Hear You”

Call the **New Mexico Crisis & Access Line** at **1-855-NMCRISIS (1-855-662-7474)**  
Call or Text the **New Mexico 988 Suicide and Crisis Lifeline** by dialing **988**  
Chat with the **New Mexico 988 Suicide and Crisis Lifeline** at <https://988lifeline.org/chat/>  
Call or Text the **Peer-to-Peer Warmline** at **1-855-466-7100**

Speech and hearing-impaired callers can access support through Relay NM services.  
Language interpretation service provider available to Non-English speaking callers.

People experiencing substance use and behavioral addictions can utilize the self-guided online **NM 5-Actions Program™** at <https://nm5actions.com/>

Information on all available programs located online at [www.nmcrisisline.com](http://www.nmcrisisline.com)



Easily access any of our programs or resources through the **NMConnect** Smartphone app



NMCAL is proud to be the resource of choice that New Mexicans reach out to in the moment mental and behavioral health assistance is needed. We offer free and immediate professional mental health support to anyone that may want it. We understand that every experience is different, and proudly provide invaluable care in the moment a person needs it. We connect people to local services when appropriate.

At NMCAL we know that being here to hear people, and offer a space where they can talk about the distress they are experiencing, can help a person feel less alone, feel supported, discuss a way to keep going, and begin to feel like there is a pathway to wellness.

NMCAL offers an array of services to ensure there is no wrong door to accessing support:

- Supporting people who call, text, or chat the New Mexico 988 Suicide & Crisis Lifeline,
- Supporting people who call the New Mexico Crisis and Access Line
- Supporting people who call or text the New Mexico Peer-to-Peer Warmline
- Supporting people reaching out from the Taos Rio Grande Gorge Bridge intercoms,
- Providing after hours support for clients of community mental health agencies (CSA),
- Providing an online self-guided digital 5-Actions Program™ for people experiencing addiction,
- Delivering Path to Wellness public awareness messages of hope,
- Posting information on a dedicated mental health resource website,
- Facilitating community prevention and intervention trainings,
- Advocating for mental health wellness, and
- Delivering easy access to our services through our NMConnect Smartphone app.

