

# New Mexico Crisis and Access Lines

## September 2022 Utilization Report

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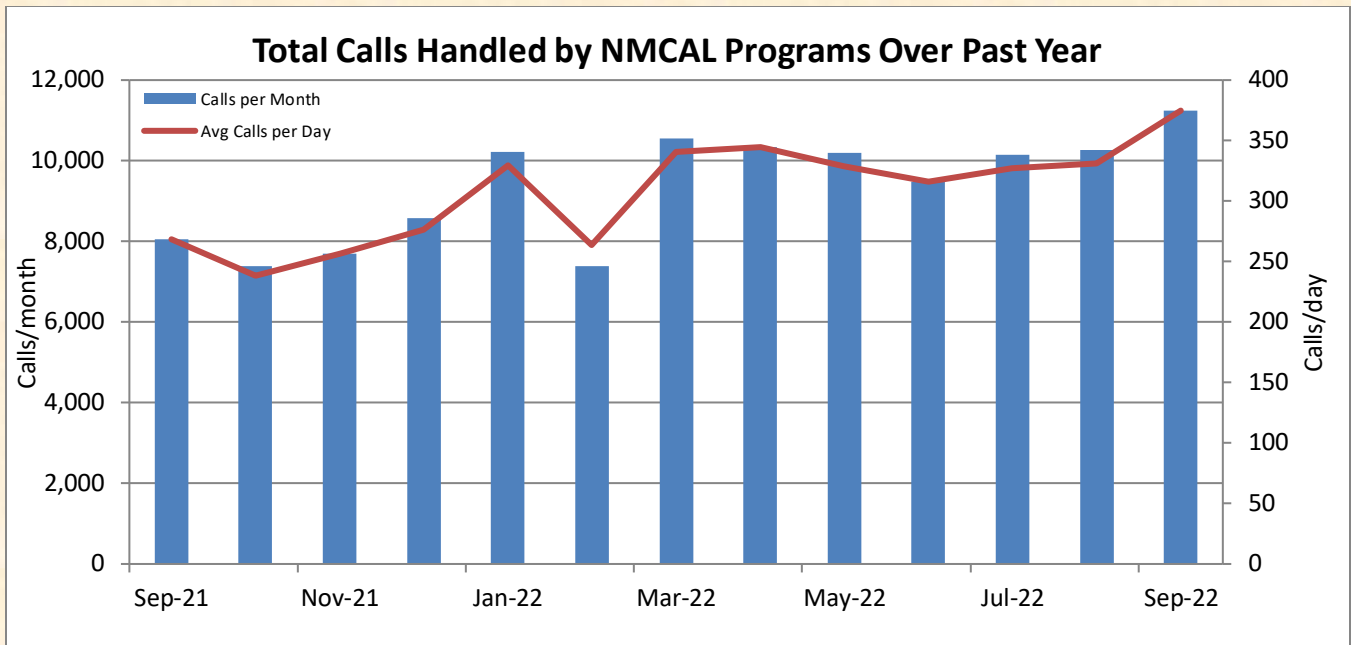
### PROGRAM OVERVIEW

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.

**Note:** Due to a software platform upgrade on the Warmlines, some data is not currently available.

Overview of Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
New Mexico Crisis and Access Line	10,314	30,287	3,387	3,391	2,237
988 New Mexico Suicide and Crisis Lifeline	7,752	15,553	2,853	2,745	1,116
Healthcare Worker & First Responder Line	235	383	48	101	11
Core Service Agency Programs	2,676	7,983	1,218	752	647
Rio Grande Gorge Bridge Intercoms	93	252	33	26	8
Peer to Peer Warmlines	10,580	35,369	3,245	3,245	4,041
<b>Total Calls - All NM Accounts</b>	<b>31,650</b>	<b>89,827</b>	<b>11,243</b>	<b>10,260</b>	<b>8,060</b>

Overview of Digital Programs	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
988 Text and Chat Message Conversations	1,825	1,825	624	590	N/A
Warmlines Text Message Conversations	561	1,646	222	117	120
Warmlines Text Messages Exchanged	Not Available	25,200 as of 6/30/2022	Not Available	Not Available	2,632
NMConnect Smartphone Downloads	525	1,759	201	173	163
– Activated Call to NMCAL	238	638	85	84	86
– Activated Call to Warmlines	299	914	105	101	105
– Activated Text to Warmlines	221	650	88	75	72
– Activated Call to Healthcare Line	192	537	66	64	66
NM 5-Actions Program Unique Visitors	1,716	4,866	627	643	416
NM 5-Actions Program Registered Users	100	275	26	42	34
NMCAL Website Pageviews	84,237	296,876	41,913	4,973	8,731
NMCAL Website Unique Sessions	106,762	286,725	36,036	39,620	5,257
Social Media Facebook Page Reach	593,104	2,018,925	166,206	190,010	10,011
Social Media Facebook Page Visits	6,614	9,884	5,267	658	70
Path to Wellness Email Sends	234,235	903,409	61,123	81,133	125,222



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 2022	Sept 2022	Aug 2022	Sept 2021	YTD 2022	Sept 2022	Aug 2022	Sept 2021
Community Engagements	319	25	33	54				
Program Presentations	28	2	1	4	947	87	2	226
Prevention Trainings	117	2	3	2	1,239	155	124	68
Legislative Encounters	38	1	10	1				
Media Interviews	19	1	3	1				
<b>TOTALS</b>	<b>421</b>	<b>31</b>	<b>50</b>	<b>62</b>	<b>2,186</b>	<b>242</b>	<b>126</b>	<b>294</b>

*Coronavirus/COVID concerns reported	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
New Mexico Crisis and Access Line	0.6%	1.0%	0.4%	0.5%	2.9%
National Suicide Prevention Lifeline	0.3%	0.6%	0.3%	0.3%	1.9%
Warmline	2.0%	2.8%	1.3%	2.5%	4.6%
Healthcare Worker & First Responder Line	0.4%	2.6%	0.0%	1.0%	18.2%
CSA Programs	0.4%	0.5%	0.3%	0.1%	1.7%
<b>Total All New Mexico Accounts</b>	<b>1.0%</b>	<b>1.6%</b>	<b>0.7%</b>	<b>1.5%</b>	<b>7.1%</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 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
* Total Inbound Crisis Line Calls Handled	18,491	48,413	6,596	6,185	3,698
*Total Inbound Clinical Calls Handled	8,040	19,702	2,624	2,684	1,610
Calling about Self	6,539	16,033	2,117	2,200	1,287
Calling about a Child	176	484	67	56	53
Calling about Another Adult	1,325	3,185	440	428	270
Outbound Crisis Line Calls	2,579	6,045	943	830	321
Information/Referral Calls	606	1,443	188	220	117
Seeking info about Program(s)	91	159	28	33	11
Public Safety Calls	50	112	19	4	10
Administrative Calls	65	124	23	20	10
Other Calls	1,146	2,955	344	435	158
<b>*Total All Crisis Line Calls Handled</b>	<b>21,070</b>	<b>54,458</b>	<b>7,539</b>	<b>7,015</b>	<b>4,019</b>

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

Crisis Line Call Statistics	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
*Average Clinical Call Length	24.4 min	26.3 min	26.3 min	23.4 min	27.0 min
Service Level (answered under 30 sec)	87.5%	74.4%	82.8%	89.7%	39.6%
Abandonment Rate	4.4%	10.9%	6.0%	3.7%	28.2%
Average Speed of Answer	18.3 sec	41.9 sec	23 sec	16 sec	87 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 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Routine	50.9%	50.0%	46.2%	55.0%	48.7%
Urgent	42.1%	43.3%	45.8%	38.7%	46.0%
Emergent	7.0%	6.7%	8.0%	6.3%	5.3%



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 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Bernalillo	3,953	9,293	1,297	1,308	640
Catron	6	19	2	1	1
Chaves	143	366	43	57	35
Cibola	56	149	13	25	10
Colfax	48	102	28	8	7
Curry	78	242	15	33	15
De Baca	2	5	2	0	0
Dona Ana	466	1,072	166	139	110
Eddy	114	272	33	43	14
Grant	158	346	48	55	22
Guadalupe	9	28	6	1	3
Harding	2	9	1	0	0
Hidalgo	17	32	2	10	1
Lea	93	234	28	33	14
Lincoln	48	149	20	17	11
Los Alamos	33	79	8	12	13
Luna	53	144	28	11	4
McKinley	196	386	77	63	34
Mora	6	36	2	2	2
Otero	202	559	79	80	23
Quay	52	80	14	27	6
Rio Arriba	186	479	77	53	28
Roosevelt	49	111	23	8	9
San Juan	261	777	82	73	63
San Miguel	71	246	29	23	21
Sandoval	400	852	136	137	67
Santa Fe	686	1,531	212	241	147
Sierra	47	88	10	22	11
Socorro	86	269	30	26	7
Taos	252	654	82	94	90
Torrance	67	130	19	25	8
Union	10	22	4	2	3
Valencia	258	555	80	90	47
Outside NM	365	764	126	95	79



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 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Suicide	25.2%	24.0%	27.8%	23.3%	23.6%
Substance Use	15.6%	16.5%	16.7%	15.4%	18.7%
Situational Stress	11.3%	10.6%	10.3%	13.0%	11.6%
Anxiety	9.8%	9.8%	8.3%	10.6%	9.7%
Cognitive Concerns	5.4%	5.6%	5.2%	5.1%	5.6%
Depression	4.8%	5.1%	4.7%	4.2%	4.7%
Intimate Partner/Marital	3.7%	3.3%	3.5%	3.8%	3.1%
Family Concerns	3.4%	3.6%	3.1%	3.1%	3.6%
Grief/Loss	2.2%	2.1%	2.5%	2.4%	1.5%
Loneliness	2.1%	1.8%	2.2%	2.1%	1.6%
Health Issue/Chronic Pain	1.7%	1.7%	1.8%	1.6%	1.7%
Trauma	1.4%	1.5%	1.2%	1.6%	2.3%
Harm to Others	1.3%	1.1%	1.2%	1.4%	0.4%
Medication	1.1%	1.3%	1.0%	1.3%	1.3%
Intentional Self-Injury	1.1%	1.2%	1.0%	1.3%	1.6%
Interpersonal Violence	1.0%	1.2%	0.9%	1.0%	1.4%
Relationship (Non-Romantic)	0.7%	0.7%	0.9%	0.9%	0.5%
Workplace Issue	0.5%	0.5%	0.5%	0.7%	0.2%
Community Violence	0.3%	0.2%	0.4%	0.1%	1.0%
Sexual Assault	0.2%	0.3%	0.1%	0.2%	0.2%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.5%
Other	7.2%	7.7%	7.0%	7.0%	5.6%

Crisis Line Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Referred to Community BH Agency	1,849	4,615	609	592	281
*Submitted OpenBeds Referral	178	224	74	73	0
Recommended Wraparound Program	99	232	27	34	3
Recommended Family Peer Support	16	49	4	3	0
*Suggested NM 5-Actions Program	154	427	49	47	0
*Offered Warmline Program	374	688	114	149	0
Already in Services	1,456	3,608	482	502	27
Referral Declined	1,476	3,501	434	489	82
Situation Ineligible for Referral	799	2,220	270	253	77

\*Option added in December 2021

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

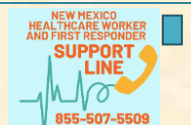


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Caller stabilized by counselor, and referred to community resources if appropriate	91.3%	91.7%	90.4%	91.9%	93.5%
Counselor made an abuse report	0.8%	0.8%	0.9%	0.7%	1.0%
Caller will take person of concern to hospital	0.5%	0.5%	0.5%	0.6%	0.2%
Caller agreed to go to the hospital	1.0%	0.8%	1.2%	0.9%	0.6%
Caller agreed to call 911 regarding immediate danger	0.3%	0.3%	0.3%	0.4%	0.2%
Caller conferenced to 911 due to immediate danger	2.4%	2.2%	3.0%	2.0%	2.4%
Counselor contacted police with caller's consent	1.5%	1.4%	1.3%	1.5%	0.7%
Counselor contacted police without caller's consent	2.1%	2.2%	2.5%	1.9%	1.3%

### 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 39.1% of the engagements on the crisis lines during the month of September 2022. 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 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Caller stabilized by counselor, and referred to community resources if appropriate	82.0%	83.0%	83.0%	81.1%	86.2%
Caller will take person of concern to hospital	1.0%	1.0%	0.9%	1.2%	0.5%
Caller agreed to go to the hospital	1.9%	1.6%	2.1%	2.1%	1.0%
Caller agreed to call 911 regarding immediate danger	0.6%	0.4%	0.5%	0.6%	0.3%
Caller conferenced to 911 due to immediate danger	5.4%	4.8%	5.9%	5.4%	5.8%
Counselor contacted police with caller's consent	3.9%	3.5%	2.8%	4.3%	2.4%
Counselor contacted police without caller's consent	5.1%	5.7%	4.9%	5.4%	3.7%



## 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 work in collaboration, we are able to connect people to either program during an engagement.

Calls Transferred Within Program	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
from NMCAL to Warmline	35	97	18	7	7
from Warmline to NMCAL	5	23	4	1	0

## Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In September 2022, engagements on the crisis lines reflected that 34.3% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 5.1% reported a history of substance use.

In September 2022, people identified Opioids as component of the primary reason for interacting with us on 5.4% of crisis line engagements, and on 0.1% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
NMCAL calls related to Opioid Use	398	1,072	138	120	95
Warmline calls related to Opioid Use	15	72	5	4	16

## 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 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
NMCAL and 988 Suicide & Crisis Lifeline	494	1,300	136	176	122
Warmline	492	1,734	129	150	162



## 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 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Total Calls Handled*	10,580	35,369	3,704	3,245	4,041
Average Call Length^	Not Available	17.1 min <i>as of 7/31/2022</i>	Not Available	Not Available	15.9 min

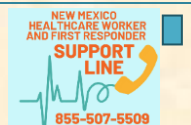
\*Total calls handled does not include test calls, fax signals, etc...

^ **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 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Total Conversations	561	1,646	222	117	120
Text Messages Exchanged in Conversations	Not Available	25,200 <i>as of 6/30/2022</i>	Not Available	Not Available	2,632

Parent/Family Peer Support Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Parent	10	29	1	6	1
Legal Guardian <i>(Step Parent, Grandparent, Family Member)</i>	0	0	0	0	2
Resource/Foster Parent	0	0	0	0	0
Other Caregiver	1	29	0	0	2
<b>Support Provided to Parent/Family Members</b>	<b>11</b>	<b>58</b>	<b>1</b>	<b>6</b>	<b>5</b>

Foster Child/Youth Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Support Provided to Foster Child/Youth	83	216	1	2	0





Outcome of Warmline Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Caller reports feeling supported by the call	91.2%	89.8%	94.5%	89.1%	91.1%
Caller received referrals	4.0%	4.5%	1.4%	5.8%	2.0%
Caller was transferred to an NMCAL counselor	0.1%	0.1%	0.2%	0.0%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	4.7%	5.6%	3.9%	5.1%	6.8%

The Warmline service is grounded in recovery principles and facilitating mental health conversations to assist people during their path to wellness. The Warmline support system emphasizes non-crisis, pre-crisis, and post-crisis peer services, by providing a supportive environment for people who are living with mental health, behavioral health, and substance use concerns.

Primary Presenting Concern in Warmline Calls	SFY23 (7/1– 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Anxiety / Situational Stress	31.7%	32.6%	29.1%	32.3%	39.6%
Isolation / Loneliness	19.9%	20.2%	17.0%	22.4%	17.2%
Interpersonal Relationships	6.8%	6.2%	7.4%	7.5%	5.8%
Depression	4.2%	4.2%	5.7%	3.7%	5.1%
Grief / Loss	1.1%	1.5%	1.9%	1.4%	1.3%
Healthcare	1.4%	1.6%	1.8%	1.0%	0.7%
Anger Management	2.3%	2.0%	1.5%	2.7%	2.4%
Housing	1.0%	0.8%	1.0%	0.3%	0.4%
Substance Use	0.8%	1.0%	0.7%	0.9%	1.2%
Employment and Education	0.6%	0.9%	0.6%	0.6%	0.3%
Resources / Community Referrals	0.3%	0.4%	0.3%	0.4%	0.4%
Cognitive Concerns / Psychosis	0.3%	0.3%	0.3%	0.2%	0.3%
Thoughts of Suicide	0.3%	0.3%	0.2%	0.4%	0.2%
Spirituality	0.3%	0.3%	0.2%	0.4%	0.2%
Medication / Wellness Check In	0.2%	0.2%	0.2%	0.3%	0.2%
Abuse/Neglect	0.2%	0.3%	0.2%	0.2%	0.5%
Sexual Assault	0.2%	0.2%	0.2%	0.2%	0.0%
Self-Injury	0.1%	0.3%	0.1%	0.2%	0.0%
Immediate support	0.0%	0.1%	0.0%	0.0%	0.0%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.0%
Other Mental Health Concern	3.1%	3.9%	3.4%	3.3%	0.9%
Other	23.1%	21.9%	22.9%	21.6%	23.2%

Many people who engage with the Warmline are already involved in behavioral health services, and there are a large number of people who contact the Warmline regularly.



Warmline Referrals^ - to community resources	SFY23 (7/1- 6/30)	YTD 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Abuse/Neglect Report Made	4	7	2	0	N/A
Referred to Community BH Agency	161	325	8	65	68
*Submitted OpenBeds Referral	1	1	1	0	0
Referred to Community Support Services	155	486	79	47	94
Recommended Support Meeting	14	76	7	5	57
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	1	4	0	0	1
*Suggested NM 5-Actions Program	20	48	10	8	0
Already in Services	412	1,677	258	80	466
Referral Declined	40	147	12	15	77
Situation Ineligible for Referral	5,705	15,207	2,088	1,835	1,474

\*Option added in December 2021

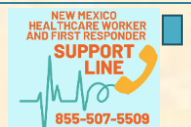
^Multiple options can be selected, resulting in a data collection in more than one field within this table

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 2022 (1/1-12/31)	Sept 2022	Aug 2022	Sept 2021
Bernalillo	1,952	6,569	774	609	923
Catron	0	0	0	0	0
Chaves	0	9	0	0	7
Cibola	18	58	12	6	6
Colfax	0	8	0	0	1
Curry	6	7	0	0	0
De Baca	1	1	0	1	0
Dona Ana	461	1,660	213	146	90
Eddy	1	29	1	0	80
Grant	162	640	84	28	111
Guadalupe	0	0	0	0	0
Harding	0	0	0	0	0
Hidalgo	6	14	5	1	0
Lea	1	3	1	0	0
Lincoln	14	52	1	9	0
Los Alamos	0	0	0	0	0
Luna	13	42	9	3	0
McKinley	20	44	8	7	0
Mora	0	19	0	0	0
Otero	50	167	35	12	58
Quay	1	2	1	0	0
Rio Arriba	26	72	15	4	28



Roosevelt	2	30	1	0	0
San Juan	102	333	56	21	0
San Miguel	152	394	54	41	17
Sandoval	262	880	97	91	119
Santa Fe	127	469	35	38	104
Sierra	797	2236	325	230	236
Socorro	13	45	12	1	18
Taos	313	994	102	94	174
Torrance	4	8	0	1	0
Union	0	1	0	0	0
Valencia	5	34	5	0	13
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.

