

A LOOK AT NMCAL BY THE NUMBERS

CELEBRATING 7 YEARS OF THE NEW MEXICO CRISIS AND ACCESS LINE

THE RIGHT CARE AT THE RIGHT TIME

ANXIETY
DEPRESSION
SUICIDAL THOUGHTS
Top 3 reasons for calls



PERCENTAGE OF CALLS THAT WERE RESOLVED WITHOUT ESCALATION TO EMERGENCY SERVICES OR THE HOSPITAL
95.5%

AFTER-HOURS CALLS FROM NEW MEXICO BEHAVIORAL HEALTH CSA'S AND OTHER BHSD-APPROVED AGENCIES **46,438**



HERE TO HEAR YOU

TOTAL NUMBER OF CALLS



65,900
WARMLINE TEXT MESSAGES EXCHANGED

AVAILABLE ALWAYS
24/7 FREE

COLLABORATING IN THE COMMUNITY



1,721
community events attended



Participants reached at community trainings **29,195**

10,394

New Mexicans trained in Mental Health First Aid and QPR suicide prevention



SUPPORTING CALLERS IN RECOVERY WITH A STATEWIDE PEER TO PEER WARMLINE

Percentage of Warmline callers who "just need to talk"

96.2%

55,744
CALLS ANSWERED BY

CERTIFIED PEER SUPPORT SPECIALISTS

RAISING AWARENESS ACROSS NEW MEXICO

SUPPORTED CALLERS FROM
ALL
NEW MEXICO COUNTIES



DISTRIBUTED
997,707

- flyers
- posters
- wallet cards
- magnets

REACHING UNDERSERVED POPULATIONS

- 26%** of callers were under age 24
- 18%** of callers were over age 55
- 17%** of callers were homeless or at risk of homelessness
- 61%** of callers were on Medicaid or have no insurance
- 62%** of callers were not enrolled in behavioral health services

IMPROVING LIVES IN NEW MEXICO

REFERRED BY

COUNSELOR 12%
FRIEND/FAMILY 10%
INTERNET 23%

"I'M CALLING ABOUT..."

myself 87%

someone I'm concerned about
13%

