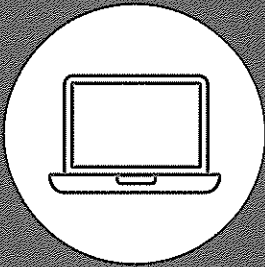
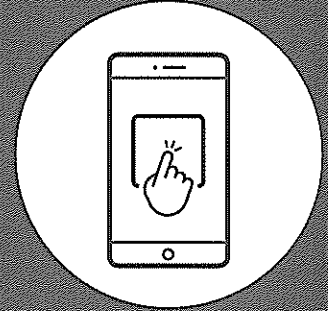


New Mexico Crisis and Access Line Fact Sheet

The NMConnect App is a free mobile resource available to all New Mexico residents. It offers immediate access to mental health and crisis support, including:

- Direct connection to the New Mexico Crisis and Access Line (NMCAL) and the Peer-to-Peer Warmline.
- Resources for mental health, substance use, and community services.
- A confidential, user-friendly platform to help individuals navigate their mental health needs.

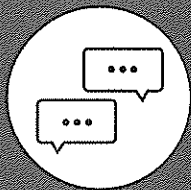
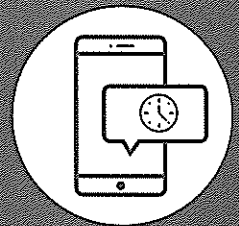


The NM 5 Actions Program™ is a self-paced online tool designed to help individuals address substance use and behavioral health challenges. It offers:

- Evidence-based strategies for personal growth and recovery.
- Supportive resources to enhance mental health and well-being.
- Confidential access to tools that empower users to take control of their journey.

NMCAL & 988: Available 24/7 for mental health or Crisis assistance.

Warmline: 7:00 am -11:30 pm MT or by text from 6:00 pm -11:00 pm MT, 7 days a week, 365 days a year. You can reach the New Mexico Peer-to-Peer Warmline at 1-855-4NM-7100 (466-7100). NMCAL: Dial 988 or Call 1-855-662-7474 (NMCAL) 24 hours a day, 7 days a week, 365 days a year TTY 1-855-227-5485 711 for relay (hearing & speech impaired)



Text 988: Available 24/7 for support during a crisis or for mental health needs.

Media inquiries: Reporters and press can contact info@protocallservices.com

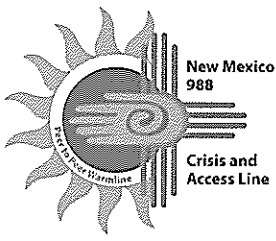
Call 988:

For mental health or substance use crises, emotional distress, or resource navigation.

Call 911:

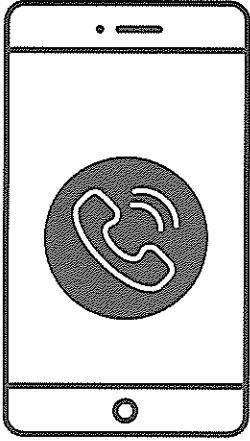
For immediate threats to life, such as medical emergencies, active violence, or imminent danger. Crisis counselors at 988 can collaborate with emergency services if necessary.





**SINCE
2013**

the New Mexico Crisis and Access Line has been responding to Calls, Texts, and Chats from New Mexicans on the Statewide Crisis Line, Warmline, and now 988-free, confidential, and always available.



New Mexico's Crisis Line received
85,703 Calls
in 2024, indicating a substantial community reliance on this service



The Warmline, which began in 2015, is recognized as one of the most efficient in the country, validating its cost-effectiveness and user satisfaction

63,885

Warmline Contacts in 2024



New Mexico is a national leader in promoting 988 awareness.

5th

in the nation per capita use of 988
(Source: US Census data SAMHSA's state-by-state volume.)

**NEW MEXICO
IS THE
1st
& ONLY STATE**

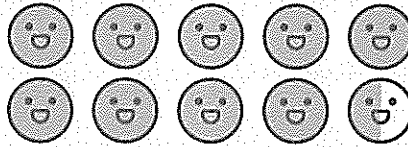
Where digital tools integration is available to help seekers. Our counselors send a link to download the NMConnect app, or to use the NM5-Actions addiction support online, after the call for callers to get further support.



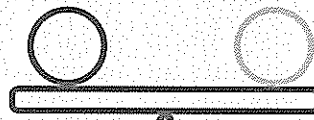
DIGITAL WELLNESS

NMConnect provides coping/thriving skills AND access to immediate support at the touch of a button. NM5-Actions is a self-roadmap to recovery support for addictions

94%
SAY IT HELPED



94% help seekers answered YES to "Did you find this call helpful?" and 96% answered YES to "Did you and your counselor agree on any plans for after the call?"



94.6%

STABILIZED

94.6% of calls resulted in stabilization during the call, with a focus on connecting individuals to ongoing support services in the community.

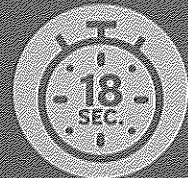
57%

INCREASE IN REFERRALS

There has been a 57% increase in referrals to ongoing services via OpenBeds since last year, showcasing improved access to mental health resources.

NM DOUBLED CALL VOLUME

and maintained response levels. With an average answer time of



New Mexico's response time significantly better the national standard of 35 seconds for crisis calls.

