

# A LOOK AT 2015 BY THE NUMBERS

## HERE TO HEAR YOU

**21 289**

TOTAL NUMBER OF CALLS.

AVAILABLE  
**24/7**  
AND ALWAYS  
**FREE**

**2,334**  
FOLLOW-UP  
CALLS MADE.

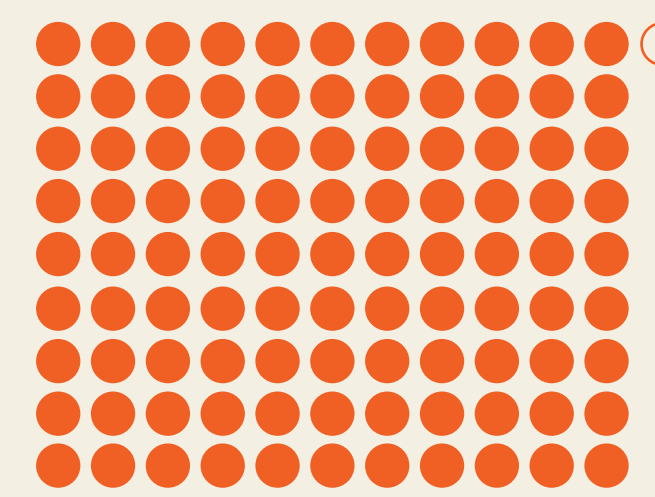
## SUPPORTING NEW MEXICANS IN RECOVERY

**1,028**  
**HOURS**  
of direct service  
on  
**3,331**  
calls answered by  
**CERTIFIED**  
PEER SUPPORT  
SPECIALISTS.



**81.4%**

Would have called the Crisis Line if the Warm Line were not available.



**99%** say the Warm Line was helpful

Percent of callers who "just need to talk."

**72.7%**

## COLLABORATING IN THE COMMUNITY

**3,000** calls answered for New Mexican behavioral health agencies after hours.



Represented NMCAL at community events **154+**



**1,644** people who received community-based training in Prevention by NMCAL.

## THE RIGHT CARE AT THE RIGHT TIME; REDUCING EMERGENCY RESPONSE

**ANXIETY**  
**DEPRESSION**  
**SUICIDAL THOUGHTS**  
TOP REASONS FOR CALLS

**19%**

OF CALLS ARE ABOUT DRUG & ALCOHOL CONCERNS.

PERCENTAGE OF IMMEDIATE SITUATIONS THAT CAN BE RESOLVED OVER THE PHONE

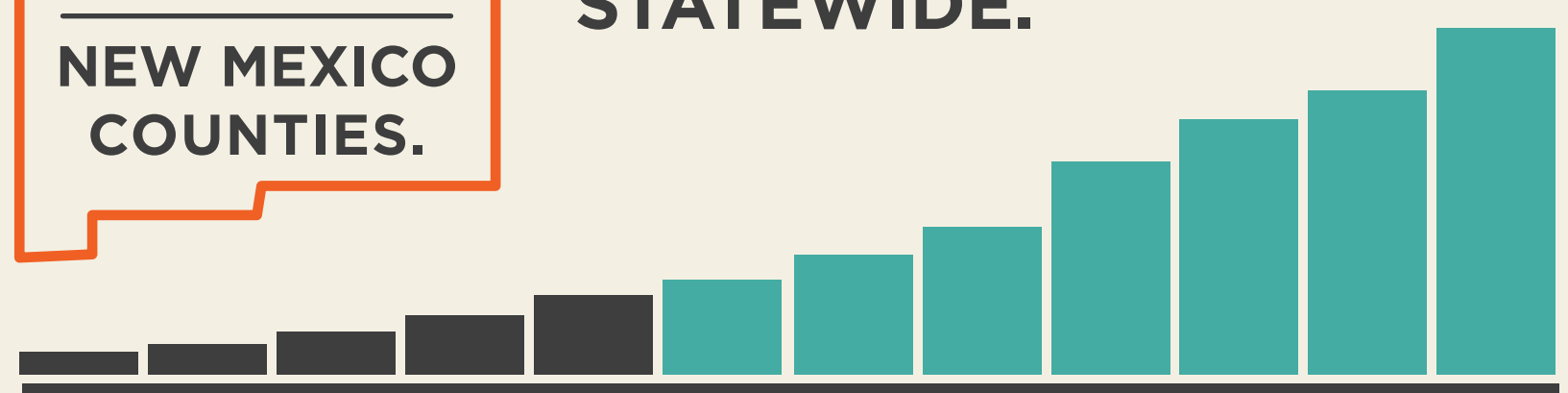
**96.7%**



## RAISING AWARENESS ACROSS NEW MEXICO

CALLS FROM  
**ALL**  
NEW MEXICO  
COUNTIES.

**MILLIONS**  
OF MEDIA IMPRESSIONS  
STATEWIDE.



**74%** CALL VOLUME INCREASE IN ONE YEAR.

**+97%**  
INCREASE IN  
WEB TRAFFIC.

DISTRIBUTED OVER  
**121,400**  
• flyers • wallet cards  
• posters  
• magnets

## IMPROVING AND SAVING LIVES IN NEW MEXICO

ACCORDING TO A NATIONAL SURVEY NM'S MENTAL HEALTH CARE HAS MOVED UP **10 PLACES** AMONG ALL STATES

## REACHING UNDERSERVED POPULATIONS

**60%**

OF CALLERS ARE NOT ENROLLED IN BEHAVIORAL HEALTH SERVICES.

**26%**  
of callers are under the age of 24.



**65%**  
OF CALLERS ARE ON MEDICAID OR HAVE NO INSURANCE.

**19%**  
OF CALLERS ARE HOMELESS OR ARE AT RISK OF BEING HOMELESS.



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