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Welcome!

Rosella Sanchez, Director of Community and Stakeholder Relations-
New Mexico Crisis and Access Line (NMCAL)-Protocall Services

Claire Carmony, NM 988 Manager-New Mexico Crisis and Access Line,
Protocall Services

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A bit about our history

We have been operating in the state of New Mexico since 2013. We have professional counselors who have achieved Masters-level licensure or are on a certified path to achieve licensure, as well as Bachelor-level staff with experience in behavioral health, social services or a helping field, who alongside and with the support of Masters-level clinicians.

988 launched in July of 2022. This means that you can call 988 from anywhere in the US and reach a local mental health crisis line. In 2022, we also expanded our services to chat and text.

You can reach us at both 1-855-NMCRISIS (662-7474) and 988!

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NMCAL: Who Answers the Call?

- Professional counselors with a Masters-level license or are on a certified path to achieve licensure.
- Bachelor level staff with experience in behavioral health, social services or a helping field, who work under close supervision with a licensed Masters-level clinician.

988

24/7 - 365 days a year
(855) NMCRISIS (662-7474)

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When to call 988/NMCAL

Talking about feeling helpless, hopeless, or worthless	Experiencing extreme mood swings
Thinking of hurting or killing yourself or someone else	Sleeping too much or too little
Concerned about alcohol, drug use, or other addictions	Talking about being a burden to others
Feeling sad, anxious, trapped, or in unbearable pain	Withdrawing or becoming isolated
Showing rage or talking about seeking revenge	

If you or a loved one has signs of being in crisis call to speak to a mental health professional.

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Ways that we refer

- Open beds
- List of state and local resources that we update
- MCT teams that we dispatch directly
- CTCs or hospitals
- Law Enforcement

We offer calls back the next day for everyone who calls in on 988 and has 3i or HI.

During these calls the goal is to reassess for risk, as well as check on any referrals provided.

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Peer-to-Peer Warmline

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