

We are thrilled to share with you that the New Mexico Peer to Peer Warmline is now responding to text messages from 6p – 11p MT every day. You can TEXT us for free at 1-855-466-7100 (Note: standard text message charges from your service provider will still apply).

If you prefer texting someone, instead of calling, our Warmline is now a place you can connect with a Certified Peer Support Worker about mental health and substance use concerns that you are experiencing yourself, or to help someone else.

Every texter is connected with a Certified Peer Support Worker, who is trained to support people through active engagement, empathetic responses, and collaborative problem solving.

## Here is how it works...



Text the Peer to Peer Warmline at 1-855-466-7100 between 6p – 11p MT if you or someone you know is experiencing any painful emotion, a mental health or substance use concern, or just looking to talk to someone about recovery and resiliency.

A Certified Peer Support Specialist (*a trained professional who has recovered from their own mental health/substance use journey and has similar shared experiences*) will respond and assist people reaching out through text messaging.

An opening message can say anything. (“Hello, I need to talk...”)

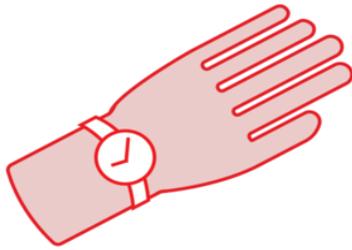


The first text message received is an automated response and shares the program agreement terms and conditions: “By using the Warmline Text you agree to its current Terms of Service found at <http://www.nmcrisisline.com/textlineterms>”

The next text message will say “Thank you for contacting the NM Peer to Peer Warmline, my name is \_\_\_\_\_, how can I support you?”

If texting outside of the times when a Certified Peer Support Specialist is available to respond, the texter will receive an automated message “Thank you for texting the Warmline. The texting service is available from 6p – 11p every day. Peers are available by phone from 3:30p – 11:30p by dialing 1-855-466-7100.”

If you or someone you know is in crisis and needs support immediately, please call the Crisis and Access Line at 1-855-NMCRISIS (1-855-662-7474) to talk to one of our professional counselors 24 hours a day, 7 days a week, 365 days a year. If it is an emergency, please call 911 or go to the nearest emergency room.



It usually takes less than five minutes to connect with a Certified Peer Support Specialist during texting hours. (It may take longer during high-traffic times).

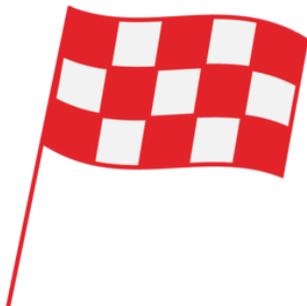
When the texter has reached a Certified Peer Support Specialist, the peer support will introduce themselves, reflect on what was said, and invite the texter to share at their own pace.



The texter and the Certified Peer Support Specialist will then text back and forth. *The texter will never have to share anything they don't want to.*

The Certified Peer Support Specialist will help the texter sort through thoughts, emotions, feelings, and concerns by asking questions, empathizing, actively responding, and providing the assistance that is needed, in the moment it is needed.

The goal of any conversation on the Peer to Peer Warmline is to get the caller or the texter to a calm place where they feel supported as a result of the discussion.



Most of the time.... it just means being here to hear people or providing people with information on providers and services that can accessed beyond the call.

But, sometimes it means asking if the New Mexico Crisis and Access Line can call the texter directly so we can better engage with the texter, and offer additional support from a counselor.

The text conversation typically ends when the texter and the Certified Peer Support Specialist both feel like the person has been supported by the communication, and have decided together that the texter is in a good place to end the conversation.

If you or someone you know needs help, please call the Crisis and Access Line at 1-855-NMCRISIS (1-855-662-7474) to talk to a professional counselors; or call or text the Peer to Peer Warmline at 1-855-4NM-7100

(1-855-466-7100) to connect with a professional Peer Support Specialists.

For more information about the New Mexico Crisis and Access Line and Peer to Peer Warmline programs, visit [www.nmcrisisline.com](http://www.nmcrisisline.com).

