

## History

The CALL is a collaboration between the New Mexico Department of Health Office of School and Adolescent Health and NMSU's Wellness Alcohol and Violence Education program (WAVE). Prior to the CALL there were two crisis lines in northern New Mexico, Agora (Albuquerque) and Crisis Response of Santa Fe. Planning for the CALL began in Spring 2008 when the Department of Health asked NMSU to be a site for a crisis line in southern New Mexico. After only 8 months of planning, the Crisis Assistance Listening Line began operations on August 21st, 2008.

## Mission Statement

The mission of the Crisis Assistance Listening Line (CALL) is to provide free, confidential and compassionate service to anyone in need of emotional support, crisis intervention and referrals regardless of sex, race, ethnicity, sexual orientation, age, disability, religion or national origin.

The Wellness, Alcohol, Violence Education program (WAVE) will operate the regional crisis line incorporating national standards and best practice guidelines outlined by the American Association of Suicidology (AAS) and Contact USA (cusa). It is our goal to offer these services to the best of our abilities and on an ongoing basis strive to improve in every area to be able to fully serve the diverse needs of Southern New Mexico.

# Contact Us!

For more information about volunteering or CEP 499 please contact the W.A.V.E office at **646-2813**. We will be glad to answer any questions that you may have.



You can also visit the following websites:

<http://www.nmsu.edu/~wave/thecall/>

&

<http://www.nmsu.edu/~wave/>

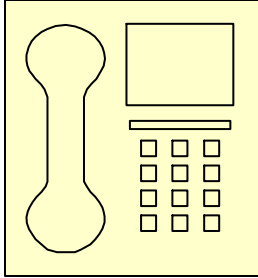


# CEP 499

## Crisis Line & Crisis Intervention

# CEP 499

CEP 499 is offered through the WAVE program and counseling center.



The class is a great way to help out people in the community while earning college credit. The class consists of a 40 hour training in which students receive 13 CEUs (Continuing Education Units), 100 hours working for the crisis line and a final paper in which you describe your experiences and knowledge earned from both the training and working the crisis line.

The class is a great way for counseling minors, or anyone interested in a related field, to experience crisis intervention. It's also a good way to reach out to the community and help those in need. The class is worth 3 credit hours and the 25-four hour shifts can be done at your pace.

## Testimonials

### From Volunteers:

*"There are good reasons for working at the CALL center. The main reason is that I personally knew three people who took their own lives. I did not know they had problems because I did not know what to look for. Now, with our CALL training and background, we can help people both in our daily situations as well as those who call in to the crisis line. I realize I'm only a small part of the whole picture, but I can be the one who makes a difference in someone's life. Doing something for the community by answering incoming calls has huge rewards for me. Lately, I have been going up to homeless people and handing them five dollar bills and the number of the CALL." ~Hezekiah*

*I am retired but still want to utilize my spare time. The majority of calls we receive are not suicides but a crisis that is very important to our callers. These calls help someone get through tough days and you'll get satisfaction by knowing you helped. All volunteers need is compassion and the ability to listen. You'll be trained in the basics but your personality and compassion will shine through. Trust me; you'll get back more than you put out.*  
~Bob

*"Every time I get off the phone with someone, I feel like that person's life has benefited by our connection. I feel more empathy for their situation and know that even a simple conversation can help someone feel better. You can't beat the sense of reaching out to others in this way." ~Bruce*

## Testimonials Cont.

### From a CEP Student:

*I really enjoyed the CEP class, it was a good way for me to get a feel for what a counselor will do. I also enjoy listening to people in crisis because I know that they need someone to listen to them. I hope to use the information I've learned from trainings and experience in my chosen career field and hope that I can help out many more people. ~ Marie*

## Working at the C.A.L.L.

Working at the call is a great way to get homework done. The computers are internet ready so that students are able to use the computers between calls to finish homework or any assignments.

Each shift is four hours long so it gives students a chance to get calls as well as do any necessary homework when there are no callers on the line.

