



Crisis Resource List

Albuquerque, NM

Government Resources

New Mexico Department of Workforce Solutions

- [Unemployment Benefits](#) – To the extent employees are eligible for unemployment for reasons related to unforeseen circumstances, as determined by state agencies, additional funds may be available. Contact your state unemployment agency for further information.
 - <https://sam.dws.state.nm.us/Core/Login.ASPX>
 - <https://www.dol.gov/coronavirus/unemployment-insurance>
- [New Mexico Information Hotline](#) – Please use the number listed below if you have questions about school closures, job issues etc.
 - 1 (833) 551-0518
- [Senior Food Hotline](#) – 1 (800) 432-2080
- [Mental Health Support](#) – The New Mexico Crisis and Access Line is here to support individuals and communities during this time. Counselors are available to hear you 24/7 at 1 (855) 662-7474.

New Mexico Department of Health

- [New Mexico Health Hotline](#) – Please use the number listed below if you have HEALTH related questions.
 - 1 (800) 600-3453
- [COVID-19 Testing](#) – Sites for COVID-19 Screening & Testing linked below.
 - <https://cv.nmhealth.org/public-health-screening-and-testing/>

Local Resources

City Assistance

- [City of Albuquerque](#) – To see the resources available to you as a resident of the city of Albuquerque please click on the link below.
 - <https://www.cabq.gov/environmentalhealth/news/city-of-albuquerque-coronavirus-faqs>

Utility Assistance

- [Public Service of New Mexico](#) – PNM has a couple of resources available to residents unable to pay for their utility bill. These resources are subject to change. Click on the link below for more information.
 - <https://www.pnmforwardtogether.com/preparedness>
- [Auntbertha.com](#) – Aunt Bertha's network connects people seeking help and verified social care providers that provide services like medical care, job training, food, financial assistance and more.
 - <https://www.auntbertha.com/>

Alorica Resources (for Alorica Employees only)

- [Employee Assistance Program/Manage Health Network, Inc.](#) – Professional support for emotional, family and other personal matters and guidance on financial and legal issues (register with the company code: Alorica).
 - <https://members.mhn.com/web/public/default/MyBenefits>
- [Virtual Doctor Visit Benefit](#) – If you're enrolled in the Alorica medical plans administered by Century Health (MEC), HPI or BlueCross BlueShield and don't feel well for any reason, a virtual doctor visit benefit may be available to you.
 - Century Health (MEC) – Visit <https://member.healthiestyou.com/user/sign-in> and click "Register Now" or call 1-866-703-1259
 - HPI – Visit doctorondemand.com/health-plans-inc or call 1-800-997-6196
 - BlueCross BlueShield – Visit www.bcbstx.com/member or call 1-800-521-2227
- [Alorica PerkSpot](#) – PerkSpot has some amazing cash-saving opportunities for you such as coupons for groceries and discounts on GrubHub and Postmates, click on the link below for more saving opportunities.
 - <https://alorica.perkspot.com/>
- [PayActiv \(US Employees only\)](#) – Alorica employees have the option to sign up for PayActiv which gives employees the opportunity to get financial relief between paychecks. To learn more about PayActiv click on the link below.
 - <https://www.payactiv.com/employees/>

General Resources

- [Centers for Disease Control and Prevention](#) – About COVID-19.
 - <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>
- [World Health Organization](#) – Updates on Covid-19.
 - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/events-as-they-happen>
- [National Association of School Psychologists](#) – Talking to Children about COVID-19.
 - https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/helping-children-cope-with-changes-resulting-from-covid-19?ck_subscriber_id=342989428%C2%A0
- [Financial Assistance](#) – Every day you make many decisions about how to spend your money. Whether your grocery shopping, driving to work, paying bills, or just watching TV, there are small things you can do to spend less. This booklet has 100 ways to help you start saving money today.
 - <https://www.familycredit.org/100-ways-to-save-big>
- [Auntbertha.com](#) – Aunt Bertha's network connects people seeking help and verified social care providers that provide services like medical care, job training, food, financial assistance and more.
 - <https://www.auntbertha.com/>
- [National Domestic Violence Hotline](#) – 1 (800) 799-7233 (SAFE) or TTY 1 (800) 787-3224
 - <https://www.thehotline.org/help/>
- [National Suicide Prevention Lifeline](#) – 1 (800) 273 -8255