

# 211

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North Central New Mexico

&  
**PRESBYTERIAN**  
Health Plan, Inc.

**211** is an information and referral helpline that connects callers with human services in the five-county area UWNCNM serves as well as Catron, Cibola, McKinley, San Miguel and Socorro counties. Usage of this service increased tremendously, reflecting both increased needs and efforts to inform the community about 211.



	Calls Answered	Referrals
2022	5,155	9,648
2023	10,713	16,588
2024	19,298	21,396
2025	24,269	23,488
<b>INCREASE</b>	<b>371%</b>	<b>143%</b>



**211**

### Callers' Top Needs

- 1 Housing / Shelter
- 2 Utilities
- 3 Income Support
- 4 Transportation
- 5 Food

DIAL 2-1-1

**Get Connected. Get Help.™**

[UWNCNM.org/211](http://UWNCNM.org/211)

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Daniel called 211 for rental assistance after an accident left him temporarily disabled. Because he couldn't work, he was at risk of eviction. 211's Community Navigator was able to get financial assistance for Daniel from a program at Santa Fe County to help cover his rent. Daniel was so thankful. He said that during such a hard time, it meant a lot to know there are programs like this that help when you really need it.

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A client called 211 seeking housing assistance for his family. He was living in his car, along with his wife and their teenage daughter. The Community Navigator referred the family to St. Elizabeth's Shelter, which was able to house the family temporarily. In a follow-up call, the Navigator learned that the family had been staying at the shelter for a week and was receiving services to help them get on a path to stability.

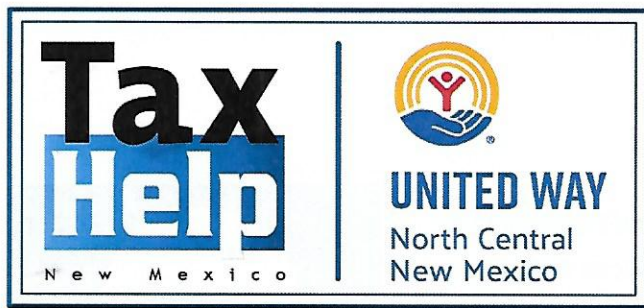
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Donna called 211 because she was unable to pay her water bill. A family member who often provided financial assistance was unable to do it this particular month. 211's Community Navigator referred her to a nonprofit agency and coached Donna on the documents she would need to provide. The agency later shared that receiving the referral together with the documents makes it easier for them to process and approve cases. The assistance was approved, and Donna's water bill was paid. She was very thankful to 211 for being there when she needed help and said 211 is 'angels on her path.' She shared that she had never felt so cared for before.

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## Free Tax Help for New Mexico Residents



### File Taxes for Free with IRS-Qualified Tax Preparers

Tax Help New Mexico is a free tax-filing resource for people whose household income is \$67,000 or less. Effective immediately, our income limit for all clients, regardless of age, is set strictly at \$67,000 to better serve our clients and manage our limited resources. Households exceeding this threshold will be directed to visit a CPA or a paid tax professional. Learn about Tax Season Appointments at: [TaxHelpNM.org](https://TaxHelpNM.org).

Disclaimer: Tax Help New Mexico does not provide tax advice. For tax advice, please visit a Certified Public Accountant (CPA) or a paid tax professional.

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learn more:



New Mexico  
Partner

### Who is ALICE?

For a growing number of households, financial stability is nothing more than a pipe dream, no matter how hard their members work. These households are **ALICE** – **A**sset **L**imited, **I**ncome **C**onstrained, **E**mployed – earning above the Federal Poverty Level yet struggling to afford basic expenses.

35% of people in New Mexico's labor force were paid hourly or worked part time, often without benefits, job security, or consistency in their schedules.

46%

(385,487) of New Mexico households were below the ALICE Threshold – including 141,634 households in poverty (17%) and 243,853 households that were ALICE (29%).

2025

20% of the working-age population in New Mexico held a full-time salaried job in 2023.

Of the 20 most common jobs in New Mexico, 16 of them paid less than \$20/hour. That's roughly \$40,000/year if working full time.

United For ALICE provides a comprehensive picture of the financial hardship many households face. The data can inspire action and generate innovative solutions that promote financial stability. ALICE needs programs, practices, and policies to improve access to affordable housing, high quality childcare and education, healthy food, health care, transportation, workforce training, and more.

Scan this code to  
learn more:



or visit:  
**ALICENM.org**