

the  MENTAL HEALTH PEER-RUN WARM LINE warmline

Connection and hope we can share.
Call us. We've been there.

The California Peer-Run Warm Line

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Mental Health Association of San Francisco

The mission of the Mental Health Association of San Francisco is to cultivate peer leadership, build community, and advance social justice in mental health.



Overview

- What is the California Peer-Run Warm Line?
- Warm Line Values
- Peer Support: What it is & isn't
- The Recovery Model
- Warm Line Facts & Statistics
- Counselor and Caller Testimonials
- Q&A

What is the California Peer-Run Warm Line?

- Non-crisis, emotional support and line serving California
- Provides assistance via phone and web chat
- Seeks to provide support for individuals before reaching crisis
- Serves all demographics – Anyone can call

1-855-845-7415

What makes the Peer Run Warm Line unique?

- Peer run & support model
- Voluntary intervention & non-intrusive
- Non-crisis support line
- Suicide prevention best practices
- Recovery Language



Warm Line Values

Empowerment

Unlimited Recovery

Hope

Strength-Based
Approaches

Self-Determination

Lived Expertise

Cultural Humility

Voluntary Recovery

Community

Dignity

What is Peer Support?

What It Is

- Defining our own experiences of ourselves
- Peer support is when we support one another because we have both “been there”
- Creating a mutual relationship
- Seeing our lives in the context of a trauma-informed and culturally humble perspective
- About recovery and transformation

What It Is NOT

- Having an expert define our experiences for us
- Enforcing a power-down relationship
- Focusing solely on clinically defined diagnosed and treatments
- Defining others and their behaviors as “sick”, maladaptive, and socially unacceptable

Recovery Model

- Focus is on the person, asking the question “What is happening or What happened”
- Focus is on the individual healing, building strengths and resiliency, and personal transformation
- Individual is the expert on themselves; there is shared decision-making with others who hold other knowledge

Warm Line Facts

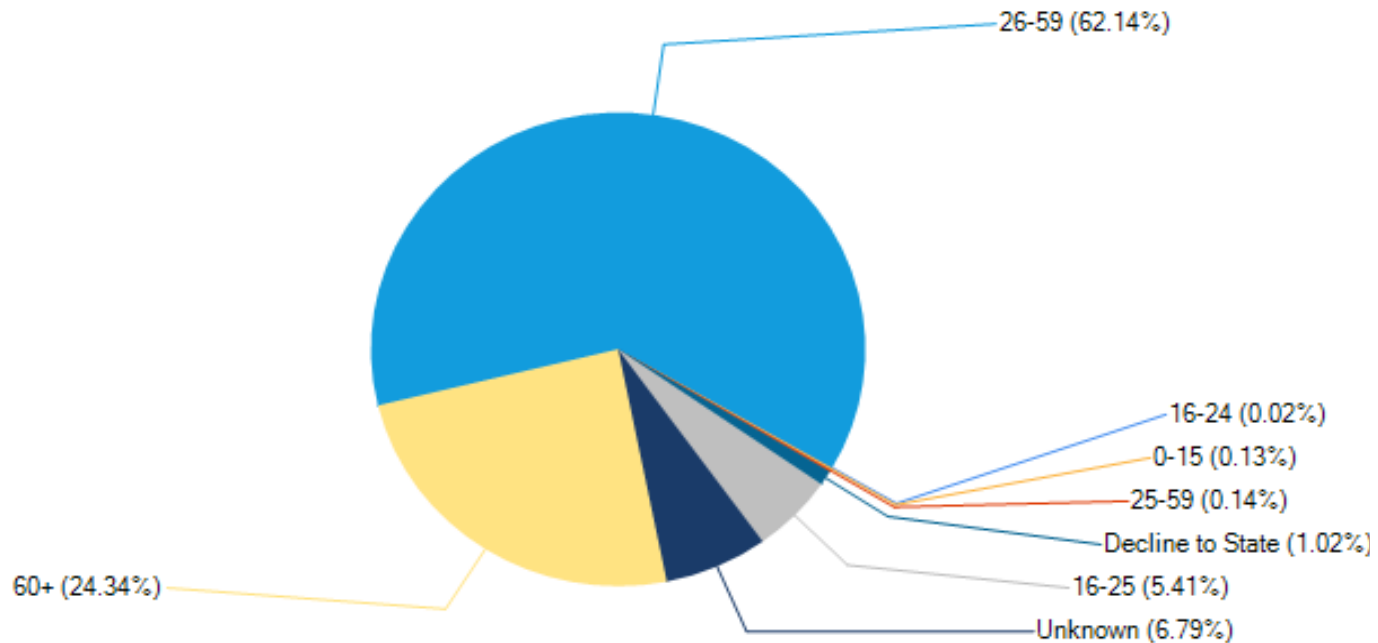
- Launched on August 1st 2014
- Renamed The California Peer-Run Warm Line in October 2019
- Currently operating hours at full capacity
 - 365 days, 24/7, 7 days a week
- Over 100,000 total calls since inception
- Over 80% are repeat callers



Caller Age

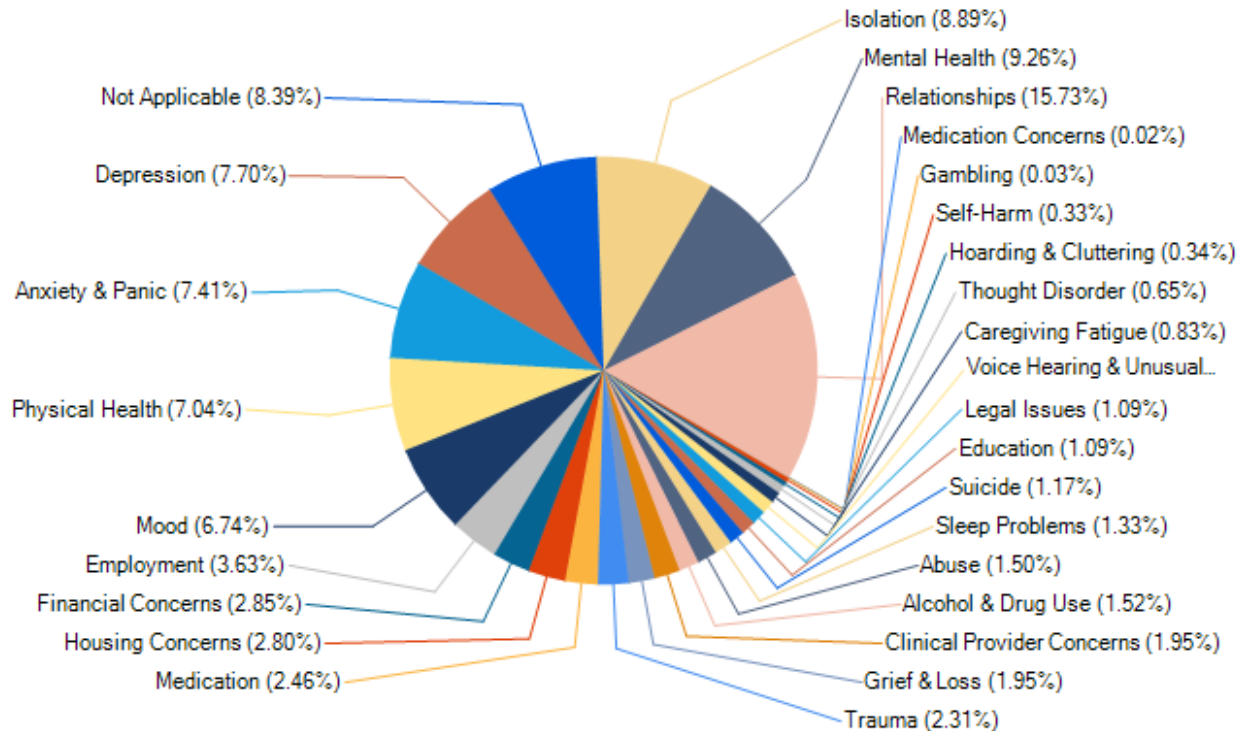
Caller Age - 1/1/2014 to 12/31/2019

As of 1/20/2020



Caller Concerns

As of 1/20/2020



Cost Savings Through Reduced Utilization of Emergency Services

- Our records indicate that 18% of our calls would have ended up in a visit to the emergency room or urgent care without Warm Line support.
- Using the Warm Line is preventative and reduces costs to our community.
- Using the figures in the Emergency Department Use Per County (OSHPD) indicate a total of 66,802 total ER visits related to Mental Health for the year 2016, the California Peer Run Warm Line could potentially prevent up to 18% of those visits or 12,024 visits.

Cost Savings Through Reduced Utilization of Emergency Services

Service	Cost of Service per Occurrence	Total of 66,802 visits	<u>Potential</u> savings through prevention strategy at 18% rate
Emergency Room	\$1,322	88,312,244	\$15,895,788
Urgent Care	\$150	10,020,300	\$1,803,600
Psychiatrist	\$100 - \$120	8,016,240	\$1,442,880

Investment in Preventative Care

- With our current budget, we are able to reach more individuals before they utilize higher cost services like Emergency Rooms and Urgent Care.
- The Warm Line can also be a bridge until callers are able to schedule an appointment with their therapist.
- Studies continue to show that investment in preventative care and support produces significant savings.
- According to one study for every dollar invested in behavioral health intervention we can save \$5.6 dollars.

References

1. Emergency Room Costs:

<https://www.healthcostinstitute.org/blog/entry/er-facility-prices-charges-2009-2016>

2. Urgent Care Costs:

<https://www.debt.org/medical/emergency-room-urgent-care-costs/>

3. Psychiatrist Costs:

<https://www.goodtherapy.org/blog/faq/how-much-does-therapy-cost>

<https://www.kqed.org/stateofhealth/23916/bay-area-boom-driving-up-cost-of-therapy>

4. Preventative Savings: [The Prevention Institute, 2008](#)

5. Preventative Savings:

<https://psycnet.apa.org/doiLandingdoi=10.1037%2Fa0019498>

Refunding the Warm Line


Mail - MHASF Info - Outlook | petition: Don't Let Calif... | New tab

https://www.thepetitionsite.com/takeaction/937/196/377/

care2 PETITIONS CALIFORNIA

Like 1.7M

START A PETITION | BROWSE | sign in



We Won!
69,410 Supporters!

This petition was a success because of signatures from people like you.

Don't Let California Deny Mental Health Resources to People in Need!

We did it!! Thank you so much to everyone who signed. Because of your support for the San Francisco Peer-Run Warm Line, California lawmakers have decided to fully-fund this crucial mental health service. In fact, it will now serve the entire state, becoming the "California Peer-Run Warm Line", and will be open for calls and chats 24/7. Thank you again! We couldn't have done this without you.

There's still more you can do to support mental health access. Sign the petition to help first-responders get the care they deserve! >>
<https://www.thepetitionsite.com/898/517/397/>

Read Petition

SIGN TRENDING PETITIONS

site feedback

11:07 PM 1/24/2020

Peer Counselors & Coordinators

- Peer Counselors & Coordinators are individuals with lived experience who have been trained to help their peers gain hope and move forward in their own recovery.
- Warm Line Peer Counselors
 - Help callers create their own recovery goals and steps to achieve those goals
 - Use recovery-oriented tools to help our callers
 - Assist our callers to build their own self-directed wellness plan
 - Support our callers in their decision-making
- Warm Line Peer Coordinators
 - Provide supervision/support for Warm Line Counselors
 - Review call reports for consistency and create caller profiles
 - Complete extensive Suicide Prevention Training

Warm Line Training

- 40 + Hours Of Orientation Training – Counselors Hired in Cohorts
 - 36 hours of interactive classroom training
 - 8+ hours of on-shift practical training
- Additional Coordinator Training – Warm Line Coordinators
 - iCarol Database: call review & creating profiles
 - Debriefing with counselors
 - Supervision of counselors
 - Suicide Prevention Training

Peers in the Workforce – Professional Development

BAY AREA PEER PROFESSIONAL NETWORK
propel

What PROPEL Provides

- Works to support, train and place individuals, both mental health consumers and family members who are seeking to be employed or volunteer as peer personnel in the Public Mental Health System (PMHS).
- Assists employers in the California PMHS in recruiting and retaining consumer and family member staff through workforce integration

Non-judgmental Peer Support from Employed Peers

---Why we do it.

From our Counselors:

“The key word is lived experience. I've personally got a whole line up of lived experience throughout my journey, so I can relate and really get to the point of meeting people where they're at, that's very important. People met me where I was at and I do the same. ”

From our Counselors:

“After 20 years of Social Security Disability, the Warm Line didn’t just give me a job, it gave me purpose. I was empowered to cultivate my skills as a Peer Counselor and transition to a successful full-time career in Mental Health.”

From our Counselors:

“I'm a recovering addict. It's not an easy road. There was a long time that I didn't want to discuss or even say that I had some mental health issues. In my background, my culture, it's like forbidden to say that. The stigma around having mental health challenges was a lot. I can definitely relate to other's that might be wavering in that area and let them know that it's ok. We all struggle from something. Every last one of us. And to have some support around that is, well it's awesome.”

From our Counselors:

“I can't ask people about self-care and not practice it. So this job helps me take care of myself. It's not just a job for me. It's very rewarding I feel vindicated when I come here. It meant a lot to me to get this job.”

From our Callers:

"I'm not always suicidal. Sometimes I just need to talk and so I don't necessarily want to call the crisis line, or the Suicide prevention line. I feel more comfortable talking to people on the warm line because they've been through what I've been through. On the warm line, I feel more equal, and I appreciate that. The warm line is extremely helpful and extremely important, and I think critical to people's well-being in the Bay area."

- Caller from Alameda County

From our Callers:

"I'm actually a licensed psychologist in California, and I generally do well and I have a lot of resources to help myself but there's times when life's pressures are very hard and I can reach out to the warm line, and I have found the support crucial to my mental health and my ability to offer support to other people who are going through suffering mentally. It's crucial for these times and will save so much money ultimately in the ER rooms and down the line."

-Caller from San Francisco

From our Callers:

"I'm by myself. I don't have a support system. They've been kind and they were able to calm me down when my anxiety was out of control. I'm grateful to them, and I hope that we have good news and that you'll be able to reopen this chat line for people in need like me."

- Caller from Los Angeles

From our Callers:

"...they always summarize the stress that I'm going through, and it enables me to keep working to support myself, and ... truthfully, they have helped me more than some psychotherapists."

- Caller from San Mateo

Online Chat at our Website:

www.mentalhealthsf.org

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MENTAL HEALTH ASSOCIATION OF SAN FRANCISCO