

# ALTERNATIVES 2021 CONFERENCE

*July 8, 10, 15, 17, 2021*

the  warmline  
MENTAL HEALTH PEER-RUN WARM LINE

Connection and hope we can share.

Call us. We've been there.

July 17, 2021

# Mental Health Association of San Francisco

**Peter Murphy**

Outreach Manager

Mental Health Association of San Francisco

[peter@mentalhealthsf.org](mailto:peter@mentalhealthsf.org)

# 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.





# Land Acknowledgement

For thousands of years, the place now called the Bay Area has been the home of Ohlone, Miwok, Kashia, Pomo, Mishewal Wappo, Amah Mutsun, and Patwins tribes and bands. We acknowledge that for 10,000 years people lived in harmony on these lands. I ask you to join me in acknowledging their People, their elders both past and present, as well as future generations. Most of the institutions for which we work must also acknowledge that they were founded upon exclusions and erasures of many Indigenous peoples.

This acknowledgement demonstrates a commitment to begin the process of working to dismantle the ongoing legacies of settler colonialism.

[State of Oregon: Tribal Affairs - Overview of the Nine Tribes](http://muwekma.org/)

<http://muwekma.org/>

<https://www.greenfoothills.org/allyship/>

# California Peer-Run Warm Line 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





# 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” Trauma-informed care as the foundation
- 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 200,000 total calls since inception
- Over 80% are repeat callers



# 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

<b>Service</b>	<b>Cost of Service per Occurrence</b>	<b>Total of 66,802 visits</b>	<b><u>Potential</u> savings through prevention strategy at 18% rate</b>
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>

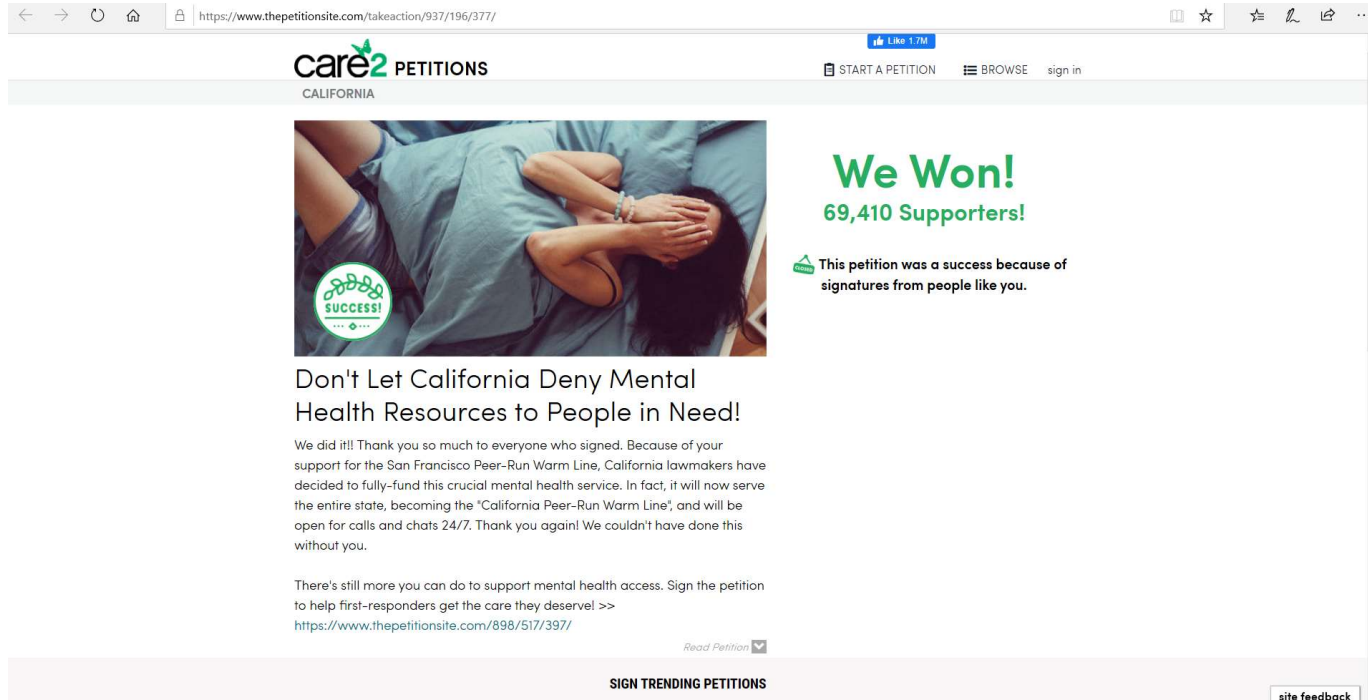
<https://www.kqed.org/stateofhealth/23916/bay-area-boom-driving-up-cost-of-therapy>

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

5. Preventative Savings:

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

# Refunding the Warm Line



The screenshot shows a web browser window with the URL <https://www.thepetitionsite.com/takeaction/937/196/377/>. The page header includes the logo for "care2 PETITIONS CALIFORNIA" and navigation links for "START A PETITION", "BROWSE", and "sign in". A "Like 1.7M" button is visible in the top right corner.

The main content area features a photograph of a person lying in a hospital bed, partially covered by a blue blanket, with their hands covering their face. A circular "SUCCESS!" badge is overlaid on the bottom left of the image. To the right of the image, the text reads: "We Won! 69,410 Supporters!" followed by a small icon and the text: "This petition was a success because of signatures from people like you."

The petition title is "Don't Let California Deny Mental Health Resources to People in Need!". The body text states: "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."

At the bottom of the text, it says: "There's still more you can do to support mental health access. Sign the petition to help first-responders get the care they deserve! >>" followed by the URL <https://www.thepetitionsite.com/898/517/397/> and a "Read Petition" link with a dropdown arrow.

The footer of the page includes the text "SIGN TRENDING PETITIONS" and a "site feedback" link with a dropdown arrow.



# Peers in the Workforce – Professional Development

BAY AREA PEER PROFESSIONAL NETWORK  
**propel**



---

**mha****sf**  
MENTAL HEALTH ASSOCIATION OF SAN FRANCISCO

## 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.

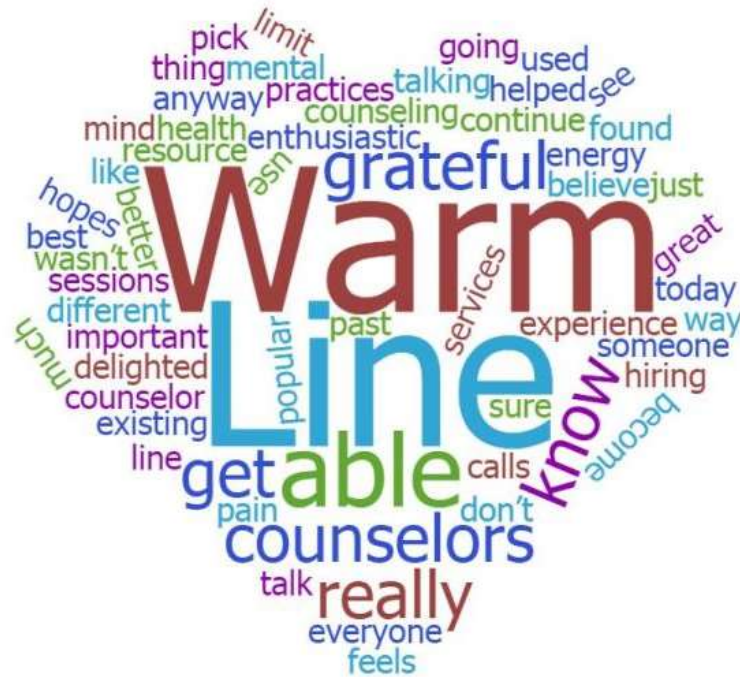
## From our Counselors:

“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:

“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.”

# What Our Callers Think Of Us



## 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

Online Chat at our Website:

[www.mentalhealthsf.org](http://www.mentalhealthsf.org)

1-855-845-7415

the  warmline  
MENTAL HEALTH PEER-RUN WARM LINE

mha  sf  
MENTAL HEALTH ASSOCIATION OF SAN FRANCISCO