



CALIFORNIA: Warm Voice on the Line: SF Counselors Lend an Ear to Callers in Their Loneliest Moments

January 12, 2018

News Type: Weekly Spark, Weekly Spark News

State: California

[San Francisco Examiner](#) [1]

A peer-run warmline in San Francisco is providing mental health resources and support to callers who are struggling. The phone line offers an alternative to a crisis hotline for callers who are not in need of emergency services. Run by the Mental Health Association of San Francisco, the warmline was launched in 2014 and reaches 30,000 people per year. It recently expanded its hours of operation to include three overnights a week and is planning to add additional services, such as an online chat, in order to meet increasing demand. The warmline is staffed by 34 trained counselors, who use their own experiences with mental health issues to connect with callers. "It is a job requirement to have your own personal mental health challenges," said Mental Health Association Executive Director Rachel Del Rossi.

Spark Extra! Learn more about the [warmline](#) [2].

Links within this resource

[1] <http://www.sfexaminer.com/warm-voice-line-sf-counselors-lend-ear-callers-loneliest-moments/>

[2] <http://mentalhealthsf.org/programs/peer-run-warm-line/>

Printed on 05/26/2020 from <https://www.sprc.org/news/california-warm-voice-line-sf-counselors-lend-ear-callers-their-loneliest-moments>

The Suicide Prevention Resource Center at EDC is supported by a grant from the U.S. Department of Health and Human Services (HHS), Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Mental Health Services (CMHS), under Grant No. 5U79SM062297.

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