



Suicide Prevention Warmlines: Los Angeles and Orange Counties

Through funding from the California Mental Health Services Authority (CalMHSA), Didi Hirsch Mental Health Services has partnered with the Los Angeles County Department of Mental Health ACCESS Center, three Los Angeles County warmlines, and one Orange County warmline, to increase capacity and to extend the hours that non-urgent support is available for people experiencing mental health concerns in Southern California. This project is funded by the voter-approved Mental Health Services Act (Prop. 63). It is one of several Prevention and Early Intervention Initiatives implemented by CalMHSA, an organization formed by county governments to improve mental health outcomes for individuals, families and communities.

A warmline, also known as a talkline, is a confidential telephone support service for anyone who is struggling with loneliness, anxiety, substance use or other mental health concerns, or anyone who needs information about mental health services. Warmlines can serve as a sort of safety net—getting people experiencing mental health concerns connected to support and services early on, before reaching a crisis point. All warmlines transfer those they feel may be in imminent danger to the Didi Hirsch Suicide Prevention Center Crisis Line. In turn the crisis line sends callers not in suicidal crisis to the warmlines to ensure callers receive the help and support they need on a variety of issues.

Three Los Angeles warmlines, Project Return, Hotline of Southern California, and Community Helpline, provide services during the day. At night their calls roll over to the LA Warmline which offers coverage—in both English and Spanish—from 10 PM to 6 AM. Orange County's National Alliance on Mental Illness (NAMI) Warmline has now extended its operating hours until 3 AM every day.

By creating a partnership between existing warmlines, the newly established LA Warmline, and the Suicide Prevention Center Crisis Line, people with mental health concerns will have greater access to care and receive quality support. All partners are sharing training tools, collaborate on establishing standards and best practices, and give and receive support in data collection, networking, call management, and capacity building strategies.

Since the launch of the overnight LA Warmline in July 2012, it has answered over 5000 calls—of which more than 2800 were received in 2013—and is now averaging 800 calls per month.

Warmline and Hotline Partners Information:

Community Helpline

877-541-2525

7 AM to 10 PM

Hotline of Southern California

562-596-5548 or 714-894-4242

9 AM to 9 PM

NAMI-OC Warmline

877-910-9276 (WARM)

9 AM to 3 AM (Mon-Fri); 10 AM to 3 AM (Sat-Sun)

LA Warmline

855-952-9276 (WARM)

English and Spanish

10 PM to 6 AM

Project Return Peer Support Warmline

888-448-9777 (English)

888-448-4055 (Spanish)

5 PM to 10 PM (Mon-Fri)

Suicide Prevention Center Crisis Line

877-727-4747

English and Spanish

24/7

For more information about the LA Warmline, contact Michael Tredinnick, Senior Community Mental Health Psychologist at mtredinnick@dmh.lacounty.gov.

For more information about the Warmline Project, contact Sandri Kramer, Crisis Line Director, Didi Hirsch Suicide Prevention Center at 310-895-2327 or skramer@didihirsch.org

The California Mental Health Services Authority (CalMHSA) is an organization of county governments working to improve mental health outcomes for individuals, families and communities. Prevention and Early Intervention programs implemented by CalMHSA are funded by counties through the voter-approved Mental Health Services Act (Prop 63). Prop. 63 provides the funding and framework needed to expand mental health services to previously underserved populations and all of California's diverse communities.