

In November 2004, California voters passed Proposition 63, the Mental Health Services Act (MHSA). MHSA funding provides a broad continuum of prevention, early intervention and services, and the necessary infrastructure, technology and training elements to effectively support the local mental health services system throughout California.



program description

The **Peer Warmline Connection of Sonoma County** program provides compassionate and culturally appropriate services to consumers of mental health services. The Warmline program is a peer-run program or service that is administratively controlled and operated by the mental health consumers and emphasizes self-help as its operational approach.

The focus of the Warmline program is to provide a telephone connection for people with mental health challenges who are isolated in their homes, feel the need to speak with another consumer about a variety of issues related to their mental health and/or are requesting information about a county resource in or out of the mental health system.

A Warmline provides individuals with the opportunity to talk through their situations, vent their feelings, or make a connection that reduces their feelings of isolation.

contracted services

- Warmline calls
- Program Outreach
- Warmline Advisory Committee
- Peer Counseling Training Program
- Sustainability Plan
- Install Phone System
- Evaluation plan and data collection system

notable accomplishments

There was a 392% increase in call volume from quarter three of last year, the first operational quarter of the Warmline program. 55% of callers in Q3 said they would not have called anyone if they hadn't called the Warmline. 100 % of

GOODWILL INDUSTRIES OF THE REDWOOD EMPIRE (GIRE)

PEER WARMLINE CONNECTION OF SONOMA COUNTY

MHSA Component:

Prevention and Early Intervention (PEI)

Initiative/Population:

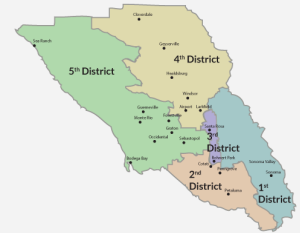
Peers/Consumers

Program Location:

Sonoma County, CA

For more information, go to:

<http://www.gire.org/menus/programs.html>



those who answer the question “Do you feel more supported?” stated that they feel somewhat to much more supported.

In May 2016, impacts for community are similar to previous month with close to a third (32%) of callers being 60+ years of age and 48.6% aged 26-59; 16% either declined to answer or data was not obtained. An average of about 4% were between 16-25 years of age for the quarter.

There is a steady base of repeat callers who are utilizing the Warmline for support as well as new callers and those calling from other areas. The Warmline is part of a national peer support system offering an opportunity to connect with someone who is nonjudgmental and understanding. The program coordinator estimates based on actual phone contact that more than 90% of callers are lonely and or alone and report gratitude and feeling better having someone to talk with.

program demographics

Total numbers served (Aggregate of quarterly reports): **1,596**

