



Warm Line ANNUAL REPORT

July 2020 – June 2021

WHAT WE DO

WARM LINE operates as a telephone support program, providing non-crisis peer-support to community members that could benefit from the support of a caring listener. Warm Line is accessible 24 hours a day, 7 days a week. Warm Line also provides support to the local Community Emergency Response Team by answering calls from hospitals or other providers in the community that are awaiting clinician assessments for hospital placement. Warm Line is the default contact number for any after-hours needs or closures for Stanislaus County’s Behavioral Health programs. This is the main contact for linkages to mental health services and support as well as for after-hours contact to ensure an individuals’ information is still obtained and connected to.

WE PROVIDE CLIENT-CENTERED RECOVERY SERVICES.

OUR SERVICES INCLUDE:



Peer support from people with lived experience



Referrals to additional community resources for mental health services

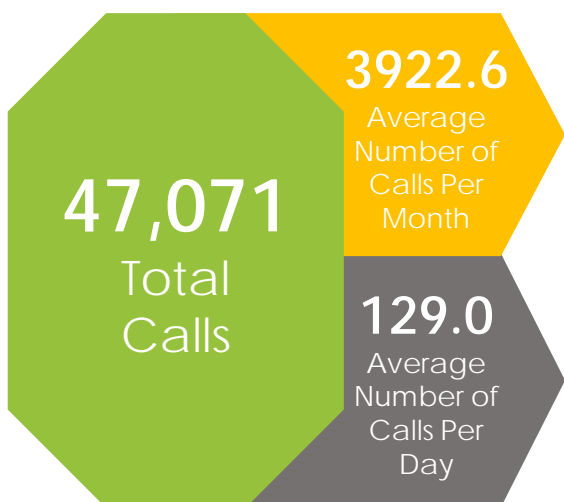


Sensitivity and empathy to help callers process fears and barriers to mental health services

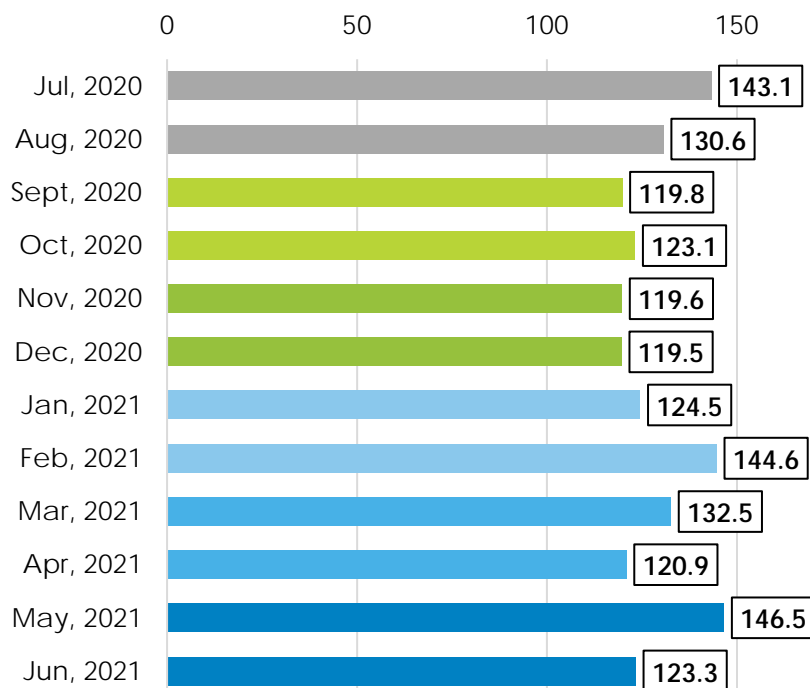


Follow-up calls, per caller’s request, to ensure consistency in support

OVERALL CALL STATISTICS



Average Number of Calls per Day by Month



CALL TYPES

TOTAL CALLS PER MONTH BY TYPE

Month	Total Emergent/ Crisis	Total Peer Support	Total CERT	Total AOT Referrals	Total Transfers	Total Other	TOTAL
July	3	2064	2075	1	26	268	4437
August	4	1764	1998	9	16	258	4049
September	5	1678	1690	4	28	188	3593
October	2	1646	1924	5	26	213	3816
November	6	1637	1667	3	22	254	3589
December	10	1460	1962	2	30	242	3706
January	17	1418	2095	1	31	296	3858
February	10	1717	2046	5	28	242	4048
March	14	1867	1966	0	31	230	4108
April	18	1668	1690	5	27	218	3626
May	18	2041	2252	4	21	206	4542
June	17	1823	1728	3	1	127	3699
TOTAL	124	20783	23093*	42	287	2742	47071

TOTAL CALLS PER SHIFT BY TYPE

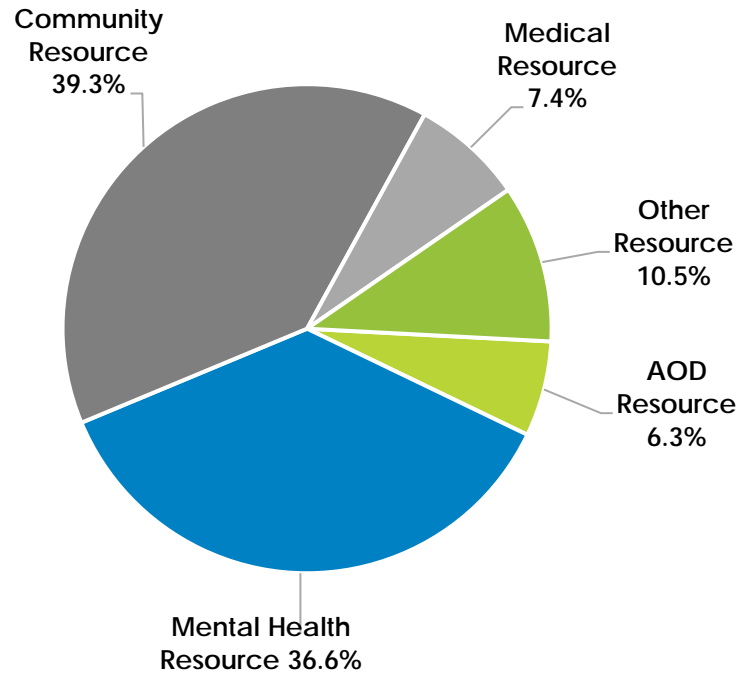
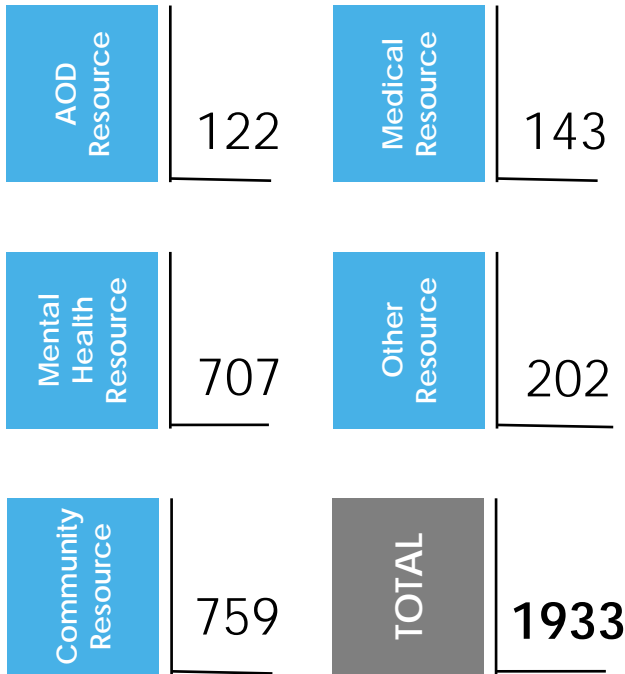
Shift	Total Emergent/ Crisis	Total Peer Support	Total CERT	Total AOT Referrals	Total Transfers	Total Other	TOTAL
Day	77	6684	9267	36	277	1921	18262
Swing	25	10040	9142	3	7	329	19546
Graveyard	22	4059	4684	3	3	492	9263
TOTAL	124	20783	23093*	42	287	2742	47071

*Out of 23,093 total CERT calls, 1,495 (6.47%) were internal (CERT to CERT).

RESOURCES

Warm Line staff attempt to support callers by providing linkages and information about additional resources that may meet their individual needs. Below is a breakdown of the 1933 resources provided to callers between July 1, 2020 and June 30, 2021.

TYPES OF RESOURCES PROVIDED



RESOURCES BY SHIFT

Shift	AOD Resource	Mental Health Resource	Community Resource	Medical Resource	Other Resource	TOTAL
Day	97	604	559	109	79	1448
Swing	22	71	149	21	87	350
Graveyard	3	32	51	13	36	135
TOTAL	122	707	759	143	202	1933

This report was developed and distributed by
Turning Point Community Program's
Outcomes & Evaluation Department



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