

San Diego County Suicide Prevention Council Help Line Collaborative Call Sheet- INTERNAL USE ONLY (<http://www.sdchip.org/committee/spc-sub-committees/help-line-collaborative--spc-sub-committee.aspx>)

Name	Description	Phone Number	Hours of Operation	Population Served	Languages	Area/Region Served	Chat	Text	Website	Clinical Qualifications	National Affiliations	Contact Name	Contact Number	Contact Email
H O T L I N E S														
Access & Crisis Line (ACL)	The ACL is an outstretched hand to individuals or people they know who are overwhelmed, depressed, or searching for answers. Services we provide are crisis intervention, suicide prevention, access to behavioral health services and referrals to other related resources.	888-724-7240	7 days a week, 24 hours a day	Serves all San Diego County residents regardless of age or language.	All Languages Bilingual Spanish/English Counselors	San Diego County	Mon- Fri (4pm-10pm) www.up2sd.org		www.optumhealthsandiego.com	Staff are all masters level and/or licensed clinicians	American Association of Suicidology National Suicide Prevention Lifeline	Heather Aston, ACL Manager	619 614-6218	Heather.Aston@optum.com
Veterans Crisis Line	Crisis counseling for veterans	800-273-8255 Press 1	Monday - Thursday 8:00am - 4:00pm	Veterans			Chat www.veteranscrisisline.net	Text 838255	www.veteranscrisisline.net		National Suicide Prevention Lifeline	Dawn Miller, Suicide Prevention Coordinator	858-552-8585 x2660.	Dawn.Miller2@va.gov
W A R M L I N E S														
Warm Line	A phone line answered by peers (individuals with lived mental health experience). TMP offers non-crisis peer telephone services, support, information, resources, referrals, and pre-crisis intervention.	619-295-1055 800-930-9276	7 days a week, 3:00pm-11:00pm	Serves all San Diego County residents - anyone who needs to talk						All Staff are PET certified		Sharron Hedenkamp		shedenkamp@mhsinc.org
Courage to Call	A toll free peer to peer line for confidential information, guidance, and referrals to help reduce the stress associated with military/family life and rejoining the community when discharged from the military. Courage to Call staff are veterans with lived experience.	Direct Number 1-877-698-7838 OR 2-1-1	7 days a week, 24 hours a day	Veterans, Active Duty, Reservists, National Guard and their families. *Regardless of discharge status.	All Languages Bilingual Spanish/English Peers	San Diego County	Chat (7am-11pm) http://www.mhsinc.org/courage-to-call		www.mhsinc.org/couragetocall			Barbara Padilla	619-507-0769	bpadilla@mhsinc.org
NAMI San Diego Family & Peer Support Helpline	The NAMI Helpline is answered by peers (individuals with lived mental health experience) and by family members who have a loved one with a mental illness. Offers free, safe, confidential information, referrals, and support for people with any mental health concern.	619-543-1434 800-523-5933	Monday - Friday 10:00am - 6:00pm	Serves San Diego County adults, and family members & friends from outside of San Diego County		San Diego County			www.namisaniego.org	There is a Master's level clinical supervisor, warm-transfer to Access & Crisis Line if clinical assistance is needed	NAMI National	Niki Kraska		nikikraska@namisd.org
MHS Peer2Peer Youth Text/Chat	The Youth Text/Chat is answered by peer youth with life experiences that provide chat counseling services, support and referrals to children/youth, young adults/TAY who are at-risk, stressed, or are struggling with mental health, behavioral health, and alcohol or drugs.	NA	Monday-Friday - 2:00pm-6:00pm	Children, youth, young adults, TAY who live in high risk, low-socio-economic communities, underserved Asian and Pacific Islanders, Latinos, and military families who are at-risk or stressed, including those who may struggle with mental health, behavioral health, and/or alcohol or drugs.	Bilingual Spanish/English, Interpreter used for all other languages	San Diego County	mhsinc.org/peer2-peer	619-377-7111	www.mhsinc.org/peer2peer	There is a clinical supervisor on site during hours of operation that supervises peers. Peers are trained to assess, identify and manage crisis chats and texts. Five out of the eight staff have at least a BA degree.		Tara Benintende		tbenintende@mhsinc.org

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Trauma Intervention Program of San Diego County	Our organization works with San Diego First Responders and is called on-scene during a tragic event. We are there to interface with the surviving victims and render emotional first-aid during the first few hours of this tragedy.	Accessed through City/County Agencies, except San Diego City Proper	24 hours a day, seven days a week.	All San Diego County, except Chula Vista	All Languages				www.tipsandiego.org	Each of our (over 100) volunteers graduate an intense 52 hours training academy and are very well-prepared to deal with their clients. Please know that we do not offer long-term care but have resource materials that we leave with families.		Shay Gebler	(760) 931-2104	tipsandiego@sbcglobal.net
Access to Independence	Access to Independence provides resources for people with disabilities to help them achieve greater levels of independence and to help them fully integrate into their communities.	619-293-3500	Monday - Friday 8:30am - 4:00pm	People with disabilities	English, Spanish, Tagalog	San Diego and Imperial Counties			www.accessoindependence.org			Ruben Ceballos (Independent Living Advocate)	619-293-3500 x216	rceballos@a2isd.org
Information and Referral Line														
2-1-1 San Diego	One stop shop for over 6,000 community, health and disaster resources throughout San Diego County Services include: First 5 Line, main 2-1-1, Healthcare Navigation Program that includes breast health/cancer navigator, Courage to Call (in partnership with MHs and VVSD for peer-to-peer line for military, veterans and their families), Benefits & Enrollment that provides application assistance for CalFresh and Medi-cal. 2-1-1 is not a warm line, or dedicated help line; will refer to other warm lines, help lines, or the Access & Crisis Line for mental health related calls.	2-1-1 800-211-2111 (if out of San Diego County area) For agencies only, direct referral line 858-300-1250	7 days a week, 24 hours a day	Serves all San Diego County residents	All Languages	San Diego County			www.211sandiego.org			Alana Kalinowski or Gabe Kendall		akalinowski@211sandiego.org ; gkendall@211sandiego.org ; info@211sandiego.org