



Community Helpline
a crisis & support hotline
877-541-2525

◆ We operate as a toll-free, confidential crisis and support hotline established as a lifeline of hope—the only local crisis hotline in the South Bay. For 54 years we have been helping callers across the country work through intense feelings and conflicts that range from abuse, inter/intrapersonal conflict, addiction, mental health, suicide, and so much more. Our mission is to provide support and resources in a non-judgmental, safe environment to individuals and families in crisis and in need throughout the community.

Most of our callers come from minority and disadvantaged communities, with the most common crisis issues related to internal conflict, interpersonal conflict, mental illness, and loneliness. We have many people who call nearly every day, for years to decades.

Our wonderful volunteers and interns come from all over the South Bay to dedicate their time and energy to communities in need.

Our Impact on Callers

"Community Helpline is the only reason I believe in humanity."

"Community Helpline shows love, care, nurture, and kindness—you guys are the greatest gift on the planet."

"When I call you guys, I think, 'here is someone wonderful who cares.'"

"Unlike other hotlines, it's clear you don't use a script; you really care about what we have to say and give us the space to talk."

"I can feel the love."

"You [volunteers] really make a difference."

"Community Helpline volunteers are life savers."

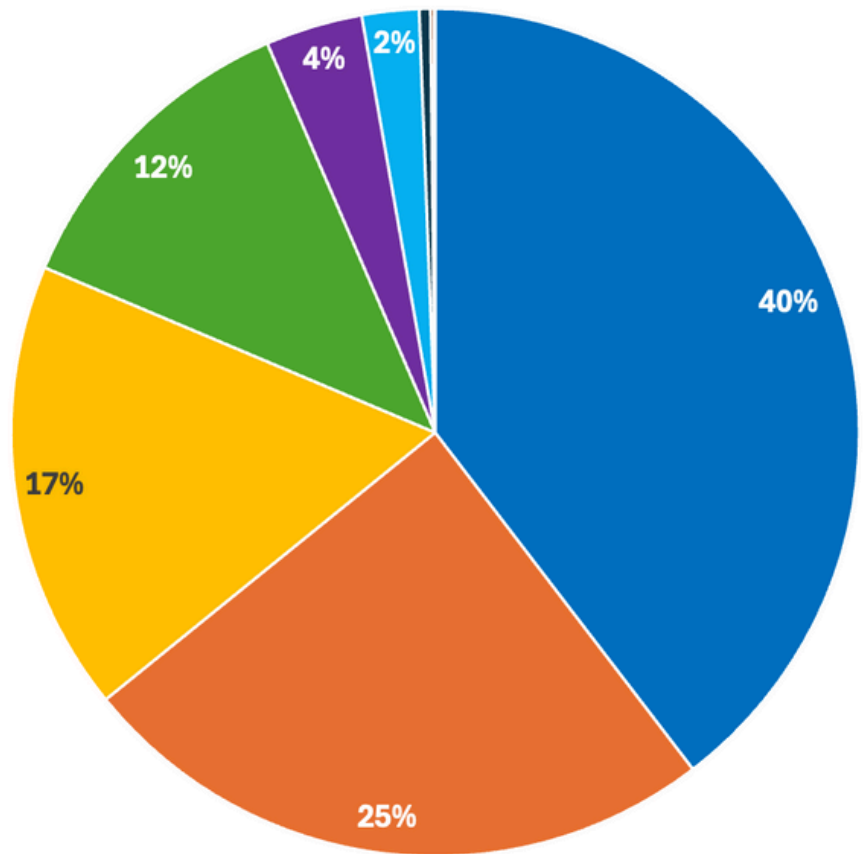
"Thank you for the sincerity in your voice."

"You [volunteers] are inspiring."

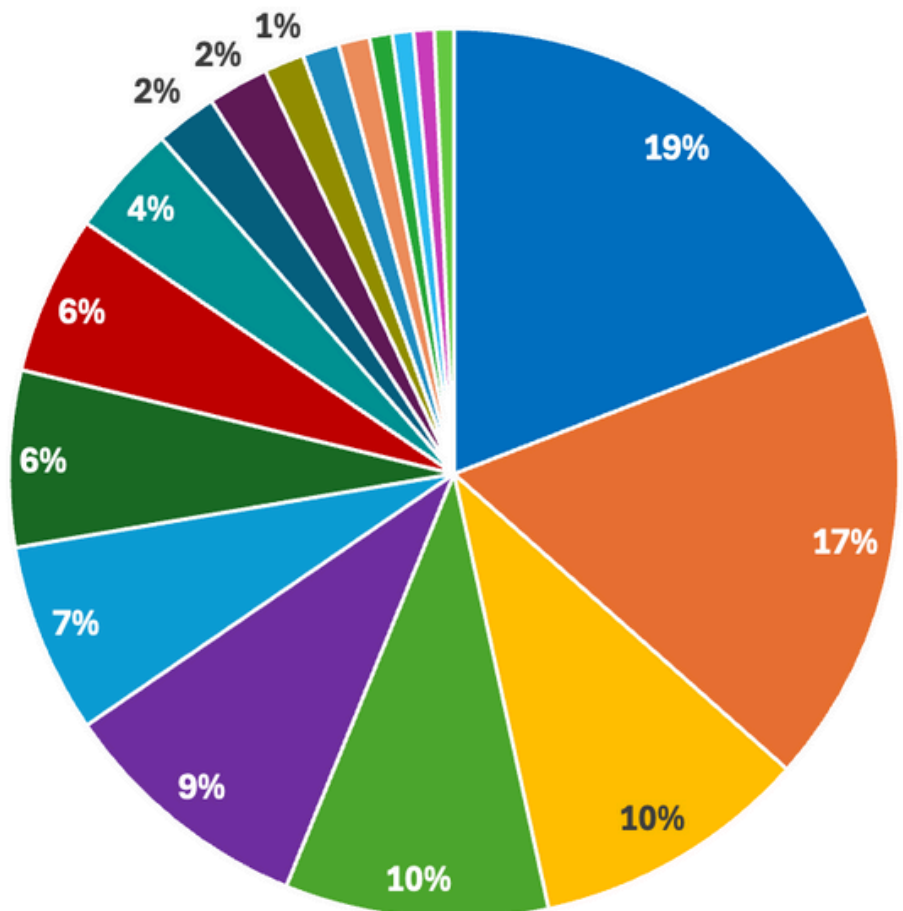


Who We Serve

- White or Caucasian
- Hispanic or Latino
- Black or African American
- Asian
- Two or more races
- Middle Eastern
- Filipino
- American Indian/Alaska Native
- Native Hawaiian/Other Pacific Islander



- Intrapersonal Conflict
- Interpersonal Conflict
- Family Conflict/ Family Related Issues
- Mental Illness/Condition
- Loneliness/Isolation
- Marital or Relationship
- Medical Illness/Condition
- Work, Career, or Job Related Issues
- Financial Problems
- Abuse/Violence
- Pain/ Pain Management
- Disability
- Bereavement
- Suicidal or Suicidal Ideations
- Substance Abuse/Addictive Behavior
- Homelessness
- Sexual Identity/ LGBT Issues
- Victim of a Crime or Assault



Who We Are

72 Current Volunteers

Ages 16 – 81 yrs old

Serving from 2 months → 10 yrs

All ethnicities

From all different areas



Our rigorous training classes consist of **25 hours of training with informative and interactive lectures by mental health professionals, along with role-plays.**

Topics covered in the comprehensive training include: listening skills, mental & physical health conditions, substance abuse, domestic violence, suicide prevention and assessment, and other crisis intervention techniques.

Our outstanding volunteers must pass training and mentorship on the lines, before serving 6 months - 1 year on the lines. **Many of our volunteers stay past their commitment duration, due to their passion and fulfillment in this role.**

Who We Are

We have a variety of volunteers—**high school students, college students, working and retired adults** passionate about the community



Majors Interested In

- Psychology
- Sociology
- Communications
- Public Health
- Counseling/Therapy

Many of our student volunteers continue on to university to **pursue a Bachelors, Masters, PhD**



Volunteer Testimonials

"Over the last 2 years, Community Helpline has helped me grow my passion for mental health greatly. I've built many memories and connections at CHL, and it'll always have a special place in my heart."

"At CHL, I discovered with absolute certainty that I wanted to pursue a career in counseling/therapy. When someone would call being either heart broken, depressed, or even just wanting to talk...being here opened my eyes to how many people don't have the same relationships and support that so many of us have the privilege of having."

"Community Helpline has given me a new perspective on the world around me. It has made me more mindful and has given me conversational skills that follow me around every day. Joining CHL was an opportunity that I'll forever be grateful for."

"It's really helped me with my listening skills, which I'll use a lot in the future. CHL has definitely helped me with the psychology aspect, since I've had to see things through other perspectives."

"My experience at CHL has been fairly amazing; I get to train under supervisors and facilitators and there's something new I learn every time I take a shift. CHL taught me to be an active listener, and provide support and be empathetic. I'm really grateful to be part of this amazing team."

"Honestly the helpline was a huge component in my college essays! Not to mention, volunteering on the helpline taught me tons of interpersonal skills!"

"I've been at Community Helpline for 10 years now and I've enjoyed every moment. I've learned empathy, patience, understanding, and how to take care of not only others but myself. Volunteering solidified my plans to pursue a degree that will help serve those in need. I'm now almost done with my PhD and I will continue to help guide people struggling with their well-being."

DONATE / SPONSOR US

We are struggling financially to keep our lines up. Please consider donating.

Community Helpline is dedicated to providing life-affirming care for those in crisis, but we can't do it without your generous support. With the significant increase in loneliness, isolation and depression in our communities, **we urgently need increased funding to ensure we are able** to help callers in crisis.

Please give generously so that nobody has to go through a crisis alone.

All donors will receive specialized certificates for donating.



[CLICK HERE TO DONATE](#)



Up to \$100 BRONZE - Your gift provides multiple days of direct caller support, as we help callers work through their crisis.

\$250+ SILVER – Your gift provides up to 10 hours of mentoring sessions for our volunteers; refining and empowering these individuals to strengthen community wellness.

\$500+ GOLD –Your gift helps us elevate community outreach across the country through monthly engagement campaigns, making a lasting impact on countless lives.

\$1,500+ PLATINUM – Your gift will help fund a community event to expand our services, raise mental health awareness across local communities, and foster greater community engagement to bring people closer together.

\$5000+ DIAMOND - Your gift will help us acquire much-needed upgrades to our equipment and technology to keep our call center operating smoothly, as well as ensuring our call shifts are ready to serve those in need in communities nationwide.



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*please join
Community Helpline*

FAIR & FUN RUN



**Location: Palos Verdes Peninsula High School Track
27118 Silver Spur Road, Rolling Hills Estates, CA 90274**

Major Sponsors:

**NATIONAL CHARITY LEAGUE
TORRANCE MEMORIAL HOSPITAL
SANDPIPERS**

**Ask us about being a sponsor
www.chelpline.org**

**Email us at chl@chelpline.org
to become a sponsor**

**Click HERE
or scan below
to sign up!**



**SATURDAY
MAY 31, 2025**

10AM - 2PM