

IL WARM LINE

(866) 359-7953

Hope is Just a Phone Call Away

Free Phone Support

For ANYONE

Living in Illinois

Staffed by Recovery Support Specialists
Who live out WELLNESS

**Emotional Support
Recovery Education
Self-Advocacy Support
Referrals**

Monday through Friday, 8am-5pm

From the main menu, select option #2, then #5

Interpreter available for hundreds of languages

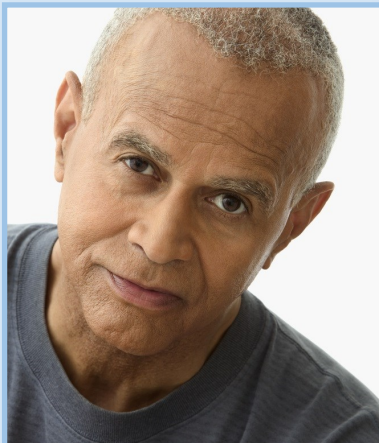
Staff are also adept at conversing through Video Relay Service

TTY: 1 (866) 880-4459

*Sometimes what is needed most in difficult times is
someone to talk with who listens and understands*

**ILLINOIS
MENTAL HEALTH COLLABORATIVE**
FOR ACCESS AND CHOICE

www.illinoismentalhealthcollaborative.com



Frequently Asked Questions

What is the Warm Line? *It is a progressive, recovery-oriented telephone service that provides alternative support to empower people and promote wellness.*

Who staffs the Warm Line? *The Warm Line is staffed by individuals professionally trained in Recovery Support, Advocacy, Mentoring, and Professional Responsibility. Additionally, all staff are required to obtain the Certified Recovery Support Specialist (CRSS) Credential to further demonstrate competency in the areas of recovery support.*

Why is it called a Warm Line and not a Hotline? *The warm Line is not a crisis line, but rather staff work with callers to proactively address aspects of their wellness by identifying triggers, developing action plans (daily and situational), and learning what is necessary to maintain wellness. In the event a caller is in a mental health crisis, our clinical team provides support necessary to ensure the caller's safety.*

How much does it cost to use the Warm Line? *It is FREE!*

Who can call the Warm Line? *ANYONE! Callers do not have to be receiving services to use the Warm Line.*

How often can I call the Warm Line? *Callers can call once a day every day as often as support is needed. Calls last approximately 20 minutes.*

What do people talk about on the Warm Line? *Examples of things discussed include coping with difficult situations, grief, loneliness, substance use withdrawal, managing medication changes & wellness plans.*

When did the Warm Line open? *Staff began taking calls in July 2008. Since that time, the Warm Line has supported over 36,600 callers.*