



**FREE Service to
ANYONE in Illinois
(866) 359-7953**

Select Option 2 then Option 5

TTY: (866) 880-4459

- Language interpreters available
- Deaf and hard of hearing callers can use their own Video Relay Service

Monday - Friday

8:00 am - 5:00pm

www.illinoismentalhealthcollaborative.com



**The Expectation is
Recovery!**

**All Persons with mental illnesses
can recover and participate fully
in a life in the community.**

- DHS/DMH Vision Statement



**Illinois
Warm Line**

(866) 359-7953

Hope is just a phone call away!



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



Who We Are

The Warm Line is a progressive, recovery oriented service provided by the Illinois Mental Health Collaborative for Access and Choice (Beacon Health Options) in partnership with the Illinois Department of Human Services/Division of Mental Health (DHS/DMH)

The Illinois Warm Line is characterized by a unique blend of caring, empowering service and effective use of reliable, user-friendly technology.

Warm Line Staff

The Warm Line is staffed by individuals in recovery from mental health and substance use conditions. Staff are professionally trained in:

- **Recovery Support**
- **Advocacy**
- **Mentoring**
- **Professional Responsibility**

Additionally staff are required to obtain the Certified Recovery Support Specialist (CRSS) Credential to further demonstrate competency in all areas of recovery support.

What we Do

The Warm Line staff inspire 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.

Services provided

- **Mental Health/Substance Use Recovery Education**
- **Information on Community Resources**
- **Emotional Support**
- **Referrals**

The Warm Line serves to provide alternative support to empower people and promote wellness and long term recovery. Sometimes what is needed most in difficult times is someone to talk to, who will listen and truly understand.

"I wouldn't be where I am today in my recovery if it weren't for the Warm Line.." Quote from Caller



Why We Do This

Research indicates that recovery support enhances overall wellness. It has been proven to be a tremendously important component in helping individuals navigate through difficult situations.

The Warm Line:

- **Values empathic and genuine relationships**
- **Embraces trauma-informed approaches**
- **Provides strength-based support**
- **Encourages shared-decision making**
- **Conveys respect and dignity**

Talking with individuals in recovery instills hope that people can and do recover!

A Growing Trend

Many providers, agencies, and crisis lines in Illinois are now referring callers to the Warm Line for proactive wellness support.